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Chapter 1: Introduction

Welcome to the Selective Access™ User Guide. It explains how you can provide other agencies on the Apollo® and Galileo® systems with access to your agency’s functions, such as PNRs, PRO-file Plus™, and PrivateFares™ accounts.

This guide shows you how to set up and maintain Selective Access business relationships with other agencies. There are five chapters which cover the information and procedures needed to create successful Selective Access relationships. You’ll learn how to share the customer information your business partners need, without compromising your other customers.

In This User Guide

This user guide is divided into the following chapters.

Chapter 1: Introduction introduces the Selective Access™ product. It highlights its features and describes how they can help you serve your customers. This chapter explains the guide’s structure and how to use it.

Chapter 2: Getting Started shows how to set up security so the appropriate agents in your office can work with Selective Access. It defines the terms associated with this product and gives a brief overview of the Selective Access files and how they work together.

Chapter 3: Selective Access Files shows how to display, build, add, change, and delete each of the Selective Access files. It also explains the information in each file.

Chapter 4: Step-by-Step Procedures presents typical Selective Access scenarios and step-by-step procedures on how to use the files to work through each situation.

Chapter 5: Troubleshooting gives an alphabetical list of agent alerts, causes, and corrective actions.

Appendix: Contains worksheets to help you analyze your business needs and help you in adding information to the Selective Access files.

Glossary: Contains an alphabetical list of terms and definitions.
Prerequisites

The intended audience for this user guide is an agent responsible for determining which customer information and functions are appropriate to provide to their branches or other agencies. This agent can then set up and maintain Selective Access files. This may be a secondary authorizer or another experienced agent. The agent should be familiar with agency operations and all the Apollo products that the agency uses.

What Is Selective Access™

The Selective Access™ product allows you to provide service to your customers no matter where they go — all over the country or throughout the world. You designate other Apollo or Galileo agencies in the cities and countries where your customers are traveling. You decide exactly which customer information and functions the other agencies need to access. For example, you can permit another agency to display and update specific PNRs while denying access to PNRs for your customers who are not traveling to that destination.

You can set up Selective Access relationships with individual agencies or a group of agencies that have similar business needs. This makes it easy for you to ensure that your customers get superior local service no matter where they travel.

How to Use This Guide

This guide is divided into five chapters. Read the first three chapters for an overview of the Selective Access product. After you understand how Selective Access works, the fourth chapter guides you through the steps you follow in several typical Selective Access scenarios.

When you set up or update Selective Access, find the scenario in Chapter 4 that most closely meets your own situation. Refer to Chapter 3 for format variations and explanations of the files. In addition, use the worksheets in the Appendix to help you determine which agreement to select and as a job aid in building your files.

Chapter 5 contains a complete list of agent alerts, causes, and corrective actions. If you are unsure about any of the terminology, refer to the glossary at the end of the guide for Selective Access terms and definitions.
Additional Resources

The Apollo® system includes online HELP for Selective Access. By entering HELP SELECTIVE ACCESS on your Apollo screen, you receive a list of subtopics, such as HELP SELECTIVE ACCESS-CUSTOMIZERS. You can tab to the item you need and press Enter for a list of formats or procedures.

In addition, you can use HELP to find out more about the products available through Selective Access. For instance, if you need more information about the Custom Check™ product, enter HELP CUSTOM CHECK on your Apollo screen.
Chapter 1: Introduction

Notes
Chapter 2: Getting Started

Before you set up the Selective Access™ product, you need to decide which information to share and what types of business relationships to establish with your branches or other agencies. In addition, you need to know about the types of Selective Access files and how they work together.

In This Chapter

The following topics are covered in this chapter:

- Options for sharing information: Selective Access or Group Coding
- Security set-up for travel counselors in your office
- Travel agencies that provide access and travel agencies that request access
- Types of business relationships with other agencies
- Selective Access files that you display and maintain
- The big picture - how it works

Selective Access™ and Group Coding

Selective Access and Group Coding are two products which allow travel agencies using the Apollo® and Galileo® systems to share information with other Apollo and Galileo agencies. The following table highlights the differences between the two products.

<table>
<thead>
<tr>
<th>Use Group Coding:</th>
<th>Use Selective Access:</th>
</tr>
</thead>
<tbody>
<tr>
<td>To allow access to information between branches of an agency.</td>
<td>To allow access to information between any agencies – branches or separate agencies.</td>
</tr>
<tr>
<td>To give another agency access to all your information.</td>
<td>To give another agency access to all your information or access to certain functions, but not others.</td>
</tr>
<tr>
<td>With other Apollo® agencies.</td>
<td>With other Apollo® and Galileo® agencies.</td>
</tr>
</tbody>
</table>
Security

After your agency signs up to use the Selective Access product, your account manager has your secondary authorizer’s STD security profile updated to reflect the ability to give Selective Access authorization to other agents in the office.

The STD security profile authorization screen contains a SELAC (Selective Access) field. Within this field are two Y/N indicators.

- The first Y/N indicator indicates if you can (Y) or cannot (N) give authority to an agent to create, maintain, and display Selective Access files.
- The second Y/N indicator indicates if you can (Y) or cannot (N) create, maintain, and display Selective Access files.

To grant a travel counselor Selective Access authority, follow these steps.

1. To display the travel counselor’s STD profile authorization screen, type STD profile function identifier, a slash, the agent sign, a slash and the authorization screen indicator:

   STD /Z18/***

   The following screen displays.

   2. Tab to the second Y/N indicator in the SELAC field and type Y.

   3. Tab to the last tab stop on the screen (on the last line before the SOM) and press Enter.
Providers and Requesters

In every Selective Access relationship there is a provider and a requester.

- **The provider** is the agency that grants the other agency access to its functions. It provides information.
- **The requester** is the agency that is granted access to the other agency’s functions. It requests information.

The provider selects a pre-set agreement, indicating exactly which functions they will allow the requester to access. In order for Selective Access to work, there must be an agreement in each direction. In other words, each agency acts as a provider, as well as a requester. In some cases both agencies select the same agreement and give each other access to the same types of information.

In other cases, each agency selects different agreements. For example, an Apollo® agency in Dallas sends tourists to Brazil and has a Selective Access relationship with a Galileo® agency in Rio de Janeiro. As provider, the Dallas agency chooses an agreement which gives the Rio agency access to PNRs and profiles. Since the Rio agency does not send customers to Dallas, they choose an agreement that does not allow the Dallas agency access to any of their passenger files.

Selective Access allows you to provide information and request access associated with the following products:

- PNRs
- PRO-file Plus™
- Queues
- Document Production
- Global MIRs
- PrivateFares™
- Custom Check™
- ApolloMonitor™

Before setting up a Selective Access agreement, it’s important to decide the appropriate level of access in each of these areas. There is a worksheet in the Appendix which will help you determine your needs, both as a provider and a requester.
Business Relationships

Selective Access can be established between individual agencies or groups of agencies, which are referred to as affiliates. There are four types of Selective Access business relationships. The following is a list of these relationships and examples of each.

Between Two Individual Agencies

When an Apollo or Galileo agency sets up a Selective Access relationship with any other Apollo or Galileo agency, they form the simplest type of Selective Access relationship. This may be done on a short-term or long-term relationship.

An example of a short-term relationship is an agency that sends a large number of customers to the Olympics. They require a local representative who can tend to last minute changes and ticket reissues once the customers arrive at their destination.

A long-term relationship can be established for a Boston agency that has a corporate account with offices in Boston and Seattle. Since executive officers frequently travel from Boston to Seattle, the agency sets up a Selective Access relationship with a Seattle agency, that provides service to executives when necessary.

Between Members of an Affiliate

When there are several agencies, or branches of one agency that need to have the same relationship with each other, they can form an affiliate.

An example of a relationship between members of an affiliate is branches of one agency who decide to give full access of their PNRs to each other and allow them to display and move information from profiles. But they decide *not* to allow the other affiliate members to build, change, or delete profiles of other affiliate members.
Between Two Affiliates

When one group of agencies needs to do business with another group of agencies, each group forms an affiliate. The two affiliates set up a Selective Access relationship with each other.

An example of this arrangement is an affiliate of U.S. agents who sends frequent tour groups to the United Kingdom. An agency with branches throughout the U.K. forms an affiliate to provide service to the tour groups when they visit the various British cities.

Between an Affiliate and an Individual Agency

When a group of agencies needs to do business with one agency, they can form an affiliate.

An example of this arrangement is a twenty-four hour agency that contracts with a group of agencies to handle evening and weekend phone calls. The affiliate gives the twenty-four hour agency access to PNRs, profiles, queuing, and PrivateFares accounts.

Selective Access Files

Selective Access consists of the following four files:

- Agreement file
- Customizer file
- Permission file
- Affiliate file

Agreement File

Galileo International builds and maintains the agreement file. The agreement file is a list of pre-set agreements. An agreement is a list of functions (e.g. PNR, profiles, PrivateFares, etc.) that a provider allows a requester to access. The functions accessible for each agreement are different than those of any other agreement. Galileo International has already set up agreements for the most typical Selective Access business relationships. Selective Access subscribers can display the agreement file and determine which agreement meets their requirements. Your customer service support center can add an agreement if none meets your needs.
Customizer File

The provider builds and maintains the customizer file. The customizer file allows the provider to take an agreement and customize it. For instance, the selected agreement may allow the requester to display, update, and queue the provider’s PNRs. The provider may designate on the customizer file which PNRs the requester may work with, and which queue the PNRs should be routed to. Each provider may have several customizer files. Use of the customizer file is optional.

Permission File

The provider builds and maintains the permission file. The permission file defines the business relationship between the provider and requester. It specifies the requester, the agreement and customizer, and effective dates. Each provider has one permission file, but can list several business relationships on it.

Affiliate File

The headquarters of an affiliate builds and maintains the affiliate file. It lists the members of the affiliate and the agreements it has with requesters. Every time the affiliate file is updated, the headquarters runs special affiliate processing, which updates all affiliate members’ permission files with the updated information on the affiliate file.

The Big Picture

Since there are many options with Selective Access, the process varies slightly with each action you perform. However, here are the general steps involved in setting up Selective Access.

1. Determine what type of business relationship you need to form.
2. Determine what information and functions you need the other agency or affiliate to access.
3. Select the appropriate agreement from the agreement file.
4. Customize the agreement, if you need to refine it, using the customizer file.
5. Set up the affiliate file, if a group of agencies is involved.
6. Set up the permission file.
Chapter 3: Selective Access™ Files

In Chapter 2, you learned that there are four types of Selective Access™ files. In this chapter you will learn how to find an agreement appropriate for your business relationship, and then, how to work with Selective Access files to give specific agencies access to specific functions and information.

By entering data in the Selective Access files, you tell the system exactly what information it may provide and to whom it may provide it.

In This Chapter

In this chapter you will learn how to use the four types of files to:

- Display the agreement file
- Display, build, add, change, and delete customizer files
- Display, add, change, and delete permission files
- Display, build, add, change, and delete affiliate files; and activate special affiliate processing

Agreement File

The agreement file is a list of pre-set agreements. An agreement is a list of functions that a provider allows a requester to access. The functions available for each agreement are different than those of any other agreement. To distinguish agreements from one another, they are numbered. Galileo International has set up agreements for the most typical Selective Access business relationships.

As the provider, you decide which functions you want the requester to access and then select the agreement which provides those functions.

Continued on next page
Agreement File (Cont.)

You can allow or deny the requester access to the following functions:

- Displaying, updating, and creating PNRs
- Queuing PNRs at end transact
- Displaying, printing, updating, creating, and removing business files and personal files
- Displaying and updating agency files
- Sending and accepting queued PNRs and supervisory messages
- Issuing documents from PNRs
- Sending Global MIRs
- Displaying and using PrivateFares™ accounts
- Building and removing Custom Check™ rules
- Monitoring agents with the ApolloMonitor™ product (USA and Canada Apollo agencies only)

When Selective Access links two agencies, there must be an agreement in each direction, but not necessarily the same agreement. For example, an agency in Des Moines may need an agency in Honolulu to provide service to a group of golfers during a tour of Hawaii.

The Des Moines agency provides the Honolulu agency with agreement 15. Agreement 15 gives the Honolulu agency access to PNRs, displaying profiles, queuing, and PrivateFares accounts. Since the Honolulu agency has no plans to send customers to Iowa, they provide the Des Moines agency with agreement 1Ø, which does not allow the Des Moines agency any functionality.

Selective Access agreement file formats begin with the identifier: PAAGR

This section explains how and when to display:

- The entire agreement file
- A specific agreement
- Multiple agreements
Displaying the Entire Agreement File

By displaying the entire agreement file, you can see all agreements at-a-glance. You can find the agreement that meets your needs by comparing the list of available functions in each agreement with a list of the functions you require. If you need a combination of functions that is not offered in any of the pre-set agreements, you can contact the customer service support center to have an agreement added.

To display the entire agreement file, type the Selective Access agreement file identifier and the display indicator.

```
PAAGR *
```

The entire agreement file displays.

```
| NBR | DUCQ | DPUCR | DU | ID | IO | ID | PRD | MIR | FAR | BR | RGB | ARG |
|-----|------|-------|---|----|---|----|----|---|---|---|---|----|-----|
| 0001 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0002 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0003 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0004 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0005 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0006 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0007 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0008 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0009 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0010 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0011 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0012 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0013 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0014 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0015 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
| 0016 | YYYY | YYYY | YY | YY | YY | YY | YY | YY | YY | YY | YY |
```

Reading the agreement file

The agreement file displays as tabled information. The first column lists all the agreement numbers. Headings at the top of each of the other columns list the available functions. By reading across, you can determine which functions are allowed for each agreement number. To scroll through the agreement file, type MD for move down or MU for move up.

Indicators showing whether a function is allowed (Y) or not allowed (N) are listed in columns under the two-line headings at the top. Multiple Y/N indicators under one heading indicate sub-functions. For example, the first function is PNR. The second line under PNR, DUCQ represents four sub-functions: D (display), U (update), C (create), and Q (Queue).
Agreement file description

The agreement file display is organized by functions. Refer to the tables below for a description of the agreement file display.

**PNR functions**

A provider may give a requester access to the following PNR functions.

<table>
<thead>
<tr>
<th>Function Heading</th>
<th>Y indicates requester may…N indicates requester may not:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR D</td>
<td>Display provider’s PNRs.</td>
</tr>
<tr>
<td>PNR U</td>
<td>Update and end transact provider’s PNRs.</td>
</tr>
<tr>
<td>PNR C</td>
<td>Create PNRs on behalf of provider.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> At end transact, the requester types E/XXX. (XXX is provider’s pseudo city code.)</td>
</tr>
<tr>
<td>PNR Q</td>
<td>Programmatically place provider’s PNR on one of the provider’s queues at end transact.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The default is queue 1, unless otherwise specified in the customizer file.</td>
</tr>
</tbody>
</table>
PRO-file functions

A provider may give a requester access to the following PRO-file functions.

<table>
<thead>
<tr>
<th>Function Heading</th>
<th>Y indicates requester may…N indicates requester may not</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRO D</td>
<td>Display and move from provider’s business and personal files.</td>
</tr>
<tr>
<td>PRO P</td>
<td>Print provider’s business and personal files.</td>
</tr>
</tbody>
</table>
| PRO U            | Update provider’s business and personal files.  
                  | **Note:** The requesting agent’s STD security profile PRO-M field second indicator must be set to Y.  
                  | **Note:** Requester may also update any attached TravelScreen™ information, if it has TravelScreen authority. |
| PRO C            | Create business and personal files for the provider.  
                  | **Note:** The requesting agent’s STD security profile PRO-C field second indicator must be set to Y.  
                  | **Note:** Requester may also create any attached TravelScreen™ information, if it has TravelScreen authority. |
| PRO R            | Remove provider’s business and personal files.  
                  | **Note:** The requesting agent’s STD security profile PRO-D field second indicator must be set to Y. |
| MAR D            | Display and move provider’s agency file. |
| MAR U            | Update provider’s agency file.  
                  | **Note:** The requesting agent’s STD security profile PRO-M field second indicator must be set to Y. |

Queue functions

A provider may give a requester access to the following queue functions.

<table>
<thead>
<tr>
<th>Function Heading</th>
<th>Y indicates provider may…N indicates provider may not</th>
</tr>
</thead>
<tbody>
<tr>
<td>QEP I</td>
<td>Accept queued PNRs from the requester.</td>
</tr>
<tr>
<td>QEP O</td>
<td>Queue PNRs out to requester.</td>
</tr>
<tr>
<td>QES I</td>
<td>Accept supervisory messages from requester.</td>
</tr>
<tr>
<td>QES O</td>
<td>Send supervisory messages to requester.</td>
</tr>
</tbody>
</table>
Other functions

A provider may give a requester access to the following other functions.

<table>
<thead>
<tr>
<th>Function Heading</th>
<th>Y indicates requester may... N indicates requester may not:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOC PRD</td>
<td>Issue documents from provider’s PNRs.</td>
</tr>
<tr>
<td>GBL MIR</td>
<td>Send a Global MIR to provider.</td>
</tr>
<tr>
<td>PVT FAR</td>
<td>View and use provider’s PrivateFares™ accounts.</td>
</tr>
<tr>
<td>RUL B</td>
<td>Build a Custom Check™ rule for provider.</td>
</tr>
<tr>
<td>RUL R</td>
<td>Remove a Custom Check™ rule for provider.</td>
</tr>
<tr>
<td>APO MON</td>
<td>Monitor Apollo® entries and responses of a travel counselor in provider’s office.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Access to the ApolloMonitor™ product is <em>only</em> available if both provider and requester are within the USA or within Canada.</td>
</tr>
</tbody>
</table>

Displaying a Specific Agreement

By displaying a specific agreement, you can focus on the exact functions permitted for that agreement without viewing other agreements that do not apply. Headings which use initials in the entire agreement file display (e.g. PNR D for PNR display) use longer abbreviations in the specific agreement display (PNR DIS).

There are two ways to display a specific agreement:

- By agreement number
- By agreement functions

By agreement number

Use this format when you already know the agreement number you want to view.

To display a specific agreement by agreement number, type the Selective Access agreement file identifier, the display indicator, a slash, and the agreement number.

\[ \text{PAAGR} \# /2 \]

- **PAAGR** Selective Access agreement file identifier
- \# Agreement number
- /2 Display indicator
By agreement functions

Use this option when you know the functions you want the requester to access. It allows you to find a matching agreement.

To display a specific agreement by agreement functions, follow these steps.

1. Type the Selective Access agreement file identifier and the find indicator:

   PAAGR F

   Find indicator
   Selective Access agreement file identifier

The following agreement file find fill-in screen displays:
By agreement functions (Cont.)

2. Tab to each field and indicate whether access is allowed, as follows:
   • To allow access to the function, type Y.
   • To not allow access to the function, type N.

3. After completing all fields, place the cursor to the right of the APO MON tab and press Enter.

4. Determine whether an agreement exists based on these responses:
   • If a matching agreement exists, the agreement displays.
   • If a matching agreement does not exist, an agent alert displays. Then do one of the following:
     − Change the values (Y or N) in the appropriate fields and repeat steps 3 and 4 or
     − Call the customer service support center to have an agreement added.

Displaying Multiple Agreements

Use one of the formats in the following table to display up to ten in a series of agreements, a range of agreements, or a combination of agreements.

<table>
<thead>
<tr>
<th>To display agreements:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2, and 9</td>
<td>PAAGR*/1+2+9</td>
</tr>
<tr>
<td>14 through 17</td>
<td>PAAGR*/14–17</td>
</tr>
<tr>
<td>1, 2, 9, and 14 through 17</td>
<td>PAAGR*/1+2+9+14–17</td>
</tr>
</tbody>
</table>

The resulting display is an abbreviated version of the entire agreement file.
Customizer File

The provider builds and maintains the customizer file. The customizer file is optional and takes an agreement to a more refined level. The provider may determine which:

- PNRs and profiles the requester may access.
- Requester agents may access the provider’s files.
- Queues the requester may use to return provider’s PNRs.
- Requester agents may access the provider’s PrivateFares™ accounts.
- PrivateFares accounts the requester may access.

As there may be multiple customizer files, the provider assigns each file a unique two-character customizer code and an optional customizer description to distinguish the customizer files from each other.

The provider may associate the same customizer file with more than one agreement in the permission file.

When a customizer is attached to an agreement on the permission file, only the fields that are set to Y on the agreement are activated on the customizer file.

**Note:** The customizer file is not available for use between Apollo® and Galileo® subscribers.

Selective Access customizer file formats begin with the identifier: **PACUS**

This section explains how a provider can perform the following customizer file functions:

- Display
- Build
- Add
- Change
- Delete
- Display History

**Displaying Customizer Files**

You can display:

- A list of customizer files
- A specific customizer file
Chapter 3: Selective Access™ Files

Displaying a list of customizer files

You can display a list of all of your customizer files. Then, by using the format in the following section (“Displaying a specific customizer file”) you can use the appropriate customizer code to display the customizer file you need to view.

To display a list of all of your customizer files, type the Selective Access customizer file identifier and the display indicator:

PACUS *

Display indicator
Selective Access customizer file identifier

The following screen displays:

Displaying a specific customizer file

You can display a specific customizer file using the customizer code you found in the list of customizer files, or when you already know the customizer code. Display a specific customizer file to determine if it is appropriate for use with a specific business relationship or to determine if you need to modify it.

To display a customizer file, type the Selective Access customizer file identifier, the display indicator, a slash, and the customizer code:

PACUS */A1

Display indicator
Customizer code
Selective Access customizer file identifier
The following screen displays:

![Window]

**CUSTOMIZER DISPLAY:** B7M/A1 GOLF AND TENNIS

**QET:** 89 **QEP:** 80

**AUTHORIZED AGENT(S):** -EXCLUDING ZCA3/AC ZCA3/DF ZCA3/JE

**PNR CUSTOMER IDENTIFICATION:**

- GOLF
- TENNIS

**PROFILE:**

- BAR: GOLF
- PAR: GOLF-TIGER

**PRIVATE FARES DISPLAY/QUOTE:**


**ACCOUNT CODES:**

- HNL
- OAHU

Refer to the tables below for a complete description of the customizer file display.

**Basic section**

This section provides basic customizer file information.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B7M/</td>
<td>Provider’s pseudo city code.</td>
</tr>
<tr>
<td>A1</td>
<td>Customizer code (2 alphanumeric characters).</td>
</tr>
<tr>
<td>GOLF AND TENNIS</td>
<td>Optional customizer description (maximum 25 alphanumeric characters).</td>
</tr>
</tbody>
</table>

**Queues**

Queues allow the requester to queue the provider’s PNRs to specific queues.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QET89</td>
<td>When the requester modifies a provider’s PNR and ends transact, the PNR is automatically placed on the provider’s queue shown in this field. When this section does not appear, PNRs are automatically placed on the provider’s queue 1.</td>
</tr>
<tr>
<td>QEP8Ø</td>
<td>When the requester modifies a provider’s PNR and enters QEP (without a queue number) the PNR is placed on the provider’s queue shown in this field. When this field does not appear, PNRs are automatically placed on the provider’s queue 1. <strong>Note:</strong> This field is activated when the QEP IN field on the selected agreement is set to Y.</td>
</tr>
</tbody>
</table>
Chapter 3: Selective Access™ Files

Authorized agents

This field is activated when the selected agreement allows the requester access to the provider’s PNRs and/or profiles.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>–EXCLUDING</td>
<td>When –EXCLUDING appears here, the listed agent signs at the requester’s agency are not allowed access to the provider’s PNRs and profiles.</td>
</tr>
<tr>
<td></td>
<td>When –EXCLUDING does not appear here, any listed agent signs at the requester’s agency are the only agents allowed access to the provider’s PNRs and profiles.</td>
</tr>
<tr>
<td></td>
<td>When this section does not appear, all of the requester’s agents may access the provider’s PNRs and profiles.</td>
</tr>
<tr>
<td>ZCA3/AC</td>
<td>The signs of agents who are allowed or not allowed access to the provider’s PNRs and profiles.</td>
</tr>
<tr>
<td>ZCA/DF</td>
<td>In this example, all of the requester’s agents except ZCA3/AC, ZCA3/DF, and ZCA3/JE may access the provider’s PNRs and profiles.</td>
</tr>
<tr>
<td>ZCA/JE</td>
<td></td>
</tr>
</tbody>
</table>

PNR customer identification

The provider adds a customer identification code to certain PNRs. Then, by specifying that code in the PNR customer identification field of the customizer file, the provider can allow or not allow the requester access to those PNRs. This field is activated when the selected agreement allows the requester access to the provider’s PNRs.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOLF</td>
<td>When there is a dash (–) before the customer ID, the requester can access all of the provider’s PNRs except PNRs containing this customer identification code.</td>
</tr>
<tr>
<td>TENNIS</td>
<td>When there is no dash before the code, the requester may only access PNRs containing this customer identification code.</td>
</tr>
<tr>
<td></td>
<td>When this section does not appear, the requester may access all of the provider’s PNRs.</td>
</tr>
<tr>
<td></td>
<td>In this example, since there is no dash before GOLF TENNIS, the requester may access only PNRs with GOLF and TENNIS in the customer identification field.</td>
</tr>
<tr>
<td>Note:</td>
<td>To add a customer identification field to a PNR, type a C, a dash, and the customer identification code (e.g., C–GOLF).</td>
</tr>
</tbody>
</table>
**PRO-file**

The provider indicates the business files (BARs) and personal files (PARs) that the requester may or may not access. A dash before a business file title or personal file title indicates that the requester may not access it. When this section does not appear, the requester may access all of the provider’s business and personal files.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAR: GOLF</td>
<td>In this example, since there is no dash before GOLF, the requester may only access the GOLF business file.</td>
</tr>
<tr>
<td>PAR: –GOLF–TIGER</td>
<td>In this example, since there is a dash before GOLF–TIGER, the requester may access all personal files associated with the GOLF business file, except TIGER.</td>
</tr>
</tbody>
</table>

**PrivateFares™ display/quote**

The PrivateFares authorized agent and account code fields are activated when the selected agreement allows the requester access to the provider’s PrivateFares™ accounts.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHORIZED AGENT(S)</td>
<td>Requester’s agents who are allowed or not allowed to access the provider’s PrivateFares accounts.</td>
</tr>
</tbody>
</table>
| –EXCLUDING | When –EXCLUDING appears here, the listed agent signs at the requester’s agency are not allowed access to the provider’s PrivateFares accounts.  
When –EXCLUDING does not appear here any listed agent signs at the requester’s agency are the only agents allowed access to the provider’s PrivateFares accounts.  
When this section does not appear, all of the requester’s agents may access the provider’s PrivateFares accounts. |
| ZCA3/AC ZCA/DF ZCA/JE | The signs of agents who are allowed or not allowed access to the provider’s PrivateFares accounts.  
In this example, all of the requester’s agents except ZCA3/AC, ZCA/DF, and ZCA/JE may access the provider’s PrivateFares accounts. |

*Continued on next page*
**PrivateFares™ display/quote (Cont.)**

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCOUNT CODES:</td>
<td>Provider’s PrivateFares account codes that the requester is allowed or not allowed to access.</td>
</tr>
<tr>
<td>HNL</td>
<td>PrivateFares account codes.</td>
</tr>
<tr>
<td>OAHU</td>
<td>When there is a dash before the account codes, the requester may display and quote all PrivateFares accounts except those listed.</td>
</tr>
<tr>
<td></td>
<td>When there is no dash before the account codes, the requester may only display and quote the PrivateFares accounts listed.</td>
</tr>
<tr>
<td></td>
<td>When this section does not appear, the requester may display and quote all of the provider’s PrivateFares accounts.</td>
</tr>
<tr>
<td></td>
<td>In this example, since there is no dash before the account codes, the requester may display and quote only the PrivateFares accounts listed.</td>
</tr>
</tbody>
</table>

**Building a Customizer File**

The format to build a customizer file has two parts. The first part includes basic information to identify the action and to name the customizer file. The second part includes each function you wish to customize, and the customized information. If you want to customize several functions, the format can be very long.

To build the customizer file, type the Selective Access customizer file identifier, the build indicator, a slash, the customizer code, a pillow and the customizer description (optional). A slash, a field identifier, and field information follow for each field you need to customize.

```
PACUSB/A1 = GOLF AND TENNIS/QET89/QEP8Ω/AID– ZCA3 = AC‡ ZCA3 = DF‡ ZCA3 = JE/CIDGOLF‡TENNIS/BARGOLF/PAR–GOLF– TIGER /FAI–ZCA3 = AC‡ ZCA3 = DF‡ ZCA3 = JE/FACHNL+OAHU
```

The system responds with an asterisk.

The following tables describe each section of the above format.
Basic section

PACUSB/A1=GOLF AND TENNIS

All information in the basic section is mandatory except the customizer description. The following table lists the basic section fields and gives a description of each.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACUS</td>
<td>Selective Access customizer file identifier</td>
</tr>
<tr>
<td>B</td>
<td>Build indicator</td>
</tr>
<tr>
<td>A1</td>
<td>Customizer code (2 alphanumeric characters)</td>
</tr>
<tr>
<td>GOLF AND TENNIS</td>
<td>Optional customizer description (1-25 alphanumeric characters)</td>
</tr>
</tbody>
</table>

Function section

This section of the format includes a three-letter field identifier followed by the information for each field you need to customize. A slash before each field identifier separates it from the previous field. To activate the customizer field, select an agreement with the corresponding agreement file fields set to Y.

The following table lists the fields and instructions on how to complete them.

/QET89/QEP8Ø

<table>
<thead>
<tr>
<th>Field identifier</th>
<th>To: Allow requester to queue provider’s PNRs at end transact to:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>QET (Queue at end transact)</td>
<td>Allow requester to queue provider’s PNRs at end transact to:</td>
<td>Omit this field.</td>
</tr>
<tr>
<td></td>
<td>• Queue 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Another specified queue</td>
<td>Type the identifier and queue number (QET89).</td>
</tr>
<tr>
<td>QEP (Queue)</td>
<td>Allow requester to queue provider’s PNRs by typing QEP to:</td>
<td>Omit this field.</td>
</tr>
<tr>
<td></td>
<td>• Queue 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Another specified queue</td>
<td>Type the identifier and queue number (QEP8Ø).</td>
</tr>
</tbody>
</table>

Continued on next page
### Function section (Cont.)

/AID–ZCA3†AC‡ZCA3‡DF‡ZCA3‡JE/CIDGOLF‡TENNIS

<table>
<thead>
<tr>
<th>Field identifier</th>
<th>To:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AID</strong> (Authorized agents)</td>
<td>Grant Selective Access authority to:</td>
<td></td>
</tr>
<tr>
<td>• All of the requester’s agents</td>
<td>Omit this field.</td>
<td></td>
</tr>
<tr>
<td>• A specified agent</td>
<td>Type the identifier, a Z, the pseudo city code, a pillow and the agent sign (AIDZCA3‡AC).</td>
<td></td>
</tr>
<tr>
<td>• Multiple agents/same pseudo city</td>
<td>Type the identifier, a Z, the pseudo city code and a pillow, followed by the first agent sign. An end item separates each additional agent sign (AIDZCA3‡AC‡ZCA3‡DF‡ZCA3‡JE).</td>
<td></td>
</tr>
<tr>
<td>• Multiple agents/different pseudo cities</td>
<td>Type the identifier, a Z, the first pseudo city code and a pillow, followed by the agent signs, separated by end items. An end item separates the information for each additional pseudo city (AIDZCA3‡AC‡ZCA3/DF‡ZGK5‡GS‡ZGK5‡SB).</td>
<td></td>
</tr>
<tr>
<td><strong>Deny Selective Access authority to:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A specified agent</td>
<td>Type the identifier, a dash, a Z, the pseudo city code, a pillow and the agent sign (AID–ZCA3‡AC).</td>
<td></td>
</tr>
<tr>
<td>• Multiple agents/same pseudo city</td>
<td>Type the identifier, a dash, a Z, the pseudo city code and a pillow, followed by the agent signs, separated by end items. An end item separates each additional agent sign (AID–ZCA3‡AC‡ZCA3‡DF‡ZCA3‡JE).</td>
<td></td>
</tr>
<tr>
<td>• Multiple agents/different pseudo cities</td>
<td>Type the identifier, a dash, a Z, the first pseudo city code and a pillow, followed by the agent signs, separated by end items. An end item separates the information for each additional pseudo city (AID–ZCA3‡AC‡ZCA3/DF‡ZGK5‡GS‡ZGK5‡SB).</td>
<td></td>
</tr>
<tr>
<td><strong>CID</strong> (Customer identification code)</td>
<td>Grant access to:</td>
<td></td>
</tr>
<tr>
<td>• All PNRs</td>
<td>Omit this field.</td>
<td></td>
</tr>
<tr>
<td>• PNRs with a specified customer ID</td>
<td>Type the identifier and the customer ID (CIDGOLF).</td>
<td></td>
</tr>
<tr>
<td>• PNRs with multiple customer IDs</td>
<td>Type the identifier followed by the customer IDs, separated by end items (CIDGOLF‡TENNIS).</td>
<td></td>
</tr>
<tr>
<td><strong>Deny access to:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• PNRs with a specified customer ID</td>
<td>Type the identifier, a dash, and the customer ID (CID–GOLF).</td>
<td></td>
</tr>
<tr>
<td>• PNRs with multiple customer IDs</td>
<td>Type the identifier and a dash followed by the customer IDs, separated by end items (CID–GOLF‡TENNIS).</td>
<td></td>
</tr>
</tbody>
</table>
### Chapter 3: Selective Access™ Files

**/BARGOLF/PAR–GOLF–TIGER**

<table>
<thead>
<tr>
<th>Field identifier</th>
<th>To:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BAR</strong> (Business file)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grant access to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All business files</td>
<td>Omit this field.</td>
</tr>
<tr>
<td></td>
<td>• A specified business file</td>
<td>Type the identifier and the business file title (BARGOLF).</td>
</tr>
<tr>
<td></td>
<td>• Multiple business files</td>
<td>Type the identifier followed by the business file titles, separated by end items (BARGOLF ‡ TENNIS).</td>
</tr>
<tr>
<td></td>
<td>Deny access to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A specified business file</td>
<td>Type the identifier, a dash, and the business file title (BAR–GOLF).</td>
</tr>
<tr>
<td></td>
<td>• Multiple business files</td>
<td>Type the identifier and a dash followed by the business file titles, separated by end items (BAR–GOLF ‡ TENNIS).</td>
</tr>
<tr>
<td><strong>PAR</strong> (Personal file)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grant access to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All personal files</td>
<td>Omit this field.</td>
</tr>
<tr>
<td></td>
<td>• A specified personal file</td>
<td>Type the identifier and the personal file title (PARGOLF–TIGER).</td>
</tr>
<tr>
<td></td>
<td>• Multiple personal files</td>
<td>Type the identifier followed by the personal file titles, separated by end items (PARGOLF–TIGER ‡ TENNIS–BILLIE).</td>
</tr>
<tr>
<td></td>
<td>Deny access to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A specified personal file</td>
<td>Type the identifier, a dash, and the personal file title (PAR–GOLF–TIGER).</td>
</tr>
<tr>
<td></td>
<td>• Multiple personal files</td>
<td>Type the identifier and a dash followed by the personal file titles, separated by end items (PAR–GOLF–TIGER ‡ TENNIS–BILLIE).</td>
</tr>
</tbody>
</table>

*Continued on next page*
### Function section (Cont.)

/FAI–ZCA3 ≡ AC ‡ ZCA3 ≡ DF ‡ ZCA3 ≡ JE

<table>
<thead>
<tr>
<th>Field identifier</th>
<th>To:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FAI</strong> (PrivateFares Authorized Agents)</td>
<td>Grant PrivateFares access to:</td>
<td>Omit this field.</td>
</tr>
<tr>
<td></td>
<td>• All of the requester’s agents</td>
<td>Type the identifier, a Z, the pseudo city code, a pillow and the agent sign (FAIZCA3 ≡ AC).</td>
</tr>
<tr>
<td></td>
<td>• A specified agent</td>
<td>Type the identifier, a Z, the pseudo city code and a pillow, followed by the agent sign (FAIZCA3 ≡ AC).</td>
</tr>
<tr>
<td></td>
<td>• Multiple agents/same pseudo city</td>
<td>Type the identifier, a Z, the pseudo city code and a pillow, followed by the agent sign. An end item separates each additional agent sign (FAIZCA3 ≡ AC ‡ ZCA3 ≡ DF ‡ ZCA3 ≡ JE).</td>
</tr>
<tr>
<td></td>
<td>• Multiple agents/different pseudo cities</td>
<td>Type the identifier, a Z, the first pseudo city code and a pillow, followed by the agent signs, separated by end items. An end item separates the information for each additional pseudo city (FAIZCA3 ≡ AC ‡ ZCA3 ≡ DF ‡ ZGK5 ≡ GS ‡ ZGK5 ≡ SB).</td>
</tr>
<tr>
<td>Deny PrivateFares access to:</td>
<td>Type the identifier, a Z, the pseudo city code, a pillow and the agent sign (FAI–ZCA3 ≡ AC).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A specified agent</td>
<td>Type the identifier, a dash, a Z, the pseudo city code, a pillow and the agent sign (FAI–ZCA3 ≡ AC).</td>
</tr>
<tr>
<td></td>
<td>• Multiple agents/same pseudo city</td>
<td>Type the identifier, a dash, a Z, the pseudo city code and a pillow, followed by the agent signs, separated by end items. An end item separates each additional agent sign (FAI–ZCA3 ≡ AC ‡ ZCA3 ≡ DF ‡ ZCA3 ≡ JE).</td>
</tr>
<tr>
<td></td>
<td>• Multiple agents/different pseudo cities</td>
<td>Type the identifier, a Z, the first pseudo city code and a pillow, followed by the agent signs, separated by end items. An end item separates the information for each additional pseudo city (FAI–ZCA3 ≡ AC ‡ ZCA3 ≡ DF ‡ ZGK5 ≡ GS ‡ ZGK5 ≡ SB).</td>
</tr>
</tbody>
</table>
## Chapter 3: Selective Access™ Files

### FACHNL ‡ OAHU

<table>
<thead>
<tr>
<th>Field</th>
<th>To:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAC (PrivateFares account code)</td>
<td>Grant access to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All of the provider’s PrivateFares accounts</td>
<td>Omit this field.</td>
</tr>
<tr>
<td></td>
<td>• A specified PrivateFares account</td>
<td>Type the identifier and PrivateFares account code (FACHNL).</td>
</tr>
<tr>
<td></td>
<td>• Multiple PrivateFares accounts</td>
<td>Type the identifier followed by the PrivateFares account codes, separated by end items (FACHNL ‡ OAHU).</td>
</tr>
<tr>
<td></td>
<td>Deny access to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A specified PrivateFares account</td>
<td>Type the identifier, a dash, and the PrivateFares account code (FAC–HNL).</td>
</tr>
<tr>
<td></td>
<td>• Multiple PrivateFares accounts</td>
<td>Type the identifier and a dash followed by the PrivateFares account codes, separated by end items (FAC–HNL ‡ OAHU).</td>
</tr>
</tbody>
</table>

### Adding to a Customizer File

Once a customizer is built, you can add additional function fields to it. To add function fields, type the Selective Access customizer file identifier and the add indicator, the customizer code, and any function fields you need to add. The parts of the format are separated by slashes.

You can add one function field or multiple function fields at one time.

#### Adding one field

The following is the format to add an authorized agent to an existing customizer file.

**PACUS \A /HG /AIDZGK5\A PZ**

- **Authorized agent**
- **Customizer code**
- **Add indicator**
- **Selective Access customizer file identifier**

The system responds with an asterisk.
Adding multiple fields

The following is the format to add a queue, an authorized agent, and a PrivateFares account code to an existing customizer file.

PACUS A /HG /QEP17 /AIDZGK5/PZ /FAC–OAHU

The system responds with an asterisk.

Changing a Customizer File

You can change the customizer description or the queue fields with the change format. In order to change any other fields, the old field must be deleted and a new field added.

To change the customizer file, type the Selective Access customizer file identifier, the change indicator, the customizer code, and the items you need to change. The parts of the format are separated by slashes.

You can change one item or multiple items at one time.
Chapter 3: Selective Access™ Files

Changing one item

The following is the format to change the customizer description of an existing customizer file.

```
PACUS /HG = HUNTERS
```

- **Selective Access customizer file identifier**
- **Change indicator**
- **Customizer code**
- **New customizer description**

The system responds with an asterisk.

Changing multiple items

The following is the format to change the customizer description, the queue at end transact, and the queue.

```
PACUS /HG = HOLOGRAM /QET22 /QEP55
```

- **Selective Access customizer file identifier**
- **Customizer code**
- **Customizer description**
- **Queue at end transact**
- **Queue**

The system responds with an asterisk.
Deleting Customizer Files

You can either delete:

- Specific fields of a customizer file
- An entire customizer file
- All customizer files

Deleting customizer file fields

There are two reasons to delete customizer fields.

- You can delete a specific field in a customizer file when you no longer want to restrict it. For instance, if you have granted Selective Access authority to one of the requester’s agents and now want to grant authority to all agents you can accomplish that by deleting the AID field.
- You can delete a specific field if it is incorrect. Then you can add the field again with the updated information. For instance, if the PrivateFares account code was entered incorrectly you can delete the FAC field, and then add the correct PrivateFares account code using a customizer file add format.

To delete fields, type the Selective Access customizer file identifier the delete indicator, the customizer code, and the items you need to delete. The parts of the format are separated by slashes. You can delete one field or multiple fields at one time.

Deleting one field

The following is the format to delete the PrivateFares account code in a customizer file.

\[
\text{Selective Access customizer file identifier} \quad \text{Delete indicator} \quad \text{Customizer code} \quad \text{PrivateFares account code}
\]

\[
PACUS D /HG /FACMAUEE
\]

The system responds with an asterisk.
**Deleting multiple fields**

The following is the format to delete the authorized agent and the PrivateFares account code.

```
PACUS D /HG /AIDZGK5 = PZ /FACMAUFE
```

- **Authorized agent**
- **PrivateFares account code**
- **Customizer code**
- **Delete indicator**
- **Selective Access customizer file identifier**

The system responds with an asterisk.

**Deleting an entire customizer file**

When you no longer need a customizer file, you can delete it. You should, however, delete any agreements on the permission file that include this customizer file before deleting the customizer file. See “Permission File” later in this chapter.

To delete a customizer file, type the Selective Access customizer file identifier, the delete indicator, and the customizer code. The parts of the format are separated by a slash. Follow these steps to delete an entire customizer file.

1. Type the following format and press Enter.

```
PACUS D /RL
```

- **Customizer code**
- **Delete indicator**
- **Selective Access customizer file identifier**

   System response:

   `PACUSDELETE/RL`

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note:** To ignore deletion, clear your screen by pressing CTRL + W.

**Deleting all customizer files**

See “Deleting All Files” later in this chapter for procedures on deleting all customizer files.
Displaying Customizer File History

Customizer file history is maintained for 3Ø days. You can check history to see what recent changes have been made and who made them.

To display customizer file history, type the Selective Access customizer file identifier, the history indicator, and the customizer code. Parts of the format are separated by a slash.

The following is the format to display customizer file history.

```
PACUS H /A1
```

The following screen displays.

```
1. CUSTOMIZER HISTORY: B7M/A1
   CREATED: 06MAR98  BY: B7M/ZB?MADJ
2. ADD CUS 26AUG 1501Z B7M/ZB?MADJ
    AID: ZGK1/PZ
3. CHG CUS 23AUG 1354Z B7M/ZB?MADJ
    DES: GOLF OUTING
   DEL CUS 19AUG 2153Z B7M/ZB?MADJ
   FAC: TEE
```

Reading the customizer file history

The customizer history display is divided into three parts.

1. The top line of the history includes the display title, pseudo city code and customizer code.
2. The second line includes the date of file creation and the agent sign of the creator.
3. The bottom part of the history includes a series of two-line descriptions for each update to the file within the last 3Ø days. The most recent update appears first. Each entry begins with a history code indicating what action was taken.
The following history codes appear in the customizer file history.

<table>
<thead>
<tr>
<th>History code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADD</td>
<td>Addition of an item</td>
</tr>
<tr>
<td>CHG</td>
<td>Change of an item</td>
</tr>
<tr>
<td>DEL</td>
<td>Deletion of an item</td>
</tr>
</tbody>
</table>

The following table describes the customizer history screen.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CUSTOMIZER HISTORY:</td>
<td>Display title</td>
</tr>
<tr>
<td></td>
<td>B7M</td>
<td>Pseudo city code</td>
</tr>
<tr>
<td></td>
<td>A1</td>
<td>Customizer code</td>
</tr>
<tr>
<td>2</td>
<td>CREATED-06MAR98</td>
<td>Date created</td>
</tr>
<tr>
<td></td>
<td>BY - B7M/ZB7MADJ</td>
<td>Pseudo city code and agent sign of creator</td>
</tr>
<tr>
<td>3</td>
<td>ADD</td>
<td>History code</td>
</tr>
<tr>
<td></td>
<td>CUS</td>
<td>Customizer file identifier</td>
</tr>
<tr>
<td></td>
<td>26AUG 1501Z</td>
<td>Date and time (Greenwich time) of update</td>
</tr>
<tr>
<td></td>
<td>B7M/ZB7MADJ</td>
<td>Pseudo city code and agent sign of agent updating file</td>
</tr>
<tr>
<td></td>
<td>AID: ZGK4/PZ</td>
<td>Authorized agent update</td>
</tr>
<tr>
<td></td>
<td>DES: GOLF OUTING</td>
<td>Customizer description update</td>
</tr>
<tr>
<td></td>
<td>FAC: TEE</td>
<td>PrivateFares™ account update</td>
</tr>
</tbody>
</table>
Permission File

The provider builds and maintains the permission file. Each agency can have one permission file, which contains the details of all agreements that the provider has with requester agencies. In order to activate a business relationship through Selective Access™, both parties must set up an agreement with each other in their respective permission files.

The permission file contains:
- The requester’s pseudo city code and optional agency description
- The agreement number and optional customizer code
- Optional effective and discontinue dates
- The headquarters’ pseudo city code and affiliate code, if the requester is an affiliate member

Selective Access permission file formats begin with the identifier: **PAPER**

This section explains how the provider can perform the following permission file functions:
- Display
- Add
- Change
- Delete
- Display History

Displaying the Permission File

You can display:
- The entire permission file
- Specific agreements by pseudo city code
- Specific agreements by field information
Displaying the entire permission file

You can display the permission file to see a list of all the Selective Access agreements you have with requester agencies and review the details of each agreement.

To display the permission file, type the Selective Access permission file identifier and the display indicator.

PAPER *

Display indicator

Selective Access permission file identifier

The following screen displays:

![Permission Display Screen]

<table>
<thead>
<tr>
<th>Window 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERMISSTION DISPLAY: B7M</td>
</tr>
<tr>
<td>PSEUDO</td>
</tr>
<tr>
<td>CITY</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>TESTING SITE</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>KEY CLUB</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>EDUCATION SUCS</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Reading the permission file

The permission file is divided into three parts.

1. The top line of the permission file includes the display title and pseudo city code of the provider.

2. The second and third lines of the permission file include column headings for agreements in the permission file.

3. The balance of the display includes a series of two-line descriptions of each agreement that the provider has with the requesters. Agreements are displayed in the permission file in alphanumeric order by the pseudo city code of the requester.

The following table describes the permission file display.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PERMISSION DISPLAY:</td>
<td>Display title.</td>
</tr>
<tr>
<td></td>
<td>B7M</td>
<td>Provider’s pseudo city code.</td>
</tr>
<tr>
<td>2</td>
<td>PSEUDO CITY</td>
<td>Requester’s pseudo city code.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note:</strong> If the requester is a Galileo® subscriber, the CRS code, 1G precedes the pseudo city code.</td>
</tr>
<tr>
<td></td>
<td>AGR NBR</td>
<td>Agreement number which governs the requester’s access.</td>
</tr>
<tr>
<td></td>
<td>CUSTOMIZER IDENTIFIER</td>
<td>Customizer code applied to this agreement.</td>
</tr>
<tr>
<td></td>
<td>EFFECTIVE DATE</td>
<td>Effective date of agreement. If OPEN appears, today’s date is assumed.</td>
</tr>
<tr>
<td></td>
<td>DISCONTINUE DATE</td>
<td>Discontinue date of agreement. If OPEN appears, infinity is assumed.</td>
</tr>
<tr>
<td></td>
<td>AFFILIATE</td>
<td>Affiliate information. CRS code (if Galileo), pseudo city code of the affiliate, and affiliate code.</td>
</tr>
<tr>
<td>3</td>
<td>1AAØ…</td>
<td>First agreement.</td>
</tr>
<tr>
<td></td>
<td>1B1B…</td>
<td>Second agreement.</td>
</tr>
<tr>
<td></td>
<td>TESTING SITE</td>
<td>Optional requester descriptions (1-25 alphanumeric characters).</td>
</tr>
<tr>
<td></td>
<td>KEY CLUB</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EDUCATION SVCS</td>
<td></td>
</tr>
</tbody>
</table>
Displaying agreements by pseudo city code

You can display:

- One agreement
- A range of agreements

**One agreement**

Display an agreement with a specific agency when you *only* want to focus on that agreement. To display an agreement for a specific agency, type the Selective Access permission file identifier, the display indicator, a slash, and the requester’s pseudo city code.

**PAPER */1B1B**

| Requester ‘s pseudo city code | Display indicator | Selective Access permission file identifier |

The response is the same as for displaying the entire permission file, except only one agreement appears.

**A range of agreements**

Display agreements for a range of pseudo city codes to view those agreements without scrolling through the entire permission file. To display agreements for a range of pseudo city codes, type the Selective Access permission file identifier, the display indicator, a slash, the pseudo city code field identifier, and the pseudo city information. The following table gives examples of formats to display agreements for a range of pseudo city codes.

<table>
<thead>
<tr>
<th>To display all agreements:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning with pseudo city code E8Z to the end of the permission file</td>
<td>PAPER*/PCCE8Z***</td>
</tr>
<tr>
<td>From the beginning of the permission file and ending with pseudo city code E8Z</td>
<td>PAPER*/PCC***E8Z</td>
</tr>
<tr>
<td>From pseudo city code E8Z to pseudo city code GK4</td>
<td>PAPER*/PCCE8Z-GK4</td>
</tr>
</tbody>
</table>

The response is the same as for displaying the entire permission file, except only the requested agreements appear.
Displaying specific agreements by field information

You can do a search on the information in specific fields of an agreement to display all agreements that match. This allows you to focus on the specific agreements you need to view.

For instance, you can display all agreements with customizer code LG to determine which agreements will be affected if you delete that customizer file.

Field identifiers

When requesting specific agreements, the following field identifiers precede the field information in the permission file display formats.

<table>
<thead>
<tr>
<th>To display all agreements with:</th>
<th>Use this field identifier:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A range of pseudo city codes</td>
<td>PCC</td>
</tr>
<tr>
<td>A specific agreement number</td>
<td>AGR</td>
</tr>
<tr>
<td>A specific customizer code</td>
<td>CUS</td>
</tr>
<tr>
<td>A specific effective date</td>
<td>EFF</td>
</tr>
<tr>
<td>A specific discontinue date</td>
<td>DIS</td>
</tr>
<tr>
<td>A specific affiliate code</td>
<td>AFF</td>
</tr>
<tr>
<td>A specific CRS code</td>
<td>CRS</td>
</tr>
</tbody>
</table>
Format examples

To display all agreements that have the same information in specific fields, type the Selective Access permission file identifier, the display indicator, a slash, and the field identifier and information. Fields are separated by a slash. The following is a list of format examples to display agreements that have the same information in one or more fields.

<table>
<thead>
<tr>
<th>To display all agreements with:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement number 3</td>
<td>PAPER#/AGR3</td>
</tr>
<tr>
<td>Customizer code LG</td>
<td>PAPER#/CUS≠LG</td>
</tr>
<tr>
<td>Agreement number 3 and customizer code LG</td>
<td>PAPER#/AGR3/CUS≠LG</td>
</tr>
<tr>
<td>Effective date March 11, 1999</td>
<td>PAPER#/EFF11MAR99</td>
</tr>
<tr>
<td>Discontinue date June 21, 2000</td>
<td>PAPER#/DIS21JUN2000</td>
</tr>
<tr>
<td>Effective date March 11, 1999 and discontinue date June 21, 2000</td>
<td>PAPER#/EFF11MAR99/DIS21JUN2000</td>
</tr>
<tr>
<td>Affiliate code SOUTH</td>
<td>PAPER#/AFF≠SOUTH</td>
</tr>
<tr>
<td>CRS code 1G</td>
<td>PAPER#/CRS1G</td>
</tr>
<tr>
<td>Agreement number 3, affiliate code SOUTH, and CRS code 1G</td>
<td>PAPER#/AGR3/ AFF≠SOUTH/CRS1G</td>
</tr>
</tbody>
</table>

Adding an Agreement

There is no build format for the permission file. The permission file is created the first time your agency adds an agreement. When an agreement is added for each of the agencies in a business relationship, access to data and functions can begin.

You can add an agreement with:

- An Apollo® agency
- A Galileo® agency
Chapter 3: Selective Access™ Files

Apollo® agency

To add an agreement with an Apollo agency, type the Selective Access permission file identifier, the add indicator, and the permission file fields, separated by slashes.

PAPER A /GK4 /ENROUTE TVL /15 /LG /EFF11MAR99 /DIS21JUN99

The system responds with an asterisk.

Galileo® agency

To add an agreement with a Galileo agency, type the Selective Access permission file identifier, the add indicator, and the permission file fields, separated by slashes.

PAPER A /1G /XØG /VIAJES CARACAS /15 /EFF11MAR99 /DIS21JUNØØ

The system responds with an asterisk.
Changing an Agreement

The *only* field in a permission file which may be changed is the optional requester description. To change any other field in an agreement, delete the agreement and then add it with the updated information.

You can change a requester description for an agreement with:

- An Apollo® agency
- A Galileo® agency

**Apollo® agency**

To change a requester description for an Apollo agency, type the Selective Access permission file identifier, the change indicator, a slash, the requester’s pseudo city code, a pillow, and the new requester description.

```
PAPER C /GK4 "KEYCLUB"
```

New requester description
Requester’s pseudo city code
Change indicator
Selective Access permission file identifier

The system responds with an asterisk.

**Galileo® agency**

To change a requester description for a Galileo agency, type the Selective Access permission file identifier, the change indicator, a slash, the CRS code, a pillow, the requester’s pseudo city code, a pillow, and the new requester description.

```
PAPER C /1G "EA7 "FLOYD"
```

New requester description
Requester’s pseudo city code
CRS code
Change indicator
Selective Access permission file identifier

The system responds with an asterisk.
Deleting Agreements

There are two reasons to delete an agreement.

- You can delete an agreement to terminate a business relationship with another agency.
- You can delete an agreement when you need to change one or more of the fields in that agreement. After deleting the agreement, you can add it again with the update information.

You can delete:

- One agreement
- All agreements

Deleting an agreement

You can delete an agreement with:

- An Apollo® agency
- A Galileo® agency

Apollo® agency

To delete an agreement with an Apollo agency, type the Selective Access permission file identifier, the delete indicator, a slash, and the requester’s pseudo city code.

PAPER D /GK4

Requester’s pseudo city code
Delete indicator
Selective Access permission file identifier

The system responds with an asterisk.
Galileo® agency

To delete an agreement with a Galileo agency, type the Selective Access permission file identifier, the delete indicator, a slash, the CRS code, a pillow, and the requester’s pseudo city code.

\[
PAPER \ D / 1G \text{ } X0B
\]

The system responds with an asterisk.

Deleting the entire permission file

See “Deleting All Files” later in this chapter for procedures on deleting all agreements from the permission file.

Displaying Permission File History

Permission file history is maintained for 3Ø days. You can check history to see what recent changes have been made and who made them.

To display permission file history type the Selective Access permission file identifier and the history indicator.

\[
PAPER \ H
\]
The following screen displays.

```plaintext
1
PERMISSION HISTORY: B7M
CREATED-18JUL91 BY- B7M/ZB7MCP

2
CHG AGY 27AUG 1992 B7M/ZB7MCP
101B KEY CLUB

3
ADD PERS 16AUG 1992 B7M/ZB7MCP
101B 21OCT92 10DEC98 0001 B7M/A1
ADD AGY 16AUG 1992 B7M/ZB7MCP
101B KEY CLUB
DEL PERS 16AUG 1348Z B7M/ZB7MCP
101B 20JUL98 OPEN 0001
```

**Reading the permission file history**

The permission history display is divided into three parts.

1. The top line of the history includes the display title and pseudo city code.
2. The second line includes the date of file creation and the agent sign of the creator.
3. The bottom part of the history includes a series of two-line descriptions for each update to the file within the last 3Ø days. The most recent update appears first. Each entry begins with two history codes indicating what type of action was taken and what field was changed.
The following history codes appear in the permission file history.

<table>
<thead>
<tr>
<th>History code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADD</td>
<td>Addition of an item</td>
</tr>
<tr>
<td>AGY</td>
<td>Agency item</td>
</tr>
<tr>
<td>CHG</td>
<td>Change of an item</td>
</tr>
<tr>
<td>DEL</td>
<td>Deletion of an item</td>
</tr>
<tr>
<td>PER</td>
<td>Permission item</td>
</tr>
<tr>
<td>REP</td>
<td>Replace item (via Special Affiliate Processing)</td>
</tr>
</tbody>
</table>

The following table describes the permission file history screen.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PERMISSION HISTORY:</td>
<td>Display title</td>
</tr>
<tr>
<td>B7M</td>
<td></td>
<td>Provider’s pseudo city code</td>
</tr>
<tr>
<td>2</td>
<td>CREATED-18JUL91</td>
<td>Date created</td>
</tr>
<tr>
<td>BY - B7M/ZB7MCPC</td>
<td></td>
<td>Pseudo city code and agent sign of creator</td>
</tr>
<tr>
<td>3</td>
<td>CHG</td>
<td>History code</td>
</tr>
<tr>
<td>AGY</td>
<td></td>
<td>History code</td>
</tr>
<tr>
<td>27AUG 1909Z</td>
<td></td>
<td>Date and time (Greenwich time) of update</td>
</tr>
<tr>
<td>B7M/ZB7MSDH</td>
<td></td>
<td>Pseudo city code and agent sign of agent updating file</td>
</tr>
<tr>
<td>1B1B</td>
<td></td>
<td>Requester’s pseudo city code</td>
</tr>
<tr>
<td>KEY CLUB</td>
<td></td>
<td>Requester description</td>
</tr>
</tbody>
</table>
Affiliate File

An affiliate is a business alliance between a group of agencies that have similar business needs. The affiliate members can have a business relationship with each other, with another affiliate, or with an individual agency.

All affiliate members designate one agency as their headquarters. The headquarters builds and maintains the affiliate’s customizer file and the affiliate file, which lists all the members and all the agreements of the affiliate. Although the headquarters makes most entries on behalf of the affiliate, affiliate members also make some entries. See Chapter 4 for step-by-step procedures.

Whenever the affiliate file is built or updated, special affiliate processing (SAP) is run. SAP is a batch process, which takes the information in the affiliate file and transfers it to the permission file of each affiliate member. Since affiliates can have many members, using the affiliate file with special affiliate processing is much faster than updating each affiliate member’s permission file individually every time there is a change.

Each affiliate has its own affiliate file, so if a headquarters maintains multiple affiliates, they have multiple affiliate files.

This section explains how to:
- Display, designate, and delete a headquarters
- Display, build, add, change, delete, and display history for the affiliate file
- Display, add, replace, cancel, delete, and display history for special affiliate processing

Headquarters

Each affiliate member designates one agency as the affiliate headquarters. The headquarters is responsible for building and maintaining the customizer and affiliate files and running special affiliate processing. Affiliate members can use the formats in this section to:
- Display headquarters
- Add headquarters
- Delete headquarters

Headquarters formats begin with the identifier: PAHDQ
Displaying headquarters

All agents within an affiliate member agency can display the pseudo city code of the headquarters. To display headquarters, type the Selective Access™ headquarters identifier and the display identifier.

PAHDQ *

Display indicator
Selective Access headquarters identifier

The following screen displays.

Adding headquarters

All affiliate members (except the headquarters) must designate the headquarters before special affiliate processing can occur. To designate a headquarters, type the Selective Access headquarters identifier, the add indicator, a slash, and the pseudo city code of the headquarters.

PADHQ A/1AAØ

Headquarters’ pseudo city code
Add indicator
Selective Access headquarters indicator

The system responds with an asterisk.
Deleting headquarters

There are two reasons to delete a headquarters.

- When affiliate members leave the affiliate, they must delete the headquarters after the headquarters deletes them from the affiliate file.
- When an affiliate disbands, all affiliate members must delete the headquarters after the headquarters deletes the affiliate file.

To delete a headquarters, type the Selective Access headquarters identifier and the delete indicator.

```
PAHDQ D
```

Delete indicator
Selective Access headquarters identifier

The system responds with an asterisk.

**Affiliate File Formats**

The affiliate file has two sections.

- The *authorization section* lists all agreements of the affiliate. Formats to add and delete agreements begin with the identifier: **PAATH**
- The *affiliate member section* lists all agencies that are members of this affiliate. Formats affecting the affiliate member section or the entire affiliate file begin with the identifier: **PAAFF**

The following affiliate file formats can be performed:

- Display
- Build
- Add
- Change
- Delete
- Display history
Displaying the affiliate file

Display the affiliate file to see the affiliate’s agreements and the members of the affiliate. You can display:

- A list affiliate files
- One affiliate file

A list of affiliate files

The headquarters can display a list of all its affiliate files. Then, by using the format in the following section (“Displaying one affiliate file”) you can use the appropriate affiliate code to display the affiliate file you need to view. To display a list of affiliate files created by this headquarters, type the Selective Access affiliate file identifier and the display indicator.

PAAFF *

The following screen displays.

This display is a two column list of all affiliate codes and descriptions created by headquarters’ pseudo city GK4.
Chapter 3: Selective Access™ Files

One affiliate file

Any agent can display an affiliate file if their agency is the headquarters, is an affiliate member, or has an agreement with the affiliate. Use the formats in the following table to display an affiliate file.

<table>
<thead>
<tr>
<th>If your agency:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the affiliate headquarters</td>
<td>PAAFF* ANDY</td>
</tr>
<tr>
<td>Note: ANDY is the affiliate code.</td>
<td></td>
</tr>
<tr>
<td>Is a member of this affiliate</td>
<td>PAAFF*GK4 ANDY</td>
</tr>
<tr>
<td>Note: GK4 is the headquarters’ pseudo city code.</td>
<td></td>
</tr>
<tr>
<td>Is a member of another affiliate that has an agreement with this affiliate</td>
<td>PAAFF*GK4 ANDY/CA3 LIDO</td>
</tr>
<tr>
<td>Note: CA3 is your headquarters’ pseudo city code and LIDO is your affiliate code.</td>
<td></td>
</tr>
<tr>
<td>Is an individual agency that has an agreement with this affiliate</td>
<td>PAAFF*GK4 ANDY/IF3</td>
</tr>
<tr>
<td>Note: IF3 is your pseudo city code.</td>
<td></td>
</tr>
</tbody>
</table>

The following screen displays.
Reading the affiliate file

The following table describes the affiliate file display.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Affiliate display. Headquarters’ pseudo city and affiliate code (1-5 letters).</td>
</tr>
<tr>
<td>3</td>
<td>Authorizations. In this example affiliate ANDY has three agreements: between its own members, with affiliate LIDO (headquarters CA3), and with individual agency 2TA.</td>
</tr>
<tr>
<td>4</td>
<td>Affiliate member section. A list of CRS code (if member is a Galileo agency, i.e. 1G), pseudo city code, and affiliate member description (1-25 alphanumeric characters) for each member.</td>
</tr>
</tbody>
</table>

Building the affiliate member section

The headquarters builds the affiliate member section. An affiliate file can be created with as little as one pseudo city. To build the affiliate member section, type the Selective Access affiliate file identifier, the build indicator, a slash, the affiliate code, a pillow and affiliate description (optional), a slash, the CRS code (for Galileo agencies), the affiliate member pseudo city code, a pillow and the affiliate member description (optional). An end item precedes each additional agency.

```
PAAFF B /GOLF TIGER OPEN /GK5 WEST 1G EA7 EUROPE
```

Galileo affiliate member CRS code, pseudo city code, and description

Apollo affiliate member pseudo city code and description

Affiliate description

Affiliate code

Build indicator

Selective Access affiliate file identifier

The system responds with an asterisk.
Adding to the affiliate section

The headquarters can add affiliate descriptions, additional members and member descriptions to the affiliate section. One new member or multiple members can be added in one entry by separating them with end items.

To add an affiliate description, a new member and a member description, type the Selective Access affiliate file identifier, the add indicator, a slash, the affiliate code, a pillow, the affiliate description, the new member pseudo city code, a pillow and the member description.

PAAFF A/Texas /Texas State /2GK4/Campus Agency

Add indicator

Selective Access affiliate file identifier

Affiliate code

Affiliate description

New member pseudo city code

Member description

Adding the authorization section

Once the affiliate members section is built, the headquarters can add the authorization section, which can consist of agreements:

- Between members of the affiliate
- With another affiliate
- With an individual agency
Between members of the affiliate

To add an agreement between members of the affiliate to the affiliate file, type the Selective Access authorization identifier, the add indicator, a slash, the affiliate code, a slash, the headquarters’ pseudo city code, a pillow, the affiliate code, a slash, and the agreement number. Optional fields follow, separated by slashes.

```
PAATH A /USDOM /IF3 2=USDOM /18 /EFF01NOV98 /DIS01NOV99
```

The system responds with an asterisk.

With another affiliate

To add an agreement with another affiliate to the affiliate file, type the Selective Access authorization identifier, the add indicator, a slash, your affiliate code, a slash, the requester headquarters’ pseudo city code, a pillow, the requester affiliate code, a slash, the agreement number. Optional fields follow, separated by slashes.

The following is the format to add an agreement with an Apollo affiliate.

```
PAATH A /USDOM /GK4 2=HOTEL /11 /EFF01JAN99 /DIS31DEC00
```

The system responds with an asterisk.

*Continued on next page*
With another affiliate (Cont.)

The following is the format to add an agreement with a Galileo affiliate.

PAATH A /USDOM /1G /DW2 /AREA2 /11

Selective Access authorization identifier
Add indicator
Your affiliate code
Requester CRS code
Requester headquarters’ pseudo city code
Requester affiliate code
Agreement number

The system responds with an asterisk.

Note: When the effective date is omitted, today is assumed. When the discontinue date is omitted, infinity is assumed.

With an individual agency

To add an agreement with an individual agency to the affiliate file, type the Selective Access authorization identifier, the add indicator, a slash, your affiliate code, a slash, the requester agency’s pseudo city code, a slash, and the agreement number. Optional fields follow, separated by slashes.

The following is the format to add an agreement with an Apollo agency.

PAATH A /USDOM /CA3 /22 /PZ

Selective Access authorization identifier
Add indicator
Your affiliate code
Requester’s pseudo city code
Requester’s agreement number
Customizer code

The system responds with an asterisk.
The following is the format to add an agreement with a Galileo agency.

```
PAATH A /USDOM /1G \=XØB /22 /EFF11MAR99
```

- Selective Access authorization identifier
- Add indicator
- Effective date
- Agreement number
- Requester pseudo city code
- Requester CRS code
- Your affiliate code
- Affiliate code
- Change indicator
- Selective Access affiliate file identifier
- New affiliate description
- Requester’s pseudo city code
- New member description

The system responds with an asterisk.

**Changing the affiliate file**

The headquarters can change the affiliate description and the member description of the affiliate file members section.

Any change to the authorization section must be made by deleting the old agreement and then adding it with the updated information.

To change the affiliate description and member description, type the Selective Access affiliate file identifier, the change indicator, a slash, the affiliate code, a pillow, the new affiliate description, a slash, the requester’s pseudo city code, a pillow, and the new member description.

```
PAAFF C /USDOM \=USAGENCIES /1B1B \= SERVICE
```

The system responds with an asterisk.
Deleting from the affiliate file

The headquarters can delete:

- Members from the affiliate section
- An agreement from the authorization section
- An entire affiliate file
- All affiliate files

Deleting members from the affiliate section

To delete a member from the affiliate section, type the Selective Access affiliate file identifier, the delete indicator, a slash, the affiliate code, a slash, and the pseudo city code to be deleted. Additional pseudo cities may be deleted by separating them by end items.

PAAFF D/PARKS /1B1B

Delete indicator
Selective Access affiliate file indicator
Affiliate code
Pseudo city code to be deleted

The system responds with an asterisk.
Deleting an agreement

There are two reasons to delete an agreement.

- You can delete an agreement to terminate a business relationship with another agency or affiliate.
- You can delete an agreement when you need to change one or more of the fields in that agreement. After deleting the agreement, you can add it again with the updated information.

The following table lists formats to delete an agreement.

<table>
<thead>
<tr>
<th>To delete an agreement:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between members of one affiliate</td>
<td>PAATHD/USDOM/IF3 ※ USDOM</td>
</tr>
<tr>
<td><strong>Note:</strong> USDOM is the affiliate code and IF3 is the headquarters’ pseudo city code.</td>
<td></td>
</tr>
<tr>
<td>Between two affiliates</td>
<td>PAATHD/USDOM/GK4 ※ HOTEL</td>
</tr>
<tr>
<td><strong>Note:</strong> Both headquarters are Apollo agencies.</td>
<td></td>
</tr>
<tr>
<td>Between two affiliates</td>
<td>PAATHD/USDOM/1G ※ EA7 ※ HOTEL</td>
</tr>
<tr>
<td><strong>Note:</strong> USDOM is the affiliate code of an Apollo affiliate and HOTEL is the affiliate code of a Galileo affiliate.</td>
<td></td>
</tr>
<tr>
<td>Between an affiliate and an individual Apollo agency</td>
<td>PAATHD/USDOM/1CTØ</td>
</tr>
<tr>
<td><strong>Note:</strong> 1CTØ is the Apollo agency’s pseudo city code.</td>
<td></td>
</tr>
<tr>
<td>Between an affiliate and an individual Galileo agency</td>
<td>PAATHD/USDOM/1G ※ XG4</td>
</tr>
</tbody>
</table>
Deleting the entire affiliate file

To delete an entire affiliate file, type the Selective Access affiliate file identifier, the delete indicator, a slash, and the affiliate code. Follow these steps to delete an entire affiliate file.

1. Type the following format and press Enter.

   PAAFF D/UTAH

   System response:

   PAAFFDELETE/UTAH

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   Note: To ignore deletion, clear the screen by pressing CTRL + W.

Deleting all affiliate files

See “Deleting All Files” later in this chapter for procedures on deleting all affiliate files.

Displaying affiliate file history

Affiliate file history is maintained for 3Ø days. You can check history to see what recent changes have been made and who made them. Updates to both member and authorization sections are shown in history.

To display affiliate file history, type the Selective Access affiliate file identifier, the history indicator, a slash, and the affiliate code.

PAAFF H/Texas
Reading the affiliate file history

The affiliate file history is divided into three parts.

1. The top line of the history includes the display title, pseudo city code of the headquarters and the affiliate code.

2. The second line includes the date of file creation and the agent sign of the creator.

3. The bottom part of the history includes a series of two-line descriptions for each update to the file within the last 30 days. The most recent update appears first. Each entry begins with two history codes indicating what type of action was taken and what field was changed.

The following history codes appear in the affiliate file history.

<table>
<thead>
<tr>
<th>History code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADD</td>
<td>Addition of an item</td>
</tr>
<tr>
<td>AFF</td>
<td>Update to affiliate title</td>
</tr>
<tr>
<td>ATH</td>
<td>Update to authorization section</td>
</tr>
<tr>
<td>CHG</td>
<td>Change of an item</td>
</tr>
<tr>
<td>DEL</td>
<td>Deletion of an item</td>
</tr>
<tr>
<td>MEM</td>
<td>Update to member section</td>
</tr>
</tbody>
</table>

Continued on next page
### Reading the affiliate file history (Cont.)

The following table describes the affiliate file history screen.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AFFILIATE HISTORY:</td>
<td>Display title</td>
</tr>
<tr>
<td></td>
<td>IF3</td>
<td>Headquarters’ pseudo city code</td>
</tr>
<tr>
<td></td>
<td>TEXAS</td>
<td>Affiliate code</td>
</tr>
<tr>
<td>2</td>
<td>CREATED-27MAR98</td>
<td>Date created</td>
</tr>
<tr>
<td></td>
<td>BY –IF3/ZIF3/CLT</td>
<td>Pseudo city code and agent sign of creator</td>
</tr>
<tr>
<td>3</td>
<td>CHG</td>
<td>History code</td>
</tr>
<tr>
<td></td>
<td>AFF</td>
<td>History code</td>
</tr>
<tr>
<td></td>
<td>27MAR 2124Z</td>
<td>Date and time (Greenwich time) of update</td>
</tr>
<tr>
<td></td>
<td>IF3/ZIF3/CLT</td>
<td>Pseudo city code and agent sign of agent updating file</td>
</tr>
<tr>
<td></td>
<td>IF3</td>
<td>Headquarters’ pseudo city code</td>
</tr>
<tr>
<td></td>
<td>TEXAS</td>
<td>Affiliate code</td>
</tr>
<tr>
<td></td>
<td>THE GREAT STATE OF TEXAS</td>
<td>Affiliate description</td>
</tr>
<tr>
<td></td>
<td>Ø1OCT98</td>
<td>Effective date</td>
</tr>
<tr>
<td></td>
<td>31DEC98</td>
<td>Discontinue date</td>
</tr>
</tbody>
</table>
Special Affiliate Processing

Special affiliate processing (SAP) is a batch process which runs four times every day, at 8:00 AM, 11:00 AM, 3:15 PM, and 9:00 PM Mountain Time. It takes affiliate file updates and transfers the information to the permission file of each affiliate member. In order to update the appropriate permission files, an agent enters SAP formats indicating which agreements are to be processed. SAP updates are stored in the SAP table and run with the next batch process.

Selective Access special affiliate processing formats begin with the identifier: **PASAP**

Affiliate members can perform SAP table functions to update their own permission file. Headquarters agents can perform the following SAP table functions on behalf of their affiliate members.

- Display
- Add
- Replace
- Cancel
- Delete
- Work with the supervisory message queue
- Display SAP history

Displaying the SAP table

SAP entries are stored in the SAP table until special affiliate processing is completed.

To display SAP entries that are pending batch processing and entries that are currently being processed, type the Selective Access SAP identifier and the display indicator.

```
PASAP *
```

Display indicator
Selective Access SAP identifier

*Continued on next page*
Displaying the SAP table (Cont.)

The following screen displays.

```
SAP TABLE     IF3
  ZIF3/BAB   IF3  1822Z/09JUN
  * PASAPA1V 4PCC ANAME/10 4PCC ANAME/09/09/09/EFF30APR94/DIS31DEC94
  ZIF3/BAB   IF3  1827Z/09JUN
  * PASAPA1F3 CATHY/IF3 CATHY
  ZIF3/CLT   IF3  1958Z/09JUN
  * PASAPRF3 CATHY/IF3 CANDO
  ZIF3/CLT   IF3  2038Z/09JUN
  PASAPD/CA3 USDOM/ZZ7
```

Reading the SAP table

The SAP display is divided into two parts.

1. The top line includes the display title and the pseudo city code of the agent who made the SAP entry.
2. The bottom part of the display includes a series of two-line descriptions for each SAP entry on the SAP table. An asterisk before an SAP entry indicates it is currently being processed. The earliest entry appears first.

The following table describes the SAP table display.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SAP TABLE</td>
<td>Display title.</td>
</tr>
<tr>
<td></td>
<td>IF3</td>
<td>Headquarters’ pseudo city code</td>
</tr>
<tr>
<td>2</td>
<td>ZIF3/BAB</td>
<td>Agent sign on of the agent making SAP entry.</td>
</tr>
<tr>
<td></td>
<td>IF3</td>
<td>Pseudo city code of agent making SAP entry.</td>
</tr>
<tr>
<td></td>
<td>1822Z/09JUN</td>
<td>Time (Greenwich time) and date of SAP entry.</td>
</tr>
<tr>
<td></td>
<td>*</td>
<td>Asterisk before SAP entry indicates it is currently being processed.</td>
</tr>
<tr>
<td></td>
<td>PASAP1V...</td>
<td>SAP entry.</td>
</tr>
</tbody>
</table>
SAP add entries

SAP add entries add new information from the affiliate file to the permission file. An SAP add entry does not affect any information that is already in the permission file. Headquarters agents use SAP add entries when:

- A new affiliate is created
- New agreements are added to the affiliate file
- New affiliate members are added

To enter SAP add entries, type the Selective Access SAP identifier, the add indicator, and details of the agreement to be submitted for special affiliate processing.

The following is an example of an SAP add entry for an agreement between members of an affiliate.

\[ \text{PASAP A IF3} \equiv \text{USDOM} /\text{IF3} \equiv \text{USDOM} \]

The system responds with an asterisk.

The following table gives examples of SAP add entries.

<table>
<thead>
<tr>
<th>To run SAP for an agreement between:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members of one affiliate</td>
<td>PASAP AIF3 \equiv \text{USDOM} /\text{IF3} \equiv \text{USDOM}</td>
</tr>
<tr>
<td>Two Apollo affiliates</td>
<td>PASAP AIF3 \equiv \text{TEXAS/GK4} \equiv \text{UTAH}</td>
</tr>
<tr>
<td>An Apollo affiliate and a Galileo affiliate</td>
<td>PASAP AIF3 \equiv \text{TEXAS/1G} \equiv \text{EA7} \equiv \text{EUROP}</td>
</tr>
<tr>
<td>An Apollo affiliate and an individual Apollo agency</td>
<td>PASAP AIF3 \equiv \text{TEXAS/GK5}</td>
</tr>
<tr>
<td>An Apollo affiliate and an individual Galileo agency</td>
<td>PASAP AIF3 \equiv \text{TEXAS/1G} \equiv \text{EA7}</td>
</tr>
</tbody>
</table>
SAP replace entries

SAP replace entries replace existing information in the permission file with updated information from the affiliate file and add information if none exists. Headquarters agents use SAP replace entries when an agreement is deleted and re-added to the affiliate file.

To enter SAP replace entries, type the Selective Access SAP identifier, the replace indicator, and the details of the agreement to be submitted for special affiliate processing.

The following is an example of an SAP replace entry for an agreement between an Apollo® affiliate and a Galileo® affiliate.

```
PASAP R IF3 ˜ TEXAS /1G ˜ EA7 ˜ EUROPE
```

The system responds with an asterisk.

The following table gives examples of SAP replace entries.

<table>
<thead>
<tr>
<th>To run SAP for an agreement between:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members of one affiliate</td>
<td>PASAPRIF3 ˜ USDOM/IF3 ˜ USDOM</td>
</tr>
<tr>
<td>Two Apollo affiliates</td>
<td>PASAPRIF3 ˜ TEXAS/GK4 ˜ UTAH</td>
</tr>
<tr>
<td>An Apollo affiliate and a Galileo affiliate</td>
<td>PASAPRIF3 ˜ TEXAS/1G ˜ EA7 ˜ EUROPE</td>
</tr>
<tr>
<td>An Apollo affiliate and an individual Apollo agency</td>
<td>PASAPRIF3 ˜ TEXAS/GK5</td>
</tr>
<tr>
<td>An Apollo affiliate and an individual Galileo agency</td>
<td>PASAPRIF3 ˜ TEXAS/1G ˜ EA7</td>
</tr>
</tbody>
</table>
SAP delete entries

SAP delete entries delete agreements from the permission files. Headquarters agents use SAP delete entries when:

- Agreements are deleted from the affiliate file
- Affiliate members are deleted from the affiliate file

To enter SAP delete entries, type the Selective Access SAP identifier, the delete indicator, and the details of the agreement to be submitted for special affiliate processing.

```
PASAP D IF3 ≈ TEXAS /GK5
```

- Selective Access SAP identifier
- Delete indicator
- Requester’s pseudo city code
- Your affiliate code
- Your headquarters’ pseudo city code

The system responds with an asterisk.

The following table gives examples of SAP delete entries.

<table>
<thead>
<tr>
<th>To run SAP for an agreement between:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members of one affiliate</td>
<td>PASAPDIF3≈USDOM/IF3≈USDOM</td>
</tr>
<tr>
<td>Two Apollo affiliates</td>
<td>PASAPDIF3≈TEXAS/GK4≈UTAH</td>
</tr>
<tr>
<td>An Apollo affiliate and a Galileo affiliate</td>
<td>PASAPDIF3≈TEXAS/1G≈EA7≈EUROP</td>
</tr>
<tr>
<td>An Apollo affiliate and an individual Apollo agency</td>
<td>PASAPDIF3≈TEXAS/GK5</td>
</tr>
<tr>
<td>An Apollo affiliate and an individual Galileo agency</td>
<td>PASAPDIF3≈TEXAS/1G≈EA7</td>
</tr>
</tbody>
</table>
SAP cancel entries

SAP cancel entries cancel pending entries from the SAP table. If an entry has been processed or is being processed, it cannot be canceled. To cancel SAP entries, type the Selective Access SAP identifier, the cancel indicator, a slash, and the entire pending SAP entry exactly as it was entered.

```
PASAP X/PASAPRF3/TEXAS/GK5
```

The system responds with an asterisk.

Supervisor message queue

After each SAP batch process, a message is sent to the supervisor message queue of the agency performing SAP entries. The message confirms the completion of the entry or advises of errors.

Confirmation message

The following is an example of a confirmation message.

```
\text{Window 1}
\text{SPECIAL AFFILIATE PROCESSING COMPLETED}
\text{SPECIAL AFFILIATE PROCESSING - 15JAN/1800 Z6K4/LMS}
PASAPRF3 USDOM/2222/0802/EFF14JAN98
PROCESSING COMPLETED
```
Error message

The following is an example of an error message.

To correct this problem, the agency, 2GK5, must designate IF3 as headquarters:

PAHDQA/IF3

Then, the headquarters, IF3 repeats special affiliate processing entry, using R to replace instead of A to add:

PASAPRF3 ≡ USDOM/IF3 ≡ USDOM

The entry is stored in the SAP table and processed at the next batch time.
Displaying SAP table history

SAP table history is maintained for 3Ø days. You can check history to see what recent SAP entries have been made and who made them.

To display SAP table history, type the Selective Access SAP identifier and the history indicator.

PASAP H

The following screen displays.

```
Window 1

SAP TABLE HISTORY IF3

ADD ZIF3/BAB 4PCCE 2322Z/09JUN
PASAPAIU 4PCCE ANAME/1V 4PCCE ANAME/99/09/EFF30APR94
END ZIF3/BAB IF3 2116Z/09JUN
PASAPAI3 CATHY/IF3 CATHY
CANCEL ZIF3/S86 IF3 1950Z/08JUN
PASAPAI3 CATHY/IF3 CATHY
START ZIF3/LMS IF3 1827Z/05JUN
PASAPAI3 CATHY/IF3 CATHY
ADD ZIF3/LMS IF3 1827Z/05JUN
PASAPAI3 CATHY/IF3 CATHY
```

Reading the SAP table history

The SAP table history is divided into two parts.

1. The top line of the history includes the display title and headquarters’ pseudo city code.

2. The bottom part of the history includes a series of two-line descriptions for each update to the table within the last 3Ø days. The most recent update appears first. Each entry begins with a history code indicating what type of action was taken.

The following history codes appear in the SAP table.

<table>
<thead>
<tr>
<th>History code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADD</td>
<td>Addition of an item</td>
</tr>
<tr>
<td>CANCEL</td>
<td>Cancellation of an item</td>
</tr>
<tr>
<td>END</td>
<td>SAP utility completed</td>
</tr>
<tr>
<td>START</td>
<td>SAP utility started</td>
</tr>
</tbody>
</table>
The following table describes the SAP table history screen.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SAP TABLE HISTORY</td>
<td>Display title</td>
</tr>
<tr>
<td></td>
<td>IF3</td>
<td>Headquarters’ pseudo city code</td>
</tr>
<tr>
<td>2</td>
<td>ADD</td>
<td>History code</td>
</tr>
<tr>
<td></td>
<td>ZIF3/BAB</td>
<td>Agent sign of the person making the entry</td>
</tr>
<tr>
<td></td>
<td>IF3</td>
<td>Headquarters’ pseudo city code</td>
</tr>
<tr>
<td></td>
<td>PASAPA1V…</td>
<td>SAP entry</td>
</tr>
</tbody>
</table>

**Deleting All Files**

When an agency terminates its business relationships with other agencies, its Selective Access files must be deleted.

If the agency is an affiliate member, the headquarters must delete a member from an affiliate before the agency deletes its own files. For more information, see “Chapter 4: Step-by-Step Procedures”.

Formats to delete all files begin with the Selective Access delete identifier: **PADEL**

An agency may delete:

- Its own files
- The files of an agency for which it is the headquarters

**Warning:** Use the following formats with caution! Once these files are deleted, they *cannot* be restored.
Deleting Own Files

When an agency deletes all Selective Access files, the history is also deleted. An agency may delete all Selective Access:

- Files
- Customizer files
- Agreements from the permission file
- Affiliate files

Deleting all files

To delete all Selective Access customizer files, all agreements from the permission file, and all affiliate files for your agency, type the Selective Access delete file identifier and the delete indicator. Follow these steps to delete all files.

**Warning:** Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   ```plaintext
   PADEL D
   ```

   System response:

   ```plaintext
   ✴✴ SELECTIVE ACCESS STILL ACTIVE ✴✴
   →PADELDELETE
   ```

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note:** To ignore deletion, clear the screen by pressing CTRL + W.
Deleting all customizer files

To delete all Selective Access customizer files for your agency, type the Selective Access delete file identifier, the delete indicator, a slash, and the customizer file identifier. Follow these steps to delete all customizer files.

**Warning:** Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   `PADEL D/CUS`

   System response:

   ```
   ✴✴ SELECTIVE ACCESS STILL ACTIVE ✴✴
   ▶PADELDELETE/CUS
   ```

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note:** To ignore deletion, clear the screen by pressing CTRL + W.
Deleting all agreements from the permission file

To delete all agreements from your agency’s Selective Access permission file, type the Selective Access delete file identifier, the delete indicator, a slash and the permission file identifier. Follow these steps to delete all agreements from your permission file.

**Warning**: Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   
   ![](PADEL D /PER)

   
   System response:

   ** SELECTIVE ACCESS STILL ACTIVE **

   ➤PADELDELETE/PER

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note**: To ignore deletion, clear the screen by pressing CTRL + W.
Deleting all affiliate files

To delete all Selective Access affiliate files for your agency, type the Selective Access delete file identifier, the delete indicator, a slash and the affiliate file identifier. Follow these steps to delete all affiliate files.

**Warning:** Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   ```
   System response:
   ✳✳ SELECTIVE ACCESS STILL ACTIVE ✳✳
   ➢PADELDELETE/AFF
   ```

2. To confirm deletion, tab and press Enter.
   The system responds with an asterisk.

   **Note:** To ignore deletion, clear the screen by pressing CTRL + W.

**Headquarters Deleting an Affiliate Member's Files**

When a headquarters deletes all Selective Access files on behalf of an affiliate member, the history is deleted as well. A headquarters agency may delete all Selective Access:

- Files
- Customizer files
- Agreements from the permission file
Deleting all files

To delete all Selective Access customizer files, all agreements from the permission file, and all affiliate files on behalf of an affiliate member agency, type the Selective Access delete file identifier, the delete indicator, a slash, and the affiliate member pseudo city code. Follow these steps to delete all files.

**Warning:** Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   \[ \text{PADEL D/GK4} \]

   - Selective Access delete file identifier
   - Delete indicator
   - Affiliate member pseudo city code

   System response:

   \[ \text{*** SELECTIVE ACCESS STILL ACTIVE ***} \]

   \[ \text{PADELDELETE/GK4} \]

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note:** To ignore deletion, clear the screen by pressing CTRL + W.
Deleting all customizer files

To delete all Selective Access customizer files on behalf of an affiliate member agency, type the Selective Access delete file identifier, the delete indicator, a slash and the customizer file identifier. Follow these steps to delete all customizer files.

**Warning:** Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   `PADEL D GK4 /CUS`

   System response:

   ✴✴ **SELECTIVE ACCESS STILL ACTIVE** ✴✴

   ➤PADELDELETENGK4/CUS

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note:** To ignore deletion, clear the screen by pressing CTRL + W.
Deleting all agreements from the permission file

To delete all agreements from the Selective Access permission file on behalf of an affiliate member agency, type the Selective Access delete file identifier, the delete indicator, a slash and the permission file identifier. Follow these steps to delete all agreements from the permission file.

**Warning:** Use this format with caution! Once these files are deleted, they cannot be restored.

1. Type the following format and press Enter.

   PADEL D GK4 /PER

   System response:

   ** ** SELECTIVE ACCESS STILL ACTIVE ** **

   PADELDELETEGK4/PER

2. To confirm deletion, tab and press Enter.

   The system responds with an asterisk.

   **Note:** To ignore deletion, clear the screen by pressing CTRL + W.
Chapter 4: Step-by-Step Procedures

In Chapter 3 you learned how to work with the Selective Access™ files. This chapter gives examples of the four types of Selective Access business relationships and guides you through the procedures for using the formats you learned to perform typical Selective Access tasks. As you read through these procedures, refer to Chapter 3 for a full explanation of all formats and files.

In This Chapter

This chapter includes typical Selective Access scenarios and procedures to set up, update, and delete Selective Access agreements between:

- Two individual agencies
- Members of an affiliate
- Two affiliates
- An affiliate and an individual agency

Between Two Individual Agencies

This section describes procedures for:

- Setting up an agreement
- Deleting an agreement
Setting up an Agreement

In this scenario, Houston Travel (pseudo city code 1HOU) and Tulsa Travel (1TUL) decide to provide service to each other’s corporate customers when customers visit the other city.

Houston Travel wants Tulsa Travel to:

- Send PNRs to queue 86.
- Access only PNRs including customer ID ADG
- Access only business file ADG
- Access only PrivateFares™ account ADGCO
- Have an agreement effective Dec. 18, 1999 until Oct. 21, 2001

This example follows the actions of Houston Travel, although both agencies, as provider, use the following process to set up an agreement with the requester.

1. Select an agreement.
2. Set up a customizer file.
3. Add an agreement to the permission file.

Step one: Select an agreement

1. Decide which functions to allow the requester to access by filling out the worksheet in the Appendix.
   
   **Note:** Each agency, as provider, may select the same or different agreements.

2. Display the agreement file find screen, using the following format.

   **PAAGRF**

   The agreement file find screen displays.
3. Referring to your worksheet, tab to each field on the fill-in screen and indicate whether access is allowed, as follows.
   - To allow access to the function, type Y.
   - To not allow access to the function, type N.

4. After completing all fields, place the cursor to the right of the APO MON tab and press Enter. The matching agreement number displays.

Step two: Set up a customizer file

1. Decide if you want to customize your agreement.
   - If yes, go to 2.
   - If no, go to “Step three: Add an agreement to the permission file”.

2. Build a customizer file using the following format.
   PACUSB/TU = TULSA/QEP86/CIDADG/BARADG/FACADGCO
   The system responds with an asterisk.
   Note: The customizer code is TU and the customizer description is TULSA.

Step three: Add an agreement to the permission file

Add an agreement to the permission file, using the following format.

PAPERA/1TUL = TULSA TRAVEL/2/TU/EFF18DEC99/DIS21OCT01
The system responds with an asterisk.

Deleting an Agreement

Houston Travel decides to end its business relationship with Tulsa Travel. Again, this example follows the actions of Houston Travel, although both agencies, as provider, must use the following process to delete an agreement with the requester.

1. Delete the customizer file.

2. Delete the agreement from the permission file.
Step one: Delete the customizer file

1. Decide if you want to delete the customizer file.
   - If you don’t want to use it for another agreement, go to 2.
   - If you want to use it for another agreement, go to “Step two: Delete the agreement from the permission file”.

2. Delete the customizer file using the following format.
   a. PACUSD/TU
   b. Tab and enter to confirm the deletion. The system responds with an asterisk.

Step two: Delete the agreement from the permission file

Delete the agreement from the permission file, using the following format.

PAPERD/1TUL

The system responds with an asterisk.

Between Members of an Affiliate

This section describes procedures for:
- Setting up an agreement
- Adding a member to an affiliate
- Deleting a member from an affiliate
- Changing an agreement (delete/add)
- Deleting an agreement

Setting up an Agreement

A group of agencies decides to form an affiliate to serve each other’s customers when they are traveling in the other cities. The agencies are:
- Toledo Travel (1TOL)
- Omaha Travel (1OMA)
- Mobile Travel (1MOB)
- Fresno Travel (1FAT)

They decide to give it the affiliate code USDOM and the affiliate description US DOMESTIC. Toledo Travel is selected as the headquarters.
The affiliate members only need to access PNRs for customers traveling to each other’s cities, so they decide to enter the customer ID, USA into each PNR that they want the other affiliate members to service. In addition, they would like PNRs sent to queue 7Ø at end transact.

The affiliate uses the following process to set up an agreement between members of the affiliate.

1. Designate headquarters.
2. Select an agreement.
3. Set up a customizer file.
4. Set up an affiliate file.
5. Run special affiliate processing.

**Step one: Designate headquarters**

All members (except Toledo Travel) designate Toledo Travel as the affiliate headquarters, using the following format.

PAHDQA/1TOL

The system responds with an asterisk.

**Step two: Select an agreement**

1. The affiliate decides which functions to allow the other members to access. All members must agree on the same functions.
2. The headquarters displays the agreement file fill-in screen, using the following format.
   
   PAAGRF
   
   The agreement file fill-in screen displays.
3. The headquarters tabs to each field on the fill-in screen and indicate whether access is allowed, as follows.
   - To allow access to the function, type Y.
   - To not allow access to the function, type N.
4. After completing all fields, the headquarters places the cursor to the right of the APO MON tab and presses Enter.
   The matching agreement number displays.
Step three: Set up a customizer file

1. The affiliate decides if they want to customize the agreement.
   - If yes, go to 2.
   - If no, go to “Step 4: Set up an affiliate file”.

2. The headquarters builds a customizer file, using the following format.
   \[ \text{PACUSB/US} \equiv \text{USDOM/QET7} \equiv \text{CIDUSA} \]
   The system responds with an asterisk.
   \textbf{Note:} The customizer code is US and the customizer description is USDOM.

Step four: Set up an affiliate file

1. The headquarters builds the affiliate member section, using the following format.
   \[ \text{PAAFFB/USDOM} \equiv \text{US DOMESTIC/1TOL} \equiv \text{TOLEDO} \]
   \[ + \text{1OMA} \equiv \text{OMAHA} + \text{1MOB} \equiv \text{MOBILE} + \text{1FAT} \equiv \text{FRESNO} \]
   The system responds with an asterisk.

2. The headquarters adds the agreement to the authorization section, using the following format.
   \[ \text{PAATHA/USDOM/1TOL} \equiv \text{USDOM/26/US} \]
   The system responds with an asterisk.

Step five: Run special affiliate processing

The headquarters runs special affiliate processing to place the agreement into the permission files of all affiliate members. To run special affiliate processing, enter the following format.

\[ \text{PASAPA1TOL} \equiv \text{USDOM/1TOL} \equiv \text{USDOM} \]

The system responds with an asterisk.

\textbf{Note:} The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. After SAP runs, Selective Access agreements are activated.
Adding a Member to an Affiliate

Bangor Travel (1BGR) decides to join the affiliate, USDOM. In this scenario, USDOM has an agreement between its own members, but not with any other party.

The affiliate uses the following process to add Bangor Travel to USDOM.
1. Designate headquarters.
2. Add the new member to the affiliate file.
3. Run special affiliate processing.

Step one: Designate headquarters

The new member, Bangor Travel, designates Toledo Travel (1TOL) as headquarters, using the following format.

PAHDQA/1TOL

The system responds with an asterisk.

Step two: Add the new member to the affiliate file

The headquarters adds the new member to the affiliate member section, using the following format.

PAAFFA/USDOM/1BGR=BANGOR

The system responds with an asterisk.

Step three: Run special affiliate processing

The headquarters runs special affiliate processing to place the agreement into the new member’s permission file, and to place the details of the agreement with the new member into the permission files of all existing members. To run special affiliate processing, enter the following format.

PASAPA1TOL=USDOM/1TOL=USDOM

The system responds with an asterisk.

Note: The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. After SAP runs, the Selective Access agreement with the new member is activated.
Deleting a Member from an Affiliate

Omaha Travel (1OMA) decides to leave the affiliate USDOM. In this scenario, USDOM has an agreement between its own members, but not with any other party.

The affiliate uses the following process to delete Omaha Travel from USDOM.

1. Run special affiliate processing.
2. Delete the departing member from the affiliate file.
3. Delete headquarters.

Step one: Run special affiliate processing

The headquarters runs special affiliate processing to delete the departing member (1OMA) from the affiliate members’ permission files. To run special affiliate processing, enter the following format.

PASAPD1TOL = USDOM/1OMA

The system responds with an asterisk.

Note: The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. SAP must run before you proceed to the next step.

Step two: Delete the departing member from the affiliate file

The headquarters deletes the departing member (1OMA) from the member section of the affiliate file, using the following format.

PAAFFD/USDOM/1OMA

The system responds with an asterisk.

Step three: Delete headquarters

The departing member, Omaha Travel now deletes headquarters, using the following format.

PAHDQD

The system responds with an asterisk.
Changing an Agreement

Affiliate USDOM decides to change from agreement number 26 to 25. To change an agreement number, you need to delete the agreement from the authorization section of the affiliate file and then add it with the updated information.

The affiliate uses the following process to change to a different agreement.
1. Delete the agreement from the affiliate file.
2. Add the new agreement to the affiliate file.
3. Run special affiliate processing.

Step one: Delete the agreement from the affiliate file

The headquarters deletes the agreement from the authorization section of the affiliate file, using the following format.

```
PAATHD/USDOM/1TOL # USDOM
```

The system responds with an asterisk.

Step two: Add the new agreement to the affiliate file

The headquarters adds the new agreement to the authorization section of the affiliate file, using the following format.

```
PAATHA/USDOM/1TOL # USDOM/25/US
```

The system responds with an asterisk.

Step three: Run special affiliate processing

The headquarters runs special affiliate processing to replace the agreement number in all the members’ permission files, using the following format.

```
PASAPR1TOL # USDOM/1TOL # USDOM
```

The system responds with an asterisk.

**Note:** The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. After SAP runs, the Selective Access agreement with the new agreement number is activated.
Deleting an Agreement

The members of affiliate USDOM decide to end their business relationship with each other. In this scenario, USDOM has an agreement between its own members, but not with any other party.

The affiliate uses the following process to delete their agreement.

1. Run special affiliate processing.
2. Delete the affiliate file.
3. Delete headquarters.

Step one: Run special affiliate processing

The headquarters runs special affiliate processing to delete the agreement from the permission files of the affiliate members. To run special affiliate processing, enter the following format.

PASAPD1TOL USDOM/1TOL USDOM

The system responds with an asterisk.

Note: The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. SAP must run before you proceed to the next step.

Step two: Delete the affiliate file

1. The headquarters deletes the affiliate file, using the following format.
   PAAFFD/USDOM

2. Tab and enter to confirm the deletion.
   The system responds with an asterisk.

Step three: Delete headquarters

All members (except Toledo Travel) delete headquarters, using the following format.

PAHDQD

The system responds with an asterisk.
Between Two Affiliates

This section describes procedures for:

- Setting up an agreement
- Adding a member to an affiliate
- Deleting a member from an affiliate
- Deleting an agreement

Setting up an Agreement

Two existing affiliates decide to form a business relationship with each other. In this scenario, both affiliates already have agreements established between their own members.

One affiliate is named US DOMESTIC with the affiliate code USDOM. They have already designated Toledo Travel as their headquarters. The members are:
  - Toledo Travel (1TOL)
  - Mobile Travel (1MOB)
  - Fresno Travel (1FAT)
  - Bangor Travel (1BGR)

The second affiliate is named CANADA with the affiliate code CAN. They have already designated Regina Travel (1YQR) as their headquarters. The members are:
  - Regina Travel (1YQR)
  - Gander Travel (1YQX)
  - Victoria Travel (1YYJ)
  - Quebec Travel (1YQB)

USDOM wants to give CAN access to their PrivateFares™ account USCAN from Jan. 12, 2000 to Feb. 21, 2001.

This example follows the actions of USDOM, although both affiliates, as provider, use the following process to set up an agreement with the requester affiliate.

1. Select an agreement.
2. Set up a customizer file.
3. Add the agreement to the affiliate file.
4. Run special affiliate processing.
Step one: Select an agreement

1. The affiliate decides, as provider, which functions to allow the other affiliate, as requester.

   Note: Each affiliate, as provider, may select the same or different agreements.

2. The headquarters displays the agreement file fill-in screen, using the following format.

   PAAGRF

   The agreement file fill-in screen displays.

3. The headquarters tabs to each field on the fill-in screen and indicates whether access is allowed, as follows.
   - To allow access to the function, type Y.
   - To not allow access to the function, type N.

4. After completing all fields, the headquarters places the cursor to the right of the APO MON tab and press Enter.

   The matching agreement number displays.

Step two: Set up a customizer file

1. The affiliate decides if they want to customize the agreement.
   - If yes, go to 2.
   - If no, go to “Step three: Set up an affiliate file”.

2. The headquarters builds the customizer file, using the following format.

   PACUSB/C1 ※ CANADA/FACUSCAN

   The system responds with an asterisk.

   Note: The customizer code is C1 and the customizer description is CANADA.

Step three: Add the agreement to the affiliate file

The headquarters adds the agreement to the authorization section of the affiliate file, using the following format.

PAATHA/USDOM/1YQR ※ CAN/17/C1/EFF12JANØØ/DIS21FEBØ1

The system responds with an asterisk.
Chapter 4: Step-by-Step Procedures

Step four: Run special affiliate processing

The headquarters runs special affiliate processing to place the agreement that their affiliate is providing into the permission files of each of its own members. To run special affiliate processing, enter the following format.

PASAPA1TOL □ USDOM/1YQR □ CAN

Note: The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. After SAP runs, Selective Access agreements are activated.

Adding a Member to an Affiliate

Joplin Travel (1JLN) decides to join the affiliate, USDOM. In this scenario USDOM has an agreement between its own members and an agreement with the affiliate CAN.

The affiliate uses the following process to add Joplin Travel to USDOM.
1. Designate headquarters.
2. Add the new member to the affiliate file.
3. Run special affiliate processing.

Step one: Designate headquarters

The new member, Joplin Travel, designates Toledo Travel, (1TOL) as headquarters, using the following format.

PAHDQA/1TOL

The system responds with an asterisk.

Step two: Add the new member to the affiliate file

The headquarters adds the new member to the affiliate member section, using the following format.

PAAFFA/USDOM/1JLN □ JOPLIN

The system responds with an asterisk.
Step three: Run special affiliate processing

1. The headquarters enters the following special affiliate processing format to place the agreement between its members into the new member’s permission file, and to place the details of the agreement with the new member into the permission files of all existing members.

   \texttt{PASAPA1TOL \textasciitilde USDOM/1TOL \textasciitilde USDOM}

   The system responds with an asterisk.

2. The headquarters enters the following format to place the agreement between USDOM and CAN into the new member’s permission file.

   \texttt{PASAPA1TOL \textasciitilde USDOM/1YQR \textasciitilde CAN}

   The system responds with an asterisk.

   \textbf{Note:} The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. After SAP runs, the Selective Access agreements with the new member are activated.

Deleting a Member from an Affiliate

Mobile Travel decides to leave the affiliate USDOM. In this scenario USDOM has an agreement between its own members and an agreement with the affiliate CAN. Although Mobile Travel is leaving the affiliate, they still plan to maintain Selective Access agreements with other individual agencies.

This example follows the actions of USDOM, CAN, and Mobile Travel, since they take separate actions. To delete a member from an affiliate, use the following process.

\textbf{Note:} The party taking action is in parentheses.

1. Run special affiliate processing. (USDOM)
2. Delete the departing member from the affiliate file. (USDOM)
3. Run special affiliate processing. (CAN)
4. Delete headquarters. (Mobile Travel)
Step one: Run special affiliate processing

**USDOM:**

The headquarters of USDOM runs special affiliate processing to delete the departing member (1MOB) from its own affiliate members’ permission files. To run special affiliate processing, enter the following format.

PASAPD1TOL=USDOM/1MOB

The system responds with an asterisk.

*Note:* The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM, 3:15 PM, and 9:00 PM Mountain Time. SAP must run before you proceed to the next step.

Step two: Delete the departing member from the affiliate file

**USDOM:**

The headquarters of USDOM deletes the departing member (1MOB) from the member section of the affiliate file, using the following format.

PAAFFD/USDOM/1MOB

The system responds with an asterisk.

Step three: Run special affiliate processing

**CAN:**

The headquarters of CAN runs special affiliate processing to delete the departing member of the other affiliate (1MOB) from its own affiliate members’ permission files. To run special affiliate processing, enter the following format.

PASAPD1YQR=CAN/1MOB

The system responds with an asterisk.

*Note:* The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM, 3:15 PM, and 9:00 PM Mountain Time. SAP must run before you proceed to the next step.
Step four: Delete headquarters

Mobile Travel:

The departing member, Mobile Travel, now deletes the headquarters using the following format.

PAHDQD

The system responds with an asterisk.

Deleting an Agreement

Affiliate USDOM and affiliate CAN decide to end their business relationship. In this scenario, USDOM has an agreement between its own members and an agreement with the affiliate CAN. USDOM plans to maintain the agreement between its own members.

This example follows the actions of USDOM, although both affiliates, as provider, take the following action to delete an agreement with the requester affiliate.

The headquarters runs special affiliate processing to delete the agreement with affiliate CAN from the permission files of all USDOM members. To run special affiliate processing, enter the following format.

PASAPD1TOL USDOM/1YQR CAN

The system responds with an asterisk.

Note: The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. SAP must run before you proceed to the next step.
Between an Affiliate and an Individual Agency

This section describes procedures for:

- Setting up an agreement
- Deleting an agreement

Setting up an Agreement

Affiliate USDOM decides to form a business relationship with Manaus Travel (Galileo pseudo city code, 1MAO) to serve their adventure tour customers.

USDOM wants Manaus Travel to:

- Display, update, create, and queue PNRs
- Display business and personal files
- Have access to document production, and PrivateFares™

This example follows the actions of both USDOM and Manaus Travel, since they take different actions. To set up a business relationship between an affiliate and an individual agency, use the following process.

**Note:** The parties taking action are in parentheses.

1. Select an agreement. (USDOM and Manaus Travel)
2. Add the agreement to the affiliate file. (USDOM)
3. Run special affiliate processing. (USDOM)
4. Add agreement to the permission file/run special affiliate processing. (Manaus Travel)

**Note:** The customizer file step is excluded here because the customizer file is not available for use between Apollo® and Galileo® subscribers.
Step one: Select an agreement

**USDOM:**

1. Affiliate USDOM, as provider, decides which functions to allow Manaus Travel to access, as requester.

2. The headquarters of USDOM displays the agreement file fill-in screen, using the following format.

   PAAGRF

   The agreement file fill-in screen displays.

3. The headquarters tabs to each field on the fill-in screen and indicate whether access is allowed, as follows.
   - To allow access to the function, type Y.
   - To *not* allow access to the function, type N.

4. After completing all fields, the headquarters places the cursor to the right of the APO MON tab and press Enter.

   The matching agreement number displays.

**Manaus Travel:**

1. Manaus Travel, as provider, decides which functions to allow USDOM to access, as requester.

   **Note:** The selected agreement need *not* be the same for the affiliate and Manaus Travel.

2. Manaus Travel displays the agreement file fill-in screen, using the following format.

   PAAGRF

   The agreement file fill-in screen displays.

3. The agency tabs to each field on the fill-in screen and indicate whether access is allowed, as follows.
   - To allow access to the function, type Y.
   - To *not* allow access to the function, type N.

4. After completing all fields, the agency places the cursor to the right of the APO MON tab and presses Enter.

   The matching agreement number displays.
Step two: Add the agreement to the affiliate file

**USDOM:**

The headquarters of USDOM adds the agreement to the authorization section of the affiliate file, using the following format.

PAATHA/USDOM/1G\(|\times\)1MAO/284/EFF15OCT99/DIS15APR\(ØØ\)

The system responds with an asterisk.

**Note:** 1G is the CRS code for the Galileo® system. Since Manaus Travel uses the Galileo system, Toledo Travel must enter 1G\(|\times\) before the requester’s pseudo city code.

Step three: Run special affiliate processing

**USDOM:**

The headquarters runs special affiliate processing to place the agreement that their affiliate is providing into the permission files of each of its members. To run special affiliate processing, enter the following format.

PASAPA1TOL\(|\times\)USDOM/1G\(|\times\)1MAO

The system responds with an asterisk.

Step four: Add agreement to the permission file/run special affiliate processing

**Manaus Travel:**

Manaus Travel runs special affiliate processing to add the agreement with each USDOM member to its own permission file, using a combined special affiliate processing/permission file entry.

PASAPA1MAO/1V\(|\times\)1TOL\(|\times\)USDOM/1\(Ø\)/EFF15OCT99/DIS15APR\(ØØ\)

The system responds with an asterisk.

**Note:** 1V is the CRS code for the Apollo® system. Since Manaus Travel uses the Galileo system, they must enter 1V before the requester’s pseudo city code.
Deleting an Agreement

Affiliate USDOM and Manaus Travel decide to end their business relationship. In this scenario, USDOM also has an agreement between its own members, which it plans to maintain.

This example follows the actions of both USDOM and Manaus Travel, since they take different actions. To delete an agreement between an affiliate and an individual agency, use the following process.

**Note:** The parties taking action are in parentheses.

1. Run special affiliate processing. ((USDOM and Manaus Travel)
2. Delete the agreement from the affiliate file. (USDOM)

**Step one: Run special affiliate processing**

**USDOM:**

The headquarters of USDOM runs special affiliate processing to delete the agreement with Manaus Travel from the permission files of all USDOM members. To run special affiliate processing, enter the following format.

```
PASAPD1TOL = USDOM/1G = 1MAO
```

The system responds with an asterisk.

**Note:** The special affiliate processing batch process runs every day at 8:00 AM, 11:00 AM 3:15 PM, and 9:00 PM Mountain Time. SAP must run before you proceed to “Step two: Delete the agreement from the affiliate file.”

**Manaus Travel:**

Manaus Travel runs special affiliate processing to delete the agreement with each of the USDOM members from its own permission file. To run special affiliate processing, enter the following format.

```
PASAPD1MAO/1V = 1TOL = USDOM
```

The system responds with an asterisk.
Step two: Delete the agreement from the affiliate file

**USDOM:**

The headquarters of USDOM deletes the agreement with Manaus Travel from the authorization section of the affiliate file. To delete the agreement from the authorization section, enter the following format.

PAATHD/USDOM/1G×1MAO

The system responds with an asterisk.
Notes
Chapter 5: Troubleshooting

The Selective Access™ product alerts you when you have incorrect or missing entries by displaying messages, called agent alerts. The troubleshooting table alphabetically lists possible agent alerts, describes the cause and provides the corrective action to take.

<table>
<thead>
<tr>
<th>Agent Alert</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCESS DENIED – SELECTIVE ACCESS – SYSTEM ERROR</td>
<td>Selective Access™ experienced a system problem and cannot determine if Selective Access is allowed.</td>
<td>Try entry later.</td>
</tr>
<tr>
<td>ADD IGNORED – AFFILIATE MEMBER ALREADY EXISTS</td>
<td>Tried to add previously added pseudo city code to existing affiliate.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>AFFILIATE DOES NOT EXIST</td>
<td>Made SAP entry with affiliate code that does not exist for this pseudo city.</td>
<td>Verify affiliate code and re-enter SAP entry.</td>
</tr>
<tr>
<td>AFFILIATE DOES NOT EXIST</td>
<td>Tried to add authorized affiliate user and the affiliate doesn’t exist for this pseudo city.</td>
<td>Verify affiliate code and re-enter format.</td>
</tr>
<tr>
<td>AFFILIATE ENTRY IGNORED - CANNOT EXCEED 47 MEMBERS IN ENTRY</td>
<td>Tried to build or add to an affiliate file and the number of pseudo city codes in the entry exceeded 47.</td>
<td>Enter 47 pseudo city codes or less in the first entry. Make additional add entries with 47 pseudo city codes or less in each entry.</td>
</tr>
<tr>
<td>AFFILIATE FILE ACCESS NOT AUTHORIZED</td>
<td>Tried to display an affiliate file that the pseudo city has not been authorized to display.</td>
<td>Verify affiliate code, headquarters’ pseudo city code, and your authorization. Re-enter format.</td>
</tr>
<tr>
<td>AFFILIATE FILE ACCESS NOT AUTHORIZED</td>
<td>Tried to make SAP entry for an affiliate that the pseudo city has not been authorized to update.</td>
<td>Verify affiliate code, headquarters’ pseudo city code, and your authorization. Re-enter format.</td>
</tr>
<tr>
<td>AFFILIATE FILE ALREADY EXISTS</td>
<td>Tried to build an affiliate file using an affiliate code which already exists for this pseudo city.</td>
<td>Select a new affiliate code and re-enter format.</td>
</tr>
<tr>
<td>AFFILIATE PERMISSION DATA DOES NOT EXIST</td>
<td>Tried to make SAP entry for an agreement that does not exist in authorization section of the affiliate file.</td>
<td>Add the agreement to the authorization section and then make SAP entry.</td>
</tr>
<tr>
<td>AGENCY FILE DISPLAY DENIED – SELECTIVE ACCESS</td>
<td>Tried to display agency file and the agreement MAR DIS field is set to NO.</td>
<td>Have provider change to an agreement with the MAR DIS field set to YES, and re-enter format.</td>
</tr>
</tbody>
</table>

*Continued on next page*
<table>
<thead>
<tr>
<th>Agent Alert</th>
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<tbody>
<tr>
<td>AGENCY FILE UPDATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to update agency file and the agreement MAR UPD field is set to NO.</td>
<td>Have provider change to an agreement with the MAR UPD field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>AGENCY IS AN AFFILIATE MEMBER</td>
<td>Tried to add agreement between an affiliate and an individual pseudo city and the pseudo city is a member of the affiliate.</td>
<td>Delete individual pseudo city from affiliate and re-enter format. &lt;br&gt; <strong>Note:</strong> See Chapter 4 for complete procedures.</td>
</tr>
<tr>
<td>AGENCY IS AN AUTHORIZED USER</td>
<td>Tried to add a pseudo city to an affiliate and the pseudo city has an agreement with the affiliate.</td>
<td>Delete agreement between pseudo city and affiliate and re-enter format. &lt;br&gt; <strong>Note:</strong> See Chapter 4 for complete procedures.</td>
</tr>
<tr>
<td>AGENT ID NUMBER ALREADY EXISTS FOR CUSTOMIZER</td>
<td>Tried to add an agent ID number that already exists in the AID field.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>AGENT NOT AUTHORIZED - SELECTIVE ACCESS</td>
<td>Tried to build, add, change, or delete Selective Access files and the agent’s STD profile SELAC second indicator is set to NO.</td>
<td>Have secondary authorizer change SELAC second indicator to YES. &lt;br&gt; <strong>Note:</strong> If you are a secondary authorizer, ask your account manager to have your first indicator set to Y.</td>
</tr>
<tr>
<td>AGREEMENT NUMBER DOES NOT EXIST</td>
<td>Tried to enter a format including an agreement number that does not exist.</td>
<td>Verify agreement number and re-enter format.</td>
</tr>
<tr>
<td>APOLLOMONITOR DENIED PER SELECTIVE ACCESS</td>
<td>Tried to use ApolloMonitor™ to monitor an agent in a different pseudo city and the agreement APO MON field is set to NO.</td>
<td>Have provider change to an agreement with the APO MON field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>AUTHORIZED AFFILIATE USER ALREADY EXISTS</td>
<td>Tried to add an agreement that already existed on the authorization section of the affiliate file.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>BILLING COUNT DISPLAY NOT AUTHORIZED</td>
<td>Tried to display billing count for a pseudo city, which has not designated you as headquarters.</td>
<td>Have the pseudo city designate you as headquarters.</td>
</tr>
<tr>
<td>BORROWED PNR / NO UPDATES ALLOWED</td>
<td>Displayed on the first line of the PNR when the agreement PNR UPD field is set to NO.</td>
<td>If updates are required, have the provider change to an agreement with the PNR UPD field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>BORROWED PRO-FILE – COPY NOT ALLOWED</td>
<td>Tried to copy a provider’s profile, but the PRO CRE field is set to NO.</td>
<td>Have the provider copy the profile for the requester.</td>
</tr>
<tr>
<td>BORROWED PRO-FILE – NO UPDATES ALLOWED</td>
<td>Displayed on the first line of the profile when the agreement PRO UPD field is set to NO.</td>
<td>If updates are required, have the provider change to an agreement with the PRO UPD field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>Agent Alert</td>
<td>Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>BORROWED PRO-FILE – RENAME NOT ALLOWED</td>
<td>Tried to rename a provider’s profile, but renaming is not allowed through Selective Access.</td>
<td>Have the provider rename the profile.</td>
</tr>
<tr>
<td>BUSINESS FILE CREATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to create a business file for the provider, but the customizer file prohibits access to the business file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
<tr>
<td>BUSINESS FILE DISPLAY DENIED – SELECTIVE ACCESS</td>
<td>Tried to display provider’s business file, but the customizer file prohibits access to this business file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
<tr>
<td>BUSINESS FILE REINSTATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to reinstate provider’s business file, but the customizer file prohibits access to this business file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
<tr>
<td>BUSINESS FILE TITLE ALREADY EXISTS</td>
<td>Tried to add a business file title (BAR) to an existing customizer file when the title already exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>BUSINESS-PERSONAL FILE TITLE EXCEEDS NUMBER OF CHARACTERS</td>
<td>Entered a business file and/or personal file title with too many characters.</td>
<td>Re-enter the format using a business file title with 2-21 characters and/or a personal file title with 2-21 characters.</td>
</tr>
<tr>
<td>CHANGE IGNORED – CUSTOMIZER DESCRIPTION DOES NOT EXIST</td>
<td>Used a customizer change entry to change a customizer description where one does not exist.</td>
<td>Use an add entry to add new customizer description.</td>
</tr>
<tr>
<td>CHANGE IGNORED – NO AFFILIATE MEMBER FOUND</td>
<td>Tried to add a member description to an affiliate file, but the pseudo city is not an affiliate member.</td>
<td>Add pseudo city code and member description to affiliate file.</td>
</tr>
<tr>
<td>CHANGE IGNORED – QEP NUMBER DOES NOT EXIST</td>
<td>Used a customizer change entry to change a QEP field where one does not exist.</td>
<td>Use an add entry to add a new QEP field.</td>
</tr>
<tr>
<td>CHANGE IGNORED – QET NUMBER DOES NOT EXIST</td>
<td>Used a customizer change entry to change a QET field where one does not exist.</td>
<td>Use an add entry to add a new QET field.</td>
</tr>
<tr>
<td>CUSTOMER ID ALREADY EXISTS</td>
<td>Tried to add a customer ID code to a customizer file which already exists in the CID field.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>CUSTOMIZER ALREADY EXISTS</td>
<td>Tried to build a customizer file using a customizer code that already exists.</td>
<td>Re-enter the format using a different customizer code.</td>
</tr>
<tr>
<td>CUSTOMIZER DESCRIPTION ALREADY EXISTS</td>
<td>Tried to add a customizer description, but one already exists.</td>
<td>No action necessary.</td>
</tr>
</tbody>
</table>

*Continued on next page*
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<tr>
<th>Agent Alert</th>
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</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMIZER ENTRY IGNORED – ENTRY TOO LONG</td>
<td>Tried to make an add or build customizer entry exceeding 531 total characters.</td>
<td>Re-enter format with less than 531 total characters.</td>
</tr>
<tr>
<td>CUSTOMIZER FILE ACCESS NOT AUTHORIZED</td>
<td>Non-headquarters agent tried to display another pseudo city’s customizer file.</td>
<td>Have an agent from the customizer pseudo city or the headquarters pseudo city display the customizer file.</td>
</tr>
<tr>
<td>CUSTOMIZER ID DOES NOT EXIST</td>
<td>Tried to enter a format including an customizer code that does not exist.</td>
<td>Verify customizer code and re-enter format.</td>
</tr>
<tr>
<td>CUSTOMIZER NOT ALLOWED WITH G MODIFIER</td>
<td>Tried to enter a format including a G modifier.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>DELETE IGNORED – AFFILIATE DESCRIPTION DOES NOT MATCH</td>
<td>Tried to delete an affiliate description which either does not match exactly or does not exist.</td>
<td>Verify affiliate description and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED - AFFILIATE MEMBER DOES NOT EXIST</td>
<td>Tried to delete an affiliate member which does not exist in the affiliate file.</td>
<td>Verify pseudo city of affiliate member and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – AGENT ID DOES NOT EXIST</td>
<td>Tried to delete an agent ID (AID) which does not exist in the customizer file.</td>
<td>Verify agent ID and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – AUTHORIZED AFFILIATE USER DOES NOT EXIST</td>
<td>Tried to delete an agreement from the affiliate file authorization section which does not exist.</td>
<td>Verify affiliate code and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – BUSINESS FILE TITLE DOES NOT EXIST</td>
<td>Tried to delete a business file title (BAR) which does not exist in the customizer file.</td>
<td>Verify business file title and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – CUSTOMER ID DOES NOT EXIST</td>
<td>Tried to delete customer ID (CID) which does not exist in the customizer file.</td>
<td>Verify customer identifier and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – CUSTOMIZER DESCRIPTION DOES NOT EXIST</td>
<td>Tried to delete a customizer description which does not exist in the customizer file.</td>
<td>Verify customizer description and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED - MEMBER DESCRIPTION DOES NOT EXIST</td>
<td>Tried to delete member description which does not exist in the affiliate file.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>DELETE IGNORED -MEMBER DESCRIPTION DOES NOT MATCH</td>
<td>Tried to delete a member description which does not exactly match the description in the affiliate file.</td>
<td>Verify member description and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – NO AFFILIATE DESCRIPTION</td>
<td>Tried to delete an affiliate description which does not exist in the affiliate file.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>Agent Alert</td>
<td>Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DELETE IGNORED – NO HEADQUARTERS DESIGNATED</td>
<td>Tried to delete headquarters when headquarters was not designated.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>DELETE IGNORED – PERSONAL FILE TITLE DOES NOT EXIST</td>
<td>Tried to delete personal file title (PAR) which does not exist in the customizer file.</td>
<td>Verify personal file title and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – PRIVATE FARES ACCOUNT CODE DOES NOT EXIST</td>
<td>Tried to delete a PrivateFares™ account code which does not exist in the customizer file.</td>
<td>Verify account code and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – PRIVATE FARES AGENT ID DOES NOT EXIST</td>
<td>Tried to delete a PrivateFares agent ID which does not exist in the customizer file.</td>
<td>Verify agent ID and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – QEP NUMBER DOES NOT EXIST</td>
<td>Tried to delete a QEP number which does not exist in the customizer file.</td>
<td>Verify QEP number and re-enter format.</td>
</tr>
<tr>
<td>DELETE IGNORED – QET NUMBER DOES NOT EXIST</td>
<td>Tried to delete a QET number which does not exist in the customizer file.</td>
<td>Verify QET number and re-enter format.</td>
</tr>
<tr>
<td>DESIGNATED HEADQUARTERS FOR</td>
<td>Response from a display headquarters entry.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>DIFFERENT AGREEMENT EXISTS FOR</td>
<td>Tried to add a pseudo city code to the permission file and an agreement already exists for that pseudo city.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>DOCUMENT ISSUANCE DENIED - SELECTIVE ACCESS UNAUTHORIZED</td>
<td>Tried to issue a ticket or other document and the agreement DOC PRD field is set to NO.</td>
<td>Have provider change to an agreement with the DOC PRD field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>ENTRY DOES NOT MATCH EXISTING FIELD PARAMETER</td>
<td>Tried to add information to AID, CID, BAR, or PAR customizer field which doesn’t conform to existing inclusive or exclusive field parameters.</td>
<td>If the customizer display shows fields with -EXCLUDING, add only excluded items. If the customizer display shows fields without -EXCLUDING, add only included items.</td>
</tr>
<tr>
<td>EOK - PNR NOT CREATED FOR PSEUDO CITY</td>
<td>Tried to create a PNR on behalf of the provider, but the PNR CRE field is set to NO.</td>
<td>For future PNRs: Have provider change to an agreement with PNR CRE set to YES. For this PNR: See HELP PNR-CHANGE CONTROL OF PNR in the Apollo® system.</td>
</tr>
<tr>
<td>ERROR OCCURRED DURING ADD HISTORY</td>
<td>System problem occurred when maintenance item was added to history for a Selective Access file or SAP.</td>
<td>Try entry later.</td>
</tr>
</tbody>
</table>

*Note:* PNR is end transacted but is controlled by the requester pseudo city.
<table>
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<tr>
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<tbody>
<tr>
<td>G MODIFIER NOT ALLOWED WITH</td>
<td>Tried to designate a headquarters using the G modifier. Tried to add an agreement to the permission file using the G modifier.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>HEADQUARTERS ALREADY EXISTS</td>
<td>Tried to designate a headquarters when one is already designated.</td>
<td>To change to a different headquarters, delete existing headquarters and add new one.</td>
</tr>
<tr>
<td>HEADQUARTERS NOT DESIGNATED BY</td>
<td>Special affiliate processing encountered a pseudo city which does not have headquarters designated. <strong>Note:</strong> This alert appears in the supervisory message queue.</td>
<td>Have pseudo city designate headquarters and re-run special affiliate processing.</td>
</tr>
<tr>
<td>INVALID AFFILIATE CODE FORMAT</td>
<td>Tried to display an affiliate file, but the affiliate code was missing or incorrect.</td>
<td>Verify affiliate code and re-enter format.</td>
</tr>
<tr>
<td>INVALID AFFILIATE FORMAT</td>
<td>Entered incorrect affiliate file format.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID AGENT ID</td>
<td>Entered agent ID (AID) in the customizer file with incorrect characters.</td>
<td>Verify agent ID and re-enter format.</td>
</tr>
<tr>
<td>INVALID AGREEMENT FILE ENTRY</td>
<td>Entered incorrect format to display an agreement file.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID AUTHORIZED AFFILIATE USER FORMAT</td>
<td>Entered incorrect authorization section format.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID BUSINESS FILE TITLE FORMAT</td>
<td>Tried to enter business file title containing special characters which are not allowed in the customizer file.</td>
<td>Verify business file title and re-enter.</td>
</tr>
<tr>
<td>INVALID CRS CODE</td>
<td>Entered format with incorrect CRS code.</td>
<td>Verify CRS code and re-enter format.</td>
</tr>
<tr>
<td>INVALID CUSTOMER ID FORMAT</td>
<td>Entered customer ID (CID) in the customizer file with incorrect characters.</td>
<td>Verify customer ID and re-enter format.</td>
</tr>
<tr>
<td>INVALID CUSTOMIZER CODE FORMAT</td>
<td>Tried to add customizer code containing special characters which are not allowed in the permission file.</td>
<td>Verify customizer code and re-enter format.</td>
</tr>
<tr>
<td>INVALID CUSTOMIZER FORMAT</td>
<td>Entered incorrect customizer file format.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID DATE ENTRY – DISCONTINUE DATE MUST BE AFTER TODAYS DATE</td>
<td>Tried to enter a discontinue date on a permission file, affiliate file, or SAP table that is before today’s date.</td>
<td>Select a discontinue date of today or later and re-enter format.</td>
</tr>
<tr>
<td>Agent Alert</td>
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</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>INVALID DATE ENTRY – EFFECTIVE DATE CANNOT BE BEFORE TODAYS DATE</td>
<td>Tried to enter an effective date on a permission file, affiliate file, or SAP table that is before today’s date.</td>
<td>Select an effective date of today or later and re-enter format.</td>
</tr>
<tr>
<td>INVALID DATE ENTRY – START DATE MUST BE BEFORE END DATE</td>
<td>Tried to enter an effective date on a permission file, affiliate file, or SAP table that is after the discontinue date.</td>
<td>Select an effective date that is before the discontinue date.</td>
</tr>
<tr>
<td>INVALID DATE FORMAT</td>
<td>Tried to enter an incorrect date format for the effective or discontinue date on a permission file, affiliate file, or SAP table.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID DEAUTOMATION FORMAT</td>
<td>Tried to enter invalid format to delete all Selective Access™ files or specific files.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID DESCRIPTION FORMAT</td>
<td>Entered a description with incorrect characters.</td>
<td>Verify description and re-enter format.</td>
</tr>
<tr>
<td>INVALID FIELD IDENTIFIER</td>
<td>Entered permission file effective (EFF) or discontinue (DIS) date field identifiers incorrectly.</td>
<td>Verify field identifier and re-enter format.</td>
</tr>
<tr>
<td>INVALID FORMAT</td>
<td>Tried to enter an invalid format.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID – G MODIFIER NOT ALLOWED</td>
<td>Tried to add an item to a permission file, affiliate file, or SAP table to receive a Global MIR from a Galileo pseudo city, but there is no agreement in the permission file of the Galileo system interface pseudo city.</td>
<td>Add the agreement to the Galileo system interface pseudo city permission file and re-enter format.</td>
</tr>
<tr>
<td>INVALID HEADQUARTERS FORMAT</td>
<td>Entered an incorrect headquarters format.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID PERMISSION FILE FORMAT</td>
<td>Entered invalid permission file format.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>INVALID PERSONAL FILE TITLE FORMAT</td>
<td>Entered a personal file title (PAR) without a dash separating the business file title and the personal file title in the customizer file.</td>
<td>Re-enter the format with a dash separating the business file title and the personal file title.</td>
</tr>
<tr>
<td>INVALID PRIVATE FARES ACCOUNT CODE</td>
<td>Entered a PrivateFares account code containing incorrect or special characters in a customizer file.</td>
<td>Verify account code and re-enter format.</td>
</tr>
<tr>
<td>INVALID PSEUDO CITY CODE</td>
<td>Entered a format with an incorrect pseudo city code.</td>
<td>Verify pseudo city code and re-enter format.</td>
</tr>
</tbody>
</table>

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<tr>
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<tbody>
<tr>
<td>INVALID QEP NUMBER</td>
<td>Entered a queue number in the QEP field with incorrect characters (i.e. alphanumeric).</td>
<td>Re-enter format with the correct queue number.</td>
</tr>
<tr>
<td>INVALID QET NUMBER</td>
<td>Entered a queue number in the QET field with incorrect characters (i.e. alphanumeric).</td>
<td>Re-enter format with the correct queue number.</td>
</tr>
<tr>
<td>INVALID SELECTIVE ACCESS ACTION CODE</td>
<td>Entered a one-character action code.</td>
<td>Verify action code and re-enter format.</td>
</tr>
<tr>
<td>INVALID SELECTIVE ACCESS FUNCTION REQUESTED</td>
<td>Entered a three-character function code.</td>
<td>Verify function code and re-enter format.</td>
</tr>
<tr>
<td>INVALID SPECIAL AFFILIATE PROCESSING FORMAT</td>
<td>Entered an incorrect SAP entry.</td>
<td>Verify format and re-enter.</td>
</tr>
<tr>
<td>MAXIMUM NUMBER FOR AGREEMENT DISPLAY IS 1Ø</td>
<td>Requested agreement file display with more than 1Ø specific agreement numbers.</td>
<td>Re-enter format requesting no more than ten specific agreement numbers.</td>
</tr>
<tr>
<td>MESSAGE NOT PLACED ON QUEUE – SELECTIVE ACCESS</td>
<td>Tried to send a supervisor message and the agreement QES IN field is set to NO.</td>
<td>Have provider change to an agreement with the QES IN field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>NO AFFILIATE FILE FOUND</td>
<td>Entered an affiliate file display, change, or delete format for an affiliate code that does not exist.</td>
<td>Verify affiliate code and re-enter format.</td>
</tr>
<tr>
<td>NO AFFILIATE HISTORY EXISTS</td>
<td>Tried to display affiliate file history when none exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>NO AFFILIATES FOR THIS AGENCY</td>
<td>Tried to display a list of affiliate files and none exist.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>NO AGREEMENT EXISTS FOR PSEUDO CITY</td>
<td>Tried to build a Custom Check™ rule on behalf of provider and the agreement file RUL BLD field is set to NO.</td>
<td>Have provider add agreement to the permission file with the RUL BLD field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>NO AGREEMENT EXISTS FOR PSEUDO CITY</td>
<td>Tried to access the provider’s functions through Selective Access™ and no agreement exists.</td>
<td>Have provider add agreement to the permission file and re-enter format.</td>
</tr>
<tr>
<td>NO AUTHORIZED AFFILIATE USERS EXIST FOR</td>
<td>Tried to display the authorization section of the affiliate file and no agreements exist.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>NO CUSTOMIZER HISTORY EXISTS</td>
<td>Tried to display customizer file history when none exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>NO CUSTOMIZERS EXIST</td>
<td>Tried to display all customizer files and none exist for this pseudo city.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>Agent Alert</td>
<td>Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>-------------</td>
<td>-------</td>
<td>------------------</td>
</tr>
<tr>
<td>NO DATA MATCHES QUALIFIERS USED</td>
<td>Tried to display permission files using pseudo city code (PCC), affiliate code (AFF), effective (EFF) or discontinue (DIS) date qualifiers, or other qualifiers; and no matches were found.</td>
<td>Re-enter format using different or broader qualifiers.</td>
</tr>
<tr>
<td>NO HISTORY FOUND FOR REQUEST</td>
<td>Tried to display affiliate file history or permission file history when none exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>NO MATCHING AGREEMENT FOUND – CONTACT SUPPORT DESK TO ADD</td>
<td>Completed an agreement file find fill-in format (PAAGRF) and no matching agreement was found.</td>
<td>Complete fill-in format again using different values, or contact the customer service support center to have an agreement added.</td>
</tr>
<tr>
<td>NO MEMBERS TO DISPLAY</td>
<td>Displayed an affiliate file that has no pseudo city codes in the member section.</td>
<td>Add members to the affiliate file.</td>
</tr>
<tr>
<td>NO PERMISSION HISTORY EXISTS</td>
<td>Tried to display permission file history when none exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>NO QUEUING PERFORMED – SELECTIVE ACCESS – CK CITY</td>
<td>Tried to QEP a PNR to multiple pseudo cities and queuing is not performed because at least one pseudo city has QEP IN set to NO.</td>
<td>Have pseudo city change QEP IN to YES and re-queue PNR.</td>
</tr>
<tr>
<td>NO SELECTIVE ACCESS DATA TO DELETE</td>
<td>Tried to delete all Selective Access™ files or specific Selective Access files when no data exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PERMISSION ENTRY IGNORED – CANNOT USE OWN PSEUDO CITY</td>
<td>Tried to add own pseudo city to the permission file.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PERMISSION FILE ACCESS NOT AUTHORIZED</td>
<td>Non-headquarters agent tried to display another pseudo city’s permission file.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PERMISSION FILE DOES NOT EXIST</td>
<td>Tried to display permission file and none exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PERSONAL FILE CREATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to create provider’s personal file and the customizer file prohibits access to that personal file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
<tr>
<td>PERSONAL FILE DELETE DENIED – SELECTIVE ACCESS</td>
<td>Tried to delete provider’s personal file and the customizer file prohibits access to that personal file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
<tr>
<td>PERSONAL FILE DISPLAY DENIED – SELECTIVE ACCESS</td>
<td>Tried to display provider’s personal file and the customizer file prohibits access to that personal file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
</tbody>
</table>

*Continued on next page*
<table>
<thead>
<tr>
<th>Agent Alert</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONAL FILE FIELD NOT CONSISTENT WITH BUSINESS FILE PARAMETER</td>
<td>Tried to exclude a personal file title when the corresponding business file was included, or tried to include a personal file title when the corresponding business file title was excluded.</td>
<td>If the business file title is excluded, add an excluded personal file title. If the business file title is included, add an included personal file title.</td>
</tr>
<tr>
<td>PERSONAL FILE REINSTATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to reinstate provider’s personal file, but the customizer file prohibits access to this business file.</td>
<td>Have the provider change the customizer file to permit access and re-enter format.</td>
</tr>
<tr>
<td>PERSONAL FILE TITLE ALREADY EXISTS</td>
<td>Tried to add a personal file title to an existing customizer file where the title already exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PNR ACCESS DENIED – NO AFFILIATE CODE EXISTS – SELECTIVE ACCESS</td>
<td>Tried to retrieve a provider’s PNR using an affiliate code but no match is found for the affiliate code entered.</td>
<td>Verify affiliate code and re-enter format.</td>
</tr>
<tr>
<td>PNR DISPLAY DENIED PER SELECTIVE ACCESS AGREEMENT</td>
<td>Tried to display provider’s PNR and the agreement PNR DIS field is set to NO.</td>
<td>Have provider change to an agreement with the PNR DIS field set to YES, and re-enter format.</td>
</tr>
<tr>
<td>PNR UPDATE NOT ALLOWED – SELECTIVE ACCESS AGREEMENT – PNR IGNORED</td>
<td>Tried to update provider’s PNR and the agreement PNR UPD field is set to NO.</td>
<td>Have provider change to an agreement with the PNR UPD field set to YES, retrieve PNR, and re-enter format.</td>
</tr>
<tr>
<td>PNR ACCESS DENIED – SELECTIVE ACCESS AGREEMENT – PNR IGNORED</td>
<td>Tried to update provider’s PNR and the agreement PNR UPD field is set to NO.</td>
<td>Have provider change to an agreement with the PNR UPD field set to YES, retrieve PNR, and re-enter format.</td>
</tr>
<tr>
<td>PRIVATE FARES ACCESS NOT AUTH</td>
<td>Tried to access provider’s PrivateFares™ account and the agreement PVT FAR field is set to NO.</td>
<td>Have provider change to an agreement with the PVT FAR field set to YES and re-enter format.</td>
</tr>
<tr>
<td>PRIVATE FARES ACCOUNT CODE ALREADY EXISTS</td>
<td>Tried to enter a PrivateFares™ account code in a customizer file when it already exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PRIVATE FARES AGENT ID ALREADY EXISTS</td>
<td>Tried to enter a PrivateFares™ account code in a customizer file when it already exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PRO-FILE ACCESS DENIED – AGENT NOT AUTHORIZED – SELECTIVE ACCESS</td>
<td>Tried to display a provider’s profile and a customizer file excluding the requesting agent ID is attached to the agreement for that pseudo city.</td>
<td>Have the provider delete the excluded agent ID and re-enter format.</td>
</tr>
<tr>
<td>PRO-FILE ACCESS DENIED – NO PERMISSIONS EXIST – SELECTIVE ACCESS</td>
<td>Tried to display a list of provider’s profiles and pseudo city has an empty permission file.</td>
<td>Add Selective Access™ agreement to permission file.</td>
</tr>
<tr>
<td>PRO-FILE CREATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to create a profile on behalf of the provider, and the PRO CRE field is set to NO.</td>
<td>Have provider change to an agreement with the PRO CRE field set to YES and re-enter format.</td>
</tr>
<tr>
<td>Agent Alert</td>
<td>Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PRO-FILE DISPLAY DENIED – SELECTIVE ACCESS</td>
<td>Tried to display provider’s profile and the PRO DIS field is set to NO.</td>
<td>Have provider change to an agreement with the PRO DIS field set to YES and re-enter format.</td>
</tr>
<tr>
<td>PRO-FILE PRINT DENIED – SELECTIVE ACCESS</td>
<td>Tried to print provider’s profile and the PRO PRT field is set to NO.</td>
<td>Have provider change to an agreement with the PRO PRT field set to YES and re-enter format.</td>
</tr>
<tr>
<td>PRO-FILE REINSTATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to reinstate a provider’s profile and the PRO RMV field is set to NO.</td>
<td>Have provider change to an agreement with the PRO RMV field set to YES and re-enter format.</td>
</tr>
<tr>
<td>PRO-FILE REMOVE/DELETE NOT ALLOWED – SELECTIVE ACCESS</td>
<td>Tried to delete provider’s profile and the PRO RMV field is set to NO.</td>
<td>Have provider change to an agreement with the PRO RMV field set to YES and re-enter format.</td>
</tr>
<tr>
<td>PRO-FILE UPDATE DENIED – SELECTIVE ACCESS</td>
<td>Tried to update provider’s profile and the PRO UPD field is set to NO.</td>
<td>Have provider change to an agreement with the PRO UPD field set to YES and re-enter format.</td>
</tr>
<tr>
<td>PROCESSING COMPLETED</td>
<td>Message placed in the supervisor message queue when SAP has been completed.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>PROVIDER PSEUDO CITY DOES NOT HAVE AGREEMENT WITH</td>
<td>Tried to request access to provider’s files and no agreement exists between provider and requester.</td>
<td>Have provider add agreement to the permission file.</td>
</tr>
<tr>
<td>QEP NUMBER ALREADY EXISTS FOR CUSTOMIZER</td>
<td>Tried to add a queue number to an existing customizer file where the queue number already exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>QEP NUMBER NOT MATCHED – SELECTIVE ACCESS</td>
<td>Tried to delete QEP number on a customizer file and number entered does not match the number on the customizer file.</td>
<td>Verify QEP number and re-enter format.</td>
</tr>
<tr>
<td>QEP OUT NOT ALLOWED – SELECTIVE ACCESS</td>
<td>Tried to queue a PNR and the QEP OUT field is set to NO.</td>
<td>Have provider change to an agreement with the QEP OUT field set to YES and re-enter format.</td>
</tr>
<tr>
<td>QEP IN NOT ALLOWED – AGENT NOT AUTHORIZED – SELECTIVE ACCESS</td>
<td>Tried to QEP a PNR to a provider but the customizer file indicates the agent is not allowed.</td>
<td>Have provider change customizer to allow agent access and re-queue PNR.</td>
</tr>
<tr>
<td>QES IN NOT ALLOWED – AGENT NOT AUTHORIZED – SELECTIVE ACCESS</td>
<td>Tried to send a supervisory message to a provider but the customizer file indicates the agent is not allowed.</td>
<td>Have provider change customizer to allow agent access and re-send message.</td>
</tr>
</tbody>
</table>

*Continued on next page*
<table>
<thead>
<tr>
<th>Agent Alert</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>QES OUT NOT ALLOWED – SELECTIVE ACCESS</td>
<td>Tried to queue a supervisor message and the QES OUT field is set to NO.</td>
<td>Have provider change to an agreement with the QES OUT field set to YES and re-enter format.</td>
</tr>
<tr>
<td>QET NUMBER ALREADY EXISTS FOR CUSTOMIZER</td>
<td>Tried to add a QET number to an existing customizer file where the QET number already exists.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>QET NUMBER NOT MATCHED – SELECTIVE ACCESS</td>
<td>Tried to delete QET number on a customizer file and number entered does not match the number on the customizer file.</td>
<td>Verify QET number and re-enter format.</td>
</tr>
<tr>
<td>QP/##/NON-DISPLAYABLE PNR – ##</td>
<td>Made a QPRINT request and the PNR DIS field is set to NO. Note: This alert prints in place of the provider’s PNRS.</td>
<td>Have provider change to an agreement with the PNR DIS field set to YES.</td>
</tr>
<tr>
<td>QUEUE PLACEMENT NOT ALLOWED – SELECTIVE ACCESS</td>
<td>Displayed on the top of a PNR which has been programmatically queued to queue 1 when a QPRINT request was denied due to PNR DIS field being set to NO. Tried to queue a PNR to a pseudo city with whom no agreement exists.</td>
<td>Have provider change to an agreement with the PNR DIS field set to YES. Set up an agreement and re-queue PNR.</td>
</tr>
<tr>
<td>RESTRICTED</td>
<td>Tried to delete a Custom Check™ rule and the RUL RMV field is set to NO.</td>
<td>Have provider change to an agreement with the RUL RMV field set to YES.</td>
</tr>
<tr>
<td>SAME AGREEMENT ALREADY EXISTS FOR</td>
<td>Tried to add pseudo city code to permission file, but an agreement already exists for that pseudo city.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>SELECTIVE ACCESS NOT ACTIVE ON PROVIDER SYSTEM</td>
<td>Tried to borrow data from the Galileo® system and Selective Access™ is not enabled on Galileo®.</td>
<td>Try later or call customer service support center.</td>
</tr>
<tr>
<td>SELECTIVE ACCESS NOT ACTIVE ON REQUESTER SYSTEM</td>
<td>Tried to borrow data from the Galileo® system and Selective Access™ is not enabled on Apollo®.</td>
<td>Try later or call customer service support center.</td>
</tr>
<tr>
<td>SELECTIVE ACCESS STILL ACTIVE</td>
<td>Entered a format to delete all Selective Access™ files or specific Selective Access files. Note: This is a warning message only.</td>
<td>Tab and enter to confirm deletion of files.</td>
</tr>
<tr>
<td>SELECTIVE ACCESS SYSTEM BUSY – RETRY LATER</td>
<td>Tried to make maintenance type entry which was restricted due to system problems.</td>
<td>Try entry later.</td>
</tr>
<tr>
<td>Agent Alert</td>
<td>Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SELAC AUTHORIZE NOT AUTH – APOLLO</td>
<td>Secondary authorizer tried to change an agent’s STD profile SELAC field to N/Y, but secondary authorizer does not have Y/Y authority.</td>
<td>For a secondary authorizer’s STD profile, have customer service support center change the SELAC field. For any other agent’s STD profile, no action necessary.</td>
</tr>
<tr>
<td>SELAC MAINT NOT AUTH – APOLLO</td>
<td>Secondary authorizer tried to change an agent’s STD profile SELAC field second Y/N indicator to Y and doesn’t have authorization.</td>
<td>1. Have your account manager have your SELAC field first Y/N indicator changed to Y, if you’re not already authorized. 2. Assume ownership of the agent’s STD profile, if you don’t already have it. 3. Redisplay agent’s STD authorization screen and change second Y/N indicator.</td>
</tr>
<tr>
<td>SYSTEM ERROR OCCURRED – SELECTIVE ACCESS</td>
<td>Tried to make Selective Access™ entry and system problem occurred.</td>
<td>Contact the customer service support center.</td>
</tr>
<tr>
<td>UNABLE TO ADD – SAP ENTRY ALREADY IN TABLE</td>
<td>Tried to make an SAP entry that is already on the SAP table.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>UNABLE TO CANCEL - PASAP ENTRY CURRENTLY PROCESSING</td>
<td>Tried to cancel an SAP entry while it is being processed.</td>
<td>No action necessary.</td>
</tr>
<tr>
<td>UNABLE TO CANCEL - PASAP ENTRY NOT IN TABLE</td>
<td>Tried to cancel an SAP entry which is not currently on the SAP table.</td>
<td>Display files and make necessary changes</td>
</tr>
</tbody>
</table>
Notes
Appendix: Sample Worksheets

This appendix includes sample worksheets, which you can duplicate, to help you work with the following files.

- Agreement file
- Customizer file
- Affiliate file
Notes
## Agreement File Worksheet

**Provider:** Enter Y to allow or N to not allow requester access to each of the following functions. Then see Chapter 3 for formats and Chapter 4 for procedures on selecting an agreement.

<table>
<thead>
<tr>
<th>Function</th>
<th>Allows requester to:</th>
<th>Y or N</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR DIS</td>
<td>Display provider’s PNRs</td>
<td></td>
</tr>
<tr>
<td>PNR UPD</td>
<td>Update provider’s PNRs</td>
<td></td>
</tr>
<tr>
<td>PNR CRE</td>
<td>Create PNRs for provider</td>
<td></td>
</tr>
<tr>
<td>PNR QET</td>
<td>Queue provider’s PNRs at end transact</td>
<td></td>
</tr>
<tr>
<td>PRO DIS</td>
<td>Display provider’s profiles</td>
<td></td>
</tr>
<tr>
<td>PRO PRT</td>
<td>Print provider’s profiles</td>
<td></td>
</tr>
<tr>
<td>PRO UPD</td>
<td>Update provider’s profiles</td>
<td></td>
</tr>
<tr>
<td>PRO CRE</td>
<td>Create provider’s profiles</td>
<td></td>
</tr>
<tr>
<td>PRO RMV</td>
<td>Remove/delete provider’s profiles</td>
<td></td>
</tr>
<tr>
<td>MAR DIS</td>
<td>Display provider’s agency file</td>
<td></td>
</tr>
<tr>
<td>MAR UPD</td>
<td>Update provider’s agency file</td>
<td></td>
</tr>
<tr>
<td>QEP IN</td>
<td>Queue PNRs to provider</td>
<td></td>
</tr>
<tr>
<td>QEP OUT</td>
<td>Accept PNRs from provider</td>
<td></td>
</tr>
<tr>
<td>QES IN</td>
<td>Queue supervisory messages to provider</td>
<td></td>
</tr>
<tr>
<td>QES OUT</td>
<td>Accept supervisory messages from provider</td>
<td></td>
</tr>
<tr>
<td>DOC PRD</td>
<td>Issue documents from provider’s PNRs</td>
<td></td>
</tr>
<tr>
<td>GBL MIR</td>
<td>Send Global MIR</td>
<td></td>
</tr>
<tr>
<td>PVT FAR</td>
<td>View and use provider’s PrivateFares™ accounts</td>
<td></td>
</tr>
<tr>
<td>RUL BLD</td>
<td>Build Custom Check™ rules for provider</td>
<td></td>
</tr>
<tr>
<td>RUL RMV</td>
<td>Remove Custom Check rules for provider</td>
<td></td>
</tr>
<tr>
<td>APO MON</td>
<td>Monitor Apollo® travel counselor in provider’s office</td>
<td></td>
</tr>
</tbody>
</table>
## Customizer File Worksheet

**Provider:** Fill in the customizer code, the customizer description, and the fields you need to customize. Then see Chapter 3 for formats and Chapter 4 for procedures on customizing an agreement.

<table>
<thead>
<tr>
<th>Customizer code: (2 alphanumeric characters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customizer description: (1-25 alphanumeric characters)</td>
</tr>
</tbody>
</table>

- **QET**
- **QEP**

- **CID (PNRs)**
- **AID (Agents)**

- **BAR (Business files)**
- **PAR (Personal files)**

- **FAC (PrivateFares™ Account Codes)**
- **FAI (PrivateFares Agents)**
Affiliate File Worksheet

**Headquarters:** Fill in the affiliate code, affiliate description, authorization section, and the members section. Then see Chapter 3 for formats and Chapter 4 for procedures. List additional members on back.

<table>
<thead>
<tr>
<th>Affiliate code:</th>
<th>(1-5 alphanumeric characters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affiliate description:</td>
<td>(1-25 alphanumeric characters)</td>
</tr>
</tbody>
</table>

**Authorization Section**

<table>
<thead>
<tr>
<th>Requester’s pseudo city code</th>
<th>Requester’s affiliate code</th>
<th>Agreement number</th>
<th>Customizer code</th>
<th>Effective date</th>
<th>Discontinue date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Members Section**

<table>
<thead>
<tr>
<th>CRS code (if 1G)</th>
<th>Pseudo city code</th>
<th>Member description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

*Continued on next page*
## Members Section (Cont.)

<table>
<thead>
<tr>
<th>CRS code (if 1G)</th>
<th>Pseudo city code</th>
<th>Member description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>affiliate</td>
<td>Business alliance between a group of agencies that have similar business needs.</td>
<td></td>
</tr>
<tr>
<td>affiliate code</td>
<td>One to five letter code used in affiliate file formats to identify an affiliate.</td>
<td></td>
</tr>
<tr>
<td>affiliate description</td>
<td>One to twenty-five character alphanumeric description of an affiliate used in affiliate file formats to identify an affiliate.</td>
<td></td>
</tr>
<tr>
<td>affiliate file</td>
<td>Selective Access™ file which lists all agreements that an affiliate has and all affiliate members.</td>
<td></td>
</tr>
<tr>
<td>affiliate member</td>
<td>Agency who is a member of an affiliate.</td>
<td></td>
</tr>
<tr>
<td>agency file</td>
<td>Profile unique to each agency, containing pertinent information such as agency phone number, policies, and procedures for common tasks.</td>
<td></td>
</tr>
<tr>
<td>agent alerts</td>
<td>Warning messages that appear when a format is not entered correctly.</td>
<td></td>
</tr>
<tr>
<td>agreement</td>
<td>List of functions that a provider allows a requester to access.</td>
<td></td>
</tr>
<tr>
<td>agreement file</td>
<td>Selective Access™ file which lists pre-set agreements that a provider can allow a requester to access.</td>
<td></td>
</tr>
<tr>
<td>agreement number</td>
<td>Number assigned to an agreement on the agreement file, used in permission file and affiliate file formats to identify the agreement.</td>
<td></td>
</tr>
<tr>
<td>ApolloMonitor™</td>
<td>Product which allows Apollo® agents within the United States or within Canada to view the inputs and responses on another Apollo agent’s screen.</td>
<td></td>
</tr>
<tr>
<td>Apollo® system</td>
<td>Apollo computer reservation system (CRS) in the USA, Canada, Mexico, Japan, and the Caribbean developed by Galileo International. Distributor of travel-related information.</td>
<td></td>
</tr>
<tr>
<td>asterisk</td>
<td>Symbol (*) indicating an Apollo® format has been accepted.</td>
<td></td>
</tr>
<tr>
<td>authorization section</td>
<td>Section of the affiliate file which list the agreements that the affiliate has with its own members, with other affiliates, and with individual agencies.</td>
<td></td>
</tr>
<tr>
<td>authorized agent</td>
<td>Customizer file field (AID) which allows a provider to specify which of the requester’s agents may or may not access provider’s customer information.</td>
<td></td>
</tr>
<tr>
<td>batch process</td>
<td>Processing scheduled at various times of the day which takes all requests entered since the last processing and updates the files with them.</td>
<td></td>
</tr>
<tr>
<td>borrow</td>
<td>To temporarily use another agency’s PNRs or profiles.</td>
<td></td>
</tr>
<tr>
<td>business file</td>
<td>Profile containing stored data relating to a corporate account or customer. Data contains business phone number, form of payment, etc.</td>
<td></td>
</tr>
<tr>
<td>business relationship</td>
<td>Arrangement between agencies and/or affiliates to serve each other’s customers.</td>
<td></td>
</tr>
</tbody>
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**Glossary**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CRS</strong></td>
<td>Computer reservation system.</td>
</tr>
<tr>
<td><strong>CRS code</strong></td>
<td>Two-character alphanumeric code used in Selective Access™ files to indicate that the pseudo city code that follows uses a different CRS. The code for the Galileo® system is 1G, and the code for the Apollo® system is 1V.</td>
</tr>
<tr>
<td><strong>Custom Check™</strong></td>
<td>Galileo International quality assurance product that ensures PNRs comply with an agency’s business standards through the application of customized rules.</td>
</tr>
<tr>
<td><strong>customer identification</strong></td>
<td>Customizer file field (CID) which allows a provider to specify which of its PNRs the requester may or may not access.</td>
</tr>
<tr>
<td><strong>customer identification field</strong></td>
<td>PNR field (C-) used with the customizer file to specify which PNRs the requester may or may not access.</td>
</tr>
<tr>
<td><strong>customizer code</strong></td>
<td>Two-character alphanumeric code used in customizer, permission, and affiliate file formats to identify a customizer file.</td>
</tr>
<tr>
<td><strong>customizer description</strong></td>
<td>One- to twenty-five-character alphanumeric description used to identify a customizer file.</td>
</tr>
<tr>
<td><strong>customizer file</strong></td>
<td>Selective Access™ file which allows a provider to qualify an agreement to identify requester access to specific PNRs, profiles, queues, agents, and PrivateFares™ accounts.</td>
</tr>
<tr>
<td><strong>discontinue date</strong></td>
<td>Permission file and affiliate file field (DIS) which specifies the last date of validity of an agreement.</td>
</tr>
<tr>
<td><strong>document production</strong></td>
<td>Agreement file field (DOC PRD) which specifies if the requester may or may not issue tickets and other travel documents from the provider’s PNRs.</td>
</tr>
<tr>
<td><strong>effective date</strong></td>
<td>Permission file and affiliate file field (EFF) which specifies the first date of validity of an agreement.</td>
</tr>
<tr>
<td><strong>end item</strong></td>
<td>Symbol (‡) allowing multiple entries to be joined and entered as a single transaction.</td>
</tr>
<tr>
<td><strong>end transact</strong></td>
<td>To send a PNR to storage after creating or updating it.</td>
</tr>
<tr>
<td><strong>Enter</strong></td>
<td>Key on a personal computer keyboard which sends a message to the central processor.</td>
</tr>
<tr>
<td><strong>Galileo® system</strong></td>
<td>Galileo International computer reservation system (CRS) in all areas of the world except the USA, Canada, Mexico, Japan, and the Caribbean. Distributor of travel-related information.</td>
</tr>
<tr>
<td><strong>global MIR</strong></td>
<td>An accounting record (machinable interface record) which can be sent between Apollo® and Galileo® agencies.</td>
</tr>
<tr>
<td><strong>Greenwich time</strong></td>
<td>Time in Greenwich, United Kingdom.</td>
</tr>
<tr>
<td><strong>headquarters</strong></td>
<td>Agency designated by members of an affiliate to create and maintain the customizer and affiliate files on behalf of the affiliate.</td>
</tr>
<tr>
<td><strong>history</strong></td>
<td>List of transactions made in the last thirty days to Selective Access™ files.</td>
</tr>
<tr>
<td><strong>member section</strong></td>
<td>Section of the affiliate file which lists the members of the affiliate.</td>
</tr>
</tbody>
</table>

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<th>Term</th>
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</tr>
</thead>
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<td>online help</td>
<td>Listing of formats and procedures that you can access from Apollo® Help.</td>
</tr>
<tr>
<td>passenger name record</td>
<td>PNR. The system record which stores a customer’s reservation data in the Apollo® system.</td>
</tr>
<tr>
<td>permission file</td>
<td>Selective Access™ file which contains a list of all agreements that an agency has with other agencies.</td>
</tr>
<tr>
<td>personal file</td>
<td>Profile containing stored data usually related to one traveler. Contains information such as name and phone fields, personal preferences, etc.</td>
</tr>
<tr>
<td>PNR</td>
<td>Passenger Name Record. The system record which stores a customer’s reservation data in the Apollo® system.</td>
</tr>
<tr>
<td>PrivateFares™</td>
<td>Galileo International product which allows an agency to build and maintain a secure database of negotiated airfares and integrate them into the GlobalFares™ database for tariff display and fare quote.</td>
</tr>
<tr>
<td>profiles</td>
<td>Flexible, automated information system that serves as a storage bank of customer files and related itinerary items.</td>
</tr>
<tr>
<td>provider</td>
<td>Agency or affiliate in a Selective Access™ business relationship that provides access of its customer information to another agency or affiliate.</td>
</tr>
<tr>
<td>pseudo city code</td>
<td>Unique three- or four-character alphanumeric code assigned by Galileo International to identify each Apollo® or Galileo® agency.</td>
</tr>
<tr>
<td>queue</td>
<td>Computer storage area where PNRs are sent, either by an agent, or programmatically. An agent can later display the PNRs one after another, and update or ignore them.</td>
</tr>
<tr>
<td>queue at end transact</td>
<td>Ability to automatically send PNRs to a queue when you end transact.</td>
</tr>
<tr>
<td>requester</td>
<td>Agency or affiliate in a Selective Access™ business relationship that receives access to another agency’s or affiliate’s customer information.</td>
</tr>
<tr>
<td>SAP</td>
<td>Special affiliate processing. A batch process occurring four times a day that takes affiliate file updates and transfers the information to the permission file of each affiliate member.</td>
</tr>
<tr>
<td>SAP table</td>
<td>Storage area that holds special affiliate processing entries until batch process is complete.</td>
</tr>
<tr>
<td>special affiliate processing</td>
<td>SAP. A batch process occurring four times a day that takes affiliate file updates and transfers the information to the permission file of each affiliate member.</td>
</tr>
<tr>
<td>update</td>
<td>Apollo® entry that adds, changes, or deletes information in existing Selective Access™ files.</td>
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