Galileo Global Distribution System

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Lesson 1: Signing on and off

**Signing on**

```
<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>OBLIQUE</th>
<th>LETTER Z</th>
<th>AGENT ID CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SON</td>
<td>/</td>
<td>Z</td>
<td>WA</td>
</tr>
</tbody>
</table>
```

**Signing off**

```
<table>
<thead>
<tr>
<th>FUNCTION ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOF</td>
</tr>
</tbody>
</table>
```

**Switching agent assembly areas**

```
<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>AAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>B</td>
</tr>
</tbody>
</table>
```

**Encoding cities and airports**

```
<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>CITY NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>.CE</td>
<td>ROME</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>AIRPORT NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>.CE</td>
<td>LA GUARDIA</td>
</tr>
</tbody>
</table>
```

The letter `M` following the city code indicates that this city is a multi-airport city.

**Decoding cities and airports**

```
<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>CITY OR AIRPORT CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>.CD</td>
<td>PAR</td>
</tr>
</tbody>
</table>
```
Encoding airlines

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>AIRLINE NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>.AE</td>
<td>BRITISH AIRWAYS</td>
</tr>
</tbody>
</table>

Decoding airlines

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>AIRLINE CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>.AD</td>
<td>AI</td>
</tr>
<tr>
<td>.AD</td>
<td>A</td>
</tr>
</tbody>
</table>

The last command decodes all airline codes that begin with the letter "A".

Lesson 2: Introduction to the BF

Retrieving a BF

A BF (Booking File) is actually a computer record. It is an electronic version of a file folder, used for storing such basic information as a passenger's name, itinerary and telephone number. It can also be used to store more specific information such as a passenger's seating preference and lodging and car hire requirements.

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>HYPHEN</th>
<th>SURNAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>-</td>
<td>SUTTON</td>
</tr>
</tbody>
</table>

BFs will contain five fundamental elements: a name field, an itinerary, a telephone field, a ticketing arrangement field and a received-from field. To remember the five essential BF fields by thinking of the word "PRINT": P for "phone", R for "received-from", I for "itinerary", N for "name" and T for "ticketing arrangement".

I    To ignore a BF.
*VL  To display the vendor locator data.
*R   To redisplay the entire BF.
*MM  To display the mileage membership data.
*VR  To display the vendor remarks field.
A<br><br><br><br>\[ \text{GALILEO – Global Distribution System}\]
\[ \text{prepared by: ALI KHREIS}\]

*SI  To display the service information field.

SSR (Special Service Requirements) are requests for additional services for passengers and are associated with a flight segment. These services usually require some kind of advance preparation by airline personnel.

OSI (Other Supplementary Information) messages include miscellaneous data about the passenger that would be of interest to the airline. Ages of child passengers, or the CIP (commercially important person) or VIP (very important person) status of a passenger would be recorded here.

Some BF also contains an address field (ADRS), a form-of-payment field (FOP), and a notepad field (NOTE), in addition to the mandatory phone and ticketing fields.

Retrieving a BF from a similar name list

The entry to display a BF from a similar name list is simply the display function identifier (*) followed by the BF item number.

Displaying BF fields

*N  To display only the name field of a BF.
*I  To display only the itinerary of a BF.
*P  To display the phone field of a BF.
*TD To display the ticketing arrangement field of a BF.
*RV To display the received-from field of a BF.
*ALL To display all the fields of a BF at once

Lesson 3: Flight schedule displays

Timetable schedule displays

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>DEPARTURE AIRPORT</th>
<th>ARRIVAL AIRPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>TT</td>
<td>DEL</td>
<td>JFK</td>
</tr>
</tbody>
</table>

Timetable schedule with date

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>DEPARTURE DATE</th>
<th>DEPARTURE AIRPORT</th>
<th>ARRIVAL AIRPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>TT</td>
<td>22JUN</td>
<td>SIN</td>
<td>KUL</td>
</tr>
</tbody>
</table>
Basic flight availability

The flights are ordered in the following fashion:

1. Nonstop flights, in order of departure time
2. Flights with en route stops, in order of departure time
3. Flights with en route connections, in order of departure time

A* To display more flights.
A*O To return to the first, original display.
A*R To redisplay the last screen of availability that was on your screen.

Link indicators

Every airline that participates in Galileo must maintain a communication link to the GDS. Two types of link are available: Direct link and indirect link.

A direct link is defined as an uninterrupted computer-to-computer connection between Galileo and the airline computer. An indirect link is an interrupted connection. This means that the two computers are connected via a switching computer, operated by a third party (like SITA or ARINC).

<table>
<thead>
<tr>
<th>Link Type</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Link</td>
<td>Alpha or Numeric Availability</td>
</tr>
<tr>
<td>Indirect Link</td>
<td>Alpha Availability Only</td>
</tr>
</tbody>
</table>

Alpha Availability occurs when a letter follows the class-of-service code; Numeric Availability occurs when a number follows.

Alpha Availability

The four letters used in Alpha Availability are:

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Available</td>
</tr>
<tr>
<td>R</td>
<td>Available on a request basis</td>
</tr>
<tr>
<td>L</td>
<td>Sold out, but available for waitlist</td>
</tr>
<tr>
<td>C</td>
<td>Closed for sale; cannot be waitlisted</td>
</tr>
</tbody>
</table>
The Alpha Availability codes are used as follows:

- When the flight is first listed, an "A" appears for each class of service.
- The "A" changes to an "R" when the number of available seats drops below the threshold level.
- The "R" changes to an "L" when all of the seats are sold, but the waitlist is open.
- The "L" changes to a "C" when the waitlist is closed.

When a flight is listed with Alpha Availability, the class of service status is not 100% accurate.

**Numeric Availability**

Numeric Availability shows numbers instead of letters. When these numbers fall below the threshold level, they represent the actual number of seats available. The information in Numeric Availability is accurate and up-to-date because the inventory information in the display is taken directly from the airline's computer system.

When a 0 follows the class-of-service code means that the Class is sold out, but may be waitlisted.

When a C follows the class-of-service code means that the Class is closed for sale and cannot be waitlisted.

The highlighted column is used to display a link indicator. There are four possible link indicators. The link indicator describes the type of computer link between Galileo and each airline's computer. The type of link affects the way availability is listed and how seats are booked. If an asterisk appears in next column, it indicates that the airline is a participant in the Inside Link programme with Galileo. Inside Link describes a type of communication maintained between a vendor's computer system and Galileo.
Link Indicator

C    Carrier specific availability exists
L    Last seat availability exists
B    Both C and L
N    Not a member of Galileo (flight cannot be booked)

Numeric Availability is Last Seat Availability. Carrier Specific Availability is an entire flight availability display that comes directly from the airline's own internal computer system. It also shows the airline's preferred routings and connections.

Lesson 4: Return availability

Return availability

AR  To display return availability for the same day as the outbound flight.

Flight details

Symbols that appear between the departure and arrival times mean the following:
#    The flight arrives one day after it departs
*    The flight arrives two days after it departs
-    The flight arrives one day before it departs (This can happen if the flight crosses the International Date Line.)
The highlighted line forms the header for the columns of information below, and is read as follows:

<table>
<thead>
<tr>
<th>BRD</th>
<th>TIME</th>
<th>D/I</th>
<th>OFF</th>
<th>TIME</th>
<th>D/I</th>
<th>FLY/GROUND</th>
<th>EQP</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR</td>
<td>2230</td>
<td>3</td>
<td>SIN</td>
<td>1835</td>
<td>#</td>
<td>1</td>
<td>13:05/1:25</td>
<td>744</td>
</tr>
<tr>
<td>SIN</td>
<td>2000</td>
<td>#</td>
<td>MEL</td>
<td>0455</td>
<td>*</td>
<td>6:55</td>
<td>744</td>
<td>E</td>
</tr>
</tbody>
</table>

TOTAL FLYING TIME LHR – MEL 20:00
TOTAL GROUND TIME LHR – MEL 1:25
TOTAL JOURNEY TIME LHR – MEL 21:25

To display the flight details of the flight in segment 3 of a BF.
Follow-up availability entries

- **FUNCTION ID A LETTER D D**
  To change an existing display to departure time ordering.

- **FUNCTION ID A LETTER A A**
  To change an existing display to arrival time ordering.

- **FUNCTION ID A LETTER J J**
  To change an existing display to journey time ordering. The purpose of this entry is to modify an existing availability display so that flights are listed strictly by journey time, from shortest to longest. Recall that journey time is the amount of time it takes a flight to travel from its origin to its destination, including any time spent on the ground.

- **FUNCTION ID A LETTER D D**
  To show direct flights only.

- **FUNCTION ID A / AIRLINE BA**
  To list flights operated a specified airline only.

- **FUNCTION ID A NEW DATE 10MAY**
  To change the departure date.

- **FUNCTION ID A # NBR OF DAYS 3**
  To display availability for three days later than the existing display.
To move the date backwards a specified number of days.

FUNCTION ID  NEW TIME
A  1100

To change the departure time of an availability display.
Lesson 5: Booking flights (the Mandatory BF fields)

Selling flight segments

To book seats on a connection. The asterisk tells Galileo to book the rest of the connection in the same class of service.

The status code "HS2" stands for "have sold". In other words, two seats have been sold (booked). "O" is the sell indicator. It represents a certain degree of assurance that the reservation is firm. The letter "O" represents the highest level of assurance.

Entering passenger names
Slade and Peter are children. It is recommended to use the title "Miss" for girls and "Mstr" for boys when entering names of children. Children are passengers age 2 through 11. Entering names of infant passengers (age 0-2) requires the use of a separate entry.

**Entering telephone numbers**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>Travel agency phone number</td>
</tr>
<tr>
<td>H</td>
<td>Home phone number</td>
</tr>
<tr>
<td>A</td>
<td>Accommodation/hotel phone number</td>
</tr>
<tr>
<td>B</td>
<td>Business phone number</td>
</tr>
<tr>
<td>N</td>
<td>Telephone number not known--no-contact</td>
</tr>
</tbody>
</table>

Extension number or the name of the person to whom the number belongs is preceded with an "X":

```
P.AMSH*020 9 49 32 48-VANHORN
P.GVAB*022 233 65 44X124
P.GVAB*022 233 65 44X124-BOVET
```

**Entering ticketing dates**

```
FUNCTION ID | LETTERS TAU | / | DATE  
T.           | TAU         | / | 10FEB |
```
TAU: "ticketing arrangement—unticketed.
T.T*  This indicates that the BF will be ticketed immediately.

**Entering received-from data**

**FUNCTION ID**

- R.

**RECEIVED-FROM**

- ADDISON/PAULMR

To identify the individual who initially makes, or later changes, the reservation.

<table>
<thead>
<tr>
<th>Sample Entries</th>
<th>Circumstances</th>
</tr>
</thead>
<tbody>
<tr>
<td>R. P</td>
<td>Passenger makes own reservation</td>
</tr>
<tr>
<td>R. SHORT/DAVIDMR</td>
<td>Mr David Short makes reservation</td>
</tr>
<tr>
<td>R. MR</td>
<td>Male spouse makes reservation</td>
</tr>
<tr>
<td>R. MRS</td>
<td>Female spouse makes reservation</td>
</tr>
</tbody>
</table>

**E** The entry to end a BF.

E OK–9187CV

The computer's response signifies that the BF has passed all error checks and has been recorded in the computer's database. The alphanumeric code appearing to the right of the "OK" symbol is called the **record locator**. It represents the BF's exact storage location in the database.

```
*–WRIGHT
9187CV/AB LHROU Y2VSA B AG 98234321 21JAN
    1. 2WRIGHT/RICHARDMR/MAXINMRS
    2. UA 928Y 21FEB ORD LHR HK2 1759 #0815 C* E SA
** VENDOR LOCATOR DATA EXISTS **
    3. LHRBU017I 943–3458–MRS WRIGHT
TKTG–TAU/FR23JAN
```

Notice that the status of the itinerary segments has changed from "HS" to "HK", for "have confirmed".
Basic BF Entries

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>01Y1</td>
<td>Book seat from availability</td>
</tr>
<tr>
<td>N.1SOMERSET/LYDIAMS</td>
<td>Enter a passenger name</td>
</tr>
<tr>
<td>P.PHXB*602 790-0810</td>
<td>Enter a telephone number</td>
</tr>
<tr>
<td>T.TAU/23JUN</td>
<td>Enter a ticketing date</td>
</tr>
<tr>
<td>R.DOE/JOEMR</td>
<td>Enter a received-from</td>
</tr>
<tr>
<td>E</td>
<td>End (save) the transaction</td>
</tr>
</tbody>
</table>

Waitlist a segment

Recall that an Alpha Availability display shows an "L" after the class of service when a flight is sold out and can be waitlisted, and a Numeric Availability display shows a "0" or an "L". When you see either an "L" or a "0" in an availability display, the sell entry will automatically waitlist the flight.

The entry to waitlist two "J" class seats on BA flight 237.

02J3
1. BA 237 J 24JAN LGWMCC LL2 1345 1755 E SA
NOTE WAITLIST ONLY LGW TO MCO
DEPARTS LGW TERMINAL N
OFFER CAR/HOTEL CAL HCA

The status code "LL" reveals the segment as a waitlisted segment.
Enter an arrival-unknown segment

FUNCTION ID 0
LETTER "A" A

To create an arrival-unknown (ARNK) segment in a BF. It is used to preserve segment continuity.

An itinerary organized like this:

SEG 1 LHR-FRA
SEG 2 AMS-LHR

would be unacceptable to Galileo. In fact, Galileo would not end the transaction for a BF containing such an itinerary.

To make a non-continuous itinerary acceptable to Galileo, you must structure it like this:

SEG 1 LHR-FRA
SEG 2 ARNK
SEG 3 AMS-LHR

Segment 2 would tell the computer that the arrival at AMS is unknown. The computer would then end the transaction normally.

Enter an open segment

FNCT ID 0
ARLN BA
"OPEN" OPEN
CLASS C
DATE 14FEB
CITY PAIR LHRAMS
ADVISE NO
SEATS 3

To create an open segment in a BF for three "C" class seats on any British Airways (BA) flight from London, Heathrow (LHR) to Amsterdam (AMS) on 14 February.

Open segments can also be entered without a date, if the passenger is unsure of the day he wishes to fly.

Also, if the passenger is unsure of which airline to take, the code "YY" can be used in the place of a specific airline code.
To record an open segment as part of a transfer. Two open segments must be booked in a transfer: one for the first segment of the transfer and one for the second. Because there are no times in the segments and sometimes no date, a marker must be placed at the end of the second segment to indicate that it is part of the transfer. The characters "/X" at the end of this entry are the marker.
Lesson 7: Optional BF fields

Entering forms of payment

<table>
<thead>
<tr>
<th>Entry</th>
<th>Form of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>F.S</td>
<td>Cash</td>
</tr>
<tr>
<td>F.CK</td>
<td>Cheque</td>
</tr>
<tr>
<td>F.INV NUMBER 12450</td>
<td>Invoice</td>
</tr>
<tr>
<td>F.AX37314443322890/D0911-OWEN</td>
<td>American Express Card</td>
</tr>
<tr>
<td>F.CA514044954308873/D0611-PRATT</td>
<td>MasterCard Card</td>
</tr>
<tr>
<td>F.VI4018123943245691/D0210-SLANN</td>
<td>VISA Card</td>
</tr>
<tr>
<td>F.DC38222444553411/D0312-BORK</td>
<td>Diners Club Card</td>
</tr>
<tr>
<td>F.MS CREDIT VOUCHER</td>
<td>Miscellaneous</td>
</tr>
</tbody>
</table>

*FOP is used to redisplay the form of payment.

Entering mailing addresses

<table>
<thead>
<tr>
<th>Function ID</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>W.</td>
<td>MR BILL BROWN<em>12 ST JOHN SQ</em>LONDON*P/SW1 9UZ</td>
</tr>
</tbody>
</table>

*AA will display the addresses in a BF. The mailing address that appears is labeled with ADDR. Don't forget the postal code identifier "P/" in your entry.

Entering delivery addresses

<table>
<thead>
<tr>
<th>Function ID</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.</td>
<td>PLC GROUP<em>RECEPTION</em>HOUDERSKADE 10-17*AMSTERDAM</td>
</tr>
</tbody>
</table>

*AA will display the addresses in a BF. The delivery address that appears is labeled with DLVR.
Entering mileage membership numbers

**FUNCTION ID** | **AIRLINE** | **MEMBERSHIP NBR**
--- | --- | ---
M. | BA | 12349801

**FUNCTION ID** | **AIRLINE** | **MEMBERSHIP NBR**
--- | --- | ---
P | BA | 81623212

*MM* will display the mileage membership field.

Entering notepad remarks

**FUNCTION ID** | **REMARK**
--- | ---
NP. | BOOK HOTEL

*NP* will display the notepad field.

Entering vendor remarks

Vendor remarks created by travel agents and sent "out" to airlines are called **outgoing** vendor remarks. Vendor remarks created by airlines and sent "in" to Galileo are called **incoming** vendor remarks.

**FUNCTION ID** | **FREE TEXT**
--- | ---
V. | EXTENSION SEAT BELT REQUIRED DEBOR/JMR

*VR* will display the vendor remarks field.

**VR**

**VENDOR REMARKS**

1. VRMK-VO/A5E*PLEASE ADVISE IF AN MPD CAN BE ACCEPTED AS PAYMENT*
2. VI/A5E*AN MPD MAY NOT BE USED FOR THIS ITINERARY*
3. VO/A5E*EXTENSION SEAT BELT REQUIRED DEBEER/MMR*

The remarks created by the users of Galileo are called "outgoing" remarks and are labeled with "VO". The remarks created by the vendors are called "incoming" remarks and are labeled with "VI".
Lesson 8: Service information field

An introduction to service information messages

The information found in this field is divided into two different types: Special Service Requirements (SSR) and Other Supplementary Information (OSI).

Special Service Requirements (Referred to as SSR requests or messages)

SSR requests are passenger requests for services that are usually associated with a flight segment, such as a vegetarian meal request. Additionally, these requests often require advance preparation by airline personnel (such as preparing a wheelchair for an elderly passenger).

Other Supplementary Information (Referred to as OSI messages)

OSI messages contain miscellaneous information regarding the passenger that would be of interest to the airline. For example, the age of a child passenger or the CIP (commercially important passenger) or VIP (very important passenger) status of a passenger would be recorded as an OSI message.

**OSI messages**

*SO will display only the OSI part of the service information field.

**SSR messages**

<table>
<thead>
<tr>
<th>Code</th>
<th>Service Requested</th>
<th>Code</th>
<th>Service Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>BBML</td>
<td>Baby meal</td>
<td>BLND</td>
<td>Blind passenger</td>
</tr>
<tr>
<td>BSCT</td>
<td>Bassinet</td>
<td>BULK</td>
<td>Bulky baggage</td>
</tr>
<tr>
<td>DEAF</td>
<td>Deaf passenger</td>
<td>FRAG</td>
<td>Fragile baggage</td>
</tr>
<tr>
<td>HNML</td>
<td>Hindu meal</td>
<td>KSML</td>
<td>Kosher meal</td>
</tr>
<tr>
<td>LANG</td>
<td>Language assistance</td>
<td>MAAS</td>
<td>Meet and assist</td>
</tr>
</tbody>
</table>
**GALILEO – Global Distribution System**

<table>
<thead>
<tr>
<th>Code</th>
<th>Service Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>BULK</td>
<td>Bulky baggage</td>
</tr>
<tr>
<td>CBBG</td>
<td>Cabin baggage</td>
</tr>
<tr>
<td>FRAG</td>
<td>Fragile baggage</td>
</tr>
<tr>
<td>LANG</td>
<td>Language assistance</td>
</tr>
<tr>
<td>MAAS</td>
<td>Meet and assist</td>
</tr>
<tr>
<td>PETC</td>
<td>Pet in cabin</td>
</tr>
<tr>
<td>SPML</td>
<td>Special meal</td>
</tr>
<tr>
<td>UMNR</td>
<td>Unaccompanied minor</td>
</tr>
<tr>
<td>WCHS</td>
<td>Wheelchair psgr - cannot climb stairs</td>
</tr>
<tr>
<td>XBAG</td>
<td>Excess baggage</td>
</tr>
</tbody>
</table>

*SR will display the Special Service Requirements part of the service information field.

**SSR messages with explanatory text**

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>SSR CODE</th>
<th>EXPLANATORY TEXT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI.</td>
<td>SPML</td>
<td>DIABETIC</td>
</tr>
</tbody>
</table>

There are actually three types of SSR codes:

1. Codes that require explanatory text.
2. Codes that do not allow explanatory text.
3. Codes for which explanatory text is optional.
SSR messages with passenger and segment select

<table>
<thead>
<tr>
<th>Function ID</th>
<th>Passenger NBR</th>
<th>SSR Code</th>
<th>Explanatory Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI</td>
<td>P P 2</td>
<td>DEAF</td>
<td>CAN READ LIPS</td>
</tr>
</tbody>
</table>

Other methods of entering multiple passenger numbers:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Passengers Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI.P2-4/DEAF</td>
<td>Passengers 2 through 4</td>
</tr>
<tr>
<td>SI.P2-4.6/DEAF</td>
<td>Passengers 2 through 4 and 6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function ID</th>
<th>Segment NBR</th>
<th>SSR Code</th>
<th>Explanatory Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI</td>
<td>S S 2</td>
<td>BIKE</td>
<td></td>
</tr>
</tbody>
</table>

Entry | Segments Selected
---|---
SI.S2.3/BIKE | Segments 2 and 3 only
SI.S2-4/BIKE | Segments 2 through 4 only
SI.S1.4/SPML*FRUIT | Segments 1 and 4, with explanatory text

Multiple passenger numbers and segment numbers may be entered in the usual manner. The following are several examples.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Passengers and Segments Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI.P1.2S1-3/KSML</td>
<td>Passengers 1 and 2, segments 1 through 3</td>
</tr>
<tr>
<td>SI.P4S1-3.5/KSML</td>
<td>Passenger 4, segments 1 through 3 and 5</td>
</tr>
<tr>
<td>SI.P1-2S3/KSML</td>
<td>Passengers 1 and 2, segment 3 only</td>
</tr>
</tbody>
</table>
OSI and SSR messages for an unaccompanied minor

An unaccompanied minor is a child under the age of 12 travelling alone.

SI.UMNR*ERIC BROWN AGED 8 ENGLISH DEP-MRS BROWN 10 COOK RD 0171 323 1434 ARR-MR BROWN 1 PARK LANE 415 978 1554

- The passenger is an unaccompanied minor (SSR code UMRN).
- The name of the passenger is Mstr Eric Brown, and he is aged eight.
- He speaks English.
- A contact at the departure city is Mrs Brown, who lives at 10 Cook Rd., telephone number (0171) 323 1434.
- A contact at the arrival city is Mr Brown, who lives at 1 Park Lane, telephone number (415) 978 1554.

1. Required OSI message

2. Required OSI message

3. Required OSI message

4. Required OSI message
Lesson 9:       BF management

Cancelling BF segments

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>X2 . 5</td>
<td>Cancel segments 2 and 5</td>
</tr>
<tr>
<td>X2-5</td>
<td>Cancel segments 2 through 5</td>
</tr>
<tr>
<td>XI</td>
<td>Cancel an entire itinerary</td>
</tr>
</tbody>
</table>

Cancelling and rebooking segments

\[ X3.4 + 01Y1Y2 \] would be used to cancel segments three and four and rebook them with the transfer on lines one and two of an availability display.

To change the class of service in the third itinerary segment to "F" class.

\[ @A/F \] would be used to change the class of service for the entire itinerary to "F" class.

To change the departure date for the third flight segment in the itinerary to 11 October.
To change the reservation in the third itinerary segment to KLM (KL) flight 642.

**Insert flight segments**

To place the computer in "insert mode" after segment 2.

To insert a new segment before segment one, or "after segment 0".

The response, "NEXT Follows 1", signals that the next segment entered will follow segment 1. In fact, every segment entered thereafter would follow segment 1, in sequence, until *I, or any other entry (such as *R or *ALL) that will redisplay the itinerary, is entered.

To book one "Y" class seat on the flight listed on line one of an availability display, placing it after itinerary segment two.

To insert an ARNK segment after segment 1.
Changing and deleting mandatory BF fields

There are two methods to change a name in a Galileo BF:

1. By contacting the airline directly
2. By making an entry in the Galileo GDS

To delete the first name in an existing name field.

To remove the first and third items from an existing phone field.
FUNCTION ID: T.
CHANGE/DELETE KEY: @
REPLACEMENT DATA: TAU/20APR

T.@T* would change the ticketing arrangement field to show immediate ticketing.
T. @ To remove the entire ticketing arrangement field.

FUNCTION ID: R.
CHANGE/DELETE KEY: @
REPLACEMENT DATA: ROBINSON/DAVIDMR

R.@ To remove the entire received-from field.

Changing and deleting optional BF fields

FUNCTION ID: F.
CHANGE/DELETE KEY: @
REPLACEMENT DATA: CK

To change the existing form of payment in a BF to cheque (CK).
F.@ To delete data from the form-of-payment field.

FUNCTION ID: D.
CHANGE/DELETE KEY: @
REPLACEMENT DATA: CITY HALL*ANNEX NBR 2*1ST FLOOR*RECEPTION DESK

To replace an existing delivery address with a new address.
D.@ To delete the delivery address field.

FUNCTION ID: W.
CHANGE/DELETE KEY: @
REPLACEMENT DATA: MR JOHN ROE*1100 FLOYD GATE*MANCHESTER*P/M32AR

To replace an existing mailing address with a new address.
W.@ To delete the mailing address field.
To delete the entire mileage membership field.

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>ITEM NBR</th>
<th>CHANGE/DELETE KEY</th>
<th>REPLACEMENT DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>NP.</td>
<td>2</td>
<td>@</td>
<td>BOOK HOTEL CLOSE TO APT</td>
</tr>
</tbody>
</table>

To change a BF notepad item.

NP.2@  To remove the second notepad item from an existing notepad field.

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>ITEM NBR</th>
<th>CHANGE/DELETE KEY</th>
<th>REPLACEMENT DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>V.</td>
<td>2</td>
<td>@</td>
<td>ALX*PLEASE PLACE ON PRIORITY WAITLIST</td>
</tr>
</tbody>
</table>

To replace an existing vendor remark item with a new vendor remark item.

V.2@  To delete the second vendor remark item in the BF.

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>ITEM NBR</th>
<th>CHANGE/DELETE KEY</th>
<th>REPLACEMENT DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI.</td>
<td>2</td>
<td>@</td>
<td>BA*1 CHD AGE 5 DEBOOT/KMSTR</td>
</tr>
</tbody>
</table>

To change data in a BF service information field.

SI.1@  To remove only the first OSI item from an existing BF service information field.

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>PSGR NBR</th>
<th>SEG NBR</th>
<th>CHANGE/DELETE KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI.</td>
<td>S</td>
<td>2</td>
<td>@</td>
</tr>
</tbody>
</table>

To remove a single SSR item from an existing BF service information field by specifying the passenger number and segment to which the entry pertains.
Dividing a party

When some but not all passengers in an existing BF wish to change their itinerary, the BF must be divided.

Once a BF is in the agent assembly area, the procedure for dividing it involves six steps:

1. Divide the applicable names from the BF.
2. Enter the received-from field.
3. File the divided BF.
4. Enter the received-from field.
5. End the transaction.
6. Retrieve both bookings and make any appropriate modifications.

To extract passenger name 2 from an existing BF and create a new copy of the BF with the extracted name as the only name in the name field.

The entry consists of the function identifier "DP" for "divide party", followed by two or more passenger numbers. The passenger numbers are separated from each other by full stops.

```
1. CALDWELL/IGNATIUS MR 2.1 MOORE/GLENDAMRS
1. BA 302 C 10 FEB LHRCDDG HK2 0630 0835 O* E TU
2. BA 301 C 14 FEB CDGLHR HK2 0735 0740 O* E SA
```

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>DP2</td>
<td>Divide applicable names from BF (Moore)</td>
</tr>
<tr>
<td>R. MOORE</td>
<td>Enter the received-from field (Moore)</td>
</tr>
<tr>
<td>F</td>
<td>File the divided BF</td>
</tr>
<tr>
<td>R. MOORE</td>
<td>Enter the received-from field (Moore)</td>
</tr>
<tr>
<td>E</td>
<td>End the transaction</td>
</tr>
<tr>
<td>*-MOORE, X3, etc.</td>
<td>Retrieve both bookings and make any appropriate modifications</td>
</tr>
</tbody>
</table>

prepared by: ALI KHREIS
Lesson 10: Seat assignments

Introduction to seat assignment

Basically, for direct link carriers, the request is transmitted immediately via the communication link after the entry is made, and, if the seats are available, they are assigned and removed from the inventory before you get the response back. For indirect link carriers, the request is not transmitted until after the transaction is ended, at which time the system automatically sends an SSR to the indirect link airline regarding the seat request.

Assigning seats is usually referred to as "advanced seat reservation", abbreviated as ASR. The word "advanced" refers to the fact that the seats are assigned, or reserved, prior to departure.

Assigning seats by area

Seats may be requested by area or by exact seat number. Reserving seats by area (for example, non-smoking, window, left side, etc.) is very common.

List of seat characteristic codes that are used in ASR entries:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Aisle</td>
<td>K</td>
<td>Kennel position</td>
</tr>
<tr>
<td>B</td>
<td>Bulkhead</td>
<td>L</td>
<td>Extra leg space</td>
</tr>
<tr>
<td>C</td>
<td>Cradle or cot position</td>
<td>N</td>
<td>Non-smoking</td>
</tr>
<tr>
<td>D</td>
<td>Upper deck</td>
<td>S</td>
<td>Smoking</td>
</tr>
<tr>
<td>E</td>
<td>Exit</td>
<td>W</td>
<td>Window</td>
</tr>
<tr>
<td>F</td>
<td>No film view</td>
<td>*</td>
<td>More than 4 characteristics</td>
</tr>
<tr>
<td>G</td>
<td>Non-smoking, window</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cradle seats offer 160 degrees of recline position. The kennel is specifically made for animal carriage.

FUNCTION ID SEAT CODE(S)  S.  NW

To reserve a seat for all segments of an itinerary in a specific area of the plane (window, non-smoking).

*SD  To display the seat data.
Changing seat assignments

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>CHANGE/DELETE KEY</th>
<th>NEW GENERIC SEAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.</td>
<td>@</td>
<td>NA</td>
</tr>
</tbody>
</table>

To change an existing seat assignment to non-smoking, aisle seats (NA) on all segments.

Cancelling seat assignments

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>CHANGE/DELETE KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.</td>
<td>@</td>
</tr>
</tbody>
</table>

Lesson 11: Seat maps

Introduction to seat maps

Airlines offer one or more of the following seating classes: first, business and economy. Seat maps are also divided into cabins. There is one seat map for the seats located in first class, another map for the seats located in business class and a third map for the seats located in economy class. The economy class cabin contains seats for passengers booked in full economy and excursion classes.

Displaying a seat map

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>SEGMENT NBR</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA*</td>
<td>2</td>
</tr>
</tbody>
</table>

To display a seat map for the flight in segment 2 of an existing itinerary.

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>AVAIL LINE NBR</th>
<th>CLASS OF SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA*</td>
<td>3</td>
<td>F</td>
</tr>
</tbody>
</table>

To display a seat map of the first class cabin (F) for the flight listed on line 3 of the flight availability display.
The actual seats are represented by codes describing the seat's characteristics; for example, "N" for non-smoking, "A" for aisle, "W" for window, etc.

The 18th row of seats:

Seven seats are situated in this row, all of which are available for assignment. Columns "C" and "H" represent the aisles of this aircraft.

Seat 18A is a non-smoking window (NW) seat. Seat 18B is a non-smoking aisle (NA) seat. Next is the aisle (column C). Seat 18D is a non-smoking aisle seat. Seat 18E is a non-smoking (N) seat between 18D and 18F. Seat 18F is a non-smoking aisle seat. Next is the second aisle (column H). Seat 18J is a non-smoking aisle seat. Finally, seat 18K is a non-smoking window (NW) seat.

If a seat is available, its seat characteristics code(s) is shown. If it is not available, no seat code(s) will appear. Seat 13A: No seat characteristic code(s) is shown, meaning this seat has already been reserved, and hence is not available for assignment.

The letter "O" indicate the location of wings. The letter "E" shown on either side of the map indicates that row 15 is an emergency exit row. Seats in this row should only be assigned to passengers who are physically and mentally capable of opening the exit door in the event of an emergency.

The letters "PANT" indicate the location of the pantries (food section).
### Code | Description | Code | Description
--- | --- | --- | ---
A | Aisle | N | Non-smoking
B | Bulkhead (fixed next to or facing the vertical dividers) | O | Over wing
C | Cradle or cot position (seat with space for bassinet) | P | Preferred seat
D | Upper deck | Q | Laptop/fax connection
E | Exit | R | Restrictive recline
F | No film view | S | Smoking
G | Non-smoking, window | T | Airphone
I | Adult with infant allowed | U | Suitable for UMNR
H | Suitable for disabled passenger | V | Personal video screen
J | Infant/Child not allowed | W | Window
K | Kennel position (for pet) | X | Blocked
L | Extra leg space | * | More than 4 characteristics

### Assigning seats by exact seat number

Specific seats can be reserved for both direct link and indirect link carriers.

<table>
<thead>
<tr>
<th>Function ID</th>
<th>SEG NBR</th>
<th>SEAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.S.</td>
<td>1</td>
<td>15A</td>
</tr>
</tbody>
</table>

To assign a seat by specific seat number.

<table>
<thead>
<tr>
<th>Function ID</th>
<th>SEG NBR</th>
<th>SEATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.S.</td>
<td>1</td>
<td>15A-B</td>
</tr>
</tbody>
</table>

To assign seats for a multi-passenger BF.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.S1/15A-C</td>
<td>Assign seats 15A, 15B and 15C</td>
</tr>
<tr>
<td>S.S1/15A.B</td>
<td>Assign seats 15A and 15B</td>
</tr>
<tr>
<td>S.S1/15A/16B</td>
<td>Assign seats 15A and 16B</td>
</tr>
</tbody>
</table>
Lesson 12: Booking a car at a passenger's destination

Introduction to booking hired cars

Show below is a typical list of car vendors:

<table>
<thead>
<tr>
<th>Code</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL</td>
<td>Alamo</td>
</tr>
<tr>
<td>ZE</td>
<td>Hertz</td>
</tr>
<tr>
<td>ZI</td>
<td>Avis</td>
</tr>
<tr>
<td>ZL</td>
<td>National</td>
</tr>
<tr>
<td>ZD</td>
<td>Budget</td>
</tr>
<tr>
<td>ZA</td>
<td>Payless</td>
</tr>
<tr>
<td>ZR</td>
<td>Dollar</td>
</tr>
<tr>
<td>ZS</td>
<td>Sears</td>
</tr>
<tr>
<td>ET</td>
<td>Enterprise</td>
</tr>
<tr>
<td>ZT</td>
<td>Thrifty</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Size</th>
<th>Category/Type</th>
<th>Transmission</th>
<th>A/C</th>
</tr>
</thead>
<tbody>
<tr>
<td>M - mini</td>
<td>C - car</td>
<td>A - automatic</td>
<td>R - yes</td>
</tr>
<tr>
<td>E - economy</td>
<td>W - wagon</td>
<td>M - manual</td>
<td>N - no</td>
</tr>
<tr>
<td>C - compact</td>
<td>V - van</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I - intermediate</td>
<td>L - limousine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S - standard</td>
<td>R - recreation vehicle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F - full size</td>
<td>T - convertible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P - premium</td>
<td>S - sports car</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L - luxury</td>
<td>F - 4 wheel drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X - special</td>
<td>X - special</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>D - 4-door car</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>B - 2-door car</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P - pickup</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>J - all terrain vehicle</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>K - truck</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This matrix is used for constructing vehicle-type codes. It is easy to use: Take one letter from each column and write the four letters in the same order as the columns. Each column will be explained next.
Retrieving a CAL display

In order to display low-to-high car availability, Galileo needs five pieces of information:

- The location of the hire
- The pick-up date
- The pick-up time (or "arrival time")
- The return date
- The return time (or "drop time")

To display a low-to-high car availability by referencing a flight segment.

```
CAL07APR-14APR/0915/DT-2240:
LOS ANGELES INTL  CA * TU 07APR 09:15 -14APR * STND/PROM * USD
A:  @ UPSELL ! ALTERNATE RATE AMT FM CHG APPROX TOTAL
  1 +BUDGET  T  S  G  ECAR  80.99 W UNL .00  113.83
  2 +RENTI   O  S  G  ECAR  87.99 W UNL .00  124.18
  3 +MIDWAY  O  S  G  ECMR  89.99 W UNL .00  126.48
  4 +ENTERP  O  S  G  ECAR  89.99 W UNL .00  126.48
  5 +RENTI   O  S  G  CCAR  97.99 W UNL .00  137.98
  6 +PAYLES  O  S  G  ECAR  98.99 W UNL .00  139.13
  7 +MIDWAY  O  S  G  ECAR  103.99 W UNL .00  146.03
  8 +ENTERP  O  S  G  CCAR  103.99 W UNL .00  146.03
```

The first two lines are the reference line and header line. From left to right, it contains the low-to-high car availability action code (CAL), the hire dates and location (LAX), the arrival (ARR) time and the drop time (DT). The second line indicates that this display is for Los Angeles International Airport in California (CA). The display is for Tuesday, 7 April through 14 April with an arrival time of 09.15. The last two items show the rate category (Standard/Promotional) and the currency in which the prices are shown (USD for US dollars).

The third line is the header for the body of the display: the symbols used to identify upsell vehicles (® or †) and alternate vehicles (!) in the display.

The next numbered 8 lines (column letter A) indicate the car hire firms. The + code means the vendor participates in the Inside Availability program with Galileo.
The link type codes are:

<table>
<thead>
<tr>
<th>Code</th>
<th>Participation</th>
<th>Communication between vendor and Galileo</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>Inside Availability</td>
<td>Real-time availability information direct from the vendor's own computer system. Immediate confirmation of booking.</td>
</tr>
<tr>
<td>*</td>
<td>Inside Link</td>
<td>Availability not in real time. Immediate confirmation of booking.</td>
</tr>
<tr>
<td>(blank)</td>
<td>Non-link</td>
<td>Availability not in real time. Confirmation of booking after end transaction.</td>
</tr>
</tbody>
</table>

The next column tells where each hire office is located. Usually, the code in this column will either be a **T** for "terminal", or an **O** for "off-terminal", meaning the office is located near, but not in, the airport terminal. Any other code would indicate a location away from the airport.

The next column shows the availability status of each vehicle, represented by one of three codes:

- **S**: Vehicle is available and can be booked now through Galileo
- **N**: Vehicle is available on a request basis only
- **C**: Vehicle is closed for booking

A **G** means that the price is guaranteed, while a **Q** means it is merely quoted. A price that is quoted could change between the time of the booking and the date the vehicle is picked up.

The next column contains the four-letter vehicle type code.

The next column, headed with **RATE AMT**, shows the rate amount for each vehicle listed. The letter after the rate amount denotes the rate type being used. The rate types include:

- **D**: Daily
- **E**: Weekend
- **W**: Weekly
- **M**: Monthly

You might see other codes between the rate amount and the rate type. An end item character (+) following the price in a CAL display means that additional charges exist. A letter **R** means that the car must be returned to the same location where it was picked up.

The next two columns, headed with **FM** and **CHG**, contain the number of free miles allowed and the charge per extra mile, respectively. In this display, all of the cars allow unlimited free miles (UNL) and consequently, there is no charge per extra mile.

The last column, headed with **APPROX TOTAL**, shows the approximate total charge for the entire hire. The display is ordered from lowest to highest amount based on this column.
GALILEO – Global Distribution System

prepared by: ALI KHREIS

CAL*PD    To page down the display.
CAL*PU    To page back up the display.
CAU-D    To display daily rates.
CAU       To update the display to show the desired rate type.

Retrieving a CAL display for a specific vendor

\[
/1+CAL/ZL+AL+ZE
\]

To display low-to-high car availability listing vehicles from a specific vendor only.

Retrieving a CAL display for a specific vehicle type

\[
/1+CAL/LCAR+ICAR
\]

To retrieve low-to-high car availability for a particular vehicle type.

Booking cars from a CAL display

\[
/1+CAL
\]

To reserve a hired car for the dates and times specified in the low-to-high car availability display.

CAL*R    To redisplay the car availability.
The letters CCR at the beginning of the line identify this as a car booking. The ZR is the industry code for Dollar. The status code SS (for "segment sold") appears next, and the number 1 indicates that one car has been booked. The airport code LHR indicates the location of the hire. The hire dates are listed next, followed by the vehicle type (CDMN), followed by the booking source (BS) field; the drop off (DO) field, which indicates that the vehicle will be dropped off at LHR; the rate code field, which shows that this rate is identified by the code VALUE; and finally the drop time field, which shows that the vehicle is due to be dropped off at 13.00.

The next line is the name field of the car segment. This information was read from the first name field of the BF in the agent assembly area. The letters RQ indicate a quoted rate, as opposed to a guaranteed rate (RG). To the right of the quoted rate code are the price, 124.99 Great Britain pounds (GBP) weekly (WY), the mileage allowance (UNL FM for "unlimited free miles") and the extra day (XD) charge of 27.99 GBP, which comes with unlimited free mileage (UNL FM). CF contains a confirmation number from Dollar. The booked car was inserted after segment 1:

```
*R
Y101SS/XF MELOU A3GXF AG 22530067 14MAR
   1.2MAHONEY/KENNETHMR/BETTYMSR
   1. QF 1 Y 15MAY MELLHR HK2 1400 #0650 O* FR
   2. CCR ZR SS1 LHR 16MAY-22MAY CDMN/RQ-GBP124.99WY-UNL FM XD 27.
      NL FM/BS-987654321/RC-VALUE/DT-1300/NS-MAHONEY KENNETHMR/CF-1237
      415547 *
   3. QF 2 Y 22MAY LHRMEL HK2 1300 #2230 O* FR

** VENDOR LOCATOR DATA EXISTS **          *VL.
FONE-MELT*03 345 8989
   2. MELH*03 341 8712
TKTG-TAU/FR20MAR
```

### Additional car entries

To display only luxury cars (LCAR) from National (ZL).

```
/1+CAL/ZL+ET.LCAR+ICAR
```

To include multiple vendors and multiple vehicle types.

```
FUNCTION ID
   CAL
PICK-UP
   17OCT
RETURN
   22OCT
APT
   MIA
ARR TIME
   ARR-0900
DROP TIME
   DT-1600
```

To retrieve low-to-high car availability (CAL) display without referencing a flight segment.
Lesson 13:  Hired car rules and policy displays

Introduction to car rules displays

Car rules can be displayed for a vehicle in a CAL display or for a vehicle in a BF car segment.

Displaying car rules from low-to-high car availability

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>COLUMN</th>
<th>LINE NBR</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAV</td>
<td>A</td>
<td>2</td>
</tr>
</tbody>
</table>

To display rules for a car listed in a low-to-high availability display, to "verify" if your client can meet all of the rules and restrictions.

```
>CAV
MCLS FREEDOM RATE VALIDATED
HOURS: 24 HRS 7 DAYS -CORPORATE-
HERTZ BOST11 30MAR/ 8:20A 02APR
EBAR DAILY PROMOTIONAL 37.99 USD UNL FM- .00MI
EXTRA DAY .00 FM- .00MI
EXTRA HOURS 13.00 UNL FM- .00MI
MIN: 2 DAY/S PICK UP EARLIEST:
ALBK: 1 DAY/S PICK UP LATEST:
MAX: 99 DAY/S RETURN LATEST:
REQ CHRG: RETURN TO RENTAL LOCATION: NO
DEPOSIT: DEPOSIT PERIOD:
DEP DUE: DAY/S RATE GUAR: 30MAR09-30MAR10
```

The first line shows the rate code (MCLS) and a description of the rate (FREEDOM RATE). The word "VALIDATED" means that the rules for this vehicle are validated. The second line shows the hours of operation for this office.

The third line contains the vendor name (HERTZ), extended location code (BOST11), pick-up date, arrival time and drop-off date. The forth line contains the vehicle type (EBAR), rate type (DAILY), rate category (PROMOTIONAL), rate (37.99) and currency in which the rate is shown (USD). "UNL" means unlimited free mileage (FM).

The next two lines contain the charge per extra day, and the charge per extra hour, if the vehicle is not returned on time. There is a $13.00 charge for every hour that the vehicle is late, but for each hour, there is unlimited free mileage (UNL). There is no charge for extra mileage (.00MI).
Lines 7 shows the minimum number of days the vehicle must be hired (2 DAY/S), and the earliest time it can be picked up, which does not apply here. Line 8 contains the advanced booking requirement (1 DAY/S), and the latest pick-up time, which also does not apply here. Line 9 shows the maximum number of days the vehicle may be hired (99 DAY/S) and the latest time it may be returned. Again, since nothing appears here, this category is not applicable.

Line 10 specifies any additional, required charges. These charges may consist of additional taxes or surcharges levied by a city. Recall that a "+/"# following the price in a CAL display means that additional restrictions exist. Often this refers to additional required charges, which would be listed here. Also shown on this line is an indication as to whether or not the car must be returned to the location where it was hired.

The lines now highlighted contain information on deposits. Sometimes car firms will require that an advance deposit be made for a hire. If this is the case, information on the deposit will be shown here. No deposit is required for this vehicle, so no information appears here.

The last two lines contain information on deposits. Sometimes car firms will require that an advance deposit be made for a hire. If this is the case, information on the deposit will be shown here. No deposit is required for this vehicle, so no information appears here.

Notice the "RATE GUAR" shows the dates for which the rate for this vehicle is guaranteed. These dates are fixed, and if you hire within this period, the rate will be guaranteed. Otherwise, the rate may be subject to change.

<table>
<thead>
<tr>
<th>CREDIT CARD—PAYMENT:</th>
<th>AX CB BF CX DC DS JC LH VI</th>
</tr>
</thead>
<tbody>
<tr>
<td>GUARANTEE:</td>
<td>AX CB BF CX DC DS JC LH VI</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>DAY RULE:</td>
<td>RENTAL DAYS</td>
</tr>
<tr>
<td>SUNDAY :</td>
<td>MIN</td>
</tr>
<tr>
<td>MONDAY :</td>
<td>6</td>
</tr>
<tr>
<td>TUESDAY :</td>
<td>5</td>
</tr>
<tr>
<td>WEDNESDAY :</td>
<td>4</td>
</tr>
<tr>
<td>THURSDAY :</td>
<td>3</td>
</tr>
<tr>
<td>FRIDAY :</td>
<td>2</td>
</tr>
<tr>
<td>SATURDAY :</td>
<td>1</td>
</tr>
<tr>
<td>SPECIAL TEXT COMMENTS:</td>
<td>GENERAL:= LIMITED AVAILABILITY. SATURDAY NIGHT KEEP REQUIRED</td>
</tr>
</tbody>
</table>

The first two lines show the codes for the credit cards which are accepted for a payment (the first line) or a guarantee (the second line). In most cases, the same credit cards will be acceptable for both payment and guarantee.

The days of the week table shows the minimum and maximum number of days for which the vehicle must be hired. From left to right, the columns of information are: the day of the week (Sunday through Saturday), the minimum hire period and the maximum hire period. As you can see, the maximum hire period is 99 days, no matter which day of the week you start hiring. If you start hiring on a Sunday, then you must hire the vehicle for a minimum of seven days. If you start hiring on a Monday, then the minimum hire period is six days. For Tuesday, this number goes down to five, and so on.
If a vehicle is returned after the late return time, it is considered late and late charges apply. The last two lines display special text comments about the hire.

**CAL*R** To redisplay the low-to-high car availability.

### Car policy displays

Corporate policy information displays contain general information about the car firm that applies to all of its hire locations. Location policy displays, on the other hand, contain information that applies only to a specific location or office.

### Displaying corporate policy description

The applicable categories for corporate policy descriptions are shown below, along with the appropriate keyword and number:

<table>
<thead>
<tr>
<th>Number</th>
<th>Keyword</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AGE</td>
<td>Age requirement</td>
</tr>
<tr>
<td>2</td>
<td>CARS</td>
<td>Car/vehicle types</td>
</tr>
<tr>
<td>4</td>
<td>DROP</td>
<td>Drop-off/one-ways</td>
</tr>
<tr>
<td>5</td>
<td>EXPR</td>
<td>Express/service</td>
</tr>
<tr>
<td>6</td>
<td>GAS</td>
<td>Refueling policy</td>
</tr>
<tr>
<td>7</td>
<td>HOURS</td>
<td>Hours of operation/business hours</td>
</tr>
<tr>
<td>8</td>
<td>INS</td>
<td>Insurance/coverage</td>
</tr>
<tr>
<td>10</td>
<td>SHTTL</td>
<td>Shuttle service</td>
</tr>
<tr>
<td>15</td>
<td>COMM</td>
<td>Commission - agents</td>
</tr>
<tr>
<td>16</td>
<td>CRED</td>
<td>Credit card information</td>
</tr>
<tr>
<td>17</td>
<td>EQUIP</td>
<td>Special equipment requests</td>
</tr>
<tr>
<td>18</td>
<td>GUAR</td>
<td>Guaranteed rates</td>
</tr>
<tr>
<td>19</td>
<td>MISC</td>
<td>Miscellaneous rates</td>
</tr>
<tr>
<td>20</td>
<td>NEWS</td>
<td>Hot news items</td>
</tr>
<tr>
<td>21</td>
<td>PYMNT</td>
<td>Payment accepted</td>
</tr>
<tr>
<td>22</td>
<td>PROM</td>
<td>Promotional and marketing information</td>
</tr>
<tr>
<td>23</td>
<td>PKUP</td>
<td>Pick-up and return information</td>
</tr>
<tr>
<td>24</td>
<td>PHON</td>
<td>Local phone information</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>25</td>
<td>POLY</td>
<td>Policy/requirements</td>
</tr>
<tr>
<td>26</td>
<td>RATE</td>
<td>Rate information</td>
</tr>
<tr>
<td>27</td>
<td>SPCL</td>
<td>Special services</td>
</tr>
<tr>
<td>30</td>
<td>VALID</td>
<td>Driver's license requirements</td>
</tr>
<tr>
<td>32</td>
<td>ADDR</td>
<td>Area office contact/address</td>
</tr>
<tr>
<td>33</td>
<td>CLUB</td>
<td>Club membership</td>
</tr>
<tr>
<td>34</td>
<td>CONT</td>
<td>Contacts</td>
</tr>
<tr>
<td>35</td>
<td>CONV</td>
<td>Convention rates</td>
</tr>
<tr>
<td>36</td>
<td>CORP</td>
<td>Corporate rates</td>
</tr>
<tr>
<td>38</td>
<td>FORM</td>
<td>Formats</td>
</tr>
<tr>
<td>39</td>
<td>FUN</td>
<td>Fun activity</td>
</tr>
<tr>
<td>40</td>
<td>FQTV</td>
<td>Frequent traveller</td>
</tr>
<tr>
<td>43</td>
<td>GEN</td>
<td>General information</td>
</tr>
<tr>
<td>44</td>
<td>GRPS</td>
<td>Groups</td>
</tr>
<tr>
<td>45</td>
<td>GOVT</td>
<td>Government rates</td>
</tr>
<tr>
<td>46</td>
<td>HELP</td>
<td>Help on how to book</td>
</tr>
<tr>
<td>47</td>
<td>INTL</td>
<td>International information</td>
</tr>
<tr>
<td>48</td>
<td>GEMIN</td>
<td>Gemini briefing</td>
</tr>
<tr>
<td>49</td>
<td>GALIL</td>
<td>Galileo</td>
</tr>
<tr>
<td>50</td>
<td>SAFE</td>
<td>Safety</td>
</tr>
<tr>
<td>51</td>
<td>SPLY</td>
<td>Supply forms</td>
</tr>
<tr>
<td>52</td>
<td>TACT</td>
<td>Travel agent contests</td>
</tr>
<tr>
<td>53</td>
<td>TIPS</td>
<td>Industry discount information</td>
</tr>
<tr>
<td>54</td>
<td>TOUR</td>
<td>Tour packages</td>
</tr>
<tr>
<td>55</td>
<td>TITLE</td>
<td>Car firm official name</td>
</tr>
</tbody>
</table>
The entry consists of the function identifier "CAD" for "car description" followed by a two-letter vendor code.

The display informs you of your options. **CAD/** means that you may enter "CAD/" followed by any combination of category numbers and/or keywords to obtain more specific information. You may page down again **CADMENU*PD**, or page up using **CADMENU*PU**. **CAD*PD** entry is used to page down the selected category display. **CAD*PU** entry is used to page up the selected category display. **CAD*MENU** will return you to the menu.

### Displaying location policy description

Like the corporate policy description, the location policy description organizes the information in categories. Many of these categories are the same as the corporate policy description categories with the same keyword and number. The categories that are marked with an **asterisk** are applicable for both corporate policy and location policy.

To retrieve policy information pertaining to the location specified in the entry.

```
FUNCTION ID  VENDOR  AIRPORT
  CAD        ZE       LAX
```

```
CADZEYWG
  CAD04MARZEYWG
  HERTZ CORPORATION     YWGT11     WINNIPEG INTL A     04MAR
  ADDRESS: WINNIPEG AP SOUTH COUNTER
  PHONE: 204-925-6600
  HOURS: 24 HOURS 7 DAYS

---CORPORATE---

  01 AGE  AGE REQUIREMENT  02 CARS  CAR/VEHICLE TYPES
  03 CDW  COLL DAMAGE WAIVER  04 DROP  DROP-OFF/Oneways
  05 EXPR  EXPRESS SERVICE  06 GAS  REFUELING POLICY
  07 HOURS  HOURS-OPER/BSNNS  08 INS  INSURANCE/COVERAGE
  09 PAI  PERSONAL ACC INSUR  10 SHTTL  SHUTTLE SERVICE
  12 TAX  TAX-STATE/LOCAL  15 COMM  COMMISSION AGENTS
  CAD/  CADMENU*PD
```
Notice the word "CORPORATE" appearing at the end of the third line. Recall that the presence of this word means that Hertz Corporation actually owns this location. If you had asked for a location policy for a smaller airport, the word "FRANCHISE" might appear here, indicating that it was a Hertz franchise location.

**CADMENU*PH** will take you to the top; "page home".

**Miscellaneous entries to display location policy description**

FUNCTION ID | S | SEGMENT NBR
---|---|---
CAD | S | 2

To display a local policy description from a car segment.

FUNCTION ID | COLUMN | LINE NBR
---|---|---
CAD | A | 4

To display a local policy description from a CAL display in the agent assembly area.
Lesson 14: Hotel Reservations

Hotel index displays from a flight segment

The procedure for booking a hotel involves two separate displays: the hotel index and the hotel complete availability display. The hotel index is displayed first by referencing an itinerary segment. When an appropriate hotel is found in the index, complete availability is displayed for that hotel.

<table>
<thead>
<tr>
<th>INSERT FUNCTION ID</th>
<th>SEGMENT NBR</th>
<th>HOTEL FUNCTION ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>/</td>
<td>2</td>
<td>HOI</td>
</tr>
</tbody>
</table>

To retrieve a list of hotels located in and around the arrival city of the specified itinerary segment.

The entry consists of the insert-after-segment function identifier followed by a segment number, a "+" character and the function identifier "HOI" for "hotel index".

```
/1+HOI
HCI19MAR-1NTSFC/D-30M

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Location</th>
<th>Miles from Ref Pt</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENAISSANCE STANFORD</td>
<td>SAN FRANCISCO</td>
<td>14N</td>
</tr>
<tr>
<td>EXECUTIVE STS P</td>
<td>SAN FRANCISCO</td>
<td>13N</td>
</tr>
<tr>
<td>SUNDIAL</td>
<td>316 EL CAMINCO REAL</td>
<td>13SE</td>
</tr>
<tr>
<td>SFO AIRPORT</td>
<td>1250 OLD BAYSHORE HWY</td>
<td>1S</td>
</tr>
<tr>
<td>NOLAN HOUSE</td>
<td>SAN FRANCISCO</td>
<td>14N</td>
</tr>
<tr>
<td>MILL VALLEY</td>
<td>707 REDWOOD HWY</td>
<td>26NW</td>
</tr>
<tr>
<td>REGENCY AIRPORT</td>
<td>1333 BAYSHORE HWY</td>
<td>1S</td>
</tr>
<tr>
<td>REDWOOD CITY</td>
<td>485 VETERANS BLVD</td>
<td>13SE</td>
</tr>
<tr>
<td>AIRPORT</td>
<td>79 A SAN FRANCISCO</td>
<td>4NW</td>
</tr>
<tr>
<td>SOFITEL SFO</td>
<td>TWIN DOLPHIN</td>
<td>11SE</td>
</tr>
</tbody>
</table>
```

Line 1: The letters "HOI" are followed by the check-in date, a hyphen, the number of nights' stay and the city code. The check-in date and city code were read from the referenced flight segment. The number of nights' stay is assumed to be one. /D-30M indicates that only hotels within 30 miles of the reference point, San Francisco International Airport (SFO), will be shown.

Line 2: contains headers for the columns of information below. The columns contain information on each hotel. Each hotel is shown on a numbered line.

The columns of the display contain the line number, the two-letter hotel chain code and the hotel's name. Each hotel chain is represented by a two-letter code, just as airlines and car firms are represented by two-letter codes.
The + character preceding some of the hotel codes means the hotel is an Inside Availability vendor. Inside Availability is the closest link a hotel can have with Galileo, and these hotels offer both real-time booking and real-time complete availability displays. The second closest computer link a hotel can have with Galileo is called Inside Link, represented in the index by a * character. Inside Link vendors offer real-time bookings but not real-time complete availability. The USD column gives the price of the least expensive room in each hotel. The display does not contain any availability information. Common location codes include A for "airport", C for "city", S for "suburbs" and D for "downtown". Sometimes this information is not provided.

The next column gives the location of the hotel.

The final column shows the number of miles and the direction of the hotel from the reference point, San Francisco International Airport. For example, the Stanford Court on line 1 is located 14 miles north of the airport, while the Ramada (RA) SFO Airport on line 4 is just 1 mile south of the airport.

**HOI*PD** is used to page down.
**HOI*PU** is used to page up the display.
**HOI*PH** is used for "page home".

**Complete hotel availability from an index**

![FUNCTION ID INDEX LINE NBR CHECK-OUT DATE](image)

To find out which (if any) rooms are available for a specific hotel and how much those rooms cost. The entry consists of the function identifier "HOC" for "hotel availability complete", followed by the index line number of the desired hotel, an oblique, a hyphen and the desired check-out date. Note that the number of nights' stay may be specified in place of the check-out date; for example, **HOC6/-4NT** could be used in place of the above entry if the passenger were checking in on 11 February.

**HOC4/-10OCT2** to display availability for two adults at the hotel on line 4 of a hotel index display with check-out on 10 October.

**HOI*R** is used for "hotel index - redisplay".
The first line indicates that this is an HOC display, showing Inside Availability. (Recall that Ramada maintains an Inside Availability link with Galileo.) The dates of stay, the number of adults and "Ramada" also appear on this line.

The second line gives info about the hotel chain code (RA), the property number (13044), which uniquely identifies this particular Ramada hotel, and the name of the hotel as it appeared in the index display.

The body of the display consists of three columns. The first column, headed with REF, contains reference line numbers, which are used when booking a room. The USD RATE column shows the per-night rate of each room in the currency of the country where the hotel is located, U.S. dollars (USD). The last column shows the rate name or information on each room.

<table>
<thead>
<tr>
<th>REF</th>
<th>USD RATE</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>86.00</td>
<td>CORPORATE RATE</td>
</tr>
<tr>
<td>2</td>
<td>78.00</td>
<td>GOVERNMENT RATE</td>
</tr>
<tr>
<td>3</td>
<td>82.00</td>
<td>STANDARD ROOM WITH 2 DOUBLE BEDS</td>
</tr>
<tr>
<td>4</td>
<td>88.00</td>
<td>SUPERIOR ROOM WITH 2 DOUBLE BEDS</td>
</tr>
<tr>
<td>5</td>
<td>96.00</td>
<td>DELUXE ROOM WITH 2 DOUBLE BEDS</td>
</tr>
<tr>
<td>6</td>
<td>96.00</td>
<td>SUPERIOR ROOM WITH 1 QUEEN BED</td>
</tr>
</tbody>
</table>

HOC*PD is the entry to page down this display.
01INSIDE is a prompt for the booking entry, in case you want to book a room from this display.
HOV is a prompt for displaying rules concerning a particular room.
HOA*R is the entry to redisplay the last "HOA" display.

Rules and booking for Inside Avail hotels

To view rules for a particular rate and room type from an HOC display for an Inside Availability hotel.

The entry consists of the function identifier "HOV" for "hotel verify", followed by a reference line number from the HOC display.

To book a room from an HOC display for an Inside Availability vendor.
To provide the hotel with your client's credit card number in order to guarantee the room reservation.

**HOV7**
**INSIDE AVAILABILITY**
HI 19013 AIRPORT
ADDRESS: 245 S AIRPORT BLVD  PHONE: 600-465-4329
SAN FRANCISCO CA 94080  FAX: 415-589-7200

*RATE*
C1DRAC  RACK RATE
USD 79.00 PER NIGHT STARTING 19MAR FOR 3 NIGHTS
237.00 TOTAL STARTING 19MAR FOR 3 NIGHTS

AGENT COMMISSION 10.00 PERCENT
TAX: 8.00 PCT PER ROOM PER NIGHT

*RULES*
CREDIT CARDS: AX CA CB DC DS HI VI

dep CREDIT CARDS: AX CA CB DC DS HI VI

HOV*PD  01INSIDE  HOV  HOC*R  HCA*R

The first line begins with the entry and an indication that this is an Inside Availability vendor. The hotel chain code is listed next, along with the property number and hotel name. The following lines give the address as well as the phone and FAX numbers of the hotel.

Rule displays are divided into different categories of information.

Lines 4-9: the rate category. C1DRAC is the rate code corresponding to this rate, and an indication that this room is booked at the rack rate. Rack rates are a hotel's standard rate. Other types of rates include weekend rates, corporate rates and promotional rates.

Lines 10-12: the rules category with the accepted credit cards.

HOV*PD is the entry to page down this rules display.

Other rule categories are: Extra charges and Properties description.
The letters **HHL** identify that this is a hotel segment (as opposed to an air or car segment). **HI** is the hotel chain code, and **SS1** is the status code and number of rooms sold. The city code **SFO** is shown next, followed by the dates of Mr Hiddleston's stay. **3NT** is the number of nights, and the line concludes with the property number and name of the hotel.

The code at the beginning of line 3 means that you have booked one (1) C1DRAC room for 1 adult (-1). Following this code, information is listed in "fields", each field preceded with an oblique. The first field is the rate (RT) field, listing the rate as 79.00 USD. After the hold information is a field showing an ID number for the agent who made the reservation (you) and a field with the credit card guarantee as you entered it. The guarantee wraps to the next line.

**(/NM-)** is the name field. **(RG-)** is the "rate guaranteed". **(/CF-)** is the confirmation which contains the hotel's confirmation number for this booking. You should give this number to Mr Hiddleston to facilitate check-in and as proof of his reservation.

### Booking from Inside Link vendors

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>NBR ROOMS</th>
<th>ROOM CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>B1QRAC</td>
</tr>
</tbody>
</table>

Shown above is the hotel booking entry for **Inside Link hotels**. The purpose of this entry is to book a room by specifying the desired room type as it appears in a complete availability (HOC) display.

The entry shown above would book one superior (B) room with one (1) queen (Q) bed at the "rack" (RAC) rate. The rack rate is simply the standard, everyday rate for a room, as opposed to a special promotional rate, for example.

The above entry with a credit card guarantee specifying Visa (VI) card number 4128 222 333 444, expiring in April of 2010, would look like this: **01B1QRAC/G-VI4128222333444EXP0410**
The following chart gives most of the possibilities for the first three characters in a room code:

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Number of Beds</th>
<th>Bed Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (Deluxe)</td>
<td>1 (One)</td>
<td>K (King)</td>
</tr>
<tr>
<td>B (Superior)</td>
<td>2 (Two)</td>
<td>Q (Queen)</td>
</tr>
<tr>
<td>C (Standard)</td>
<td></td>
<td>D (Double)</td>
</tr>
<tr>
<td>D (Moderate)</td>
<td></td>
<td>T (Twin)</td>
</tr>
<tr>
<td>N (Non-smoking)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**HOV/A1DRAC** to display rules for a room.

Two categories of information are shown on this screen. Notice that these headers are centered, whereas the headers in the last rule display you saw were left-justified.
Lesson 15: Additional Hotel Entries and Description Displays

Additional hotel entries

**ELEMENTARY HOI ENTRY**

\[/1+HOI\]

**CHAIN CODE MODIFIER**

\[/HI\]

This modifier is used to limit the hotel index so that only hotels operated by a particular chain are shown.

**ELEMENTARY HOI ENTRY**

\[/1+HOI\]

**HOTEL NAME MODIFIER**

\[/N-NOVOTEL\]

This modifier is used to find a particular hotel.

**ELEMENTARY HOI ENTRY**

\[/1+HOI\]

**RATE RANGE MODIFIER**

\[/V100\]

This modifier is used to find hotels with rooms selling at approximately the rate specified. The modifier \[/V80-120\] would limit the display to hotels with rooms selling for 80.00 to 120.00 of the local currency per night.

**ELEMENTARY HOI ENTRY**

\[/1+HOI\]

**CURRENCY MODIFIER**

\[/VGBP\]

The purpose of this entry is to change the rates in a hotel index display so that they are not displayed in local currency units but in Great Britain pounds (GBP).

**ELEMENTARY HOI ENTRY**

\[/1+HOI\]

**LOCATION MODIFIER**

\[/L-A\]

This entry is used to find hotels located in a particular type of area. Recall that the most common location codes are: "A" for "airport", "C" for "city", "S" for "suburbs" and "D" for "downtown".

These modifiers may be combined in a single entry. For example, the entry \[/1+HOI/L-C/V100-150\] would search for hotels in the city (C) area with rooms selling for 100.00 to 150.00 of the local currency per night.
Shown above is the entry to retrieve a hotel index display directly, without referencing a flight segment. This would display a hotel index for Minneapolis/ St Paul, specifying a stay from 17 January to 22 January.

It is also possible to request an index of hotels near a particular reference point, as shown above. **HORSYD** to find out what reference points are available for a particular city. For example, to get a list of reference points for Sydney, Australia (SYD).

This entry does not specify a check-in or check-out date. The resulting display will list an index of hotels for the specified city for today's date, for a stay of one night.

Like the HOI entry, the hotel booking entry may contain many optional modifiers. Example: 01INSIDE3/G-AX31793331146461EXP1210

<table>
<thead>
<tr>
<th>Optional Field</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>/G-AX31793331146461EXP1210</td>
<td>To enter a credit card guarantee</td>
</tr>
<tr>
<td>/CD-298YIEU</td>
<td>To enter a corporate discount number</td>
</tr>
<tr>
<td>/RA-1</td>
<td>To request a roll-away bed</td>
</tr>
<tr>
<td>/CR-1</td>
<td>To request a crib or a cot</td>
</tr>
<tr>
<td>/EX-2</td>
<td>To request extra adults in room</td>
</tr>
<tr>
<td>/ID-IU294574</td>
<td>To enter a hotel membership number</td>
</tr>
<tr>
<td>/FT-AA21938</td>
<td>To enter a mileage membership number</td>
</tr>
<tr>
<td>/SI-REQUEST QUIET ROOM</td>
<td>To enter special information</td>
</tr>
</tbody>
</table>
Hotel description displays

To obtain a hotel description from an index display.

```
FUNCTION ID: HOD  INDEX LINE NBR: 4
```

The top of the display lists the chain code, hotel name, property number, address, phone number, fax number, distance to the airport, and check-in and check-out times. Check-in begins at 15.00 and check-out must be by 13.00.

The main body of this display consists of the various keyword subjects that may be accessed. There are keywords for such subjects as the chain's cancellation policies, family plans, and credit card information.

```
FUNCTION ID: HOD  LETTER S: S  SEGMENT NBR: 3
```

The entry shown above is used to display a hotel description by referencing a hotel segment.
Lesson 16: Fare Display

Classes of service and restrictions

There are four basic categories of service on an airline flight. From most expensive to least expensive, they are: first class, business class, full economy and excursion. The codes commonly used for these classes are summarized below.

<table>
<thead>
<tr>
<th>Codes</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>F, P</td>
<td>First class</td>
</tr>
<tr>
<td>C, J</td>
<td>Business class</td>
</tr>
<tr>
<td>Y, S</td>
<td>Full economy</td>
</tr>
<tr>
<td>B, H, K, L, M, Q, V</td>
<td>Excursion</td>
</tr>
</tbody>
</table>

The first three classes listed above - first, business and economy - are considered "full fare" classes and consequently have very few restrictions. There are, for example, no advance purchase requirements and no requirements specifying how soon a ticket must be issued after a reservation is made. Excursion classes, on the other hand, feature substantial discounts and therefore carry significant restrictions. The following restrictions apply to most excursion fares:

- The itinerary must be a return trip, usually with all flights operated by the same airline.
- The trip must include a Saturday night stay over. For example, if a passenger departs on a Wednesday, he or she may return no earlier than the following Sunday morning.
- A ticket must be issued for the reservation within 24 or 48 hours of the BF's creation.
- The tickets are non-refundable, and there are substantial charges associated with making changes to the reservation.
- There is an advance purchase requirement for the tickets: usually 7, 14 or 21 days. In general, the cheaper the fare, the longer in advance the tickets must be purchased.

In general, the less expensive the fare, the more restrictive the rules.

Retrieving a basic fare display

To retrieve a list of fares for the specified city pair, date and airline.

The entry consists of the function identifier "FD" for "fare display", followed by the date, the city pair, an oblique and the airline.
The third line shows the maximum permitted mileage (MPM) for the city pair, which is 5316 miles, and the global indicator, "AT". "AT" stands for "Atlantic" and means that the routing for the rates is over the Atlantic Ocean.

Lines 5-6: the header for the columns of information below.

The first column contains line numbers for each of the fares.

If the letter "R" appears after the fare price, the fare is valid for return-trip travel only. When no letter "R" appears, the fare is for one-way travel. The AP column shows the advance purchase requirement for each fare. The MIN/MAX column shows the minimum and maximum stay requirements for each fare. The MR column indicates whether the fare is routing-based or mileage-based. The last column, labeled DT, contains one or two codes that indicate whether day-of-week or time-of-day restrictions apply. If a "D" appears, the fare has restrictions on the day of the week a passenger may fly. If a "T" appears, the fare has restrictions on the time of day the passenger may fly.

If the minimum stay column for the fare has the notation "SU" stands for "Sunday" it indicates that the passenger must stay through at least the first Saturday night following his departure. In other words, Sunday is the first day he can return.

If the character"@" appears next to a fare, it indicates that there have been or will be fare or rule changes for the fare. The other symbol that occasionally appears next to a fare is an "X". The "X" means the fare is held in Galileo's database only and is not available for fare quotation.

All of the fares with the "+" character in the advance purchase column means that you need to check fare notes (rules) to determine the exact requirement.

FD* to redisplay the fare display.
# Retrieving a North American Fare Display

Fare displays for travel taking place entirely within North America (the United States and Canada) are formatted a bit differently. These displays are called North American Fare Displays (NAFD).

<table>
<thead>
<tr>
<th>USD</th>
<th>FARE</th>
<th>BASIS</th>
<th>MIN/</th>
<th>XL</th>
<th>TVL DATES</th>
<th>TKT DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>CX</td>
<td>DL</td>
<td>NJE21NR</td>
<td>21+</td>
<td>SU/</td>
<td>NR</td>
<td>10MAR/-</td>
</tr>
<tr>
<td>2</td>
<td>254.90</td>
<td>QWE21NR</td>
<td>21+</td>
<td>SU/</td>
<td>NR</td>
<td>10MAR/-</td>
</tr>
<tr>
<td>3</td>
<td>275.36</td>
<td>HXE14NR</td>
<td>14+</td>
<td>SU/</td>
<td>NR</td>
<td>10MAR/-</td>
</tr>
<tr>
<td>4</td>
<td>297.68</td>
<td>HEW14NR</td>
<td>14+</td>
<td>SU/</td>
<td>NR</td>
<td>10MAR/-</td>
</tr>
<tr>
<td>5</td>
<td>316.28</td>
<td>MWE7P50</td>
<td>07+</td>
<td>SU/</td>
<td>++</td>
<td>10MAR/-</td>
</tr>
<tr>
<td>6</td>
<td>327.46</td>
<td>KR</td>
<td>--</td>
<td>--/</td>
<td>--</td>
<td>10MAR/-</td>
</tr>
<tr>
<td>7</td>
<td>338.62</td>
<td>MWE7P50</td>
<td>07+</td>
<td>SU/</td>
<td>++</td>
<td>10MAR/-</td>
</tr>
</tbody>
</table>

The "--" for the fare on line 6; this indicates that there is no advance purchase requirement for that fare and that a restriction does not apply.

The column headed XL gives information on the cancellation fee for each fare. The first four fares listed show "NR" in this column, which means that they are non-refundable. If a number appears here it indicates the percentage of the total fare that will be retained in the event of a cancellation. The "++" (lines 5 and 7) means that fare notes must be consulted, and the "--" (line 6) means that the restriction does not apply.

The next column shows information on the first and last possible travel dates for each fare. The final column in the display shows the first and last dates (if any) that tickets may be purchased for each fare.

## Introduction to fare notes

To look up the fare notes, first you display the fare notes index or paragraph menu. On the menu, all the subjects that are relevant to the fare in which you are interested are listed. You then look up the subject of your interest and obtain a paragraph number. Finally, using the paragraph number, you proceed to get the information.
Retrieving a fare notes paragraph menu

To retrieve a fare notes paragraph menu.

```
001 LONPAR 18JUL09 AF GBP 98.00 QXABVOSP STAY-SU/1M BK-Q
0.APPLICATION 4.FLT APPS 5.ADV RES/TKTG 6.MIN STAY
7.MAX STAY 8.STOPCOVERS 9.TRANSFERS 10.COMBINATIONS
12.SURCHARGES 16.PENALTIES 19.CHILDREN 29.DEPOSITS
```

The first line acts as a header and reflects the information taken from the fare display. On this line, from left to right, the following information is shown: "001" (the line number from the fare display), "LONPAR" (the departure and arrival cities), "18JUL09" (the date of departure), "AF" (the publisher of this fare), "GBP" (the currency), "98.00" (the cost of the fare), "QXABVOSP" (the fare basis code), the minimum/maximum stay allowed, and "BK-Q" (the booking class for the fare: "Q" class).

Retrieving fare notes from a paragraph menu

To display the contents of a fare notes paragraph.

The entry consists of the function identifier "FN", followed by an asterisk, the letter "P" for "paragraph" and the paragraph number.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>FN*P1-3</td>
<td>Display paragraphs 1 through 3</td>
</tr>
<tr>
<td>FN*P1.5</td>
<td>Display paragraphs 1 and 5</td>
</tr>
<tr>
<td>FN*P1-3.5</td>
<td>Display paragraphs 1 through 3 and 5</td>
</tr>
</tbody>
</table>

FN* To redisplay the paragraph menu.

FN*1 To retrieve the menu again.
### Retrieving fare notes without a paragraph menu

To display the contents of a specific paragraph without first retrieving a paragraph menu.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>FN*4/P2.4</td>
<td>Display paragraphs 2 and 4</td>
</tr>
<tr>
<td>FN*4/P2-4</td>
<td>Display paragraphs 2 through 4</td>
</tr>
<tr>
<td>FN*4/P2-4.6</td>
<td>Display paragraphs 2 through 4 and 6</td>
</tr>
<tr>
<td>FD/LX</td>
<td>To change the fare display to list Swiss (LX) fares.</td>
</tr>
</tbody>
</table>
Lesson 17: Itinerary pricing

Finding the best fare for an itinerary

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FQ</strong></td>
<td>Returns a price for the current itinerary, in the current class of service. The fare will be filed in the BF.</td>
</tr>
<tr>
<td><strong>FQBB</strong></td>
<td>Finds the lowest available fare for the current itinerary, in any class of service. If the least expensive class has already been booked, the fare will be filed in the BF.</td>
</tr>
<tr>
<td><strong>FQBBK</strong></td>
<td>Rebooks all segments in the appropriate class of service based on the FQBB display. The fare will be filed in the BF.</td>
</tr>
</tbody>
</table>

---

**FQBB**

```
*** BEST BUY QUOTATION ***
LOWEST FARE AVAILABLE FOR THIS ITINERARY
*** REBOOK BF SEGMENTS 1T/2T ***

PSGR   QUOTE BASIS   FARE   TAXES   TOTAL PSG DES
FQG 1-2  YLPX30A   AUD  718.00  30.40  1496.80 ADT

GRAND TOTAL INCLUDING TAXES ****   AUD  1496.80
ADT   LAST DATE TO PURCHASE TICKET: 10MAR09
ADT   PAYMENT AND TICKETING MUST BE MADE WITHIN 1 DY
OF RES
US PASSENGER FACILITY CHARGE NOT APPLICABLE

TO REBOOK ENTER FQBBK
```  

Lines 2-3: indicate that there is indeed a lower fare available for this itinerary, and the itinerary should be rebooked in "T" class to qualify.

**FQG** stands for "fare quote guaranteed". Note that the fare has been quoted in Australian dollars (AUD).

*FF  To display the filed fare.

*FF1  To display details for the fare shown.
SYD NZ AKL 273.70YLPX30A:
This part represents the fare for the first flight. Shown first is the departure city (SYD), the airline (NZ) and the arrival city (AKL). Next is the fare for this segment (in a pseudo-currency called Neutral Units of Construction). The fare basis code for the fare is shown directly after the fare amount.

NZ SYD 273.70YLPX30A:
This information tells you that the passenger departs from the previous city on Air New Zealand (NZ) and flies to Sydney (SYD). The price for the segment is shown next (again, in Neutral Units of Construction). It is followed by the fare basis code.

NUC 547.40:
Next is the code "NUC" which indicates that the fares in the line are shown in Neutral Units of Construction. Neutral Units of Construction are a pseudo-currency used only to price international journeys. Following the "NUC" code is the total price for the journey.

END ROE1.311647:
Next is the word "END" which signifies the end of the linear breakdown. Following this is the code "ROE", which has wrapped to the next line. "ROE" stands for "rate of exchange" and is followed by the rate of exchange for conversion from NUCs to Australian dollars (AUD). NUCs are always converted into a currency.

FARE AUD 718.00 TAX 27.00AU TAX 3.40QK TOT AUD 748.40
This line shows the base fare (FARE), each tax (TAX) and the total (TOT) fare in Australian dollars (AUD) for each passenger. The two-letter code following each tax amount identifies the tax. "AU" is the code for the general Australian transportation tax. "QK" is the code for the Australia Noise Levy imposed on all arrivals into Sydney.

S1 FB-YLPX30A B-2PC
The line shows information on the first segment (S1). The fare basis code appears after the characters "FB-". The baggage allowance appears after "B-". "2PC" means the passenger may check two pieces of luggage. You will also see the baggage allowance expressed in weight, for example "30K" for 30 kilograms.
Introduction to ticketing modifiers

Ticketing modifiers add information to the filed fare to be used by Galileo when ticketing the BF. This information includes the plating carrier, the commission and can include the form of payment.

Updating ticketing modifiers

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>FILED FARE NBR</th>
<th>TKT MOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMU</td>
<td>1</td>
<td>CKL</td>
</tr>
</tbody>
</table>

To update a filed fare by adding ticketing modifiers. The entry consists of the function identifier "TMU" for "ticketing modifier update", followed by the number of the filed fare you want to update and the ticketing modifiers. Each ticketing modifier after the first one entered must be preceded by an oblique. The plating carrier modifier consists of the letter "C" for "carrier" followed by the two-character airline code. The commission modifier consists of the letter "Z" followed by a percentage or amount.

 Cancelling filed fares

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>FILED FARE NBR</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>X X 1</td>
</tr>
</tbody>
</table>

The word ALL may be substituted for a number to cancel all the filed fares in a BF.

Introduction to ticketing

Tickets are issued in one of two formats: paper or electronic.

A typical paper airline ticket consists of the following coupons:

- Agent's coupon
- Auditor's coupon
- One or more flight coupons
- Passenger receipt coupon

An electronic ticket is simply a ticket without the paper flight coupons. Instead, the flight coupons are stored electronically in the computer system. The passenger receives only the passenger receipt, and is not required to show any type of ticket at the airport when checking in.

Electronic ticketing is also called "ticketless travel".

In order to issue electronic tickets:

- The airline must support electronic ticketing
- The itinerary must be eligible for electronic ticketing
- Your agency must be able to issue electronic tickets

Flights on airlines which support electronic ticketing will show the E indicator in availability.

**Electronic ticketing**

**Electronic Ticketing Participants**

- **Passenger**: The traveler who holds the e-ticket.
- **Travel Agent & System Provider**:中介
- **Validating Airline**: The airline that "issues" the e-ticket and stores the e-ticket record. The validating carrier is usually the airline whose fares were used to price the itinerary, or the first international airline in the itinerary.
- **Marketing Airline & Operating Airline**: (The operating airline and marketing airline are usually the same, and may also be the validating carrier.)
- **Ground Handler**: The company providing the passenger handling functions such as check-in and boarding control.

The e-ticket data is known as an Electronic Ticket Record (ETR). Each ETR is identified by a unique ticket number. When an e-ticket is first issued, all of the coupons are marked as "Open for Use". As the coupons are used, or other actions are taken (e.g. reissued, refunded), the coupon status is updated in the validating carrier’s e-ticket database.
Common-Use Self-Service (CUSS) Kiosks

Self-service kiosks are already in use in many airports throughout the world. The photo to the left shows a passenger checking into his flight and printing a boarding pass at a self-service kiosk. This is one of the many conveniences of travelling on an e-ticket - the passenger does not have to wait in long lines to check in at the airline counter. CUSS kiosks empower travelers to print their own boarding passes and make their own seat selections.

Bar Code Standards

Bar codes allow passengers to print their boarding passes at home.

Radio Frequency Technology for Baggage Management

Radio Frequency Identification (RFID) involves placing a small tag inside each piece of baggage, which allows it to be identified and monitored wirelessly via radio signals, wherever it may be.
Issuing electronic tickets

To ticket a BF in which a filed fare, the required ticketing modifiers and a form of payment are all present.

*--HAGEDOORN
Q8282G/SL AMSOU T7CSL AG 88712342 17FEB
   1.HAGEDOORN/FEMKEMS
   1. KL 583 M 21MAR AMSLOS HK1 1150 1725 O* E SA
   2. KL 584 M 04APR LQSAMS HK1 2225 #0610 O* E SA
** FILED FARE DATA EXISTS ** ➤*FF*
** MEMBERSHIP DATA EXISTS ** ➤*MM*
** VENDOR LOCATOR DATA EXISTS ** ➤*VL*
** TINS REMARKS EXISTS ** ➤*HTI*
** ELECTRONIC DATA EXISTS ** ➤*HTE*
FONE-AMST*020 4512357
   2. AMSH*020 5283721
FOP -CK
TKTG-T*AMS 09MAR2107Z AB AG

Notice that the ticketing arrangement field contains the following: AMS, which is the airport closest to the travel agency, 09MAR, the date that the ticket was issued, 2107, the time at which the ticket was issued, Z indicating Zulu or Greenwich Mean Time, AB, the agent's initials, and AG, the agent's duty code.

*HTI to display TINS (or "ticket instructions") remarks, and
*HTE to display electronic ticket data.

*FF
FQ1 - S1-2
P1 HAGEDOORN/FEMKEMS G E 0741086557216

The number 0741086557216 is the ticket number. The letter E preceding the ticket number indicates this is an electronic ticket. The number 074 represents the airline KLM.
The screen above shows the passenger's name; a hyphen and an internal control number; the ticket number; an oblique and the invoice number; a hyphen and the currency code and total amount of the ticket; the type of ticket (ET stands for Electronic Ticket); and the date and time the ticket was issued.

The first section of the Electronic Ticket Record shows the ticket number and passenger's name. The second line shows the form of payment and frequent flyer number. The third line shows the date the ticket was issued, and the original form of payment. The fourth line shows the pseudo city code where the ticket was issued, the plating carrier, the country of sale, and the agency's IATA number.

The "USE" column lists the status of each flight coupon. OPEN means the flight coupon is open for use; ticket data is held in the airline's database, but the boarding pass has not been issued. Other status indicators you may see include:

USED Flight coupon has been used
PRTD Flight coupon/boarding pass has been issued by the carrier
CKIN Passenger has checked in
EXCH Flight coupon has been exchanged
RFND Flight coupon has been refunded
VOID Flight coupon has been voided
The columns show the carrier, flight number, class of service, travel date, city pair, departure time, status and fare basis.

The "FARE" column shows the base fare for each flight. Finally, the "CPN" column shows the coupon number.

The section of the Electronic Ticket beginning with "FARE" shows the base fare, taxes and total.

The last portion of the display shows the fare calculation line of the itinerary.

**Interline electronic tickets**

*Online* tickets are electronic tickets that contain only one airline. *Interline tickets* are e-tickets with two or more different airlines in the itinerary. In order to issue interline electronic tickets, the airlines must:

- Participate in the electronic ticketing interline program

and the validating airline must:

- Have a codeshare/interline agreement with the other airlines in the itinerary

To display an airline's e-ticketing interline agreement table.

The entry consists of the letters "DT" for "Display Table" followed by an oblique and the letters "IAT" for "Interline Agreement Table", another oblique and the letters "DIS" for "Display" and the two-letter airline code.

**Ticketing with consolidator fares**

Consolidator and nett fares are discounted fares that are not generally available in the GDS system.

consolidator is a ticket broker that buys fares directly from the airlines and then resells them to travel agents or sometimes even the traveler directly. These fares are usually discounted and almost always are unchangeable and/or unrefundable. Prices and availability change frequently.

The method in which a travel agent books a trip using consolidator fares varies with each consolidator. However, the methods can be grouped into two categories:

- The BF is created by the consolidator and ticketed by the consolidator.

or

- The BF is created by the travel agent and "queued" to the consolidator for ticketing. Sometimes the BF is "queued" back to the travel agent and other times the consolidator keeps the BF.
In the first category, the travel agent typically goes to the consolidator's website and uses an on-line booking tool to create the reservation. A credit card number is usually entered to pay for the ticket. The agent's request is converted to a BF in the consolidator's GDS system by the consolidator. The consolidator issues the electronic ticket and prints the passenger itinerary receipt document. The consolidator emails (or otherwise transmits) the passenger receipt document to the travel agent.

In the second category, the travel agent creates the booking in her GDS system, selling a class of service specified by the consolidator for the desired fare. The travel agent "queues" the booking to the consolidator's GDS system, adding a remark requesting ticketing. The consolidator issues the e-ticket, and emails (or otherwise transmits) the passenger itinerary receipt to the travel agent.

**Paper tickets**

If an itinerary doesn't qualify for e-ticketing, the basic ticketing entry - **TKP** - will automatically print paper tickets. **TKPPT** would print paper tickets for a BF, overriding the automatic issue of electronic tickets.

**A summary for pricing and ticketing a BF**

The following suggested method is a good way to find the least expensive fare in the least amount of time:

1. Book the flights in "Y" class and create a name field (required to file the fare)
2. Use the **FQBB** entry to see if there is a lower class of service available
3. Use the **FQBBK** entry to book in the lower class if applicable
4. Finish building the BF, using the ticketing date from the pricing display and including a form of payment
5. Use the **TMU** entry to add the plating carrier and commission
6. On the appropriate date, ticket the BF with the **TKP** entry

**Other ticketing arrangements**

The ticketing procedures you've learned thus far are used when you issue tickets at your office or place of business. This is the standard practice, but in some cases you may need to make a booking that will be ticketed elsewhere.

There are two types of off-site ticketing transactions:

1. PTA (Pre-paid Ticket Advice)
2. TOD (Ticket on Demand)

Suppose you have a client who needs to purchase an airline ticket for a relative who lives far away, for example, a mother who wants to purchase a ticket for her son to come visit. You can make the booking for your client and have the ticket issued at the airport where her son lives, thus eliminating the need to send the ticket through the mail. This type of ticket issue is called a "PTA" or "Prepaid Ticket Advice".
To set up a PTA, you need to create the booking as usual. The BF must have a form of payment field, filed fare data and two phone fields (one travel agency phone and one home or business phone). The BF must also contain a Services Request entry, which contains information the airline needs to know in order to issue the ticket. This entry also queues the BF to the airline. If the travel is international, you must also enter the passenger's passport numbers in the BF, using an entry that will print the number in the endorsement box on the ticket.

Another special type of ticket issue is the "TOD" or "Ticket On Demand". The TOD is just like the PTA, except that the client will pay for the ticket when it is issued at the airport. You will make the booking and enter the Service Request information, but you will not accept payment. When the client arrives at the airport, he or she will pay for the ticket.

**Voiding tickets**

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>OBLIQUE</th>
<th>13-DIGIT TICKET NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRV</td>
<td>/</td>
<td>1251234567890</td>
</tr>
</tbody>
</table>

Sometimes, a traveler's plans will change and you'll need to void a ticket which has already been issued. Shown above is the format to void an electronic ticket.

Only open (unused) tickets may be voided. Deadlines for voiding tickets can vary.
Lesson 18: BF queues

Introduction to the queue system

To the operators of a computerized airline reservation system, a queue would be a line of booking files waiting for your attention. There are 100 possible BF queues, labeled 0 to 99. Twenty-six of them have been preassigned for specific purposes. The remaining 74 have been left available for travel agency assignment and usage.

BFs with ticketing arrangement fields, BFs with answers to special service requirements (SSRs) and BFs with answers to waitlist requests are among those that will appear in a queue as a result of your request. Other BFs holding messages from airlines, such as schedule change notifications and flight cancellations, will also appear in a queue.

Let's go over the 26 preassigned queues.

<table>
<thead>
<tr>
<th>Queue</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Queue 0 is the confirmation queue for BFs with travel commencing in 24 hours or less. BFs in this queue urgently require your attention.</td>
</tr>
<tr>
<td>1</td>
<td>Queue 1 is also a confirmation queue. This queue is used for all airline general confirmations. The BFs in this queue are non-urgent, as their travel commences beyond the 24-hour time frame.</td>
</tr>
<tr>
<td>2</td>
<td>Queue 2 is the seat assignment queue. Confirmations for seat assignments will appear in this queue.</td>
</tr>
<tr>
<td>3</td>
<td>Queue 3 is the seat assignment changes queue. Any BF with seat assignments that require some sort of modification will appear in this queue.</td>
</tr>
<tr>
<td>4</td>
<td>This queue has not yet been assigned.</td>
</tr>
<tr>
<td>5</td>
<td>This queue has not yet been assigned.</td>
</tr>
<tr>
<td>6</td>
<td>This queue has not yet been assigned.</td>
</tr>
<tr>
<td>7</td>
<td>This is the &quot;Requires Follow-up&quot; queue. Any BF containing a &quot;PN&quot; (pending need) segment that has not been attended to after a certain amount of time will be placed on this queue.</td>
</tr>
<tr>
<td>8</td>
<td>This queue has not yet been assigned.</td>
</tr>
<tr>
<td>9</td>
<td>Queue 9 receives BFs moved to a queue with a TAU ticketing arrangement field when the move entry does not contain a number.</td>
</tr>
<tr>
<td>10</td>
<td>Queue 10 is a ticketing queue. Any BF with a TAU ticketing arrangement field will be placed in this queue on the specified ticketing date.</td>
</tr>
</tbody>
</table>
11 This queue has not yet been assigned.

12 This queue has not yet been assigned.

13 This queue has not yet been assigned.

14 Queue 14 is the auto ticket-reject queue. Any BF that failed to ticket from the auto ticket queue will automatically be sent to this queue.

15 Queue 15 is a group advice queue. Any BF with pending group activity will be placed on this queue.

16 Queue 16 is the incoming vendor remarks queue. Any BF with a vendor remark from an airline or any other vendor will be placed on this queue.

17 Queue 17 is a waitlist confirmed queue. Any BF holding a waitlisted segment that has been confirmed (status "KL") will be placed on this queue, except for group bookings. As mentioned earlier, all BFs with group activities will be placed on Queue 15.

18 Queue 18 is a confirmation queue for flights on all airlines. Any BF with a "KK" (confirmed booking from previously unconfirmed segment) segment that is scheduled for departure in fewer than 14 days will be placed on this queue.

19 Queue 19 is also a confirmation queue for flights on all airlines. Any BF with a "KK" (confirmed booking from previously unconfirmed segment) segment that is scheduled for departure in more than 14 days will be placed on this queue.

20 Queue 20 is the queue for all BFs containing a "UU" (unable to confirm--have waitlisted) or "US" (unable to sell--have waitlisted) segment. Any BF containing such a segment will be placed on this queue.

21 Queue 21 is the queue for all BFs containing a "UN" (vendor unable to supply service), "UC" (unable--segment closed) or "NO" (no action taken) segment. Any BF containing one or more of these three segments will be placed on this queue.

22 Queue 22 is the queue for all BFs containing a "TK" (confirmed--advise client of new times) or "TL" (waitlisted--advise client of new times) segment. Any BF containing such segments will be placed on this queue.

23 This queue has not yet been assigned.

24 Queue 24 is the auxiliary service vendor comments queue.

25 Queue 25 is the service information status changes queue. Any BF with a special service request that can no longer be met will be placed on this queue.
Obtaining an overall queue count

To display a queue count for all queues. The purpose of this entry is to obtain a display showing the number of BFs on each queue in your office's queue system. The entry consists of the function identifier "QC" for "queue count" followed by the letter "A" for "all".

The top line is the header. It shows, from left to right, today's date, the pseudo-city code of the office, and the time in 24-hour clock.

Line2: There are two message queues: the supervisory (SPV) queue and the general message (MSG) queue. Both are empty. If a general message were sent to the office, a numeral 1 would appear after "MSG," and you could access this queue to read the message.

Line3: The header which shows today's date and the pseudo city code of the office. Following this are the words "UTC INT 180 MIN" which mean that the "UTC" (unable-to-contact) queue interval is set to 180 minutes. We will not be working with the UTC queue in this course. Last on the line are the words "BOOKING FILE QUEUES" which tells you that these are the queues that contain BFs.

The queues are listed below the header. We will not be working with the first two queues shown, the unable-to-contact (UTC) queue and the left-message-to-contact (LMT) queue.

There are 3 BFs on Queue 16 and 9 BFs on Queue 22…

Obtaining an individual queue count
Signing on to a queue

To sign on to a queue so that you may view or modify any of the BFs on that queue.

Ending a BF while on queue will remove it from the queue. Ignoring it will send it to the end of the queue.

- **Q** to exit a queue.
- **QX** to exit a queue immediately.
- **QX+I** will quit and ignore simultaneously.
- **QX+E** exit the queue and end the last BF.
- **QR** to remove the BF from the queue.

Creating a review booking file item

To create a review booking file item. The purpose of this entry is to place a BF on a queue on a future date, with a reminder of what needs to be done to the BF.

The entry consists of the function identifier "RB." for "review booking file", followed by the pseudo-city code, an oblique, the date, an oblique, the time, another oblique, the letter "Q" for "queue" and the queue number, an asterisk and the reminder, entered in any format.

In application, the entry shown above would create a review booking file item to place the BF on agency L9V's Queue 26 on 13 February at 14.00, with the reminder to book a car for the passengers.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RB.L9V/1400/Q26*REQUIRES CAR</strong></td>
<td>Place on queue at 14.00 day entry is made</td>
</tr>
<tr>
<td><strong>RB.L9V/13FEB/Q26*REQUIRES CAR</strong></td>
<td>Place on queue at 07.00 (default) on 13 February</td>
</tr>
</tbody>
</table>
Deleting review booking file items

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>ITEM NBR</th>
<th>CHANGE/DELETE KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>RB.</td>
<td>3</td>
<td>@</td>
</tr>
</tbody>
</table>

To delete a review booking file item.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>RB.2.4@</td>
<td>Delete items 2 and 4</td>
</tr>
<tr>
<td>RB.2–4@</td>
<td>Delete items 2 through 4</td>
</tr>
<tr>
<td>RB.2–4.6@</td>
<td>Delete items 2 through 4 and 6</td>
</tr>
<tr>
<td>RB.ALL@</td>
<td>Delete all items</td>
</tr>
</tbody>
</table>

Changing review booking file items

To change a review booking file item.

Placing a BF on queue

<table>
<thead>
<tr>
<th>FUNCTION ID</th>
<th>ITEM NBR</th>
<th>OBLIQUE</th>
<th>QUEUE NBR</th>
</tr>
</thead>
<tbody>
<tr>
<td>QEB</td>
<td>3</td>
<td>/</td>
<td>13</td>
</tr>
</tbody>
</table>

To place a BF on a queue. The purpose of this entry is to immediately place a BF on the specified queue. This entry will also end the BF, saving any changes and clearing the agent assembly area.

Lesson 19: Queue tasks

Queue Task: Changing segment status

A segment's status is always reflected by an industry-standard two-letter code that immediately precedes the number of seats in an itinerary segment. For example, in the segment HK is the status code. It means "holds confirmed." It is the airline's way of telling you that they have confirmed this booking.
These following status codes require action by you, the travel agent. First, you would need to advise your client of the flight change. Then you would need to update or change the status code of the itinerary segment to indicate that such an advisory was made. The latter procedure is called "changing segment status."

<table>
<thead>
<tr>
<th>Status Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>KL</td>
<td>Reservation has been confirmed from a waitlist</td>
</tr>
<tr>
<td>TK</td>
<td>Flight has undergone a time change</td>
</tr>
<tr>
<td>UN</td>
<td>Airline is unable to confirm the reservation because the flight has been cancelled</td>
</tr>
</tbody>
</table>

To change segment status.

**Consolidator fares**

Example: ABC Consolidators wants your BF to contain an OSI message to the airline with the following text: **ABC CONSOLIDATORS TO TICKET**:

- SI.1B*ABC CONSOLIDATORS TO TICKET

ABC also requires that you clearly identify the fare you want to use in one or more remarks. When you found this fare on ABC's website, it was identified with fare basis code "WHTNOWGB" and tour code "BT5IB2GB". These codes should be put into notepad items as follows:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>NP.ATTN ABC PLEASE TICKET</td>
<td>Note requesting ABC to ticket the BF</td>
</tr>
<tr>
<td>NP.FARE BASIS WHTNOWGB</td>
<td>Note to identify fare basis code</td>
</tr>
<tr>
<td>NP.TOUR CODE BT5IB2GB</td>
<td>Note to identify fare tour code</td>
</tr>
</tbody>
</table>

The final step is to queue the BF to the consolidator using queue 99 and ABC's pseudo city code is SB0:

- QEB/SB0/99

Imagine that several hours have elapsed since you queued your BF to ABC Consolidators. It's time to see if they have queued it back. ABC generally queues BFs back to queue 77.