Galileo Fares and Ticketing

TQ LANKA (PVT) LTD

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Introduction

Galileo Internationally

Galileo was founded in 1971 by United Airlines (based in Chicago) who introduced the Apollo® computer reservation system (CRS), for use in their own offices to automate seat reservation, booking and tracking. Five years later, United created the Apollo Travel Services (ATS) division, and the Apollo CRS was marketed to travel agencies in North America and Japan.

In 1986 Apollo Travel Services, was renamed Covia, and became an independent affiliate of United Airlines. In response to the growing need for CRS automation in Europe, The Galileo Company Ltd was incorporated by shareholders of British Airways, Swissair, KLM Royal Dutch Airlines, Alitalia and Covia. In the U.S., United Airlines sold 50 percent of Covia to USAir, British Airways, Swissair, KLM Royal Dutch Airlines and Alitalia, creating the Covia Partnership. Three years later, Air Canada, Austrian Airlines, Aer Lingus, TAP Air Portugal, Sabena and Olympic Airways became Covia's final eleven airline owners.

In 1997, Galileo became a publicly traded company, listed on the New York and Chicago Stock Exchanges.Four years later, in October 2001, Galileo was acquired by Cendant Corporation, forming the cornerstone of Cendant Travel Distribution Services Group, Inc. (which changed its name to Travelport Inc. in April 2006). On August 23, 2006, Cendant Corporation sold Travelport Inc. to an affiliate of The Blackstone Group.

Galileo, one of the world's leading providers of electronic global distribution services, connects to 450 airlines, 52 low cost carriers, 23 car rental companies, 70,000 hotels.

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Course Objectives

At the end of the course you will be able to

- Quote a fare for a booked and proposed itinerary.
- Build manual fares for single and multiple passengers.
- Print tickets and update ticket modifiers and print recovery.
- Display printer linkage and define status.
- Understand TINS table and functions.

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GALILEO 360° FARES

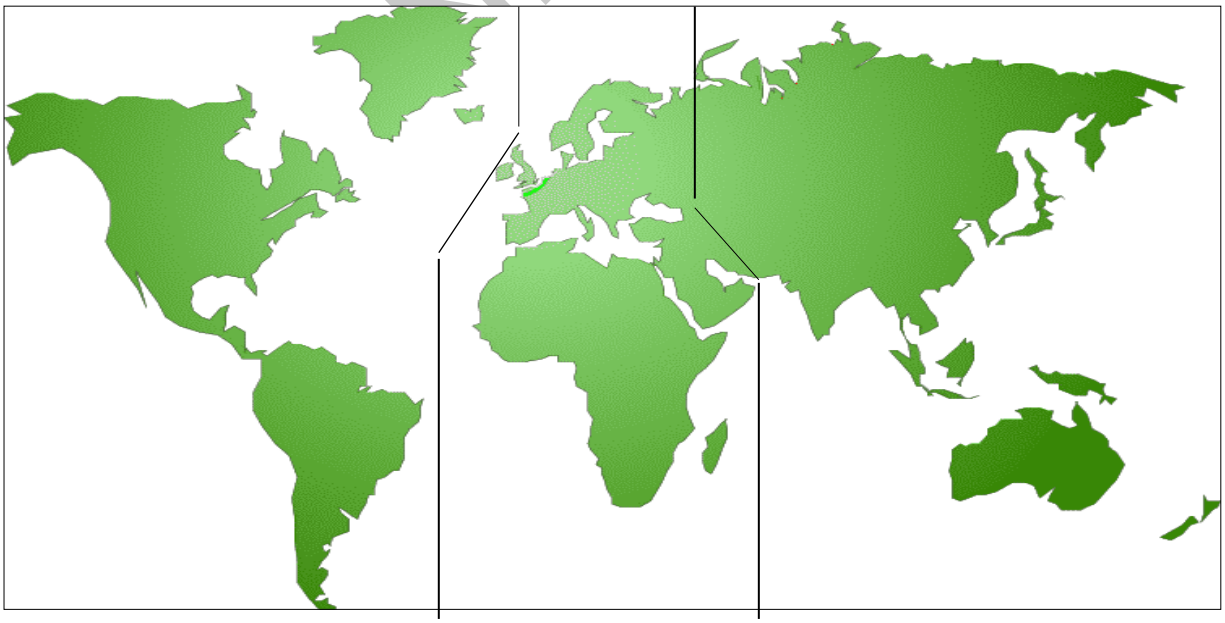
Galileo 360° Fares introduce state of the art capabilities for pricing airfares.
The Galileo 360° fares system is one of the most competitive products in the travel industry, encompassing more features of the Airline Tariff Publishing Company (ATPCO) Automated rule ,Routing and Footnote products than systems used by many of the other global distribution systems.(GDS).
Galileo 360° fares represent the migration of the North American Fare Quote system and International Fare Quote system to a fully automated product.

Galileo 360° fares has one database ,North American Fare Display (NAFD) for fares within North America(USA,Canada,Puerto Rico and the US Virgin Islands),and a second database, International Fare Display (IFD) for international fares (the rest of the world).Each database is frequently updated with carrier filing changes, and information is electronically transmitted to Galileo.

G - Guaranteed preferred content from airline partners
A - ATPCO fare rules fully validated
L - Leading the industry in automated Fares & Rules uploading
I - Improved processing of surcharges, enhanced rules text and automated routing information.
L - Latest information available from a comprehensive database of millions of fares
E - Ensures fares quoted exactly as filed by carriers.
O - On going commitment to setting higher Industry standards
3 - 3 parts - Airline Public Fares, Agency Private Fares, Airline Private Fares
6 - 6 Fare sources
0 - 0 Manual intervention in Fares uploading
F - Fully automated solution
A - Ability to work out most complex routings with ease & accuracy
R - Records all the rule data updated by the airlines
E - Enhancements like passenger type age modifiers, Passenger Type Code (PTC) lookups, more concise route displays to name a few.
S - Sum up – GALILEO 360o FARES LEADS THE WAY.

Fares are divided into 3 main sections

- **Fare Display**
- **Fare Quote**
- **Focalpoint Shopping**



IATA AREA I **IATA AREA 2** **IATA AREA 3**

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International Fare Display

Fare Display provides

- Point to point fares (city pairs)
- Upto 249 fares per display
- Display in low to high order & v.v.
- North American Fare Display (Fares within USA, Canada, Puerto Rico & US Virgin Islands)
- International Fare Display (for fares throughout the rest of the world)

FDCMBLON	Fare display from Colombo to London
FD01JUNDELFRA	Fare display from Delhi to Frankfurt for 01JUN
FDV01JUNSINSYD/SQ	Fare display validated against rule restrictions for the outbound date specified.
FDV01JUN20JUNDXBCMB/UL	Fare display validated against rule restrictions for the outbound & inbound for the date specified.
FD10JAN16CMBSIN/SQ	Fare display for historical date(carrier and year must be included ,display upto 1 year period).

```
>FDCMBDXB1APR
FARES LAST UPDATED 29MAR  9:35 A
                DEPART 01APR                          AIRPORT FARES
MPM 2451 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC/PRIVATE FARES FOR 79G2
USD THB INR CURRENCY FARES EXIST
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           LKR     BASIS              MAX
CMBDXB
  1  EK     6500  TTTOPLK1 T    +         12FEB -28JUL   R  EH
  2  EY    16500R TSPRTLK  T       3/3M  17MAR6-28JUL6  R  EH
     TD:YB

  3  UL     8500  OXOWLK   O                             R  EH
  4  EK    19000R T1XTPLK1 T    +  1/1M  12FEB -28JUL   R  EH D
  5  EK    20500R T1WTPLK1 T    +  1/1M  12FEB -28JUL   R  EH D
  6  EK    10900  LTTOPLK1 L    +         12FEB -28JUL   R  EH
  7  EY    22300R ESPRTLK  E       3/3M  17MAR6-28JUL6  R  EH
     TD:YB

  8  EK    23000R TXTTPLK1 T    +  1/1M  12FEB -28JUL   R  EH D
  9  EK    23400R L1XTPLK1 L    +  1/1M  12FEB -28JUL   R  EH D
 10  UL    23500R OXE1MLK  O        /1M                 R  EH
 11  QR    11800  OJLKP3NI O                             R  EH
CMBDWC
 12  QR    11800  OJLKP3NI O                             R  EH
```

Note: Scroll down using the scroll bar to display additional fare options.

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Explanation

The following table lists the components of the fare display.

Component	Description
FDCMBDXB1APR	Fare Display format.
FARES LAST UPDATED 29MAR 9:35 AM	Date and time of most recent fares update.
DEPART 01APR	Departure Date
MPM 2451 EH	Maximum permitted mileage and global indicator
PUBLIC/PRIVATE FARES FOR 79G2	Public and private fares for PCC 79G2
USD THB INR CURRENCY FARES EXIST	Alert that USD / THB fares exist for this city pair
CX	Carrier
FARE LKR	Fare and currency code
FARE BASIS	Fare basis code
C	Booking class code (RBD)
AP	Advance purchase requirement
MIN/MAX	Minimum and maximum stay requirements
SEASONS….	Seasonal restrictions
MR	Mileage/ Routing indicator
GI	Global indicator
DT	Day/ Time flight restrictions

Fare Display Search Qualifiers

H/FD

A more appropriate fare display may be obtained by using search qualifiers. Search qualifiers may be input in any order, and may be used in two ways:

- As part of the initial fare display input
- To update an existing display
- Carrier Qualifier

Format	Description
FDCMBNYC1APR/BA	Carrier specified Fare Display
FD/CX/BA/SQ	Specified carriers may be added to an existing fare display
FDCMBNYC1APR/BA-OW	Journey Specified Fare display (One Way)
FDCMBNYC1APR/BA-RT*SEA	Fare Display with Passenger Type Code (H/PTC)
FDCMBSIN1APR/SQ*CNN or C08	Fare Display with Passenger Type Code for accompanied child
FDCMBSIN10APR/SQ@V14DLK3	Fare Display with the specific Fare Basis
FDCMBSIN1APR/SQ-RT*ADT*CNN@V14DLK3	Combining search qualifiers
FDCMBMEL10APR/MH-K	Fares with booking class K (carrier required)
FDCMBMEL10APR/MH-PRI-ADC00	Fares with private Account code (ADC00)
FDCMBMEL20JAN16.T10JAN16/EK-I	Historical fare Display with the Ticketed date & the specific RBD
FDCMBYUL10APR/UL.PA	Fare Display with Specific Global indicator (PA)
FDCMBSGN10APR/SQ:P	Fare Display for Private fares only

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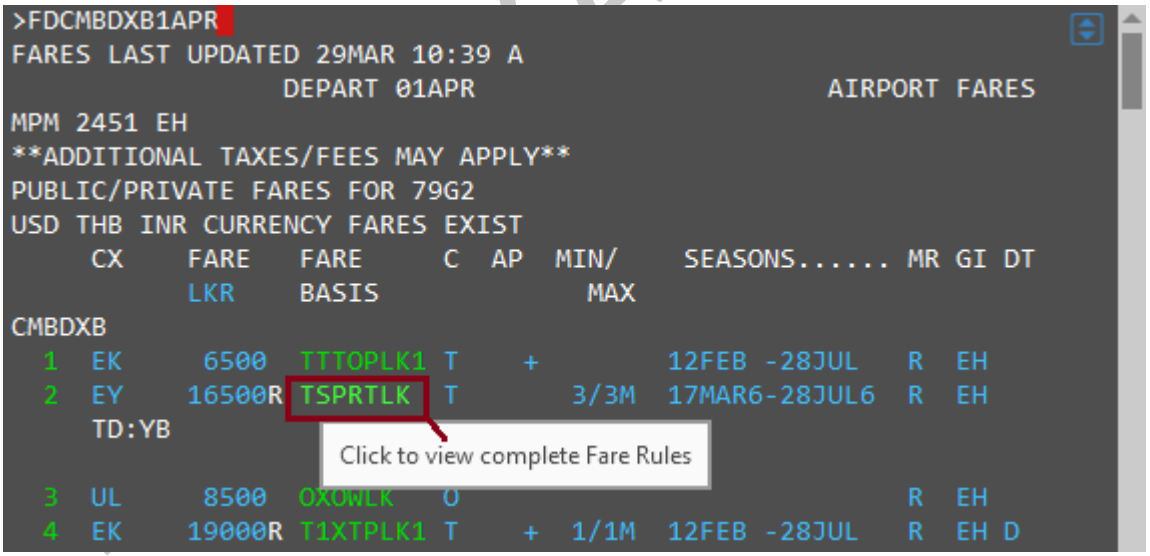
These search qualifiers can be used at the end of the above FD entries or as a follow up entry.

FD/EK	Update active Fare display for a particular carrier, upto 3 carriers
FD/2	Update active Fare display to show the ½ RT NUCs
FD/X	Updates active Fare display to High to Low order
FD-OW	Update active Fare display to show only the specified type of journey fares
FD@SPCLS	Update active Fare display to show the Special fares
FD*PTC	Update active Fare display to show fares filed for all passenger types other than Adults
FD/BA-B	Update active Fare display for the specified booking class (Carrier has to be specified)
FD:NUC	Update active Fare display to show the fares in NUCs
FD:USD	Update active Fare display to convert fares into an alternate currency using BSR
FD::USD	Update active Fare display to show fares filed in an alternate currency
FD:LOC	Convert the NUC or Alternate currency display back into Local currency
FD.T1MAR07	Update active Fare display to show fares that meet with the Ticketing date mentioned
FDDLHR	Update active Fare display to show fares with a new destination as London
FDOBOM	Update active Fare display to show fares with a new Origin as Mumbai

Fare Rules

H/NOTES
H/FUFN

To display the fare rules from the fare display, click on the relevant fare basis code displayed on screen. This will display all rules for the specified fare.



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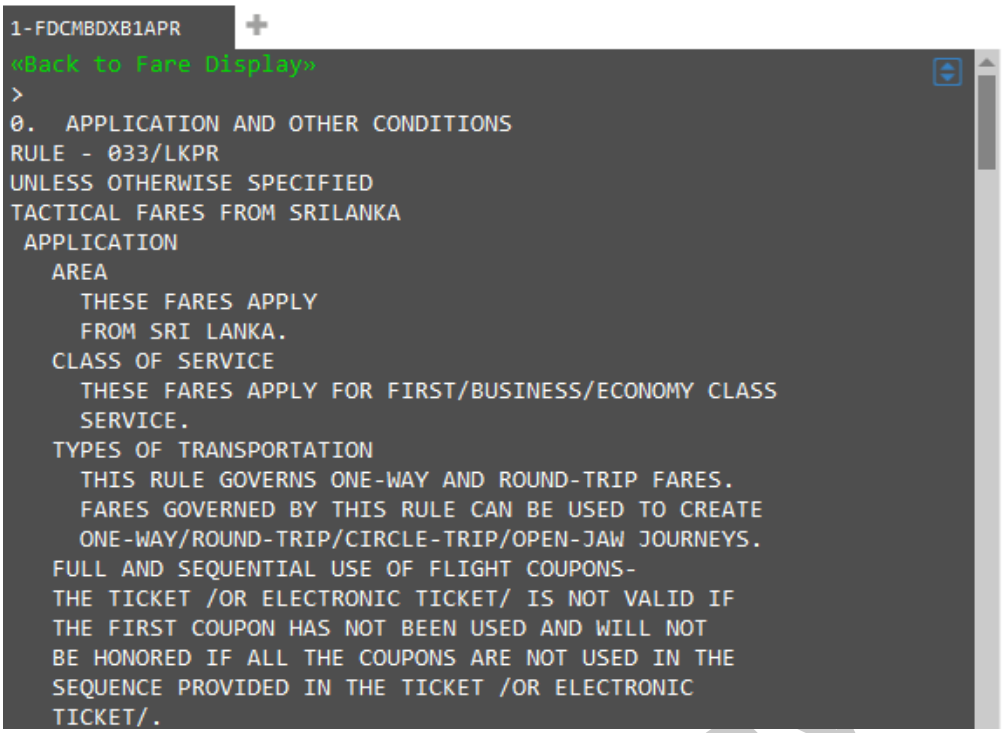
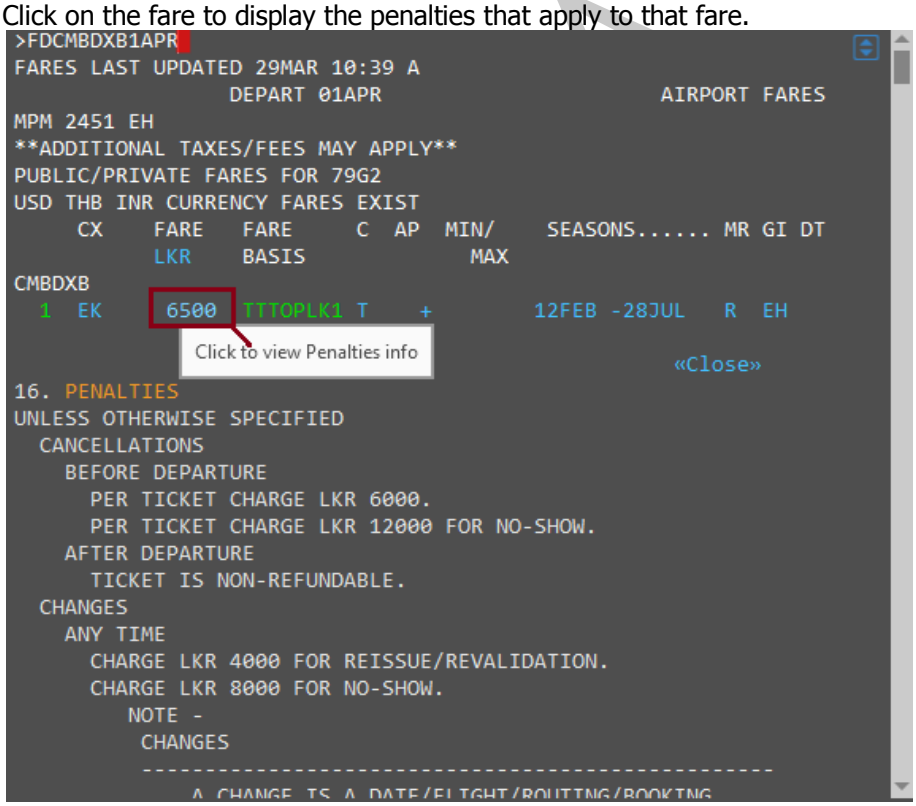


To view the complete fare rule, use the scroll bar to scroll down.

Displaying the Penalties Rule

Click on the fare to display the penalties that apply to that fare.



To view more penalty information, use the scroll bar to scroll down.

Note: Click <> to close the rule display.

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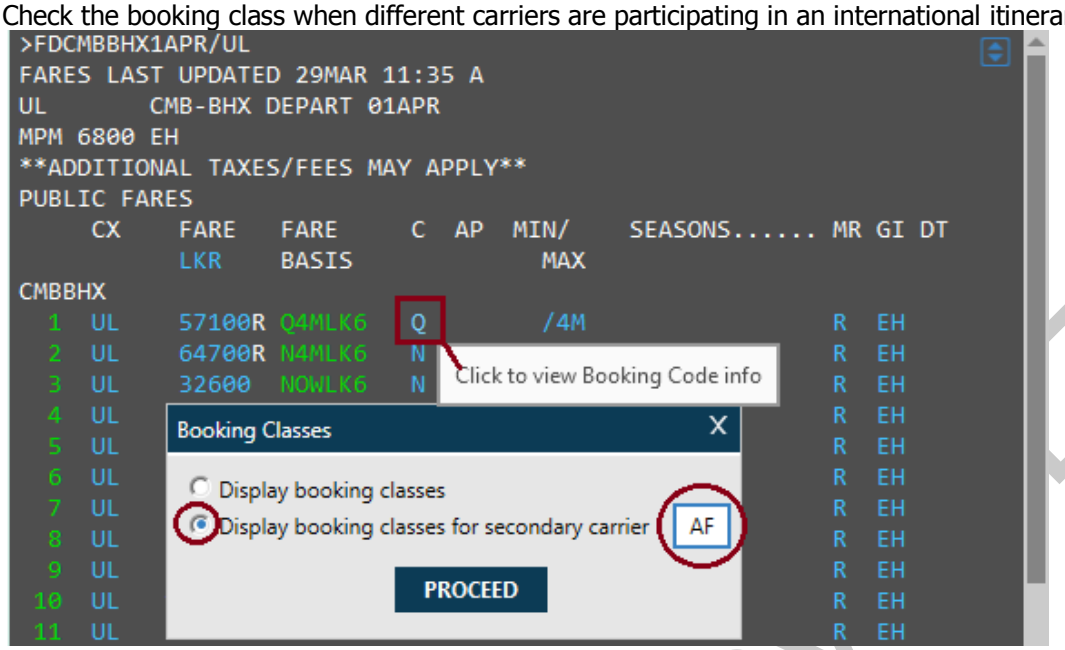
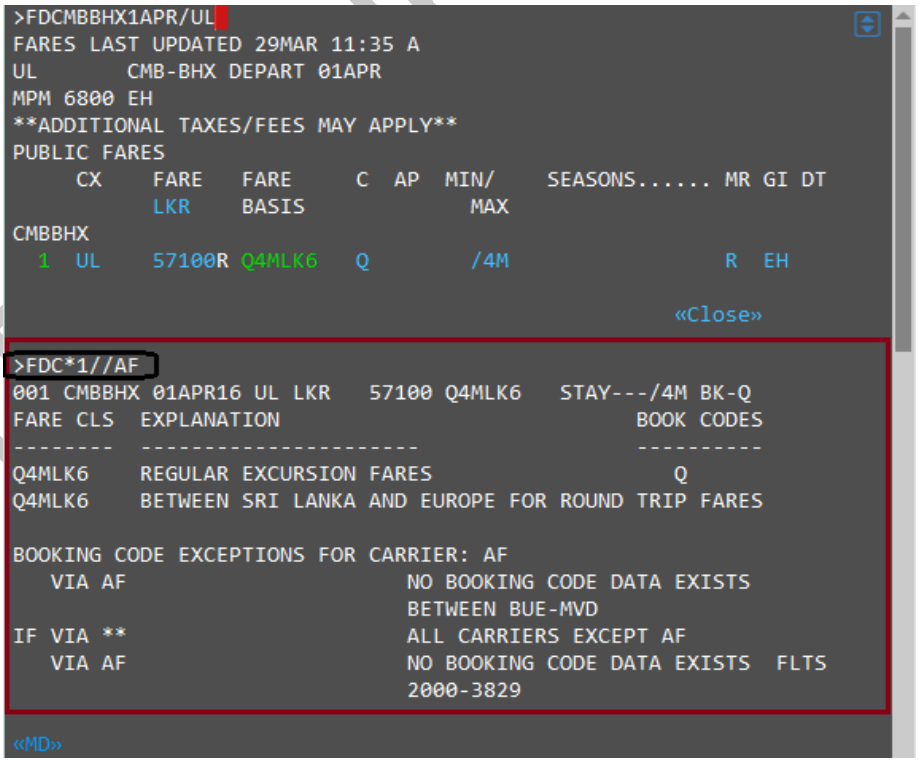
Booking Class Information

Check the booking class when different carriers are participating in an international itinerary.



- Click on the booking class on the fare display
- A 'Booking Classes' dialog box will open offering the options to display booking classes or display booking classes for secondary carrier.
- Display booking classes - displays the booking code for the selected fare.
- Display booking classes for secondary carrier - displays booking codes for the secondary carrier **AF**, from the primary carriers' (**UL**) fare display.
- Select Display booking classes for secondary carrier and enter the secondary carrier's two-character airline code. Then click 'proceed'.



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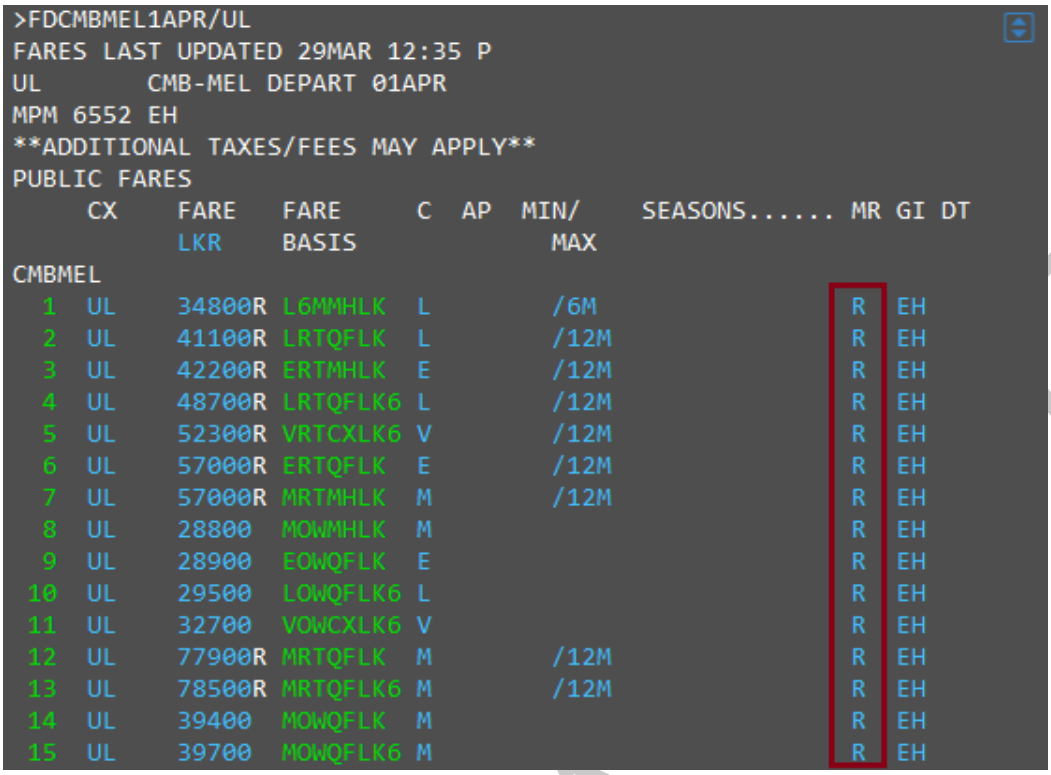
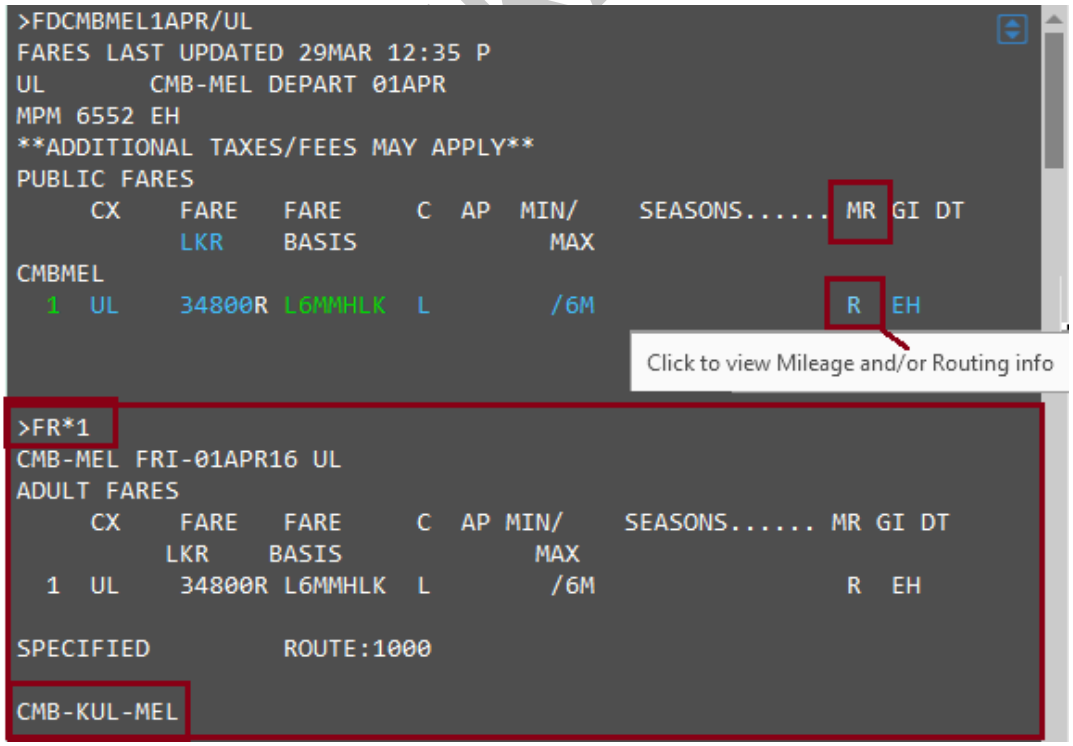
Routing and Mileage Information

If a routing fare is identified in fare display, it is possible to display the applicable routing for that fare.



```
>FDCMBMEL1APR/UL
FARES LAST UPDATED 29MAR 12:35 P
UL       CMB-MEL DEPART 01APR
MPM 6552 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           LKR     BASIS             MAX
CMBMEL
  1  UL    34800R L6MMHLK  L        /6M                 R  EH
  2  UL    41100R LRTQFLK  L        /12M                R  EH
  3  UL    42200R ERTMHLK  E        /12M                R  EH
  4  UL    48700R LRTQFLK6 L        /12M                R  EH
  5  UL    52300R VRTCXLK6 V        /12M                R  EH
  6  UL    57000R ERTQFLK  E        /12M                R  EH
  7  UL    57000R MRTMHLK  M        /12M                R  EH
  8  UL    28800  MOWMHLK  M                            R  EH
  9  UL    28900  EOWQFLK  E                            R  EH
 10  UL    29500  LOWQFLK6 L                            R  EH
 11  UL    32700  VOWCXLK6 V                            R  EH
 12  UL    77900R MRTQFLK  M        /12M                R  EH
 13  UL    78500R MRTQFLK6 M        /12M                R  EH
 14  UL    39400  MOWQFLK  M                            R  EH
 15  UL    39700  MOWQFLK6 M                            R  EH
```

To display the permitted routing for the fare on line 1, click the R in the MR column.



```
>FDCMBMEL1APR/UL
FARES LAST UPDATED 29MAR 12:35 P
UL       CMB-MEL DEPART 01APR
MPM 6552 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           LKR     BASIS             MAX
CMBMEL
  1  UL    34800R L6MMHLK  L        /6M                 R  EH

                                                Click to view Mileage and/or Routing info

>FR*1
CMB-MEL FRI-01APR16 UL
ADULT FARES
     CX    FARE    FARE     C  AP MIN/    SEASONS..... MR GI DT
          LKR     BASIS             MAX
  1  UL    34800R L6MMHLK  L        /6M                 R  EH

SPECIFIED         ROUTE:1000

CMB-KUL-MEL
```

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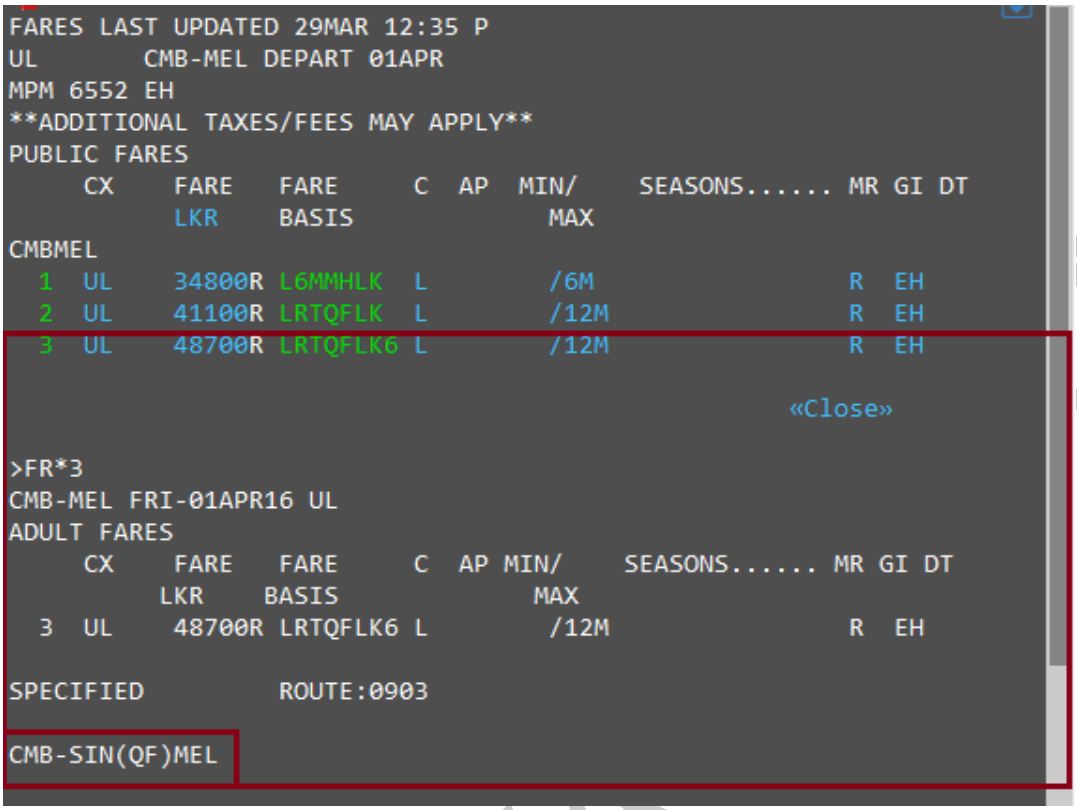
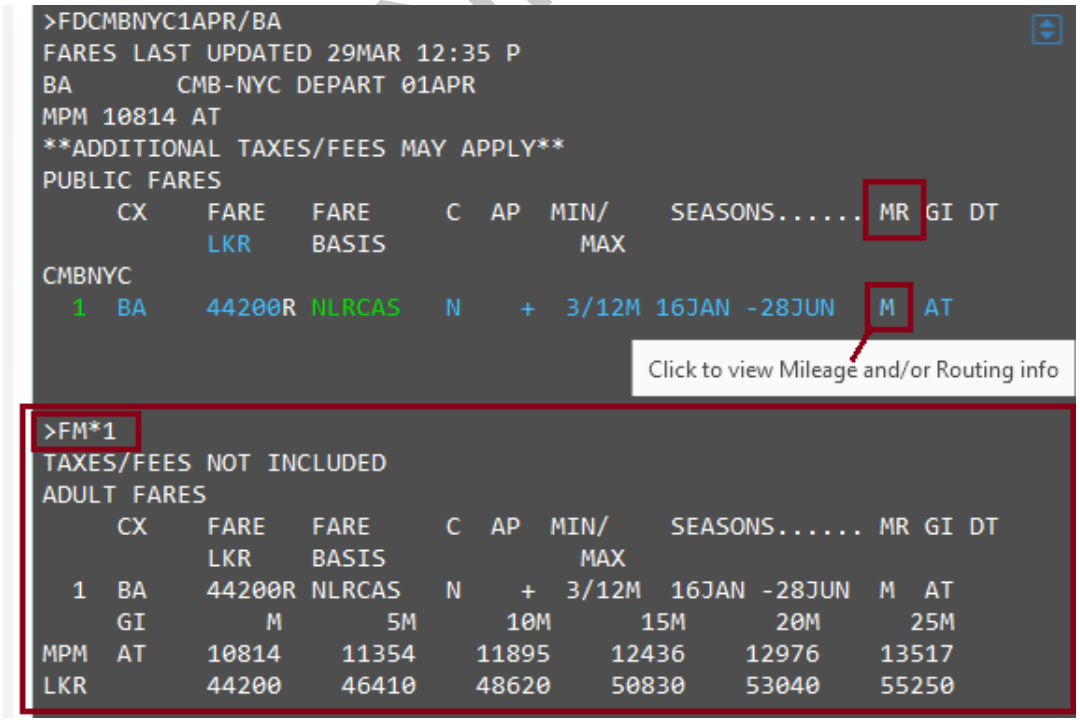
Note: Where no carrier code is shown between two city codes on the routing the primary carrier is required for that part of the journey.
Any carrier code or city code separated by a () or / indicates alternatives, e.g. CMB – SIN (QF)MEL



If a mileage fare is identified in the MR column of the fare display, it is possible to display the maximum permitted mileage and mileage surcharges by selecting M.



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Follow up Entries

Format	Description
FN*2	Display Fare Notes by paragraph header for the fare on line 2
FN*2/5.7-10	Display Fare Notes text of paragraphs 5, 7, 8, 9 &10
FN*3/ALL	Display all Fare Notes text for the fare on line 3
FN*3/S	Display Fare Rules Summary for the fare on line 3
FN*3/DATE	Display Fare Rules text of the DATE category for the fare on line 3
FN*3/DISC	Display Fare Rules text of the DISC category for the fare on line 3
FR*1	Display the Permitted Routings for the Routing based fare on line 1
FDC*5//KL	Display booking classes applicable for Interlining carrier KL
FD*	Return to fare display screen
FH*5	Display Fare Display history for line number 5
FM*8	Display the maximum permitted mileage and mileage surcharge info for the line 8

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EXERCISE - Fare Display

1) What is the entry to display a fare from DXB to FRA on LH?

_____

2) Write the follow up entry to check the return fare.

_____

3) Please mention if the fare is Mileage based or Routing based.

_____

4) If it is a routing based fare, mention any one permitted routing.

_____

5) How would you check a return fare display from BOM to SIN on SQ for a child in business class?

_____

6) What is the entry to see a round the world fare on AC?

_____

7) How would you check a code for an infant with a seat (please mention the code)?

_____

8) How would you redisplay the fare list?

_____

9) What is the entry to display the USD fare for a domestic sector BOM DEL on S2?

_____

10) What is the entry to access the paragraph for stopover rules for the fare on line 4?

_____

11) Display all fare notes/rules for fare on line 4.

_____

12) Change the boarding point/origin to MAA.

_____

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Focalpoint Shopping

Focalpoint shopping merges manual comparison of tariff data and seat availability in a single request. It allows you to search for low fares and available flights and make reservations in three easy steps.
You can use Focalpoint Shopping with or without a booking file and search for available public, private and net fares in the Galileo 360 fares database.

Specify origin, destination and dates of travel in order to search for low fares, and focalpoint shopping will return many flight and price combinations. You can use both pricing modifiers and availability modifiers to customize your request.

As per the system logic the FS entry only looks at Galileo (general) availability and does not go to the carrier specific availability. At the time of using FS entry, if the Galileo general availability shows the cheaper class as closed, system will not quote fare even if the class is available in carrier specific availability.

Note

- It will look for direct flights. Or
- It will look for online connections or
- It will look for same day connection.

Focalpoint Shopping without a Booked Itinerary

H/FS

Focalpoint Shopping can be used when there is no booked itinerary. You must specify the travel details after the FS function identifier. The basic entry starts with routing and dates but there are many optional entries that may be added to tailor the shopping request to your customers' requirements.

Basic Entry: FSCMB10MAYBHX30JUNCMB

Note: This entry is only valid if there is no itinerary present. You can add many options to the basic entry.

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```
>FSCMB10MAYBHX30JUNCMB

TTL OF 30  PRICING OPTIONS AND 66    ITINERARY OPTIONS RETURNED

PRICING OPTION 1                          TOTAL AMOUNT       98736 LKR
ADT                                       TAX INCLUDED
1   QR    669  Q  10MAY CMB DOH   0325  0540    TU   346    QJLKP3RE
2   QR     33  Q  10MAY DOH BHX   0705  1220    TU   788    QJLKP3RE
3   QR     34  N  30JUN BHX DOH   1615  0100 +  TH   788    NLR4R1RE
4   QR    664  N  01JUL DOH CMB   0215  0935    FR   346    NLR4R1RE
«BOOK»  +TQ                                                  D  R  +3

PRICING OPTION 2                          TOTAL AMOUNT       99277 LKR
ADT                                       TAX INCLUDED
1   QR    669  Q  10MAY CMB DOH   0325  0540    TU   346    QJLKP3RE
2   QR     33  Q  10MAY DOH BHX   0705  1220    TU   788    QJLKP3RE
3   QR     34  N  30JUN BHX DOH   1615  0100 +  TH   788    NLR4R1RE
4   QR    668  N  01JUL DOH CMB   1850  0210 +  FR   346    NLR4R1RE
«BOOK»  +TQ                                                  D  R  +1

PRICING OPTION 3                          TOTAL AMOUNT       99277 LKR
ADT                                       TAX INCLUDED
1   QR    665  Q  10MAY CMB DOH   1050  1305    TU   346    QJLKP3RE
2   QR     35  Q  11MAY DOH BHX   0130  0645    WE   788    QJLKP3RE
3   QR     34  N  30JUN BHX DOH   1615  0100 +  TH   788    NLR4R1RE
4   QR    664  N  01JUL DOH CMB   0215  0935    FR   346    NLR4R1RE
«BOOK»  +TQ                                                  D  R  +1
```

Qualifiers

Format	Description
FSCMB20DECMLE/UL30DECCMB/EK	Preferred carriers for sectors
FSCMB20DECMLE30DECCMB/EK	Preferred carrier
FSCMB10DECBKK15DECCMB++/UL#	Only Preferred Carriers
FSDEL02JANLON++.D	Preferred flight Type (Direct)
FSDEL02JANLON++-ECON	Preferred cabin class
FSCMB10JANLON15JANCMB+*C08	Passenger type Code
FSCMB11JUNLON19JUNNYC++//*O	Preferred alliance (One world)
FSCMB11JUNLON--ROM19JUNCMB	Surface sector
FS2CMB20DECMLE30DECCMB	2 passengers
FS2CMB20DECMLE30DECCMB+P1.2*C05	Adult and child
FSCMB20JUNNBO	One-way itinerary

Using the Calendar

- Open the calendar from Main Application Menu > Tools > Calendar.
- The Smartpoint Calendar is contextual, that means that you can trigger air availabilities, Fare Shopping requests, hotels and cars from the calendar.
- Select the date range by clicking on a start date and holding to the end date.
- Right click to display the options.

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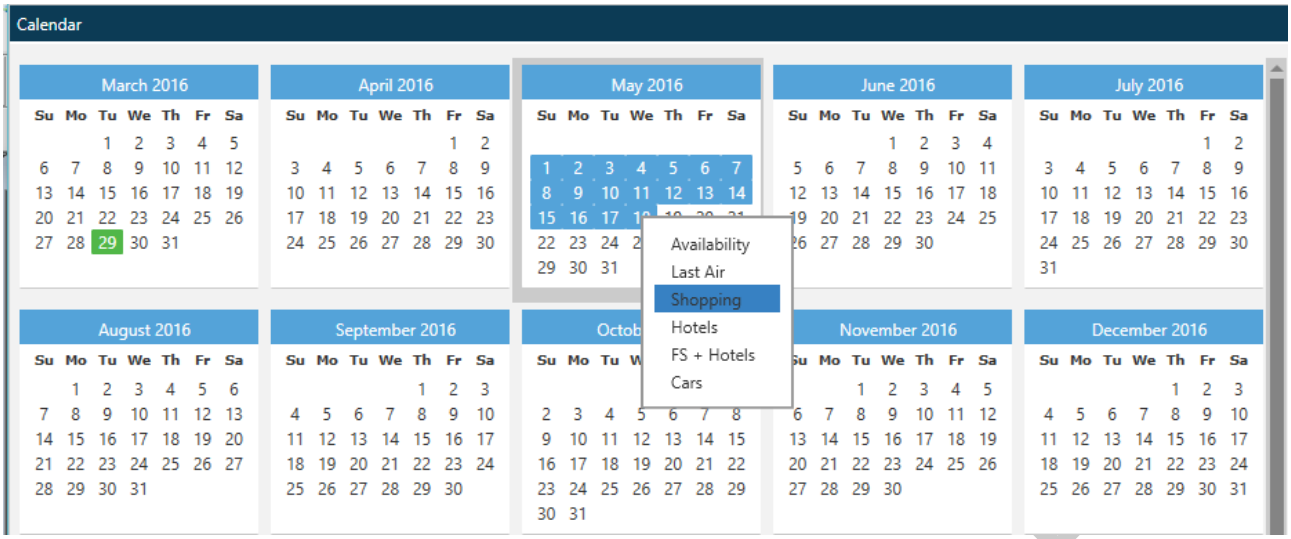
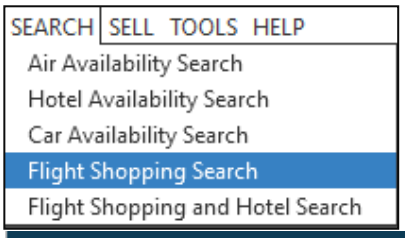
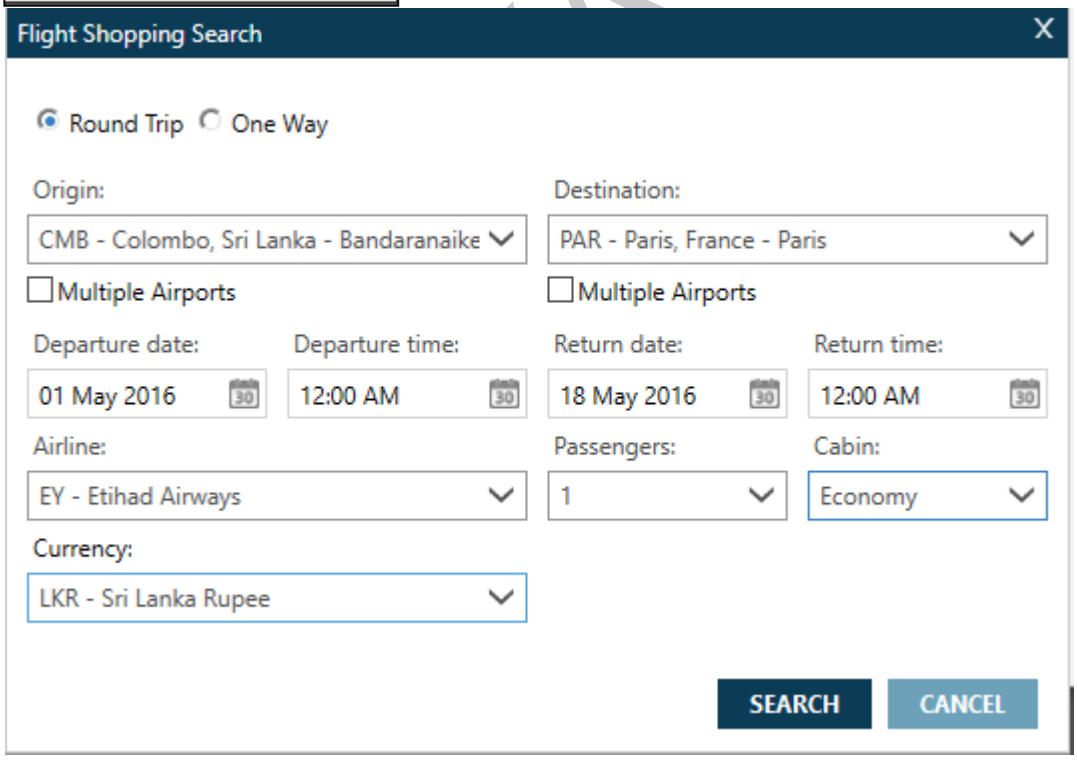


Select Shopping to display the Flight Shopping Search.
The boxes for the departure date and return date are pre-populated from the calendar.
Note: You can also launch the Flight Shopping Search from the Search menu





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FQ Function Identifier

Fare Quote calculates

- The price for a booked itinerary
- The appropriate fare taking into account all fare rules & fare construction principles
- Maximum 16 segments
- Maximum 8 Fare Components
- Maximum 99 passengers in a single entry
- Maximum 6 PTCs per entry
- A stopover where connections are 24 hours or more for International Fare Quote & 4 hours or more for North American Fare Quote

FQ/CUL	Quote lowest possible fare for the booked itinerary(with the plating carrier)
FQA	Quote Alternate fares for the booked itinerary
FQBB	Quote Best Buy fare available(disregarding the booked class)
FQBC	Best buy comparison(best buy vs booked itinerary)
FQCAI	Quote fare with Plating Carrier specified
FQBA	Best buy regardless offer the lowest applicable fare for the itinerary regardless of seat availability. The fare is not filed in the booking file.

Fare Quote Qualifiers

FQ	Quote all segments, all passengers as either Adults or Infants (as specified)
FQP1-2.3*C07.4	Quote Passengers 1 & 2 as Adults, 3 as a Child of 7 years, 4 as an Infant (Adults & Infants are identified by the system), all segments
FQS1-4.6	Quote Segments 1, 2, 3, 4 & 6, all passengers
FQ*C05/ACC	Quote for a child accompanied by an adult in a separate Booking File
FQ@BLXAP	Fare Quote all segments with Fare Basis BLXAP
FQS1-2.4	Quote for segment 1,2 and 4
FQP1/S1@Y	Fare quote passenger 1 for segment 1 with fare basis 1
FQX2	Quote fare considering segment 2 as a no-stopover.
FQO2	Quote fare considering segment 2 as a stop over.

Follow up Entries

***FF**	Display a summary of all Filed Fares
FQL1	Display fare construction in ladder format (only fare quoted in current transaction)
***FF2**	Display fare construction in linear format of the 2nd Filed Fare
FQN	Display fare components of the fare quote before ending
FN2	Display Fare Notes by paragraph header for fare component 2 before ending
FN2/P7-8.10	Display Fare Notes text of paragraphs 7, 8 &10 before ending
FN2/ALL	Display all Fare Notes text before ending

Cancel Filed Fares

FX1	Cancel Filed Fare 1
FX1.3	Cancel Filed Fares 1 & 3
FXALL	Cancel all Filed Fares

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Fare Quote Status Codes

A	Auto Priced Airline Private Fare – Guaranteed
B	Built Fare, manually input by the agent - Not Guaranteed
C	System generated Fare (Agent's responsibility to ensure advance purchase, reservations & ticketing restrictions are met)
G	Guaranteed Fare
I	Invalid Fare (due to itinerary change)
M	Manual Fare - Not Guaranteed (Fare amendment inputs or Fare Quote Qualifiers used)
N	Non Guaranteed Fare (When quoted outside IATA Europe & not ticketed in the same transaction)
P	Private Fare – Not Guaranteed
R	Fare Restored by agent for re-ticketing – Not Guaranteed.
X	Fare quote expired.Re-quote fare.

Conditions where the Guarantee would not apply

- Manually created fare quotes.
- Airlines issued tickets.
- Non – validated rules and conditions
- Negotiated fares
- Changes to itinerary.

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AUTOMATED PLATING CARRIER LOGIC (APCL)

Galileo has implemented Automated Plating Carrier Logic to assist the carrier selection at the time of fare quote, to ensure applicable YQ/ YR taxes and PFC charges (if applicable) are quoted for a booking file. Plating Carrier selection is a vital component of any fare quote request, and determines how the Galileo system applies carrier specific YQ/ YR taxes and North American Passenger Facility Charges (PFCs).

Benefits of APCL

1) Eliminates the need to input a Plating Carrier in FQ & FS entries

   Accurate fare quotes to be returned to the user without the need for manually entering plating carrier details. This enhancement applies to all Fare Quote and Fares Shopping commands, including Fare Quote SuperBB™.

2) Automatically selects the Plating Carrier as filed in the fare rules

   Booking File Validation Process & Reduction of Plating Carrier violation. A single ticket can be used to travel on the services of more than one airline; not all airlines, however, are in a position to accept tickets issued on behalf of another carrier. Interline Agreements are signed between carriers and determine which other airline tickets will be accepted for passenger travel. Failure to validate interline ticket acceptance between carriers can result in denied passenger carriage.

3) Greater accuracy in Fare pricing, thus reducing the chances of ADMs

   Reduction of ADMs due to incorrect YQ / YR quotation.
   The selection of carrier plating can be overridden at the time of fare quote, if so required, however it can result in ADMs or denied passenger carriage.

Fare Quote Best Buy

Fare Quote Best Buy by Cabin, has been introduced to enable a Best Buy request to return fares 'by cabin' or class, as specified by the requester. This is available for all itinerary types, International & North American.

This Best Buy process includes fares for the cabin specified and fares that are filed allowing free upgrade to a higher cabin & is available for all Best Buy transactions.

Galileo 360o Fares will

1) Process the best buy request per normal Best Buy processing, returning the best available fare for the cabin requested.
2) Only return a fare associated with the requested cabin, if fares for the requested cabin are not available, an error message will be returned, fares in a different cabin will not be returned.

Double plus signs (end item) followed by a hyphen (-) will be used to indicate that a cabin type is being requested, followed by the cabin identifier.

FQBB++-BUSNS
FQBB++-ECON
FQBB++-FIRST
FQBB++-AB - Price as booked

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Exercise

1) Create a booking for 1 adult – CMB/DOH/CMB on Qatar Airways

.....

2) How would you display the following.

   a) Ladder format.....

   b) Linear format .....

3) List down the taxes with the tax codes

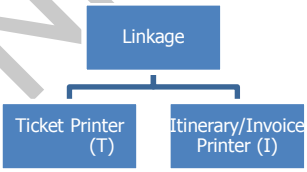
.....

4) How would you display the fare notes for all paragraphs?

.....

Device Linkage

In order to issue e-tickets/Itinerary and MIR the relevant output devices needs to be linked to the focal point terminal ID.



HMLMECA050DT	
HMLM	Entry Code
ECA050	Printer Identifier
D	Type of Printing
T	Type of document (Ticket)

HMLMECA050DI	
HMLM	Entry Code
ECA050	Printer Identifier
D	Type of Printing
I	Type of document (Invoice)

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HMLMC5F061DT/C5F062DI

Display

HMLD - Display the linkage of the terminal

```
 CRT      TKT DEV  ST FM / ITN DEV  ST FM / MIR DEV  ST FM /
B78702    B77328D  U  T    B77329D  U  I    B7732AD  D
>
```

1 4 2 3 4 5 3

Explanation

1 - Terminal
2 - Printer
3 – Status
- U - Up status
- B - Busy status
- D - Down status

4 - Form (Type of document)
- T - Ticket
- I - Itinerary

5 - MIR (Accounts)

HMET - Display the linkage of agent coupon/passenger receipt and the charge form

```
>HMET/ 5CC5
                              REQUIRED BY:
COUPON      GTID      TYPE    BSP  AGENCY   STATUS  PRINT NOW
AGENT CPN  ·B77329     ITN     Y      Y       U        ·Y
PSGR RCPT  ·B77329     ITN     Y      Y       U        ·N
CHG  FORM  ·B77329     ITN     Y      Y       U        ·Y
RFND NOTC  ·B77329     ITN                    U
>
```

Changing Printer Changes

HMOMECA050-U - Change status to UP
HMOMECA050-ITN - Change device form to itinerary.

Stock Control

HMTN/D - Display the current ticket stock
HMTQ/D - Display the ticket quota for a specific travel agency

Ticketing Quota System

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At the time of setting up an agency on automation, Galileo sets up a ticketing quota system which limits the number of airline tickets an agency may issue within a given quota period, both in total and on each carrier.

BSP determines

- The Quota period
- An agency's maximum quota.
- Which IATA agencies are included in the ticketing quota system

The IATA agency may only display their own agency ticketing quota, the NDC will build & maintain the tables.

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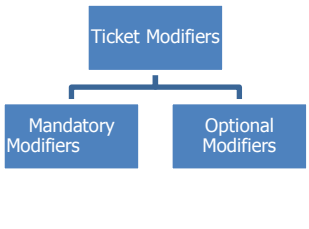
Ticket Issuance

In all cases,before a ticket can be issued, certain elements called Ticket Modifiers must be present.



- Plating Carrier(C)
- Agency Commission (Z)
- Form of Payment (F)

- Endorsement (EB)
- Accounting Information (AI-)
- Inclusive/Bulk Tours (IT/BT)
- Tour Code (TC)
- Net Fare (NF)
- Net Remittance (NR)
- Actual Selling Fare (ASF)

Forms of payment

FS	Cash
FCK	Cheque
FINV	Invoice (Must be followed by 1-38 characters of free text)
FNONREF	Non Ref (Must be followed by 1-38 characters of free text)
FMS	Miscellaneous (used when no FOP applicable)
FMR	Multiple Receivable(used when more than 1 FOP is applicable)
FEX6031234567894	Exchange/Reissue .
Credit Card	Galileo accepts most major Credit cards & has agreements with the companies to obtain automatic authorization at the time of ticketing. This authorization / approval code will get printed on the automated paper tickets. *GC*7/1 lists the accepted credit card companies.*

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Accepting Credit Cards on BSP

Guide Lines for Agents

1. **Participant Carriers (UL,EK,EY)- at the time of crediting the document.**
2. **Ticket Numbers Should be mentioned on the Credit Card Charge forms provided by BSP.**
3. **Card Number, Expiry Date, Authorization Code & Card Holders Signature are Mandatory on the Charge Form**
4. **Completed Charge forms to be submitted to the relevant airline on a daily basis.**

Ticket Modifiers in Credit Card Transactions

TMU1/**Z**7/**NF**LKR9500/**AI-**DRRRR/**ASF**LKR9500/**F**VI4005550000000019***D**1215***A**123456

TMU	**- Ticket Modifier Update**
1	**- Filed Fare number 1**
Z7/	**- Commission 7%**
NFLKR9500/	**- Net Fare (If Net Remit)**
AI-DRRRR/	**- Tour Code**
ASFLKR9500/	**- Actual Selling Fare (this entry valid only to CMB)**
FVI4005550000000019*	**- Credit Card Number**
D1215*	**- Date of Expiry**
A123456	**- Authorization Code**

EXAMPLE 1

FQ1 - S1 26SEP08 65/AG

P1 TEST/CCTESTMR
CMB UL MAA 95.85VOW NUC95.85END ROE103.279
FARE LKR9900 TAX 1500LK TAX 3084YQ TOT LKR14484
S1 FB-VOW B-20K
NONEND/REF/REROUTABLE
T **S1/Z7/ET/FVI4005550000000019*D1206*A12345/CUL/NFLKR9500/ AI-EORR/ASFLKR9500**

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Obtaining Credit Card Authorization & The Credit Card Charge Form

IMPORTANT

THE AMOUNT FOR WHICH YOU OBTAIN THE CREDIT CARD AUTHORISATION SHOULD BE AS FOLLOWS AND SAME AMOUNTS SHOULD BE MENTIONED ON THE CREDIT CARD CHARGE FORM.

CHARGE FORM AMOUNT = FARE + TOTAL TAXES

Manual Credit Card Authorization Request

>JV317284567841005**/T**10000**/D**1207**/M**UL **JV**317284567841005**/** **- CC Number** **T**10000**/** **- CHARGE FORM AMOUNT** **D**1207**/** **- Date of Expiry** **M**UL - **Plating Carrier**	Request credit card approval code for hand written ticket; with mandatory expiry date and merchant airline vendor code
JV373900000000000/V1	Verify whether specified credit card is valid

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Optional Modifiers

Endorsement

- There are 2 lines of space on a electronic ticket for endorsements to print, each line has a maximum of 29 characters of space.
- The endorsements which get printed on the ticket are or 2 types.
  1) System Generated - These are filed by the airline along with the fare.
  2) Manually Added - These are added on by the agent after obtaining a system fare
- Any System generated endorsements will print first.
- If manual endorsements are added and cause the total number of characters to exceed 58, the text will appear truncated on the ticket.

  EB VALID ON SQ ONLY
  EB NT VALID ON CODESHAE FLIGHTS ***EB** NO DATE CHANGE PERMITTED

Tour Code

In order to identify the deal an agent has been given by an airline a tour code is required to print on the ticket.

- The deal will be settled directly by the airline with the agent concerned.
- Maximum 14 characters can be input
- The code will print in the Tour Code box on the paper ticket
- Symbols, spaces & '/' cannot be used

TC123456
TC56GBHU

Inclusive/Bulk Tour Code

- Many agencies now have special arrangements with airlines whereby they have negotiated discounted airfares that they can sell to their passengers; these generally fall into the categories of Bulk and Inclusive tour tickets.
- In order to sell these fares there are often rules that an agent needs to abide by such as selling the airfare in conjunction with accommodation.
- When it comes to issuing Bulk or Inclusive Tour tickets, the money paid by the customer often includes items other than just the flights (such as hotel or tour excursions as mentioned earlier) so there are strict IATA regulations as to the information that should be printed on the air tickets.
- European law states that for something to be sold and marketed as a package, the
- cost of the individual elements should not be identified to the client
- Because of these restrictions, the fare that is printed on the air ticket needs to be inhibited from printing
- IT will appear in the fare and total fare box regardless of the fare that was charged, taxes paid will print on the ticket
- BT signifies a "Bulk Tour" fare. .
- BT fares are usually given to agencies who book a high volume of seats, an example would be a consolidator or wholesaler.
- BT will appear in the fare and total fare box regardless of the Filed Fare.

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IT - Inclusive Tour
BT - Bulk Tour Identifier

Net Remittance

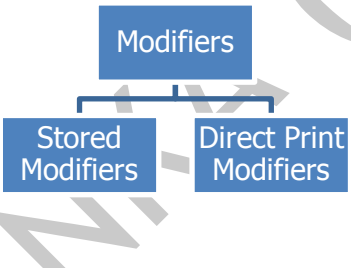
- It is mandatory to use the modifier every time a Nett Remit ticket is issued, to ensure accurate data is transmitted to the BSP
- The code to be input on the tickets will be advised by the respective airlines
- Supplementary commission will be settled via the BSP
- The deal code will appear in the Tour code box.
- If the FOT and the collecting fare differ.

AI-(Tour code)+NR +NF LKR

Adding Ticket Modifiers

TMU1P1FS - Ticket modifier update for filed fare 1 for pax 1 – FOP Cash.
TMU1P2FINV AGT - Ticket modifier update for field fare 1 for pax 2 – FOP INV

TMU1FS/EBVALID ON UL/Z7



1) TMU1FS/EBVLD ON UL/Z7
2) TKP

1) TKP1FS/EBVLD ON UL/Z7

Change	**Change**
TMU1EB@VALID ON EK TMU1F@CK/EB@VALID ON AI TMU1P1F@CK	TKP1EB@VALID ON EK TKP1F@CK/EB@VLD ON SQ TKP1P1F@CK (Change FOP for pax 1 filed fare 1 and issue ticket)
Delete	**Delete**
TMU1EB@ TMU1F@ TMU1P1F@	TKP1EB@ TKP1F@/EB@ TKP1P1F@

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*****modifiers added to TKP entry print directly on the ticket and are not stored in the booking file.*****

TKP Entries

TKP	Ticket for all filed fares.
TKP1	Filed fare 1,all passengers
TKP1P2	Filed fare 1,passenger 2 only
TKP2P1-3	Filed fare 2,passenger 1 – 3 only
TKP3P3.5	Filled fare 3 passenger 3 and 5 only
TKP2P3/FS	Filed fare 2,passenger 3 only.FOP cash

TKP	Ticket Please along with Itinerary/Invoice & MIR
TKPDID	Ticket Please Demand Itinerary Device only, all Filed Fares
TKPDTD	Ticket Please Demand Ticket Device only
TKP1DTD	Ticket Please, Filed Fare 1, Demand Ticket Device only
TKPDTDID	Ticket Please Demand Ticket Device & Itinerary/Invoice Device
TKPDTDAD	Ticket Please Demand Ticket Device & Accounting Device
TKPDIDAD	Ticket Please Demand Itinerary/Invoice Device & Accounting Device
TKP1P1/DTD	Ticket for filed fare 1 passenger 1

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Issuance of Tickets for 2 Passengers.(Perera AMR /BMRS)

1) Create a booking (CMB/DOH/CMB – QR)
2) FQCQR or FQP1.2/CQR
3) TMU1Z7/EBVLD ON QR ONLY
4) R.KI+ER
5) TKP (Issue all tickets)

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Exercise

Create a booking for following passengers.

- Karunarathne Priyan Mr
- Karunarathne Imalee Mrs
- Karunarathne Prasangi Miss 07 yrs
- Karunarathne Dinushi Miss – DOB 12Dec08

Routing

- CMB/MLE/CMB

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Manual Fare Build

The Galileo system is capable of quoting most fares automatically. However, there are occasions when this is not possible or when you may elect to use a non-system fare such as a market fare. In these situations it is possible to enter the fare manually, in order that automatic ticketing can take place. The booking should be End Transacted before the Manual Fare Build screen can be obtained.
Manual Fare Build can be used in 2 ways

1) Building Fares
2) Modifying a Fare Quote

Building Fares

This is used when a Fare cannot be automatically quoted. There are 2 basic steps in the process.

- Create the manual fare build - FBC
- Update/Amend the data - FBU
- File the manual fare - FBF

FBC**C9W**

```
FBCC9W
P01 WIJESOORIYA/HWATCMR *ADT                                  01 OF 02
X CTY CX FLT CL DATE  TIME ST FB  / TD       NVB   NVA   BG
. CMB 9W 255  W 25MAY 0540 OK @.............. ..... ..... CHK  1
O BOM 9W 623  W 25MAY 1255 OK @.............. ..... ..... CHK  2
O CCU 9W 630  W 06JUN 1155 OK @.............. ..... ..... CHK  3
O BOM 9W 252  W 06JUN 1805 OK @.............. ..... ..... CHK  4
. CMB
FARE @../.......... EQ .../.......... ROE @...........
TAX     1 ......../.. 2 ......../.. 3 ......../.. 4 ......../..
        5 ......../.. 6 ......../.. 7 ......../.. 8 ......../..
TTL (INC TAX)     @........
FC
```

Note

a) This is not a fill-in format screen
b) All the entries are made at the bottom of the screen and are then placed automatically by the system into appropriate places.
c) The @ symbol on the manual fare build screen shows which field are the mandatory ones to be completed. If any of these fields are omitted, you will not be able to end the booking file.
d) All other fields are optional and may be completed as required by the IATA ticketing standards.

FBUFB/YLPX
FBUBG/20K
FBUFARE/LKR25000+BG/20K+ROE/120.67857……..
FBUTAX1/1500WO+TAX2/567YZ+TAX/789QR+TTL/
FBUNVA/20AUG
*FB - Redisplay fare build screen

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Fare build for a Single Passenger

1) Create the itinerary
2) FBCC_ _ (FBCCQR)
3) FBUFB/YEE3M+BG/20K+FARE/LKR23000+TAX1/500YQ+TTL/.....
4) *FB - Redisplay the manual fare build mask
5) FBF - File current manual fare.
6) R.KI + ER
7) TMU1Z7/EBVLD ON QR ONLY - Add the ticket modifiers
8) R.KI
9) TKPDTD

Fare build for Multiple passengers

(02 adults,01 child)

1) FBCP1.2/C_ _ - Fare build for adults
2) FBUFB/Y+BG/20K+FARE.....
3) *FB
4) **FBFALL** - File fare for both adult passengers
5) R.KI + ER - *FB1 can be done if further changes are required
6) FBCP3*CNN/C_ _ - Fare build for the child
7) *FB2
8) FBUFB/YEE3MCH+FARE/LKR15000+.....
9) FBF
10) R.KI + ER
11) TKPDTD (Print for all passengers) or TKP**1**DTD (print tickets only for adults)

FBCP1.2/CSQ - Adults
FBCP3*CNN/CSQ - Child
FQP4CSQ - Infant

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Fare Build Amend

Single passenger

1) FQ
2) *FB1
3) FBUTAX1/1500YQ+TAX2/600YR+TTL/ (Add or update the necessary data)
4) FBF
5) Add ticket modifiers
6) R.KI + ER
7) TKPDTD

Multiple Passengers (2 adults / 01 child)

1) FQP1.2/CQR
2) *FB1P1.2
3) FBUTAX01/1600YQ+TAX02/400TQ+TTL/
4) *FB
5) FBFALL
6) R.KI+ER
7) FQP3/CQR
8) *FB2
9) FBUTAX01/1600YQ+TTL/
10) FBF
11) R.KI+ER
12) TMU1Z7/EBVLD ON QR ONLY - Add the ticket modifiers
13) TKPDTD - Print all tickets

    TKP1P1.2DTD - Passenger 1 and 2

    TKP2P3DTD - Filled fare 2 for passenger 3 only

Restore Filed Fares

Restore filled fares are not guaranteed.
FF1@R - Filed fare 1 change to restore status.
FF1P2@R - Filed fare 1 for passenger 2 change to a restored status.

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Exercise

Create a booking as follows.

Itinerarary

CMB/DXB/CMB on UL

Names

Samarakoon/Paduma Mr
Samarakoon/Mashura Ms
Samarakoon/Thilina Mstr 08 yrs
Samarakoon /Shalini Miss – 12 Jan 13

Details

	FOT	Collecting Fare	Tour Code
Adult Fare	- LKR 50000	LKR 30000	SRRRR
Child Fare	- LKR 38000	LKR 22000	IIRRR
Infant Fare	- LKR 20000	LKR 10000	DRRRR

Taxes - 1500YQ/700AE

Fare Basis - Y2R

FOP - Cash

Commission - 7%

Endorsement - Date change not permitted

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Re-Issue

EXCHANGE TICKETS

Sometimes a passenger's plans change after their ticket has been issued; this could be that their dates change, or they may wish to change their itinerary. Dependant on the rules of the fare that was booked originally, it may be permissible to reissue a ticket for a customer, and give them a new one in exchange for the original one. There are strict IATA rules governing this procedure. It is essential to refer to the fare notes or the issuing airlines to check the rules and regulations in order that you complete the ticket exchange correctly.

Ticket Exchange Vs Revalidation

The terms Exchange and Revalidation often get confused. If a passenger changes their dates of travel after ticket issuance but the fare, airline and routing stays the same as that on the original ticket, it is permissible to revalidate the ticket. If the change involves a change to the airline, routing or fare, you must go through the process of exchanging the ticket. In order to exchange a ticket it must have a flexible fare. If the original fare was not changeable and non refundable, the passenger would have no other choice other than to cancel the original itinerary, forfeit the fare and pay for the new itinerary again.

A Re-issue could be of 2 types

1) Re-issue of an Unused document
2) Re-issue of a Partially used document

Both of the above could result in one of the following 3:

a) The same value as the exchanged ticket (An Equivalent Exchange)
b) More than the value of the exchanged ticket (An Additional Collection -ADC)
c) Less than the value of the exchanged ticket (A Refund due)

The procedure for carrying out a Re-issue will always be as follows:

1) Book the new itinerary
2) Fare Quote or Build the fare (FQ or FBC)
3) Convert the Filed Fare to a manual screen (*FB1 or * FB Filed Fare no.)
a. Delete the Paid taxes, retain new taxes (FBUTAX1/ +TAX2/ etc.)
b. Verify the Total (FBUTTL/)
c. File the Manual Fare screen (FBF or FBFALL)
d. End the transaction
4) Enter Ticket modifier FOP as EX
5) Re-issue the ticket with the help of the Fill in format screen

TMU1FEX0981234123123

TMU1	Ticket modifier update for filed fare 1
F	Form of payment identifier
EX	Exchange document
0981234123123	Electronic Ticket Number to be exchanged.

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Notes:

1)) For an e-ticket most of the fields will get automatically completed from the filed fare as well as from the original e-ticket.
2) As this is a Fill in Format screen, ensure that the INSERT key is switched off before entering the data.
3) Use the Tab key to move between fields & enter the relevant data.
4) Do not press ENTER until all fields are completed.
5) When there is a new tax to be collected, even if there is a Refund due on the Total fare, the system will still display the ADC screen.
6) When reissuing tickets where there is more than one passenger in the same filed fare, the FOP EX modifier should be added on at the time of ticket issuance. The tickets would have to be issued individually per passenger.

TKP1P1/FEX0981234123123

```
EX **TICKET FOR**: TEST/GALILEOMS                                                    PSGR
1/ 1
NEW FARE: LKR 30000                                    EQUIV:. . . . . .
TX1:              TX2:                  TX3:                  TX4:

*EXCH TICKET*: TICKET NUMBER            THRU          TICKET NUMBER          NO. CPNS
                  . . . . . . . . . . . . . .
COUPONS FOR          TKT1:·. . . .....      TKT2:·. . . ..... TKT3:·. . . ......... TKT4:·. . . .......
PD TAXES               1:·. . . . . .·. .        2:·. . . . . .·. .     3:·. . . . . .·. .       4:·. . . . . .·.
.
PD TAXES               5:·. . . . . .·. .        6:·. . . . . .·. .     7:·. . . . . .·. .       8:·. . . . . .·.
.
TTL VALUE              : ·. . . . . . . . . . .     BSR:·. . . . . .    ORIG FOP:·. . . . . . . . . . . . . . .

*ORIG ISSUE*:          TICKET NUMBER    ORG/DES     CITY      DATE            IATA CODE
                        ·. . . . . . . . . . . . . ·. . ./ . . . ·. . .     ·. . . . . . .    ·. . . . . . .
................
```

TICKET FOR	Passenger name automatically placed here from filed fare.
NEW FARE	Automatically placed here from the filed fare.
TX1 to TX4	All taxes from the filed fare will be displayed here.
EQUIV	If applicable, the currency code (not the amount) of the original currency of and of the additional collection currency should be shown here from the manually updated filed fare. Up to 3 currency codes may be entered, leaving a space between each.
TKT NO	Enter the ticket number, with the check digit. If the check digit is not known, type the character 'P' instead. If part of a conjunction ticket, enter the 1st ticket number.
THRU	If exchanging a conjunction ticket type X here, otherwise leave blank.
TKT NO	Enter the last conjunction ticket number of the sequence (including the check digit). If not applicable, leave blank.

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NO. CPNS	Enter the number of flight coupons to be exchanged e.g. 02.
COUPONS FOR	If exchanging coupons 1 and 2 from the original ticket type 12 here.
PD TAXES	Enter all paid taxes to be shown on the new ticket, including the tax code but not the currency code. All taxes must be shown individually, it is not permissible to show a combination of taxes using the XT tax code
TTL VALUE	The original fare excluding taxes should be reflected here along with the currency code e.g. LKR 30000
BSR	If dealing with different currencies, enter the Bank Selling Rate according to the FZS entry. Prefix the BSR with an oblique (/) to indicate divide. If the BSR contains more than 4 numbers, ignore the last one(s)
ORIG FOP	Enter the Form of Payment used on the original ticket, for example NONREF. If it was a credit card, do not include card details, just enter CC.
ORIG ISSUE	line of information relating to original ticket.
TICKET NUMBER	If the ticket being exchanged has previously been re-issued, the original ticket number must be shown here.
ORG/DES	Enter the origin/destination of the whole journey, using the city, not airport, codes. Origin of the old ticket, Destination of the new tickets
CITY	Enter the city code where the original ticket was issued
DATE	Enter the date the original ticket was issued in DDMMMYY format.
IATA CODE	Enter the IATA number of original issue.

Sample of a completed screen

```
*EX **TICKET FOR**: TEST/GALILEOMS                                    PSGR 1/
1
NEW FARE: LKR 30000                                    EQUIV:. . . . . .
TX1: 0.00          TX2: 0.00          TX3: 0.00          TX4: 0.00

*EXCH TICKET*:          TICKET NUMBER      THRU      TICKET NUMBER      NO. CPNS
                          ·09888668822476 ·. . . . . . . . . . . . .                ·02
COUPONS FOR             TKT1:·. . 34        TKT2:·. . . .       TKT3:·. . . .       TKT4:·. . . .
PD TAXES                 1:·225. . .·WO       2:·3274 . .·GB      3:·1171 . . ·UB     4:·6506
. .·YQ
PD TAXES                 5:·300 . . .·YR       6:·. . . . . .·. .      7:·. . . . . .·. .      8:·. . .
. . .·. .
TTL VALUE                INR 30000          BSR:·. . . . . .     ORIG FOP:·CC . . . . . . . . . .
.

*ORIG ISSUE*:            TICKET NUMBER    ORG/DES     CITY    DATE        IATA CODE
                           ·. . . . . . . . . . . . ·      CMB/CMB ·  CMB · 05DEC08 ·
9999999
```

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Upon successful completion of the Exchange screen, press ENTER. The resulting response could be one of the following 3:

1) The same value as the exchanged ticket (An Equivalent Exchange)

If it is an even exchange (i.e. NEW FARE is same as TTL VALUE and there is no additional collection) you will receive this response:

TICKET MODIFIERS UPDATED

2) More than the value of the exchanged ticket (An Additional Collection -ADC)

- A Multiple Receivable (MR) screen, with the value of the additional collection, will be Displayed.
- The additional amount is calculated automatically by the Galileo system comparing the NEW FARE and the TTL VALUE amount and dividing the same by the BSR entered.
- Up to three payment types can be specified to collect any additional amount
- If the whole amount is to be paid using one FOP, tab to the first Tab stop and enter the appropriate FOP code without the amount.

```
*MR TOTAL ADD COLLECT 2000 LKR
/F·S . . . . . .
/F·. . . . . .
/F·. . . . . .
```

- If the additional collection is to be paid using multiple FOPs, the exact amount, preceded by the $ sign, must be given for each type of payment.

LKR 1000 will be paid in cash
and LKR 1000 will be paid by credit card.

```
*MR TOTAL ADD COLLECT 2000 LKR
/F·S$1000 . . . . . .
/F·370000000000028*D1212$1000 . . . . . .
/F· . . . . . .
```

When MR screen is completed press the ENTER

```
*MR TOTAL ADD COLLECT 2000 LKR
/F·S$1000 . . . . . .
/F·370000000000028*D1212$1000 . . . . . .
TICKET MODIFIERS UPDATED. . . . . .
```

Note : If you need to redisplay the exchange screen at any time prior to completion, use the entry:

***EX**

3. Less than the value of the exchanged ticket (A Refund due)

- If it is an exchange where a Refund is due (i.e. NEW FARE is less than TTL VALUE) you Will receive a REFUND fill in format screen

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>

```
*ER              REFUND DUE              2000 LKR
RFND TYPE
CASH RF/·

REFUND CARD NUMBER RN/F·.....
```

The system calculates the amount to be refunded & shows it on the header line.

- If the refund is by Cash, cheque or MCO, tab to CASH RF/ and ENTER. Do not enter any amount.
- This Refund FIF screen does nothing at all in the system, any Cash, Cheque and MCO refunds must be processed manually.

At the time of this document is created ,MCO facility is not provided to the agents.Therefor all re-issues with refund values should be directed to the respective airline offices.

Changeable Exchange Screen

A completed Exchange screen can be redisplayed & amended before ticket issuance.

*EX1/1	Display the Exchange screen for Filed Fare 1 passenger 1
*EX3/1	Display the Exchange screen for Filed Fare 3, passenger 1

Exercise

- Issue a ticket on UL for passenger Perera/Test Mr to travel CMB/MAA
- Now he is traveling CMB/DOH.Please re-issue the ticket.

When reissuing the ticket ensure that all paid taxes are deleted and only new taxes are collected.

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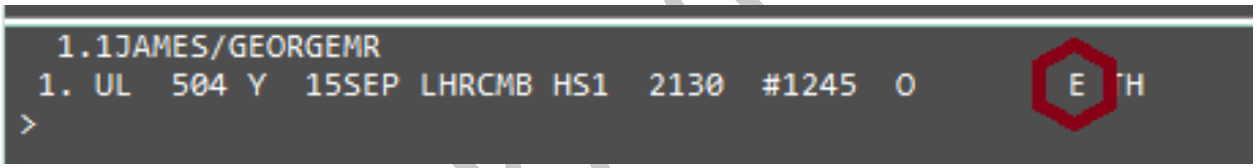
Electronic Ticket Update

Upon selling air segments some carriers who participate in electronic ticketing will repond with an " E" indicator on the right hand side of the screen. This indicator shows that only these segments will allow the option to issue E-Tickets.

Other carriers may not provide an indicator and in these cases you will need to rely ion information provided by the carrier as to which segments will be applicable for E-Ticketing.



Check Airline Eligibility (Interline Electronic Ticket Agreements.)

All of the segments to be ticketed must carry the "E" indicator if an electronic ticket is to be issued. There are also other restrictions on routes, number of segments and passenger types which are distinctive to each airline. You may need to check the airline's pages in GIS, e.g. GC*LH alternatively it may be advisable to check the airlines webpage. If the "E" indicator is not present please check "TTB1"for ET eligibility indicator.

If there is more than one carrier on the itinerary, you must also check to see if the ticketing carrier will allow electronic tickets on the other carrier(s). (Electronic Interline Agreement table)

DT/IAT/DISLH

Special Procedures for Electronic Ticketing

Name Field	Name Field Should contain the passenger's full first name. Name remarks do not reflect on an e-ticket image
Frequent Flyer	The Name field must match the name on the card
Credit Card Authorizations	Any credit card approval codes must be manually recorded in the booking if required, as no accountable travel documents are

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	produced on paper on issuing an e-ticket.
Ticket Issuance	Please check that a vendor locator has been returned by the airline before e-ticket issuance
Some airlines restrict or inhibit the production of e tickets for infants	
Adding FOID information	The requirement of adding FOID information will differ from airline to airline, please check individual airline pages for the same H/FOID will provide the entries to be used

Display Electronic Ticket Records

All airlines allowing issue of electronic tickets provide access to their electronic ticket database. It is possible to display records for any electronic ticket which has been generated by your agency or another branch office.

From a retrieved booking file

*HTE	Display electronic ticketing data
*TE002	Display record 2 from the list of electronic tickets.
*TEL	Redisplay the electronic ticketing record list
*TEH	Display E-Ticket history

Outside a booking file

*TE/125960000078	Display electronic ticketing data by ticket number.(without the check digit)
*TE/AA/FF10087654	Display electronic ticket record of American Airlines by Mileage membership number
*TE/LH/CC1234567890123	Display electronic ticketing record held by Lufthansa by credit card number specified.
*TE/SQ/10JUL09CMBSIN-LEE	Display electronic ticketing record held by Singapore Airlines by date/board/off point/name record

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```
TKT: 176 9900 535459                                    NAME: TEST/GALILEOMR

ISSUED: 13JUL09                        FOP:CASH
PSEUDO: 0OQ4        PLATING CARRIER: EK        ISO:LK        IATA: 91115872
USE   CR    FLT   CLS   DATE  BRD   OFF   TIME  ST    F/B     FARE          CPN
USED  EK    0527  Y     14AUG CMB   DXB   1020        OK      YXOWIN1        1
                                                  NVB14AUG   NVA14AUG
CKIN  EK    0203  Y     15AUG DXB   JFK   0200  OK    YXOWIN1                2
                                                  NVB15AUG   NVA15AUG
OPEN  DL    1263  Y     17AUG JFK   ATL   0600  OK    Y0BV                   3
OPEN  DL    1283  Y     17AUG ATL   HSV   2025  OK    Y0BV                   4

FARE  LKR   104595       TAX 225 WO     TAX 204 AY     TAX 1993 XT
TOTAL LKR    107017

NON END/EK TRANS-ATLANTIC
/CHG PEN REST MAY APPLY

CMB EK X/DXB EK NYC 1269.16DL ATL 687.44DL HSV 613.02 NUC 2569.62 END ROE 40.704 XT 614US
204XA 285XY 224YC 300YR 366XF JFK4.5 ATL4.5
RLOC 1G RQKG42        EK DSF6NF
```

Coupon status

Electronic Ticket Status Codes

The E-Ticket record as displayed on your Galileo screen contains mostly the same information as held by the carrier, this is due to the fact that the electronic ticket actually resides in the airline database and not within Galileo. Therefore, what you see on the screen is very similar to what the carrier can see, although the layout may differ slightly.

The status of each coupon of the electronic ticket is indicated in the USE column:

OPEN	Coupon is "live", still to be used and eligible for all status updates.
ARPT	Coupon secured by airline prior to scheduled departure.
CKIN	Passenger has checked in for the flight.
CLSD	Coupon status has been Closed for use by the carrier.
EXCH	Coupon has been exchanged.
FLWN	Coupon has been used for the associated flight.
IREG	Coupon control extended beyond normal 48 hour period for airport control.
LFTD	Passenger has boarded the aircraft.
REMV	Coupon data has been removed for the carrier's system after ticket has been fully used.
RFND	Coupon has been refunded to the passenger.
SUSP	Coupon has been suspended for use by the carrier.

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USED	Travel has been completed for this coupon.
UNVL	Coupon is no longer available for use, it may only be exchanged.
VOID	Coupon has been voided.

Electronic Ticket Revalidation

When a passenger makes a change in his/her flight arrangements it is sometimes possible to alter the ticket he is holding rather than re-issue it completely, this is called revalidation.

- Ensure that the IATA rules and the fare rules have been followed.
- IATA states that travel agents may only revalidate a ticket to the same carrier, fare, class and routing.
- It is not possible to revalidate any past date segments or to revalidate a closed flight to an open segment.
- Revalidation of tickets is governed by strict IATA rulings

Steps to Revalidate an e-ticket

1) Amend the itinerary as appropriate, and end and retrieve the BF
2) Display the appropriate e-ticket record
3) Revalidate the coupon of the changed sector with the new booked segment

TKRETS2/TN1259900281382/C2

TKR	Ticket Revalidate entry code
ET	Electronic Ticket
S2	Segment 2
/	Separator
TN125…	Ticket Number Identifier and ticket number
/	Separator
C2	Coupon 2

TKRETS2/TN1251234567890/C2/NVB21NOV09/NVA30NOV09

TKRETS2	Revalidate Electronic Ticket Segment 2
/	Separator
TN125…	Ticket Number Identifier and ticket number
/	Separator
C2	Coupon 2

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/	Separator
NVB21….	Amended Not Valid Before and Not Valid After dates

Miscellaneous

Global Indicators

Code	Explanation
EH	Eastern Hemisphere (IATA Area 2 & 3)
AT	Transatlantic (Crossing the Atlantic Ocean)
WH	Western Hemisphere (IATA Area 1)
PA	Transpacific (Crossing the Pacific Ocean)
AP	Via Atlantic and Pacific Oceans

Ticketed Point Mileage (TPM)

FLCMBDXBLON

IATA Rate of Exchange (IROE)

FZISGD - Display IATA ROE for SGD
FZIUSD.10DEC08 - Display IATA ROE for USD for date specified (upto 3 months prior)
FZILKR2500NUC - Convert specified currency to NUCs
FZI/ALL - Display ROE for all countries.

Currency Table

FBT* - Currency table for all countries
FBT*GB - Currency table for country GB
FBT*AUD - Currency table for currency AUD

Date Calculator

*TAA/04JUL/30 - Subtract 30 days
*TAA/11NOV/+45 - Add 45 days
*TAA/330 - Display 330 days from today.

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Travel Industry Phonetics

A ALPHA	**B** BRAVO	**C** CHARLIE
D DELTA	**E** ECHO	**F** FOXTROT
G GOLF	**H** HOTEL	**I** INDIA
J JULIET	**K** KILO	**L** LIMA
M MIKE	**N** NOVEMBER	**O** OSCAR
P PAPA	**Q** QUEBEC	**R** ROMEO
S SIERRA	**T** TANGO	**U** UNIFORM
V VICTOR	**W** WHISKEY	**X** XRAY
Y YANKEE	**Z** ZULU	

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