Welcome to Apollo®

QUICK REFERENCE

Galileo
by **Travelport**

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Contents

WELCOME TO APOLLO®

Welcome to Apollo®. This Quick Reference will help you learn the basic functions of Apollo and the formats to perform those functions.

This Quick Reference walks you through the following basics:

- Sign in and out of Apollo®.

- Access online reference information.

- Display air, car, and hotel availability.

- Sell air, car, and hotel segments.

- Create a Passenger Name Record (PNR).

- Perform other Apollo functions, such as:
    - Change an itinerary.
    - Issue a ticket.
    - Display flight information.
    - Work your personal queue.

About This Quick Reference

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

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

About the Format of this Quick Reference

It is divided into sections:

- Welcome - introduces the Quick Reference.

- Create a PNR - identifies the main tasks to create a PNR.

- Other Apollo Functions - describes formats that may help you better service your client.

Each section is divided by topic. These topics identify the job tasks Apollo helps you perform. For example:

Sell Air Segments   **HELP 0**
Function identifier: 0

- The topic title (Sell Air Segments) appears at the left margin. This identifies the tasks.

- The function identifier code (0) appears below the topic title. This code is used within a format to tell Apollo to perform a specific task.

- Online Help reference (HELP 0) appears in the upper box on the right. HELP lists formats to perform the related tasks.

- Tasks and format examples are then listed.

GET STARTED IN APOLLO®

In order to perform any tasks within Apollo®, you must sign in. Before you sign into Apollo, you need a two-character, sign-in code, usually assigned by your manager. You also need a password, which you will also receive from your manager.

When you are finished using Apollo, you sign out.

Sign into Apollo   **HELP SIGN ON**

To sign into Apollo, use the following steps.

1. Type: SON/Zxx
   (xx = two-character sign in code assigned by your manager)

2. Press Enter.

3. Type your password.

4. Press Enter.
   A message stating that sign in is complete appears.

Sign Out of Apollo

To sign out of Apollo, use the following steps.   **HELP SIGN OFF**

1. Type: SOF

2. Press Enter.
   A message stating that sign off is complete appears.

Work Areas   **HELP WORK AREA**

You have a total of five work areas within Apollo. You can create PNRs, work on pricing, check availability, etc. Multiple work areas are especially useful if you need to work on another PNR before finishing the current one.

These work areas or "screens" are referred to as A, B, C, D, and E. To move around from one work area to another, type the screen you want to change to. For example, to move to work area B, type:

SB
Then press Enter.

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

OP/W∗
Then press Enter.

Internet Resources

Galileo provides quick references, product information, tips and tricks, demos, and access to support functions on the Galileo 360° Portal. This secure website requires that you log on with your agency pseudo city and PIN, which your manager can provide.

- For US agents, go to: www.galileo.com/360

- For Canadian agents, go to: www.galileo.com/can360

Apollo Help   **HELP**

Help provides sample formats and procedures to assist you while using Apollo. To see a list of formats, enter the word HELP and a keyword. Example: HELP NAME

For larger topics, (example: HELP PNR), you receive a list of profiles with more detailed information. You can just tab and enter to display these profiles.

Apollo enhancements are listed by year in the enhancement index. You can tab to the enhancement you want to read about and press Enter. To display a list of this year's enhancements, enter one of the following formats.

- For US agents: HELP ENHANCE

- For Canadian agents: S*GEM/2007

Encode and Decode   **HELP ENCODE**
                                                                                          HELP DECODE

In Apollo®, all cities, countries, airlines, and car and hotel companies are assigned a code. Use the following formats to encode and decode this information.

To encode the name of:	Use the format:
Airline	S∗AIR/UNITED
Car company	S∗CAR/HERTZ
City or airport	S∗CTY/CHICAGO
Country	S*COU/JAPAN
Hotel company	S∗HTL/WESTIN

To decode the code of:	Use the format:
Airline	S∗AIR/UA
Car company	S∗CAR/ZE
City or airport	S∗CTY/ORD
Country	S*COU/JP
Hotel company	S∗HTL/WI

CREATE A PNR

A PNR or Passenger Name Record provides a complete record of each reservation booked.

A PNR consists of an itinerary and four passenger data fields. These components comprise the five mandatory PNR fields required by Apollo®. You may also include other data. *Check with your manager to determine if your office requires additional information.*

Field:	Format example:	Online help:
Name	N:JONES/LISA/LAURA	HELP NAME
Phone	P:YYZB/416 873-9900	HELP PHONE
Itinerary	Sold air, car, hotel segments	HELP AVAILABILITY HELP SELL
Ticketing	T:TAU/13NOV	HELP TICKET
Received	R:MARY	HELP RECEIVED

Basic Apollo Functions Used When You Create a PNR

When you create a PNR, Apollo performs the following tasks:

- Displays availability.
    - Air
    - Car
    - Hotel

- Sells segment (itinerary).
    - Air
    - Car
    - Hotel

- Moves agency information from the Agency File.

- Enters mandatory fields.
    - Name
    - Phone
    - Received
    - Ticketing

    Note: Move profile information and enter mandatory fields first when selling a car or hotel segment, and storing a fare, since the passenger name is usually required.

- Prices itinerary and store fare.

- Enters additional data.
    - Address
    - Form of payment
    - Special Service Request (SSR)
    - Other Service Information (OSI)
    - Frequent flyer data

- Adds remarks.
    - Associated
    - Unassociated
    - Informational

- Assigns seats.

- Completes the PNR.
    - End
    - Ignore

- Updates the PNR.
    - Retrieves PNR.
    - Changes itinerary.
    - Ends the record.

This section describes formats to complete each task.

Display Availability

<u>Basic Air Availability</u>   **HELP AVAIL**
Function identifier: A

Basic air availability displays availability for scheduled flights between two cities/airports on a specific date. You can modify the basic input to tailor the display to meet your client's needs.

Basic input:

A23DECORDDEN

A Availability	**23DEC** Departure Date	**ORD** Origin	**DEN** Destination
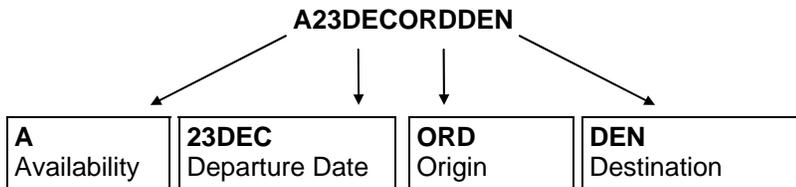
Display Availability

To display availability:	Use the format:
Between two cities	A23JANYVRLGA
With specific departure time	A23JANYVRLGA1P
With specific connecting city	A23JANYVRLGA1PORD
With double connecting cities	A23JANYVRLGA1PDENORD
With specific carrier	A23JANYVRLGA+NW

Other Air Availability Options   **HELP A∗**
Function identifier: A∗

Use these formats to update a displayed availability screen.

To display:	Use the format:
Additional availability	A∗
Previous availability screen	A-
Original availability screen	A∗R
Different availability time (5 p.m.)	A∗5P
Different availability date (24JAN)	A∗24JAN
Availability 7 days in the future	A∗+7
Availability 7 days prior to date entered	A*-7
Specific connection city (DEN)	A∗XDEN
Double connection cities (DENORD)	A∗XDENORD
All carriers	A∗ALL
Different boarding point	A∗BDEN

To display:	Use the format:
Different destination	A∗DMSP
Opposite (return) availability (adds 10 hours to departure time)	A∗O
Opposite availability with specific date and time	A∗O30JAN4P

Fare and Schedule Display   **HELP A¤**
Function identifier: A¤

You can use Fare and Schedule Display (FSD) to view availability and the fares associated with the scheduled flights.

To display:	Use the format:
Availability and lowest available fare	A¤15JANYWGDEN
Availability and lowest available fare with specific return date	A¤15JANYWGDEN:R23JAN
Additional availability using Fare and Schedule Display	A∗:R25JAN

SELL SEGMENTS AND CREATE ITINERARY

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

Sell Air Segment   **HELP 0**
Function identifier: 0

There are two ways to sell an air segment:

- Reference sell an air segment from an air availability display.

- Manual (direct) sell an air segment *without* availability when you know the flight number.

To reference sell:	Use the format:
One (1) seat in M class from line 4 of availability	01M4
With a connection	01M4∗
Passively from availability display	0M4BK
Passively from availability display, include all connections	01M4∗BK

To direct sell:	Use the format:
Flight CO815 in Y class for 2 passengers	0CO815Y21OCTJFKLAXNN2
With passive code on flight AF710 in Y class for 2 passengers	0AF710Y21OCTJFKCDGBK2

To cancel segment:	Use the format:
2 and rebook in F class	X2/0F
2 and rebook on a different date	X2/012JAN
1 and reference sell a new segment	X1/01B3

Move Agency File   **HELP MV**

Move your agency file to automatically transfer necessary agency information to the PNR.

The agency file includes the agency's name, ARC number, phone number and other important information to include in the PNR.

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

To:	Use the format:
Move the agency file	MVT/*pseudo city//+ *name*
(example for 3-character pseudo city)	MVT/B7M// +∗SUE
(example for 4-character pseudo city)	MVT/2GH0//+∗SUE
Display agency file	S∗

ENTER MANDATORY PNR FIELDS

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

Name Field   **HELP NAME**

Function identifier: N:

Use the Name field to enter all passenger names.

To:	Use the format:
Enter single name	N:SMITH/JOHN MR
Enter multiple passengers with same last name	N:JONES/JOHN/JANE/ANN
Enter single infant name	N:I/SMITH/JIMMY*04MTHS
Enter two names in one entry	N:SMITH/ED+N:JONES/SUE
Change single name	C:N:SMITH/JAMES MR
Change second name	C:2N:BROWN/SUE
Delete second name	C:2N:

Phone Field **HELP PHONE**

Function identifier: P:

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

To:	Use the format:
Move agency phone in agency file and append agent name	MVT/*pseudo city*//+∗*your name*
(example for 3-character pseudo city)	MVT/B7M//+∗SUE
(example for 4-character pseudo city)	MVT/1A1B//+∗SUE

To:	Use the format:
Enter residence phone	P:YMQR/514-555-1212
Enter business phone with extension	P:YMQB/514-555-3434X21
Change second phone number (resident)	C:2P:YMQR/514-555-1234
Delete third phone number	C:3P:

Ticketing Field **HELP T:**

Function identifier: T:

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

To:	Use the format:
Enter a ticket issue reminder	T:TAU/24NOV
Show passenger as ticketed	T:T/
Change Ticketing field to new date	C:T:TAU/15NOV

Received Field **HELP R:**

Function identifier: R:

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

To:	Use the format:
Enter received from passenger	R:P
Enter received from specific person	R:MARY
Change Received field *prior* to ending record	C:R:JANE DOE

Price Itinerary and Store the Fare

Use the following formats and procedures to price an itinerary and store a fare in Apollo®.

Pricing   HELP $B
Function identifier: $B

The Pricing function prices the itinerary. The Store Fare function stores the fare quoted on the day of the booking in the PNR.

To price:	Use the format
Itinerary as booked	$B
Best buy/lowest fare available	$BB
Lowest fare available and resell at lowest fare	$BB0
Lowest fare, regardless of availability	$BBA
Itinerary as booked and compare to lowest fare available	$BBC
Lowest fare available with 25% penalty or less	$BBPE25

To redisplay	Use the format:
Last price quote	*$B

Store Fare

To store fare:	Use the format:
As booked	T:$B

Enter Additional PNR Data

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

Address   HELP W-
Function identifiers: W- (Mailing address) and D- (Delivery address)   HELP D-

Use the Address fields to enter a passenger's mailing address and delivery address (if it differs from the mailing address). The Address fields contain 5 subfields, with up to 37 characters per subfield.

To:	Use the format:
Add passenger address, zip code required	W-*name*¤ *address*¤ *city state Z/postal code*
(example)	W-JOE DOE¤330 FRONT STREET WEST¤TORONTO ON Z/M5V 3B7

To:	Use the format:
Change second subfield	C:W-2¤ *new address*
(example)	C:W-2¤53 SOUTH AVE
Add delivery address, zip code *not* required	D-*name*¤ *address*
(example)	D-MS J DOE ¤ BLDG 2¤3RD FLR ROOM 61

Forms of Payment (FOP) HELP FOP

Function identifier: F-

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

To:	Use the format:
Store FOP with credit card and expiration date	F-AX1234444411231234/D1207
Store FOP with check	F-CK
Store FOP with cash	F-S
Change FOP	C:F-*new data*
Delete FOP	C:F-

Special Service Requests (SSR) HELP SSR

Function identifier: ¤:3

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

To:	Use the format:
Request a wheelchair for name 1	¤:3WCHRN1
Request frequent flyer upgrade	¤:3FQUG
Display SSR fields in PNR	∗PS

Other Service Information (OSI) HELP OSI

Function identifier: ¤:3OSI

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

To:	Use the format:
Alert all carriers in PNR that passenger is hearing impaired (example)	¤:3OSIYY *text* ¤:3OSIYYTVLR HEARING IMPAIRED
Alert a specific carrier that passenger is a child (example)	¤:3OSI*carrier code text* ¤:3OSINW MISS J 7 YRS
Complete a party of 5 with an existing PNR under the name of Smith (example)	¤:3OSI*carrier* TCP #W/PNR *name* ¤:3OSIYY TCP 5W/SMITH

Mileage Program (Frequent Flyer)   **HELP MP**∗
Function identifier: MP

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

To:	Use the format:
Add UA frequent flyer number (last six digits)	MP∗UA123456
Add UA frequent flyer number for first name in PNR	MPN1-1∗UA123456
Add other frequent flyer number (need airline code and entire number)	MP∗US12345
Display frequent flyer number in PNR	∗MP

Enter Remarks

Use the following formats to enter remarks in the PNR. You can associate remarks to a specific segment or to the entire PNR. You can also specify whether or *not* they print on the itinerary/invoice based on the format you enter.

Associated Remarks (RMA)   **HELP ITIN**
Function identifier: RMA

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

To:	Use the format:
Enter remarks for segment 2 (example)	RMA2:*text* RMA2:YOUR NONSMOKING ROOM IS CONFIRMED
Display all remarks	RM∗
Redisplay associated remarks	RM∗A
Change remark number 2 (example)	RMC:2:*new text* RMC:2:YOUR SMOKING ROOM IS CONFIRMED

Unassociated Remarks (RMU)   **HELP ITIN**
Function identifier: RMU

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

To:	Use the format:
Enter unassociated remarks (example)	RMU:*text* RMU: HAVE A GREAT HONEYMOON
Create multiple unassociated remarks	RMU:*text+text*
Display unassociated remarks	RM∗U

Informational Remarks   **HELP REMARK**

Function identifier: ¤:5

Informational remarks are comments that appear in a PNR, but do *not* print on the itinerary/invoice. These remarks do *not* send any messages or invoke any responses. Use these remarks for in-house purposes such as a note to yourself regarding conversations you had about special pricing, unresolved issues, etc.

To:	Use the format:
Enter freeform remark	¤:5*text*
(example)	¤:5CALL AFTER 6P
Enter multiple remarks	¤:5*text* + ¤:5*text*
(example)	¤:5CALL AFTER 6P+¤:5VERIFY FOP
Change first remark	C:1¤:5*new text*
(example)	C:1¤:5CALL BEFORE 6P

Seat Assignments   **HELP SEATS**

Function identifier: 9S

Use seat assignment to reserve a specific seat on the aircraft for the customer's flight.

To:	Use the format:
Assign nonsmoking window, all passengers, all segments	9S
Assign nonsmoking aisle, all passengers, all segments	9S/A
Assign specific seat (16A) for segment 1	9S/S1/16A
Display assigned seats	9D
View seat map by segment number	9V/S1

To cancel:	Use the format:
All seat assignments	9X
All seat assignments in segment 2	9X/S2

To change:	Use the format:
Current seat assignment in segment 2 and reassign to 17A	9C/S2/14B∗17A

End or Ignore the PNR   **HELP END**
                                                                                 HELP IGNORE

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

After creating or changing a PNR, you *must* End or Ignore.

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

Ignore removes any data entered after the last End function.

For example:

- If you are creating a *new* PNR (End has *not* been used yet) and you Ignore, Apollo alerts you to confirm the ignore by making a second ignore. The PNR is then completely removed from Apollo.

- If you make changes to an *existing* PNR (End has been used) and you Ignore, only those changes are removed from the PNR.

To:	Use the format:
End the PNR	E
End the PNR and retrieve it	ER
Ignore the PNR or changes made	I
Ignore the changes made and retrieve the PNR	IR

SELL A RENTAL CAR   HELP CAR

Use the following formats and procedures to sell a rental car in Apollo®. You can sell a car with or *without* a discount (CD) number.

Sell a Rental Car with a Discount (CD) Number

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

Direct Sell a Car with a CD number   HELP 0CAR
Function identifier: 0

To direct sell a car:	Use the format:
With air segments	/1+0CARALCCAR/CD-123456A
Without air segments	0CARZIYUL25OCT-30OCTECAR/ARR-12N/DT-9A/CD-A123456

Note: Include the rate code specified by the vendor in the /RC- field.

Sell a Rental Car without a Discount (CD) Number

To sell a car for customers who do *not* have a negotiated rate with a car rental company, use the following steps

1. Display Low-to-High Car Availability   HELP CAL
   Function identifier: CAL

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

To display low-to-high availability with air segment:	Use the format:
Basic format (insert after segment 1)	/1+CAL
With optional rate type and rate range	/1+CAL-E/$-70

To display low-to-high availability without air segment:	Use the format:
Basic format with mandatory search qualifiers (pickup and drop-off dates, airport code, arrival and drop times)	CAL2JAN-5JANSFO/ARR-1P/DT-9A
With optional search qualifier for reference point	CAL9JAN-11JANSFO/ARR-9A/DT-5P/R-NOB HILL

2. Display Rate Rules **HELP CAV**
Function identifier: CAV

Display rate rules to verify eligibility for the car type and advise your customer of any restrictions.

To display rate rules from:	Use the format:
Column A, line 3 of an availability screen	CAVA3
Segment 2 of a PNR	CAVS2

3. Reference Sell a Car **HELP 01A1**
Function identifier: 0

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

To reference sell a car from:	Use the format:
Column A, line 3 of an availability screen	0A3

SELL A HOTEL

To sell a hotel in Apollo®, use the following steps.

1. Display Hotel Availability **HELP HOTEL**
Function identifier: HOA

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

To display hotel availability with air segment and:	Use the format:
Check-out date (if more than one night stay)	/1+HOA-21AUG
Check-out date and airport or city code (if different than previous segment)	/2+HOA-15AUGYMQ
Specific hotel chain code	/3+HOA/MC
Multiple hotel chain codes (up to 6)	/2+HOA/HY+MC

To display hotel availability *without* air segment and:	Use the format:
Check-in date (if *not* today), check-out date (if more than one night), and airport or city code	HOA20JUL-22JULATL
Check-in and check-out date, and airport or city code for two people	HOA20JUL-22JULATL2
Check-in date, reference point and distance	HOA4JANSANTAMONICA/D-5
Multilevel and published rates	HOA28DEC-31DECSEA/¤ACME /C-ALL
Redisplay last hotel availability	HOA∗R

2. Display Complete Availability   HELP HOC
Function identifier: HOC

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

To display complete availability:	Use the format:
From hotel availability (example)	Hotel line number at HOC prompt HOC4
Redisplay last complete availability	HOC∗R

3. Display Room Rate Rules   HELP HOV
Function identifier: HOV

Display room rate rules to verify eligibility for the room type and advise your customer of any restrictions.

To display rules from:	Use the format:
Availability for Inside Availability/Inside Shopper participant (example)	Hotel line number at HOV prompt HOV3
Availability for Inside Link or non-link participant (example)	Room booking code at HOV/ prompt HOV/A1KRAC
Confirmed hotel segment 2	HOVS2
Redisplay last rules screen:	HOV∗R

4. Reference Sell the Hotel   **HELP HTL0**
  Function identifier: 0

You can reference sell a hotel room from rules (HOV) or availability (HOC). Both HOV and HOC include tab-and-enter prompts to assist you.

To reference sell an Inside Availability hotel from:	Use the format:
HOV with FG (Frequent Guest) number	01INSIDE/FG-4588231
HOV with credit card deposit	01INSIDE/G-DPSTVI442780 666661EXP1207
HOC, line 4, with credit card guarantee	01INSIDE4/G-VI4427806666661EXP1207

To reference sell an Inside Link or non-link hotel from:	Use the format:
HOV or HOC (A1KCOR room type), with optional sell fields (frequent guest and special information)	01A1KCOR/FG-798332/SI-RQST ROOM NEAR POOL

UPDATE A PNR

You may change or modify a PNR after it is created.

Retrieve a PNR   **HELP ****
Function identifier: **

To view an existing PNR or to make changes to an existing PNR, the you must first retrieve the PNR.

To retrieve by:	Use the format:
Name *only*	**-BROWN
Date and name	**24JUN-BROWN
Record locator number (RLOC)	*42N36D

Change Itinerary   **HELP XI**
Function identifier: X

You can also change an itinerary by canceling the entire itinerary, by canceling a specific segment, or by canceling and reselling a segment. To complete the change, you *must* Receive (R:) and End (E).

To cancel:	Use the format:
Entire itinerary	XI
Segment 5 *only*	X5
Segments 2 and 3	X2+3
Segments 2 thru 4	X2-4
Segment 2 and rebook (sell) with new date	X2/022NOV

Note: Cancel and rebook with new date *only* works with air segments.

OTHER APOLLO® FUNCTIONS

Apollo® performs many functions which help you service your client. The previous sections identified tasks relating to creating a PNR; this section describes additional Apollo functions that can help you further service your client.

Issue Ticket   **HELP HB:**
Function identifier: HB:

Use ticketing functions when the customer has paid for the tickets and you need to issue them.

To issue:	Use the format:
Electronic tickets to all passengers in PNR	HB:
Paper tickets to all passengers in PNR	HB:PT
Electronic tickets to all passenger in PNR when default is set to paper ticket	HB:DLD
Itinerary *only*	HB:DID
Override stored form of payment to check	HB:FCK

Issue Boarding Pass   **HELP BOARD**
Function identifier: HB9

You may issue a boarding pass prior to the flight for your customer's convenience.

To issue:	Use the format:
Boarding passes *only*	HB9P

Tariff Display   **HELP $D**
Function identifier: $D   **HELP TARIFF**

Use a tariff display to determine the fares between two cities/airports on a given day.

To request:	Use the format:
Tariff display for specific travel date	$DMSYHOU9JUN
Validated tariff display with specific travel dates	$DMSYHOUV9JUN14JUN
Redisplay last tariff display	*$D
Tariff from line 3 of availability display	$DL3

Function identifier: $V

Use the rule summary for a fare to determine the requirements that must be met in order for the given fare to apply.

To view:	Use the format:
Rule menu for fare on line 4	$V4
Rules summary for fare on line 3 of tariff display	$V3/S
All rule subjects	$V/ALL
Last viewed rules (redisplay)	∗$V

Flight Data Display

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

Flight Frequency/Schedules   **HELP S/**
Function identifier: S/

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

To display all flights:	Use the format:
Between cities/airports	S/ORDLAX
For a specific date	S/10JANORDLAX
For specific carrier	S/ORDLAX+DL

Flight Information (FLIFO)   **HELP FLIFO**
Function identifier: F:

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

To display:	Use the format:
Flight information for UA flight 26 for today's date	F:UA26
Flight information for Inside Link (AA) flight 329 for April 1	F:AA329/1APR
Display Planned Alert Messages for an airport (irregular operations, such as weather, for domestic cities)	F:DPAMATL

Queues

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

Work Your Personal Queue   **HELP QUEUE**
Function identifier: Q

To:	Use the format:
Sign into your queue (for example, 45)	Q/45
Count number of PNRs in queue 45	QC/45
Place PNR at bottom of queue	I
Remove PNR from queue	QR
Sign out of queue and ignore next PNR	QXI
Manually route a PNR to another queue (queue 40)	QEP/40
Leave message to call back and place PNR at bottom of queue	QLMCB
Leave unable to contact message and place PNR at bottom of queue	QUTC

STEPS TO CREATE A PNR AT THE BEST FARE

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

1.	Request air availability	A¤17MAYYYCORD
2.	Reference sell	• direct flight: 01Y3 • connecting flight: 01Y3∗
3.	Request opposite availability	A∗O25MAY/8A
4.	Reference sell return flight	• direct flight: 01Y1 • connecting flight: 01Y1∗
5.	Enter passenger name(s)	N:SMITH/JOHN *or* N:SMITH/JOHN/L MRS
6.	Move agency phone from agency file	MVT/GH1//+∗AMY
7.	Sell car and hotel	See next page.
8.	Price itinerary	$BB
9.	Check penalties	$V:/ALL
10.	Enter passenger phone	P:YYCR/403 555-1234
11.	Store fare	T:$B
12.	Enter ticketing date	T:TAU/15MAY
13.	Add routing code (Canada *only)*	T-G*RC/91
14.	Assign seats	9S *or* 9S/A
15.	Enter form of payment	F-VI442780666661EXP1207
16.	Enter Received field	R:SUSAN
17.	End the PNR	E *or* ER

STEPS TO SELL CAR AND HOTEL SEGMENTS

The following steps provide you with a guideline to displaying car and hotel availability, and selling car and hotel segments. Use these steps *after* you sell your client's air segments. *Check with your manager for specific procedures used in your office.*

Sell with an Air Segment

1. Display car availability

   /1+CAL-25MAY/DT-2P

2. Sell car segment
   (e.g. column B, line 2)

   0B2

3. Shop for hotel and display availability
   (e.g. 2 adults)

   /1+HOA-24MAY2
   HOCx (where x is line number)
   HOVx (where x is line number)

4. Sell hotel segment
   (e.g. one "B2D" room from line 3) with
   credit card guarantee

   0B2DRAC/G-VI442780666661EXP1207
   Or
   01INSIDE3/G-VI442780666661EXP1207

Sell *Without* an Air Segment

1. Display car availability

   CAL17MAY-25MAYORD/ARR-10A/DT-2P

2. Sell car segment
   (e.g.. one car from
   column B, line 2)

   01B2

3. Display hotel availability (e.g. 2 adults)

   HOA17MAY-24MAYCHI
   HOCx (where x is line number)
   HOVx (where x is line number)

4. Sell hotel segment
   (e.g. one "B2D" room from line 3) with
   credit card guarantee

   01B2DRAC/G-VI442780666661EXP1207
   Or
   01INSIDE3/G-VI442780666661EXP1207