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 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 OC OC 59 GL
 2 LGW MRS 0755 1050 U25323 W B
                                                            320
                                                                  E
   «B»
                                                                  E
 3 STN MRS 0845 1150 FR6541 B Y
                                                            738
   «B»
  LHR MRS 1300 1555 @AA6604 J1 D0 R0 I0 Y1 B1 H1 K1 M1 L0 319 C*E
                                         V0 G0 50 N0 00 00
   «B»
```

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 125EP	LHRDEL HS1	2045 #0945	0	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:

_				_														
<u>1</u> -A	12AF	PRPAR	RNYC	1														
>																		\$
				12/000														
1	CDG	JFK	0820	1025	AF	22											332	C*E
							М9	U9	К9	Н9	L9	Q 9	т9	EC				
_															VC			
2		JFK	0820	1025	@DL1	022	19	C9									332	C*E
-	«B»		0045	1005		005	-	~~				L9					767	C+5
3		EWK	0945	1205	UA	905											/63	C+E
-	«B»	ELID	0045	1205	01.117	2061		-				TØ	LØ	ĸø	60	NØ	763	
				1300									RO	мо	C 5	HS		C*F
1	«B»	JIK	1055	1500	UL	100	52	~				00					555	C. L
6	_	JEK	1035	1300	@AF3	1628	12	C1	-								333	C*F
Ĭ			1000	1000	ern -				00			0C						
7	ORY	EWR	1045	1320	@IB7	7506	JR	CR	DR		IR	- Tan	ZR				752	CE
											LR	VR	SR	NR	OR	OR		
8	ORY	EWR	1045	1320	@US7	087	JØ	RØ	D0	10	YØ	BØ	HØ	KØ	MØ	LØ	757	C*E
												GØ						
9	ORY	EWR	1045	1320	@AY5	5541	FL1	IGH.	ΓC/	ANC	ELLE	ED					752	
10	ORY	EWR	1045	1320	@BA8	3001	39										752	C*E
	«B»											V9			1.00			
11		EWR	1045	1320	@AA6	5241	37	R6	D6	12							757	C*E
	«B»											V3			Tes -			
12	CDG	JFK	1050	1255	AF	12											77W	C*E
							¥9	89	M9	09	К9	Н9						
17	CDC	7.5.14	1050	4055	001.4			-		70	-	-		R9				645
12	«B»	JFK	1020	1255	@DL1	1025						K9					//W	C*E
	«D»						69	m9	29	19	Q9	ĸ	19	09	10	V0		
14	CDG	JEV	1120	1340	٨٨	45	17	D7	D7	T7	V7	87	H7	¥7	M7		763	C*F
14	«B»	JIK	1120	1040	AA	45	37	n /	07	17		G7					705	C. C
15		JEK	1120	1340	@AY5	5809	39	C 9	D9	Τ9							763	C*F
							-	-	-	-		SC						
16	CDG	JFK	1120	1340	@IB4	176	JR	CR	DR	RR				<u></u>			763	CE
												VR						
															_			

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:
С	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
< >	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.

2 CDG	JFK	0820	1030
		New	York

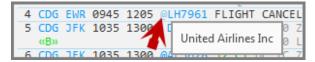
Hover the mouse over the carrier code to decode the carrier.

2	CDG	JFK	0820	1030	AF	22 J9 C9
						Air France
3	CDG	FWR	0925	1150	OI H	

Hover the mouse over the flight number to display terminal information and the elapsed flying time.

SUN 12APR15 / 12/0000 12/2359									
	J9 C9 D9 I9 Z9 W9 S9 A9 Y9 B9 332 C*E								
	Departs CDG Terminal 2E - Arrives JFK Terminal 1								
2 CDG JFK 0820 1025 @DL1022 «B»	Elapsed Flying Time: 08:05								

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.

AC	77W	C*E		
GR		Boeing	777	-300ER
H9	752			
OC				

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

2 LHR1SYD01/ 2155*070 «B»	0 BA 15 F9 A4 J9 C9 D9 R5 IC W9 E7 777 C E T2 Y9 B9 H9 K9 M9 L7 V6 S7 NC QC OC G0
3 LHR1SYD01/ 2115*065	0 QF 2 FL AL PC JL CL DL IL UC W9 388 C*E RL TL ZC Y9 B9 H9 K9 M9 L9
4 LHR DEL01/ 2150#113	VC SC NC QC OC GL XC EL 5 VS 300 J9 C9 D9 I9 Z2 W9 S8 H0 K0 789 C*E Y9 B9 R9 L9 U9 M9 E9 O9 X9
5 SYD02/ 1315#061	NO 00 0 AI 302 C4 D4 J4 Z4 Y9 B9 M9 H9 K9 788 C*E
6 LHR DEL01/ 2130#103	Q9 V9 W9 G9 L9 U9 T9 S9 E9 NC 5 AI 112 F4 A4 C4 D4 J4 Z4 Y9 B9 M9 77W C*E
«B»	H9 K9 Q9 V9 W9 G9 L9 U9 T9 S9 E9 NC
7 SYD02/ 1315#061	0 AI 302 C4 D4 J4 Z4 Y9 B9 M9 H9 K9 788 C*E Q9 V9 W9 G9 L9 U9 T9 S9 E9 NC

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 🗸	0	ə 10JU	JN 11	30
	ANY				٢
	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 "++".

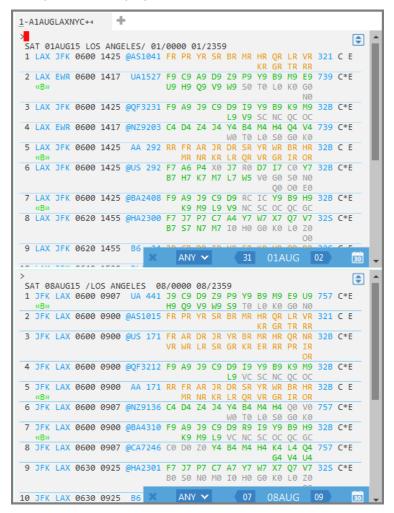
If you require the same routing in reverse for the return there is no need to add the routing after ++. Just add the return date.

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:

																	-	
>_,	т о		IE /1/			- 0		000 00	(12)	- 0							6	
				0907		441	970 19	000 08, C9 D9	79	D0	vq	PO	м9	50	110	757	C*F	- 88
1		LAX	0000	0907	UA	441				1.2	19					/5/	C*E	- 88
	«B»	1.4.2	0000	0000	0161	015		09 V9	-	59	10	10	KØ	GØ	NØ	221	<i>c c</i>	- 111
2	JFK	LAX	0000	0900	@AS.	1015	FR	ANY	БК	BR	MK	HR	-			321	CE	- 88
_												KR	GR	TR	RR			- 111
3	JFK	LAX	0600	0900	@US	1/1	FR	1100		YR	BR		HR	-		32B	C*F	- 88
							VR		SR	GR	KR	ER	RR	PR	IR			- 88
								2 PAX							OR			- 111
4	JFK	LAX	0600	0900	@QF3	3212	F9	3 PAX	C9			Y9	_			32B	C*E	- 88
								JFAA		L9	VC	SC		QC				- 111
5	JFK	LAX	0600	0900	AA	171	RR	4 PAX	JR	DR	SR	YR	WR	BR	HR	32B	CE	- 88
	«В»								KR	LR	QR	VR	GR	IR	OR			. 81
6	JFK	LAX	0600	0907	@NZ9	9136	C4	5 PAX	34	Y4	B4	M4	H4	QØ	VØ	757	C*E	- 11
										WØ	Τ0	LØ	50	GØ	KØ			
7	JFK	LAX	0600	0900	@BA4	1310	F9	6 PAX	C9	D9	R9	19	Y9	B9	Н9	32B	C*E	- 11
	«В»							7 PAX	L9	VC	NC	SC	0C	QC	GC			
8	JFK	LAX	0600	0907	@CA7	7246	CØ	/ PAA	¥4	B4	M4	H4	Κ4	L4	Q4	757	C*E	
								8 PAX					G4	V4	Ū4			- 11
9	JFK	LAX	0630	0925	@HA2	2301	F7	2.700	C7	A7	Y7	W7	X7	07	V7	325	C*E	
					-		BØ	9 PAX	MØ	10	HØ	GØ	ĸø	ĽΘ	ZØ			
															-			
10	JFK	LAX	0630	0925	B6	X		ANY 🗸			07		08A	UG		09	3	
		_														_		

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.

APPLICATION	TERMINAL	HISTORY	WINDOW	PNR	SEARCH SELL TOOLS HELP
1->		+			Air Availability Search
1-2					Hotel Availability Search
1					Car Availability Search
					Flight Shopping Search
					Flight Shopping and Hotel Search

A fill-in format displays for you to complete with the search criteria:

ir Availability Search						Х
Round Trip C One	Way					
Origin:			Destination:			
Select Origin		\mathbf{v}	Select Destinat	ion		\sim
Departure date:	Departure time:		Return date:		Return time:	
01/12/2014	00:00	30	01/12/2014	30	00:00	30
Airline:			Passengers:		Booking Code:	
Select Airline		\mathbf{v}	1	\sim	Enter booking co	ode

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.

Air Availability Search						х
Round Trip One	Way					
Origin:			Destination:			
SEA - Seattle Tacoma I	ntl Arpt	\checkmark	SAN - San Dieg	o Interr	national Arpt	\sim
Departure date:	Departure time:		Return date:		Return time:	
01/06/2014	00:00	30	01/06/2014	30	00:00	30
Airline:			Passengers:		Booking Code:	
Select Airline		\checkmark	2	\sim		
				Se	earch Cance	ł

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:

	s	epte	mbe	ar 20	14				Oct	ober 20	14			N	love	mbe	ar 20	14		1
Мо	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	
									1	2 3	4	5						1	2	
1	2	з	4	5	6	7	6	7	8			·	 3	4	5	6	7	8	9	
8	9	10	11	12	13	14	13	14	15	Av	ailah	oility	10	11	12	13	14	15	16	
15	16	17	18	19	20	21	20	21	22		st Ai		17	18	19	20	21	22	23	
22	23	24	25	26	27	28	27	28	29				24	25	26	27	28	29	30	18
29	30									Sh	oppi	ing								. 8
										Но	tels	-								15
							1.00													
										FS	+ H	otels								
1	n on	star	t up							Ca	rs									

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	Α
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 201	5 EY 12	2 P2 F1 A0	0 R0 J7 C4 D0	W0 Z0 388 C*E
		Y7 B7 H7	K7 M7 Q7 L7	V7 U7
				E7 T7
922 SYD01/ 2215#190	5 EY 454	P2 F1 A0	0 R0 J7 C4 D0	W0 Z0 388 C*E
		Y7 B7 H7	K7 M7 Q7 L7	V7 U7
				E7 T7
NEUTRAL DISPLAY* SUN				
1 LHR1SYD01/ 2155*0700	@IB4745			
«B»		B9 H9 KC	MC LC VC SC	NC QC
				09
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 GØ
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 <> is displayed below the line of flight information. Click on that to display Branded Fare information.

```
        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
```

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

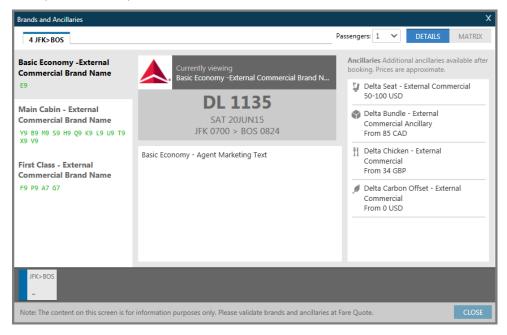
Refer to the example to display flight availability from New York to Boston.

A20JUNNYCBOS

<u>1</u> -/	120JU	INNYC	BOS	-	ŀ.															
×	AT 20	יאורג	15 /B			20	a/0	999	20	/234	59								\$	
			0627								QR				RR SR		320	C	E	I
2	JFK	BOS	0627	0733	@E19	5022			IR FR								320	C	E	
3	EWR «B»	BOS	0630	0741	@UA4	179	Y 9	B9	М9	E9	U9		Q9	V9	ZR W9 G0	S 9	ERJ	C*	E	
4		BOS	0700	0824	DL1	135	F9	P9	A7			B9	М9	S 9		Q9	717	C*	E	
5	-	BOS	0700	0824	@VS4	4611			D7 L9								717	C*	E	I
			0730		<u> </u>												738			
7	JFK	BOS	0730	0846	@US	84	F7	A7							M7 07		738	C*	E	
8	JFK «B»	BOS	0730	0846	AA	84	F7	A7	P7	¥7					L7 Q7		738	C*	E	I
9	LGA	BOS	0800	0903	US2	2158	F9	A9							M9 09		E90	C*	E	
10	LGA «B»	BOS	0800	0903	@AA2	2158	B7	H7	K7	M7	V7	N7	Q7				E90	C*	E	
11	EWR	BOS	0808	0924	@UA3	X		AN	IY 🥆			19		20	UN		21		30	-

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

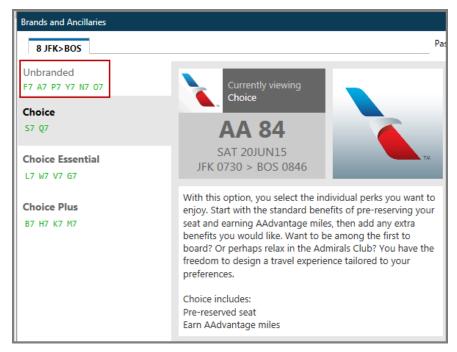
Example screen response:



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.

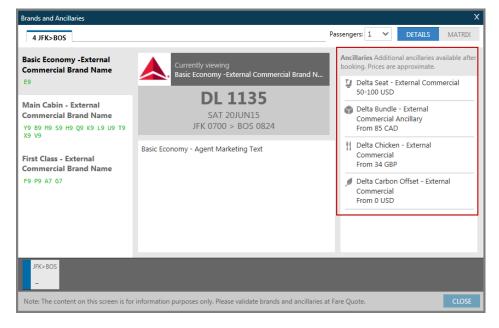
The display may vary depending on the way the airline files or associates their booking codes to brands, and booking classes may be grouped differently.

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.

Unbranded 12	õ	ŤÍ	ŤÍ	((-	80	Ţ		Pa hauffeur ·	drive		
Economy Class Y2 E2 R2 W2 M2 B2 U2 K2 Q2 L2 T2 V1 X2	×	×	×	USD	0	USD	×	×	Ø		
Business Class J3 C3 I3 O3 PC	×	0	×	USD	×	0	0	×	0		
First Class F8 A6	0	×	0	USD	×	0	0	0	0		
LGW>DXB	-	-	-	-	-	-	-	-	-	-	

To exit this screen, click on either CLOSE or X.

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

«B» LR QR VR GR BRAND FAMILY INFORMATION IS NOT AVAILABLE FOR THIS OPTION

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	AF22DECLONBGI/VS.D
flights	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.

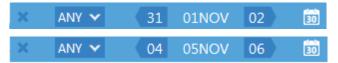
Enter: A1NOVMADDXB++6NOV

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

Example screen response:

1-A1NOVMADDX	B++ +									
>							_		6	
SUN 01NOV15 1 MAD DXB01								2 399	C*F	
I MAD DADDI	/ 1450-00	22 @01.014	2 11			53 N3			C. L	
2 MAD DXB01	/ 1430+00	35 EK 14	2 F1						C*E	
«В»			R3	W3 M3	B3 U3	K3 H2	-			
-							V4 X			
3 MAD DXB01 «B»	/ 2110+0/	15 EK 14				04 PC K2 H2			C*F	
WD//			R2	W2 P12	02 02		V1 X4			
4 MAD DXB01	/ 2110+07	15 @QF814	4 F8	A6 J4	C4 D4				C*E	
						S2 N2				
5 MAD DOH01	/ 0920 18	10 QR 14	8 36						C*E	
6 DXB01	/ 1900 21	10 00101	9 56			N9 Q9			C*F	
0 0/001	/ 1500 21	10 01101				N9 09				
7 MAD FCO01	/ 1125 13	55 AZ 6	51 C7	E7 D7					C*E	
			V7	T7 N7	S7 Q7	X7 W7				
-							R2 G			
8 DXB01	/ 1440 23	20 EK 9				KC H2			C*F	
		_	R4	N-4 11-4	04 04	TC TC	VC V	-		-11
9 MAD DOH01	/ 1505 23	55 ×	ANY	\mathbf{v}	31	01N	IOV	02	Ē	d 🖵
	/ 1505 23	55 ×	ANY	~	31	01N	IOV	02		
9 MAD DOH01 > FRI 06NOV15		55 BAI/MADRI						02	3	
>	DU	BAI/MADRI	D	06,	/0000 D7 I7	06/235 Y4 B4	9 K4 M4	4 388	6	
> FRI 06NOV15 1 DXB MAD 0	DU 725 1245	BAI/MADRI @QF8141 F	D 1 A1	06, J7 C7	/0000 (D7 I7 L4 V4	06/235 Y4 B4 S4 N4	9 K4 M4 Q4 O4	4 388 4	C*E	
> FRI 06NOV15 1 DXB MAD 0 2 DXB MAD 0	DU 725 1245	BAI/MADRI @QF8141 F EK 141 F	D 1 A1	06, 37 C7 37 C7	/0000 D7 I7 L4 V4 I7 O7	06/235 Y4 B4 S4 N4 PC Y4	9 K4 M4 Q4 Q4 E4 R4	4 388 4 4 388	C*E	
> FRI 06NOV15 1 DXB MAD 0	DU 725 1245	BAI/MADRI @QF8141 F EK 141 F	D 1 A1	06, 37 C7 37 C7	/0000 D7 I7 L4 V4 I7 O7	06/235 Y4 B4 S4 N4	9 K4 M4 Q4 Q4 E4 R4 T4 V	1 388 1 1 388 1	C*E	
> FRI 06NOV15 1 DXB MAD 0 2 DXB MAD 0	DU 725 1245 725 1245	BAI/MADRI @QF8141 F EK 141 F W	D 1 A1 1 A1 4 M4	06, J7 C7 J7 C7 B4 U4	/0000 D7 I7 L4 V4 I7 O7 K4 H2	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4	9 K4 M4 Q4 O4 E4 R4 T4 V3 X3	4 388 4 4 388 1 2	C*E C*E	
> FRI Ø6NOV15 1 DXB MAD Ø 2 DXB MAD Ø «B»	DU 725 1245 725 1245	BAI/MADRI @QF8141 F EK 141 F W EK 143 F	D 1 A1 1 A1 4 M4	06, J7 C7 J7 C7 B4 U4 J4 C4	/0000 D7 I7 L4 V4 I7 07 K4 H2 I4 04	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4	9 K4 M4 Q4 O4 E4 R4 T4 V2 X2 E3 R2	4 388 4 4 388 1 2 3 77W	C*E C*E	
> FRI ØGNOV15 1 DXB MAD Ø 2 DXB MAD Ø «B» 3 DXB MAD 1 «B»	DU 725 1245 725 1245 415 1930	BAI/MADRI @QF8141 F EK 141 F W EK 143 F	D 1 A1 1 A1 4 M4 8 A6 13 M3	96, J7 C7 J7 C7 B4 U4 J4 C4 B3 U3	/0000 D7 I7 L4 V4 I7 O7 K4 H2 I4 O4 K3 H2	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3	9 K4 M4 Q4 Q4 E4 R4 T4 V2 K3 E3 R2 T3 V2 X4	4 388 4 4 388 1 2 3 77W 2 4	C*E C*E C*E	
> FRI Ø6NOV15 1 DXB MAD Ø 2 DXB MAD Ø «B» 3 DXB MAD 1	DU 725 1245 725 1245 415 1930	BAI/MADRI @QF8141 F EK 141 F W EK 143 F	D 1 A1 1 A1 4 M4 8 A6 13 M3	96, J7 C7 J7 C7 B4 U4 J4 C4 B3 U3	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3	9 K4 M4 Q4 O4 E4 R4 T4 V2 X2 E3 R2 T3 V2 X4 K3 M2	4 388 4 388 1 388 1 388 1 3 3 77W 2 4 3 77W	C*E C*E C*E	
<pre>> FRI @GNOV15 1 DXB MAD @ 2 DXB MAD @</pre>	DU 725 1245 725 1245 415 1930 415 1930	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F	2D 21 A1 21 A1 21 A1 23 A1 28 A6 23 M3 28 A6	06, J7 C7 J7 C7 B4 U4 J4 C4 B3 U3 J4 C4	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3	9 K4 M- Q4 O- E4 R- T4 V: X3 E3 R: T3 V: X4 K3 M: Q3 O:	4 388 4 388 2 3 77W 2 4 3 77W 3 77W	C*E C*E C*E C*E C*E	
> FRI ØGNOV15 1 DXB MAD Ø 2 DXB MAD Ø «B» 3 DXB MAD 1 «B»	DU 725 1245 725 1245 415 1930 415 1930	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F EK 187 F	2D 21 A1 21 A1 21 A1 21 A1 23 A1 28 A6 23 M3 28 A6 28 A6	37 (7 37 (7 84 (4 34 (4 83 (3) 34 (4 34 (4)	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2	9 K4 M4 Q4 Q4 E4 R4 T4 V2 K3 R2 K3 M2 Q3 Q2 E2 R2	4 388 4 388 2 2 3 77W 2 4 3 77W 3 2 2 77L	C*E C*E C*E C*E C*E	
<pre>> FRI @GNOV15 1 DXB MAD @ 2 DXB MAD @</pre>	DU 725 1245 725 1245 415 1930 415 1930	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F EK 187 F	2D 21 A1 21 A1 21 A1 21 A1 23 A1 28 A6 23 M3 28 A6 28 A6	37 (7 37 (7 84 (4 34 (4 83 (3) 34 (4 34 (4)	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3	9 K4 M4 Q4 Q4 E4 R4 T4 V2 K3 R2 K3 M2 Q3 Q2 E2 R2	4 388 4 4 388 1 2 3 77W 2 4 3 77W 3 2 77L 1	C*E C*E C*E C*E C*E	
<pre>> FRI @GNOV15 1 DXB MAD @ 2 DXB MAD @</pre>	DU 725 1245 725 1245 415 1930 415 1930	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F EK 187 F W IB2733 J	D 1 A1 1 A1 4 M4 8 A6 73 M3 8 A6 73 M3 8 A6 73 M3 8 A6 72 M2 8 A6 72 M2	06, 37 C7 37 C7 84 U4 34 C4 83 U3 34 C4 34 C4 34 C4 34 C4 82 U2 DR RR	/00000 r D7 17 L4 V4 I7 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04 K2 H2 IR YR	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2 Q2 L2 BR HR	9 K4 M Q4 Q4 E4 R4 T4 V: X3 E3 R: T3 V: X3 K3 M Q3 Q3 E2 R: T2 V: X3 KR MI	4 388 4 388 2 3 77W 4 3 77W 3 77W 2 77L 3 320	C*E C*E C*E C*E C*E C*E	
<pre>> FRI @GNOV15 1 DXB MAD @ 2 DXB MAD @ 3 DXB MAD 1</pre>	DU 725 1245 725 1245 415 1930 415 1930 555 2025 130 2250	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F EK 187 F W IB2733 J Z	D 1 A1 1 A1 4 M4 8 A6 13 M3 8 A6 13 M3 8 A6 13 M3 8 A6 12 M2 12 M2 12 M2	06, 37 C7 37 C7 34 U4 34 C4 34 C4 34 C4 34 C4 34 C4 34 C4 32 U2 82 U2 82 WR	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04 K2 H2 IR YR SR WR	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2 Q2 L2 BR HR NR QR	9 K4 M4 Q4 Q4 E4 R4 T4 V1 X3 E3 R1 T3 V1 X4 K3 M1 Q3 Q1 E2 R1 T2 V1 X5 KR M1 OR P1	4 388 4 388 2 3 77W 3 77W 3 77W 3 2 77W 3 3 20 3 3 20	C*E C*E C*E C*E C*E C*E C*E C E	
<pre>> FRI @GNOV15 1 DXB MAD @ 2 DXB MAD @</pre>	DU 725 1245 725 1245 415 1930 415 1930 555 2025 130 2250	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F EK 187 F W IB2733 J Z EK 185 F	D 1 A1 1 A1 14 M4 8 A6 13 M3 8 A6 13 M3 8 A6 12 M2 1 A1	J7 66, J7 C7 B4 U4 J4 C4 B3 U3 J4 C4 B2 U2 DR RR AR VR J7 C7	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04 K2 H2 IR YR SR WR I7 07	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2 Q2 L2 BR HR NR QR PC Y4	9 K4 M4 Q4 O4 E4 R4 T4 V1 X3 E3 R1 T3 V2 X4 K3 M1 Q3 O2 E2 R1 T2 V2 X5 KR M1 OR P1 E4 R4	4 388 4 388 2 3 77W 3 77W 3 77W 3 77W 3 77W 3 77W 4 3 3 77W 4 388	C*E C*E C*E C*E C*E C*E C*E C E	
<pre>> FRI @GNOV15 1 DXB MAD @ 2 DXB MAD @ 3 DXB MAD 1</pre>	DU 725 1245 725 1245 415 1930 415 1930 555 2025 130 2250	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F EK 187 F W IB2733 J Z EK 185 F	D 1 A1 1 A1 14 M4 8 A6 13 M3 8 A6 13 M3 8 A6 12 M2 1 A1	J7 66, J7 C7 B4 U4 J4 C4 B3 U3 J4 C4 B2 U2 DR RR AR VR J7 C7	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04 K2 H2 IR YR SR WR I7 07	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2 Q2 L2 BR HR NR QR	9 K4 M4 Q4 Q4 E4 R4 T4 V: X: E3 R: T3 V: X: K3 M: Q3 Q3 E2 R: T2 V: X: KR MI OR PI E4 R4 T4 V:	4 388 4 388 2 3 77W 3 77W 4 3 77W 3 77W 3 77W 4 3 3 77W 4 3 3 77W 4 3 8 320 4 388 1 388 1 388	C*E C*E C*E C*E C*E C*E C*E C E	
<pre>> FRI @6NOV15 1 DXB MAD @ 2 DXB MAD @ 3 DXB MAD 1</pre>	DU 725 1245 725 1245 415 1930 415 1930 555 2025 130 2250	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F K 187 F W IB2733 J Z EK 185 F	D 1 A1 1 A1 14 M4 8 A6 13 M3 8 A6 13 M3 8 A6 12 M2 18 CR 1 A1 1 A1 14 M4	06, J7 C7 B4 U4 J4 C4 J7 C7 B4 U4	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04 K2 H2 IR YR SR WR I7 07 K4 H2	06/235: Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2 Q2 L2 BR HR NR QR PC Y4 Q4 L4	9 K4 M4 Q4 Q4 E4 R4 T4 V2 X3 E3 R2 T3 V2 X4 K3 M1 Q3 Q2 Q3 Q2 E2 R2 X2 K8 M1 OR P1 E4 R4 V2 X2 X2 X2 X3 X4 X4 X4 X4 X4 X4 X4 X4 X4 X4	4 388 4 4 388 2 3 77W 4 3 3 77W 2 4 3 2 77L 3 3 20 4 388 4 388 2	C*E C*E C*E C*E C*E C*E C E C*E	
<pre>> FRI @6NOV15 1 DXB MAD @ 2 DXB MAD @ 3 DXB MAD 1</pre>	DU 725 1245 725 1245 415 1930 415 1930 415 1930 555 2025 130 2250 740 1215	BAI/MADRI @QF8141 F EK 141 F W EK 143 F W @QF8143 F K 187 F W IB2733 J Z EK 185 F	D 1 A1 1 A1 14 M4 8 A6 13 M3 8 A6 13 M3 8 A6 12 M2 18 CR 1 A1 1 A1 14 M4	06, 37 C7 B4 U4 34 C4 B3 U3 34 C4 B2 U2 DR RR AR VR 37 C7 B4 U4 DR RR RR AR VR 37 C7	/0000 0 D7 17 L4 V4 17 07 K4 H2 I4 04 K3 H2 D4 I4 L3 V3 I4 04 K2 H2 IR YR SR WR I7 07 K4 H2	06/235 Y4 B4 S4 N4 PC Y4 Q4 L4 PC Y3 Q3 L3 Y3 B3 S3 N3 PC Y2 Q2 L2 BR HR NR QR PC Y4 Q4 L4 BR HR	9 K4 M4 Q4 Q4 E4 R4 T4 V2 X3 E3 R2 T3 V2 X4 K3 M1 Q3 Q2 Q3 Q2 E2 R2 X2 K8 M1 OR P1 E4 R4 V2 X2 X2 X2 X3 X4 X4 X4 X4 X4 X4 X4 X4 X4 X4	4 388 4 4 388 2 3 77W 4 3 3 77W 2 4 3 2 77L 3 3 20 4 388 4 388 2	C*E C*E C*E C*E C*E C*E C E C*E	

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.



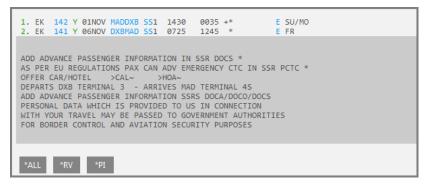
Click on the drop-down to specify the number of passengers required before selling the seats.

ANY
1 PAX
2 PAX
3 PAX
4 PAX
5 PAX
6 PAX
7 PAX
8 PAX
9 PAX

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:



Understanding the Sell Response

The following table lists the components of the sell response.

Component:	Description:
1	Number of this flight segment in itinerary
ЕК	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.



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

AINOV MADDXR 551 1 Click to view seat map		E SU/MO E FR
check to view seat map		

Click on the flight number to display flight service information.



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.



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 N1B4 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.

1-	A1NO	VATLS	SYD++	-															
>																		F	A
S	JN Ø	1NOV:	15	ATL	ANTA/	SYDI	NEY			01	/000	0 0	01/2	2359	9			Ĺ	
1	ATL	DFW	1725	1850	DL1	445	F9	P9	A9								757	C*E	
2		SVD	2010	20605	OF	8	FQ	48	10						V0		388	C*F	
-		510	2010.	20005	Ŷ			89										C . L	
3	ATL	DFW	1725	1850	DL1	445	F9	P9	A9	G7	Y9	B9	M9	S 9	H9	Q9	757	C*E	- 1
															VØ				- 1
4		SYD	2010	20605	@AA7	375	FR	JR	SR	YR	вк	нк			GR		380	CE	- 1
5	ATL	LAX	1910	2054	AA1	471	PR	FR	AR	SR	YR	WR	-				319	СE	- 1
											KR	LR	QR	VR	GR	OR			- 1
6		SYD	2226	20800	DL	17	39	C9									77L	C*E	- 1
7	A.T.I	1.4.7	1005	2055	DI	17		60							V9		767	C*F	- 8
	AIL	LAA	1905	2000	UL	1/	12	0							V0		765	C+E	
8		SYD	2226	20800	@VA6	551	J4	C0									777	C*E	
															QØ				
9	ATL	LAX	1905	2055	@VA6	628	J2	C0	D0	10	Y7	B7					763	C*E	
10		syn	2226	20800	evve	551	74	ca	DØ	та	V7	87			Q7		777	C*F	
10		510	2220	20000	(evac	551		0	00	10					-00	TO.		C.L	-1
11	ATL	1SYD	1905	20800	DL	×		ANY	 Y 			31)1N	OV		02	i i	Ď,
11	ATL	1SYD	1905	20800	DL	×		ANY	 			31	()1N	IOV		02		
>	-			20800 SYE													02		
> F	RI 2	ØNOV:	15		DNEY/	ATLA	ANTA	4		20/	/000	90 2	20/2 MR	2359 NR	9 KR	LR		[
> F 1	RI 2 SYD	0NOV: DFW	15 1525	SYI 1345	ONEY/ @AA7	ATLA 308	ANT/ FR	A JR	SR	20/ YR	/000 BR	90 2 HR	20/2 MR QR	2359 NR VR	e KR GR	LR OR	380	C E	
> F 1	RI 2 SYD	0NOV: DFW	15 1525	SYE	ONEY/ @AA7	ATLA 308	ANT/ FR	A JR	SR	20/ YR G0	/000 BR Y9	00 2 HR B9	20/2 MR QR M9	2359 NR VR S9	e KR GR H9	LR OR Q6	380	C E	
> F 1 2	RI 2 SYD	ØNOV: DFW ATL	15 1525 1455	SYI 1345	DNEY/ @AA7 DL1	ATLA 308 171	ANT/ FR F9	A JR P9	SR A0	20, YR G0 K0	/000 BR Y9 L0	80 2 HR B9 U0	20/2 MR QR M9 T0	2359 NR VR S9 X0	9 KR GR H9 V0	LR OR Q6 EØ	380 M88	C E C*E	
> F 1 2 3	RI 2 SYD SYD «B»	ØNOV: DFW ATL 1ATL	15 1525 1455 1315	SYE 1345 1756 1630	DNEY/ @AA7 DL1 DL	ATL/ 308 171 16	ANT/ FR F9 J9	JR P9 C2	SR A0 D0 Q9	20, YR G0 K0 I0 K9	Y9 L0 L0	00 2 HR B9 U0 Y9 U0	20/2 MR QR M9 T0 B9 T0	2359 NR VR 59 X0 M9 X0	9 KR GR H9 V0 S9 V0	LR OR Q6 E0 H9 E0	380 M88 CHG	C E C*E C*E	
> F 1 2 3	RI 2 SYD SYD «B»	ØNOV: DFW ATL 1ATL	15 1525 1455 1315	SYE 1345 1756	DNEY/ @AA7 DL1 DL	ATL/ 308 171 16	ANT/ FR F9 J9	A JR P9 C2 A9	SR A0 D0 Q9 J9	20/ YR G0 K0 I0 K9 C9	(000 BR Y9 L0 Z0 L0 D9	80 2 HR B9 U0 Y9 U0 I9	20/2 MR QR M9 T0 B9 T0 W9	2359 NR VR S9 X0 M9 X0 R9	8 6R H9 V0 59 V0 T3	LR OR Q6 E0 H9 E0 Y9	380 M88 CHG	C E C*E C*E	
> F 1 2 3	RI 2 SYD SYD «B» SYD	0NOV: DFW ATL 1ATL DFW	15 1525 1455 1315 1525	SYI 1345 1756 1630 1345	DNEY/ @AA7 DL1 DL QF	ATL/ 308 171 16 7	FP F9 J9 F9	а Ј Р9 С2 А9 В9	SR A0 D0 Q9 J9 K9	20, YR G0 K0 I0 K9 C9 M9	(000 BR Y9 L0 Z0 L0 D9 L9	00 2 HR B9 U0 Y9 U0 I9 V9	20/2 MR QR M9 T0 B9 T0 W9 S9	2359 NR VR 59 X0 M9 X0 R9 N9	9 KR H9 V0 S9 V0 T3 Q9	LR Q6 E0 H9 E0 Y9 O9	380 M88 CHG 388	C E C*E C*E C*E C*E	
> F 1 2 3	RI 2 SYD SYD «B» SYD	0NOV: DFW ATL 1ATL DFW	15 1525 1455 1315 1525	SYE 1345 1756 1630	DNEY/ @AA7 DL1 DL QF	ATL/ 308 171 16 7	FP F9 J9 F9	а Ј Р9 С2 А9 В9	SR A0 D0 Q9 J9 K9	20, YR G0 K0 I0 K9 C9 M9	79 L0 Z0 L0 D9 L9 YR	00 2 HR B9 U0 Y9 U0 I9 V9 WR	20/2 MR QR M9 T0 B9 T0 W9 S9 BR	2359 NR VR S9 X0 M9 X0 R9 N9 HR	KR GR H9 V0 S9 V0 T3 Q9 MR	LR Q6 E0 H9 E0 Y9 O9 NR	380 M88 CHG 388	C E C*E C*E C*E C*E	
> F 1 2 3 4 5	RI 2 SYD SYD «B» SYD	0NOV: DFW ATL 1ATL DFW ATL	15 1525 1455 1315 1525 1524	SYI 1345 1756 1630 1345	DNEY/ @AA7 DL1 DL QF AA2	ATL/ 308 171 16 7 263	ANT/ FR F9 J9 F9 PR	A JR P9 C2 A9 B9 FR	SR A0 D0 Q9 J9 K9 AR	20/ YR G0 K0 I0 K9 C9 M9 SR	(000 BR L0 L0 L0 D9 L9 YR KR	00 2 HR 00 Y9 00 I9 V9 V9 WR LR	20/2 MR QR M9 T0 B9 T0 W9 S9 BR QR	2359 NR VR S9 X0 M9 X0 R9 N9 HR VR	KR GR H9 V0 S9 V0 T3 Q9 MR GR	LR Q6 EØ H9 EØ Y9 O9 NR OR	380 M88 CHG 388 738	C E C*E C*E C*E C*E C E	
> F 1 2 3 4 5 6	RI 2' SYD SYD «B» SYD	ONOV: DFW ATL 1ATL DFW ATL DFW	15 1525 1455 1315 1525 1524 1525	SYE 1345 1756 1630 1345 1844 1345	DNEY/ @AA7 DL1 DL QF AA2 QF	ATLA 308 171 16 7 263 7	ANT/ FR F9 J9 F9 PR F9	A JR P9 C2 A9 B9 FR A9 B9	SR A0 Q9 J9 K9 AR J9 K9 K9	20, YR G0 K0 I0 K9 C9 SR C9 M9 SR	(000 BR 10 20 10 D9 19 YR KR D9 L9	00 2 HR B9 U0 Y9 U0 I9 V9 WR LR I9 V9	20/2 MR QR M9 T0 B9 T0 B9 T0 W9 S9 BR QR W9 S9	2359 NR VR S9 X0 M9 X0 R9 N9 HR VR R9 N9	KR GR H9 V0 S9 V0 T3 Q9 MR GR T3 Q9	LR OR EØ H9 EØ Y9 09 NR OR Y9 09	380 M88 CHG 388 738 388	C E C*E C*E C*E C E C*E C*E	
> F 1 2 3 4 5	RI 2' SYD SYD «B» SYD	ONOV: DFW ATL 1ATL DFW ATL DFW	15 1525 1455 1315 1525 1524 1525	SYI 1345 1756 1630 1345 1844	DNEY/ @AA7 DL1 DL QF AA2 QF	ATLA 308 171 16 7 263 7	ANT/ FR F9 J9 F9 PR F9	A JR P9 C2 A9 B9 FR A9 B9	SR A0 Q9 J9 K9 AR J9 K9 K9 F0	20, YR 60 K0 10 K9 C9 SR C9 M9 SR C9 X0	(000 BR 20 20 20 20 20 20 20 20 20 20 20 20 20	00 2 HR B9 U0 Y9 U0 I9 V9 WR LR I9 V9 B7	20/2 MR QR M9 T0 B9 T0 B9 T0 S9 BR QR W9 S9 H7	2359 NR VR S9 X0 M9 X0 R9 N9 HR VR R9 N9 K7	8 KR GR H9 V0 S9 V0 T3 Q9 MR GR T3 Q9 M7	LR Q6 E0 H9 E0 Y9 09 NR 09 V9 09 L7	380 M88 CHG 388 738 388	C E C*E C*E C*E C E C*E C*E	
> F 1 2 3 4 5 6 7	RI 2 SYD «B» SYD SYD	ONOV DFW ATL 1ATL DFW ATL DFW ATL	15 1525 1455 1315 1525 1524 1525 1524	SYI 1345 1756 1630 1345 1844 1345 1844	DNEY/ @AA7 DL1 DL QF AA2 QF @US2	ATL/ 308 171 16 7 263 7 263	ANT/ FR F9 J9 F9 PR F9 F9	A JR P9 C2 A9 B9 FR A9 B9 A7	SR A0 D0 Q9 J9 K9 AR J9 K9 P0 W7	20, YR G0 K0 I0 K9 C9 SR C9 M9 SR C9 X0 V7	(000 BR 20 20 20 20 20 20 20 20 20 20 20 20 20	00 2 HR B9 U0 Y9 U0 I9 V9 WR LR I9 V9 B7 S0	20/2 MR QR M9 T0 B9 T0 B9 T0 S9 BR QR V9 S9 H7 N0	2359 NR VR S9 X0 M9 X0 R9 N9 HR VR R9 N9 K7 Q0	8 KR GR H9 V0 S9 V0 T3 Q9 MR GR T3 Q9 M7 00	LR Q6 E0 H9 E0 Y9 09 NR OR Y9 09 L7 E0	380 M88 CHG 388 738 388 738	C E C*E C*E C*E C*E C E C*E C*E C*E	
> F 1 2 3 4 5 6 7	RI 2 SYD «B» SYD SYD	ONOV DFW ATL 1ATL DFW ATL DFW ATL	15 1525 1455 1315 1525 1524 1525 1524	SYE 1345 1756 1630 1345 1844 1345	DNEY/ @AA7 DL1 DL QF AA2 QF @US2	ATL/ 308 171 16 7 263 7 263	ANT/ FR F9 J9 F9 PR F9 F9	A JR P9 C2 A9 B9 FR A9 B9 A7 A9	SR A0 D0 Q9 J9 K9 AR J9 K9 P0 W7 J9	20, YR G0 K0 I0 K9 C9 M9 SR C9 M9 X0 V7 C9	(000 BR Y9 L0 Z0 L0 D9 L9 YR KR D9 L9 Y7 G3 D9	80 2 HR B9 U0 Y9 U0 Y9 V9 WR LR 19 V9 B7 S0 I9	20/2 MR QR M9 T0 B9 T0 B9 T0 S9 BR QR V9 S9 H7 N0 W9	2359 NR VR S9 X0 M9 X0 R9 N9 HR VR R9 N9 K7 Q0 R9	 KR GR H9 VØ S9 VØ T3 Q9 MR GR GR T3 Q9 M7 OØ T3 	LR QG EØ H9 EØ Y9 O9 NR OR Y9 O9 L7 EØ Y9	380 M88 CHG 388 738 388 738	C E C*E C*E C*E C*E C E C*E C*E C*E	
> F 1 2 3 4 5 6 7	RI 2 SYD «B» SYD SYD	ONOV: DFW ATL 1ATL DFW ATL DFW ATL DFW	15 1525 1455 1315 1525 1524 1525 1524 1525	SYI 1345 1756 1630 1345 1844 1345 1844	QF QF QF QF	ATL/ 308 171 16 7 263 7 263 7	ANT/ FR F9 J9 F9 PR F9 F7 F9	A JR P9 C2 A9 B9 FR A9 B9 A7 A9 B9	SR A0 Q9 J9 K9 AR J9 K9 W7 J9 K9 K9	20, YR G0 K0 I0 K9 C9 M9 SR C9 SR C9 X0 V7 C9 M9	/000 BR Y9 L0 Z0 L0 D9 L9 YR KR D9 L9 Y7 G3 D9 L9	80 2 HR B9 U0 Y9 U0 V9 V9 WR LR I9 V9 B7 S0 I9 V9	20/2 MR QR M9 T0 B9 T0 W9 S9 BR W9 S9 H7 N0 W9 S9 S9 S9 S9	2359 NR VR S9 X0 M9 X0 R9 N9 HR VR R9 N9 K7 Q0 R9 N9	KR GR H9 V0 S9 V0 T3 Q9 MR GR T3 Q9 M7 O0 T3 Q9	LR OR Q6 E0 H9 C9 NR OR V9 O9 L7 E0 Y9 O9 L7 E0 Y9 O9	380 M88 CHG 388 738 388 738 388	C E C*E C*E C*E C*E C*E C*E C*E C*E	
> F 1 2 3 4 5 6 7 8 9	RI 2' SYD «B» SYD SYD	ONOV: DFW ATL 1ATL DFW ATL DFW ATL DFW ATL	15 1525 1455 1315 1525 1524 1525 1524 1525 1524	SYI 1345 1756 1630 1345 1844 1345 1844 1345 1844	DNEY/ @AA7 DL1 DL QF AA2 QF @US2 QF @QF4	ATL/ 308 171 16 7 263 7 263 7 7 707	ANT/ FR F9 J9 F9 PR F9 F7 F9	A JR P9 C2 A9 B9 FR A9 B9 A7 A9 B9 A9	SR A0 Q9 J9 K9 AR J9 K9 V7 J9 K9 J9 S9 J9	20) YR G0 K0 I0 K9 C9 M9 SR C9 M9 X0 V7 C9 M9 C9 C9 C9	/000 BR Y9 L0 Z0 L0 D9 YR KR D9 L9 Y7 G3 D9 L9 D9 L9 D9 L9	00 1 HR B9 U0 Y9 U0 I9 V9 V9 V9 S0 S0 I9 V9 I9 V9 V9	20/2 MR QR M9 T0 B9 T0 W9 S9 H7 N0 W9 S9 H7 N0 W9 S9 Y9 S9	2359 NR VR S9 X0 M9 X0 R9 N9 HR R9 N9 K7 Q0 R9 N9 B9 N9	KR GR H9 V0 S9 V0 T3 Q9 MR GR T3 Q9 M7 00 T3 Q9 K9 Q9	LR QC E0 H9 E0 Y9 09 NR OP V9 09 L7 E0 Y9 09 M9 09 09 09	380 M88 CHG 388 738 388 738 388 738	C E C*E C*E C*E C*E C*E C*E C*E C*E C*E C*	
> F 1 2 3 4 5 6 7 8 9	RI 2' SYD «B» SYD SYD	ONOV: DFW ATL 1ATL DFW ATL DFW ATL DFW ATL	15 1525 1455 1315 1525 1524 1525 1524 1525 1524	SYE 1345 1756 1630 1345 1844 1345 1844 1345	DNEY/ @AA7 DL1 DL QF AA2 QF @US2 QF @QF4	ATL/ 308 171 16 7 263 7 263 7 7 707	ANT/ FR F9 J9 F9 PR F9 F7 F9	A JR P9 C2 A9 B9 FR A9 B9 A7 A9 B9 A9	SR A0 Q9 J9 K9 AR J9 K9 V7 J9 K9 J9 S9 J9	20) YR G0 K0 I0 K9 C9 M9 SR C9 M9 X0 V7 C9 M9 C9 C9 C9	/000 BR Y9 L0 Z0 L0 D9 YR KR D9 L9 Y7 G3 D9 L9 D9 L9 D9 L9	00 1 HR B9 U0 Y9 U0 I9 V9 V9 V9 S0 S0 I9 V9 I9 V9 V9	20/2 MR QR M9 T0 B9 T0 W9 S9 H7 N0 W9 S9 H7 N0 W9 S9 Y9 S9	2359 NR VR S9 X0 M9 X0 R9 N9 HR R9 N9 K7 Q0 R9 N9 B9 N9	KR GR H9 V0 S9 V0 T3 Q9 MR GR T3 Q9 M7 00 T3 Q9 K9 Q9	LR QC E0 H9 E0 Y9 09 NR OP V9 09 L7 E0 Y9 09 M9 09 09 09	380 M88 CHG 388 738 388 738 388 738	C E C*E C*E C*E C*E C*E C*E C*E C*E C*E C*	

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	Υ	01NOV	ATLDFW	SS1	1725	1850	*	E	SU	
2.	QF	8	Υ	01NOV	DFWSYD	SS1	2010	0605	2*	E	SU/TU	
з.	QF	7	Υ	20NOV	SYDDFW	SS1	1525	1345	*	E	FR	
4.	QF	4707	F	20NOV	DFWATL	SS1	1524	1844	*	E	FR	
		OPE	ER/	TED B	Y AMERIC	IAN AI	IRLINES					
*A		*R\	/	*PI								
		_	_		_							

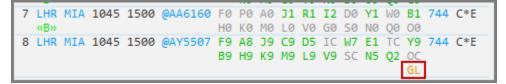
Waitlisting Flights

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.

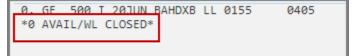
When the status of a flight is waitlist only, the passenger will be waitlisted when you make the entry to sell the seat.

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.



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:



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:

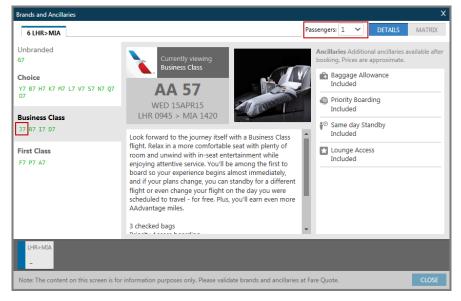
7 LHR MIA 1045 1500 @AA6160 F0 P0 A0 J1 R1 I2 D0 Y1 W0 B1 744 C*E «B» H0 K0 M0 L0 V0 G0 S0 N0 Q0 O0

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

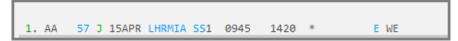


Selling a Flight from a Branded Fares

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.



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.

v	SD	@ ×	;⊙ ×			
_						
0	0	0	0			
0	0	0	0			

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.

1.	KL	661	Y	10JUN	AMSIAH	SS1	0955	1300	*	E WE
2.	UA	1018	С	10JUN	IAHCUN	SS1	1423	1636	*	E WE
з.	UA	1047	Υ	20JUN	CUNEWR	SS1	1200	1658	*	E SA
4.	KL	6178	С	20JUN	EWRAMS	SS1	1758	0745	+*	E SA/SU
		OPE	ERA	TED B	/ DELTA	AIR	LINES			
* 4 1		*01	,	*DT						
*Al	.L.	*R\	/	*PI						

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)



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 09 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 09 09 GI X9 EL
```

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

Example screen response:

1-TTL1	+	
BA 15 TUESDAY	10 JUN 14	٢
LHR 2115 5 I	OFF TIME T D/I FLY/GROUND EQP E SIN 1730 # 1 I 13:15/ 1:35 777 E SYD 0505 * 1 I 8:00 777 E	
TOTAL FLYING TIME TOTAL GROUND TIME TOTAL JOURNEY TIME		
	DRIWETYBHKMLVS DRIWETYBHKMLVS	

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

The following table lists the components of the response.

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

ASK Answer ID 5191

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 19 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*VI443426000000008/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

HELP DISPLAY

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:

Travelport	t Smartpoint - W	/indow 1			
1. GF 2. GF *ALL	501 Y 10JUN I 500 Y 20JUN I *RV *PI		 0815 0405	-	E TU E FR

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	ХА

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.



Example Entry: @1/2

1. GF	501 Y 10JUN DXBBA	HS2 0800	0815 0	E TU
2. GF	501 Y 10JUN DXBBA 500 Y 20JUN BAHDX	HS2 0155	0405 0	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?

```
6
                 MIAMI/ASUNCION
FRI Ø1NOV13
                                    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 O6 00 G0
      ASU 1/1010P+355A TA 907 C7 J6 D5 Y9 B9 M9 H9 Q9 V9 E90 C*E
2
                              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 00
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 114
```

- 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?