

Module 15: Booking File History and Troubleshooting

There are several ways of troubleshooting customer problems and getting on line help.

Module Objectives

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

- Display Booking File history
- Get help from Travelport
- Access Travelport Training Services

Booking File History

HELP HISTORY

Booking File history is the programmatic recording of the events taking place during the “life” of a Booking File in a GDS.

A complete Booking File, as it is stored in the processor consists of two main elements – current and historical. The information displayed on retrieval is considered the current element and reflects the most up-to-date reservation information. The historical element is that portion which captures all past date data and is viewed only on request.

The history of a Booking File contains a record of the initial Booking File creation as well as all modifications (manual and programmatic) that were made since that creation. This record includes schedule changes, queuing actions and other generated messages.

Creation and development of history is accomplished programmatically within the processor. It cannot be created manually, erased or replaced. After a transaction is complete, (End Transact) new history data is written to the Booking File.

As each modification is recorded in history, a RCVD- (received) line will follow those history items and will include information about the source of the change, i.e. when, where and by whom the change was made.

Booking Files are purged from the Galileo system 24 hours after the completion of the last segment ever held. Booking File data may be obtained by an agency for 11 months by use of the Past Date Quick function.

Booking File history does *not* contain:

- ARNK segments
- Added phone fields (only changed or deleted phones)
- Original Booking File elements if never changed

Sometimes a Booking File is split or divided from another. The split Booking File will not carry any of the past history.

The only history element retained for this new Booking File is the original RCVD-name. Date, agent and duty sign are all from the split and divide transaction.

How to Read Booking File History

When Booking File history is more than one screen, you can use the scroll functions to move through it, e.g. MD, MU, MB, MT, MU9, etc.

Historical data is cumulative and is always added at the top of the displayed history.

The easiest method of reading the history is to start at the bottom and work up. This way you can see the information from the creation to its current state.

When a Booking File is first created, initial historical data is added along with a RCVD- source. Each subsequent transaction is then added, always followed by a RCVD- line.

The first two lines of history are part of the original transaction and will remain at the top of all history data.

The function identifier to display Booking File history is: ***H**

The balance of the history will vary according to the number and type of transactions on the Booking File.

One important note is that a single RCVD- source line will follow each and every transaction in history. This will always be the last line of each new history element.

Each Action is preceded with a history code indicating the action, such as AQP - Auto Queue Placement or AVL - Added Vendor locator.

The following is a history example from a Galileo agency Booking File.

The first four lines of the history details the original creation. Regardless of how long the history is, this always appears on the first page.

The user entered the Received from R.P in this example, and the system stamped the sign on, 4885 (RCVD-VM/0048856). The system also added where the terminal is located (CRDT-LON) and the Date and Time (1631Z/17SEP)

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1-*H
|
|
|          «Enhanced View»
|          TGRX8E      *****
|
| ***** HISTORY
| ** ONLY ACTIVE PRODUCTS EXIST **
| ** ORIGINAL CREATOR **
| RCVD-VM/0048856
| CRDT- LON          AG 85          1631Z/17SEP
| ** HISTORY **
| XQ QR/30 XDBKR C1C169
| CRDT- XDB/ EA7/1G AG 41          2138Z/19SEP
| XQ QR/23 XDBKR C1C169
| CRDT- XDB/ EA7/1G AG 41          2138Z/19SEP
| XQ ET/16 XDBKR C1C169
| AQP PROQ/EA7*30
| XS DL1316 V 10NOV ATLDEN HK/HX1  950 1110 O*
| XS DL1916 V 15NOV DENATL HK/HX1 1310 1750 O*
| XT T*
| XFQ MAGLI/VICKYMS          I-ADT I  GBP 136.90          17SEP14
| >XFQ
|
|   ATL DL DEN 90.23 DL ATL 90.23 USD180.46END
|   S1  FB-VA14B3SA
|       BG-0PC NB-10NOV          NA-10NOV
|   S2  FB-VA14B3SA
|       BG-0PC NB-15NOV          NA-15NOV
|   T S1-2/CDL/ET
| RCVD-P/0091416
| CRDT- XDB/ EA7/1G AG 41          2138Z/19SEP
| SC DL1316 V 10NOV ATLDEN HK/HX1  950 1110 O*
| SC DL1916 V 15NOV DENATL HK/HX1 1310 1750 O*
| AFQ MAGLI/VICKYMS          -ADT G  GBP 136.90          17SEP14
| >XFQ
    
```

History Codes

ASK Answer ID 867

When you display Booking File history, the most current history is at the top of the display. Booking File history codes precede each line of history except the RCVD credit line.

These codes describe segment history and customer information history. All history codes starting with A reflect an addition (of a segment etc.), while history codes starting with X reflect a cancellation/deletion.

Codes can be found in HELP HISTORY.

The following table lists history codes that appear frequently.

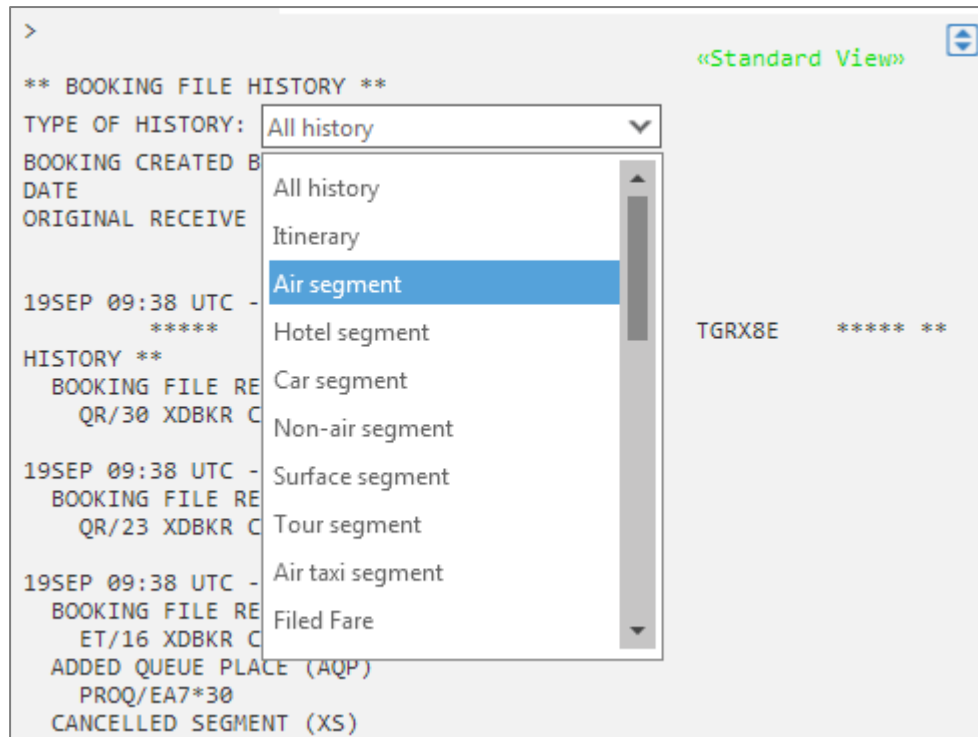
| History code: | Translation: |
|---------------|-----------------------------------------------------------------|
| HS | Historical Segment/original booking for flights |
| AS | Added segment |
| XS | Canceled segment |
| SC | Status Change (schedule change <u>or</u> segment status change) |
| CF | Confirmation number added |
| AT | Actual Ticketing (or Added Ticketing) |
| AQ | Added Queue |
| AQP | Automatic Queue process |
| AVI | Vendor incoming remark |
| HSD | History of seat data remarks |

Selective History Display

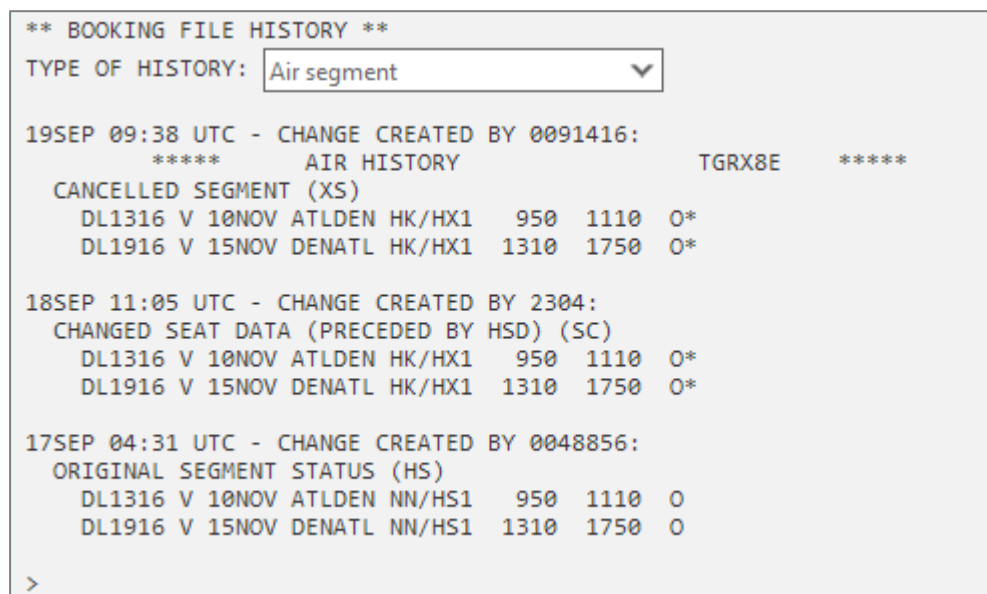
The most helpful shortcut in reading history is the use of the enhanced view display. Instead of always looking at the entire history of a Booking File (*H), you may select certain parts of history to view.



Click on the enhanced view link to display a drop down menu for history types.



Example screen response:



You may also use history formats should you prefer the standard view.

Some of the more frequently used select displays are:

| History code: | Indicates: |
|---------------|----------------------------------------|
| *HIA | History of itinerary air segments only |
| *HIC | History of car changes |
| *HIH | History of hotel changes |
| *HQT | History of Queue trail |
| *HFF | History of filed fare |
| *HSD | History or seat data |

Example Entry: ***HVR** – History of vendor remarks

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*****  VENDOR REMARKS HISTORY  WQLLR2  *****
AVI  AEK *RITL/ PLS ADV TKT NOS BY 19AUG13 09:20 SWI LT
RCVD-DXBRMEK18JUL/1122
CRDT- DXB/ /1G RM EK 1122Z/18JUL
    
```

Example Entry: ***HQT** - History of the queue trail

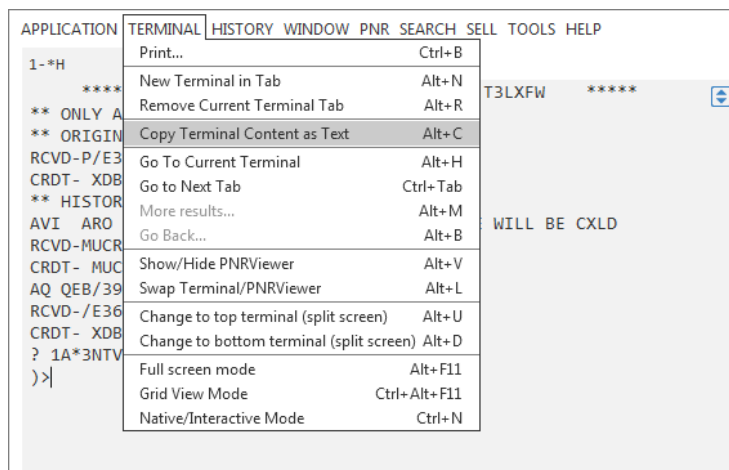
```

*****  QUEUE TRAIL HISTORY  WQLLR2
AQ QEB/99 FE09C8
RCVD-/0091416
CRDT- DUB/ EA7/1G AG 41 1120Z/18JUL
AQP PROQ/EA7*30
RCVD-
CRDT- / /1G 1120Z/18JUL
AQP PROQ/EA7*30
RCVD-P/0091416
CRDT- DUB/ EA7/1G AG 41 1120Z/18JUL
    
```

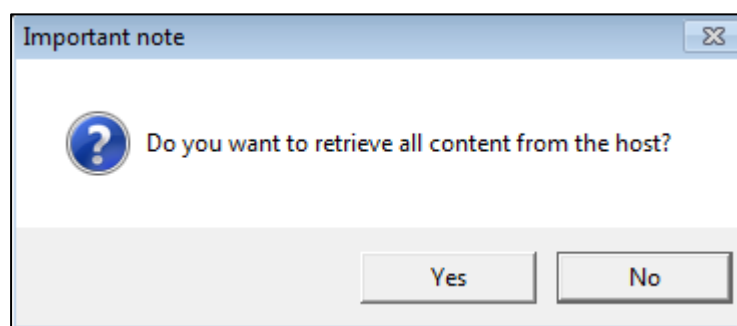
Copy Terminal Content as Text

Copy Terminal Content as Text is a useful feature when there is a large amount of data available to view. A good example is when there are several pages of History to look through.

By using the Copy Terminal Content as Text, it removes the need to MU or MD and you can scroll through the information. The information can also be copied to the clipboard for future use.



First type the entry to display the history, ***H**. Then click the “Terminal” drop down menu and select “Copy Terminal Content as Text”.



Click Yes.

All the data is then displayed on the screen and you can scroll up or down to read through the information.

You may also open a notepad or word document and paste the data.

Need Help with Galileo?

There are several options for you to get answers to your Galileo questions. These options include:

- ASK Travelport
- Check Galileo Product Advisories
- Contact the Help Desk

ASK Travelport

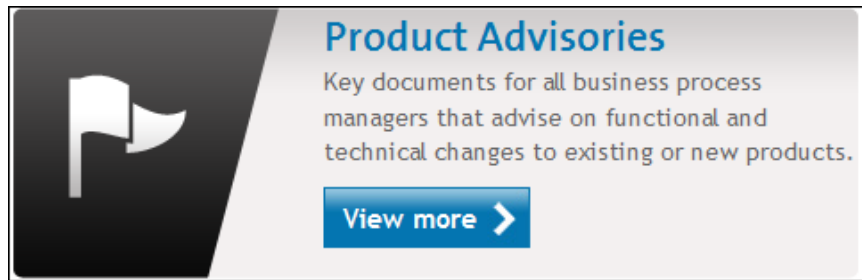
ASK Travelport is an intelligent knowledge base using industry- leading customer interaction technology of questions and answers that you can use to learn about Travelport products, procedures, and business processes.

For a detailed instruction on how to access and use this tool, please refer to Module 1: Getting Started.

Check Galileo Product Advisories

You can click on the Product Advisories link on the Ask Travelport home page.

Product Advisories bring you up to date with functional and technical changes to Travelport products.



Contact the Help Desk.

Your agency pseudo city has a unique customer identification Number (CIDB), and you will need this number if you contact your local helpdesk.

To find your CIDB number, in Galileo, enter: **C*CIDBNUMBER**

Travelport Training Services

You have learned the basics of Galileo in this course, but there is a lot more to learn. Travelport Training Services offers the following types of training to help you improve your skills.

Self-paced tutorials – Take these tutorials anytime and anywhere to learn about basic Galileo tasks. You just need an internet connection.

Instructor-led virtual training – Take a variety of classes scheduled throughout the workweek with a Galileo trainer who is happy to answer your questions.

Note: Cancellation charges may apply.

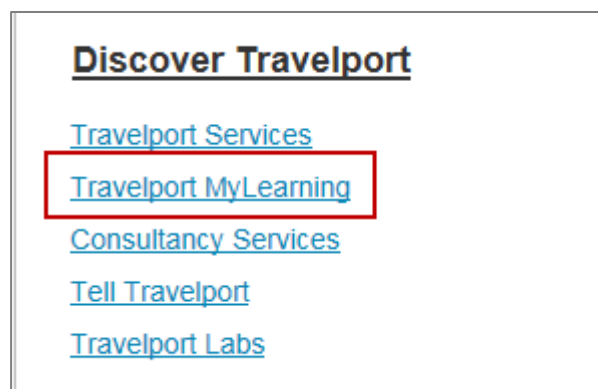
Recorded demonstrations – Play these demos on the basic tasks and procedures you need to do your job.

Classroom training – Attend these classes in person. They included intensive classes for agents new to Galileo, as well as classes on advanced products.

Note: There is a daily fee to attend classroom training. Cancellation charges may apply.

To access Travelport Training Services and register for these classes:

Click on the Travelport MyLearning link in the Discover Travelport Section on ASK Travelport home page



Summary

In this module, you have learned how to:

- Display Booking File history
- Get help from Travelport
- Access Travelport Training Services

Module Review

1. Name three subjects that will NEVER be in the history?

2. History can be created manually?

True/False _____

3. How do I find my CIDB number?

4. The following history codes show which information:

Hint: you may need to look at the HELP HISTORY

a. AS _____

b. HS _____

c. SX _____

d. SC _____

e. XFQ _____