Module 2: Checking Flight Availability and Selling Flights

Availability responses in Travelport Smartpoint, come via a direct carrier link, and automatically populate the availability screen with last seat availability for over 300 participating airlines.

It is not necessary to request a Direct Access availability display to validate last seat availability before selling.

Module Objectives

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

- Describe airline participation levels in Galileo

- Display availability

- Identify Travelport Sponsored Flights

- Identify Branded Fares

- Use availability modifiers

- Sell flights

- Sell connecting flights

- Display inflight service

- Book Guaranteed Payment airlines

- Book Ticketless airlines

- Display the Booking File

- Ignore a transaction

- Cancel flights

- Add and re-sequence segments

Airline Participation in Galileo

Airlines can offer their flights and services through Galileo at different participation levels.

These levels are:

- Full

- Booking

- Basic

The participation level determines the degree of access you have in Galileo to an airline's flight inventory.

Full Participation

Airlines that have full participation in Galileo offer the best level of access.

Being a Full Participation carrier, allows an airline to make real time changes.

Full participation airlines can offer other services to you such as special service requests and advance seat assignments.

It is possible to identify these carriers by the presence of a "C" link indicator in the availability display.

Indicator: C

```
7 SIN SYD 1905#0505  BA  15 F9 A7 J9 C9 D9 R9 I9 W9 E9 T9 777 C E
                        Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9
                                             O9 G9
```

Booking Participation

Airlines that have booking participation in the Galileo system offer booking capabilities *without* providing access to current availability.

When you request availability, the Galileo system sends a message to the airline's system requesting seats on a flight. The airline's system then returns a message to the Galileo system, either accepting or rejecting the request.

Booking participation level carriers can also handle other airline services, such as wheelchair requests.

It is possible to identify these carriers by the presence of a "B" link indicator in the availability display.

Indicator: B

```
1 CGK SYD 0820 1740  GA 712 FA JA CA DA YA BA MA SA KA NA 777 B E
                                          QA TA VA
```

Basic Booking

Basic booking level supports those carriers who operate in a ticketless environment. These carriers typically do *not* participate in BSP or other Bank Settlement Plans nor do they issue any travel documents.

They are sometimes referred to as "ticketless carriers", and no electronic tickets are issued.

Basic Booking carriers do *not* display a link indicator on the availability display.

```
1-A25MAYLONMRS        +

>
 MON 25MAY15 /MARSEILLE    25/0000 25/2359
 1 LHR MRS 0735 1030  BA 366 J9 C8 D5 R9 I7 Y9 B9 H9 K9 M9 319 C*E
    «B»                         L9 V9 N8 QC OC S9 GL
 2 LGW MRS 0755 1050  U25323 W  B  Y                       320  E
    «B»
 3 STN MRS 0845 1150  FR6541 B  Y                          738  E
    «B»
 4 LHR MRS 1300 1555 @AA6604 J1 D0 R0 I0 Y1 B1 H1 K1 M1 L0 319 C*E
    «B»                         V0 G0 S0 N0 Q0 O0
```

Guarantee

Travelport Smartpoint returns the segment a guarantee if the Sell entry has returned seats. Airlines that display with a "B" or "C" will return the Sell with an "O" indicating guaranteed sell.

```
1. 9W  121 J 12SEP LHRDEL HS1  2045  #0945  O        E FR/SA
```

Record Locator Return

Record Locator Return allows the airline to return its record locator to Galileo once the PNR appears in their system. The record locator is a unique series of letters and/or numbers that identifies a PNR/Booking File in a computer reservation system – and then attaches itself to the Galileo Booking File.

Displaying Availability

HELP AVAIL

You can check airline availability for your customer in Galileo using a basic air availability display. You first need to know the assumptions the Galileo system makes about the flights that display on the screen.

Galileo Assumptions

When you request basic availability, Galileo uses the following assumptions.

Galileo displays:

- Nonstop flights first, followed by direct and connecting flights (based on the shortest time it takes to get from origin to destination)

- Flights with a preferred departure of midnight for all possible travel options from 0001 through 1159

- Applicable flights of *all* participating airlines

Displaying Basic Availability

A basic availability display provides a list of flights between cities of travel based on the assumptions described above.

To display air availability, enter **A** followed by the departure date, origin city or airport, and destination city or airport.

Refer to the following example, to display flight availability from Paris to New York for 12 April.

Enter: **A12APRPARNYC**

Example screen response:

```
1-A12APRPARNYC          ✛
> █
SUN 12APR15 / 12/0000 12/2359
 1 CDG JFK 0820 1025  AF   22 J9 C9 D9 I9 Z9 W9 S9 A9 Y9 B9 332 C*E
                              M9 U9 K9 H9 L9 Q9 T9 EC N9 R9
                                                    VC GR
 2 CDG JFK 0820 1025 @DL1022 J9 C9 D9 I9 Z9 W9 Y9 B9 M9 S9 332 C*E
   «B»                       H9 Q9 K9 L9 U9 T9 X9 V0
 3 CDG EWR 0945 1205  UA  905 J9 C9 D9 Z8 P6 Y9 B9 M9 E9 U9 763 C*E
   «B»                        H0 Q0 V0 W0 S0 T0 L0 K0 G0 N0
 4 CDG EWR 0945 1205 @LH7961 FLIGHT CANCELLED            763
 5 CDG JFK 1035 1300  DL  100 J2 C1 D0 I0 Z0 Y9 B9 M9 S5 H5 333 C*E
   «B»                        Q1 K0 L0 U0 T0 X0 V0 E0
 6 CDG JFK 1035 1300 @AF3628 J2 C1 DC IC ZC Y9 B9 M9 U5 K5 333 C*E
                              H1 LC QC TC NC RC VC
 7 ORY EWR 1045 1320 @IB7506 JR CR DR RR IR WR ZR YR BR HR 752 C E
                              KR MR LR VR SR NR QR OR
 8 ORY EWR 1045 1320 @US7087 J0 R0 D0 I0 Y0 B0 H0 K0 M0 L0 757 C*E
                              W0 V0 G0 S0 N0 Q0 O0
 9 ORY EWR 1045 1320 @AY5541 FLIGHT CANCELLED            752
10 ORY EWR 1045 1320 @BA8001 J9 C9 D9 R9 I7 W9 E9 T3 Y9 B9 752 C*E
   «B»                       H9 K9 M9 L9 V9 S7 N2 QC OC
11 ORY EWR 1045 1320 @AA6241 J7 R6 D6 I2 Y1 W0 B1 H0 K6 M4 757 C*E
   «B»                       L4 V3 S0 N0 Q0 O0
12 CDG JFK 1050 1255  AF   12 P8 F5 J9 C9 D9 I9 Z9 W9 S9 A9 77W C*E
                              Y9 B9 M9 U9 K9 H9 L9 Q9 T9 EC
                                                    NC R9 VC GR
13 CDG JFK 1050 1255 @DL1023 F8 P8 A5 J9 C9 D9 I9 Z9 W9 Y9 77W C*E
   «B»                       B9 M9 S9 H9 Q9 K9 L9 U9 T0 X9
                                                       V0
14 CDG JFK 1120 1340  AA   45 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 763 C*E
   «B»                       V7 G7 S7 N7 Q7 O7
15 CDG JFK 1120 1340 @AY5809 J9 C9 D9 I9 Y9 B9 H9 K9 MC LC 763 C*E
                              VC SC NC QC OC GC
16 CDG JFK 1120 1340 @IB4176 JR CR DR RR IR YR BR HR KR MR 763 C E
                              LR VR SR NR QR OR
```

The following table lists the components of this availability screen and the components of line 2 of the display.

Component:	Description:
Header line	Shows the day of week, date and origin and destination and the 24-hour period for which availability is displayed.
1	Line reference number.
CDG JFK	Airport codes
0820 1025	Flight departure and arrival times (in local time for each city)
AF 22	Airline two-character code and flight number. **Note:** @ indicates a code share.
J9 C9 D9 I9 etc.	Classes of service (booking codes) and number of seats available to sell in each class.
332	Code for type of aircraft (equipment).

Component:	Description:
C	Carrier Specific Display – Full Participation Carrier
*	The carrier is able to identify where the request has come from, and returns the most up to date and appropriate availability to the display.
E	e-ticket available
<<B>>	Branded Fares Available

Travelport Smartpoint availability responses come from the direct carrier link, and automatically populate the availability screen with last seat availability for over 300 participating airlines.

Depending on the selected colors in the Application settings, the display is interactive.

Black: Items in black on the availability display indicate static information with no interactive capability.

Green: Class available

Grey: Closed or zero seats available

Orange: Waitlist

Blue: Click on or hover for more information

Decoding Items

Hover the mouse over items in blue to decode them and to provide further information. You can also click to expand an item.

Hover over a 3-letter code to decode an airport.
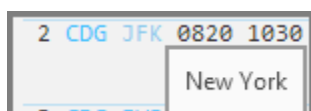
Hover the mouse over the carrier code to decode the carrier.
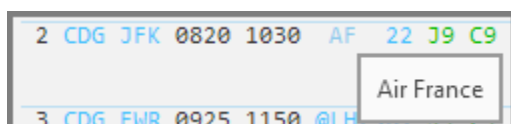
Hover the mouse over the flight number to display terminal information and the elapsed flying time.

The **@** symbol in front of a flight number indicates the flight is a codeshare. Hover the mouse over the symbol to identify the operating carrier.
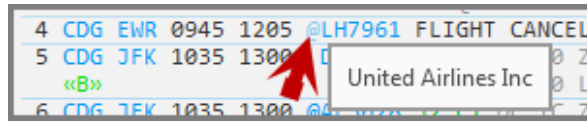
Hover the mouse over the equipment code to identify the aircraft type.

Seat Availability

Seat availability is color-coded to enable you to distinguish between:

- Available seats shown in green

- Waitlist closed shown in grey

- Seats on request or available to waitlist shown in orange

Connecting Flights and Flying Times

Refer to the example to display flight availability from London to Sydney for 1 November.

Enter: **A1NOVLONSYD**

Direct flights are displayed on lines 2 and 3.

Connecting flights via Delhi (DEL) are displayed on lines 4 and 5. This is known as an interline connection as there are different airlines (VS, AI)

Line numbers 6 and 7 are known as an online connection as the flights are operated by the same airline (AI).

The asterisk (*) between the departure and arrival time indicates that the flight arrives two days after departure.

An end item between the times indicates that the flight arrives the following day, and a minus symbol indicates the flight arrives the day before the departure date.

A number (1) between the departure and arrival airports indicates that the flight stops once en-route. Click on the number for more information.
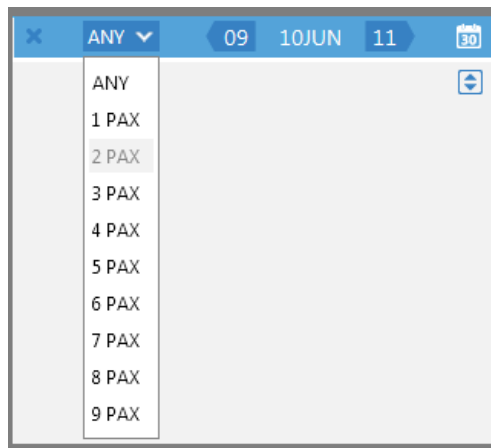
```
2 LHR1SYD01/ 2155*0700  BA  15
  «B»

              LHRSIN 1240
              SINSYD 0755
```

In this example, the flight touches down in Singapore.

Click on the number again to close the information display.

Availability Modifier Toolbar and More Flights

The Availability Modifier toolbar allows you to change dates and the number of passengers after an initial availability has been performed.

```
✖  ANY ▼      ‹ 09  10JUN  11 ›    📅
   ANY                             ⬍
   1 PAX
   2 PAX
   3 PAX
   4 PAX
   5 PAX
   6 PAX
   7 PAX
   8 PAX
   9 PAX
```

This allows quick access to the same availability request for the day before or the day after, or for a different number of passengers up to a maximum of nine. To minimize the toolbar, simply click on the calendar on the right of the toolbar.

The "More Flights" link at the bottom of the display returns more air availability.
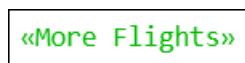
«More Flights»

You can use the keyboard shortcut **ALT + M** if you wish, instead of clicking with the mouse.

Note: Clicking on the More Flights link or using **ALT + M** does not remove the original 16 flight options. You can scroll up and down to view **all** availability options that have been displayed.

Outbound and Return Availability

Travelport Smartpoint enables you to search for outbound and return flights in a single transaction. Outbound and return availability displays are shown using the upper and lower terminal partitions.

Outbound and Return Availability is displayed from a single entry using "**++**".

If you require the same routing in reverse for the return there is no need to add the routing after **++**. Just add the return date.

Refer to the example to display flight availability for travel from Los Angeles to New York on 1August and returning 8 August.

Enter: **A1AUGLAXNYC++8AUG**

This will display availability for 1 August from LAX to NYC in the upper partition and availability for 8 August NYC to LAX in the lower partition.

Example screen display:

Each partition has the previous and next day date choices, and number of passengers. As you select the number of passengers for the outbound flight, the return alters accordingly.

Refer to the following screen display:

Note: If you wish to display a specific carrier on both the outbound and return journey, you must add it to each leg.

For example, enter: **A1AUGLAXNYC+UA++8AUG+UA**

Using the Air Availability Search Option on the Toolbar

Another way of searching for availability is to use the Air Availability Search option from the toolbar.
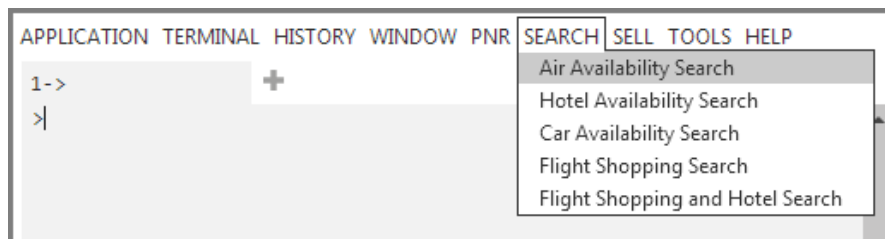
A fill-in format displays for you to complete with the search criteria:

Note: Round Trip is the default. You can select a one-way journey if required.

You can enter either city codes or the city name. The required option will appear at the bottom of the list. Hit enter to populate the fill in box or arrow down in the list to select a city and enter.

To enter dates either overtype or click the calendar icon. A specific carrier can be added by typing in either the carrier code or carrier name. The required option will appear at the bottom of the list. Hit enter to select it.

It is also possible to select the number of passengers, preferred departure times and the preferred booking class code. The results returned will show only the booking class code requested.

Refer to the following completed example for travel from Seattle to San Diego departing 1 June and returning 6 June for two passengers.

Note: Click Search when you have completed the fill in format.

Searching for Availability using the Calendar

Another way to search for availability is to use the calendar. To access this click on the TOOLS option on the tool bar and select Calendar.

Note: When you have opened the calendar, scroll down to display the maximum number of months that you can book in advance. The calendar can be expanded by dragging the outer edge.

Click on the required outbound date. If you also require return availability, click on the relevant date. The duration of the trip will be shown on the calendar.

Right-click the mouse to access the context-sensitive menu.

Example screen display:
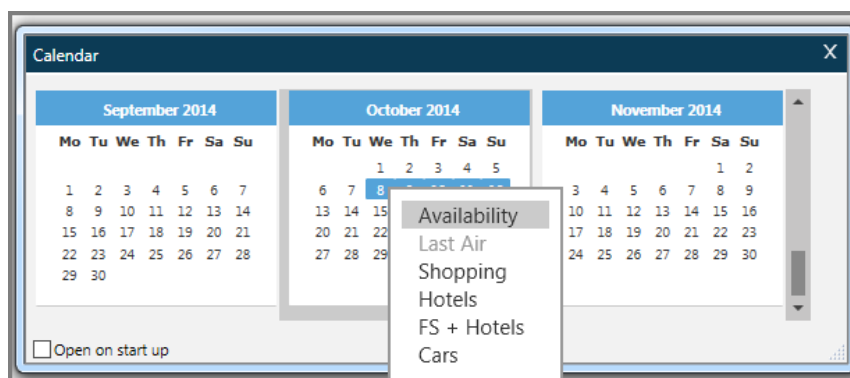
Note that there are two relevant options to choose from - Availability and Last Air.

Availability Option

If you choose Availability, the fill in format displays, with the dates pre-populated. The routing will be pre-populated with the last routing you searched for. Overtype this with the city name or code that is now required, along with other search criteria.

Last Air Option

To search for different dates for the same last routing used, then select the Last Air option. This will apply the new date range to that same routing and present the relevant availability display.

Note: If the last routing was a one-way journey and you now select a date range, the results will not present the return availability. Return availability will only be displayed if the last availability displayed was for a round trip.

Once availability is displayed, close the Calendar by clicking the red X.

Frequently Used Availability Formats

The following table lists frequently used formats.

Item:	Use this format:
Redisplay previous availability	**A**
Display Return availability departure time (1700) same day	**AR1700**
Display opposite availability Date (November 15) and departure time (1700)	**AR15NOV1700**

Identifying Travelport Sponsored Flights

ASK Answer ID 27494

Sponsored Flights are flights that appear above the neutral air availability display. Typically, participating airlines use Travelport Sponsored Flights to promote a new service or promotional fares in the availability display in order to highlight flights you may not otherwise notice.

The Sponsored Flights section of the availability display automatically appears **above** the neutral availability display.

The neutral display remains separate and lists the same number of flights as it did previously.

Refer to the following screen example:

```
1-A1NOVLONSYD          +

>                                                              ▼
SPONSORED FLIGHTS*
911 LHR AUH01/ 0915 2015  EY  12 P2 F1 A0 R0 J7 C4 D0 W0 Z0 388 C*E
                                  Y7 B7 H7 K7 M7 Q7 L7 V7 U7
                                                    E7 T7
922     SYD01/ 2215#1905  EY 454 P2 F1 A0 R0 J7 C4 D0 W0 Z0 388 C*E
                                  Y7 B7 H7 K7 M7 Q7 L7 V7 U7
                                                    E7 T7

NEUTRAL DISPLAY*     SUN 01NOV15  LON/SYD   01/0000 01/2359
 1 LHR1SYD01/ 2155*0700 @IB4745 FL A9 J9 C9 D9 R9 I9 W9 Y9 777 C E
   «B»                          B9 H9 KC MC LC VC SC NC QC
                                                    O9
 2 LHR1SYD01/ 2155*0700  BA  15 F9 A4 J9 C9 D9 R5 IC W9 E7 777 C E
   «B»                          T2 Y9 B9 H9 K9 M9 L7 V6 S7
                                            NC QC OC G0
 3 LHR1SYD01/ 2115*0650  QF   2 FL AL PC JL CL DL IL UC W9 388 C*E
                                RL TL ZC Y9 B9 H9 K9 M9 L9
```

Note: There may be a maximum of three Sponsored Flights in a display.

Branded Fares

Fare types and fare families are displayed in the GDS and identified as Branded Fares.

If an airline has filed their fares with branding information, the indicator **<<B>>** is displayed below the line of flight information. Click on that to display Branded Fare information.

```
                                          KR GR TR RR
2 LAX EWR 0600 1417  UA1527 F9 C9 A9 D9 Z9 P9 Y9 B9 M9 E9 739 C*E
  «B»                       U9 H9 Q9 V9 W9 S0 T0 L0 K0 G0
                                                        N0
```

Note: For multi-segment flights, the indicator will only appear once for the first line of the group.

Refer to the example to display flight availability from New York to Boston.

A20JUNNYCBOS

```
1-A20JUNNYCBOS         +

>
 SAT 20JUN15 /BOSTON        20/0000 20/2359
 1 JFK BOS 0627 0733  B6 318 YR ER KR HR QR BR LR VR RR WR 320 C E
                             MR ZR OR UR SR PR
 2 JFK BOS 0627 0733 @EI5022 JR CR IR DR PR YR BR HR GR KR 320 C E
                             MR VR FR NR LR ER XR QR SR OR
                                              RR WR ZR AR
 3 EWR BOS 0630 0741 @UA4179 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 ERJ C*E
   «B»                                      T9 L0 K0 G0 N0
 4 JFK BOS 0700 0824  DL1135 F9 P9 A7 G7 Y9 B9 M9 S9 H9 Q9 717 C*E
   «B»                       K9 L9 U9 T9 X9 V9 E9
 5 JFK BOS 0700 0824 @VS4611 J9 C9 D7 I7 Z7 W9 S9 H9 K9 Y9 717 C*E
                             B9 R9 L9 U9 M9 E9 Q9 X9 N9 O9
 6 JFK BOS 0730 0846 @BA8405 FLIGHT CANCELLED         738
 7 JFK BOS 0730 0846 @US  84 F7 A7 P7 X0 Y7 B7 H7 K7 M7 L7 738 C*E
                             W7 V7 G7 S7 N7 Q7 O7 E7
 8 JFK BOS 0730 0846  AA  84 F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 738 C*E
   «B»                       V7 G7 S7 N7 Q7 O7
 9 LGA BOS 0800 0903  US2158 F9 A9 P9 X7 Y9 B9 H9 K9 M9 L9 E90 C*E
                             W9 V9 G9 S9 N9 Q9 O9 E0
10 LGA BOS 0800 0903 @AA2158 B7 H7 K7 M7 V7 N7 Q7         E90 C*E
   «B»
11 EWR BOS 0808 0924 @UA3
```

Click on the indicator <<B>> (or tab to the indicator) to view Branded Fares for Delta Air Lines flight 1135.

Example screen response:
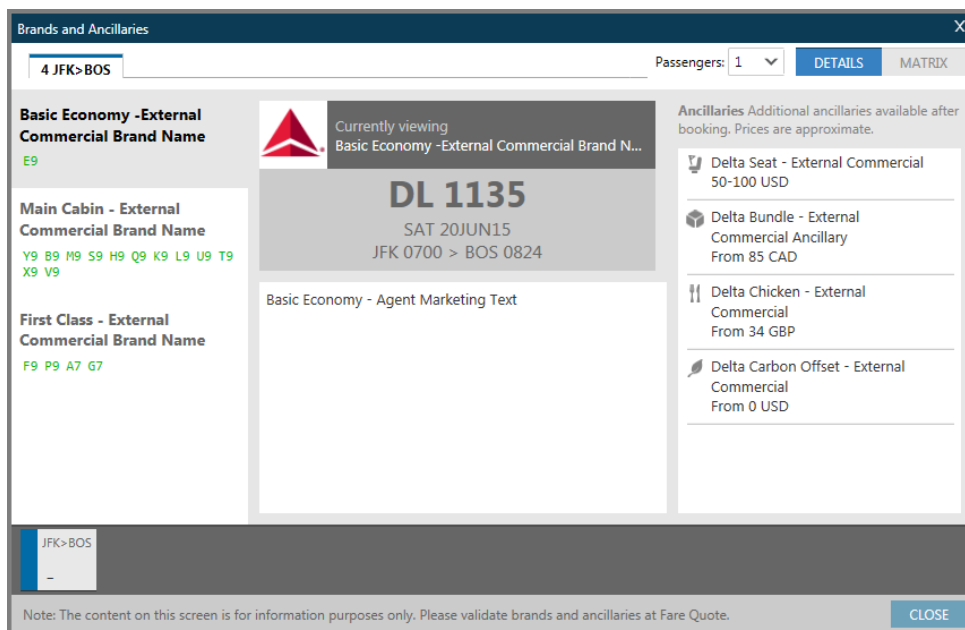
Note: Smartpoint will be unlocked and accessible, even when the Branded Fares Window is open. The Branded Fares window can be dragged to another location.

The display may vary depending on the way the airline files or associates their booking codes to brands, and booking classes may be grouped differently.

If the airline didn't associate any codes to their brands, they will appear above the brand information, as shown in the red highlighted square below. When fares have been branded, it will be easy to identify which booking class relates to which cabin class.
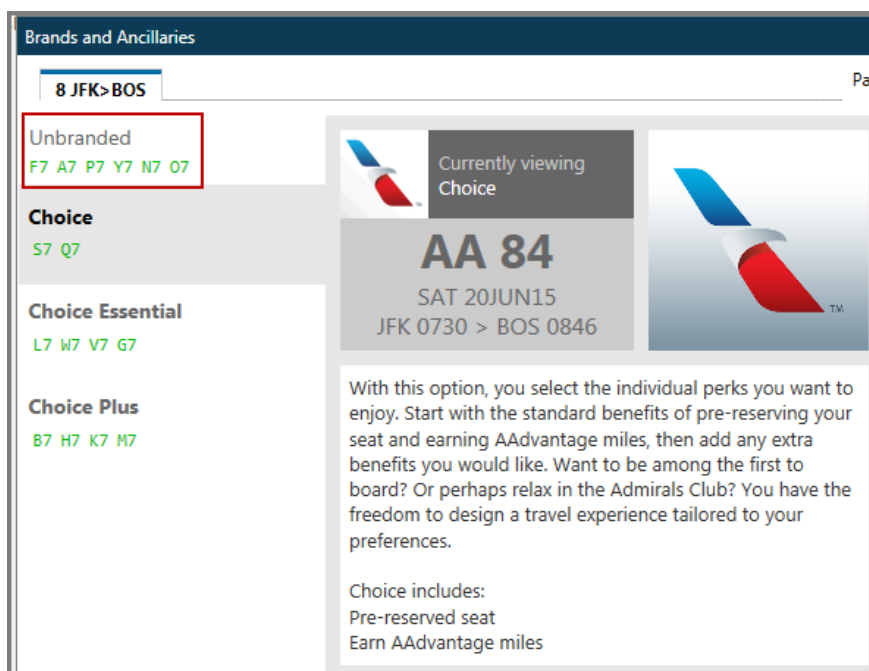
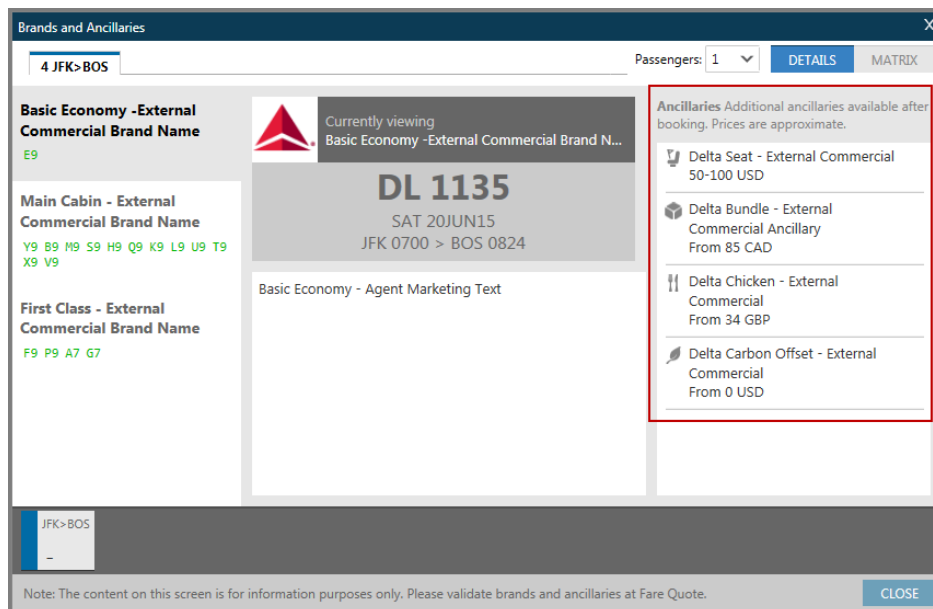As each Brand is selected, information relevant to the service included will be displayed in the middle of the screen. The example below refers to the Brand type 'Basic Economy'.

Information is displayed on the right of the screen detailing Ancillaries available for each brand, if applicable. However, these cannot be selected at this time.

Click the tab at the top right of the screen to display a matrix view of what is included for the highlighted fare family/type. Each column header has an icon over which you can hover to show a tool tip to explain the icon. A green tick indicates items are included in the ticket price, a red cross means that the item is not available for that brand, and a currency code indicates this is an item which can be purchased.
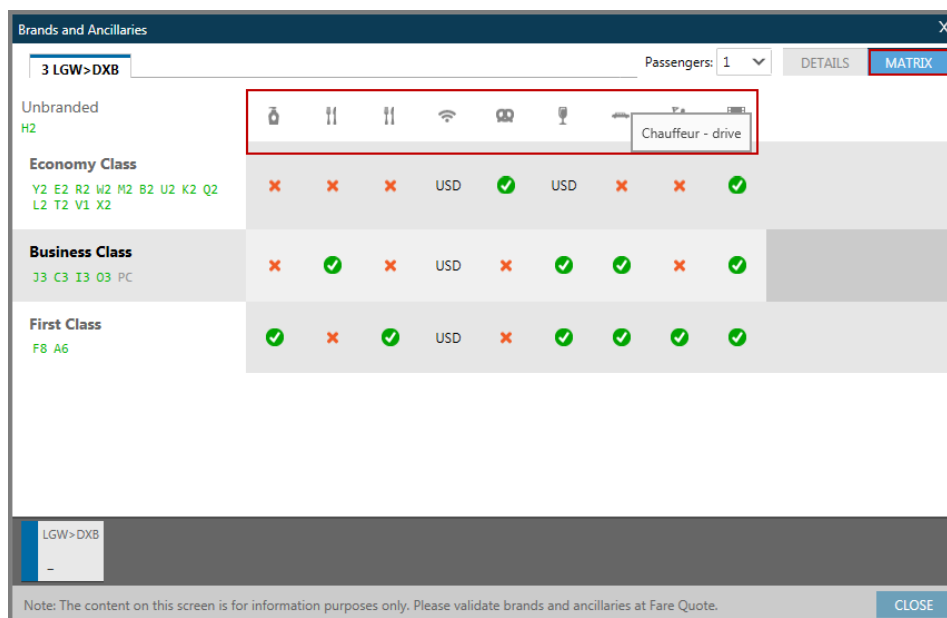
To exit this screen, click on either CLOSE or X.

Note: Occasionally the indicator **<<B>>**branded fares will display but Branded Fares may not be available at that time. In this case you will see the following message:
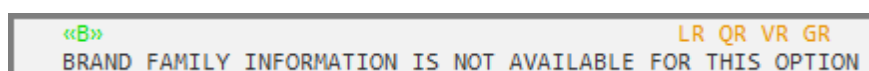
Using Availability Modifiers

HELP AVAIL

You may need to check availability for flights and override the Galileo default display. To do so, you can add modifiers to your availability format.

This section shows how to use some common modifiers. You can choose to:

- Use a single modifier.
- Combine modifiers in a single entry.

The following table lists some frequently used modifiers.

To check availability for:	Use this format:
Specific departure time	**A6JUNMOWCDG1900**
Specific airlines	**A6JUNSYDSIN/QF/BA**
Specific departure time and specific airline	**A6JUNDXBDEN1400/DL**
Specific airport of multi-airport city	**A6JUNPARLHR#**
Specific connection city	**A6JUNPARSYD.SIN**
Two connection cities	**A6JUNPARLAX.NYC.STL**
Online connection	**A12SEPBGOMNL/YY#**
Availability by Journey time	**AJ12SEPAMSMNL**
First available from 22 DEC on direct flights	**AF22DECLONBGI/VS.D** **Note:** Searches forward for all direct VS flights
First available from 22 DEC on direct flight in Specific Class (C).	**AF22DECLONBGI/VS.D@C**

Note: You can also use modifiers with opposite availability (AR) formats.

Selling Flights

After determining which flight is best for your customer, you are ready to sell the flight.

This section explains when and how to:

- Sell a flight

- Interpret a sell response from Galileo

- Display a Booking File to see how Galileo organizes it

Selling a Flight

Display flight availability for travel from MAD to ROM, departing 1 November and returning 6 November.

Enter: **A1NOVMADDXB++6NOV**

The Terminal window will now partition showing the outbound sector in the top partition and the return in the lower partition.
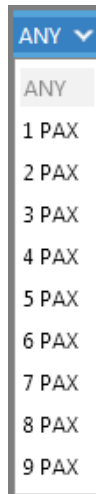
Example screen response:

Note: If you require availability for the next or previous day, you can use the options in the availability modifier tool bar at the bottom of each partition to make any changes.
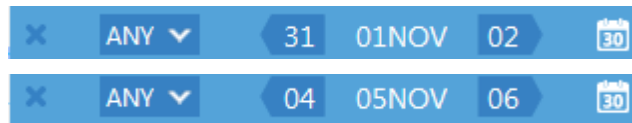
Click on the drop-down to specify the number of passengers required before selling the seats.

To sell seats, click once on the required booking class in each availability display.

The sold seats will display in the PNR Viewer window on the left of your screen.

Example screen display:

```
1. EK  142 Y 01NOV MADDXB SS1  1430   0035 +*        E SU/MO
2. EK  141 Y 06NOV DXBMAD SS1  0725   1245  *        E FR


ADD ADVANCE PASSENGER INFORMATION IN SSR DOCS *
AS PER EU REGULATIONS PAX CAN ADV EMERGENCY CTC IN SSR PCTC *
OFFER CAR/HOTEL    >CAL~      >HOA~
DEPARTS DXB TERMINAL 3  - ARRIVES MAD TERMINAL 4S
ADD ADVANCE PASSENGER INFORMATION SSRS DOCA/DOCO/DOCS
PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION
WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES
FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES


*ALL    *RV    *PI
```

Understanding the Sell Response

The following table lists the components of the sell response.

Component:	Description:
1	Number of this flight segment in itinerary
EK	Airline
142 Y	Flight number and class of service
01NOV	Date of departure
MADDXB	Origin and destination airports
SS2	Sold segment (SS) and number of seats (2)
1430 0035	Departure and arrival times (local time for each city)
*	Indicates sold through Inside Link.
E	Electronic ticketing available for this flight
SU/MO	Day of the week
ADD ADVANCE PASSENGER INFORMATION…	Alert to add Secure Flight information
DEPART DXB TERM 3 ARRIVES MAD TERM4S	Airport terminal information

Further Information

As with the availability screen, information is color-coded. Click on the line number to add a hotel or car to your booking.

```
1. EK   142 Y 01NOV MADDXB SS1  1430    0035 +*          E SU/MO
2. EK   141 Y 06NOV DXBMAD SS1  0725    1245  *          E FR
```

The booking class code gives access to the seat map (if available) for the booked class of service.

```
1. EK   142 Y 01NOV MADDXB SS1  1430    0035 +*          E SU/MO
2. EK   141 Y        Click to view seat map    725    1245  *          E FR
```

Click on the flight number to display flight service information.

```
1. EK  142  Y 01NOV MADDXB SS1  1430   0035 +*          E SU/MO


 1 EK  142  Y MADDXB  388  MEAL                     7:05
                      NON-SMOKING

        DEPARTS MAD TERMINAL 4S - ARRIVES DXB TERMINAL 3



2. EK  141 Y 06NOV DXBMAD SS1  0725   1245  *         E FR
```

Note: Click X to close the display.

Click on an airport code to display detailed airport information.

```
1. EK  142 Y 01NOV MADDXB SS1  1430   0035 +*         E SU/MO



               MAD  /  MADRID  SPAIN

  AIRPORT NAME. . . . . . MADRID ADOLFO SUAREZ-BARAJAS APT
  AIRPORT CODE. . . . . . MAD / LINEAR CITY CODE . . MAD
  PORT OF ENTRY . . . . . YES
  AIRPORT ADDRESS . . .
  AIRPORT LOCATION. . . . 10 MILES NE OF CITY
  AREA/CITIES SERVED. . . MADRID AND SUBURBS
  ALTERNATE AIRPORTS. . . GVA 661 MI NE/MIL 743 MI NE
                          ZRH 794 MI NE
  CURRENCY CODE/NAME. . . EUR/   EURO          ISO CODE.. EU
  BUFFER ZONE . . . . . . N/A
  TELEPHONE CODES . . . . COUNTRY:  34   CITY:  1



2. EK  141 Y 06NOV DXBMAD SS1  0725   1245  *         E FR
```

Hover the mouse over the booking status codes for an explanation.

```
1. EK  142 Y 01NOV MADDXB SS1  1430   0035 +*         E SU/MO
2. EK  141 Y 06NOV DXBMAD SS1                          FR
                         Sell (sold within this transaction)
```

Note: When the booking is ended, the status code changes to **HK** (holding confirmed) to indicate that the booking is confirmed.

The ***ALL** button below the itinerary displays all information in a Booking File. As more information is added, additional buttons will be displayed.

Using Cryptic Formats

You can also use cryptic formats to sell seats.

Enter **N1B6** to sell one seat in B class from line 6 of the availability.

If you have searched for outbound and return flights and wish to use cryptic entries to sell, you must place the cursor in the top partition for the outbound flight and in the bottom partition for the return flight.

Enter N**1B4** in the lower partition to sell one seat in B class from line 4.

Enter **N1B1Y2** to book 1 seat in B class in line 1 and Y class in line 2.

Enter **N1B1*** to book all connecting flights from line 1 in B class

Selling Connecting Flights

Check availability for travel from Atlanta to Sydney, departing on 1 November and returning 20 November.

Enter: **A1NOVATLSYD++20NOV**

Connecting flights are displayed.

If there is a connection and the same booking class is required for each flight, double click on the booking class code to sell the entire routing in the same class. For example, for the outbound journey, double-click on **Y** class for segment 1 and 2.

To book a different class of service from connecting flights for the journey, click once on the desired class from each leg. For example, click on Y for segment 1 and **F** for segment 2.

Once classes have been chosen for all legs, the sell results will display in the PNR Viewer window.

Example screen display:

```
1. DL 1445 Y 01NOV ATLDFW SS1  1725   1850  *        E SU
2. QF    8 Y 01NOV DFWSYD SS1  2010   0605 2*        E SU/TU
3. QF    7 Y 20NOV SYDDFW SS1  1525   1345  *        E FR
4. QF 4707 F 20NOV DFWATL SS1  1524   1844  *        E FR
          OPERATED BY AMERICAN AIRLINES

   *ALL    *RV    *PI
```

Waitlisting Flights

Waitlisting is a system used within the airline industry when flights and booking classes do not have seats available. It is quite common for passengers to cancel confirmed seats before departure, so airlines maintain a list of passengers who wish to be confirmed if seats become available.

When the status of a flight is waitlist only, the passenger will be waitlisted when you make the entry to sell the seat.

If the airline is able to confirm the seat, they advise you by changing the status code in the itinerary and updating the Booking File.

The Class may display"0" or "L" to enable wait listing.

```
7 LHR MIA 1045 1500 @AA6160 F0 P0 A0 J1 R1 I2 D0 Y1 W0 B1 744 C*E
  «B»                       H0 K0 M0 L0 V0 G0 S0 N0 Q0 O0
8 LHR MIA 1045 1500 @AY5507 F9 A8 J9 C9 D5 IC W7 E1 TC Y9 744 C*E
                            B9 H9 K9 M9 L9 V9 SC N5 Q2 OC
                                                      GL
```

Carriers may also have interactive waitlist so that when an interactive sell is requested and seats are not available a carrier may return the sell entry with the following messages:

```
0. GF  500 I 20JUN BAHDXB LL 0155      0405
*0 AVAIL/WL CLOSED*
```

If the waitlist is closed then no further action can be taken, but if the waitlist is open, the seat may be waitlisted with the following entry:

N1Q1LL

If the carriers are not using Interactive Waitlist, you must click on the class and the system will automatically return **LL** (waitlist) status.

Check flight availability for travel from London to Miami.

Enter: **A15APRLONMIA**

Example screen response:

```
 7 LHR MIA 1045 1500 @AA6160 F0 P0 A0 J1 R1 I2 D0 Y1 W0 B1 744 C*E
   «B»                        H0 K0 M0 L0 V0 G0 S0 N0 Q0 O0
```

As "F" class displays 0 seats available, click on the class and the system will automatically waitlist the flight.

```
 1. AA 6160 F 15APR LHRMIA LL1  1045   1500  *        E WE
         OPERATED BY BRITISH AIRWAYS
```

Selling a Flight from a Branded Fares

Seats can be sold from the Branded Fares window, by clicking on the required class on the display. Remember to select the number of passenger required from the drop down within the window before selecting the seats.
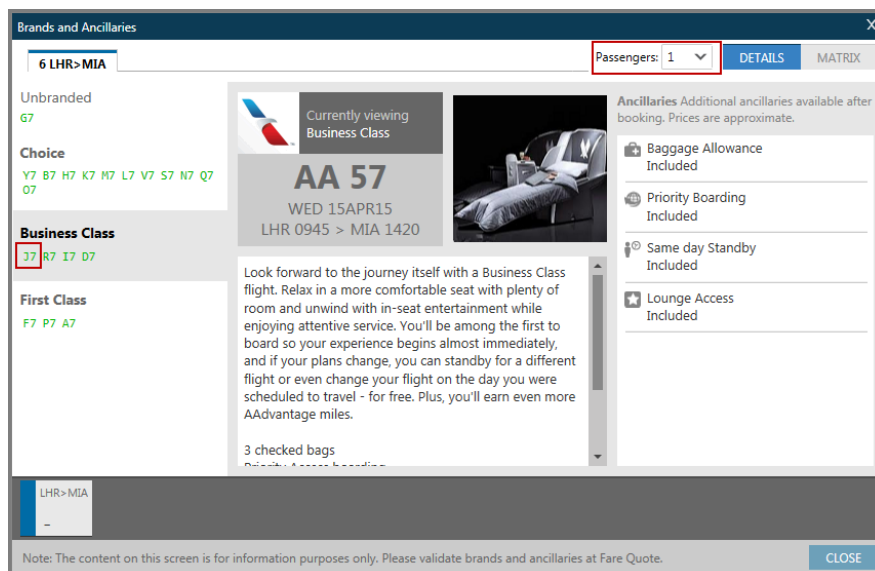
Sell results look no different than if sold from an availability display.

```
 1. AA   57 J 15APR LHRMIA SS1  0945   1420  *        E WE
```

Seats can also be selected from within the Matrix view of the Branded Fares window, remember to select number of passengers from the drop down before selecting the required booking class.
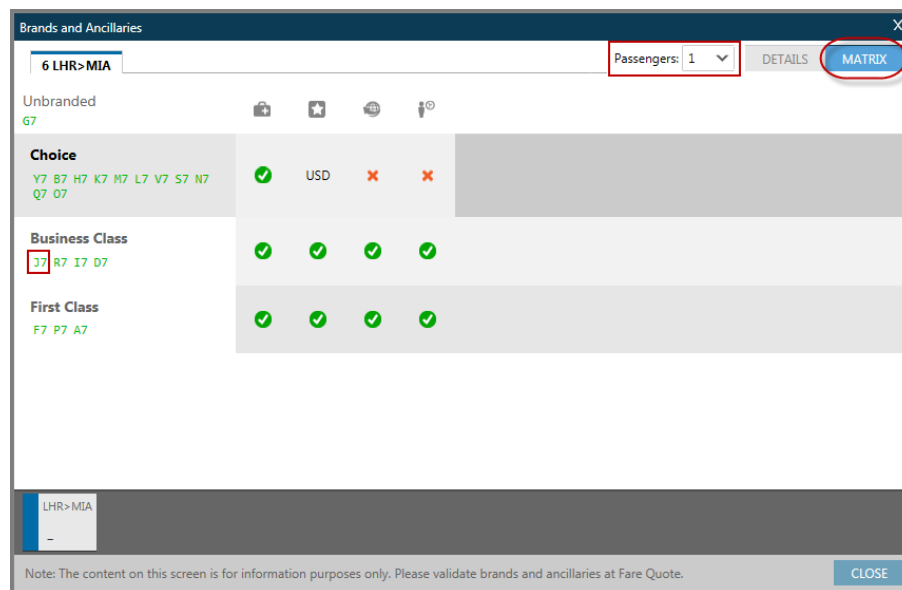
Displaying Inflight Service

HELP *SVC

You can access additional information such as meal services, flight times or terminal information, for any flight in a Booking File or from an availability display.

The services can be displayed for entire itineraries or for specific flights.

The function identifier for displaying inflight service information is ***SVC**

This displays all segments in the itinerary.

*SVC gives a general overview of the itinerary showing the flight time of each segment, which meal is served and the departure/arrival terminal.

Example screen display:

```
 1 KL  661  Y AMSIAH  74E  MEAL                              10:05
                          ADDITIONAL SERVICE(S) EXIST/NON-SMOKING

                                    ARRIVES IAH TERMINAL D
              TSA SECURED FLIGHT

 2 UA 1018  C IAHCUN  739  REFRESHMENTS                       2:13
                          NON-SMOKING

              DEPARTS IAH TERMINAL E  - ARRIVES CUN TERMINAL 3
              TSA SECURED FLIGHT
```

```
 3 UA 1047  Y CUNEWR  739  FOOD TO PURCHASE                   3:58
                          NON-SMOKING

              DEPARTS CUN TERMINAL 3  - ARRIVES EWR TERMINAL B
              TSA SECURED FLIGHT

 4 KL 6178  C EWRAMS  76W  DINNER                             7:47
                          NON-SMOKING

              OPERATED BY DELTA AIR LINES
              DEPARTS EWR TERMINAL B
              TSA SECURED FLIGHT
```

Use the following entry to view individual segments within a Booking File.

TTB1 (segment 1)

```
1-TTB1              ✛
 KL  685  TUESDAY       10 JUN 14
 -----------------------------------------------------------
 BRD TIME    T D/I  OFF TIME   T D/I  FLY/GROUND    EQP   E
 AMS 1430       I   MEX 1850   1  I   11:20         74E   E
 -----------------------------------------------------------
 TOTAL FLYING TIME ▌AMS - MEX    11:20
 -----------------------------------------------------------
 CLASSES
 AMS-MEX J  C  D  I  Z  O  Y  B  M  U  K  H  L  Q  T  E  N  R
 >
```

The information shows the board time and terminal and arrival time and terminal. EQP is the type of aircraft.

The total flying time displays the flying time without including any stopover time.

Similar information can be obtained by hovering over the flight number in the itinerary; however, this information is more detailed.

Inflight Service from Availability

To display inflight service information for a flight from availability, enter **TTL1**, for Line 1 of the availability.

```
1-A10JUNLONSYD      ✛
>
 TUE 10JUN14       LONDON/SYDNEY        10/0000 10/2359
 1 LHR1SYD10/ 2115*0505  BA   15 F9 A9 J9 C9 D9 R9 I9 W9 E9 777 C E
                                 T9 Y9 B9 H9 K9 M9 L9 V9 S9
                                             N9 Q9 O9 G9
 2 LHR1SYD10/ 2130*0510  QF    2 F8 A7 PC J9 C9 D9 I7 UC W9 388 C*E
                                 R9 T7 ZC Y9 B9 H9 K9 M9 L9
                                 V9 S9 N9 O9 Q9 GL X9 EL
```

Example entry: **TTL1** (for line 1).

Example screen response:

```
1-TTL1                ✚
  BA   15  TUESDAY       10 JUN 14                                    ⬍
  -------------------------------------------------------------
  BRD TIME    T D/I  OFF TIME    T D/I   FLY/GROUND       EQP   E
  LHR 2115    5  I   SIN 1730 #  1  I    13:15/ 1:35      777   E
  SIN 1905 #  1  I   SYD 0505 *  1  I     8:00            777   E
  -------------------------------------------------------------
  TOTAL FLYING TIME  LHR - SYD      21:15
  TOTAL GROUND TIME  LHR - SYD       1:35
  TOTAL JOURNEY TIME LHR - SYD      22:50
  -------------------------------------------------------------
  CLASSES
  LHR-SIN F  A  J  C  D  R  I  W  E  T  Y  B  H  K  M  L  V  S
  SIN-SYD F  A  J  C  D  R  I  W  E  T  Y  B  H  K  M  L  V  S
  >|
```

The following table lists the components of the response.

Component:	Description:
BA 15	Airline 2-character code and flight number
BRD	Boarding point
TIME	Departure time (local time)
T –Terminal	Terminal number
D/I	Domestic or International
OFF Time	Arrival time at destination
21:35/1.35/22.50	Total flying time from origin to destination/Ground time/Total flying time
*	Arrival 2 days after departure date
#	Arrival 1 day after departure date.
-	Arrival previous day
TSA (if shown)	Indicates US government secured flight

Guaranteed Payment Airlines

HELP LCC

ASK Answer ID 252

Some airlines choose to settle with travel agencies outside of the Airline Reporting Corporation (ARC) or the Bank Settlement Plan (BSP). These airlines work in an environment without paper or electronic tickets. Airlines who settle with agencies outside of ARC or BSP require payment before you end the Booking File. You send them a credit card number in an SSR and they respond with a confirmation number and the fare.

Guaranteed Payment Process

The guaranteed payment process includes the following steps.

1. Galileo alerts you at the time of sell and end transaction that an airline requires immediate payment.

2. You send the airline an SSR with the customer's credit card number.

3. The airline debits the credit card and sends an SSR back to you to confirm the booking.

Booking Best Practice

To book a Guaranteed Payment airline, use the following steps.

1. Sell the air segments.

An alert appears indicting that payment is required at time of booking. This alerts you to enter an SSR guarantee or payment, **SSR GUAR** or **SSR EPAY**.

2. Add an SSR with a credit card number to pay for the air segments.

Example entry:

SI.SSRGUARYYNN1VI123456789123456/D1215/JOHN WATSON

3. Complete the Booking File and end transaction.

The guaranteed payment airline:

- Validates and debits the credit card.

- Returns an SSR message with the airline's record locator and the fare.

4. Add an itinerary remark to the Booking File with the airline's record locator.

Example: **RI.AIRLINE RECORD LOCATOR: A12345**

Ticketless Airlines

Ticketless airlines also settle with travel agencies outside of the Airline Reporting Corporation (ARC) or the Bank Settlement Plan (BSP). These airlines work *without* paper or electronic tickets and require payment after end transaction of a Booking File.

"Ticketless" payment refers to the process in which you send the airline credit card payment via an OTHS SSR.

Ticketless Process

The ticketless payment process includes the following steps.

1. You make a booking on the ticketless airline and end transaction.

2. After a few seconds, the airline sends an SSR message in the Booking File indicating that payment is required in order to confirm the booking as follows:

GFAX-SSROTHS1G I9 ITIN CONFIRMED- MUST PROVIDE PAYMENT

2 SSROTHS1G I9 SUBJ CXL ON/BEFORE 16NOV WITHOUT PYMT

3 OSIYY CONF NBR I1YSF0

3. Re-retrieve the Booking File and send the airline a Vendor Remark with the customer's credit card number before the deadline as follows:

Example Vendor remark:

V.AXX*VI4434260000000008/D0513/SMITH JOHN

The airline debits the credit card and sends an SSR back to you to confirm.

Retrieve the Booking File after sending payment to ensure that the airline has accepted payment.

Displaying the Booking File

When you sell a flight, you create an itinerary – one of the mandatory parts of a Booking File. You can display the Booking File at any time during the selling process.
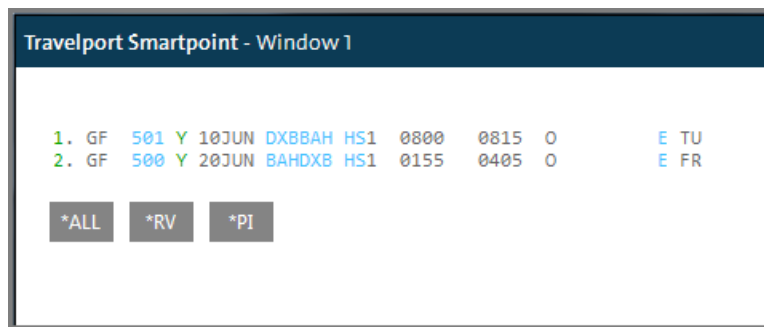
The PNR Viewer provides an instant view of the Booking File.

Information in a Booking File is grouped in sections that can be accessed via a simple mouse click on the associated Quick Access Button.

Note: The function identifier to display the Booking File is: ***R**

Enter ***I** to display only the itinerary segments.

Example screen display:

Ignoring a Transaction

You can disregard an action or series of actions that you have performed in a Booking File by *ignoring the transaction.* Ignoring a transaction lets you "start from scratch."

The function identifier to ignore a transaction is: **I**

To ignore a transaction, enter the function identifier **I**.

The Galileo system ignores the transaction.

Cancelling Flights

HELP CANCEL

There are several reasons why you may need to cancel all or part of an itinerary. For example, a customer may change their travel plans or a better flight may become available.

This section explains when and how to cancel a segment as well as an entire itinerary.

Cancelling a Flight

There are a few points to remember regarding canceling segments. Any flight or flights that you sell directly after you cancel a segment automatically *replace* the canceled segment. This continues until you display the Booking File (*R) and Galileo renumbers the segments in the itinerary. This can be important when you cancel a flight in the middle of an itinerary.

The function identifier to cancel flights is: **X**

To cancel a segment, enter the function identifier followed by the segment number.

Example entry: **X1**

Galileo responds with NEXT REPLACES 1 in the Booking File.

Note: NEXT REPLACES 1 means that the *next segment* you sell becomes segment number 1.

To cancel an entire itinerary, enter the function identifier followed by the letter I.

Example entry: **XI**

Galileo responds with ITINERARY CANCELLED in the Booking File.

Cancelling and Rebooking

In Galileo, you can cancel and rebook a flight in a single entry. The following table lists the most frequently used entries.

To cancel:	Use this format:
Segment 1 and rebook in a different class of service	**@1/V**
Segment 2 and rebook same flight for a different date	**@2/23JUN**
Segments 1 and 2 and rebook same flights for a different date.	**@1-2/24JUN**
Air segments *only*	**XA**

It is also possible to change the number of seats booked when creating a Booking File. Using the Entry @1/2 change segment 1 to 2 seats, or @A/3 change all segments to 3 seats.

This entry must be performed prior to ending the booking.

```
1. GF   501 Y 10JUN DXBBAH HS1   0800   0815  O         E TU
2. GF   500 Y 20JUN BAHDXB HS1   0155   0405  O         E FR
```

Example Entry: **@1/2**

```
1. GF   501 Y 10JUN DXBBAH HS2   0800   0815  O         E TU
2. GF   500 Y 20JUN BAHDXB HS2   0155   0405  O         E FR
```

Note: This function is not available with all airlines and you may receive an error response: UNABLE – DUPLICATE SEGMENT.

Inserting and Re-sequencing Segments

HELP INSERT

An itinerary should be in city and date sequential order. There may be times, however, when you need to insert a segment or re-sequence segments in the itinerary.

Travelers sometimes add a side trip to an existing itinerary or fly into a city and then continue their journey by flying out of a different city. When that happens, the portion of the journey between those two cities that is *not* flown is called the surface portion or ARNK that stands for *arrival unknown.*

This section explains how to add flight segments, insert an ARNK, and re-sequence flight segments in an itinerary.

The function identifier to insert a flight segment or ARNK is: **/**

Adding Flight Segments

You can insert flights into an existing itinerary.

To insert a flight segment, use the following steps:

1. Enter the function identifier followed by the segment number after which it is to be inserted.

Example: **/2**

Note: **/0** inserts *before* the first segment in the itinerary.

2. Display a basic availability for the new flight.

3. Sell the new flight.

4. Display the Booking File to renumber the segments in the itinerary.

The new segments appear numbered sequentially.

Adding Surface Segment / ARNK

You can insert ARNK into an existing itinerary in a single format.

To insert ARNK, enter the function identifier (**/**) followed by the segment number it is to be inserted after, end item, and the letter Y.

Example entry: **/3+Y**

ARNK now appears in the itinerary.

Re-sequencing Segments

You can change the order of segments in an itinerary. This is useful for itineraries where the segments are *not* in sequential order.

To re-sequence the segments in an existing itinerary, enter the function identifier (/) followed by the segment number it is to be inserted after (3), slash (/), and the segment number to insert (2).

Example entry: **/3S2**

(Insert segment 2 after segment 3.)

Module Review

1. What are the three ways to check flight availability in Travelport Smartpoint?

    _____

    _____

2. How do you book one seat in B class from lines 3 and 4 of the following availability display?

    ```
    >                                                                    ⊗
     FRI 01NOV13      MIAMI/ASUNCION      01/0000 01/2359              Ⓠ
     1 MIA LIM 1/ 430P 910P  AA 917 J7 D7 I7 R7 Y7 B7 H7 K7 M7 763 C*E
                                           L7 V7 S7 N7 Q6 O0 G0
     2     ASU 1/1010P+355A  TA 907 C7 J6 D5 Y9 B9 M9 H9 Q9 V9 E90 C*E
                                           A9 E9 K9 L9 O9 P9 Z9 W9 S9
                                                             T9 U4
     3 MIA LIM 1/ 430P 910P @LA6704 J7 D7 I7 Y7 B7 H7 K7 M7 L7 763 C*E
                                           V7 S7 N7 Q7 O0
     4     ASU 1/1010P+355A  TA 907 C7 J6 D5 Y9 B9 M9 H9 Q9 V9 E90 C*E
                                           A9 E9 K9 L9 O9 P9 Z9 W9 S9
                                                             T9 U4
    ```

    _____

3. What is the format to display flight details for segment 3 in a booked Booking File?

    _____

4. What is the format to re-order segment 2 after segment 5 in a Booking File?

    _____

5. What is the format to cancel an itinerary?

    _____