

Galileo After-sales: commands and how-to

Void, revalidation, exchanges and refunds. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

14 **9**

entries

step-by-step answers



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After-sales

Void, revalidation, exchanges and refunds.

Entries

***EX** Reopens an exchange mask by filed fare and passenger (*EX1/1).

INTERMEDIATE

Step by step: [How do I reissue \(even exchange\) a ticket in Galileo?](#)

***FB** Open a filed fare as a build screen, or redisplay the current screen.

INTERMEDIATE

*FB1	Opens filed fare 1 as a manual fare build
*FB	Checks and files the fare

Step by step: [How do I reissue with a fare difference in Galileo?](#) · [How do I reissue \(even exchange\) a ticket in Galileo?](#) · [What if the new fare is lower in a Galileo exchange?](#)

***HTE** Show the e-ticket data held in the booking file.

BASIC

*HTE	Shows the old ticket
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Step by step: [How do I reissue with a fare difference in Galileo?](#) · [How do I reissue \(even exchange\) a ticket in Galileo?](#) · [How do I reissue after a schedule change in Galileo?](#)

***MR** Reopens the additional payment mask of an exchange (*MR1/1).

ADVANCED

Step by step: [How do I reissue with a fare difference in Galileo?](#)

***TRN** Reopens the refund screens (*TRN1, *TRN2).

INTERMEDIATE

*TRN	Reopens the current, first or second refund screen
*TRN1	Reopens the current, first or second refund screen
*TRN2	Reopens the current, first or second refund screen

Step by step: [How do I refund an unused ticket in Galileo?](#) · [How do I make a partial refund in Galileo?](#)

FBF File the manual fare for one group, or with ALL for everyone.

INTERMEDIATE

FBF	Files the updated fare
FBFALL	Files the updated fare

Step by step: [How do I reissue with a fare difference in Galileo?](#) · [How do I reissue \(even exchange\) a ticket in Galileo?](#) · [What if the new fare is lower in a Galileo exchange?](#)

FBU Update a manual fare item: fare basis, fare, taxes, construction, baggage, endorsements.

INTERMEDIATE

FBUTAX1/+TAX2/+TTL/	Removes the taxes already paid on the old ticket; keeps the new ones; resets the total
FBUTAX1/+TAX2/+TAX3/+TTL/	Removes the taxes the old ticket already paid and resets the total
FBUFARE/EUR180.00	Sets the fare to the old ticket's fare
FBUFC/S-	Puts back the old fare calculation
FBUEB/	Writes the endorsement the airline asks for
FBUFB/LSAVER+BG/1PC+FARE/EUR 250.00+ROE/0.857142	Fare basis, baggage, base fare and rate of exchange in one entry
FBUNVB/14NOV26	Not valid before (all segments)
FBUNVA2/21NOV26	Not valid after (segment 2)
FBUTAX1/31.20DE+TAX2/9.80SI	Taxes 1 and 2
FBUFC/LJU LH FRA 120.50 LH LJU 120.50 NUC241.00 END	The fare construction

Step by step: [How do I reissue with a fare difference in Galileo?](#) · [How do I reissue \(even exchange\) a ticket in Galileo?](#) · [What if the new fare is lower in a Galileo exchange?](#)

FQS Fare quote for selected segments only (with @, a fare basis per segment).

ADVANCED

FQS1@LSAVEU.2-3@KSAVEU.T05OCT26	Forces fare basis LSAVEU on segment 1 and KSAVEU on segments 2-3, as of the original issue date
FQS1-2	Prices segments 1 to 2
FQS1.4	Segments 1 and 4 only
FQS1@VSAVJU.2@QSAVJU	A fare basis per segment
FQS3-4	Quotes segments 3 and 4 as a second filed fare

Step by step: [How do I reissue after a schedule change in Galileo?](#)

TKRETS Revalidates an e-ticket coupon to a changed segment.

BASIC

TKRETS2/TN2201234500012/C2	Writes segment 2 onto coupon 2 of the ticket
TKRETS2/TN2201234500012/C2/NVB25NOV26/NVA25NOV26	Same, with new not-valid-before and not-valid-after dates
TKRETS2/TNIN2201234500023/C2	Revalidates the infant's ticket

Step by step: [How do I revalidate a ticket in Galileo?](#) · [Void, refund or reissue in Galileo: which one?](#)

TRNC Cancels a refund on the same calendar day, participating airlines only.

INTERMEDIATE

Step by step: [How do I refund an unused ticket in Galileo?](#) · [How do I make a partial refund in Galileo?](#)

TRNE Refunds an e-ticket: one-line full refund (/RF) or the refund mask.

BASIC

TRNE2201234500012/D05OCT26/RF	Full refund in one line; D + the original issue date
TRNE2201234500012/D05OCT26/RF/X100.00	Same, keeping a cancellation fee of 100.00
TRNE2201234500012/05OCT26	Opens the refund fill-in mask (year optional)

Step by step: [How do I refund an unused ticket in Galileo?](#) · [How do I make a partial refund in Galileo?](#) · [Void, refund or reissue in Galileo: which one?](#)

TRV Voids an e-ticket by its number; BSP: on the day of issue only.

BASIC

TRV/2201234500012

Voids that e-ticket by its 13-digit number

Step by step: [How do I void a ticket in Galileo?](#) · [Void, refund or reissue in Galileo: which one?](#)

TRVE Voids a reissued e-ticket, same day only; the old ticket returns to OPEN.

BASIC

Step by step: [How do I void a ticket in Galileo?](#) · [Void, refund or reissue in Galileo: which one?](#)

XI Cancel the entire itinerary.

BASIC

XI

Cancels the flights if still booked, adds received, saves

Step by step: [How do I refund an unused ticket in Galileo?](#) · [How do I void a ticket in Galileo?](#) · [How do I cancel or change a flight segment in Galileo?](#)

Step by step

Void, refund or reissue in Galileo: which one?

Issued today, coupons open: void with TRV/2201234500012. Issued earlier and unused: refund with TRNE. Same fare, class and routing: revalidate (TKRETS). New flights or fare: exchange (TMU1FEX). Airline change: involuntary.

When

Use this card when a ticket is **already issued** and something changes — the client cancels, wants another date or flight, or the airline moved the flight. Pick the tool first, then open its card.

Situation	Tool	Galileo	Card
Wrong or unwanted ticket, issued today , every coupon OPEN	Void	TRV/ + ticket	Void (cancel) an e-ticket issued today
Client cancels, ticket from an earlier day, nothing flown	Full refund	TRNE	Full refund of an unused e-ticket
Part of the trip flown, the rest is dropped	Partial refund	TRNE (mask)	Partial refund — part of the trip flown, the rest unused
Same fare, class and routing; only flight or date moves; airline allows it	Revalidation (same ticket)	TKRETS	Revalidation — same fare, new flight or date, same ticket
New flights, fare and taxes do not change	Even exchange	TMU1FEX	Even exchange (reissue a ticket) — new flights, same fare and taxes
New fare or taxes cost more	Exchange with additional collection	TMU1FEX	Exchange with additional collection — the new fare costs more
New value is lower than the old ticket	Exchange with refundable balance	TMU1FEX + EMD	Exchange with a refundable balance — the new value is lower
The airline changed or cancelled the flight	Involuntary exchange	TMU1FEX	Involuntary exchange after an airline schedule change

Check first

- ***HTE**: the status of every coupon, the issue date, and whether this ticket is itself a reissue.
- What each coupon status allows: **OPEN** and **ARPT** can be voided, refunded or exchanged; **UNVL** can only be exchanged; **CKIN**, **LFTD**, **SUSP**, **IREG**, **EXCH**, **FLWN/USED**, **RFND**, **VOID**, **CLSD** and **REMV** allow none of the three.
- The fare's change and refund conditions (**Read fare rules (fare notes) — from a fare display or a quote**). Read the penalties before promising the client anything.

Steps

#	Entry	What it does	Why
1	*HTE	Shows the e-ticket of the open booking file.	Issue date and coupon statuses decide the tool.
2	—	Read the change and refund rules of the fare.	Free change, penalty or no refund at all.
3	—	Pick the row in the table above and follow that card.	Each tool has its own entries and checks.

Smartpoint Assisted Ticketing has a screen for most of these: Ticket Void (**#VOID**), Ticket Revalidation (**#REVAL**), Ticket Refund (**#REFUND**), Voluntary Change (**#SATVOL**) and Involuntary Change (**#SATINVOL**).

Check it worked

*HTE after the job: **VOID** (void), **RFND** (refund), **EXCH** on the old ticket plus a new ticket (exchange), or the new flight on the same coupon (revalidation).

Traps

- **Changing the booking file never changes the ticket.** Cancelled or rebooked segments leave the e-ticket as it was; its coupons are closed only by a void, an exchange or a refund.
- **Void window:** on BSP only the day of issue. ARC (US) only: until 23:59 agency time on the next business day. A reissued ticket is voided with **TRVE**, same day on both.
- The quick one-line refund (**/RF**) works only on a first issue; a reissued ticket goes through the refund mask.
- Automated refunds are not open in every BSP market or with every airline — if Galileo refuses, ask the airline or your help desk how to refund that ticket.

Online: gateroam.com/galileo-guide/void-refund-or-reissue

How do I void a ticket in Galileo?

Display the e-ticket with *HTE, check that every coupon is OPEN and that it was issued today (BSP), then enter TRV/2201234500012. *HTE then shows VOID. A void does not cancel the flights: cancel them with XI, add R.P and end with ER.

When

A ticket issued **today** has to disappear — the client dropped the trip, or the ticket is wrong (name, date, fare, passenger type). A void cancels the sale itself, as if it had never been made.

Check first

- **Is it still the day of issue?** On BSP a void is possible only on that day. From tomorrow it is a refund (**Full refund of an unused e-ticket**).
- **Are all coupons OPEN?** A void needs every coupon open; one checked-in, flown or exchanged coupon blocks it.
- **How many documents?** One e-ticket per passenger, and paid seats or bags sit on their own EMDs. Each document is voided separately.

Steps

#	Entry	What it does	Why
1	*K7P2QX (or *R if it is already open)	Retrieves the booking file.	The ticket display reads from it.
2	*HTE · *TE2 (second ticket of a list)	Shows the e-ticket.	Confirm number, issue date today, every coupon OPEN .
3	TRV/2201234500012	Voids that e-ticket by its 13-digit number.	The void itself — one ticket per entry, so repeat per passenger.
4	*HTE	Shows the ticket again.	The coupons must now read VOID .
5a	Client not travelling: XI (or X2 for one segment), R.P , ER	Cancels the flights, adds the received field, saves.	A void kills the ticket, not the booking. The seats stay booked until you cancel them.
5b	Wrong ticket: keep the segments, correct the error, quote again and reissue	Replaces the ticket.	See Issue e-tickets with TKP .

Smartpoint: Smartpoint Assisted Ticketing → Ticket Void, or type **#VOID**.

Check it worked

- ***HTE**: every coupon shows **VOID**.
- ***DH**: the document history lists the void against the ticket.

Traps

- **A reissued ticket is voided with TRVE/** + the new ticket number, and only on the day of the reissue (BSP and ARC alike), if the airline supports it. The old ticket then goes back from **EXCH** to **OPEN**.
- **ARC (US) only**: voids run until 23:59 agency time on the next business day, and **TRV/** + ticket + **/** + issue date voids one from an earlier day. Neither applies to BSP agencies.
- Several tickets from the **same filed fare** can go in one entry as a range from the sales report: **TRV/2201234500012-014**.
- **EMDs are separate documents** with their own void. If the seats or bags paid on them go too, void those EMDs as well (**Void an EMD**).
- Cancelling the segments does not void anything. Without the **TRV** entry the ticket stays sold.

Online: gateroam.com/galileo-guide/void-ticket

How do I revalidate a ticket in Galileo?

When fare, class and routing stay the same and the airline allows it, rebook the segment (for example @2/25NOV), end with ER, then enter TKRETS2/TN2201234500012/C2 to put segment 2 on coupon 2. ***HTE** shows the new flight.

When

The client moves to another flight or another day **at the same fare**, and the airline lets the change happen free of charge. Instead of a new ticket, the existing coupon is pointed at the new flight.

Check first

All of these must hold — otherwise it is an exchange (**Even exchange (reissue a ticket) — new flights, same fare and taxes**):

- The airline accepts revalidation (its e-ticket page in MyTravelport, keyword **ETKT** + airline code).
- The fare allows the change **without a fee**.
- The **routing** stays the same.
- The **booking class** stays the same, so the fare stays the same.
- The coupon that changes is still **OPEN**.

Steps

#	Entry	What it does	Why
1	*HTE	Shows the e-ticket and its coupons.	Note the ticket number and which coupon belongs to the changing flight.
2	@2/25NOV (new date) · @2/LH1415 (other flight, same cities)	Rebooks segment 2 and cancels the old one.	The class is kept, so the fare is kept.
3	ER	Saves and redisplay the booking file.	Check the new segment's number and that it is confirmed.
4	TKRETS2/TN2201234500012/C2	Writes segment 2 onto coupon 2 of the ticket.	This is the revalidation.
5	TKRETS2/TN2201234500012/C2/NVB25NOV26/NVA25NOV26	Same, with new not-valid-before and not-valid-after dates.	Use it when the coupon carries validity dates.

#	Entry	What it does	Why
6	TKRETS2/TNIN2201234500023/C2	Revalidates the infant's ticket.	An infant has its own ticket; IN marks it.
7	*HTE	Shows the ticket again.	The coupon must show the new flight or date, still OPEN .

Smartpoint: Smartpoint Assisted Ticketing → Ticket Revalidation, or type **#REVAL**.

Check it worked

*HTE shows the **same ticket number** with the new flight or date on the changed coupon, status **OPEN**.

Traps

- **Rebooking alone does not move the ticket.** Without the **TKRETS** entry the coupon still names the old flight.
- **Another class is another fare** — that is an exchange, not a revalidation.
- **@2/LH1415** only works when the new flight has the same origin and destination as segment 2.
- One entry covers one segment and one coupon. When two flights change, revalidate each one.
- If the airline refuses the revalidation, reissue the ticket instead (**Even exchange (reissue a ticket) — new flights, same fare and taxes**).

Online: gateroam.com/galileo-guide/revalidate-ticket

How do I reissue (even exchange) a ticket in Galileo?

Book the new flights, quote with FQ, open the fare build with *FB1, remove the taxes already paid (FBUTAX1/+TAX2/+TTL/), file with FBF and end with ER. Then TMU1FEX2201234500012, work the masks, ER and TKP. The response shows NOADC.

When

The client changes flights (usually the date of the outbound), the change is free under the fare rules, and the new fare and taxes come out **exactly the same**. The old ticket pays in full for a new one — nothing to collect, nothing to give back.

Check first

- The fare allows the change free of charge (**Read fare rules (fare notes) — from a fare display or a quote**).
- ***HTE**: the coupons being changed are **OPEN**.
- Revalidation is not enough (other class, or the airline refuses it) — see **Revalidation — same fare, new flight or date, same ticket**.

Steps

#	Entry	What it does	Why
1	—	Book the new flights and cancel the old ones.	See Cancel segments or change the date, class or flight .
2	FQ	Quotes the new itinerary and stores a filed fare.	Outbound changed: today's quote. Other cases: Exchange with additional collection — the new fare costs more .
3	*FB1	Opens filed fare 1 as a manual fare build.	The taxes must be adjusted by hand.
4	FBUTAX1/+TAX2/+TAX3/+TTL/	Removes the taxes the old ticket already paid and resets the total.	Paid taxes travel over from the old ticket; leaving them in would charge them twice.
5	*FB	Shows the updated fare build.	Compare with the old ticket before filing.
6	FBF (one passenger) · FBFALL (identical for all)	Files the updated fare.	The exchange reads this filed fare.
7	ER	Ends and retrieves the booking file.	The exchange starts from a saved file.

#	Entry	What it does	Why
8	TMU1FEX2201234500012	Adds the old ticket as payment to filed fare 1 and opens the exchange masks.	Step through the masks; press Enter after the last field of each.
9	ER , then TKP	Saves and issues the new ticket.	The response shows NOADC : nothing to collect.

Smartpoint: Smartpoint Assisted Ticketing → Voluntary Change (**#SATVOL**, first reissue only), and the fare build can be done in the Manual Fare Builder (**#MANMASK**).

Check it worked

- ***HTE**: the new ticket shows the new flights; the old one shows **EXCH**.
- ***EX1/1** reopens the exchange mask of filed fare 1, passenger 1, to check what was used.

Traps

- **Switch off Insert** before typing in the masks, or the fields shift.
- If the old ticket was paid with something other than cash or a card, answer **N** on the first mask and go through every mask, filling the original form of payment box when asked.
- **TMU1FEX...** works only with **one passenger** in the filed fare. With several, use **TKP1FEX2201234500012/P1** per passenger — it issues on its own at the end of the masks.
- Prefer the **TMU** form: it keeps the exchange in the filed fare, so a regenerated MIR (**TKPDAD**) still carries the payment details. The **TKP...FEX** form does not.
- More than eight taxes? ***FBTAX** shows the full tax screen.
- **TKPFEX** (empty mask, MCO in exchange) and the **/EP\$** penalty modifier are **ARC (US) only**.

Online: gateroam.com/galileo-guide/reissue-ticket

How do I reissue with a fare difference in Galileo?

Quote the new journey with FQ, remove already paid taxes in the fare build (***FB1**, **FBUTAX**, **FBF**), then **TMU1FEX2201234500012**, pay the difference in the masks, **ER** and **TKP**. The response shows **ADC**.

When

The client changes the trip and the new fare, the new taxes, or both cost more than the old ticket. The old ticket pays part, and the difference is collected on the reissue (an **ADC**, additional collection).

Check first

- The fare rules allow the change, and what penalty applies. Read the penalties closely — the airline's rules beat any standard pattern.
- ***HTE**: the coupons being changed are **OPEN**, and note the original issue date (**05OCT26** here).
- Which quote to use — it depends on what changed:

What changed	Quote
Before departure, the outbound	FQ (or FQT = as if booked today, only with the airline's permission)
Before departure, only the inbound, same routing	FQ.T05OCT26 — fare and taxes as on the original issue date
Before departure, only the inbound, new routing	FQ.H05OCT26 — fare as on that date, today's taxes
After departure, same routing	FQ.T05OCT26
After departure, new routing	FQ.H05OCT26

Steps

#	Entry	What it does	Why
1	—	Book the new flights.	See Cancel segments or change the date, class or flight .

#	Entry	What it does	Why
2	FQ or FQ.T05OCT26 / FQ.H05OCT26	Quotes the new journey (table above).	The right fare date is the core of a correct reissue.
3	*FB1	Opens filed fare 1 as a manual fare build.	Taxes need adjusting.
4	FBUTAX1/+TAX2/+TTL/	Removes the taxes already paid on the old ticket; keeps the new ones; resets the total.	Only the taxes not yet paid are collected.
5	*FB , then FBF	Checks and files the fare.	
6	ER	Ends and retrieves.	
7	TMU1FEX2201234500012	Opens the exchange masks for filed fare 1.	Galileo works out the difference between the old and the new fare.
8	—	In the masks, enter the form of payment for the difference and press Enter after it.	This pays the ADC.
9	ER , then TKP	Issues the new ticket.	The response shows ADC and the amount collected.

Check it worked

- ***HTE**: new ticket on the new flights; old ticket **EXCH**.
- ***MR1/1** reopens the additional payment mask (filed fare 1, passenger 1). It does not exist after an even exchange.

Traps

- **Taxes that no longer apply** (for example a departure tax of a city the client no longer leaves from) can be given back inside the exchange by adding them to the old ticket's value in the mask. Many agents skip this; if you skip it, leave those taxes in the paid-taxes area.
- **After departure** the rebooking modifiers **FQBB** and **FQBC** do not work with a historical quote. If no historical quote fits (a minimum stay is now broken, for example), find the right fare in a fare display and force it with **FQ@ + fare basis + .T05OCT26** — class and brand equal or higher.
- If the flown segment is still in the booking file, the quote includes it and cannot be used as it is; build a fare for the remaining segments by hand (**Build a fare by hand (FBC, FBU, FBF)**).
- A change fee can be charged on an EMD-S linked to the ticket (**Issue an EMD — EMD-A for a service, EMD-S for a fee**). The **/EP\$** penalty modifier is ARC (US) only.
- Several passengers: **TKP1FEX.../P1** per passenger (see **Even exchange (reissue a ticket) — new flights, same fare and taxes**).

Online: gateroam.com/galileo-guide/exchange-additional-collection

What if the new fare is lower in a Galileo exchange?

The exchange (TMU1FEX2201234500012, then ER and TKP) issues the new ticket plus an EMD for the refundable balance. Open that EMD with EMDL and EMDD1 and refund it from its details screen; HMPR then lists the refunded EMD.

When

After a change, the old ticket is worth **more** than what the new journey needs — a lower fare, or taxes that no longer apply. Galileo reissues the ticket and puts the difference on an EMD for the refundable balance; you then refund that EMD.

Check first

- **May the fare go down?** Some fares allow a change only to an equal or higher fare. Read the rules before telling the client money comes back.
- The coupons being changed are **OPEN**, and you know which taxes were paid on the old ticket.

Steps

#	Entry	What it does	Why
1	—	Book the new flights.	

#	Entry	What it does	Why
2	FQ (or a historical quote, see Exchange with additional collection — the new fare costs more)	Quotes the new journey.	
3	*FB1	Opens the fare build; *FBTAX shows all taxes.	Compare with the taxes on the old ticket.
4	FBUTAX1/+TAX2/+TTL/	Removes taxes already paid and resets the total.	Taxes that no longer apply are removed too, so they can come back to the client.
5	*FB, FBF, ER	Checks, files and saves.	
6	TMU1FEX2201234500012	Opens the exchange masks.	Add the no-longer-valid taxes to the old ticket's value if you are giving them back.
7	—	Work through the masks; press Enter right after the form of payment; at the next prompt type Y and Enter; add endorsements if the airline wants them.	The old value is higher than the new fare, which creates the balance.
8	ER, then TKP	Issues the new ticket.	Galileo also issues an EMD for the refundable balance (and an ADC if new taxes are due).
9	EMDL, then EMDD1	Lists the EMDs and opens the balance EMD.	The money is not returned until this EMD is refunded.
10	—	From the EMD details screen, issue the full refund.	There is no typed entry to refund an EMD (Refund an EMD — full refund from the EMD screen).

Check it worked

HMPR (today's sales report) shows, in order: the original ticket, the new ticket, the balance EMD (zero, as nothing was paid on it) and the refunded EMD.

Traps

- **Stopping after TKP leaves the balance on an EMD** — the client gets nothing until you refund it.
- An EMD can only be refunded in full, and only when the airline supports it.
- A small ADC can appear next to the balance: new taxes are collected while the fare difference goes to the EMD. Both are normal.
- **Switch off Insert** before typing in the masks.

Online: gateroam.com/galileo-guide/exchange-refundable-balance

How do I refund an unused ticket in Galileo?

For a first issue, enter TRNE2201234500012/D05OCT26/RF (add /X100.00 for a fee). For a reissue, open the mask with TRNE2201234500012/05OCT26. *HTE then shows RFND; TRNC22012345000124 (with check digit) cancels it the same day.

When

The client cancels a trip whose ticket was issued **before today** and nothing has been flown. The fare allows a refund (maybe minus a cancellation fee), and the money goes back through BSP.

Check first

- **Issued today?** Then void it instead (**Void (cancel) an e-ticket issued today**).
- ***HTE**: every coupon **OPEN**, the issue date, and whether this is a **first issue** or a reissue.
- The fare's refund rule and the cancellation fee.

- Automated refunds are not offered in every BSP market, nor by every airline, nor for every ticket type.

Steps

#	Entry	What it does	Why
1	*HTE	Shows the e-ticket.	Status, issue date, first issue or not.
2a	TRNE2201234500012/D05OCT26/RF	Full refund in one line; D + the original issue date.	Fastest way — first issues only .
2b	TRNE2201234500012/D05OCT26/RF/X100.00	Same, keeping a cancellation fee of 100.00.	When the rules charge a fee.
2c	TRNE2201234500012/05OCT26	Opens the refund fill-in mask (year optional).	Needed for reissued tickets and for anything the one-liner cannot say.
3	*TRN · *TRN1 · *TRN2	Reopens the current, first or second refund screen.	Check or correct amounts before finishing.
4	*HTE	Shows the ticket again.	Refunded coupons read RFND .
5	XI, R.P, ER	Cancels the flights if still booked, adds received, saves.	The refund does not cancel the booking.

Smartpoint: Smartpoint Assisted Ticketing → Ticket Refund, or type **#REFUND** (full, partial or cancel).

Check it worked

- *HTE shows **RFND** on the coupons.
- HMPR/REF/12OCT-12OCT lists refunds of that day; *DH shows the refund in the ticket's history.

Traps

- Cancel a refund the same calendar day only:** TRNC22012345000124 (participating airlines only). If the refund was made in another branch, add / + that PCC, e.g. /7XQ1.
- TRNC wants the ticket number plus its check digit** — 14 digits, airline code included. Some Travelport material shows it with 13 digits instead.
- Refund already processed through BSP directly?** TRNE2201234500012/D05OCT26/NO sets the e-ticket to **RFND** as a non-reportable transaction, so it is not reported a second time.
- With the one-line format only **one credit card** form of payment is accepted.
- The refund takes the ticket's data automatically (IT/BT, net remit and so on) for BSP and the back office — you do not retype it.
- Switch off Insert** before typing in the mask.
- Paid seats and bags are on EMDs and are refunded separately (**Refund an EMD — full refund from the EMD screen**).

Online: gateroam.com/galileo-guide/refund-ticket

How do I make a partial refund in Galileo?

Check flown and open coupons with *HTE, work out the unused value from the fare rules, then open the refund mask with TRNE2201234500012/05OCT26 and refund only the open coupons. *TRN1 and *TRN2 reopen the refund screens.

When

The client flew part of the journey (often the outbound) and will not use the rest. The unused coupons still have a value under the fare rules, and that part is refunded.

Check first

- *HTE: which coupons are flown (LFTD, FLWN/USED) and which are still **OPEN** (or **ARPT**). Only those two statuses allow a refund.
- What is the unused part worth?** The fare rules and the airline decide. Work the figures out before opening the mask — ask the airline or your help desk if the rules leave you unsure (**Read fare rules (fare notes) — from a fare display or a quote**).

- The airline and your BSP market accept automated refunds for this ticket.

Steps

#	Entry	What it does	Why
1	*HTE	Shows the ticket and coupon statuses.	Identify the coupons to refund.
2	TRNE2201234500012/05OCT26	Opens the refund fill-in mask for the ticket issued on 5 October 2026.	Partial refunds are done in the mask, not with the one-line /RF .
3	—	In the mask, fill in which coupons are refunded and the amounts you worked out.	The flown coupons stay out of the refund.
4	*TRN1 · *TRN2 · *TRN	Reopens the first, second or current refund screen.	Check or correct a field during the process.
5	*HTE	Shows the ticket again.	Refunded coupons RFND ; flown ones unchanged.

Smartpoint: Smartpoint Assisted Ticketing → Ticket Refund (**#REFUND**) guides full and partial refunds, and cancels them too.

Check it worked

- ***HTE**: the unused coupons show **RFND**.
- **HMPR/REF/12OCT-12OCT** lists the refund on the day it was made.

Traps

- **The one-line refund (/RF) is for full refunds of first issues.** A partial refund, or any refund of a reissued ticket, goes through the mask.
- **Wrong figures?** **TRNC22012345000124** (ticket number plus check digit) cancels the refund, but only on the same calendar day and only with airlines that support it.
- Switch off **Insert** before typing in the mask.
- A coupon in **CKIN**, **LFTD** or **SUSP** cannot be refunded. If the client did not really fly that leg, contact the airline.
- EMDs cannot be refunded partially (**Refund an EMD — full refund from the EMD screen**).

Online: gateroam.com/galileo-guide/partial-refund

How do I reissue after a schedule change in Galileo?

Force the old fare bases with FQS, make the fare build match the old ticket (FBUFARE, taxes removed, fare calculation, endorsement), file with FBF, ER, then TMU1FEX2201234500012, ER and TKP. Expect NOADC.

When

The airline changed or cancelled a flight, the client accepted the new flights, and the ticket must follow. Because the airline caused it, the ticket is reissued as an **even exchange**: no fare difference and no tax difference.

Check first

- The new flights are booked and confirmed (**Work schedule changes from the queues (TK, HX, UN segments)** shows how to accept them).
- ***HTE**: coupons **OPEN**, or **UNVL** — the airline has marked them unusable as ticketed, and an exchange is the only way left.
- The airline's own conditions for involuntary reissues (its website or its e-ticket page in MyTravelport). They differ by airline, especially the endorsement wording.
- If only the time or flight number changed and the class is the same, a revalidation may be enough (**Revalidation — same fare, new flight or date, same ticket**).

Steps

#	Entry	What it does	Why
1	*HTE	Shows the old ticket.	Note fare, taxes, fare calculation and issue date.
2	FQS1@LSAVEU.2-3@KSAVEU.T05OCT26	Forces fare basis LSAVEU on segment 1 and KSAVEU on segments 2-3, as of the original issue date.	The new journey keeps the old ticket's fare bases.
3	*FB1	Opens the quote as a manual fare build.	Make it match the old ticket.
4	FBUFARE/EUR180.00	Sets the fare to the old ticket's fare.	No fare difference.
5	FBUTAX1/+TAX2/+TTL/	Removes the taxes (all paid already) and resets the total.	No tax difference.
6	FBUFC/S- + the old fare calculation	Puts back the old fare calculation.	The S- in front marks the reissue as involuntary.
7	FBUEB/ + the airline's wording	Writes the endorsement the airline asks for.	Proves the change was the airline's.
8	*FB , then FBF	Checks and files the fare.	
9	ER	Ends and retrieves.	
10	TMU1FEX2201234500012	Opens the exchange masks with the old ticket as payment.	Step through every mask as for an even exchange.
11	ER , then TKP	Issues the new ticket.	Expect NOADC .

Smartpoint: Smartpoint Assisted Ticketing → Involuntary Change, or type **#SATINVOL** (also **#INVOL**).

Check it worked

***HTE**: the new ticket covers the new flights with the old fare; the old ticket reads **EXCH**; the response to **TKP** showed **NOADC**.

Traps

- **No fare or tax difference** — if the reissue asks for money, the fare build does not match the old ticket yet.
- The endorsement text depends on the carrier; use what the airline publishes.
- The fare bases and amounts above are sample data — take the real values from the old ticket.
- Several passengers: **TKP1FEX2201234500012/P1** per passenger.
- Switch off **Insert** before typing in the masks.

Online: gateroam.com/galileo-guide/involuntary-exchange

Ask your AI assistant instead

This document is GateRoam's Galileo guide. Inside GateRoam your AI assistant reads the whole guide and answers in your own words, step by step, in Claude or ChatGPT. Free during early access, no Travelport keys needed.

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