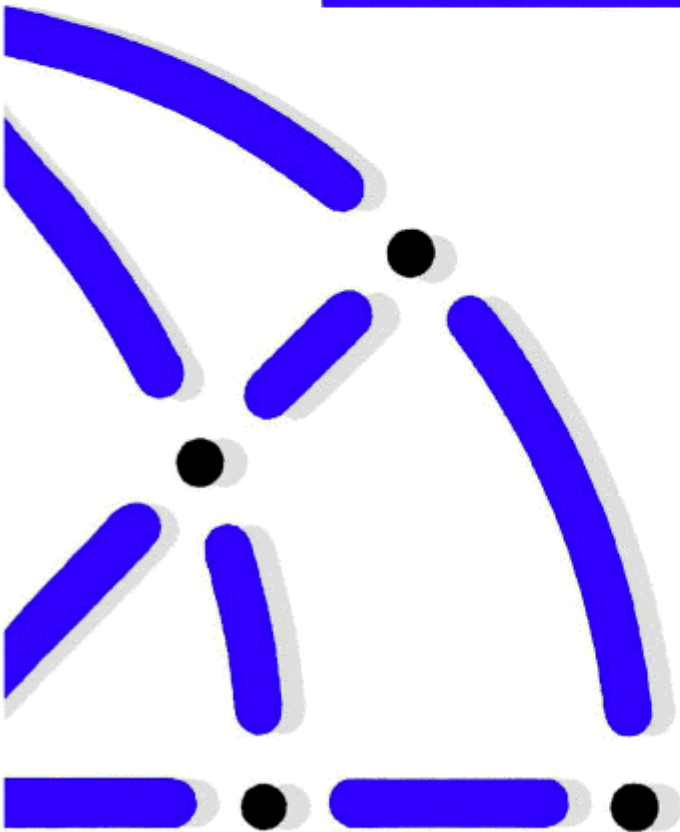


Welcome to Galileo®

Quick Reference



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WELCOME TO GALILEO®

Welcome to Galileo®. This guide helps new Galileo users learn the Galileo® system. It will help you learn the basic functions of Galileo and the formats to perform those functions.

This guide walks you through the following basics:

- Signing in and out of Galileo®
- Accessing online reference information
- Displaying air, car, and hotel availability
- Selling air, car, and hotel segments
- Creating a Booking File (BF)
- Performing other Galileo functions, such as:
 - Changing an itinerary
 - Issuing a ticket
 - Displaying flight information
 - Working your personal queue

About This Guide

This guide provides sample formats used to perform the basic functions in Galileo®. This guide does *not* replace formal Galileo classroom training. We do recommend that you attend a Galileo training class to learn more about Galileo and to reinforce what you have learned through guided exercises.

Before attending a class, use this guide to help you sign on and start working with Galileo. After attending, use this guide as a handy reminder of the formats you learned in class.

About the Format of this Guide

This guide is divided into sections:

- Welcome - introduces the guide.
- Creating a BF - identifies the main tasks to create a Booking File.
- Other Galileo Functions - describes formats that may help you better service your client.
- Each section is divided by topic. These topics identify the job tasks Galileo helps you perform.

GETTING STARTED IN GALILEO®

In order to perform any tasks within Galileo®, you must sign in. Before you sign in to Galileo, you need a two-character, sign-in code, usually assigned by your manager. You may also need a password. If a password is needed, you will get that with your sign-in code from your manager.

When you are finished using Galileo, you sign out.

Sign In to Galileo

H/SIGN

Use these steps to sign in to Galileo.

1. Type: **SON/Zxx**
Where xx is the two-character sign in I. D. code assigned by your manager (can be one to three-character I.D.).
2. Press Enter.
3. Type your password (if required for your agency).
4. Press Enter.
A message stating that sign in is complete appears.

Sign Out of Galileo

H/SIGN

1. Type: **SOF**
2. Press Enter.
A message stating that sign off is complete appears.

Work Areas

H/SIGN

You have a total of five work areas within Galileo. You can create BFs, work on fare quote, check availability, etc. Multiple work areas are especially useful if you need to work on another BF before finishing the current one.

These work areas or “screens” are referred to as SA, SB, SC, SD, and SE. To move around from one work area to another, type the screen you want to change to. For example, to move to work area B, type:

SB

Then press Enter.

To find out which work area you are currently in, type:

OP/W*

Access Online References

Two areas within Galileo contain reference information.

- Help
- Client files

Help

H/HELP

Information is available on Galileo® formats in Help. Help provides sample formats to assist you while using Galileo. You can access Help at any time; you do *not* need to sign out of Galileo to get to Help.

For an overview of Help, type

HELP HELP

Then press Enter.

You can access Help topics in different ways. You can go directly to the topic, or get a list of topics beginning with a specific letter.

To access a Help topic, type:

H/ or **HELP** and *the subject, first letter, or partial input.*

Then press Enter.

To find:

A list of topics beginning with specific letter (G)
(example)

Information about a topic
(example)

Help with partial input

Use the format:

HELP *first letter(s) of the topic*
HELP G

HELP *topic name*
HELP GIS

HELP FD

Note: If you make an error with an input, type H/ and Galileo automatically takes you to the relevant Help page.

Continued on next page

Displaying Client Files

H/CLIENT

Function identifier: C*

Client File is an automated storage system and is designed to replace customer data and general information that would normally be stored in paper files.

The Client File display function allows you to view a specific file. You can display client files created in your office or client files created in your branch offices.

All client files are accessed using the function identifier: C*

<u>To display:</u>	<u>Type:</u>
Agency file	C*
Branch agency file (example)	C*pcc/ C*Y3W/
Business file (example)	C*business filename C*Manns
Branch business file (example)	C*pcc/business file name C*Y3W/CASIO
Personal file (example)	C*business filename-personal file name C*Manns-Burke
Branch personal file (example)	C*pcc/business file name-personal file name C*Y3W/CASIO-JONES

Galileo Information System

H/GIS

Function identifier: GG*

All Galileo Information System files are accessed using:

Format: **GG***

A list of chapters display. To access information on a specific chapter, type the format followed by the chapter title or number from the list.

Format: **GC*title**

Example: **GC*AIRLINE INFO or GC*200**

A list of subjects display. To access the specific subject, type the format followed by the subject title or number from the list.

Format: **GP***

Example: **GP*MEAL CODES or GP*9**

You can also go directly by typing, **GC*200/9**.

Encoding and Decoding

Encode - determine airline, city, country or equipment *code* when you know the commonly used name.

Decode - determine airline, city, country or equipment *name* when you know the code.

In Galileo®, cities and airports, countries and regions, airlines, and equipment type are assigned a code. Files are used to encode and decode this information.

<u>To encode:</u>	<u>Use the format:</u>
City/airport (example)	.CE <i>city</i> .CE SYDNEY
Country/region (example)	.LE <i>country name</i> .LE ICELAND
Airlines (example)	.AE <i>airline</i> .AE SWISSAIR
Equipment type (example)	.EE <i>equipment name</i> .EE DOUGLAS
<u>To decode the <i>code</i> of:</u>	<u>Use the format:</u>
City/airport (example)	.CD <i>city code</i> .CD DUB
Country/region (example)	.LD <i>country code</i> .LD BR
Airlines (example)	.AD <i>airline code</i> .AD AZ
Equipment type (example)	.ED <i>equipment type code</i> .ED BEC

CREATING A BOOKING FILE (BF)

A Booking File (BF) provides a complete record of each reservation booked.

All BFs consist of an itinerary and four passenger data fields. These components comprise the five mandatory BF fields required by Galileo®. Other data may also be included. *Check with your manager to determine if your office requires additional information.* The first letter of each mandatory field spells PRINT.

<u>Field:</u>	<u>Format example:</u>	<u>Online help:</u>
<u>P</u> hone	P.ZRHB*508042	H/P.
<u>R</u> eceived	R.MARY	H/R.
<u>I</u> tninerary	Sold segments	H/AVAILABILITY H/SELL
<u>N</u> ame	N.2JONES/LISA/LAURA	H/N.
<u>T</u> icketing	T.TAU/13NOV	H/T.

Basic Galileo Functions Used When Creating a BF

The following tasks are performed in Galileo® when creating a BF:

- Display availability.
 - Air
 - Car
 - Hotel
- Sell segment (itinerary).
 - Air
 - Car
 - Hotel
- Move agency information from the Agency File.
- Enter mandatory fields.
 - Name
 - Phone
 - Received
 - Ticketing

Note: Move client file information and enter mandatory fields first when selling a car or hotel segment, and quoting a fare, since the passenger name is *a/ways* required.

- Fare quote.

Continued on next page

Creating a Booking File (BF)

- Enter additional data.
 - Address
 - Form of payment
 - Special Service Request (SSR)
 - Other Service Information (OSI)
 - Frequent flyer data
- Add remarks.
 - Associated
 - Unassociated
 - Informational
- Assign seats.
- Complete BF.
 - End
 - Ignore
- Update the BF.
 - Retrieve BF
 - Change itinerary
 - End the record

Formats to complete each task are described in this section.

Displaying Availability

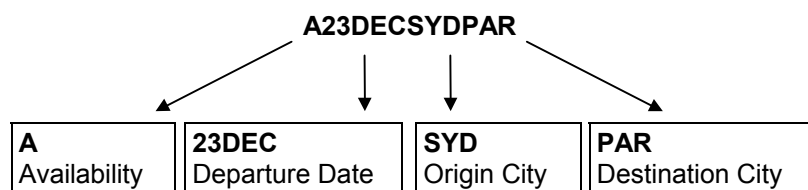
Basic Air Availability

H/AVAI

Function identifier: A

Basic air availability is used to display a list of available flights between two given points on a specific date. The basic input can be modified to tailor the display to meet your client's needs.

Basic input:



To display availability:

Between two cities

With specific departure time

With specific connecting city

By journey time

Use the format:

A23JANBRUATH

A23JANBRUATH.0900

A23JANBRUATH.FCO

AJ23JANBRUATH

Follow-up Entries

H/A*

Function identifier: A

Use these formats to update a displayed availability screen.

<u>To display:</u>	<u>Use the format:</u>
Additional availability	A*
Previous availability screen	A*-
Return to Galileo display	A*G
Different availability time (1700)	A.1700
Different availability date (24JAN)	A24JAN
Availability 10 days after 24JAN	A24JAN#10
Availability 2 days prior to date entered	A-2
Direct flights – max. 2 stops	A.D2
Double connection cities (FRABRU)	A.FRA.BRU
Different boarding point	ABROM
Different off point	AORIO
Return (opposite) availability	AR
Opposite availability with specific date	AR29JAN
Additional availability with specific carrier	AM*BA
More classes for line 3 of the availability display	A@#3

BOOKING A CAR

Use the following formats and procedures to book a car in Galileo®. You can book a car with or without a Discount (CD) number.

Booking a Car *with* a Discount (CD) Number

You can book a car *with* a discount (CD) number when your customer qualifies for negotiated rate programs.

Display Car Availability

H/CAA

Function identifier: CAA

This display provides availability information by car type and car rental company at a specified location, but does *not* include rates.

You can display car type availability *with* or *without* air segments.

To display car type availability *with* air segment:

Use the format:

Basic format (insert after segment 2)

/2+CAA

With optional car type and drop-off time

/2+CAA.SC/DT-1700

To display car type availability *without* air segment:

Use the format:

Basic format with mandatory search qualifiers (pickup dates, city location, arrival and drop times)

CAA9FEBBOM/ARR-1200/DT-0900

With optional search qualifiers for terminal locations (T), compact size, and multiple car rental companies (ZI, ZL)

CAA9FEBCDG/ARR-1000/L-T.C/ZI+ZL/DT-0900

To redisplay car type availability:

CAA*R

Turn off TS preference mode:

CAA/N

Reference Sell the Car

H/N1A2

Function identifier: N

After selecting a car from car type availability, reference sell the car with a CD number directly from car type availability.

To reference sell a car *with* a CD number:

Use the format:

From column C, line 2 with CD number

N1C2/CD-Y748392

Booking a Car

Booking a Car *without* a Discount (CD) Number

Use the formats that follow to book a car for customers who do *not* have a negotiated rate with a car rental company.

Display Low-to-High Car Availability

H/CAL

Function identifier: CAL

You can display low-to-high availability *with* or *without* air segments.

To display low-to-high availability *with* air segment: Use the format:

Basic format (insert after segment 1) with drop off time of 1500 /1+CAL/DT-1500

With optional rate type and unlimited mileage /1+CAL-E/UNL

To display low-to-high availability *without* air segment: Use the format:

Basic format with mandatory search qualifiers (pickup date, city location, arrival and drop times) CAL12JUNVIE/ARR-1100/DT-0900

With optional search qualifier for reference point (Calais), GBP currency, drop off within 10 miles of Calais CAL19JAN-22JANCALAIS/ARR-1000/VGBP/DT-0900/D-10

Display Rate Rules

H/CAV

Function identifier: CAV

Displaying rate rules lets you verify eligibility for the car type and advise your customer of any restrictions.

To display rate rules: Use the format:

From column A, line 3 of an availability screen (CAL & CAQ only) CAVA3

From segment 2 of a BF (booked from a CAL or CAQ only) CAVS2

Reference Sell the Car

H/N1A2

Function identifier: N

After selecting a car from low-to high availability and viewing the rate rules, reference sell a car *without* a CD number.

To reference sell a car: Use the format:

From column A, line 3 of an availability screen N1A3

BOOKING A HOTEL

Use the following formats and procedures to book a hotel in Galileo®.

Display Hotel Index

H/HOI

Function identifier: HOI

You can display a list of hotels that meet the criteria entered. You can display a hotel index *with* or *without* air segments.

To display hotel index *with* air segment and:

Insert after segment 1

Airport or city code (different from the previous segment)

Specific hotel chain code

Multiple hotel chain codes (up to 6)

Use the format:

/1+HOI

/2+HOIBOM

/3+HOI/MC

/2+HOI/HY+MC+RT+AC

To display hotel index *without* air segment and:

Check-in date (if not today), check-out date (if more than one night), and airport or city code

Check-in and check-out date, and airport or city code for two people

Check-in date, reference point and distance

Redisplay last hotel index

Use the format:

HOI2JUL-12JULSYD

HOI2JUL-12JULSYD2

HOI4JANSWINDON/D-30

HOI*R

Display Hotel Availability

H/HOC

Function identifier: HOC

Displaying complete availability and rates for a specific hotel from the index lets you select the best rate for your customer. There is a tab-and-enter prompt to move you to the next step.

To display hotel availability:

From the hotel index

Multi-level & standard rates for property #9504

Complete availability for specific dates for property #31762, 2 adults

Redisplay last complete availability

Use the format:

Hotel line number at HOC prompt
Example: HOC4

HOC23JUL-2NT9504@CWT/C-ALL

HOC23JUL-5NT31762/2

HOC*R

Continued on next page

Display Room Rate Rules

H/HOV

Function identifier: HOV

Displaying room rate rules lets you verify eligibility for the room type and advise your customer of any restrictions.

To display rules and regulations from:

Use the format:

Availability for Inside Availability participant

Hotel line number at HOV prompt
Example: HOV3

Availability for Inside Link or non-link participant from HOC for booking code A1KRAC

Room booking code at HOV/ prompt
Example: HOV/A1KRAC

Confirmed hotel segment 2

HOVS2

To redisplay last rules screen:

HOV*R

Reference Sell the Hotel

H/HSRS

Function identifier: N

Reference selling books a hotel room from rules (HOV) or availability (HOC). Both HOV and HOC include tab-and-enter prompts to assist selling.

To reference sell an Inside Availability hotel from:

Use the format:

Availability line 4, and optional fields

N1INSIDE4

To reference sell an Inside Link or non-link hotel from:

Use the format:

HOV or HOC (A1KCOR room type), at corporate rate

N1A1KCOR

SELL SEGMENTS AND CREATE ITINERARY

Sold segments comprise the itinerary, which is required in a BF. The itinerary can consist of air segments, car segments, and/or hotel segments.

Sell Air Segments

H/N

Function identifier: N

There are two ways to sell an air segment:

- Reference sell - to sell an air segment from an air availability display.
- Direct sell - to sell an air segment without an air availability display; the flight number is known.

To reference sell:

1 seat in M class from line 4 of availability

With a connection, M class

Passively from availability display

Passively from availability display, include all connections

Use the format:

N1M4

N1M5*

N1M4BK

N1M4*BK

To direct sell:

Flight EI 152 in C class for 2 passengers

With waitlist code on flight AF710 in Y class for 2 passengers

Use the format:

ØEI152C21OCTDUBLHRNN2

ØAF710Y21OCTJFKLAXLL2

To cancel:

Segment 2

Original segment and rebook segment 2 to F class

Segment 1 and reference sell a new segment

Original segment and rebook segment 2 to 29 JUN

Use the format:

X2

@2F

X1+N1F6

@2/29JUN

Add arunk segment

ARNK segment

Use the format:

ØA or Y

Move Agency File

H/CMIH

Moving the agency file automatically transfers necessary agency information from the agency file to the BF.

The agency file includes the agency's name, IATA number, phone number and other important information that is to be included with the BF.

This step is optional but useful and saves you time. *Check with your manager for your agency's procedure for moving the agency file.*

To:

Move the agency file
(example)

Use the format:

CMT/*pseudo city*//+ **name*
CMT/XG4//+ *SUE

Enter Mandatory Fields

Use the following formats to enter mandatory fields (Name, Phone, Ticketing, and Received) in your BF.

Name Field

H/NAME

Function identifier: N:

Use the Name field to enter all passenger names.

<u>To</u>	<u>Use the format:</u>
Enter single name	N.1SMITH/JMR
Enter multiple passengers with same last name	N.3JONES/JMR/JMRS/AMS
Enter single infant name	N.I/SMITH/JIMMY
Enter multiple names in one entry	N.1CONTALDO/BMR+N.2ROSSI/GMR/NMRS
Change name 2	N.P2@ALONGI/MMRS
Delete second name	N.P2@

Phone Field

H/P.

Function identifier: P:

Use the Phone field to enter a residential and/or business telephone contact, as well as the agency telephone contact.

To:

Move agency phone in agency file and append agent name
(example)

Use the format:

CMT/*pseudo city*//+ **your name*
CMT/XG4//+ *SUE

Enter home phone

P.BRUH*312889-1234

Enter business phone with extension

P.ZRHB*518142x2184

Change second phone number

P.2@PARH*1234567891

Delete third phone number

P.3@

Sell Segments and Create Itinerary

Ticketing Field

H/T.

Function identifier: T:

Use the Ticketing field to add ticketing reminders, and identify when the passenger will receive, or has received, the ticket.

<u>To:</u>	<u>Use the format:</u>
Place BF on Galileo assigned Q1Ø for automatic ticketing on 24NOV	T.TAU/24NOV
Show passenger as ticketed	T.T*
Change ticketing date to 15NOV	T.@TAU/15NOV
Delete Ticketing field	T.@
Display ticketing data	*TD

Received Field

H/R.

Function identifier: R.

Use the Received field to identify who requested the information in the BF or the changes made to the BF.

<u>To:</u>	<u>Use the format:</u>
Enter received from passenger	R.P
Enter received from specific person (Mary)	R.MARY
Change received field prior to ending record	R.@DOE/JMS

Fare Quote

H/FQ

Function identifier: FQ

<u>To fare quote:</u>	<u>Use the format</u>
Itinerary as booked, all passengers at adult fare	FQ
Best Buy	FQBB
Best Buy, regardless of availability	FQBBA
Alternate fares for itinerary (IFQ only)	FQA
Itinerary for passengers 1 - 4	FQP1-4
Best Buy for segments 3 through 5	FQBBS3-5
Best Buy with all taxes exempt	FQBBTE
<u>To redisplay</u>	<u>Use the format:</u>
Best Buy fare quote	FQBB*
<u>To restore</u>	<u>Use the format:</u>
Filed fare 1	FF1@R
Filed fare 1 for passenger 2	FF1P2@R

Sell Segments and Create Itinerary

Filed fare 1 due to timetable changes

FF1@T

Enter Additional BF Data

Use the following formats to enter additional passenger data into a BF.

Delivery and Mailing Address

H/W.

Function identifiers: W. (Mailing address) and D. (Delivery address)

Use the Address fields to enter a passenger's mailing and delivery address. The Address field contains 5 subfields and the Delivery field contains up to 6. Each subfield can have up to 37 characters each.

<u>To:</u>	<u>Use the format:</u>
Add passenger address and required postal code	W.MR FAVRET*29 ST PAULS AVE*KENTON*MIDDX*P/YA39SP
Add passenger delivery address with 3 subfields	D.GALILEO CENTRE EUROPE*MAIN ENTRANCE*GRDFLR EASTCORE
Change second subfield of address	W.@2*82BEDFORD AVENUE

Forms of Payment (FOP)

H/F.

Function identifier: F.

Use the FOP field to indicate how the passenger will pay for tickets.

<u>To:</u>	<u>Use the format:</u>
Store FOP with credit card and expiration date	F.VI4427806666666666661/D1201
Store FOP with check	F.CK
Store FOP with cash	F.S
Change FOP	F.@new data
Delete FOP	F.@
Display FOP	*FOP

Special Service Requests (SSR)

H/SSR

Use SSRs to identify special services requested by the passenger, such as needing a wheelchair or a vegetarian meal. These requests appear in the BF and *always* send a message to the carrier. A response from the carrier either confirms or denies the request.

<u>To:</u>	<u>Use the format:</u>
Request a wheelchair for name 1	SI.P1/WCHR
Request seafood meals for all passengers in the BF, for all segments	SI.SFML
Request vegetarian meal segment 2, all passengers	SI.S2/VGML
Display SSR fields in BF	*SI

Other Service Information (OSI)

H/OSI

Use OSIs to send information to all carriers or a specific carrier. OSI remarks may be sent when creating a new BF or changing an existing BF. These remarks alert the carrier(s) to special situations, such as a first-time traveler. These remarks will *not* receive a response.

<u>To:</u>	<u>Use the format:</u>
Alert all carriers (YY) in BF that passenger is a first-time traveler (example)	SI.YY*freeform text SI.YY*FIRST TIME TRAVELER
Alert a specific carrier (KL) that passenger is a child (example)	SI.carrier code* text SI.KL*child aged 7
Display all OSIs	*SO

Mileage Membership (Frequent Flyer)

H/M.

Function identifier: M.

Use the mileage membership field to enter passenger frequent flyer program information.

<u>To:</u>	<u>Use the format:</u>
Add UA mileage card number	M.UA123456
Add KL mileage card number for first name in BF	M.P1/KL1234567891
Add TW & AA mileage card numbers for passenger 2	M.P2/TW123456LRG-AA432155DLM
Display mileage membership data	*MM

Enter Remarks

Use the following formats to enter remarks in the BF. Remarks can be associated to a specific segment or the entire BF, and may or may not print on the itinerary/invoice based on the format entered.

Associated Remarks

H/ITUN

Function identifier: RI

These freeform remarks are associated with a *specific* segment (of your choice) and print directly below that segment on an itinerary/invoice.

<u>To:</u>	<u>Use the format:</u>
Enter remarks for segment 2 (example)	RI.S2*text RI.S2*YOUR NONSMOKING ROOM IS CONFIRMED
Display associated remarks	*RIA
Display all itinerary remarks	*RI
Change remark number 2 (example)	RI.2@new text RI.2@YOUR SMOKING ROOM IS CONFIRMED
Delete itinerary remark 3	RI.3@

Unassociated Remarks

H/ITUN

Function identifier: RI

These freeform remarks are associated with the *entire BF* and *always* print at the bottom of the itinerary/invoice.

<u>To:</u>	<u>Use the format:</u>
Enter unassociated remarks (example)	RI.text RI.HAVE A GREAT TRIP
Create multiple unassociated remarks	RI.text+RI.text
Display unassociated remarks	*RIU
Display all itinerary remarks	*RI

Seat Assignments

H/ASAM or H/ASR

Seat assignment is used to reserve a specific seat on the aircraft for the passenger's flight.

<u>To:</u>	<u>Use the format:</u>
Assign nonsmoking window, all passengers, all segments	S.NW or S.G
Assign nonsmoking aisle, all passengers, all segments	S.NA
Assign specific seat (16A) for segment 1	S.S1/16A
Display assigned seats	*SD
View seat availability for segment number 1	SA*S1
<u>To cancel:</u>	<u>Use the format:</u>
All seat assignments for all passengers	S.@
All seat assignments for all passengers in segment 2	S.S2@
<u>To change:</u>	<u>Use the format:</u>
Seat 13A to seat 17A on all segments	S.@17A

End or Ignore the BF

H/ENTR

Function identifiers: E (End) and I (Ignore)

After creating or changing a BF, you *must* End or Ignore the record.

End completes the newly created or updated BF information in Galileo® and assigns the BF a Record Locator (RLOC).

Ignore removes any data entered after the last End function.

For example:

- If you are creating a *new* BF (End has *not* been used yet) and you Ignore, the BF is then completely removed from Galileo.
- If you make changes to an *existing* BF (End has been used) and you Ignore, only those changes are removed from the BF.

To:

End the BF

End the BF and redisplay previously requested name list

End the BF and re-retrieve it

Ignore the BF or changes made

Ignore the changes made and retrieve the BF in the original state

Ignore current BF and Client file

Use the format:

E or ET

EL

ER

I

IR

IALL

UPDATE THE BOOKING FILE (BF)

You may change or modify a Booking File after it is created.

Retrieve a Booking File

H/BFR

Function identifier: *

To view an existing BF or to make changes to an existing BF, the BF must be retrieved.

To retrieve by:

Use the format:

Name only

*-BROWN/CMR

Date of departure and name

*24JUN-BROWN/CMR

Record locator number (RLOC)

*42N36D

To cancel:

Use the format:

Entire itinerary

XI

Segment 5 only

X5

Segments 2 and 3

X2.3

Segments 2 thru 4

X2-4

OTHER GALILEO® FUNCTIONS

Galileo® performs many functions which help you service your client. The previous chapter identified tasks relating to creating a BF; this chapter provides information about additional Galileo functions that can help you further service your client.

Issue Ticket

H/T

Function identifier: TKP

Use ticketing functions when the passenger has paid for the tickets and the tickets need to be printed.

To issue:

Use the format:

Tickets, itinerary/invoice, and MIR for all passengers and all segments in BF

TKP

Fare Display

Use Fare Displays to determine the fares associated with a city pair on a given day.

Request Fare Display

H/FBFD

Function identifier: FD

To request:

Use the format:

Fare display from your location to BOM for specific travel date (15JUN)

FD15JUNBOM

Fare display from LON for round the world (RTW) fares

FD15JUNLONLON@RTW

Fare display from LON to PAR in EUROS

FDLONPAR*EUR

Fare display from Delhi (DEL) to Jerusalem (JRS) on 15JUN

FD15JUNDELJRS

For International Fares

H/FFUE

To display:

Use the format:

Paragraphs for fare on line 2

FN*2

Specified paragraphs for fare on line 2

FN*2/P2-4.7

All paragraphs for line 2

FN*2/ALL

Direct rules display (NAFD only)

H/DRD

Function identifier: FN

Use direct rules display to determine the requirements that must be met in order for the given fare to apply.

To view:

Use the format:

Rule for DL, LE14NR fare basis, LAXORD, for 17MAR

FNLAXORD17MAR@LE14NR/DL

Base rule by fare basis code, specific date and carrier

FN@LE14NR/DL

Reverse rules display (NAFD only)

H/RRD

Function identifier: FN

To view:

Use the format:

Reverse city pairs of last display

FNO

Reverse city pairs of last display using specific carrier (AA)

FNO/AA

Flight Data Displays

Use flight data displays to determine flight schedules and departure and arrival information for specific flights.

Flight Frequency/Timetable

H/TT

Function identifier: TT

Use flight frequency displays to determine how often a flight operates during the week between two cities:

To display:

Use the format:

Flights between cities starting with today's date

TTLISGVA

Flights between MUC and VIE starting with 20JUN

TT20JUNMUCVIE

Flights between cities starting with 20JUN for a specified carrier

TT20JUNROMNCE/AZ

Flight Information

H/FLIF

Use flight information to determine departure and arrival information for a specific flight.

To display:

Use the format:

Flight information via infolink with carrier ZZ for flight number ZZ123 on 24MAR00 from FCO to ORD

L@ZZ/LFZZ123/24MAR00FCOORD

Applicable GIS page to interpret carrier ZZ display for specific flight information

GC*69/ZZ/SPECIFIC

Queues

Use Queues to organize BFs that need further processing, such as ticketing, waitlist clearance, etc. *Check with your manager for your assigned personal queue number and office procedures.*

Work Your Personal Queue

H/BFQC

To:

Sign into your queue (for example, 45)
Count number of BFs in queue 45
Place BF at bottom of queue
Place BF on Left Message to Call Back queue
Place BF on Unable to Contact queue
Remove BF from queue
Sign out of queue and ignore next BF
Sign out of queue and end transact on BF
Manually route a BF to another queue (queue 40)
Sign out of queue

Use the format:

Q/45
QCB/45
I
QLMCB
QUTC
QR
QX+I
QX+E
QEB/40
QX

STEPS TO CREATE A BOOKING FILE AT THE BEST FARE

The following chart combines the previous topics into the basic steps and sample formats to create a BF at the best fare. These steps are just a guideline. *Check with your manager for specific procedures used in your office.*

1. Request air availability	A23MARLHRKUL
2. Reference sell	<ul style="list-style-type: none">• direct flight: N1M1• connecting flight: N1M5*
3. Request return availability with specific date	AR29MAR
4. Reference sell return flight	<ul style="list-style-type: none">• direct flight: N1M1• connecting flight: N1M5*
5. Enter passenger name(s)	N.1SMITH/JOHNMR
6. Move agency phone from agency file	CMT/XG4//+*AMY
7. Sell car and hotel	<i>See next page</i>
8. Fare quote	FQBB
9. Enter passenger phone	P.LHRH*081-372-9878
10. Enter ticketing date	T.TAU/15/FEB
11. Assign seats	S.NW
12. Enter form of payment	F.VI4427806666666661/1201
13. Enter received field	R.Susan
14. End the BF	E or ET

STEPS TO SELL CAR AND HOTEL SEGMENTS

The following steps provide you with a guideline to displaying car and hotel availability, and selling car and hotel segments. These steps are best used *after* you sell your client's air segments.

With air segment:

1. Display car availability /1+CAA
2. Sell car segment (e.g. column B, line 2) N1B2
3. Shop for hotel and display availability /2+HOI
HOCx (where x is line number)
HOVx (where x is line number)
4. Sell hotel segment from Inside Availability HOC or HOV (e.g. one "B2D" room from line 3) with credit card guarantee N1B2D3/VI4427806666666666661EXP1201

Without air segment:

1. Display car availability CAL17MAY-25MAYPER/ARR-1000/DT-0900
2. Sell car segment (e.g.. one car from column B, line 2) N1B2
3. Display hotel availability HOI17MAY-24MAYKUL
HOCx (where x is line number)
HOVx (where x is line number)
4. Sell hotel segment from Inside Link or non link from HOC or HOV (e.g. one "B2D" room from line 3) at Corporate rate N1B2DCOR

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