

Module 16: Time Savers

Both Galileo and Travelport Smartpoint have time saving features that help you do your job more efficiently. You can use them to increase office productivity and improve customer service.

Module Objectives

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

- Build bookings using shortcuts
- Claim a booking
- Build passive segments
- Access miscellaneous time savers to view:
 - local time
 - flight operations
 - inflight service information
- Access advanced Galileo products:
 - Private Fares
 - TravelScreen Plus
 - Custom Check
 - Script Writer Plus
- Access Programmable Keys and other tools

Shortcuts for Building Bookings

Galileo has several shortcuts to create bookings quickly. You can repeat a booking to create a new one. You can also divide a booking to create two new bookings.

Creating a Repeat Booking

H/ REPEAT
ASK Answer ID 2930

You can create a new booking based on the segments or customer information in a booking you have retrieved, or are currently creating. Repeating a booking creates the same itinerary or the same customer information for a new booking.

Booking segments

Repeating booking segments is especially helpful when you have a booking and another person needs the same itinerary. To create a new booking by repeating segments, use the following steps:

1. Enter a Received field in your current booking.
2. Use the formats in the following table to repeat and sell all or specific segments for the new booking.

To repeat:	Use this format:
All segments	RESALL Hint: To remember this format: RE – Repeat S – Sell ALL – All segments
All data, all segments	REALLSALL
Segment 2	RES2
Segments 2 through 4 and 7	RES2-4.7

Galileo stores the original booking and displays the new booking with the segments you repeated from the original booking.

1. Make any changes or additions and end transaction.

Booking data

Repeat booking data creates a new booking for the same customer who needs a new itinerary. You can repeat all customer data or any of the following fields:

- Name (N.)
- Phone (P.)
- Ticketing (T.)
- Form of Payment (F.)
- Frequent Flyer (M.)
- Address (W.)
- Delivery (D.)
- Notepads (NP.)
- SSR and OSI Remarks (SI.)

To create a new booking by repeating booking data, use the following steps:

1. Enter the Received field.
2. To repeat fields for a new booking, use the formats in the following table.

To repeat:	Use this format:
All data	REALL RE = Repeat ALL = All data
All data, all segments	REALLSALL
Name, Phone, Ticketing, Form of Payment and Address fields Note: The Ticketing field indicating that the customer is ticketed does <i>not</i> repeat to new booking.	REN.P.T.F.W.
Name and Frequent Flyer fields Note: The Frequent Flyer field repeats <i>only</i> if you repeat the Name field.	REN.M.

Galileo stores the original booking and displays the new booking with the data repeated from the original booking.

3. Make any necessary changes and end transaction.

Dividing a Booking

H/ DIVIDE

ASK Answer ID 118

Certain customers booked in the same Booking File may need to change plans. You can divide a Booking File to rebook those customers.

In order to be divided, a booking must contain valid air segments. Existing car and hotel segments remain with the original booking. If you need to amend existing segments or add new car, hotel or air segments for the new booking, add them *after* completing the divide procedure.

The function identifier to divide a booking is: **D**

The function identifier to file a booking is: **F**

To divide a booking use the following steps:

1. Retrieve the booking and enter D followed by P and the Passenger number of the customer you are dividing out.

DP1

The Galileo system adjusts the number of seats and creates a booking for the customer you have divided out.

The header line displays a warning message that the Booking File may not be modified. It must be filed and the divide completed before any changes may be made.

A Divided Bookings Exist field is created. A notepad item is also automatically created, advising the date and time of the divide action, and record locator of the original Booking File.

2. Add a received from field, enter: **R.YOUNG/MR**

3. File the Booking File, enter: **F**

Note: If a filed fare was stored, it will be automatically deleted with the divide transaction.

Galileo displays the original booking with the adjusted number of seats.

Note: The message RECORD FILED and a remark indicating the new record locator of the divided booking appears in the original booking.

4. Enter a Received field

5. End transaction. Enter **E or ER**

Divide Results

When dividing a booking, it is important to be aware of the following:

- Auxiliary segments (e.g. cars, hotels) stay with the original booking
- Galileo adds divided booking and notepad fields to the original and new bookings to store the record locator of the booking from which it has been divided. This can be displayed using the entry ***DV**
- Galileo duplicates the SSR and OSI from the original booking to the new booking. You must remove the SSR DOCS that are no longer applicable.

Claiming a Booking

H/ CLAIM

ASK Answer ID 248

A customer may reserve flights directly with an airline and want you to issue the ticket. How you issue the ticket depends on whether the airline permits you to claim their bookings through the Galileo system. To check whether an airline is a claim participant in Galileo refer to Ask Travelport.

Claim PNR allows you to issue a ticket when the airline has made the original booking.

The claim entry enables you to take ownership of an airline's PNR. Claim can also be used for Group Booking File ticket issue.

The airline must enter an authority into the PNR before you are able to claim it.

Note: If your customer has flown the first segment of the booking, you *cannot* claim the booking.

Claim Process

When you need to claim a booking from a participating airline to issue a ticket, use the following steps.

1. Retrieve the PNR

PNRs may be retrieved using the source airline's record locator or flight and name. Use airport codes in your entry. Refer to the following example for Alitalia (**AZ**).

Retrieval by Record Locator

Example entry: C/AZ*JTU2UI

Retrieval by Flight and Name

Example entry: C/AZ*AZ374/12APRFCO-VERDI/AMR

Note: If a passenger is waitlisted, precede the flight number with W, e.g. C/AZ*W/AZ374/12APRFCO-VERDI/AMR

2. Complete the Claim

Once the Booking File is displayed, you must confirm the claim to complete the transaction. Take care, as a claim cannot be reversed.

Enter: C/AZ/OK

The response is the completed, retrieved Galileo Booking File with the new Galileo record locator. The new record locator is transmitted to all carriers in the itinerary.

Note: The following conditions may prevent you from making a claim:

- Prepaid bookings
- PNRs belonging to another agency
- PNRs created by another airline
- Negotiated fare
- Ticketed PNR
- Net remit fare
- SSR FQTR (redemption tickets)
- SSR FQTU (upgrade tickets)
- No active segment
- No REQD air nor ATO/CTO
- Date beyond GDS range
- Status code 'SA' (on the vendor side)
- Negotiated space
- Amadeus extended security ES elements do not match

Note: Call the airline if you get the response: CLAIM FAILED - ERROR IN VENDOR SYSTEM.

Booking File Lend

Ticketing Facility (Booking File Lend) is commonly used to enable ticket issue when the airline has made the original booking.

The airline may use this facility instead of Claim PNR. It enables you to display the Booking File for ticket issue only, and you do not take ownership.

Entry: *YY/*LOCATOR (YY represents the airline code)

Enter: T.T* and receive and end the Booking File.

A limited number of airlines participate in Ticketing Facility, including:

- AF Air France
- AZ Alitalia
- BA British Airways
- IB Iberia
- KLM
- KQ Kenya Airways
- LH Lufthansa
- LX Swiss International Airlines
- OS Austrian Airlines
- SN Brussels Airlines
- SV Saudi Arabian Airlines

Note: Ticketing Facility is only available to selected agents in selected countries at the discretion of the airline.

Building Passive Segments

ASK Answer ID AN131

When a flight has been booked directly with the airline, you can build a booking with passive segments in Galileo.

The status code of a passive flight segment is **AK or BK**

BK status:

- Allows you to communicate with the airline using OSI and SSR messages.
- Allows you to issue an e-ticket provided you enter an ACKN field in the PNR with the airline's record locator, and the itinerary and name field matches the airline's record.
- Allows you to send a cancel message to the airline.

Note: To remove the segment without sending a message to the airline, change the segment status to XK.

AK status:

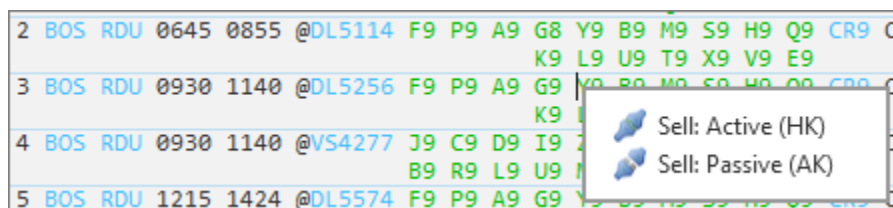
- Is totally passive and does not allow communication with the airline.
- Allows you to issue an e-ticket provided you enter an ACKN field in the PNR with the airline's record locator and the itinerary and name field match the airline's record.
- Does not generate a cancellation message.

To add a passive segment with an AK or BK status, reference sell the flight using the passive status code required.

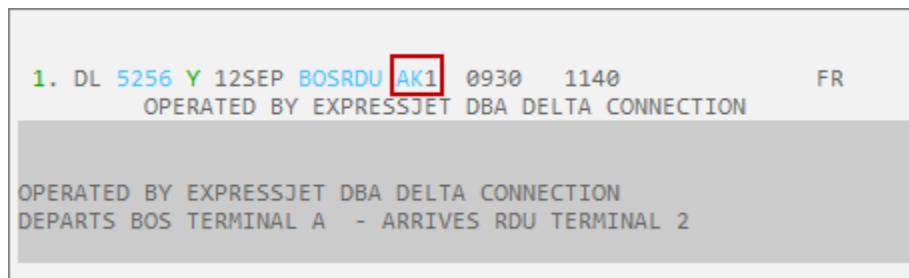
Example entry: ODL4249T12JANBOSRDUAK1 (or BK1)

Alternatively, **AK** status can be booked by right clicking over the class of service with the mouse.

Example screen display of using the mouse to sell an AK status flight:



The following screen appears with the status code for the passive segment.



The airline's record locator/acknowledgement is required in the booking in order to issue an e-ticket. You may want to advise the client of the airline record locator.

You may need to add the airline/carrier record locator manually into the Vendor Locator area of the booking if:

- A booking with live air segments is not updated by the airline
- Tickets need to be issued in a booking with passive air segments

Contact the airline for the locator and enter it in the booking.

Use format RL.airline code*locator

Example entry: RL.AA*VX5VGC

Note: Some carriers use the 2-character code for their Host GDS.

All Amadeus-hosted carriers use 1A. For example, a BA acknowledgement would be entered as RL.1A*VX5VGC.

Miscellaneous Time Savers

Galileo provides several useful features to save you time. The most frequently used time savers display:

- Local time
- Airport and flight information
- Country specific information

Displaying Local Time

H/ TIME

ASK Answer ID 345

The function identifier to display local time is: **@LT**

To display local time, enter @LT followed by the city or airport code.

Example entry: @LTHNL

The local time for the city or airport code is displayed.

Note: To check local time in your city, enter @LT

Displaying Flight Information using Timetables

H/ TT

You can display flight information in Galileo by flight or from an availability display or from a booked segment.

The function identifier to display flight information is: **TT**

To display flight information for a specific flight for 12 January, enter TT followed by the airline code, and the flight number.

Example entry: TTDL325/12JAN

The following table lists frequently used flight information formats.

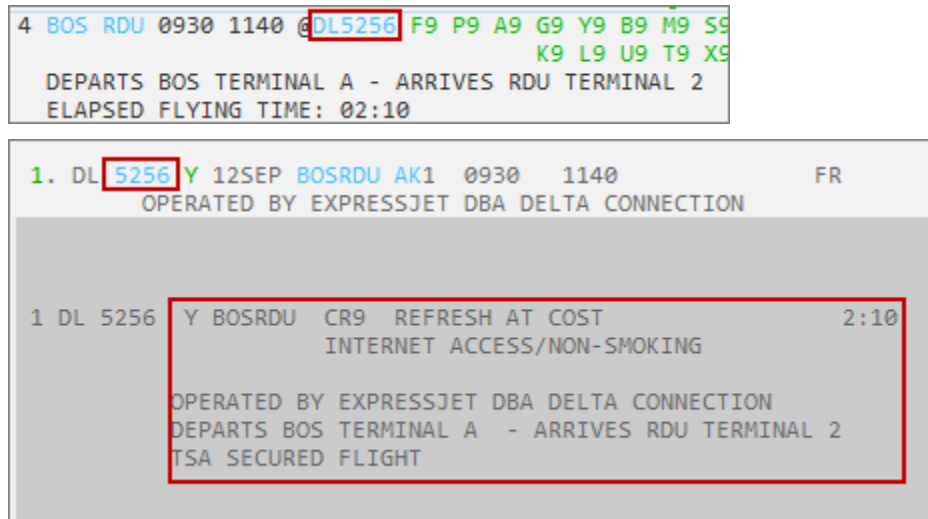
To request flight information:	Use this format:
For a specific date	TTDL325/24NOV
From line 2 of availability	TTL2
From booked segment 3	TTB3

Displaying Inflight Service

H/ *SVC

To display inflight service in Galileo, click the flight number (from availability or sold segment).

Example screen displays:



Advanced Galileo Products

Advanced Galileo products can help you do your job more efficiently, increase office productivity, and improve customer service.

The advanced Galileo products are:

- Agency Private Fares
- TravelScreen Plus
- Custom Check

Agency Private Fares

H/ PRIVATEFARES

Agency Private Fares (APF) is a web-based product providing travel agents and consolidators the means to maintain their contracts of private, negotiated fares.

After contracts have been loaded into APF, the fares are available to integrate with public fares and airline filed private fares for fare display, quote and shopping.

Contracts are maintained using the APF application located at <https://www.agencyprivatefares.galileo.com/login.do>.

The following table lists the features and benefits of APF.

Feature:	Benefit:
Integrated fares	Combines private and published fares for pricing or tariff display.
Secured data	Provides customized access with host database control.
Improved productivity	Eliminates pricing records, extra ticket entries and cumbersome paper or Client File based reference sources.

TravelScreen

H/ TRAVELSCREEN
ASK Answer ID 20824
ASK Answer ID 20901
ASK Answer ID 20914

TravelScreen is an advanced Galileo point-of-sale tool that works with Client Files to tailor availability screens for air, car and hotel to include customer preferences at both the business and personal levels.

The following table lists the features and benefits of TravelScreen.

Feature	Benefit
Corporate and personal preferences	Provides customized air, car and hotel availability screens.
Switchable availability	Provides the ability to toggle between preferenced and neutral availability.
Preferred air availability	Provides the ability to designate origin city, city pair or general availability for a maximum of three carriers.
Preferred car availability	Provides the ability to designate a maximum of four preferred car vendors.
Preferred hotel availability	Provides the ability to designate a maximum of four preferred hotel companies.

Custom Check

ASK Answer ID 3069

Custom Check is an advanced Galileo point-of-sale quality control tool that enables an agency to ensure that every Booking File they build conforms to their business practices.

The following table lists the features and benefits of Custom Check.

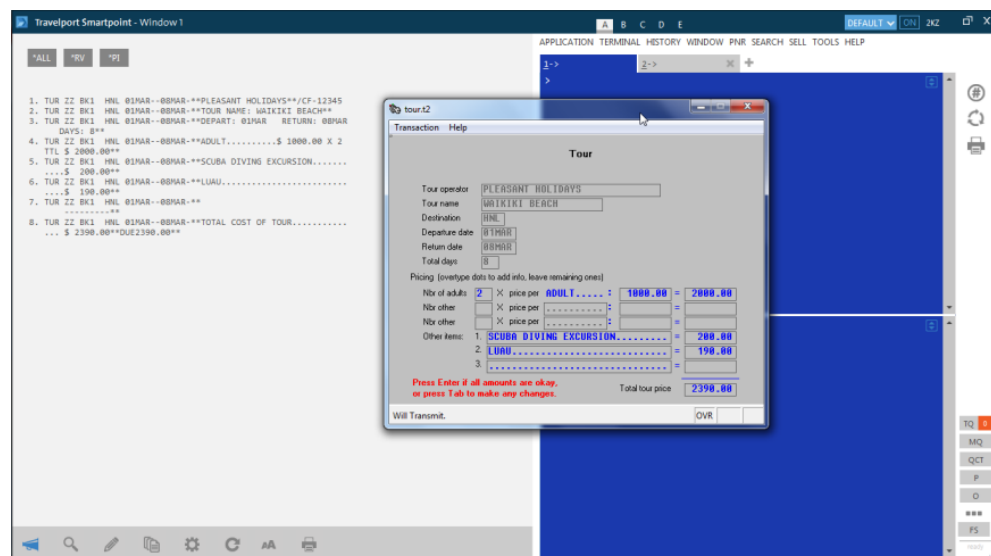
Feature:	Benefit:
Point of sale quality control	Provides a check for data accuracy at end transaction.
Enforcement levels	Control booking information prior to end transaction or ticketing.
Improved productivity	Allows rules to be included in Client Files reducing additional entries.
Accurate data	Allows definition of booking fields and content ensuring correct bookings.

Script Writer Plus

If your agency is using Script Writer Plus, you can access these scripts in Travelport Smartpoint by the following 3 methods:

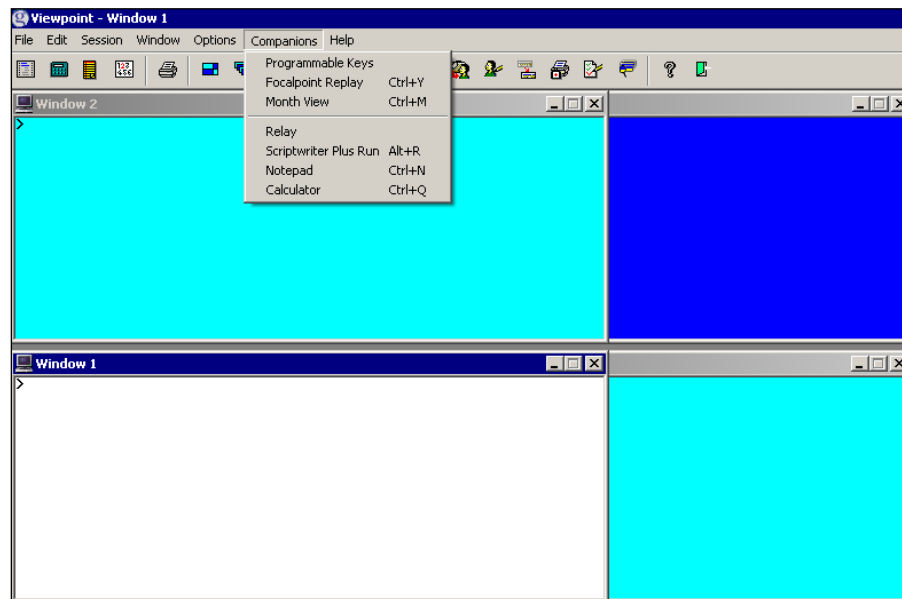
- Select “Tools, Scriptwriter Plus Run” from the Smartpoint menu
- Type “#SCRIPT” to just bring up Scriptwriter Plus Run
- Type “#SCRIPT c:\script1.key” to launch a specific script (in this example script1.key)

Script Writer will add windows 2, 3 and/or 4 in Smartpoint as required by the script



Focalpoint Companions

The following screen shows the Companions menu options within Galileo Desktop.



Programmable Keys

Ask Answer ID 719

The first option on the Companions menu is Programmable Keys. P-Keys help you quickly execute Galileo formats saving you time. P-Keys are a macro facility that enables you to compress a number of keystrokes into one keystroke.

Galileo Desktop programmable keys have an additional selection for HTML and other types of browser based scripts (Browser Script).

You can pre-program many of your commonly used entries, so that a touch of a P-Key places the entry on the screen, with *no* need for you to remember those lengthy inputs. You can also use P-Keys to launch specific applications and scripts.

There are almost 50 P-Key combinations available to you within each P-Key file. You can create custom settings for your PC by saving your own P-Key files, and thereby increase your efficiency.

You can access newly created P-Keys immediately so you do *not* have to re-launch Focalpoint.

Accessing programmable keys

To access Programmable keys, use the following steps.

1. On the Focalpoint menu bar, click Companions.

The Companions menu appears.

2. On the Companions menu, click Programmable Keys.

The Programmable Keys screen appears.

Creating Programmable Keys

You can create command keys and hot keys. You can also create script keys to execute scripts. This section describes how to create command keys and hot keys.

Command keys

You can use a command key to store a Galileo format.

To create a command key, use the following steps.

1. From the Type list, select Command.
2. Select the key you wish to program from the Key List.

Note: You can access keys labeled BF1 through BF12 only by assigning them to the Toolbar.

3. Click in the Command Box and type the command. If the command is lengthy, it will scroll across the box.

Note: You can access host commands from the Host Table. To access the Host Table, select Find.

4. To leave a space for you to fill in variables in the command (such as Dates, Cities etc.), use the Tab Stop host command, followed by the number of spaces you require. When you have completed the command, choose Apply.
5. Click in the Description and type in the description (maximum of 18 characters) for this P-Key.
6. Click Apply to create the P-Key.

The command appears in the P-Keys window, showing gaps left where you can enter variables.

7. To add more P-Keys, repeat these steps.

Note: If you wish to ignore the changes you have made, select Reset. You will lose all the changes you have made since you last saved.

8. When you have programmed all desired P-Keys, click OK. Save the P-Keys as required in your file directory.

Hot Keys

1. Use a hot key to open an application, such as a Focalpoint Companion.
2. To create a hot key, use the following steps.
3. From the Type list, select Hot Key.
4. Select the key you wish to program and click the Search button.

The Select Companion dialog box appears.

5. Scroll through the list of applications shown, and select the appropriate one.

Note: If the application you are looking for does *not* appear in the List Box, move to Other Apps and select the appropriate executable (.EXE) program from the relevant directory.

The command should be the name of the executable program name, e.g. MONTHVW.EXE.

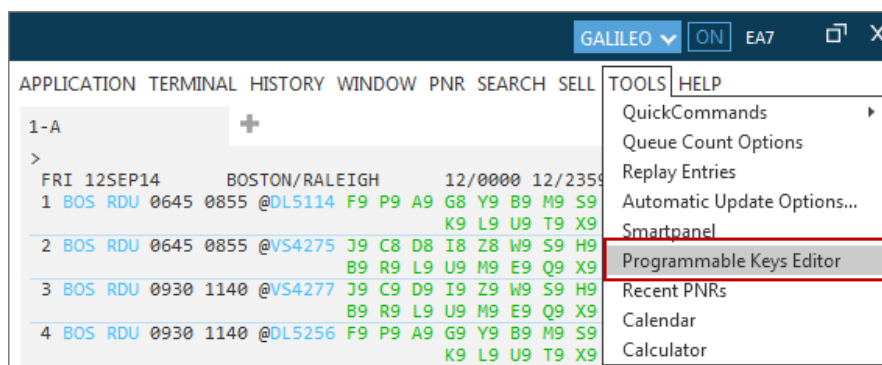
The name of the executable file appears in the Command Box.

6. Click in the Description and type in a name you wish to associate with this P-Key, using a maximum of 18 characters.
 7. Click Apply to create the P-Key.
 8. To add more P-Keys, repeat these steps.
- Note:** If you wish to ignore the changes you have made, select Reset. You will lose all the changes you have made since you last saved.
9. When you have programmed all desired P-Keys, click OK. Save the P-Keys as required in your file directory.

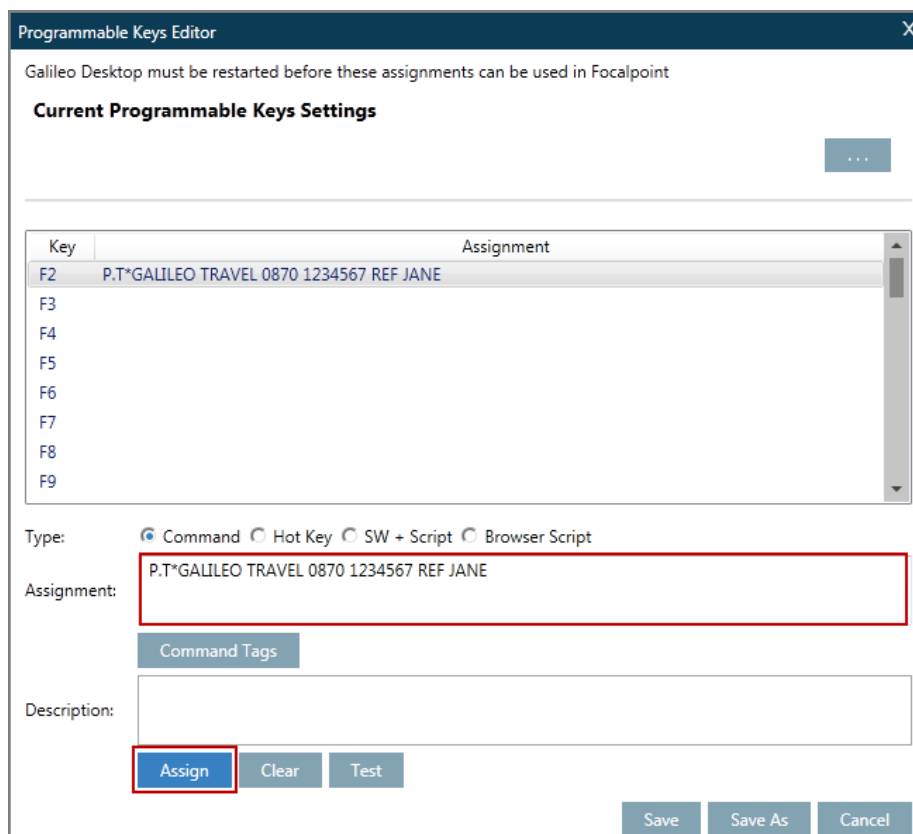
Programmable Keys using Travelport Smartpoint

Any keys previously configured in Galileo Desktop will be available within Travelport Smartpoint.

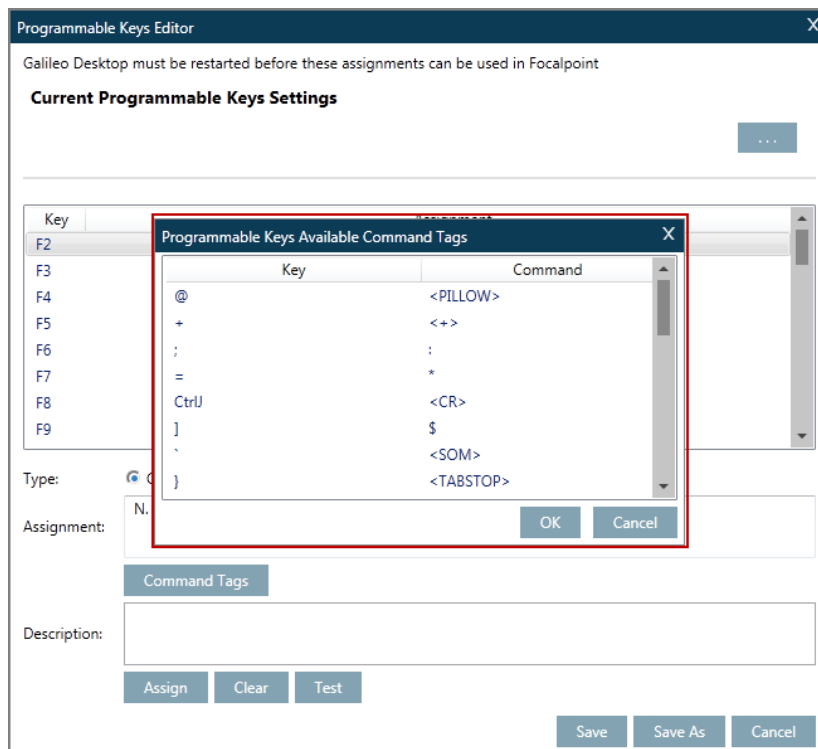
Go to Tools in the menu and select Programmable Keys Editor.



The following screen will be presented;



- Command will be the default option highlighted.
- Select the Key you wish to assign e.g. F2.
- Enter the Galileo command into the blank Assignment box highlighted above in red, then type in the command.
- You can also add a description in the blank box below.
- To select symbols or the ENTER command, click on Command Tags. The following box displays:



- Scroll down to find the relevant command, click to select and then OK.
- When you have set up your keys, click on Save.

Travelport Smartpoint Hot Keys

- Select the Hot Key radio button.
- A Browse option will now be presented, click on this.

Programmable Keys Editor

Galileo Desktop must be restarted before these assignments can be used in Focalpoint

Current Programmable Keys Settings

Key	Assignment
F2	P.T.*GALILEO TRAVEL 0870 1234567 REF JANE
F3	
F4	
F5	
F6	
F7	
F8	
F9	

Type: ☐ Command ☒ Hot Key ☐ SW + Script ☐ Browser Script

Assignment:

Browse

Description:

Assign Clear Test

Save Save As Cancel

- Search for the application you want and select.
- You can add a description in the blank box to the right of Description.
- Click on Assign and Save to complete.

Travelport Smartpoint Scriptwriter Plus script keys

Use a Scriptwriter Plus Script key to launch a Scriptwriter Plus script.

To create script P-Key, use the following steps:

- Click on the SW + Script radio button.
- Choose the P-Key Type for the script you wish to program, from the list.
- When you have selected a key, click the browse button.

A dialog box listing available scripts appears (scripts have a .KEY extension).

- Make your selection and click Open.

The pathway for this script automatically appears in the Assignment Box.

- Move to the Description box and type in a name you wish to associate with this P-Key.
- Click Assign, to create the P-Key.
- You can either Save the key directly, or program a number of P-Keys before saving.

Travelport Smartpoint Browser Script keys

Use a Browser Script key to launch a browser script written in HTML, HTM, or HTA.

To create a COM script P-Key, use the following steps:

- Click on the Browser Script radio button.
- Choose the P-Key type for the script you wish to program.
- When you have selected a key, click the Browse button.

A dialog box listing available scripts are displayed (scripts have a .HTML, .HTM, or .HTA extension).

- Make your selection and click Open.

The pathway for this script automatically appears in the Assignment Box.

- Move to the Description box and type in a name you wish to associate with this P-Key.
- Click Assign, to create the P-Key.
- You can either Save the key directly, or program a number of P-Keys before saving [Alt + F, then S].

Saving Programmable Keys

Travelport Smartpoint saves P-Key files with an .XML extension. The default directory is \DATADIR\PKEYS.

Note: If your workstation has custom settings, Focalpoint saves the files in a sub-directory within the \DATADIR\PKEYS\ directory.

To save a new file, use the following steps:

- From the File Menu, select Save As.

The Save As dialog box appears.

- Select the appropriate Drive and Directory, and type the file name.
- The file will automatically pick up the .XML extension.
- Click OK.

The file is saved.

Note: To close P-Keys, click the Close button in the upper-right corner of the window.

To set defaults, use the following steps.

- From the Options menu, click Set Defaults.
- Select P-Keys, type the filename and click OK.

Note: You can also click Browse and select from list. Then double click the folder that contains the file you want to open.

- Click the filename and click Open.
- Click OK again to exit the utility.
- From the File menu, click Save to store the default changes.
- After you have exited the P-Keys dialog, click File, Save.

The Save dialog appears.

- Type a file name for the file.
- Click OK to store the changes.

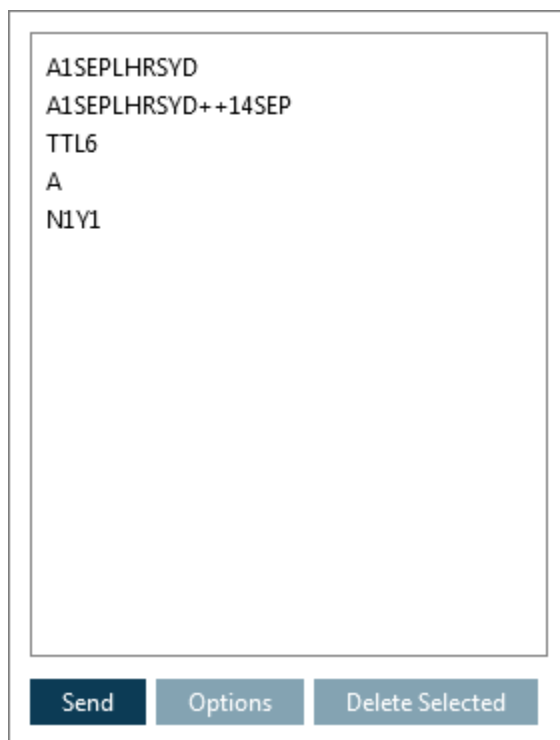
Other P-Key Options

To change a P-Key, under Tools, select Programmable Keys Editor then click the key to change. Make the appropriate changes and click Assign.

Replay Entries

Replay Entries allow you to recall and replay previous entries from a list, which stores the previous 50 entries by default. This feature is useful when you need to repeat a series of Galileo formats. It saves time and reduces keystrokes.

From the Tools menu, click on Replay Entries:



Note: You can also access Replay by clicking on the  icon to the right of the Terminal Window.

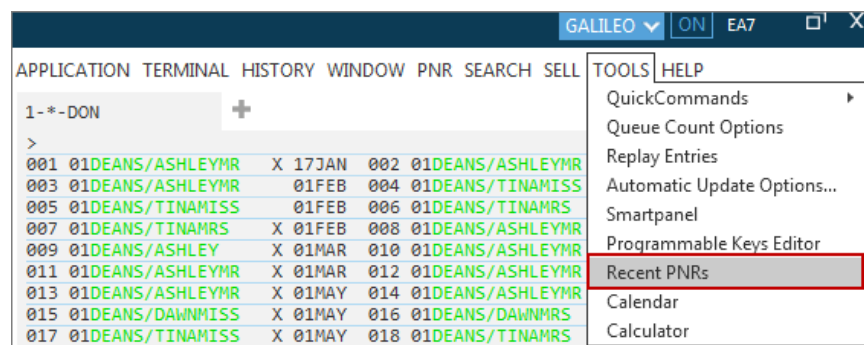
Use the guidelines in the following table to manage and send Replay commands.

To:	Do this:
Delete a command	Highlight the command in the list and select the Delete Selected button
Select commands to run	Press Shift + arrow and drag mouse or use Ctrl + click to select non-consecutive commands. Then click on the Send button
Change number of entries recorded	Select the Options button and change the number in the Entries Recording Limit box and Save.

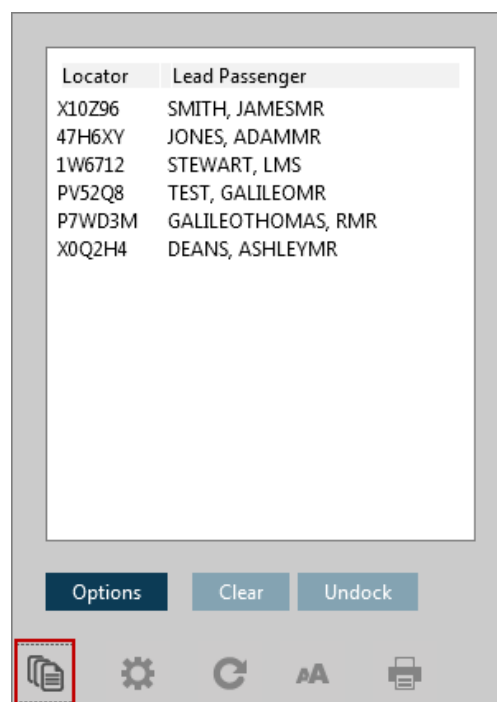
Recent Bookings/PNRs

Recent PNRs allows you to review a list of previously inspected Booking Files. This list will show the lead passenger name and record locator for each booking.

From the Tools menu click, on Recent PNRs to access this facility:



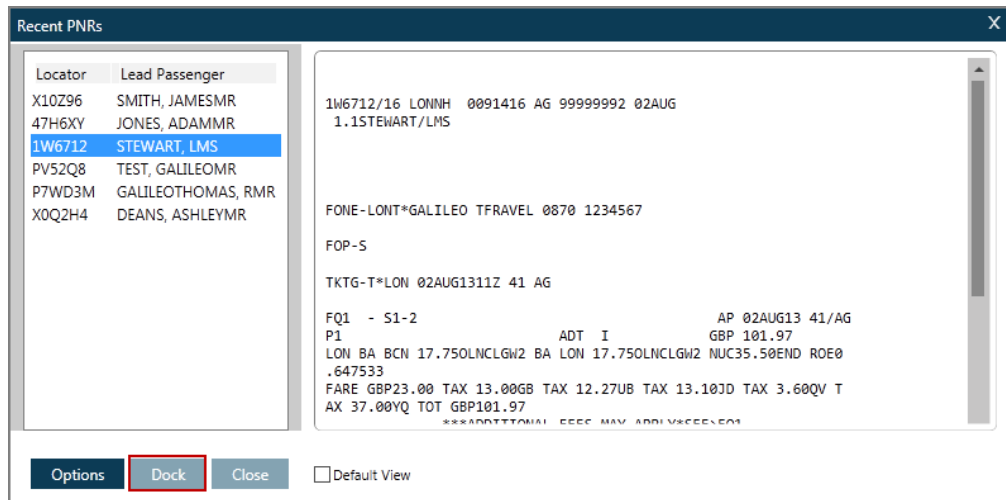
Note: You can also view a list of Recent PNRs by clicking the  icon in the PNR Viewer window:



Select an item by double-clicking on it from the list and it will be displayed in the PNR Viewer window. This can be particularly useful when wishing to quickly retrieve a recent booking.

Alternatively, if you just require a brief view of the booking, a single click and use the Undock button to give you a limited view of the booking.

Once it is no longer required, use the Dock button to return you to the list of bookings.



Use the guidelines in the following table to manage and send Replay commands.

To:	Do this:
Retrieve a booking	Highlight the Locator/Passenger name and double click with the mouse
High level view	Highlight the Locator/Passenger name and select Undock
Return to the booking to the list	Select Dock

QuickCommands

QuickCommands is an alternative way to access options available through the menus. Some commands have been pre-configured with a command trigger to launch the related screen, for example #SEATS will present the seat map for the booked itinerary. By clicking on the  icon to the right of the Terminal window, you will then be presented with a list of quick command options. You can either scroll to the one you wish to choose, or type in the first few letters of the option you are looking for, to short cut to the required option.

This is also an easy way to access Relay, a series of Windows-based tools that quickly accomplish complex and time-consuming Galileo tasks. Type in Rel and the Relay options displays:

The screenshot shows a web-based search interface titled "QUICKCOMMANDS". At the top, there is a search bar containing the text "rel" and a "Search" button. Below the search bar, there are two buttons labeled "Upper" and "Lower". Underneath these is a dropdown menu labeled "Viewing" with the selection "<All Categories>". The main section of the interface is titled "SEARCH RESULTS" and contains a list of eight items, each with a small icon to its left:

- Relay ClientFile (#CLIENTFILE)
- Relay Estatus (#ESTATUS)
- Relay Itinerary Capture (#ITINERAR...
- Relay PNR (##PNR)
- Relay Queues (#QUEUES)
- Relay Recovery (#RECOVERY)
- Relay Rules (#RULES)
- Relay Ticket Exchange Galileo (#EX...

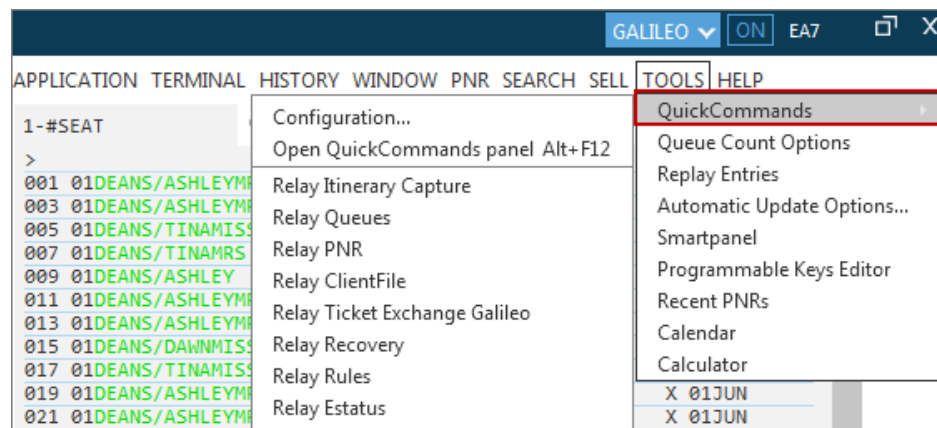
It provides you with several productivity tools with an easy-to-use interface. When you want to perform daily tasks, use one or more of the Relay tools.

The following table lists Relay tools and their description.

This tool:	Does this:
Itinerary Capture	Collects itinerary data and sends it to other destinations.
Queues	Helps monitor and maintain agency queues.
PNR	Creates a Business File or a Personal File from data stored in a booking.
Client File	Provides the ability to cut, copy, and paste information to and from Windows-based applications to create or update a profile.
Ticket Exchange	Determines exchange type based on booking information. Provides graphic of ticket coupon to identify additional information on current ticket.
Recovery	Simplifies linking and de-linking printers, clearing printer buffers, and managing TINS tables.
Rules	Provides the ability to copy and change rules for point-of-sale booking quality control check.
E-Status	Automated way to track status of unused electronic tickets.

An alternative way to access the Relay toolbar is to take the following step.

From the Tools drop down menu select Quick Commands.



Click the tool button to you wish to use.

Itinerary Capture

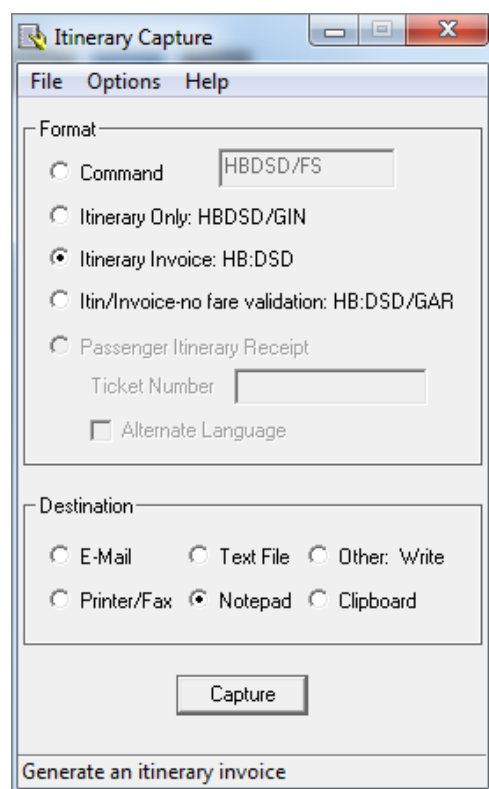
To give you a better understanding of how a Relay tool works, this section describes the Itinerary Capture tool.

Itinerary Capture takes a copy of an itinerary and allows you to send it to a choice of destinations.

Use Response Capture when you want to send a screen capture to one of the following destinations: via email, fax or printer, text file, Notepad, WordPad or the Windows Clipboard.

To open Itinerary Capture, either use the Travelport Smartpoint QuickCommand **#ITINERARYCAPTURE**, or click the option for QuickCommands in the Tools menu.

The Response Capture window appears.



The Response Capture window gives you the option of using one of the default formats or entering your own format for capturing a screen response.

Select the options you want and then press Enter.

The following table lists Response Capture options and their description.

Use this option:	To:
Complete Active Display	Will move down through all the pages of the response and capture all of the data returned in the active window
All Windows	Will capture data that can be viewed in all of your windows
Selected Windows	Provides the option to select one or multiple windows to capture data that can be viewed there
Destination	Send itinerary to another destination, such as e-mail, printer, fax, etc.

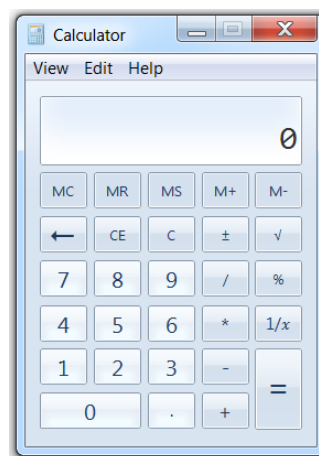
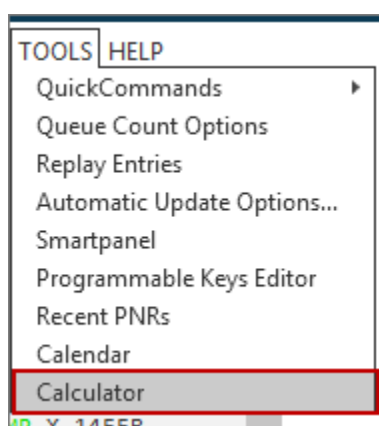
Notepad

You can access and use Microsoft® Notepad in Travelport Smartpoint with the use of the command #NOTEPAD in the Terminal window.

To:	Do this:
Open Notepad	#NOTEPAD in the terminal window
Print Notepad	Open Notepad. From file menu, click Print Notepad.
Close Notepad	Click Close button in upper-right corner.

Calculator

You can access the calculator from the Tools menu.



Options

The following table lists the options you can use with many applications.

To:	Do this:
Open a file	From File menu, click Open. Type the file name and click OK or select from list, double-click folder that contains the file you want to open, click file name, and click OK.
Save existing file	From the File menu, click Save.
Save new file	From File menu, click Save As. Type name in File Name box. To change file type, click arrow next to Save File As Type box, and click type you want. To save to a different folder, double-click folder where you want to save file. Click OK.
Select text	Drag mouse over text to be selected or position cursor at beginning of text, and then press Shift + arrow.
Select entire document	Press Ctrl + Home to go to beginning of document. Press Shift + Ctrl + End to select entire document. Note: With some applications, you can click Select All from Edit menu or Ctrl + A.
Cancel text selection	Press any arrow key.
Undo last action	From Edit menu, click Undo.
Delete text	Press Delete or Backspace key.
Print text	From File menu, select Print.
Copy and paste	Select text by pressing Shift + arrow or drag mouse. From Edit menu, click Copy (Ctrl + C). Move cursor to a location in document or application where you want to insert text. From Edit menu, click Paste (Ctrl + V).
Cut and paste	Select text by pressing Shift + arrow or drag mouse. From Edit menu, click Cut (Ctrl + X). Move cursor to a location in document or application. From Edit menu, click Paste (Ctrl + V).

Summary

In this module you learned how to use Galileo to:

- Build bookings using shortcuts
- Claim a booking
- Build passive segments
- Access miscellaneous time savers to view:
 - Local time
 - Flight operation
 - Inflight service

In addition, you learned how to access advanced Galileo products of:

- Agency Private Fares
- TravelScreen Plus
- Custom Check
- Script Writer Plus
- Programmable Keys and other tools