

Module 3: Building a Booking File

This module covers the steps to complete a Booking File/Passenger Name Record (PNR) in Travelport Smartpoint.

Module Objectives

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

- Identify required Booking File fields.
- End a Booking File.
- Retrieve a Booking File.

Required Booking File Fields

Every time you book an itinerary in Galileo, you build a Booking File for your customer. Galileo stores travel information in two types of Booking File fields: required and optional.

Galileo will not save the Booking File unless it includes all the required fields. In addition to the itinerary, there are four other required fields:

- Name
- Phone
- Ticketing
- Received

Note: An easy way to remember Booking File required fields is to think of the word PRINT: Phone, Received, Itinerary, Name and Ticketing.

Name Field

H/NAME

The Booking File must contain the names of all passengers for whom you are making reservations. You must include infants, even though they do not occupy a seat. A maximum of 99 passenger names may be included in a Booking File.

If you have more than nine passengers travelling together in a Booking File, it is considered a group booking, and seats must be requested from the airline.

When making airline reservations or issuing tickets, the passenger name is added in a specific format: Family name, first name, title

Points to note:

- Use recognized titles, such as Mr, Mrs, Ms, etc.
- Do *not* use hyphens or spaces
- The passenger' name that you enter into the Booking File must be exactly the same as the name shown in the passenger's photo documentation.

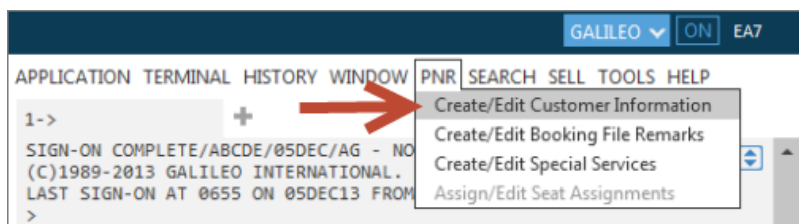
Passenger Type Codes


You can add a Passenger Type Code (PTC) to a Name field in the Name field remarks box. PTCs are used to facilitate pricing when discounted/special fares are applicable to certain passenger categories.

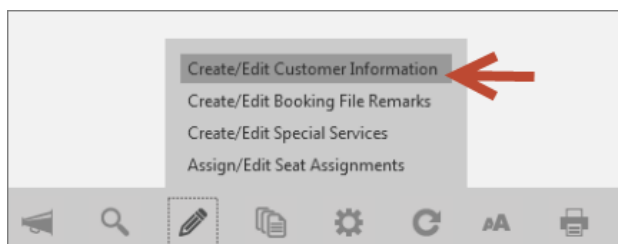
When the PTC is present in the Name field remarks, it is not necessary to repeat the PTC in the pricing format. If both the Name field and pricing format contain a PTC, the PTC in the pricing format overrides the PTC in the Name field.

A list of PTCs can be accessed by typing **H/PTC**. The prefix for adding the PTC is P- followed by the code. For example a child of 7 years old, would have the entry P-C07 in the name remarks.

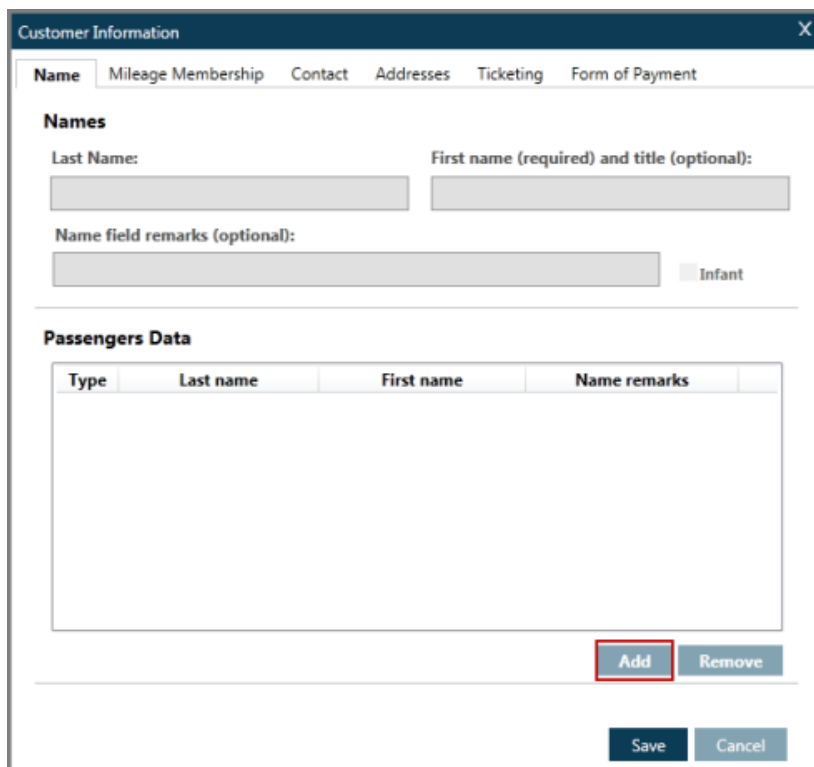
To add a passenger name(s) to a Booking File you can select from the PNR drop down menu to Create/Edit Customer Information.



Alternatively, click on the  icon at the bottom of the PNR Viewer window.



A dialog box opens:



To add a name, click the Add button to enable the name field. Click the Add button for each name added.

Example:

The screenshot shows a 'Customer Information' dialog box with tabs for Name, Mileage Membership, Contact, Addresses, Ticketing, and Form of Payment. The 'Names' section has 'Last Name' set to 'SMITH' and 'First name (required) and title (optional)' set to 'JANEMRS'. There is an empty 'Name field remarks (optional)' field and an unchecked 'Infant' checkbox. The 'Passengers Data' table contains two rows: ADT SMITH JOHN and ADT SMITH JANEMRS. At the bottom, there are 'Add', 'Remove', 'Save', and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

Click on the Save button, this action adds the names to the Booking File.

Name Remarks

You may add name remarks to a passenger name, these name remarks print on the ticket, required for certain tickets such as a date of birth for senior citizen fares.

Children and Infants

The IATA definition of a child is a person who has reached their 2nd birthday but not their 12th birthday.

On adding a child’s name, include the title MSTR for a boy, or MISS for a girl. Add the age of the child to the Name remarks section in the following format: **P-CNN** (replace NN with the age of the child, for example 08).

For an infant add the date of birth to the Name remarks section.

Example:

The screenshot shows the 'Customer Information' dialog box with 'Last Name' set to 'SMITH' and 'First name (required) and title (optional)' set to 'JOANNE'. The 'Name field remarks (optional)' field contains '01JAN13' and the 'Infant' checkbox is checked. The 'Passengers Data' table contains four rows: ADT SMITH JOHN, ADT SMITH JANEMRS, ADT SMITH JACKMSTR P-C07, and INF SMITH JOANNE 01JAN13. The last two rows are highlighted with a red box.


Points to note:

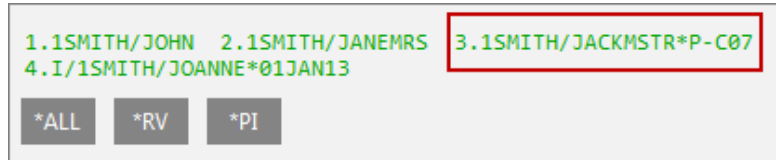
- A name remark may be added to any passenger name. Other examples could be the date of birth for a youth passenger, DOB 10JUN98 or accounting details regarding a corporate account.
- When an infant is added to a Booking File, a servicing message is automatically sent to all airlines included in the itinerary. Click in the box marked Infant to have this properly recognized and fare quoted within the booking file.
- The child will initially display as an ADT. Once the save button has been pressed the child PTC will change to CHD as long as the correct name remark is present.

Changing/Deleting the Name Field

Each carrier has their own policies and procedures regarding name changes, and most of them require approval or authorization to process a name change. Refer to ASK ID 874.

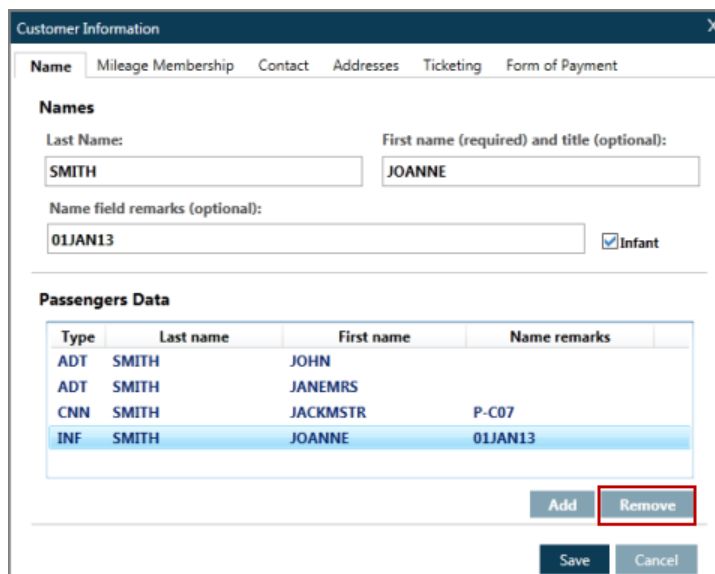
From the screenshot below, names display in green, this means they are interactive. When you click on a name, it launches the Create/Edit Customer Information dialog box.

Alternatively click on the  icon at the bottom of the PNR viewer window or click on PNR from the tool bar & select the menu option Create/Edit Customer Information.



To change the name simply select the passenger and overtype the data in the name field boxes.

Should the passenger be no longer required in the Booking File, highlight the passenger and click the Remove button:



Name change on an Ended Booking File

The majority of airlines do not permit name changes to be made after a Booking File has been ticketed. Check in Ask Travelport for guidelines. If the airline does *not* permit a name change, the system will respond as follows:

NAME CHANGE NOT ALLOWED

Phone Field

Every Booking File you create must include your agency phone number and likely a phone number for your customer. A Galileo Phone field includes a city code and type of contact.

Enter your agency phone number first, because Galileo automatically sends the first three phone fields to the boarding airline.

Customer Information

Name Mileage Membership **Contact** Addresses Ticketing Form of Payment

Phone Numbers

City code: LON - LONDC Phone type: Business

Phone number: 0208 907 0987 MR J SMITH

E-mail Addresses

E-mail type: Select ema E-mail address:

Comment:

Contact Data

City code	Type	Number / E-mail	Comment
LON	Agency	0207 678 3230 REF HANN.	
LON	Business	0208 907 0987 MR J SMITH	

Add Remove

Save Cancel

Click the add button to add passenger and agency phone information.

Additional contact information such as an email address may also be entered at this time although it is not a mandatory field.

To save time, you can pre-store your agency phone number, city location, and type of contact in your Agency File, which is identified by your pseudo city code. Galileo moves, per your request, your pre-stored phone number into the Booking File. You then add your name to the Phone field. There can be a maximum of 99 phone fields in a Booking File.

Minimum/maximum characters limit for all fields can be found under H/PHONE.

The function identifier to move your Agency file, which contains the agency phone number, to a PNR is: **CM**

Agency phone number


To move your agency phone number to a Booking File, enter CM followed by slash (/), end item (+), asterisk (*), and your name

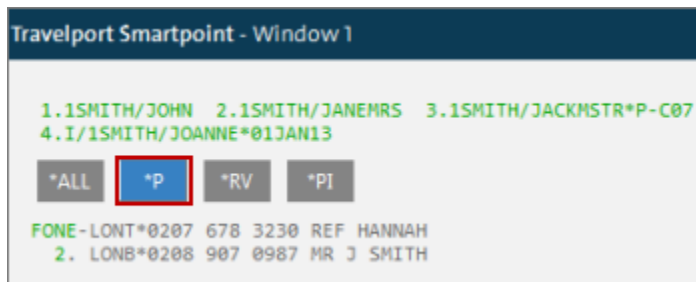
Example: CM/+*ANN

Note: To move an alternative branch agency phone number to a Booking File, enter CM followed by slash (/), branch pseudo city code, double-slash (//), end item (+), asterisk (*), and your name.

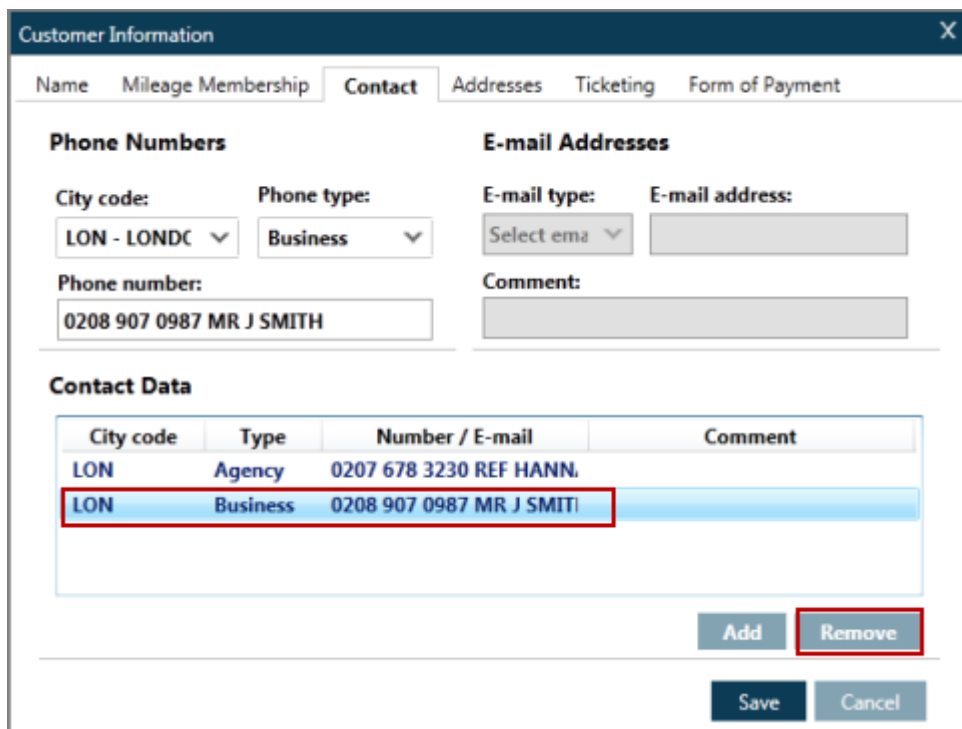
Example: CM/GH1//+*ANN

Changing/Deleting the Phone field

The phone fields may be modified or deleted at any time. To view the contact information, click on the  button to expand:



Here you will see the stored phone numbers. Click on the green **FONE** text to launch the Create/Edit Customer Information box:



Select the number you wish to overtype or delete. Highlight it, then either overtype with new information or click on the Remove button, then Save button.

E-mail address

To add an email address, click on Add to activate, select from the drop down either From Email (you would add your agency or work email address) or To Email (the passenger/s email address) tab to the email section and enter the relevant email information.

Note: This is an optional field.

Ticketing Field

Although there are several options available within the Travelport Smartpoint ticketing dropdown, you will generally choose one of the following:

- TAU - date to issue the ticket.
- T – advise that tickets are issued.

The Ticketing field is a single-item field. You can enter *only* one in a Booking File.

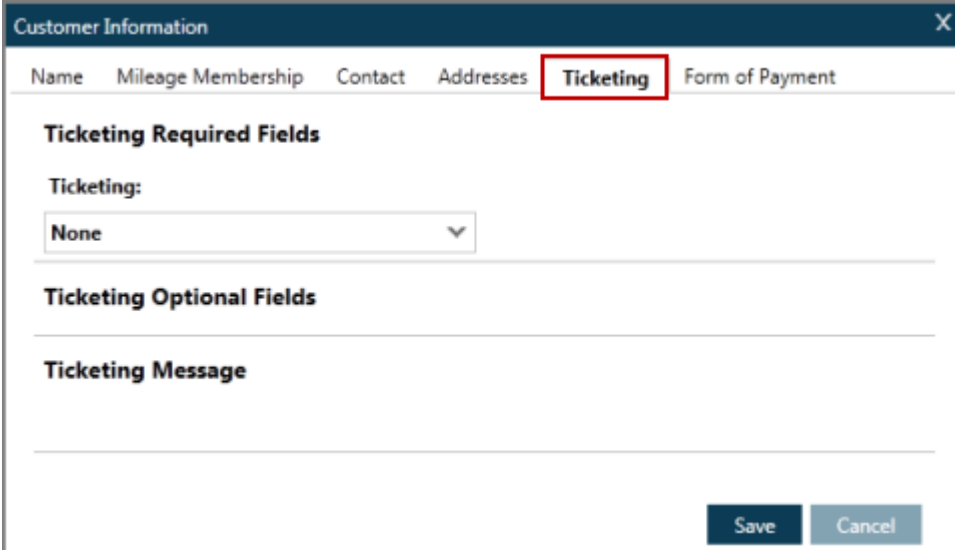
The ticketing field can be viewed in the *T area of the Booking File and an attempt to end a booking without this field returns:

NEED TICKETING INFORMATION.

Future Ticketing Date

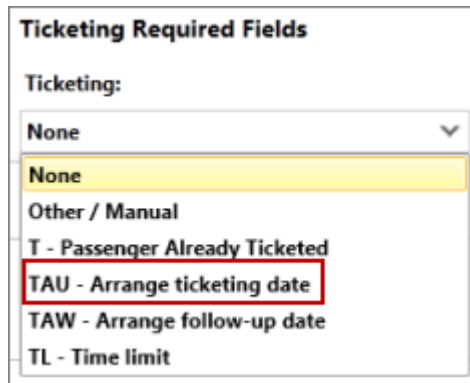
To create a ticketing field that indicates when the ticket will be issued, open the ticketing tab in the Create/Edit Customer Information box.

Example:



The screenshot shows a window titled "Customer Information" with a close button (X) in the top right corner. The window has several tabs: "Name", "Mileage Membership", "Contact", "Addresses", "Ticketing" (which is highlighted with a red box), and "Form of Payment". Below the tabs, there are three sections: "Ticketing Required Fields", "Ticketing Optional Fields", and "Ticketing Message". In the "Ticketing Required Fields" section, there is a label "Ticketing:" followed by a dropdown menu currently set to "None". At the bottom right of the window, there are two buttons: "Save" and "Cancel".

Click on the drop down menu and select TAU- Arrange ticketing date.

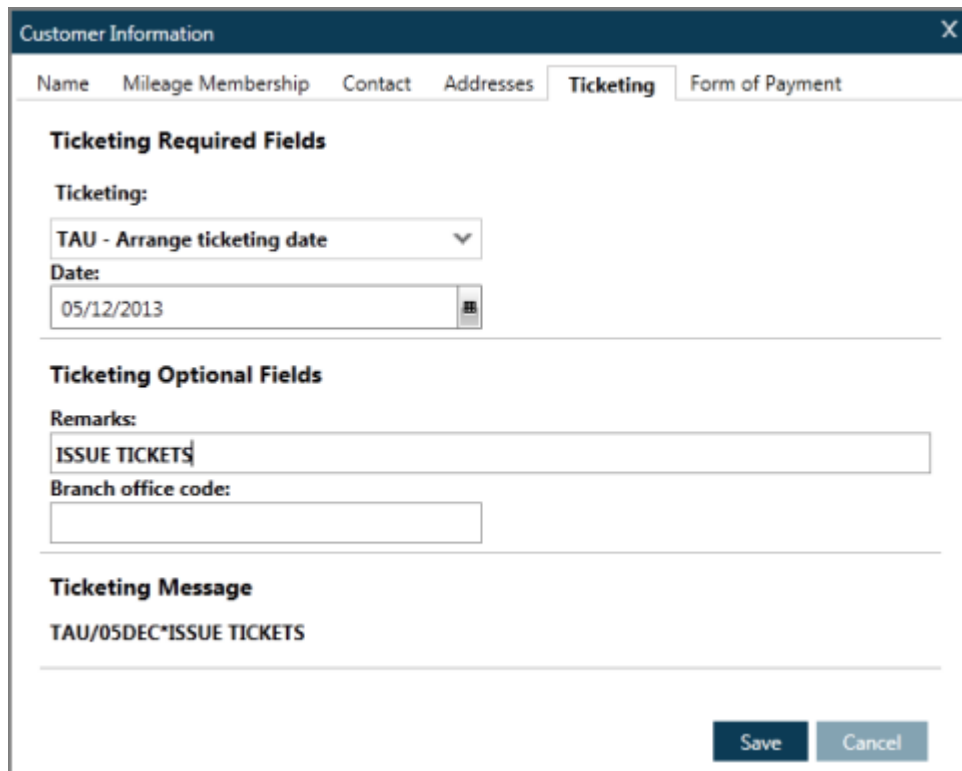


The image shows a dropdown menu titled "Ticketing Required Fields". The menu is open, showing several options. The "None" option is highlighted in yellow. The "TAU - Arrange ticketing date" option is highlighted with a red rectangular border. Other options include "Other / Manual", "T - Passenger Already Ticketed", "TAW - Arrange follow-up date", and "TL - Time limit".

When selecting a date, the Booking File will automatically drop on the ticketing queue for the date specified.

Additional options are available such as adding remarks or sending the Booking File to another PCC to be ticketed:

Example:

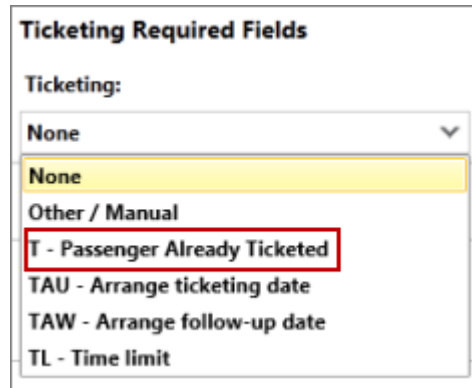


The image shows a screenshot of the "Customer Information" dialog box, specifically the "Ticketing" tab. The dialog box has a title bar with "Customer Information" and a close button (X). Below the title bar are tabs for "Name", "Mileage Membership", "Contact", "Addresses", "Ticketing", and "Form of Payment". The "Ticketing" tab is active. Under the "Ticketing Required Fields" section, the "Ticketing:" dropdown menu is set to "TAU - Arrange ticketing date". Below it, the "Date:" field is set to "05/12/2013". Under the "Ticketing Optional Fields" section, the "Remarks:" field contains the text "ISSUE TICKETS". Below that, the "Branch office code:" field is empty. Under the "Ticketing Message" section, the text "TAU/05DEC*ISSUE TICKETS" is displayed. At the bottom right of the dialog box are "Save" and "Cancel" buttons.

Already Ticketed

To create a Ticketing field that indicates the ticket has been already issued select T-Passenger Already Ticketed.

Example:



Ticketing Required Fields

Ticketing:

None

None

Other / Manual

T - Passenger Already Ticketed

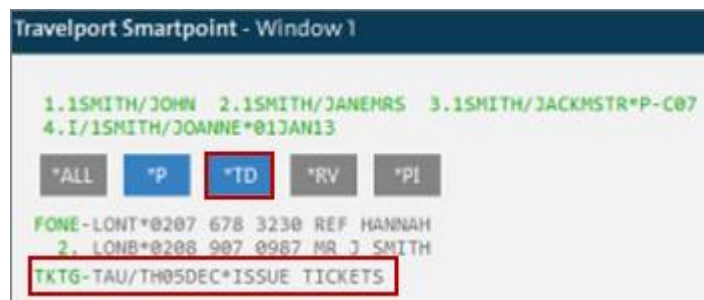
TAU - Arrange ticketing date

TAW - Arrange follow-up date

TL - Time limit

Changing the Ticketing Field

It is possible to change the ticketing field. To view the ticketing arrangement, click on the *TD button in the PNR Viewer window.



Travelport Smartpoint - Window 1

1.1SMITH/JOHN 2.1SMITH/JANEHRS 3.1SMITH/JACKMSTR*P-C07
4.I/1SMITH/JOANNE*01JAN13

*ALL *P *TD *RV *PI

FONE-LONT*0207 678 3230 REF HANNAH
2. LONB*0208 987 0987 MR J SMITH

TKTG-TAU/TH05DEC*ISSUE TICKETS

Click on **TKTG** to launch the Create/Edit Customer Information box.

The ticketing field may be overtyped with the relevant information, then click Save.

Received Field

H/R.

The Received field identifies the name of the person who requested the reservation or the change. The Received field is a required, single-item field. It cannot be observed in any of the areas in the front of the Booking File, but it does show in the history of the booking.

The function identifier for the Received field is: **R**.

Attempt to end a booking without this field returns:

NEED RECEIVED.

To create a Received field, enter the R. function identifier followed by the name of the person who requested the reservation.

Example:

R.PATTY

To display just the Received field, enter: ***RV**

Changing the Received Field

To change name of person requesting the reservation, enter R.@ followed by the new contact name for the reservation.

Example:

R.@PAT

Ending the Booking File

There are two ways to finish working on a Booking File: end transaction *or* ignore.

When you end transaction, you save the new or changed data you have entered in the Booking File. However, when you ignore, you do *not* save the information you just entered in either a new Booking File, or an existing one.

Ending Transaction

H/END

In order to save a Booking File that you have created, you *must* end transaction. When a new Booking File is ended, it is filed in the central database of Galileo. At that point, the Booking File is assigned a unique identification code called a record locator. The assigned record locator *never* changes, no matter how often the Booking File is modified.

The function identifier to end transaction a PNR is: **E**

To end transact a Booking File, enter the function identifier.

Examples:

E Ends booking you are no longer in the booking

ER End & retrieves the booking

ERM End, retrieve & mail itinerary to email address(es)

Galileo confirms your entry, either by assigning a record locator for a new Booking File, or by redisplaying the record locator for an existing one. Each time you make changes to a Booking File, you will have to make an entry in the Received field before you can end the modified record.

Ignoring Transaction

H/IGNORE

The ignore function lets you cancel any work done on a Booking File. Any changes made to an existing record are ignored and the Booking File returns to the central database in Galileo.

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

To ignore a Booking File, enter the function identifier.

Example:

I Ignore booking

Note: If you are building a new Booking File, (you have *not* yet end transacted for the first time and have *no* record locator) and you choose to ignore it, the *entire* Booking File will be deleted and you will have to begin anew.

Retrieving a Booking File

Once Galileo has assigned a record locator to a Booking File, you can then retrieve it from the central database.

Retrieve a Booking File when you want to make changes to the record, or to verify information regarding your passenger's travel plans.

You can retrieve a Booking File using one of the following:

- ER function
- IR function
- Customer's last name
- Record locator

This section explains when and how to use each.

End and Retrieve

H/END

The ER function *ends* a Booking File and *retrieves* it in just one entry. Each time you make a change to a Booking File, you have to make an entry in the Received field before you can end and retrieve the modified record.

The function identifier to end and retrieve a Booking File is: **ER**

To end transaction a Booking File and retrieve it, enter the function identifier followed by the letter R.

Example:

ER

The modified Booking File displays with the record locator.

Ignore and Retrieve

The IR function allows you to *ignore* changes just made to a record, and *retrieve* the previous version in just one entry. The IR function works only on Booking Files that have been ended.

To ignore and retrieve a Booking File, enter the function identifier followed by the letter R.

Example:

IR

The previous version of the Booking File displays.

Retrieve by Last Name

H/RETRIEVE

Whether you are sure of the customer's last name, or you know just the first few letters, you can easily retrieve their Booking File by:

- Last name.
- Similar name list.

The function identifier to retrieve a Booking File by last name or by similar name list is: *-

Retrieve the Booking File by last name when you know exactly how to spell it. Enter the function identifier followed by the customer's last name.

Example:

*-MCGRATH

The Booking File displays.

Note: You can also retrieve a Booking File by date and last name.

Example:

*25MAR-MCGRATH

Note: You can retrieve a Booking File by last name from branch offices using the format **B- followed by the customer's last name.

Example:

**B-MCGRATH

If more than one Booking File exists for the same customer, a list of names matching your entry displays. Each name has a reference number.

By Similar Name List

If you are *not* sure how to spell the customer's last name, you can enter the function identifier followed by as many of the letters in the customer's last name as you know.

Example:

*-SMI

Galileo displays a list of Booking Files with names similar to your entry:

Ref	Name	Status	Date	Ref	Name	Status	Date
001	01SMITH/JOHNMR	X	01DEC	002	01SMITH/JOHNMR	X	12JAN
003	01SMITH/JOHNMR	X	12FEB	004	01SMITH/JOHNMR	X	19FEB
005	01SMITH/JOHNMR	X	19FEB	006	01SMITH/JOHNMR	X	01MAR
007	01SMITH/JOHNMR	X	01MAR	008	01SMITH/JOHNMR	X	01MAR
009	01SMITH/JOHNMR	X	01MAR	010	01SMITH/JOHNMR	X	12MAR
011	01SMITH/JOHNMR	X	12APR	012	01SMITH/JOHNMR	X	12APR
013	01SMITH/JOHNMR	X	01MAY	014	01SMITH/JOHNMR	X	10JUN
015	01SMITH/JOHNMR	X	12JUN	016	01SMITH/JOHNNYMR	X	12JUL

To retrieve a Booking File from a list, click on the name you want to retrieve.

Example:

Using a cryptic entry, enter: *1

The Booking File displays.

Note: To redisplay the list of names, enter the function identifier followed by the letter L for list (*L).

Retrieve by Record Locator

H/RETRIEVE

You can retrieve a Booking File by record locator. The record locator is the six-character code that Galileo assigns the first time you end transaction a Booking File.

This code consists of letters and numbers and does *not* change regardless of how many times you retrieve, modify, or ignore a record.

The function identifier to retrieve a Booking File by record locator is: *

To retrieve a Booking File by record locator, enter the function identifier followed by the six-character record locator.

Example:

*XKP81U

The Booking File displays.

Summary

In this module, you learned how to:

- Identify required Booking File fields.
- End the Booking File.
- Retrieve a Booking File

Module Review

Mr. Hamilton has phoned you regarding a reservation. You have just booked his itinerary. His home phone number in London is 0207 455 8970 and his business number is 0207 890 3428. Mr. Hamilton would like his ticket issued today.

1. What format do you use to move the agency phone and add your name?

2. Mr. Hamilton has advised a new telephone contact number if you need to call him. His mobile is 0208 485 2328. How do you add another number to the Booking File?

3. Mr. Hamilton has decided *not* to have his ticket issued today. Which option would you use to set a reminder for the tickets to appear on the ticketing queue for a specific date?

4. Other than the itinerary, what other mandatory fields must you enter?

5. What is the format to ignore Mr. Hamilton's Booking File?

6. In what two ways can you initially launch the Create/Edit Customer Information box?
