Vendor codes (airline, car, hotel and tour companies) used in this document have been chosen to illustrate specific points, formats or situations. No attempt has been made to represent all Galileo Canada vendors, nor is the use of any one vendor code meant to suggest a preference or recommendation on the part of Galileo Canada for that vendor over any other.


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Module 1

Introduction

Prerequisites

- 5-Day Learning Apollo® Course
  
  or

- 4-Day Moving to Apollo® Course

Course Length

This course is two days in length. Each day’s session includes a morning and afternoon break, as well as a one-hour lunch.

Housekeeping

- Restrooms
- Smoking area
- Lunch
- Phones
- Messages
- Food and beverage
- Attire
- Parking
- Internet
- Sign on / Sign off
Course Objectives

After you have completed this course, you will be able to:

- Use Pricing Modifiers to price client itineraries
- Create, interpret, modify and cancel Stored Pricing (ATFQ)
- Issue documents tailored to meet ticketing and itinerary/invoice needs
- Issue even exchange, additional collection, and refund tickets
- Create, change, and cancel Pricing Records for PNRs that do not automatically quote
- Issue open, youth and infant tickets
- Use Print Recovery Tool
- Use Apollo® Reference Sources

Using The Learning Guide

The *Apollo® Automated Ticketing Learning Guide* provides instructions, review, and hands-on practice. It is designed to be used as a learning tool during class. Once you have completed the Apollo® Automated Ticketing class, use the learning guide as a reference guide back at your agency.
Module 2

Fare Quote and Stored Pricing

Apollo® uses North American Fare Quote (NAFQ) to provide quick and accurate pricing of itineraries containing up to 16 air segments within or between the United States, Canada, Puerto Rico and the U.S. Virgin Islands. International Fare Quote (IFQ) prices itineraries containing up to 29 air segments. Apollo is updated 6 times a day - 3 for NAFQ, 3 for IFQ to provide you with accurate fares and rules. In this module, you will learn how to quote fares using various pricing modifiers and store the fare for ticketing.

Module Objectives

Upon completing this module, you will be able to:

- Price client itineraries exactly as booked, check rules, and store pricing for future ticketing
- Use pricing modifiers to price client itineraries and store pricing for future ticketing
Fare Quote

Exactly as Booked

HELP $B

When to use
Use $B when you want to price the itinerary in the current class of service held

How to use
To price the itinerary as booked, type: $B

Domestic Fare Quote

The Apollo® system responds with a fare quote summary:

```
$B-*2U43
*FARE GUARANTEED AT TICKET ISSUANCE*
*PENALTY APPLIES*
LAST DATE TO PURCHASE TICKET: 10DEC02
$B-1 C09DEC02-SITI
YTO AC SFO Q4.78 630.84H10NR1/M2 AC YTO Q4.78 630.84H10NR1/M2
NUC 1271.24 END ROE1.5669
FARE CAD 1991.94 TAX 140.92XG TAX 41.21US TAX 11.22CA TAX
10.93XY TAX 10.00SQ TAX 7.02XF TAX 3.90AY TOT CAD 2217.14
S1 NVB23FEB/NVA23FEB
S2 NVB01MAR/NVA01MAR
E AC ONLY/NONREF/CHGFEE
US PFC: XF SFO4.5
BAGGAGE ALLOWANCE: 2PC
```

$B Screen Description

<table>
<thead>
<tr>
<th>CALLOUT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fare quote entry and pseudo city code (2S49).</td>
</tr>
<tr>
<td>2</td>
<td>Agent alerts about guarantee airfare policy, if any penalties exist for fare and LAST DATE TO PURCHASE TICKET</td>
</tr>
<tr>
<td>3</td>
<td>Fare breakdown per passenger. Includes city pairs, carrier code, fare basis code, price per segment and surcharges.</td>
</tr>
<tr>
<td>4</td>
<td>Information on Not Valid Before/After dates, endorsements, US PFC (Passenger Facility Charge) and BAGGAGE ALLOWANCE: 2PC (2 pieces)</td>
</tr>
</tbody>
</table>
Rules Display from a Fare Quote

Domestic Rules

HELP $V:

Apollo® lets you access detailed information for fares after using a pricing function. The detailed information includes subjects, such as the type of penalty that may apply, or advance purchase requirements. The information is organized so you can see a rule summary or a rule paragraph on a specific subject.

Rule Summary

A rule summary outlines information about the rules associated with a fare. You can request a rule summary after you have priced the itinerary.

When to use  Request a rule summary when you need to get an overview of all the rules associated with a fare.

How to use  To request a rule summary (for domestic itinerary) after a fare quote entry, type the function identifier ($V:) followed by a slash (/), and the letter S (summary): $V:/S

$V:/S
YMQBOS 23FEB03 DL NUC 356.75 Y06 STAY---/--BK-Y
WHO:
DAY:
SEA:
FLT:
ADV:
MIN:
MAX:
STP: NOT PERMITTED
TRF:
CMB: SOJ/DOJ/CT2/CT2$/EOE
B/O:
SUR: CONDITIONS APPLY
ACC:
TVL:
TKT: CONDITIONS APPLY $CHG:CXL-100USD 146CAD
CHD: INF W/O SEAT UNDER 2 FREE
   INF W/O SEAT UNDER 2 FREE.INF W/ SEAT UNDER 2 50PCT
DSC: CONDITIONS APPLY
Codes for rule subjects followed by their definition:

**HELP VALIDATE**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO</td>
<td>Eligibility</td>
<td>DAY</td>
<td>Day/time restrictions</td>
</tr>
<tr>
<td>SEA</td>
<td>Seasonality</td>
<td>FLT</td>
<td>Flight application</td>
</tr>
<tr>
<td>ADV</td>
<td>Advanced reservations/ticketing</td>
<td>MIN</td>
<td>Minimum stay requirements</td>
</tr>
<tr>
<td>MAX</td>
<td>Maximum stay requirements</td>
<td>STP</td>
<td>Stopvers</td>
</tr>
<tr>
<td>TRF</td>
<td>Transfers</td>
<td>CMB</td>
<td>Combinations</td>
</tr>
<tr>
<td>B/O</td>
<td>Blackouts</td>
<td>SUR</td>
<td>Surcharges</td>
</tr>
<tr>
<td>ACC</td>
<td>Accompanied</td>
<td>TVL</td>
<td>Travel restrictions</td>
</tr>
<tr>
<td>CHG</td>
<td>Penalties</td>
<td>CHD</td>
<td>Children</td>
</tr>
<tr>
<td>DSC</td>
<td>Other discount</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Rule Paragraphs

HELP $VSU

A rule paragraph provides detailed information about a specific subject associated with a fare. The table below lists the rule subjects by their reference number as well as the abbreviations you can use to display them.

**Note:** As with a rule summary, only the rule subjects that apply to the fare appear.

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>ABBREVIATIONS</th>
<th>SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>APP</td>
<td>Application</td>
</tr>
<tr>
<td>1</td>
<td>WHO</td>
<td>Eligibility</td>
</tr>
<tr>
<td>2</td>
<td>DAY</td>
<td>Day/Time</td>
</tr>
<tr>
<td>3</td>
<td>SEA</td>
<td>Seasonality</td>
</tr>
<tr>
<td>4</td>
<td>FLT</td>
<td>Flight application</td>
</tr>
<tr>
<td>5</td>
<td>ADV RES/TKG</td>
<td>Advance res/ticketing</td>
</tr>
<tr>
<td>6</td>
<td>MIN</td>
<td>Minimum stay</td>
</tr>
<tr>
<td>7</td>
<td>MAX</td>
<td>Maximum stay</td>
</tr>
<tr>
<td>8</td>
<td>STP</td>
<td>Stopovers</td>
</tr>
<tr>
<td>9</td>
<td>TRF</td>
<td>Transfers</td>
</tr>
<tr>
<td>10</td>
<td>CMB</td>
<td>Permitted combinations</td>
</tr>
<tr>
<td>11</td>
<td>B/O</td>
<td>Blackout dates</td>
</tr>
<tr>
<td>12</td>
<td>SUR</td>
<td>Surcharges</td>
</tr>
<tr>
<td>13</td>
<td>ACC</td>
<td>Accompanied travel</td>
</tr>
<tr>
<td>14</td>
<td>TVL</td>
<td>Travel restrictions</td>
</tr>
<tr>
<td>15</td>
<td>TKT</td>
<td>Sales restrictions</td>
</tr>
<tr>
<td>16</td>
<td>CHG</td>
<td>Penalties</td>
</tr>
<tr>
<td>NUMBER</td>
<td>ABBREVIATIONS</td>
<td>SUBJECT</td>
</tr>
<tr>
<td>--------</td>
<td>--------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>17</td>
<td>HIP</td>
<td>Hip/Mileage exceptions</td>
</tr>
<tr>
<td>18</td>
<td>END</td>
<td>Ticket Endorsements</td>
</tr>
<tr>
<td>19</td>
<td>CHD</td>
<td>Children discounts</td>
</tr>
<tr>
<td>20</td>
<td></td>
<td>Tour conductor discounts</td>
</tr>
<tr>
<td>21</td>
<td>AGT</td>
<td>Agent discounts</td>
</tr>
<tr>
<td>22</td>
<td>DSC</td>
<td>Other discounts</td>
</tr>
<tr>
<td>23</td>
<td>MIS</td>
<td>Miscellaneous provisions</td>
</tr>
<tr>
<td>25</td>
<td>FBR</td>
<td>Fare by rule</td>
</tr>
<tr>
<td>26</td>
<td>GRP</td>
<td>Groups</td>
</tr>
<tr>
<td>27</td>
<td></td>
<td>Tours</td>
</tr>
<tr>
<td>28</td>
<td></td>
<td>Visit another country</td>
</tr>
<tr>
<td>29</td>
<td>DEP</td>
<td>Deposits</td>
</tr>
<tr>
<td>31</td>
<td>VOL</td>
<td>Voluntary Changes</td>
</tr>
<tr>
<td>35</td>
<td>NET</td>
<td>Negotiated Fares</td>
</tr>
<tr>
<td>90</td>
<td>OTH</td>
<td>Other</td>
</tr>
</tbody>
</table>
Rule Paragraphs (Cont.)

*When to use* Display a rule paragraph when you need to know detailed information about conditions and restrictions for a fare. For example, when you need details concerning one aspect of the fare, such as the day or time the flights can operate in order to qualify for this fare.

*How to use* To display a rule paragraph from a rule summary, type the function identifier ($V:)$ followed by a slash (/), and the rule paragraph number or abbreviation. $V:/6$ (colon is optional)

International Fare Quote

The Apollo® system responds with a fare in linear format.

```
1 $B
   *FARE GUARANTEED AT TICKET ISSUANCE*
2 *PENALTY APPLIES*
   LAST DATE TO PURCHASE TICKET: 16MAR03
   $B-1 C10DEC02-SITI
   YTO AF PAR M441.95HLWAP4 AF YTO M441.95HLWAP4
   NUC 883.90 ROE1.5669
   FARE CAD 1385.00 TAX 24.00CA TAX 16.00FR TAX 15.50QX TAX
   10.00SQ TAX 0.70XG TOT CAD 1451.20
   S1 NVB23MAR/NVA23MAR
   S2 NVB30MAR/NVA30MAR
   E APEX FARE-NON REF
   BAGGAGE ALLOWANCE: 2PC
```

$B Screen Description

<table>
<thead>
<tr>
<th>CALLOUT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fare quote entry.</td>
</tr>
<tr>
<td>2</td>
<td>Agent alert about guarantee airfare policy, if any penalties exist for fare and last date to purchase ticket.</td>
</tr>
<tr>
<td>3</td>
<td>Price breakdown by passenger type, some restrictions, NVB and NVA dates and baggage allowance.</td>
</tr>
</tbody>
</table>
Rules for International Fare Quote

HELP INTR

There are two steps to display a rule from an international fare quote

Step 1: Display fare components

Step 2: Display summary of fare quote note

Or

Display ALL topics for fare quote note

Or

Display list of paragraphs for fare quote note then detailed info for up to 3 specific paragraph(s), e.g. 8 and 12

Note: A List of international paragraphs can be found in HELP $VINT

Pricing Modifiers

HELP MOD
S*PRO/FARE-MODIFIERS

Apollo® makes several assumptions when you price an itinerary. The pricing assumptions are defaults used by Apollo when quoting PNRs. Pricing modifiers enable you to override the itinerary pricing assumptions.

By knowing the assumptions, you can decide whether you need to override any of them to further define the request. Apollo makes the following assumptions when you request itinerary pricing:

- All passengers are fared
- All passengers are adults
- All air segments are priced except waitlist, ARNK, and auxiliary segments
- All segments are priced at the best fare for the class of service booked
- Connecting flights with layovers of less than four hours are considered connections (NAFQ) or less than twenty four hours (IFQ)
- Connecting flights with layovers of four hours or more are considered stopovers (NAFQ) or more than twenty four hours (IFQ)
This section describes how to use and *combine* the following pricing modifiers:

- Segment Select
- Name Select
- Passenger Identification Codes (PIC)
- Connection
- Fare Identification Code (FIC)
- Penalty
- Tax Exempt

**Segment Select**

**HELP MODS**

The segment select pricing modifier overrides the assumption that all segments are to be priced.

The modifier for segment select is:  $S$

**When to use**

Use the segment select pricing modifier when you want to override the assumption that all segments will be priced. For instance, your customer wants to know how much the cost of a ticket would be if she only flew one way instead of round trip. You can select to price just the first segment, or a combination of segments.

**How to use**

**Single Segment**

To price segment 1 of the itinerary as booked, type the function identifier $B$ followed by the segment select modifier $S$, and the segment number:  $BS1$

**Range of Segments**

To price segments 4 through 6 as booked, type the function identifier $B$ followed by the segment select modifier $S$, segment number (4), asterisk (*), and segment number (6):  $BS4*6$

**Selected Segments**

To price segments 1 and 4, type the function identifier $B$ followed by the segment select modifier $S$, segment number (1), end item (+), and segment number (4):  $BS1+4$
Name Select
HELP MODN

The name select pricing modifier overrides the assumption that all passengers are priced. Individual passenger fare breakdowns appear in the order requested.

The modifier for name select is: N

When to use
Use the Name select pricing modifier when you want to price the itinerary for specific names in the PNR. For example, you may only want to quote the second person in the first name field.

How to use
Single Name
To price an itinerary for the first Name field, second passenger only, type the function identifier $B followed by the name select modifier N, and the first Name field, second passenger: $BN1-2

Selected Names
To price an itinerary for the first Name field, first passenger only and second Name field, type the function identifier $B followed by the name select modifier N, and the first Name field, first passenger, end item (+) and second Name field: $BN1-1+2

Passenger Identification Codes
HELP MOD*
S*PRO/FARE-PICS

The Passenger Identification Code (PIC) overrides the assumption that all passengers are adults

A PIC may be attached to the name select modifier, however, only one PIC per passenger can be attached.

*BEST FARE FOR PIC PASSENGER* - will display at the top of the fare quote if fare type is not applicable for all or part of the itinerary.

To display a complete listing of PIC modifiers, see S*PRO/FARE-PICS.
The modifier for the PIC is: *

**When to use**

When you need to override the assumption that all passengers are adults, use a PIC to price the itinerary. For instance, your customer is a senior citizen or a child, and is entitled to a senior or child fare.

**How to use**

**Senior Citizen Fare**

To price an itinerary for a senior citizen fare, type the function identifier $B followed by the PIC modifier (*), and the passenger identification code SRC: $B*SRC or PTC (Passenger Type Code) from the Rule.

Apollo will verify the age requirement.

The response will be a published fare with applicable fare basis or a discounted fare (usually 10%). In the case of the discounted fare, Apollo® will automatically append the appropriate ticket designator (eg. /CD10 or /SD10 depending on the carrier).

You can override the ticket designator for Domestic itineraries (covered later in this module).

**Senior Citizen and Companion Fare**

Price 1\textsuperscript{st} name field, 1\textsuperscript{st} passenger as a senior and 1\textsuperscript{st} name field, 2\textsuperscript{nd} passenger as a companion (use PTC codes from fare rule to price):

$BN1-1*SRC‡1-2*CMP

**Discounted Percentage Fare**

To price an itinerary for a discounted percentage fare, type the function identifier $B followed by the PIC modifier (*), the passenger identification code DP, and the percentage amount: $B*DP10

Will require a manual ticket designator for storing and/or ticketing (covered later in this module).

**Note:** The *DP modifier could be used for International itineraries where the carrier offers a discounted fare for senior citizens. The use of the DP modifier does not guarantee the fare as outlined in S*PRO/FARE-GUARANTEE
**Child Fare**

To price an itinerary for a child fare, type the function identifier $B followed by the PIC modifier (*), the passenger identification code C, and child’s the age: $B*C9

**Attaching PIC to Name Select Modifier**

To price an itinerary for second passenger in name field one as a child, age 6, type the function identifier $B followed by the name select N1-2 and the PIC modifier (*), and the passenger identification code C6, $BN1-2*C6

**Connection**

*HELP MODX*

The connection pricing modifier overrides the assumption that a layover of more than 4 hours (Domestic) and 24 hours (International) should be considered as a stopover.

The modifier for connection is: x

**When to use**

Use the connection pricing modifier when you want to price specific segments as a connection instead of a stopover. For example, first available flight for a connection is over 4 hours.

**How to use**

**Single Connection**

To price an itinerary for segment one and two as a connection, type the function identifier $B followed by the connection modifier X, and segment 2: $BX2

**Multiple Connection**

To price an itinerary for segment one and two and segment three and four as connections, type the function identifier $B followed by the connection modifier X, segment 2, end item (+) and segment 4: $BX2+4
Fare Identification Code (FIC)

HELP MOD
S*PRO/FARE-FIC MOD
S*PRO/TICKET-CONTROL

The fare identification code (FIC) modifier instructs Apollo® to override rules and price the itinerary at a fare other than the fare selected by automated fare quote.

An asterisk in rules summary display identifies rule categories that have been overridden for NAFQ. For IFQ, the override rule categories will be identified at the bottom of the fare quote.

The modifier for fare identification code is a lozenge: ■

Note: The Agency is accountable for validation of fares that do not meet rule requirements.

When to use
Use the FIC modifier when you want to override the fare basis selected by Apollo.

How to use

Itinerary with one Fare Basis Code
To price an itinerary for a specific fare basis code, type the function identifier $B followed by the FIC modifier (■), and the fare basis code: $B■HHE14

Note: The fare selected must still be filed in the database.
The fare display returned will advise of what rules have not been met.

Itinerary with Multiple Fare Basis Codes
To price an itinerary for segment one and two with different fare basis codes, type the function identifier $B followed by segment 1, the FIC modifier (■), and the fare basis code, end item (+) and segment 2, the FIC modifier (■), and the fare basis code: $BS1■HHE14+2■HLE14
Penalty

HELP MODP
S*PRO/FARE-DISC PIC
S*PRO/FARE-RESTRICTIONS

The penalty modifier overrides the assumption to price at the best fare for the class of service booked

The modifier for penalty is: PE

When to use

Use the penalty modifier when your client wants a fare that allows flexibility. This modifier is also useful when quoting the lowest fare available ($BB)

How to use

To price an itinerary in the class of service booked with no penalty, type the function identifier $B or $BB, followed by the penalty modifier PE, and 0 percentage (0 – 99): $BPE0 or $BBPE0

Note: Apollo will respond “NO VALID FARE BASIS CODE-NEED FIC” if it cannot provide a fare with no penalty in the class of service booked

Tax Exempt

HELP MODT
S*PRO/FARE-TAX EXEMPT

The tax exempt modifier instructs Apollo® to price the itinerary exempting all or up to 8 specific taxes (except US tax).

The modifier for tax exempt is: TE

Note: Tax exempt is stored using the generic modifier (covered later in this module).

Exemptions can be found in each country’s tax table, see HELP TAX

When to use

Use when your client is exempt from paying a specific tax.

How to use

To price an itinerary as GST exempt, type the function identifier $B followed by a colon (:), the tax exempt modifier TE, a dash (-) and the tax code XG: $B:TE-XG
Combinations

You can combine pricing modifiers to override multiple assumptions. They can be entered in random order.

**How to use**

After entering the first modifier, separate modifiers that follow with a slash (/). If you are using a modifier that includes multiple conditions, connect data with an end item (+) and do *not* repeat the modifier’s identification code.

For example, to price an itinerary where the first name field is an adult, and the second name field is a child of 5, and only segments 3 and 4 are to be priced, the entry would be as follows:

$BN1+2*C5/S3+4

Pricing Modifiers with $BB

All pricing modifiers except the Fare Identification code (FIC) can be used with the $BB entries, see HELP $BB and S*PRO/FARE-DOLLARSAVER.

Fare Guarantee

Galileo Canada will guarantee Apollo® fare quotes subject to meeting all of the criteria found in S*PRO/FARE-GUARANTEE.

Stored Pricing

HELP T:$B
S*PRO/FARE-ATFQ

Apollo® allows the price of an itinerary to be stored in the PNR, creating an Automatic Ticketing Fare Quote (ATFQ). Storing the price with all the pricing and ticketing information gets the PNR ready for ticketing and keeps the pricing information readily accessible.

You can have up to 8 ATFQ fields per PNR. Each passenger and segment combination can be stored in an ATFQ field only once.
There are several ways to store a price. In this section, you will learn when and how to store the price:

- As booked
- With pricing modifiers

### As Booked

When you want to store the price of an itinerary *as booked*, you simply enter the function identifier `T:$B`

**When to use** Store the price *after* you have booked the correct class of service.

**How to use** To store the price as booked, type the function identifier `T:$B`

Apollo responds with the pricing entry used and the breakdown of the fare. From this screen display, there is *no* indication that the fare is stored. However, when you display the record or the ticketing data (*T*), the ATFQ appears.

```
1  *** LINEAR FARE DATA EXISTS ***  *LF*
2  ATFQ-OK/$B
3  FQ-CAD 647.00/CAD 45.29XG/CAD 18.39US/CAD 9.04XY/CAD 719.72 - 3
   FEB YUA
```

<table>
<thead>
<tr>
<th>CALLOUT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><code>*** LINEAR FARE DATA EXISTS *** *LF*</code> Identifies a suppressed PNR field with a stored linear fare breakdown from the ATFQ. See <strong>S*PRO/FARE-LINEAR</strong> for more details.</td>
</tr>
<tr>
<td>2</td>
<td>ATFQ header. OK means ready for ticketing. $B is the entry used to price the itinerary.</td>
</tr>
<tr>
<td>3</td>
<td>Fare quote in CAD including sum of all base fares, taxes, and total price for <em>all</em> passengers in the PNR. Identifies the date the fare quote was stored, and the fare basis code for <em>each</em> segment, per passenger.</td>
</tr>
</tbody>
</table>
With Pricing Modifiers

*When to use*  
Store the fare with pricing modifiers when you want to override the default fare of an itinerary. For example, your customer is senior. You need to store the fare as senior.

*How to use*  
To store the price using the PIC pricing modifiers, type the function identifier followed by PIC:  

```
T:$B*SRC
```

Apollo stores the fares with the appropriate pricing modifiers.

**Domestic Senior Discount**  
To find the correct PTC for an airline, always check the message at the beginning of the fare rule. When the correct PTC is used, all applicable ticket designators will be appended automatically.

```
T:$B*SC65
```

**Discount Percentage/International Senior Discount**  
A ticket designator is required when storing a fare with a discount percentage. This method is used to override the default ticket designator for International Senior Discount fares:

```
T:$B*DP10/GTDXXXX (XXXX = ticket designator)
T:$B*SC60  (ticket designator is CD – will append automatically)
```

*Instructor Note*: If the fare basis code is over 4 digits, it is better to use the DP10 with the GTD, as the system truncates the /CD10 due to the lack of space on the ticket.

**Tax Exempt**  
Tax exempt itineraries are stored using the Generic modifier (G) with the Tax Exempt secondary modifier (TE):

```
T:$BGTE-XG
```
Module 2: Fare Quote and Stored Pricing

Summary

This module reviewed the formats you need to price various itineraries in Apollo®. It covered how to:

- Use pricing functions to price an itinerary exactly as booked
- Display fare rules from a quote
- Use pricing modifiers to change the price of the itinerary
- Store the price of the itinerary for future ticketing
Module 3

Ticketing Modifiers and ATFQ Maintenance

In the last module, you learned how to price an itinerary and store the fare using pricing modifiers. Apollo® also lets you add ticketing modifiers to the format to store the fare.

Module Objectives

Upon completion of this module, you will be able to:

- Store ticketing modifiers in the ATFQ
- Change pricing and ticket modifiers in the ATFQ
- Verify the ATFQ
- Cancel the ATFQ
Ticketing Modifiers

HELP MOD

Pricing modifiers change the price of a fare, and Ticketing modifiers change how documents looks when they are issued. You can combine pricing and ticketing modifiers in a stored ATFQ.

Note: Ticketing modifiers can also be added at time of ticketing (covered in next module).

This section describes how to use and combine the following ticketing modifiers:

- Commission
- Form of Payment
- Carrier Override
- Inclusive Tour Code
- Generic
- Paper Ticket Modifier
- Electronic Ticket Modifier

Note: The Device Ticketing modifier will be covered in module 5.
Commission

HELP MODZ
S*PRO/TICKET-COMMISSION

The commission modifier is *not required for a carrier that has elected to file their commission structure with Apollo®.

If a commission cap has been filed, Apollo picks up the base percentage and applies up to the maximum (cap) dollar value as determined by the carrier at the time of ticketing.

Apollo will respond with NEED COMMISSION DATA if no commission data is stored for a carrier. You will need to know the carrier’s commission structure and specify the commission (percentage or dollar amount, whichever applies).

Alternatively, you may choose to override the default commission with the use of the commission modifier.

The modifier for commission is: Z

*Note:* For more details on automatic commission, see S*PRO/TICKET-COMMISSION

Refer to carrier’s briefing for update commission structure, see S*XXB/COMMISSION (XX is the carrier code)

When to use
To override the automatic commission for a carrier that has filed with Apollo or for carriers that do not elect to file their commission structure with Apollo.

How to use
To store the price with commission, type the function identifier T:$B followed by the commission modifier (Z), and the dollar amount or percentage

e.g. T:$BZ$3500 (dollar amount, no decimal)
T:$BZ8 (percentage)
Form of Payment

HELP MODF

Form of payment is mandatory to issue tickets.

The modifier for form of payment is: F

When stored in an ATFQ, it will override the form of payment entered in an F- field (HELP F-).

When to use
Add the Form of Payment modifier to identify the form of payment your client will use to pay

How to use
To store the price with form of payment (FOP), type the function identifier (T:$B), the FOP modifier (F), followed by the form of payment code:

<table>
<thead>
<tr>
<th>Form of Payment</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash payment</td>
<td>T:$BFS</td>
</tr>
<tr>
<td>Cheque</td>
<td>T:$BFCK</td>
</tr>
<tr>
<td>Credit card (optional)</td>
<td>T:$BFAX370000000000028+D1201</td>
</tr>
</tbody>
</table>

Note: Apollo® will do a fraud check

Freeform (23 characters after X) | T:$BFXINVOICE.NONREF

For credit card information, see S*PRO/TICKET-CREDIT
For credit card acceptance rules, see S*PRO/TICKET-CC ACCEPT
Procedures & approval codes, see S*PRO/RSVN-FOP
Carrier Override

HELP MODC
S*PRO/TICKET-VALIDATION

Apollo® will validate on the first carrier in a domestic PNR and on the first over-water carrier in an international PNR. The carrier override modifier is used to specify an alternate carrier for validation. The modifier for carrier override is: C

Note: Agent is responsible for verifying interline agreements. (see HELP DT)

When to use
Use the carrier modifier when you need to override the plating logic.

How to use
To store the price with carrier override, type the function identifier (T:$B) followed by the carrier override modifier (C), and the new plating carrier alpha/numeric code, e.g. T:$BCDL

Airline Agreement Record

HELP DT
S*PRO/TICKET-AGREEMENTS

Carriers may advise Apollo® of their interline ticketing stored in the airline agreement record (AAR). The entry to view the list is: DT/AAR/DIS–XX (XX is the carrier code).

Inclusive Tour

HELP MODI
S*PRO/TICKET-IT TOUR MODIFIER

Sometimes a fare has to be issued in conjunction with a tour. The Inclusive Tour modifier can be used to enter a tour number/code up to a maximum of 14 characters.

The modifier for inclusive tour code is: IT

When to use
Used to print tour code or other relevant information in the tour code box of ticket.

How to use
To store the price with a tour code, type the function identifier (T:$B) followed by the Inclusive Tour modifier (IT), and the applicable code, e.g. T:$BITABC
Generic Modifier

HELP MODG
S*PRO/TICKET- GENERIC MODIFIER

The Generic ticketing modifier allows for special ticketing or itinerary/invoice requirements.

The modifier for generic information is: G

The Generic modifier must always be used with one of the following secondary modifiers:

<table>
<thead>
<tr>
<th>Mod</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EB</td>
<td>Endorsement Box</td>
</tr>
<tr>
<td>TD</td>
<td>Ticket Designator</td>
</tr>
<tr>
<td>TE</td>
<td>Tax Exempt</td>
</tr>
<tr>
<td>IS</td>
<td>Itinerary / Invoice Separate</td>
</tr>
<tr>
<td>IF</td>
<td>Itinerary / Invoice with $0.00 amount</td>
</tr>
<tr>
<td>SITI</td>
<td>International Sale Indicator, e.g. Sold Inside, Ticketed Inside (or SITO, SOTI, SOTO)</td>
</tr>
</tbody>
</table>

Endorsement Box

Up to 2 Endorsement Boxes (EB), with a maximum of 29 characters each can be used with the Generic modifier.

This modifier will not override endorsements on a fare filed by the carrier.
When to use
Mainly used when creating a manual pricing record (HHPR). Date of birth for student stand-by is usually entered here as well.

How to use
To store the price with endorsement(s), type the function identifier T:$B followed by the Generic modifier (G), the secondary Endorsement Box modifier (EB), and the required text up to 29 characters. Use the end item (+) to add additional secondary modifiers.

Blank spaces are created with a lozenge (■)

One Endorsement Box:
T:$BGEBDOD■20APR81

Two Endorsement Boxes:
T:$BGEBCERT■ON■FILE+EBVALID■ON■DL■ONLY

Tax Exempt
HELP MODT

The Tax exempt modifier (TE) was used in the previous module.

Up to 8 taxes for priceable PNRs can be exempt (US international departure tax cannot be exempt).

When to use
For itineraries where your client is tax exempt

How to use
Exempt all taxes
To store the price with tax exempt, type the function identifier (T:$B) followed by the Generic modifier (G) and the secondary Tax Exempt modifier (TE).

T:$BGTE

Exempt specific tax(es)
The Tax Exempt modifier (TE) is followed by a dash (-) and the applicable tax code. A period (.) is used to separate multiple taxes:

T:$BGTE-XG.DE
Module 3: Ticketing Modifiers and ATFQ Maintenance

**Generic Modifier (Cont.)**

**Ticket Designator**

*S*PRO/TICKET-DESIGNATOR

The Ticket Designator modifier (TD) was used in the previous module with the PICs *SC and *DP.

Ticket designator (up to 6 characters) prints next to the fare basis on a ticket separated with a slash (/)

**When to use**

Must be included whenever the Discount Percentage PIC (*DP) is used or to override default ticket designator for Senior Fares. May also be required for special fares

**How to use**

**Same Ticket Designator for all segments**

To store the price with same ticket designator for all segments, type the function identifier T:$B followed by the Generic modifier (G) and the secondary Ticket Designator modifier (TD), and the required text:

T:$B*DP15/GTDACME (In conjunction with a discount percentage)

**Different Ticket Designator for each segment**

Before adding the required text, each segment must be identified with a lozenge (e.g., S1 ■). Segments are separated with a colon (:):

T:$BGTDs1■ABCD:2■WXYZ

**Itinerary/Invoice Separate**

At time of ticketing, Apollo® will generate one invoice per ATFQ. The Itinerary/Invoice Separate modifier (IS) will generate a separate itinerary/invoice for each passenger from the same ATFQ.

**When to use**

When each passenger in the same ATFQ requires their own Itinerary/invoice.

**How to use**

To store the price in one ATFQ and have Apollo® generate separate itinerary/invoices, type the function identifier T:$B followed by the Generic modifier (G) and the secondary Itinerary/Invoice Separate modifier (IS).

T:$BGIS
Free Ticket

Sometimes a ticket has to be issued without a fare. The Free Ticket modifier can be used to print 0.00 in the base fare. Applicable taxes and fees will print on the ticket.

The modifier for Free Ticket is: \( \text{F} \)

When to use

The Free Ticket modifier is used when you have authorization from a carrier to issue a free ticket, e.g. a tour conductor travelling with a group.

How to use

To create an ATFQ for a free ticket, type the function identifier T:$B followed by the Generic modifier (G), the secondary Free ticket modifier (F), a slash, and a mandatory form of payment:

\[ \text{T:$BGF/FS} \]

Note: GF is not allowed with multi pricing. It is recommended to use separate PNRs for free passengers.

Other Generic Modifiers

How to use

The following secondary modifiers are to be used in conjunction with the device modifier (D), covered in module 5:

- Itinerary / Invoice with $0.00 amount (IF)
- Itinerary only with no fare (IN)
- Itinerary only with fare (ID). Will not decrement TINS

The following secondary modifiers are to be used when creating a manual ATFQ from a Pricing Record (covered in module 4):

- International Sale Indicator (SITI, SITO, SOTI, SOTO)
- Baggage Allowance (BG)
Combinations

You can combine ticketing modifiers with or without pricing modifiers. They can be entered in a random order.

How to use

After entering the first modifier, separate modifiers that follow with a slash (/). If you are using a modifier that includes multiple conditions, connect data with an end item (+) and do not repeat the modifier code.

To store the fare for an itinerary as adult for the first name field, and as a child of 5 for the second name field, with a form of payment as cash, GST tax exempt and separate itinerary

\[ T: $BN1+2*C5/FS/GTE-XG+IS \]

When ticketing modifiers do not apply to all passengers on a PNR, store separate ATFQs using name select. For example, two different forms of payment:

\[ T: $BN1/FS \]
\[ T: $BN2/FCK \]

Paper Ticket Modifier

HELP MODK

The Paper Ticket modifier functions as both a pricing and a ticketing modifier. This modifier may be used when an airlines default is an electronic ticket but a paper ticket is preferred. Please note that some airlines may collect a surcharge when a paper ticket is issued.

The modifier for Paper Ticket is: PT

When to Use

You need to issue a paper ticket and the carrier’s default is an electronic ticket.

How to Use

You can use this modifier when pricing/storing the fare:

1) $BPT  
2) T:$BPT  
3) HHPRPT

or

when ticketing:

1) HB:PT  
2) HBPT
Electronic Ticket Modifier
HELP MODJ

The Electronic Ticket modifier functions as both a pricing and a ticketing modifier. This modifier may be used when an airlines default is a paper ticket but an electronic ticket is preferred. Please note that some airlines do not participate in electronic ticketing.

The modifier for Electronic Ticket is: **ET**

When to Use
You need to issue an electronic ticket and the carrier’s default is a paper ticket.

How to Use
You can use this modifier when pricing/storing the fare:
1) $BET 2) T:$BET 3) HHPRET

or

when ticketing:
1) HB:ET 2) HBET

ATFQ Maintenance
S*PRO/FARE-ATFQ MODIFY

Change Pricing Modifiers
HELP C:T:

To add, change or delete a pricing modifier, the entire AFTQ field must be re-entered by either:

- Cancelling the ATFQ and creating a new ATFQ with the desired pricing and ticketing modifiers,
  
  or

- Changing the entire ATFQ field using the c: function identifier.
How to use

**Single ATFQ**

To change pricing modifier(s) for a single ATFQ, type the function identifier C: followed by T:$B, then the new pricing modifier(s) and any applicable ticketing modifier(s):  
\[ C:T:{$1*C6/FS} \]

**Multiple ATFQ**

To change pricing modifier(s) for the second ATFQ, type the function identifier C: followed by 2T:$B, then the new pricing modifier(s) and any applicable ticketing modifier(s):  
\[ C:2T:{$1*C6/Z8} \]

**Change / Add, Delete Ticketing Modifiers**

**HELP C:T:**

Ticketing modifier(s) can be added, changed, or deleted without changing the entire ATFQ.

How to use

**Change / Add**

To add or change a Ticketing modifier, type the function identifier C: then T: followed by a slash (/), and the desired ticketing modifier(s).

- add / change FOP for single ATFQ  
  \[ C:T:/FCK \]
- add separate invoice to the second ATFQ  
  \[ C:2T:/GIS \]
- add / change FOP and commission for single ATFQ  
  \[ C:T:/FS/Z8 \]

**Delete**

After the slash (/), type the ticketing modifier that you wish to delete:

- delete FOP for single ATFQ  
  \[ C:T:/F \]
- delete the commission for the second ATFQ  
  \[ C:2T:/Z \]

**Generic Modifier**

Since generic modifier is used in conjunction with secondary modifiers, a dash (-) is used in the entry:

- delete all G modifiers for single ATFQ  
  \[ C:T:/G - \]
- delete the ticket designator for the second ATFQ  
  \[ C:2T:/GTD - \]
Module 3: Ticketing Modifiers and ATFQ Maintenance

Verify ATFQ

HELP T:$B

When ATFQ field(s) exists and changes are made to the itinerary or name fields, Apollo requires verification or updating of fare(s) stored in the ATFQ field(s).

Response upon End Transaction is “VERIFY ATFQ”

Before Ticketing

When to use

If the tickets have not been issued, and the PNR is still priceable, Apollo will need to recalculate the fare using all modifiers stored in the ATFQ(s).

How to use

Use the function identifier T:V

- verify all ATFQ(s) T:V
- verify the first ATFQ T:V1
- verify the first and third ATFQ T:V1+3

After Ticketing

When to use

If the tickets have been issued, and you want to instruct Apollo® to reprice the ATFQ as is. The tickets do not need to be reissued in this case.

How to use

Use the function identifier T:R

- reprice all ATFQ(s) T:R
- reprice the first ATFQ T:R1
- reprice the first and third ATFQ T:R1+3
Cancel ATFQ

HELP T:$B

Cancelling the ATFQ will remove the fare quote and related modifiers from the PNR.

When to use Cancel the ATFQ when the current field is no longer valid. For instance, if at time of ticketing, the fare is no longer applicable and a manual ATFQ (Pricing Record) is required.

How to use Use the function identifier XT:
- cancel all ATFQ(s) XT
- cancel the first ATFQ XT1
- cancel the first and third ATFQ XT1+3
Summary

This module covered how to:

- Store various ticketing modifiers in ATFQ(s)
- Change pricing and ticketing modifiers in ATFQ(s)
- Verify ATFQ(s)
- Cancel ATFQ(s)
Module 4

Pricing Record

In module 2, you learned how to create an automated ATFQ. In this module, you will learn how to create manual ATFQ(s).

PNRs that are not automatically priced by Apollo® require that you complete a “Pricing Fill-in Format” before issuing tickets. A completed Pricing Fill-in Format is called a Pricing Record, which is attached to the PNR (not visible on the face of the PNR).

The Function identifier is: HHPR

Module Objectives

Upon completing this module, you will be able to create Pricing Records for the following:

- Domestic Itinerary with a Surcharge
- Transborder Itinerary
- Intra USA Itinerary with Conjunction Tickets
- International Itinerary

*Note:* All examples use fictitious fares.
Domestic Itinerary with a Surcharge

HELP HHPR
S*PRO/TICKET-HHPR

How to use

Commission is mandatory. It can be added to the entry below, or entered in the fill-in format.

Ensure you include the PT or ET modifiers to override electronic or paper ticketing defaults, as required.

Generic secondary modifiers Baggage Allowance and International Sales Indicators must be added in order to print on the ticket.

Name select, segment select and additional ticketing modifiers may be added to this entry in random order separated by a slash:

HHPRFCK/Z0/GBG2PC+SITI+EBNON■REF/PT
### Programmatic Data from the PNR

**Note:** Programmatic data cannot be overtyped.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNME</td>
<td>Passenger name from PNR</td>
</tr>
<tr>
<td>X</td>
<td>Connection or stopover code (not required for first or last segment)</td>
</tr>
<tr>
<td>CTY</td>
<td>Three letter city/airport code</td>
</tr>
<tr>
<td>CR</td>
<td>Two letter carrier code</td>
</tr>
<tr>
<td>FLT/CLS</td>
<td>Flight number and class of service</td>
</tr>
<tr>
<td>DATE</td>
<td>Departure date of each segment</td>
</tr>
<tr>
<td>TIME</td>
<td>Flight departure time</td>
</tr>
<tr>
<td>ST</td>
<td>Status of flight segment - OK or RQ</td>
</tr>
<tr>
<td>INT</td>
<td>An X would indicate an international city/airport in the itinerary</td>
</tr>
<tr>
<td>MREC</td>
<td>Current ATFQ field displayed compared to total number of ATFQs</td>
</tr>
<tr>
<td>PSGR</td>
<td>Current passenger being priced compared to total number in ATFQ</td>
</tr>
<tr>
<td>BOOK</td>
<td>Current book compared to total number of books. (Apollo® recognizes four coupons as a book)</td>
</tr>
</tbody>
</table>

### Manually Entered Data

**Note:** Data can only be entered at the tab stops. Tab stops are shown as a () in the screen examples in this guide. If you are using Focalpoint® 3.5, tab stops appear as a dot (.) on your screen.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F/B</td>
<td>Fare basis code - must be indicated for each segment up to 8 characters.</td>
</tr>
<tr>
<td>VALUE</td>
<td>Base value of local or through fare, with decimals and no dollar ($) sign</td>
</tr>
<tr>
<td></td>
<td>(e.g., 250.00).</td>
</tr>
<tr>
<td></td>
<td>Leave blank if filling in a linear fare construction. (Y to F CONST)</td>
</tr>
<tr>
<td>NVB/NVA</td>
<td>Not valid before/after dates indicate minimum/max stay requirements - normally required on return segments and penalty fares. Can also be added with the HHPR entry (see HELP MODV)</td>
</tr>
<tr>
<td>FARE</td>
<td>First three dots indicate currency code (defaults to CAD)</td>
</tr>
<tr>
<td></td>
<td>Next eight dots, enter the total base fare or enter B. The “B” instructs Apollo® to add up the value boxes.</td>
</tr>
<tr>
<td>DO TAXES APPLY?</td>
<td>Y if taxes apply, N if no taxes apply</td>
</tr>
<tr>
<td></td>
<td>If Y, a tax screen (STA) will display when this screen (SNME) is complete.</td>
</tr>
<tr>
<td></td>
<td>If N, the total will be calculated by Apollo®, and the Pricing Record is complete.</td>
</tr>
</tbody>
</table>
## ADDITIONAL / OPTIONAL DATA

<table>
<thead>
<tr>
<th><strong>EQUIV FARE</strong></th>
<th>Equivalent fare paid applies when payment is made in a currency other than the currency shown on fare line. It will always be in CAD for tickets issued in Canada.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COMM</strong></td>
<td>Commission to be received. Automatically filled in when the Z modifier is used. Must be filled in if the Z modifier is not used in the HHPR (e.g., dollar $4500, percentage 9.00%).</td>
</tr>
<tr>
<td><strong>F CONST</strong></td>
<td>Fare construction box. Enter Y if a linear fare construction is required. (e.g., Surcharged fare or NUC amount)</td>
</tr>
<tr>
<td><strong>TD</strong></td>
<td>Ticket designator for each of 4 coupons. Freeform accepts alpha, numeric or both. Prints immediately following the FB on the ticket. (e.g., Y/AD75 or HLE14/CD10)</td>
</tr>
</tbody>
</table>

### Screen Control

Use **Tab** to move around the Fill-in Format. Do not use **Insert**, **Delete** or **Backspace** (see the *Useful Tips* section below).

```
$TA                   TAX BREAKDOWN SCREEN
FARE      CAD  303.00 TTL CAD }........ ROE }............
T1 }21.21...}XG T2 }........}.. T3 }..........}.. T4 }.........}..
T5 }.........}.. T6 }........}.. T7 }.........}.. T8 }.........}..
T9 }.........}.. T10}.........}.. T11}.........}.. T12}.........}..
T13}.........}.. T14}.........}.. T15}.........}.. T16}.........}..
T17}.........}.. T18}.........}.. T19}.........}.. T20}.........}..
U.S. PSGR FACILITY CHARGES ** AMT - 1 2 OR 3 **
AIRPORT 1 }... AMT }.. AIRPORT 2 }... AMT }.
AIRPORT 3 }... AMT }.. AIRPORT 4 }... AMT }.
```
Useful Tips

If an error occurs during the fill-in format, simply press Enter and use one of the following entries to redisplay the applicable screen.

- $NME Pricing Record screen
- $TA Tax Breakdown screen

Appending a Pricing Record to a PNR

When to use

Once the fill-in format is complete, it must be appended to the PNR using one of the following entries:

- HBT Store Pricing Record for single passenger, or multiple passengers at different fares
- HBTA Store Pricing Record for multiple passengers with identical fares

```
FC/NTA FARE CONSTRUCTION
04DEC YYZ AC YUL Q7.50 144.00Y AC YYZ Q7.50 144.00Y............
CAD 303.00 END..............................................
............................................................
............................................................
} AC 04DEC YYZ YUL YNEW 0.00 AC 11DEC YUL YZZ YNEW
} 0.00 CAD 303.00
```

Linear fare construction is necessary when additional fare information is required on the ticket (e.g., surcharges, NUC amounts).

Enter the information in proper linear format (see HELP LINEAR).

**Note:** This is not a wrap-around fill-in. Tab to begin each line.

$FC will redisplay the Linear Fare Construction screen

Second line of PNR shows:

**PRICING RECORD EXISTS – SUBSCRIBER - $NME**

ATFQ field shows UNABLE/P followed by modifiers. Before issuing a ticket the UNABLE in the ATFQ field must be changed to OK with the format T:OK.

The second line of ATFQ field shows FM (Fare Manual), the base, tax, total, the words PRICING RECORD, and the date created.
Transborder Itinerary

Important!

When multiple taxes are filled in the $TA screen, a tax breakdown of any XT, XF or ZP will be built-into the linear from right to left. If an ROE was filled in the STA screen, (when fare is in NUC’s), the ROE will appear in the same area. The tax breakdown or ROE is separated from the freeform area by the word END. This data is unchangeable.

You must Tab to the end of this data before pressing Enter. Any spaces between the fare and the tax breakdown or ROE will be deleted.
Equivalent Amount (Intra-USA) and Conjunction Ticket

### Module 4: Pricing Record

#### $NME WILLIAMS/SCOTT MR

<table>
<thead>
<tr>
<th>FLT/CLS</th>
<th>DATE</th>
<th>TIME</th>
<th>ST</th>
<th>F/B</th>
<th>VALUE</th>
<th>NVB</th>
<th>NVA</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOS DL 1823</td>
<td>05NOV</td>
<td>730A</td>
<td>OK</td>
<td>Y</td>
<td>.......</td>
<td>......</td>
<td>......</td>
</tr>
<tr>
<td>LGA DL 281</td>
<td>07NOV</td>
<td>830A</td>
<td>OK</td>
<td>Y</td>
<td>.......</td>
<td>......</td>
<td>......</td>
</tr>
<tr>
<td>ATL DL 1777</td>
<td>09NOV</td>
<td>825A</td>
<td>OK</td>
<td>Y</td>
<td>.......</td>
<td>......</td>
<td>......</td>
</tr>
<tr>
<td>MCO DL 236</td>
<td>11NOV</td>
<td>800A</td>
<td>OK</td>
<td>Y</td>
<td>.......</td>
<td>......</td>
<td>......</td>
</tr>
</tbody>
</table>

EQUIV FARE

USD $1006.60

DO TAXES APPLY? Y

EQUIV FARE CAD 1463.30

COMM $0.00 F CONST Y.

TD 1/}HALF. 2/}HALF. 3/}HALF. 4/}HALF. INT}. MREC 01/01

BOOK 01/02

#### $NME WILLIAMS/SCOTT MR

<table>
<thead>
<tr>
<th>FLT/CLS</th>
<th>DATE</th>
<th>TIME</th>
<th>ST</th>
<th>F/B</th>
<th>VALUE</th>
<th>NVB</th>
<th>NVA</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGA DL 1824</td>
<td>13NOV</td>
<td>830A</td>
<td>OK</td>
<td>Y</td>
<td>.......</td>
<td>......</td>
<td>......</td>
</tr>
<tr>
<td>BOS ..</td>
<td>..</td>
<td>..</td>
<td>..</td>
<td>VOID</td>
<td>..</td>
<td>......</td>
<td>......</td>
</tr>
<tr>
<td>..</td>
<td>..</td>
<td>..</td>
<td>..</td>
<td>VOID</td>
<td>..</td>
<td>......</td>
<td>......</td>
</tr>
<tr>
<td>..</td>
<td>..</td>
<td>..</td>
<td>..</td>
<td>VOID</td>
<td>..</td>
<td>......</td>
<td>......</td>
</tr>
</tbody>
</table>

... FARE USD 1006.60 DO TAXES APPLY? Y

EQUIV FARE CAD 1463.30

COMM $0.00 F CONST Y.

TD 1/}HALF. 2/}..... 3/}..... 4/}..... INT}. MREC 01/01

BOOK 02/02

#### $TA

TAX BREAKDOWN SCREEN

FARE CAD 1463.30 TTL CAD }

T1 }109.70.. U S T2 }17.44.. X F T3 }18.17.. Z P T4 }

T5 }.......

T9 }

T10 }

T11 }

T12 }

T13 }

T14 }

T15 }

T16 }

T17 }

T18 }

T19 }

T20 }

U.S. PSGR FACILITY CHARGES ** AMT - 1 2 OR 3 **

AIRPORT 1 }BOS AMT }3

AIRPORT 2 }MCO AMT }3

AIRPORT 3 }LGA AMT }3

AIRPORT 4 }LGA AMT }3
Module 4: Pricing Record

$ZP U.S. FLIGHT SEGMENT TAX BREAKDOWN SCREEN

TOTAL CAD 18.17 ZP

ARPT01) BOS 2.50. ARPT02) LGA 2.50. ARPT03) ATL 2.50.
ARPT04) MCO 2.50. ARPT05) LGA 2.50. ARPT06) ..... ARPT07) ..... ARPT08) ..... ARPT09) ..... ARPT10) ..... ARPT11) ..... ARPT12) ..... ARPT13) ..... ARPT14) ..... ARPT15) ..... ARPT16) ..... ARPT17) ..... ARPT18) ..... ARPT19) ..... ARPT20) ..... 

$FC/NTA FARE CONSTRUCTION

$05JAN BOS DL LGA R183.26Y DL ATL Q9.30 R242.72Y DL MCO
$09.30 R145.72Y DL LGA Q11.16 R221.86 DL BOS R183.26Y LGA
$USD1006.60 EQU CAD1463.30

Displaying a Pricing Record

HELP HHPR

When to use

Pricing Records are displayed by individual passengers after they have been added to a PNR.

How to use

$NME1 first passenger, first book, single ATFQ
$NME1/2 first passenger, first book, second ATFQ

Note: If there are multiple books, use $MD1/$MU1

Tax Breakdown screen:

$TA1 first passenger, single ATFQ
$TA1/2 first passenger, second ATFQ

Fare Construction Screen:

$FC1 first passenger, single ATFQ
Flights Segment Tax Breakdown Screen:

- $FC1/2 first passenger, second ATFQ
- $ZP1 first passenger, single ATFQ
- $ZP1/2 first passenger, second ATFQ

**Changing a Pricing Record**

Changes can be made to:

- Fare Basis
- Value
- Tax Breakdown
- Linear Fare Construction
- Flight Segment Breakdown

**How to use**

1. Display the screen to be changed as per the examples on page 4-13.
2. Make necessary changes and re-enter the screen.
3. Subsequent screens will display and may be changed or re-entered as is.
4. Re-append the changed record to the PNR using HBT or HBTA.
5. The ATFQ will change back to unable status; use T: OK to update.

**Cancelling a Pricing Record**

**When to use**

If a name field or an itinerary segment is changed/added, the information stored in the Pricing Record is no longer valid.

Apollo® returns the error response: “**QEP OR CANCEL PRICING RECORD**” if you try to end the PNR.

You could queue the PNR to your queue number and handle it later. By doing a QEP transaction, Apollo® allows you to end the PNR for now, but you would still have to create a new pricing record before ticketing.
How to use

In order to be able to ticket the PNR, the Pricing Record must be cancelled and a new one created.

XPR  cancel Pricing Record(s) (ATFQ)
XPR2  cancel second Pricing Record (ATFQ)
Summary

This module covered how to:

- Create various Pricing Records
- Display Pricing Records during creation and after creation
- Change Pricing Record(s)
- Cancel Pricing Record(s)
Module 5

Document Production

When the form of payment and routing code are stored in the PNR, the ticket and itinerary/invoice can be issued in one easy step.

The Ticketing command HB: . . .

- Validates and updates the fare in the ATFQ. If the fare has changed since pricing was stored, Apollo® prompts you and gives you the option to Tab to continue ticketing at the new fare
- Validates on first carrier on domestic itinerary and first “over the water” carrier on an international itinerary
- Issues ticket(s) using the carrier’s ticketing default (either paper or electronic)
- Issues one itinerary / invoice per ATFQ
- Sends information to accounting system if applicable
- Changes the ticketing field to show that the PNR has been ticketed
- Changes the ATFQ from OK to TK, adds the ticket and invoice numbers and ends the PNR

Module Objectives

Upon completing this module, you will be able to:

- Issue tickets, Itinerary / Invoice at the same time or separately
- Issue Itinerary only
Module 5: Document Production

Issue Ticket, Itinerary / Invoice from ATFQ(s)

HELP HB:
HELP HB
S*PRO/TICKET

How to use

HB: issues documents for all ATFQ fields (up to 8)
HB1: issues documents for the first ATFQ

The colon tells Apollo® to read the modifiers and fare data in the ATFQ.

Important! The above commands will use the carrier’s programmed ticket type defaults (i.e., Paper or Electronic). If necessary, use the following commands to override ticket type defaults:

HB:PT issues a Paper Ticket
HB:ET issues an Electronic Ticket

Carrier ticket type defaults may be found under DTET in Apollo®

Note: Please mark all the tickets issued with the Ticket # listed in the exercises as they will be required for future exercises.

Note: Apollo sends ticket numbers automatically to the airlines listed in S*AIR/TICKET-NUMBERS

See HELP TKNM on how to send ticket numbers for airlines not listed.
Add / Change / Delete Ticketing Modifier(s) at Ticketing Time

Ticketing modifiers used at the time of ticketing override those stored in the ATFQ field(s)

When to use

To add / change ticketing modifiers at ticketing time, type the applicable modifier(s) after the colon (:)  

*Note:* Retains all other modifiers

How to use

HB:GIS/PT  issues separate invoice for each passenger in the ATFQ(s) and issues paper tickets.

HB:GEB-  delete endorsement boxes

HB:F++0018  append approval code to credit card (prints M on ticket)

HB:F++OK  add acknowledgement of credit card by carrier  
see S*PRO/TICKET-CC ACCEPT

Open Ticket

*PRO/TICKET-OPEN

Open tickets may be issued by building a PNR with open segments.

*Note:* A fictitious flight segment with HK status is required on the PNR.

Youth Ticket

*PRO/TICKET-YOUTH

Youth tickets may be issued by building a PNR with open segments, similar to the above example. A fictitious flight segment with HK status is required on the PNR. The Youth Fare is stored in the ATFQ field by using a Pricing Modifier (either PIC-Passenger Identification Code or FIC-Fare Identification Code).

Infant Ticket

*PRO/TICKET-INFANT

Infant tickets are required for International Travel. The procedures to issue an infant ticket vary depending on whether the ticket is a percentage amount, or a free ticket. See *PRO/TICKET-INFANT for instructions for these different scenarios.
**Duplicate Invoice**

*HELP HQB*

A duplicate invoice can be issued within 72 hours of original issuance.

**When to use**
When a duplicate invoice is required (e.g., customer lost or damaged his invoice).

**How to use**
2 steps to generate a duplicate invoice:

1. **HQB/INV/1234** displays the image of the invoice (1234 is the invoice number)
2. **HQNN** retransmit the image

*Note:* You do not have to be in contact with the PNR to regenerate the invoice.

*Note:* A duplicate invoice may be generated using the Print Recovery Tool in Focalpoint Relay™. See Help in the Print Recovery tool for more information on using this method.

**Device Modifier**

*HELP MODD*

The HB entry automatically issues a ticket, an itinerary / invoice and accounting information (if applicable). Use the Device Modifiers override this default.

**When to use**
The Device modifier is used when you want to send information to a specific destination.

**How to use**

- **DTD** Ticketing device
- **DID** Itinerary / invoice device
- **DAD** Accounting device via an interface

*Note:* The Device modifier will not update the ATFQ if used with the HB: entry
DTD – Ticketing Device

How to use

HB:DTD issues ticket(s) only from the ATFQ

- sends a message to credit card for authorization
- decrements Apollo® TINS
- does not send a message to accounting
- no invoice

DID – Itinerary / Invoice Device

S*PRO/TICKET-ITINERARY

How to use

Itinerary / Invoice

HB: DID issues an itinerary / invoice from the ATFQ
HBDID issues an itinerary / invoice from the Apollo® database

- does not send a message to credit card for authorization
- decrements Apollo® TINS/invoice
- does not send a message to accounting

Itinerary / Invoice with PAID/DUE segments

HELP 0TUR

The following Generic Secondary modifier is required to generate an itinerary / invoice for TUR segments with no air segment pricing.

HBDID/GIF issues an itinerary / invoice for TUR segments, with $0.00 for air and tax

- does not send a message to credit card for authorization
- decrements Apollo® TINS
- does not send a message to accounting
DID – Itinerary / Invoice Device (Cont.)

Itinerary / Invoice for Pseudo Air Flight

HELP PSEUDO

The following Generic Secondary modifier will be required to generate an itinerary / invoice with pseudo air segment.

HBDID/GIF+F  issues an itinerary / invoice and $0.00 for air and tax

- does not send a message to credit card for authorization
- decrements Apollo® TINS
- does not send a message to accounting

Note:  The Free Ticket Generic modifier (F) will prevent a blank Pricing Record from displaying.

Itinerary

The following Generic Secondary modifiers (IN or ID) will be required to generate an itinerary without decrementing the TINS:

HBDID/GIN  issues an itinerary with no dollar amount

HB:DID/GID  issues an itinerary with the values of the current itinerary (based on stored pricing)

HBDID/GID  issues an itinerary with the values of the current itinerary (not based on $B pricing without modifiers – not stored pricing)

- will not send a message to credit card for authorization
- does not decrement Apollo® TINS
- will not send a message to accounting
DAD – Accounting Device

How to use

HB:DAD sends information to accounting from the ATFQ

HBDAD sends information to accounting using Apollo pricing defaults

☐ will not send a message to credit card for authorization

☐ does not decrement Apollo® TINS

☐ sends a message to accounting

Combination

When to use

When you need to generate an invoice and send the information to accounting as well.

How to use

HB:DIDAD issues an itinerary/invoice from the ATFQ and send information to accounting from the ATFQ

HBDIDAD issues an itinerary/invoice from the itinerary and sends information to accounting

☐ will not send a message to credit card for authorization

☐ decrements Apollo® TINS

Note: May require a form of payment and/or commission, e.g., HBDIDAD/FS/Z0
Virtual Ticketing

HELP VT
S*PRO/TICKET-VIRTUAL

When to use

When you need to generate an Electronic ticket vs. Paper, if the carrier’s default is Paper. To see carrier defaults, see DTET in Apollo®.

How to use

HB:ET prints a Passenger Receipt, Itinerary / Invoice and requests an Electronic Ticket from the ATFQ.

☐ sends a message to credit card for authorization
☐ decrements Apollo® TINS
☐ sends a message to accounting

Note: Ticket numbers are assigned to the CRS by BSP. The CRS automatically allocates the number(s) to individual pseudo cities.

Void / Spoil Tickets

HELP VOID
S*PRO/TICKET-VOID

Void

When to use

Voiding a ticket sends a message to BSP to reverse the sale and credit card charge (not auth #) on an issued ticket. It is also used to change any ticket status to void when appropriate. It is valid only within the current BSP report period. A voided ticket cannot be “unvoided”.

How to use

RRVO/0182423912776 voids a ticket issued today
RRVO/0182423912776/03JAN voids a ticket issued on a specific date within the current BSP period

Note: Must include airline prefix as ticket has been issued.
Spoil

When to use
This format voids a damaged ticket, which has not been issued.

How to use
RRSP/2423912776/U spoils a single ticket
RRSP/2423912776-778 spoils a range of tickets

Note: Cannot include airline prefix as ticket has not been issued.

Note: Void/Spoil transactions will update the Ticket and Invoice Numbering System (TINS) and the Daily Activity Report (DAR).
Summary

This module reviewed the formats you need to issue documents in Apollo. It covered how to:

- Issue tickets and itinerary / invoices from ATFQ(s)
- Add / Change ticketing modifiers
- Issue duplicate invoices
- Issue various itineraries and itinerary / invoices using the Device modifier
- Send accounting information
- Issue an Electronic ticket
- Void tickets
Module 6

Ticket Exchanges

A ticket exchange can be accomplished with direct entries and fill-in-format screens in Apollo®. In addition, Focalpoint Relay™ includes a Ticket Exchange tool that allows exchanges to be completed with a simple step-by-step procedure. This module concentrates on using the Ticket Exchange tool.

Module Objectives

Upon completing this module, you will be able to issue:

- An even exchange
- An additional collection exchange
- A refund exchange

*Note:* Consult fare rules regarding changes, penalties and refunds.
Module 6: Ticket Exchanges

Getting Started

HELP EXCH
S*PRO/TICKET-EXCH
HELP drop down menu within the Ticket Exchange tool

Before opening the Ticket Exchange tool you should:

- Make any necessary itinerary changes to the PNR.
- Store the new fare(s) with all applicable modifiers accounting for any flown segments if necessary.
- Add any tour lines and/or accounting fields that may be required.

Note: HELP and PRO-files™ provide direct/fill-in-format assistance.

Ticket Exchange Process

To start and complete the Ticket Exchange Process:

3. Retrieve the PNR.
4. Click the Companions menu, then Relay, and then click the Ticket Exchange button.
5. Select the ATFQ for the ticket/passenger to be exchanged.
6. Complete steps 1-3 with information from the ticket that you are exchanging.
7. Define the form of payment for the additional collection if applicable.
8. Send the information to Apollo® for confirmation and printing.
ATFQ Selection

When to use

When you open the Ticket Exchange tool, a ‘Welcome to Ticket Exchange’ box displays to remind you that your PNR should have all the ATFQ information that is required.

Click OK to continue, and a window will display a list of all the ATFQs on the active PNR.

Note: Only one ATFQ can be exchanged at a time.

How to use

Highlight the ATFQ to be exchanged and press Enter

or

Double-click on the appropriate ATFQ.
Choose Exchange Type

When to use
Once an ATFQ is selected, you must indicate if you are exchanging a paper ticket or an electronic ticket in the ‘Choose Exchange Type’ dialog box.

How to use
- Click Paper or
  Click Electronic and type the ticket number, then click OK
- Click Use Command Line if you need to enter your own exchange modifiers.

Note: The airline’s default ticket type (paper or electronic) will be used to issue the ticket, unless you override it with the appropriate modifier of DLD or PT, in either the ATFQ or the command line. (e.g., exchange to a paper ticket from an electronic ticket).

Ticket Exchange Disclaimer

When to use
Once the ticket type has been selected, a ‘Ticket Exchange Disclaimer’ box displays. This advises that the ticket number, invoice number and issue date, if present in the PNR, will be programatically picked up.

How to use
Click ‘I Agree’ to accept this information and correct if necessary or
Click ‘I Disagree’ to enter this information manually

Note: Ticket number will be retained (if it present on the PNR), regardless of selection. May be overtyped if necessary.
Ticket Exchange Step 1

When to use  The ticket exchange worksheet shows the fare details from the selected ATFQ.

How to use  9. ‘Exchange 1 or 2 Individual Tickets’ is the default; click ‘Exchange Ticket Range’ if you are exchanging conjunction tickets.

10. Enter the ticket number(s) being exchanged, including the check digit or just the check digit if the ticket number is filled in from the PNR.

11. Click the appropriate boxes to indicate which flight coupons are being exchanged.

12. Click on the Step 2 tab.
Module 6: Ticket Exchanges

Ticket Exchange Step 2

When to use
This step defines the original ticket information, origin/destination cities and the type of exchange. Not all fields are mandatory; the exchange type will determine which fields must be entered.

How to use
1. **Invoice number** – (optional) filled in automatically if ‘I Agree’ was chosen on the Disclaimer box. Will not print on ticket/invoice.
2. **Board/Off** – (optional) complete if exchanging after commencement of travel.
3. **Issue Date** - Date of issue of original ticket, filled in automatically if ‘I Agree’ was chosen on the Disclaimer box. Overtype if necessary.
4. **Issue IATA** – Enter the IATA number where the original ticket was issued.
5. **Issue Location** – Enter the city code where the original ticket was issued.
6. **Is this an Even Exchange?** - If Yes is selected, the worksheet to the right will show ‘Value of Old Fare’ equal to ‘New Fare’. If No is selected, Step 3 will provide the option to fill in the value of the ticket being exchanged.
7. **Is old ticket Refundable?** - If Yes is selected, the worksheet on the right will show the refund due. If No is selected, the refund will show 0.
8. **Has ticket been exchanged before?** - If Yes is selected, the ticket boxes become available to enter the original ticket number. If No is selected, these boxes will be grayed out.
9. Click on the Step 3 tab.
Ticket Exchange Step 3

When to use  This step provides areas to fill in the value of the ticket being exchanged (if it is not an even exchange), as well as the commission and form of payment from this ticket.

How to use  The Total Value and Tax boxes will only be available for additional collection and refund exchanges.

1. **Total Value** – enter the total including tax.
2. **Tax 1-3** – enter taxes with tax codes following ‘CAD’.
3. **Commission** – enter dollar amount with the decimal (e.g. 60.00) and select ‘Amount’ or enter a percentage (e.g. 9) and select ‘%’.
4. **Penalty** – Enter the penalty amount including taxes with the decimal (e.g. 145.00)
5. **Comm on Penalty** – Enter the dollar amount with decimal (e.g. 35.00) and select ‘Amount’ or enter a percentage (e.g. 5) and select ‘%’
6. **Form of Payment** – Click on the applicable choice. If you choose ‘Other’, enter the appropriate information in box provided.

The worksheet will show the value of the new/old fares and it will indicate the additional collection due or refund amount if appropriate.

7. Click on **OK** to issue the documents.

If this is an additional collection, a ‘Ticket Exchange-Add Collection’ box will display allowing you to enter the form of payment, and click **OK** to issue the documents.
Summary

This module covered how to:

- Access and interpret the Ticket Exchange application.
- Perform Even, Additional Collection, and Refund Exchanges.
Module 7

Document Activity Report™ (DAR™)

Document Activity Report™ (DAR™) is a document reporting tool. It provides 45 days of document issuance data generated by Apollo® in 3 different report types: Daily, Period, and Summary.

Module Objectives

Upon completing this module, you will be able to:

- Display a DAR for the current date
- Identify information on a DAR
- Display a DAR for current period in long version
- Display and use the DAR fill-in format, and use the Search/Sort function
**DAR™ Report**

**HELP DAR**

*S*PRO/DAR REPORT

### When to use

Use DAR™ to see a list of documents issued by Apollo® for the current date or a previous date, or a summary.

### How to use

**For current date:**

To display the standard DAR for the current date, type: `HMPR`

To display the standard DAR for a specific date, type: `HMPR/ddmmm`

### DAR™

Apollo® responds with a standard DAR™

```
GALILEO TRAVEL TINS REPORT 04 MAR 00

CUR AMOUNT CC AUTH A/L TICKET NBR INV NBR
PASSENGER NAME

CAD 475.08 014 6745045439 000103870
POLLARD/HENRY MR

CAD 284.94 **003565** a 014 6745045440 000103871
GRABER/JOHN MR

CAD 675.10 **M0998** b 014 6745045441 000315428
FELTHAM/GEORGE

CAD 675.10 M0998 014 6745045442 000315428
BUTLER/JOANNE MS

CAD 890.20 014 6745045443444 000315460
HENRY/JAMES MR

VOID 1945 018 6745045482 000103886
GAUTHIER/MAURICE

VOID 102942 014 6774207083 000315424
LEMMON/SUE MRS

CAD 702.40 125 6774207084 000315429
ALLAN/BETTY

VOID 5144 **c** 014E9617124834
BARR/GERRARD

CAD 655.91 331267 014E9617124836 000315421
MCKINNIE/DAVID

CAD 1034.07 014E9617124838 000315426
BOLGER/DENISE

SATRE/T MR

TOTAL CAD 69680.11
```
**HMPR Screen Description**

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agency Name, Report and Date</td>
</tr>
<tr>
<td>2</td>
<td>Heading Line repeated on each screen Currency, Amount, CC Auth, A/L Ticket Nbr, Inv Nbr, Passenger Name</td>
</tr>
<tr>
<td>3</td>
<td>Breakdown by Currency, Amount, CC Auth, A/L Ticket Nbr, Inv Nbr, Passenger Name</td>
</tr>
<tr>
<td>(a)</td>
<td>Authorization number was provided by the vendor for this ticket</td>
</tr>
<tr>
<td>(b)</td>
<td>Authorization number preceded by an M indicates the number was manually input by the agent</td>
</tr>
<tr>
<td>(c)</td>
<td>System Void. The carrier denied the electronic ticket. No invoice number is generated. The authorization number is valid and must be reversed by calling the credit card vendor</td>
</tr>
<tr>
<td>4</td>
<td>Total for the report</td>
</tr>
</tbody>
</table>

**DAR™ Period Report**

**Help DAR**

*S*PRO/DAR REPORT

When to use: Request a list of documents issued by Apollo® for a reporting period or date range.

How to use: To request a long version of a current period report, type: `HMP*L`
### Module 7: DAR™ Report

**GALILEO TRAVEL**  
**PERIOD ACTIVITY REPORT**  
**PAGE 001**

**330 FRONT ST W**  
**01 MAR 00 - 07 MAR 00**  
**TORONTO**  
**ON M5V 3B7**  
**CA IATA-67234565**  
**1V/5880**

---

<table>
<thead>
<tr>
<th>TICKET NBR---</th>
<th>PASSENGER----</th>
<th>PNR---/DATE-/AGENT-</th>
<th>STOCK NBR---</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL TT FP CNJ TOTAL--------</td>
<td>COMM AMT- INVNBR---</td>
<td>HST- STP-</td>
<td></td>
</tr>
</tbody>
</table>

---

0185049600111 BRAND/DOUGLAS*VN0PBE/04MAR/2J0BHE  
**CP MT VI**  
**CAD 1189.84**  
**60.00 000040524**  

0146744377094 VANDemark/KAT*WPZDVC/01MAR/2J0BSD  
**AC DC**  
**CAD 655.91**  
**55.17 000040483**  

0146744377100 KWOK/CHESTER *QVNS1G/02MAR/2J0BSD  
1256744377104 GREEN/DAVID M*R72SMQ/02MAR/2J0BHE  
**BA XA DC**  
**CAD 5981.40**  
**472.40 000040507**  
**EXCH 5116.40**  

0149617050589 WHITESIDE/GEO*S62VTY/01MAR/2J0BHE  
**AC TE AX**  
**CAD 1258.32**  
**70.00 000040485**  
**MCALPINE/LISA*WC1QGW/01MAR/2J0BSD**  
**000042652**

**TOTAL/S:**  
**CAD 35623.85 BASE**  
**CAD 2368.48 COMMISSION**  
**CAD 3282.98 TAX**  
**CAD 38906.83 TOTAL**  
**CAD 36538.35 TOTAL LESS COMM**  
**CAD 5603.40 NET EXCHANGE**  
**CAD 35979.54 ADJUSTED TOTAL**

<table>
<thead>
<tr>
<th>CODE</th>
<th>TRANSLATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>TT</td>
<td>Ticket Type</td>
<td></td>
</tr>
<tr>
<td>BT</td>
<td>Bulk Ticket</td>
<td>Issued with GB Modifier</td>
</tr>
<tr>
<td>IT</td>
<td>Tour Ticket</td>
<td>Issued with IT Modifier</td>
</tr>
<tr>
<td>MT</td>
<td>Manual Ticket</td>
<td>Invoice issued with a T-TK or T-PT field in PNR</td>
</tr>
<tr>
<td>SP</td>
<td>Spoil</td>
<td>Spoiled by a RRSP entry</td>
</tr>
<tr>
<td>VO</td>
<td>Void</td>
<td>Voided by a RRVO entry</td>
</tr>
<tr>
<td>VR</td>
<td>Void/Retransmit</td>
<td>Voided as a result of HQNN</td>
</tr>
<tr>
<td>XA</td>
<td>Exch/Add collect</td>
<td>Additional collect exchange</td>
</tr>
<tr>
<td>XE</td>
<td>Exch/Even</td>
<td>Even exchange</td>
</tr>
<tr>
<td>XR</td>
<td>Exch/Refund</td>
<td>Refund exchange</td>
</tr>
<tr>
<td>TE</td>
<td>Electronic</td>
<td>Electronic Ticket</td>
</tr>
</tbody>
</table>
**DAR™ Fill-In Format**

*Help DAR*

*S*PRO/DAR REPORT-DAILY

A fill-in format is available for requesting the various DAR™ reports. Along with this option, there is a Search and Sort screen that may be requested to search for and sort various data contained in the DAR report.

**When to use**
Use versus the direct entries, and/or when you want to use the Search and Sort feature.

**How to use**
To request a fill-in format, type: HMPR/

Use x to indicate choices...such as DAILY, LONG LAYOUT and SEARCH/SORT.

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ENTRY</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE OR DATE RANGE</td>
<td>Type a date in the ddmmyy format. The default is today’s date.</td>
</tr>
<tr>
<td></td>
<td><em>Note:</em> date range is only available for a period report</td>
</tr>
<tr>
<td>LNIATA</td>
<td>Type the address of the printability or itinerary/invoice printer you are linked to - where the report is to print. There is no default</td>
</tr>
<tr>
<td>LONG LAYOUT</td>
<td>Type an X for long layout on standard width paper. Two lines of information exist for each ticket</td>
</tr>
<tr>
<td>YOUR LAYOUT /NBR/</td>
<td>Type an X to default to your lowest numbered DYO layout or type the layout number.</td>
</tr>
<tr>
<td>WIDE LAYOUT</td>
<td>Type an X for wide layout on 132 column wide paper</td>
</tr>
<tr>
<td>SEARCH/SORT</td>
<td>Type an X and Enter. The Search/Sort fill-in screen will appear.</td>
</tr>
<tr>
<td>SUMMARY</td>
<td>Type an X to request a Summary Report. The default is a Daily Report for today’s date</td>
</tr>
<tr>
<td>BRANCH PSEUDO</td>
<td>Enter the Pseudo city code of the STP or Branch you wish to display or print the DAR for.</td>
</tr>
<tr>
<td>PAGE SELECT</td>
<td>Enter the page or page range to reprint specific page/s. This option is only available for printed reports. The format is 1.-2.. or 99.-120 or 50.-E.. (where E is for end).</td>
</tr>
</tbody>
</table>
DAR™ Search/Sort Screen
*S*PRO/DAR REPORT-DAILY

A Search/Sort feature may be requested from the initial HMPR/ fill-in screen.

When to use
When you need to search for and/or sort various data from the DAR™.

How to use
To request the Search/Sort screen:

1. Request the fill in format: **HMPR/**
2. Indicate date(s) to search, and type an **x** at the SEARCH/SORT tabstop, and press **Enter**.
3. The following screen will appear:

   ![Search/Sort Request Screen](image)

   The Search/Sort Request screen presents a menu of items that may be searched for and/or sorted by.

<table>
<thead>
<tr>
<th><strong>FIELD</strong></th>
<th><strong>ENTRY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEARCH FOR ITEMS WHERE ITEM NBR</td>
<td>Type in a “search for” item number, e.g., 5 for Passenger Name.</td>
</tr>
<tr>
<td>IS EQUAL TO</td>
<td>Type in criteria for the number chosen above, e.g., if 5 for Passenger Name was chosen, then fill in the last name of the passenger to search for. Up to 3 criteria may be included.</td>
</tr>
<tr>
<td>SORT BY ITEM NBR</td>
<td>Type in a “sort by” item number, e.g., if you want to sort by airline number, type in 3 from the list.</td>
</tr>
<tr>
<td>THEN BY ITEM NBR</td>
<td>Additional sort item may be included here.</td>
</tr>
<tr>
<td>SUBTOTALS Y/N</td>
<td>Type Y or N to indicate whether you want subtotals. Subtotals are not available with all options.</td>
</tr>
</tbody>
</table>
Summary

This module covered how to:

- Display a DAR™ in Daily and Period formats
- Identify information on DAR.
- Use the DAR™ fill-in format to perform the search/sort function
Module 8

Print Recovery

Print Recovery is a Focalpoint Relay™ tool designed to assist you with the necessary steps to recover and print missing documents. Print Recovery also makes print related functions, such as resetting a TINS table or “upping” or “downing” a printer more user-friendly.

Module Objectives

Upon completing this module, you will be able to:

- Use the automated Print Recovery process in Apollo®
- Activate Flyaway Hints
- Build and Reset your TINS
- Up and down your printer
- Link/delink your workstation to printers
- Assign form types to printers
- Retrieve items from Pending queues
- Reissue items from Demand Sent
Flyaway Hints

When to use
Use Flyaway Hints to get on-screen information relating to the screen area currently in focus

How to use
Click the View menu, then Flyaway Hints. Press the left mouse button in the area where information is required (e.g., click anywhere in the TINS area). The Hint goes away when the mouse is moved. Deactivate by clicking on the View menu and then Flyaway Hints.

Device Menu

Printer Status

When to use
The status of each device is shown in the Device (Printer) list box. The status can either be Up if it is able to print, or Down if it is not able to print. You should always check the device status if you encounter a print problem.

- If the device is Down, you need to change the status to Up so that the document can print.
- When a device is Down, any documents sent to printer are held in the printer buffer
- If you try to bring the printer status to Up when an image is in the printer buffer, the following message is displayed: IMAGES ON PRINTER BUFFER – PLEASE DELETE IMAGE OR RESTART PRINTER
- If the printer is accessed by several workstations on a network, the device status needs to be changed from only one workstation

How to use
Highlight the appropriate printer and select Device from the menu displayed, then select Up or Down as appropriate.

Note: Can also double-click on the printer or highlight and right click for the menu
Linking to a Device

When to use

Before you can print any type of document, your workstation must be linked to the required printers. Each agency has individual printing requirements but usually you will need to be linked to a ticket printer and an itinerary/invoice printer.

- A workstation can be linked to only one of each type of printer at one time.
- Once you have linked your workstation to a printer, this connection is retained until you change it.
- The procedure to link to a printer must be carried out from each workstation in your agency.

How to use

1. Click on the Device menu.
2. From the menu displayed, select Linkage.
3. In the Device (Printer) list, highlight the device you want to link to.
4. In the LNIATA box, click or down arrow to select the APOID number for the highlighted device.
5. Select the Link button.
6. Repeat for each device you want to link to.
7. Select the Close button and return to the application window.
8. The screen is refreshed and all the devices you are linked to display in the Devices (Printers) list box.
Module 8: Print Recovery

Form Type

The type of document that is to be produced by the printer must be assigned to each printer that you have linked to your workstation.

When to use

- If no form type is selected, the default is to assign Blank.
- Only one form type can be assigned to a printer at any one time.

If the printer is accessed by several workstations on a network, the form type needs to be set from only one workstation

How to use

1. On the appropriate printer, double-click or highlight and select the Device.
2. From the displayed menu, select Ticket, Itinerary, or Blank.

A check mark next to a form type indicates that it is selected and this is shown in the Devices (Printers) list box.

Print Queue – Displaying the Last Image in the Printer Buffer

The printer buffer retains any images that have been transmitted to the printer but which, because of printer failure, cannot be issued. There should only ever be one image in the Device Buffer Count. All subsequent images are held in the Pending buffer. You can display the last image in the printer buffer to determine what will be printed.

When to use

- The image display is of the actual document that is to be produced.
- The Display Image menu command is only available if there is an image in the printer buffer (appears under “Print Queue” next to the appropriate printer).

How to use

1. On the appropriate printer in the Device (Printer) box, double-click or highlight and select the Device menu.
2. From the menu displayed, select Display Image.
3. Select the Close button to end the display and return to the application window.
Printing the Next Image in the Printer Buffer (Quick Start)

- The printer buffer should hold only one image; subsequent documents should be stored in the Pending buffer.
- The number of images in the printer buffer is the number of PNRs, not passengers.
- You cannot change the status of the print device from Down to Up if there is an image held in the printer buffer. The image must be quick started to remove it from the buffer to allow other documents to print.

When to use
If an image is stuck in the printer buffer, it must be removed, if it’s no longer required, or pushed out of the buffer with a quick start (restart). If the print device is working, the quick start command will print the next image held in the printer buffer.

How to use
1. Make sure the printer is operational and the status is set to Up.
2. Check the buffer count of the printer for which you want to print the next image held in the printer buffer.
3. Select the appropriate printer in the Device (Printer) box and double-click or click the Device menu.
4. From the menu displayed, select Quick Start. The next image is produced at the printer.

TINS

When to use
The Ticket Invoice Numbering System (TINS) provides your agency with sales accounting information from each ticket you issue. As each ticket is printed, the ticket numbers will decrement. Transaction details are recorded in a DAR report. (See Module 7)

Each time you physically load tickets into a printer, a new TINS table must be created. When you create a TINS table, you enter the first and last numbers of the ticket stock you are loading into the printer. These numbers are stored on the host system and assigned to tickets as they pass through the Central Processor. Several digits of the assigned TINS number print on the ticket and must match the actual ticket number. You can also create a TINS table for itinerary and invoice printing.

How to use
From the Print Recovery application window, the TINS tables you have created for each print device will display. This shows the APOID
number of the device, the first and last stock numbers and the quantity of remaining stock.

You can reset or delete a TINS table and create a new TINS table using the commands on the TINS menu bar or on the “floating” menu. To display the “floating” menu, double click on the device you want to change. The reset option allows you to delete and create a TINS table in one step.

### Demand Message Count

**When to use**
The Demand Message Count box lists each device attached to your workstation and the number of documents currently stored in the Pending and Sent buffer of the Central Processor. If the Pending buffer count is greater than zero, this indicates that an image is stuck and cannot be handed off to the Sent buffer.

**How to use**
If a document has been sent to the printer but has not printed successfully, you can display the image in the Sent buffer and re-send it to the printer. Only images that were issued on that day can be retransmitted.

### Auto Recover

**When to use**
To recover a document that has failed to print, you can use the Auto Recover function. The process is then carried out automatically for you.

**How to use**
To recover your documents automatically:

1. Make sure you are signed on and connected to Apollo®.

2. Click on the **Auto Recover** button on the toolbar or click the **Options** menu and choose **Auto Recover**. The Choose Missing Document(s) dialog box displays.

3. Click to select the documents you want recovered.

4. Select **OK** to start the recovery procedure.

If a problem is detected during the recovery process that requires you to take action, an information box displays giving you tasks to perform.
Summary

In the module, we covered:

- Flyaway Hints
- Printer Status
- Linking to a Device
- Form Type
- Displaying the Last Image in the Printer Buffer
- Printing the Next Image in the Printer Buffer
- TINS
- Demand Message Counts
- Auto Recover
Module 9

Tips and Hints

This section will provide you with Tips and Hints to assist you in pricing, storing and ticketing a PNR.

Assumptions of $B Without Modifiers
HELP $B

- All passengers are to be fared
- All passengers are adult (Infants are ignored)
- All segments priced, except waitlist, ARNK and auxiliary
- All segments priced as best fare or class of service held
- Point-to point fares for connections of more than 4 hours for NAFQ or 24 hours for IFQ
- Through or joint fares are quoted for connections within 4 hours for NAFQ or 24 hours for IFQ
- Quote up to 16 segments for NAFQ or 29 segments for IFQ
# Fare Quote Pricing Modifiers (ATPCO Fares)

## HELP MOD

<table>
<thead>
<tr>
<th>N</th>
<th>NAME SELECT</th>
<th>NAME SELECT IF PRICING SPECIFIC PASSENGER</th>
<th>HELP MODN</th>
</tr>
</thead>
<tbody>
<tr>
<td>$BN1+4</td>
<td></td>
<td>- 1&lt;sup&gt;st&lt;/sup&gt; and 4&lt;sup&gt;th&lt;/sup&gt; name field</td>
<td></td>
</tr>
<tr>
<td>$BN1-2</td>
<td></td>
<td>- 1&lt;sup&gt;st&lt;/sup&gt; name field, 2&lt;sup&gt;nd&lt;/sup&gt; passenger</td>
<td></td>
</tr>
<tr>
<td>$BN2-2+3</td>
<td></td>
<td>- 2&lt;sup&gt;nd&lt;/sup&gt; name field, 2&lt;sup&gt;nd&lt;/sup&gt; psgr (adult) and 3&lt;sup&gt;rd&lt;/sup&gt; name</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*</th>
<th>PIC</th>
<th>PASSENGER IDENTIFICATION CODES</th>
<th>HELP MOD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$BN2*C6</td>
<td>- Price 2&lt;sup&gt;nd&lt;/sup&gt; name field only, child of 6 (ages 2-11)</td>
<td>HELP SENIOR</td>
</tr>
<tr>
<td></td>
<td>$BN1-1*SRC or</td>
<td>- Price 1&lt;sup&gt;st&lt;/sup&gt; name field, 1&lt;sup&gt;st&lt;/sup&gt; psgr at published senior fare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$BN1-1*SC65</td>
<td>PIC varies – see fare rule or airline briefing $*XXB/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$BN1&amp;SRC+2*CMP</td>
<td>- Price 1&lt;sup&gt;st&lt;/sup&gt; name at senior and 2&lt;sup&gt;nd&lt;/sup&gt; name at companion fare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$B*DP10</td>
<td>- Price all passengers with 10% discount off published fare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$B*IP10</td>
<td>- Price all passengers with 10% increase to published fare</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S</th>
<th>SEGMENT SELECT</th>
<th>SEGMENT (AIR) SELECT IF PRICING SPECIFIC SEGMENTS</th>
<th>HELP MODS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$BS1+4</td>
<td></td>
<td>- Segments 1 and 4 only</td>
<td></td>
</tr>
<tr>
<td>$BS2*5</td>
<td></td>
<td>- Segments 2 through 5</td>
<td></td>
</tr>
<tr>
<td>$BSALL</td>
<td></td>
<td>- All segments, confirmed and waitlisted</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>■</th>
<th>FIC</th>
<th>FARE BASIS IDENTIFICATION CODE</th>
<th>HELP MOD ■</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$B■HLE14</td>
<td>- Price entire itinerary at specific fare basis</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$BS1■Y2+2■HLE14</td>
<td>- Price with two different fare basis codes</td>
<td></td>
</tr>
</tbody>
</table>
### Tips and Hints

<table>
<thead>
<tr>
<th>.</th>
<th>BIC</th>
<th>Booking Class Code</th>
<th>HELP MOD.</th>
</tr>
</thead>
<tbody>
<tr>
<td>$B.Y</td>
<td>- Price entire itinerary as a specific booking class</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>CONNECTION</td>
<td>CONNECTION ON SPECIFIED SEGMENT</td>
<td>HELP MODX</td>
</tr>
<tr>
<td>$BX2+4</td>
<td>- Price with connection at segments 2 and 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SO</td>
<td>STOPOVER</td>
<td>STOPOVER ON SPECIFIED SEGMENT</td>
<td>HELP MODX</td>
</tr>
<tr>
<td>$BSO3+5</td>
<td>- Price by breaking fare at segment 3 and 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TE</td>
<td>TAX EXEMPT</td>
<td>EXEMPT SPECIFIED TAX</td>
<td>HELP MODT</td>
</tr>
<tr>
<td>$B:TE-XG</td>
<td>- Price with GST exempt (store as T:$BGTE-XG)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RULES FROM QUOTE</th>
<th>NORTH AMERICAN HELP $V</th>
<th>INTERNATIONAL HELP INTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule Menu</td>
<td>$V:</td>
<td>FQN</td>
</tr>
<tr>
<td>Subject/Paragraphs 12 &amp; 16</td>
<td>$V:12+16</td>
<td>FN2</td>
</tr>
<tr>
<td>Rule Summary</td>
<td>$V:/S</td>
<td>FN3/P12/16</td>
</tr>
<tr>
<td>Subjects MIN &amp; CHG</td>
<td>$V:/MIN+CHG</td>
<td>for component 3</td>
</tr>
<tr>
<td>All Rule Subjects</td>
<td>$V:/ALL</td>
<td>FN3/ALL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>for all component 3</td>
</tr>
</tbody>
</table>
## Ticketing Modifiers

- to be stored with T:$B, HHPR or added to HB: command

<table>
<thead>
<tr>
<th>PT</th>
<th>TYPE OF TICKET</th>
<th>PAPER OR ELECTRONIC</th>
<th>HELP MODJ</th>
</tr>
</thead>
<tbody>
<tr>
<td>ET</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ET</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>CARRIER VALIDATION</td>
<td>SPECIFY VALIDATING CARRIER</td>
<td>HELP MODC</td>
</tr>
<tr>
<td>CAC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>AIR SEGMENT SELECT</td>
<td>SEGMENT SELECT FOR PRICING &amp; INVOICING</td>
<td>HELP MODS</td>
</tr>
<tr>
<td>S1+4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SX</td>
<td>AUXILIARY SEGMENT SELECT</td>
<td></td>
<td>HELP MODL</td>
</tr>
<tr>
<td>S2*5/SXNONE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SX</td>
<td>AXUILLIARY SEGMENT SELECT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S5<em>6</em>/8*/9*/SNONE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>FORM OF PAYMENT</td>
<td>OVERRIDES F— (use to store multiple FOP)</td>
<td>HELP MODF</td>
</tr>
<tr>
<td>FAX37000000000000+D1205</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FCK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FXINVOICE.NONREF</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>TOUR CODE</td>
<td>TOUR CODE BOX FREEFORM</td>
<td>HELP MODI</td>
</tr>
<tr>
<td>ITAUTH978459AA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ITABC*123</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Z</td>
<td>COMMISSION</td>
<td>COMMISSION % OR $ AMOUNT IF APPLICABLE</td>
<td>HELP MODZ</td>
</tr>
<tr>
<td>-------</td>
<td>------------</td>
<td>----------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Z8</td>
<td></td>
<td>- 8% commission</td>
<td></td>
</tr>
<tr>
<td>Z$3500</td>
<td></td>
<td>- $35.00 commission (no decimal point)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D</th>
<th>DEVICE MODIFIER</th>
<th>DOCUMENT PRINTER SELECTION</th>
<th>HELP MODD</th>
</tr>
</thead>
<tbody>
<tr>
<td>DID</td>
<td></td>
<td>- Itinerary/Invoice</td>
<td></td>
</tr>
<tr>
<td>DTD</td>
<td></td>
<td>- Ticket</td>
<td></td>
</tr>
<tr>
<td>DAD</td>
<td></td>
<td>- Accounting Mir</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G</th>
<th>GENERIC</th>
<th>COMBINE ALL G MODIFIERS WITH +</th>
<th>HELP MODG</th>
</tr>
</thead>
<tbody>
<tr>
<td>GT</td>
<td></td>
<td>- Net ticket prints IT in fare box and total</td>
<td>S*GEM/V TKTG- NET FARES</td>
</tr>
<tr>
<td>GBG2PC</td>
<td></td>
<td>- Baggage 2PC</td>
<td></td>
</tr>
<tr>
<td>GSITI</td>
<td></td>
<td>- International sale indicator (e.g. SITI or SOTO)</td>
<td></td>
</tr>
<tr>
<td>GEBVALIDONLYDEBDELTA+EBNON-REFUNDABLE</td>
<td></td>
<td>- Endorsement box, max 2 lines on CAD tkt stock</td>
<td></td>
</tr>
<tr>
<td>GTDCD10</td>
<td></td>
<td>- Ticket designator CD10</td>
<td></td>
</tr>
<tr>
<td>GTE-XG</td>
<td></td>
<td>- Tax exempt with tax code XG</td>
<td></td>
</tr>
<tr>
<td>GIS</td>
<td></td>
<td>- Issue separate invoice for multiple pax ATFQ</td>
<td></td>
</tr>
<tr>
<td>GIF+F</td>
<td></td>
<td>- Ignore Apollo fare for charter air invoices</td>
<td></td>
</tr>
<tr>
<td>GID/DID</td>
<td></td>
<td>- Itinerary with price/invoice device modifier</td>
<td></td>
</tr>
<tr>
<td>GIN/DID</td>
<td></td>
<td>- Itinerary no price/invoice device modifier</td>
<td></td>
</tr>
<tr>
<td>GTE-XG+EBCERTIFICATE123456</td>
<td></td>
<td>- Combined tax exempt GST and endorsement</td>
<td></td>
</tr>
</tbody>
</table>
## Store Pricing

### HELP STORE

### HELP PRICE

- Up to 8 ATFQ fields per PNR
- Multiple fields not allowed for *same name & segments*

### Priceable PNR's

### HELP STORE

<table>
<thead>
<tr>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STORE PRICING</strong></td>
<td></td>
</tr>
<tr>
<td>No pricing or ticketing modifiers</td>
<td>T:$B</td>
</tr>
</tbody>
</table>
| Name field 1  
FOP cash  
Electronic Ticket | T:$BN1/FS/ET |
| Name 2 pax 1 * Senior  
Name 2 pax 2 * companion  
FOP cash  
GST tax exempt | T:$BN2-1*SRC+2-2*CMP/FCK/GTE-XG |
| Name 3 pax 1 adult  
Name 3 pax 2 * child age 6  
FOP credit card with expiry date | T:$BN3-1+3-2*C6/FAX370000000000028+D1205 |
| Connection forced at segments 3 & 6  
FOP invoice  
Commission 8% | T:$BX3+6/FXINVOICE.NON.REF/Z8 |
| Fare basis per segment  
Tour code for airline auth#  
Paper ticket | T:$BS1■HLE14+2■LLE14/ITACYZ123/PT |
| Discount 10%  
Ticket designator  
Endorsement box 1 and endorsement box 2  
Tour code for Airline auth# | T:$B*DP10/GTDFLY10+EBVALID■ONLY■CX+EB NONREFUNDABLE/ITCERT6712 |

### DISPLAY STORED PRICING
| **ATFQ, ticketing and form of payment fields** | *T  |
| **VERIFY STORED PRICING** *(after any itin changes to allow ticket issuance)* |  |
| All stored pricing | T:V  |
| Stored pricing ATFQ #2 and 3 | T:V2+3  |
| **RE-PRICE STORED PRICING** *(after itinerary changes to prohibit ticket issuance)* |  |
| All stored pricing | T:R  |
| Stored pricing ATFQ #2 and 3 | T:R2+3  |
| **CANCEL OR MODIFY STORED PRICING** |  |
| Modify (must include all pricing modifiers) | C:T:$B______________________  |
| Remove paper ticket (PT) modifier | C:T:/PT  |
| Cancel all ATFQ fields | XT  |
| Cancel ATFQ #2 and 3 | XT2+3  |
**UnPriceable PNR’s**

**HELP PRICE**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STORE HHPR</strong> (fill in format with name select and ticketing modifiers)</td>
<td></td>
</tr>
<tr>
<td>1. Request fill in for:</td>
<td>HHPRN1+2/BGB2PC+EBVALIDONLYCX+EBNONREFUNDABLE+TDCD10+SITI/ITCERT6712/Z$5000</td>
</tr>
<tr>
<td>Name 1 &amp; 2</td>
<td></td>
</tr>
<tr>
<td>Baggage</td>
<td></td>
</tr>
<tr>
<td>Endorsement</td>
<td></td>
</tr>
<tr>
<td>Ticket Designator</td>
<td></td>
</tr>
<tr>
<td>International Sales Indicator</td>
<td></td>
</tr>
<tr>
<td>Tour Code</td>
<td></td>
</tr>
<tr>
<td>Commission ($ amount)</td>
<td></td>
</tr>
<tr>
<td>2…Store fill in:</td>
<td></td>
</tr>
<tr>
<td>For 1 passenger or multi passengers at different fares</td>
<td>HBT</td>
</tr>
<tr>
<td>For multi passengers at the same fare</td>
<td>HBTA</td>
</tr>
<tr>
<td>3. Change ATFQ field from UNABLE to OK for ticketing</td>
<td>T:OK</td>
</tr>
</tbody>
</table>

**CANCEL OR MODIFY STORED PRICING**

| All pricing records | XPR |
| Pricing records #1 and 2 | XPR1+2 |
# Issuing Documents

HELP HB
HELP HB:

- Examples below may vary depending on modifiers stored with pricing for BSP tickets.

<table>
<thead>
<tr>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BSP Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>Paper</td>
<td>HB:PT</td>
</tr>
<tr>
<td>Electronic</td>
<td>HB:ET</td>
</tr>
<tr>
<td>Manual (with or without auxiliary segments)</td>
<td>T-TK-3999123456</td>
</tr>
<tr>
<td>add ticket number</td>
<td></td>
</tr>
<tr>
<td>BSP tickets with auxiliary segments</td>
<td></td>
</tr>
<tr>
<td>(car/htl/ins/tour/cruise)</td>
<td></td>
</tr>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; invoice on PNR (all segments) paper electronic</td>
<td>HB:PT</td>
</tr>
<tr>
<td></td>
<td>HB:ET</td>
</tr>
<tr>
<td>2&lt;sup&gt;nd&lt;/sup&gt; invoice on PNR (ticket only)</td>
<td>HB:PT/SXNONE or HB:ET/SXNONE</td>
</tr>
<tr>
<td>Ticket issued and other segments added after or segment select others</td>
<td>HBDID/SNONE/FS</td>
</tr>
<tr>
<td></td>
<td>HBDID/SX2*3/SNONE/FS</td>
</tr>
<tr>
<td><strong>Tour/Cruise/Rail/Insurance/Hotel and Car with Air</strong> (ticketed by operator)</td>
<td></td>
</tr>
<tr>
<td>Add air segments for non-participating carriers as XI</td>
<td></td>
</tr>
<tr>
<td>Carrier override if needed</td>
<td>HBDID/GIF+F/FS/Z0.00/CAC</td>
</tr>
<tr>
<td>Select auxiliary segments with air</td>
<td>HBDID/GIF+F/SX2*3/FS/Z0.00</td>
</tr>
<tr>
<td>Select auxiliary segments with no air</td>
<td>HBDID/SNONE/SX2<em>3</em>5*6/FS</td>
</tr>
<tr>
<td>Invoicing 2&lt;sup&gt;nd&lt;/sup&gt; time on a PNR (e.g. final payment added after deposit was invoiced)</td>
<td></td>
</tr>
<tr>
<td>Either cancel all TUR segments already invoiced and use 1 of the choices above or:</td>
<td></td>
</tr>
<tr>
<td>Segment select TUR segments needed with air</td>
<td>HBDID/GIF+F/SX2<em>3</em>4/FS/Z0.00/CAC</td>
</tr>
<tr>
<td>Segment select TUR segments needed with no air</td>
<td>HBDID/SX2<em>3</em>4/SNONE/FS</td>
</tr>
</tbody>
</table>
### AND CAR WITH NO AIR

<table>
<thead>
<tr>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoicing 2\textsuperscript{nd} time on PNR (e.g. final payment added after deposit was invoiced)</td>
<td>HBDID/FS</td>
</tr>
<tr>
<td>Either Cancel all TUR segments already invoiced \textit{or} Use segment select for TUR segments needed</td>
<td>HBDID/SX2<em>3</em>4*5/FS</td>
</tr>
</tbody>
</table>

### DUPLICATE APOLLO INVOICE (within 72 hours)

1. Display invoice number image
2. Re-transmit to invoice printer

### ITINERARY ONLY (for information to client)

<table>
<thead>
<tr>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSP fares with stored pricing (will add GID in ATFQ -**REMOVE before ticketing)</td>
<td>HB:DID/GID</td>
</tr>
<tr>
<td>No price on itinerary</td>
<td>HBDID/GIN</td>
</tr>
</tbody>
</table>
Issuing Documents with Accounting
HELP GBO
S*PRO/GBO-CHEAT

☐ Examples below may vary depending on modifiers stored with pricing for BSP tickets.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>ACTION</th>
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</thead>
<tbody>
<tr>
<td><strong>BSP Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>Paper</td>
<td>HB:PT</td>
</tr>
<tr>
<td>Electronic</td>
<td>HB:ET</td>
</tr>
<tr>
<td>Manual (with or without auxiliary segments)</td>
<td></td>
</tr>
<tr>
<td>Priceable fares – add ticket number</td>
<td>T-TK-3999123456 then HB:DIDAD</td>
</tr>
<tr>
<td>Un-priceable fares – run GBO script (BSP ticket already issued)</td>
<td>HBDIDAD/GIF+F/FS/Z0.00</td>
</tr>
<tr>
<td>BSP tickets with auxiliary segments (car/htl/ins/tour/cruise)</td>
<td></td>
</tr>
<tr>
<td>1st invoice on PNR (all segments) Paper</td>
<td>HB:PT</td>
</tr>
<tr>
<td>Electronic</td>
<td>HB:ET</td>
</tr>
<tr>
<td>2nd invoice on PNR (ticket only)</td>
<td>HB:PT/SXNONE or HB:ET/SXNONE</td>
</tr>
<tr>
<td>Ticket issued and other segments added after or segment select others</td>
<td>HBDIDAD/SNONE/FS</td>
</tr>
<tr>
<td></td>
<td>HBDIDAD/SX2*3/SNONE/FS</td>
</tr>
<tr>
<td><strong>TOUR/Cruise/RAIL/INSURANCE/HOTEL AND CAR WITH AIR</strong> (ticketed by operator)</td>
<td></td>
</tr>
<tr>
<td>Add air segments for non-participating carriers as XI.</td>
<td></td>
</tr>
<tr>
<td>Carrier override if needed</td>
<td>HBDIDAD/GIF+F/FS/Z0.00/CAC</td>
</tr>
<tr>
<td>Select auxiliary segments with air</td>
<td>HBDIDAD/GIF+F/SX2*3/FS/Z0.00</td>
</tr>
<tr>
<td>Select auxiliary segments with no air</td>
<td>HBDIDAD/SNONE/SX2<em>3</em>5*6/FS</td>
</tr>
<tr>
<td>Invoicing 2nd time on PNR (e.g. final payment added after deposit was invoiced)</td>
<td></td>
</tr>
<tr>
<td>Either cancel all accounting MS-fields and TUR segments already invoiced using 1 of the choices above or</td>
<td></td>
</tr>
<tr>
<td>Cancel all accounting MS-fields and use segment</td>
<td></td>
</tr>
<tr>
<td><strong>Tips and Hints</strong></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td>select for TUR segments needed.</td>
<td></td>
</tr>
<tr>
<td>With air</td>
<td></td>
</tr>
<tr>
<td>With no air</td>
<td></td>
</tr>
<tr>
<td>HBDIDAD/GIF+FSX2<em>3</em>4/FS/Z0.00/CAC</td>
<td></td>
</tr>
<tr>
<td>HBDIDAD/SX2<em>3</em>4/SNONE/FS</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TOUR/Cruise/Rail/Insurance/Hotel and Car with No Air</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoicing 2nd time on PNR (e.g. final payment added after deposit was invoiced)</td>
</tr>
<tr>
<td>Either cancel all accounting MS- fields and TUR segments already invoiced or</td>
</tr>
<tr>
<td>Cancel all accounting MS- fields and use segment select for TUR segments needed</td>
</tr>
<tr>
<td>HBDIDAD/FS</td>
</tr>
<tr>
<td>HBDIDAD/SX2<em>3</em>4*5/FS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Duplicate Apollo Invoice (within 72 hours)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Display invoice number range</td>
</tr>
<tr>
<td>2. Re-transmit to invoice printer</td>
</tr>
<tr>
<td>HQB/INV/12345</td>
</tr>
<tr>
<td>HQNN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Itinerary Only (for information to clients)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>BSP fares with stored price (will add GID in ATFQ ** REMOVE before ticketing)</td>
</tr>
<tr>
<td>No price on itinerary</td>
</tr>
<tr>
<td>HBDID/GID</td>
</tr>
<tr>
<td>HBDID/GIN</td>
</tr>
</tbody>
</table>