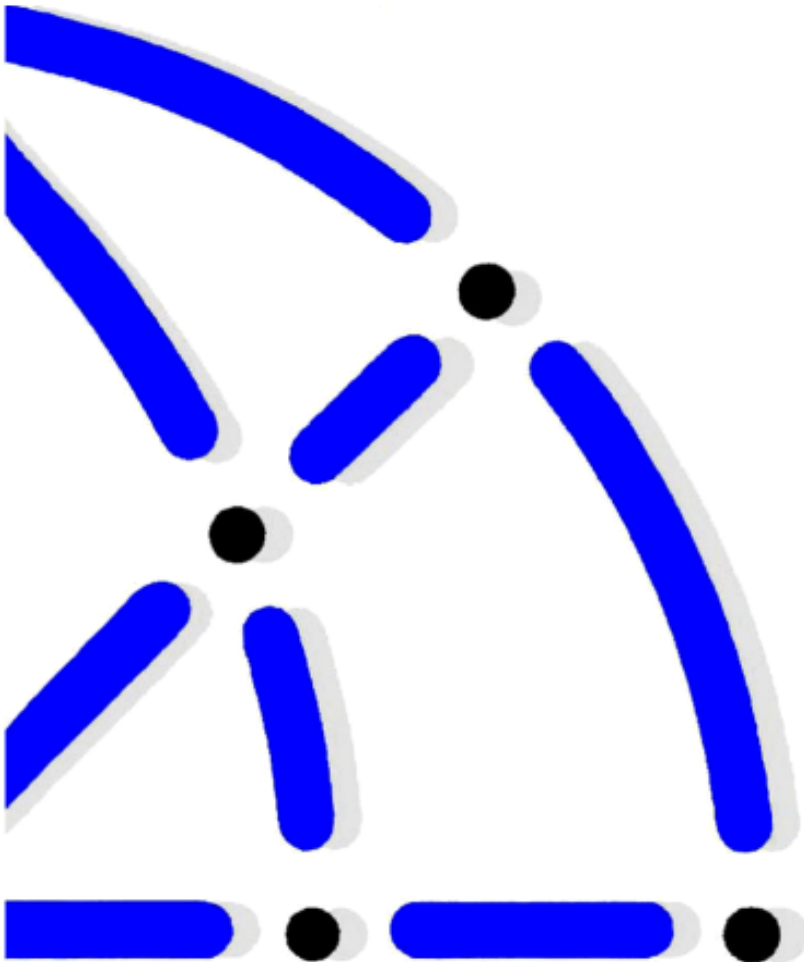




Apollo[®] Automated Ticketing

Learning Guide



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:

```

1 → $B-*2U43
2 { *FARE GUARANTEED AT TICKET ISSUANCE*
   { *PENALTY APPLIES*
   { LAST DATE TO PURCHASE TICKET: 10DEC02
3 { $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
4 { S1 NVB23FEB/NVA23FEB
   { S2 NVB01MAR/NVA01MAR
   { E AC ONLY/NONREF/CHGFEE
   { US PFC: XF SFO4.5
   { BAGGAGE ALLOWANCE: 2PC
    
```

\$B Screen Description

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

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/CT2Š/EOE
B/O:
SUR:CONDITIONS APPLY
ACC:
TVL:
TKT:CONDITIONS APPLY Š
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

WHO	Eligibility	DAY	Day/time restrictions
SEA	Seasonality	FLT	Flight application
ADV	Advanced reservations/ticketing	MIN	Minimum stay requirements
MAX	Maximum stay requirements	STP	Stopovers
TRF	Transfers	CMB	Combinations
B/O	Blackouts	SUR	Surcharges
ACC	Accompanied	TVL	Travel restrictions
CHG	Penalties	CHD	Children
DSC	Other discount		

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.

NUMBER	ABBREVIATIONS	SUBJECT
0	APP	Application
1	WHO	Eligibility
2	DAY	Day/Time
3	SEA	Seasonality
4	FLT	Flight application
5	ADV RES/TKTG	Advance res/ticketing
6	MIN	Minimum stay
7	MAX	Maximum stay
8	STP	Stopovers
9	TRF	Transfers
10	CMB	Permitted combinations
11	B/O	Blackout dates
12	SUR	Surcharges
13	ACC	Accompanied travel
14	TVL	Travel restrictions
15	TKT	Sales restrictions
16	CHG	Penalties

NUMBER	ABBREVIATIONS	SUBJECT
17	HIP	Hip/Mileage exceptions
18	END	Ticket Endorsements
19	CHD	Children discounts
20		Tour conductor discounts
21	AGT	Agent discounts
22	DSC	Other discounts
23	MIS	Miscellaneous provisions
25	FBR	Fare by rule
26	GRP	Groups
27		Tours
28		Visit another country
29	DEP	Deposits
31	VOL	Voluntary Changes
35	NET	Negotiated Fares
90	OTH	Other

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 M441.95HLWAPM4 AF YTO M441.95HLWAPM4
   NUC 883.90 ROE1.5669
3 { 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

CALLOUT	DESCRIPTION
1	Fare quote entry.
2	Agent alert about guarantee airfare policy, if any penalties exist for fare and last date to purchase ticket..
3	Price breakdown by passenger type, some restrictions, NVB and NVA dates and baggage allowance.

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	FQN
Step 2: Display summary of fare quote note	FN1 / S
<i>Or</i>	
Display ALL topics for fare quote note	FN1 / ALL
<i>Or</i>	
Display list of paragraphs for fare quote note	FN1
then detailed info for up to 3 specific paragraph(s), e.g. 8 and 12	FN1 / P8 / 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**

HELP
SENIOR 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.**

S*PRO/FARE
-SENIOR

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

\$BN1-1*SRC‡1-2*CMP

How to use **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

```

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

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

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 look 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:
	Cash payment T: \$BFS
	Cheque T: \$BFCK
	Credit card T: \$BFAX370000000000028+D1201 (credit card code optional)
	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

TO PRINT:	USE:
Hyphen (-)	Hyphen (-)
Oblique/slash (/)	Asterisk (*)
A blank space	Lozenge (■)

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:

EB	Endorsement Box	F	Free Ticket
TD	Ticket Designator	IN	Itinerary ONLY with <i>no</i> fare (\$)
TE	Tax Exempt	ID	Itinerary ONLY with fare (\$)
IS	Itinerary / Invoice Separate	BG	Baggage Allowance
IF	Itinerary / Invoice with \$0.00 amount		
SIT I	International Sale Indicator, e.g. Sold Inside, Ticketed Inside (or SITO, SOTI, SOTO)		

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	<p>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.</p> <p>Blank spaces are created with a lozenge (■)</p> <p>One Endorsement Box: T : \$BGEBDOB■20APR81</p> <p>Two Endorsement Boxes: T : \$BGBCERT■ON■FILE+EBVALID■ON■DL■ONLY</p>

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	<p>Exempt all taxes</p> <p>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).</p> <p>T : \$BGTE</p> <p>Exempt specific tax(es)</p> <p>The Tax Exempt modifier (TE) is followed by a dash (-) and the applicable tax code. A period (.) is used to separate multiple taxes:</p> <p>T : \$BGTE-XG.DE</p>

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: 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:

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) HHRPT

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 ATFQ 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:\$BN1*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:\$BN1*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 -

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.

PROGRAMMATIC DATA FROM THE PNR	
<i>Note:</i> Programmatic data cannot be overtyped.	
\$NME	Passenger name from PNR
X	Connection or stopover code (not required for first or last segment)
CTY	Three letter city/airport code
CR	Two letter carrier code
FLT/CLS	Flight number and class of service
DATE	Departure date of each segment
TIME	Flight departure time
ST	Status of flight segment - OK or RQ
INT	An X would indicate an international city/airport in the itinerary
MREC	Current ATFQ field displayed compared to total number of ATFQs
PSGR	Current passenger being priced compared to total number in ATFQ
BOOK	Current book compared to total number of books. (Apollo [®] recognizes four coupons as a book)

MANUALLY ENTERED DATA	
<i>Note:</i> 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.	
F/B	Fare basis code - must be indicated for each segment up to 8 characters.
VALUE	Base value of local or through fare, with decimals and no dollar (\$) sign (e.g., 250.00). Leave blank if filling in a linear fare construction. (Y to F CONST)
NVB/NVA	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)
FARE	First three dots indicate currency code (defaults to CAD) Next eight dots, enter the total base fare or enter B . The "B" instructs Apollo [®] to add up the value boxes.
DO TAXES APPLY?	Y if taxes apply, N if no taxes apply If Y , a tax screen (\$TA) will display when this screen (\$NME) is complete. If N , the total will be calculated by Apollo [®] , and the Pricing Record is complete.

ADDITIONAL / OPTIONAL DATA	
EQUIV FARE	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.
COMM	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/).
F CONST	Fare construction box. Enter Y if a linear fare construction is required. (e.g., Surcharged fare or NUC amount)
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)

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 }	

Transborder Itinerary

```

▶ $NME ANDERSON/BOB MR
X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
. YVR AS 2237 V 04DEC 800A OK}VSPECIAL}.....}.....}.....
}O SEA AS 2382 V 11DEC 730A OK}VSPECIAL}.....}.....}.....
. YVR .. .. VOID .. .. .. .. ..
. . . . . VOID .. .. .. .. ..
. . . . . FARE}...}207.00.. DO TAXES APPLY?}Y
EQUIV FARE}...}..... COMM 0.00/ F CONST}Y.
TD 1/}..... 2/}..... 3/}..... 4/}..... INT}. MREC 01/01
                                           PSGR 01/02
                                           BOOK 01/01
DO YC/XY/CANADIAN/XG TAXES APPLY?
    
```

```

FARE CAD 207.00 TTL CAD }..... ROE }.....
T1 }14.99...}XG T2 }36.33...}US T3 }8.72...}XY T4 }4.36...}XF
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 }SEA AMT }3 AIRPORT 2 }... AMT }.
AIRPORT 3 }... AMT }. AIRPORT 4 }... AMT }.
    
```

```

▶ $FC/NTA FARE CONSTRUCTION
}04DEC YVR AS SEA Q14.25 89.25VSPECIAL AS YVR Q14.25 89.25
}VSPECIAL CAD207.00.....
}.....
}.....
}.....
}.....
}AC 04DEC YVRSEA YSPECIAL 0.00 AC 11DEC SEAYVR YSPECIAL
}0.00 CAD 207.00
    
```

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 \$TA 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

```

▶ $NME WILLIAMS/SCOTT MR
X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
. BOS DL 1823 Y 05NOV 730A OK}Y.....}.....}.....}.....}
}O LGA DL 281 Y 07NOV 830A OK}Y.....}.....}.....}.....}
}O ATL DL 1777 Y 09NOV 825A OK}Y.....}.....}.....}.....}
}O MCO DL 236 Y 11NOV 800A OK}Y.....}.....}.....}.....}
}O LGA 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
                                     }PSGR 01/01
                                     }BOOK 01/02
    
```

book 1 of a total of 2

```

▶ $NME WILLIAMS/SCOTT MR
X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
}O LGA DL 1824 Y 13NOV 830A OK}Y.....}.....}.....}.....}
. BOS .. .. . VOID .. .. .
. . . . . VOID .. .. .
. . . . . VOID .. .. .
. . . . . 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
                                     }PSGR 01/01
                                     }BOOK 02/02
    
```

book 2 of a total of 2

```

▶ $TA TAX BREAKDOWN SCREEN
FARE CAD 1463.30 TTL CAD }..... ROE }.....
T1 }109.70..}US T2 }17.44...}XF T3 }18.17...}ZP 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 }BOS AMT }3 AIRPORT 2 }MCO AMT }3
AIRPORT 3 }LGA AMT }3 AIRPORT 4 }LGA AMT }3
    
```

```

▶ $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
}Q9.30 R145.72Y DL LGA Q11.16 R221.86 DL BOS R183.26Y LGA
}USD1006.60 EQU CAD1463.30.....
}.....
}.....
}.....END ZPBOSLGAATLMCOLGA XFBOS3LGA3MCO3LGA3}

}DL 05JAN BOSLGA Y 0.00 DL 07JAN LGAATL Y 0.00 DL 09JAN ATL
MCO Y 0.00 DL 11JAN MCOLGA Y 0.00 DL 13JAN LGABOS Y 0.00
USD 1006.60
    
```

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

\$FC1/2 first passenger, second ATFQ

Flight Segment Tax Breakdown Screen:

\$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

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

S*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

S*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

S*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 **S*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 **T**icketing device
 DID **I**tninerary / invoice device
 DAD **A**ccounting 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
	<input type="checkbox"/>	will not send a message to credit card for authorization
	<input type="checkbox"/>	does not decrement Apollo® TINS
	<input type="checkbox"/>	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
	<input type="checkbox"/>	will not send a message to credit card for authorization
	<input type="checkbox"/>	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.

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.

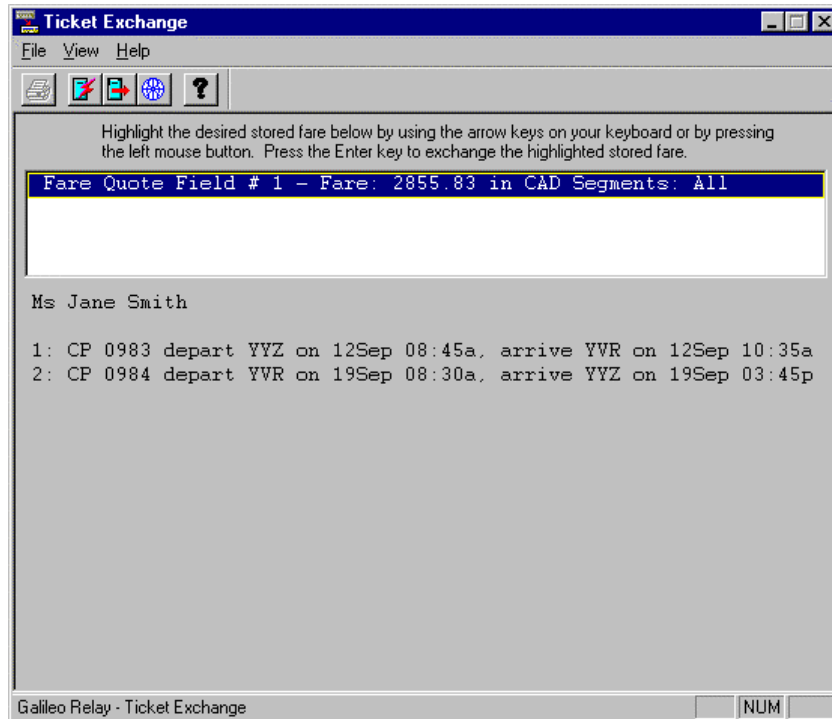
ATFQ Selection

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 programmatically 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.

The screenshot shows the 'Ticket Exchange' software window. It has a menu bar with 'File', 'View', and 'Help'. Below the menu bar are several icons. The main area is divided into three tabs: 'Step 1', 'Step 2', and 'Step 3', with 'Step 1' currently selected. The 'Old Tickets & Coupons' section contains two radio buttons: 'Exchange 1 or 2 Individual Tickets' (which is selected) and 'Exchange Ticket Range (All Coupons)'. Below this are input fields for '1st Ticket' (containing '018 2423912776') and '2nd Ticket'. There are also checkboxes for 'Coupons' for both the 1st and 2nd tickets, with options 1, 2, 3, and 4. To the right, the 'Ticket Exchange Worksheet' shows 'New Fare' as 2855.83 CAD, 'Value of Old Fare' as 0.00 CAD, and 'Additional Collection' as 2855.83 CAD. Below that is a 'Keyboard tips' section with instructions: 'Use Ctrl+Tab to move between steps' and 'Press Enter/Click OK to submit Exchange'. At the bottom, the 'New Ticket Section' shows 'Passenger 1 of 1: SMITH/JANE MS' and 'Currency: CAD'. A table displays fare details: Base Fare (2669.00), Tax1 (186.83 XG), Tax2 (0.00), Tax3 (0.00), and Total Fare (2855.83). There are 'OK' and 'Cancel' buttons. At the very bottom, a status bar says 'Check digit of ticket number to Exchange - Press Ctrl+I for a hint' and has a 'NUM' button.

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. Overtyping 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.

The screenshot shows a software window titled 'Step 1 | Step 2 | Step 3'. The 'Step 3' tab is active. The window is divided into two main sections: 'Old Ticket Amounts' and 'Form of Payment'.

Old Ticket Amounts:

- Total Value:** A text input field followed by a 'CAD' label.
- Tax 1:** A text input field followed by a 'CAD' label and a small empty box.
- Tax 2:** A text input field followed by a 'CAD' label and a small empty box.
- Tax 3:** A text input field followed by a 'CAD' label and a small empty box.
- Commission:** A text input field followed by two radio buttons: 'Amount' (unselected) and '%' (selected).
- Penalty:** A text input field followed by the text '(Including Taxes)'.
- Comm on penalty:** A text input field followed by two radio buttons: 'Amount' (unselected) and '%' (selected).

Form of Payment:

- Four radio buttons: 'Cash' (selected), 'Cheque' (unselected), 'Credit Card' (unselected), and 'Other' (unselected).
- Below the radio buttons is a large empty text input field.

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™

1	GALILEO TRAVEL TINS REPORT 04 MAR 00				
2	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 6745045443-444	000315460
	HENRY/JAMES MR				
3	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				
					000008486
	SATRE/T MR				
4	TOTAL CAD 69680.11				

HMPR Screen Description

CALLOUT	DESCRIPTION
1	Agency Name, Report and Date
2	Heading Line repeated on each screen Currency, Amount, CC Auth, A/L Ticket Nbr, Inv Nbr, Passenger Name
3	Breakdown by Currency, Amount, CC Auth, A/L Ticket Nbr, Inv Nbr, Passenger Name
(a)	Authorization number was provided by the vendor for this ticket
(b)	Authorization number preceded by an M indicates the number was manually input by the agent
(c)	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
4	Total for the report

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: HMPP*L

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

TICKET NBR---	PASSENGER-----*PNR---/DATE-/AGENT-	STOCK NBR---
AL TT FP CNJ TOTAL-----	COMM AMT- INVNBR---	HST- STP-

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	

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

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.

```

▶ HMPR/          DAR REPORT REQUEST SCREEN

DATE OR DATE RANGE .....-..... DAILY      .
LNIATA           .....          PERIOD      .
LONG LAYOUT      .              SUMMARY     .
YOUR LAYOUT /NBR/ ..          BRANCH PSEUDO ....
WIDE LAYOUT      .              PAGE SELECT  ...-...
SEARCH/SORT      .
    
```

FIELD	ENTRY
DATE OR DATE RANGE	Type a date in the ddmmmyy format. The default is today's date. Note: date range is only available for a period report
LNIATA	Type the address of the printability or itinerary/invoice printer you are linked to - where the report is to print. There is no default
LONG LAYOUT	Type an X for long layout on standard width paper. Two lines of information exist for each ticket
YOUR LAYOUT	Type an X to default to your lowest numbered DYO layout or type the layout number.
WIDE LAYOUT	Type an X for wide layout on 132 column wide paper
SEARCH/SORT	Type an X and Enter . The Search/Sort fill-in screen will appear.
SUMMARY	Type an X to request a Summary Report. The default is a Daily Report for today's date
BRANCH PSEUDO	Enter the Pseudo city code of the STP or Branch you wish to display or print the DAR for.
PAGE SELECT	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).

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.

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 print 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

N	NAME SELECT	NAME SELECT IF PRICING SPECIFIC PASSENGER	HELP MODN
	\$BN1+4	- 1 st and 4 th name field	
	\$BN1-2	- 1 st name field, 2 nd passenger	
	\$BN2-2+3	- 2 nd name field, 2 nd psgr (adult) and 3 rd name	
*	PIC	PASSENGER IDENTIFICATION CODES	HELP MOD HELP SENIOR
	\$BN2*C6	- Price 2 nd name field only, child of 6 (ages 2-11)	
	\$BN1-1*SRC <i>or</i> \$BN1-1*SC65	- Price 1 st name field, 1 st psgr at published senior fare PIC varies – see fare rule or airline briefing S*XXB/	
	\$BN1&SRC+2*CMP	- Price 1 st name at senior and 2 nd name at companion fare	
	\$B*DP10	- Price all passengers with 10% discount off published fare	
	\$B*IP10	- Price all passengers with 10% increase to published fare	
S	SEGMENT SELECT	SEGMENT (AIR) SELECT IF PRICING SPECIFIC SEGMENTS	HELP MODS
	\$BS1+4	- Segments 1 and 4 only	
	\$BS2*5	- Segments 2 through 5	
	\$BSALL	- All segments, confirmed and waitlisted	
■	FIC	FARE BASIS IDENTIFICATION CODE	HELP MOD■
	\$B■HLE14	- Price entire itinerary at specific fare basis	
	\$BS1■Y2+2■HLE14	- Price with two different fare basis codes	

.	BIC \$B.Y	BOOKING CLASS CODE - Price entire itinerary as a specific booking class	HELP MOD.
X	CONNECTION \$BX2+4	CONNECTION ON SPECIFIED SEGMENT - Price with connection at segments 2 and 4	HELP MODX
SO	STOPOVER \$BSO3+5	STOPOVER ON SPECIFIED SEGMENT - Price by breaking fare at segment 3 and 5	HELP MODX
TE	TAX EXEMPT \$B:TE-XG	EXEMPT SPECIFIED TAX - Price with GST exempt (store as T:\$BGTE-XG)	HELP MODT

RULES FROM QUOTE	NORTH AMERICAN HELP \$V	INTERNATIONAL HELP INTR
Rule Menu Subject/Paragraphs 12 & 16	\$V: \$V:12+16	FQN display fare components FN2 menu for component 2
Rule Summary Subjects MIN & CHG	\$V:/S \$V:/MIN+CHG	FN3/P12/16 for component 3
All Rule Subjects	\$V:/ALL	FN3/ALL for all component 3

Ticketing Modifiers

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

PT	TYPE OF TICKET	PAPER OR ELECTRONIC	HELP MODJ
ET	PT ET	- Issue paper tkt (overrides carrier Etkd default) - Issue electronic tkt (if carrier subscribes)	HELP MODK DTET (list Etkd carriers)
C	CARRIER VALIDATION CAC	SPECIFY VALIDATING CARRIER - Validate on Air Canada	HELP MODC
S SX	AIR SEGMENT SELECT S1+4 AUXILLIARY SEGMENT SELECT S2*5/SXNONE SX5*6*7*8*9/SNONE	SEGMENT SELECT FOR PRICING & INVOICING - Air segments 1 and 4 only - Air segments 2 to 5 with no Aux segments - Aux segments 5 to 9 with no air segments	HELP MODS HELP MODL
F	FORM OF PAYMENT FAX37000000000000000000+D1205 FS FCK FXINVOICE.NONREF	OVERRIDES F- (use to store multiple FOP) - AMEX card with expiry date (mmYY) - Cash - Cheque - X Freeform	HELP MODF
IT	TOUR CODE ITAUTH978459AA ITABC*123	TOUR CODE BOX FREEFORM - Auth# from carrier – special fare or tkt deadline - Code containing slash – prints ABC/123	HELP MODI

Z	COMMISSION Z8 Z\$3500	COMMISSION % OR \$ AMOUNT IF APPLICABLE - 8% commission - \$35.00 commission (no decimal point)	HELP MODZ
D	DEVICE MODIFIER DID DTD DAD	DOCUMENT PRINTER SELECTION - Itinerary/Invoice - Ticket - Accounting Mir	HELP MODD
G T BG S EB TD TE IS IF ID IN	GENERIC GT GBG2PC GSITI GEBVALID■ONLY■ ON■DELTA+EBNON- REFUNDABLE GTDCD10 GTE-XG GIS GIF+F GID/DID GIN/DID GTE- XG+EBCERTIFICATE ■123456	COMBINE ALL G MODIFIERS WITH + - Net ticket prints IT in fare box and total - Baggage 2PC - International sale indicator (e.g. SITI or SOTO) - Endorsement box, max 2 lines on CAD tkt stock - Ticket designator CD10 - Tax exempt with tax code XG - Issue separate invoice for multiple pax ATFQ - Ignore Apollo fare for charter air invoices - Itinerary with price/invoice device modifier - Itinerary no price/invoice device modifier - Combined tax exempt GST and endorsement	HELP MODG S*GEM/V TKTG- NET FARES

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

DESCRIPTION	ACTION
STORE PRICING	
No pricing or ticketing modifiers	T:\$B
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 1adult 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/ITACYYZ123/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	
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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

DESCRIPTION	ACTION
STORE HHPR (fill in format with name select and ticketing modifiers)	
1. Request fill in for: Name 1 & 2 Baggage Endorsement Ticket Designator International Sales Indicator Tour Code Commission (\$ amount)	HHPRN1+2/BGB2PC+EBVALID■ONLY■CX+EB NONREFUNDABLE+TDCD10+SITI/ITCERT6712/ Z\$5000
2...Store fill in: For 1 passenger or multi passengers at different fares For multi passengers at the same fare	HBT HBTA
3. Change ATFQ field from UNABLE to OK for ticketing	T:OK
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.

DESCRIPTION	ACTION
BSP TICKETS	
Paper	HB:PT
Electronic	HB:ET
Manual (with or without auxiliary segments) add ticket number	T-TK-3999123456
BSP tickets with auxiliary segments (car/htl/ins/tour/cruise)	
1 st invoice on PNR (all segments) paper electronic	HB:PT HB:ET
2 nd invoice on PNR (ticket only)	HB:PT/SXNONE <i>or</i> HB:ET/SXNONE
Ticket issued and other segments added after or segment select others	HBDID/SNONE/FS HBDID/SX2*3/SNONE/FS
TOUR/CRUISE/RAIL/INSURANCE/HOTEL AND CAR WITH AIR (ticketed by operator)	
Add air segments for non-participating carriers as XI Carrier override if needed Select auxiliary segments with air Select auxiliary segments with no air	HBDID/GIF+F/FS/Z0.00/CAC HBDID/GIF+F/SX2*3/FS/Z0.00 HBDID/SNONE/SX2*3*5*6/FS
Invoicing 2 nd time on a PNR (e.g. final payment added after deposit was invoiced)	
Either cancel all TUR segments already invoiced and use 1 of the choices above <i>or</i> :	
Segment select TUR segments needed with air Segment select TUR segments needed with no air	HBDID/GIF+F/SX2*3*4/FS/Z0.00/CAC HBDID/SX2*3*4/SNONE/FS
TOUR/CRUISE/RAIL/INSURANCE/HOTEL	

Tips and Hints

AND CAR WITH NO AIR	
Invoicing 2 nd time on PNR (e.g. final payment added after deposit was invoiced) Either Cancel all TUR segments already invoiced <i>or</i> Use segment select for TUR segments needed	HBDID/FS HBDID/SX2*3*4*5/FS
DUPLICATE APOLLO INVOICE (within 72 hours)	
1. Display invoice number image 2. Re-transmit to invoice printer	HQB/INV/12345 HQNN
ITINERARY ONLY (for information to client)	
BSP fares with stored pricing (will add GID in ATFQ -**REMOVE before ticketing) No price on itinerary	HB:DID/GID HBDID/GIN

Issuing Documents with Accounting

HELP GBO
S*PRO/GBO-CHEAT

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

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

Tips and Hints

<p>select for TUR segments needed.</p> <p>With air With no air</p>	<p>HBDIDAD/GIF+F/SX2*3*4/FS/Z0.00/CAC HBDIDAD/SX2*3*4/SNONE/FS</p>
<p>TOUR/CRUISE/RAIL/INSURANCE/HOTEL AND CAR WITH NO AIR</p>	
<p>Invoicing 2nd time on PNR (e.g. final payment added after deposit was invoiced)</p> <p>Either cancel all accounting MS- fields and TUR segments already invoiced <i>or</i></p> <p>Cancel all accounting MS- fields and use segment select for TUR segments needed</p>	<p>HBDIDAD/FS</p> <p>HBDIDAD/SX2*3*4*5/FS</p>
<p>DUPLICATE APOLLO INVOICE (within 72 hours)</p>	
<p>1. Display invoice number range</p> <p>2. Re-transmit to invoice printer</p>	<p>HQB/INV/12345</p> <p>HQNN</p>
<p>ITINERARY ONLY (for information to clients)</p>	
<p>BSP fares with stored price (will add GID in ATFQ ** REMOVE before ticketing)</p> <p>No price on itinerary</p>	<p>HBDID/GID</p> <p>HBDID/GIN</p>