

Galileo Availability and selling: commands and how-to

Finding flights, timetables, connections and selling seats. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

46

entries

11

step-by-step answers



Updated October 2026 · free to download and print · gateroam.com/galileo-guide/downloads

GateRoam's own guide, written in our own words with the help of AI tools. It is not official Travelport documentation and has not been reviewed or approved by Travelport. It can contain mistakes: try every entry in a Travelport+ training PCC first, or check Travelport's own help, before you use it on a live booking. Some rules differ by market and by office.

GateRoam is independent and not affiliated with or endorsed by Travelport. Travelport, Travelport+ and Galileo are trademarks of Travelport.

Availability and selling

Finding flights, timetables, connections and selling seats.

Entries

@A Change the whole air itinerary, e.g. class or seat count.

BASIC

Step by step: [How do I cancel or change a flight segment in Galileo?](#) · [How do I sell seats from availability in Galileo?](#)

@MT Check minimum connecting times for the booked flights.

BASIC

Step by step: [How do I check the minimum connecting time in Galileo?](#) · [How do I handle a schedule change in Galileo?](#)

***SVC** Show in-flight services for booked segments (*SVC2 for one).

BASIC

*SVC	In-flight services for all booked segments
*SVC2	For segment 2

Step by step: [How do I see flight details and stops in Galileo?](#)

/ Place a new sell after a given segment, e.g. /2+N1Y3.

BASIC

Step by step: [How do I sell a flight without availability in Galileo?](#) · [How do I sell seats from availability in Galileo?](#)

0 Direct sell a flight segment (also passive, open or waitlist).

INTERMEDIATE

Step by step: [How do I sell a flight without availability in Galileo?](#) · [How do I waitlist a flight in Galileo?](#) · [How do I issue an open ticket in Galileo?](#)

0A Add an ARNK (arrival unknown) segment, same as Y.

BASIC

Step by step: [How do I sell seats from availability in Galileo?](#)

A Request flight availability for a date and city pair.

BASIC

A20NOVLJUFRA/LH	Only these airlines (up to 6)
A20NOVLJUFRA/LH#	That airline on every flight of the journey, connections included
A20NOVLJUFRA/JU-	Leaves an airline out (up to 6)
A20NOVLJUAMS//*S	Only SkyTeam
A20NOVLJUIST.VIE	Connections via VIE
A20NOVLJUIST.FRA-	Connections, but not via FRA
A20NOVLJUFRA.1400	Around 14:00 (starting up to 2 h earlier)
A20NOVLJUFRA	Availability Ljubljana → Frankfurt on 20 November
A.FRLJUAMS	Next Friday
A20NOVLJUFRA/LH+27NOV/LH	Outbound and return in one entry

Step by step: [How do I change an availability display in Galileo?](#) · [How do I filter availability by airline or stops in Galileo?](#) · [How do I check flight availability in Galileo?](#)

A-1 Availability one day earlier.

BASIC

A-1	One day earlier
------------	-----------------

Step by step: [How do I check flight availability in Galileo?](#)

A.D Show direct flights only (A.D0 nonstop, A.D2 up to 2 stops).

INTERMEDIATE

A.D	Direct only
A.D2	Direct with at most 2 stops

Step by step: [How do I filter availability by airline or stops in Galileo?](#)

A.D0 Show nonstop flights only.

INTERMEDIATE

A.D0	Nonstop only
------	--------------

Step by step: [How do I filter availability by airline or stops in Galileo?](#)

A@ Follow-up class or codeshare filter, e.g. A@-ALL.

INTERMEDIATE

Step by step: [How do I filter availability by airline or stops in Galileo?](#)

A@# Show more classes for one availability line, e.g. A@#3.

INTERMEDIATE

A@#3	More classes for line 3
------	-------------------------

Step by step: [How do I change an availability display in Galileo?](#)

A* More flights; A* + airline opens that airline's own display.

BASIC

A*	More flights
A*LH	The route on screen from LH's system

Step by step: [How do I change an availability display in Galileo?](#) · [How do I check flight availability in Galileo?](#)

A*GAL Return to the current Travelport+ availability display.

INTERMEDIATE

A*GAL	More from LH's system · back to the Travelport+ display
-------	---

Step by step: [How do I change an availability display in Galileo?](#)

A*O Return to the original availability display.

INTERMEDIATE

A*O	Back to the original display
-----	------------------------------

Step by step: [How do I change an availability display in Galileo?](#)

A*P Return to the previous display order.

INTERMEDIATE

A*P	To the previous order
-----	-----------------------

Step by step: [How do I change an availability display in Galileo?](#)

A/ Filter the current availability by airline, e.g. A/LH.

INTERMEDIATE

Step by step: [How do I filter availability by airline or stops in Galileo?](#)

A# Availability one day later (also A# + city pair = tomorrow).

BASIC

A#LJUIST	Tomorrow
A#	One day later

Step by step: [How do I check flight availability in Galileo?](#)

AA Order availability by arrival time (native displays only).

INTERMEDIATE

AA20NOVLJUFRA	Arrival
AA	Re-orders the display already on screen

Step by step: [Basic or Direct availability sort in Galileo: which one?](#)

AB Availability from a new board point.

INTERMEDIATE

ABZAG	New origin
ABZAGVIE	Both

Step by step: [How do I change an availability display in Galileo?](#)

AD Order availability by departure time.

INTERMEDIATE

AD20NOVLJUFRA	One display ordered by departure
AD	Re-orders the display already on screen

Step by step: [Basic or Direct availability sort in Galileo: which one?](#)

AE Show earlier flights after a time-band display.

INTERMEDIATE

AE	Earlier
----	---------

Step by step: [How do I change an availability display in Galileo?](#)

AF First available flight; with date and city pair, a seven-day search.

INTERMEDIATE

AF	First available flight
AF20NOVLJUAMS/KL.D@Q	First available direct KL flight from 20 Nov with Q seats

Step by step: [How do I change an availability display in Galileo?](#) · [How do I filter availability by airline or stops in Galileo?](#)

AG Return from an airline link to the Travelport+ display.

INTERMEDIATE

AG	More from LH's system · back to the Travelport+ display
----	---

Step by step: [How do I change an availability display in Galileo?](#)

AJ Order availability by journey time.

INTERMEDIATE

AJ20NOVLJUFRA	Journey time
AJ	Re-orders the display already on screen

Step by step: [Basic or Direct availability sort in Galileo: which one?](#)

AK Availability from a new city to the previous board point.

INTERMEDIATE

AKVIE	From VIE to the last origin
-------	-----------------------------

Step by step: [How do I change an availability display in Galileo?](#)

AL Later flights; AL + line number asks last seat availability.

INTERMEDIATE

AL	Later flights after a time-band display (.M, .N, .E)
AL3	Last seat availability for line 3 over the airline link
ALJUIST	Today

Step by step: [How do I change an availability display in Galileo?](#)

AM* More flights from an airline's own system, e.g. AM*LH.

INTERMEDIATE

AM*LH	More from LH's system · back to the Travelport+ display
-------	---

Step by step: [How do I change an availability display in Galileo?](#)

AN Availability onward from the previous off point.

INTERMEDIATE

ANIST	Onward from the last destination to IST
-------	---

Step by step: [How do I change an availability display in Galileo?](#)

AO Availability to a new off point.

INTERMEDIATE

AOVIE	New destination
-------	-----------------

Step by step: [How do I change an availability display in Galileo?](#)

AR Return availability, by date or a number of days later.

BASIC

AR27NOV	Return on 27 Nov
AR#5	Return 5 days later

Step by step: [How do I change an availability display in Galileo?](#) · [How do I check flight availability in Galileo?](#)

AX Cancel the availability display.

BASIC

AX	Cancels the display
----	---------------------

Step by step: [How do I change an availability display in Galileo?](#) · [How do I check flight availability in Galileo?](#)

DC* Show direct connections to and from a city.

BASIC

DC*SKP	Direct connections to and from SKP
DC*SKP/I	Into SKP
DC*SKP/O	Out of SKP

Step by step: [How do I see a flight timetable in Galileo?](#)

DCP Show connection points for a city pair.

BASIC

DCPLJUSKP	Connection points for LJU-SKP
-----------	-------------------------------

Step by step: [How do I see a flight timetable in Galileo?](#)

DCT Show an airport's minimum connecting times, with exceptions.

INTERMEDIATE

DCTVIE	MCT at Vienna, with its exceptions
DCTVIE-II	MCT at Vienna including the international-to-international exceptions
DCTFRA*LH	With LH's exceptions
DCTVIE*OSOS	With OS-to-OS exceptions
DCTFRA*LHOU-II	LH-to-OU international-to-international exceptions at FRA
DCT	Opens the MCT fill-in mask

Step by step: [How do I check the minimum connecting time in Galileo?](#)

FDA Turn the availability display into a fare display.

BASIC

FDA	Turns the availability display into a fare display
-----	--

Step by step: [How do I check flight availability in Galileo?](#) · [How do I display fares for a route in Galileo \(FD\)?](#)

N Sell seats from availability: seats, class, line (e.g. N2Y1).

BASIC

N2Y1	Sells 2 seats in class Y on line 1
N2K2K3	Sells 2 seats on a connection: class K on lines 2 and 3
N1M4*	Sells 1 seat in M on line 4 and in M on its connecting flights
N2Y4LL	Waitlists 2 seats in Y on line 4
N1Y1	Sells one seat in Y from line 1 (or click the class)

Step by step: [How do I sell seats from availability in Galileo?](#) · [How do I waitlist a flight in Galileo?](#) · [What do @ * + # and \)> mean in Galileo?](#)

SSA Set the availability sort for the whole PCC (second-level users).

INTERMEDIATE

SSA/DIRECT	Sets the sort for the whole PCC
SSA/BASIC	Sets the sort for the whole PCC

Step by step: [Basic or Direct availability sort in Galileo: which one?](#)

SSM Set your own availability sort, BASIC or DIRECT, for this session.

INTERMEDIATE

SSM/DIRECT	Switches the sort for your own session
SSM/BASIC	Switches the sort for your own session

Step by step: [Basic or Direct availability sort in Galileo: which one?](#)

SSO Allow or block agents changing their own sort (second-level).

INTERMEDIATE

SSO/N	Stops
SSO/Y	Allows agents changing their own sort with SSM/

Step by step: [Basic or Direct availability sort in Galileo: which one?](#)

TT Timetable for a route or details of one flight; alone converts availability.

BASIC

TT20NOVLJUIST	The same from 20 November
TT20NOVLJUIST*14	A 14-day range from 20 November
TT#10	10 days later
TT-2	2 days earlier
TT.WE	From the first Wednesday after
TT	Turns the availability on screen into a timetable

Step by step: [How do I see flight details and stops in Galileo?](#) · [How do I see a flight timetable in Galileo?](#)

TTB Flight details for a booked segment, e.g. TTB2.

BASIC

TTB2	Details of segment 2 of the booking file on screen
------	--

Step by step: [How do I see flight details and stops in Galileo?](#)

TTL Flight details for an availability line, e.g. TTL1.

BASIC

TTL1	Details of the flight on line 1 of the availability display
TTLH1456/20NOV	Details of a flight by number and date
TTLH1456/20NOVFRALJU	The same with board and off point
TTLJUIST	Direct flights LJU → IST from today, for 28 days
TTLJUIST/TK	One airline
TTLJUAMS.FRA	Also via FRA
TTLJUAMS.C	Direct flights plus possible connection points
TTLJUIST@24	Only the selected days of operation, here days 2 and 4

Step by step: [How do I see flight details and stops in Galileo?](#)

TTR Return timetable, optionally from a date.

BASIC

TTR	Return timetable
TTR27NOV	From 27 November

Step by step: [How do I see a flight timetable in Galileo?](#)

TTX Cancel all timetable displays.

BASIC

TTX	Cancels all timetable displays
-----	--------------------------------

Step by step: [How do I see a flight timetable in Galileo?](#)

Y Add an ARNK (arrival unknown) segment.

BASIC

Y	Adds an ARNK segment — a gap the client covers some other way
---	---

Step by step: [How do I sell seats from availability in Galileo?](#)

Step by step

How do I check flight availability in Galileo?

Type A + date + city pair, e.g. A20NOVLJUFRA. A* shows more flights, A# and A-1 move a day, AR27NOV gives the return. Each line starts with its number, used to sell; FDA turns the display into a fare display.

When

You need to see which flights operate on a date and which booking classes still have seats — the starting point for selling a flight.

Check first

- The city or airport codes ([Encode and decode cities, airlines, aircraft and countries](#)) and the date, written as day + month: **20NOV**.
- One way or return? Both directions can be asked for in one entry.

Steps

#	Entry	What it does	Why
1	A20NOVLJUFRA	Availability Ljubljana → Frankfurt on 20 November.	The basic entry: A + date + from + to.
2	ALJUIST · A#LJUIST · A.FRLJUAMS	Today · tomorrow · next Friday.	No date to work out.
3	A20NOVLJUFRA/LH+27NOV/LH	Outbound and return in one entry.	Both directions together.
4	A20NOVLJUFRA/LH+7/LH	The same, return 7 days later.	Count days instead of giving a date.
5	A*	More flights.	The first screen is not the whole day.
6	A# · A-1	One day later · one day earlier.	Flexible dates.
7	AR27NOV	Return availability after an outbound display.	The second leg.
8	FDA	Turns the availability display into a fare display.	Classes do not show prices.
9	AX	Cancels the availability display.	Clear the screen.

Reading a line: each flight starts with its line number — you sell and ask for details by that number. The line also shows the airports, departure and arrival times, the airline and flight number, and the booking classes, each with a seat count or status letter. **)>** at the end means more information follows. In Smartpoint every class is listed and a click on a class sells it.

Check it worked

You see flight lines for your date and city pair. With the standard (Basic) sort, nonstop flights come first by departure time, then direct flights, then connections by journey time.

Traps

- **City vs airport.** **A20NOVLJULHR** gives Heathrow only; **A20NOVLJULON** covers every London airport.
- **Seats are not prices.** An open class can still be an expensive fare — check the fares ([Fare display \(FD\) — which fares exist on a route](#)).
- Line numbers belong to the newest display: after **A#**, **AR** or a filter, sell from the new numbers.

Online: gateroam.com/galileo-guide/availability-display

How do I filter availability by airline or stops in Galileo?

Add options to **A20NOVLJUFRA**: **/LH** for one airline, **/JU-** to leave one out, **.D** direct or **.D0** nonstop, **.VIE** to connect in Vienna, **.1400#** from 14:00, **@V** for flights with V seats, **@-ALL** to hide codeshares. Most also work as follow-ups, e.g. **A.D**.

When

The plain display is too long or shows the wrong flights: you want one airline, only nonstops, a certain connection point, a time of day, or a class that still has seats.

Check first

- An option goes at the end of a basic entry (**A20NOVLJUFRA** + option) or, for most options, as a follow-up on the display already on screen (**A.D**, **A/LH**).

Steps

#	Entry	What it does	Why
1	A20NOVLJUFRA/LH · /LH/OS	Only these airlines (up to 6).	The client wants a carrier.
2	A20NOVLJUFRA/LH#	That airline on every flight of the journey, connections included.	No mixed-airline connections.
3	A20NOVLJUFRA/JU-	Leaves an airline out (up to 6).	The client refuses a carrier.
4	A20NOVLJUAMS//*S · // *S-	Only SkyTeam · no SkyTeam (*A Star Alliance, *O oneworld).	Alliance status or miles.
5	A.D · A.D0 · A.D2	Direct only · nonstop only · direct with at most 2 stops.	"Direct" may still land on the way; .D0 does not.
6	A20NOVLJUIST.VIE · .VIEFRA	Connections via VIE · via VIE or FRA (up to 3 points).	Steer the connection.
7	A20NOVLJUIST.FRA-	Connections, but not via FRA.	Avoid a hub.
8	.C1 · .CX	Exactly one connection point · no change of airport.	No airport transfers.
9	A20NOVLJUFRA.1400 · .1400#	Around 14:00 (starting up to 2 h earlier) · from 14:00 on.	Fit the client's day.
10	.M · .N · .E (add # for strict)	Morning to 10:00 · 10:01 to 16:00 · from 16:01.	A time band without an exact hour.
11	@V · @2Y · @Y#	Flights with seats in V · at least 2 seats in Y · all classes in the cabin of Y.	Only what you can sell.
12	@-ALL	Hides codeshare flights sold under another airline's number.	One line per real flight.
13	/T- · /G-	Hides trains · buses (on their own only).	Air only.
14	AF20NOVLJUAMS/KL.D@Q	First available direct KL flight from 20 Nov with Q seats.	Find when the class opens.

Check it worked

Every line on the new display matches the filter: airline, stops, time or class.

Traps

- **Airline-only displays can build connections with up to 23 h 59 min on the ground.** Check the connection time before you sell.
- Class filters such as @Q can include seats on request — check the status after selling.
- Not every option works over a link to an airline's own display (**Follow-up entries — more flights, other dates and cities, the airline's own display**).
- /T- and /G- cannot be combined with other options.

Online: gateroam.com/galileo-guide/availability-filters

Basic or Direct availability sort in Galileo: which one?

Basic, the standard, lists nonstops by departure time, then direct flights and connections by journey time; Direct ranks flights by closeness to your time. SSM/DIRECT or SSM/BASIC switches; AD, AJ and AA reorder one display.

When

The order of flights surprises you — a connection above a later nonstop — or you want one display ordered by departure, journey time or arrival.

How the two modes order flights

- **Basic** (the standard): nonstops by departure time, then direct flights by journey time, then connections by journey time.

- **Direct:** seven groups — nonstop, direct, online single connections, interline single connections, online double, interline double, triple. Nonstops are ranked by how close they leave to the time you asked for; the other groups by that gap **plus** the journey time, lowest first. Triple connections appear only when no single or double one exists.

Steps

#	Entry	What it does	Why
1	OP/W* (or HMCT)	Shows whether your work area uses BASIC or DIRECT.	Know the order before you judge the list.
2	SSM/DIRECT · SSM/BASIC	Switches the sort for your own session.	Try the other order.
3	AD20NOVLJUFRA · AJ20NOVLJUFRA · AA20NOVLJUFRA	One display ordered by departure · journey time · arrival.	Shortest trip or latest arrival at a glance.
4	AD · AJ · AA	Re - orders the display already on screen.	No need to type it again.
5	SSA/DIRECT · SSA/BASIC	Sets the sort for the whole PCC.	Second - level users only.
6	SSO/N · SSO/Y	Stops · allows agents changing their own sort with SSM/ .	Second - level authorizers only.

Check it worked

OP/W* shows the new mode, and the next availability display follows it.

Traps

- **SSM/ lasts for the active session only** — after the next sign-on you are back on the PCC setting.
- **SSM/** refused: your PCC has blocked it with **SSO/N**.
- Ordering by arrival (**AA**) works in native Travelport+ displays only.

Online: gateroam.com/galileo-guide/availability-sort

How do I change an availability display in Galileo?

Use follow-ups: A* more flights, A# or A24NOV another date, A.1700 another time, ABZAG a new origin, AOVIE a new destination, AR27NOV the return, A@#3 all classes of line 3, A*LH the airline's own display and A*O back to the original.

When

An availability display is on screen and you want to change one thing — the date, a city, the time, the return — without typing the whole entry again.

Steps

#	Entry	What it does	Why
1	A*	More flights.	The rest of the day.
2	A# · A-1 · A24NOV	One day later · one day earlier · another date.	Flexible dates.
3	A.1700	The same route around another time.	The client changed their mind.
4	AE · AL	Earlier · later flights after a time - band display (.M, .N, .E).	Step through the day.
5	AF	First available flight.	Full flight? Find the next seat.
6	ABZAG · AOVIE · ABZAGVIE	New origin · new destination · both.	Try another airport.
7	ANIST · AKVIE	Onward from the last destination to IST · from VIE to the last origin.	Build a multi-leg trip.
8	AR27NOV · AR#5	Return on 27 Nov · return 5 days later.	The second leg.
9	A@#3	More classes for line 3.	Every class of one flight.
10	A*O · A*P	Back to the original display · to the previous order.	Undo your changes.

#	Entry	What it does	Why
11	A20NOVLJUFRA*LH · A*LH	The airline's own display · the route on screen from LH's system.	Seats straight from the airline.
12	AM*LH · AG · A*GAL	More from LH's system · back to the Travelport+ display.	Return when done.
13	AL3	Last seat availability for line 3 over the airline link.	The airline's exact answer.
14	AX	Cancels the display.	Clear up.

Check it worked

The new display shows the date, cities or time you changed.

Traps

- **AL and AL3 are different:** **AL** shows later flights, **AL3** asks the airline for last seat availability on line 3.
- The filters from **Narrow availability by airline, stops, connection point, time or class** work as follow-ups too: **A.D, A/LH, A.VIE.**
- Line numbers change with every new display — sell from the one on screen.

Online: gateroam.com/galileo-guide/availability-follow-up

How do I see a flight timetable in Galileo?

TTLJUIST shows direct flights for 28 days from today, TT20NOVLJUIST from a date, TTLJUIST/TK one airline. TTR gives the way back, A turns the timetable into availability and DC*SKP lists a city's direct connections.

When

The client is flexible and asks which days a route flies, or you need the schedule over several weeks before you look for seats.

Steps

#	Entry	What it does	Why
1	TTLJUIST	Direct flights LJU → IST from today, for 28 days.	Overview of the route.
2	TT20NOVLJUIST	The same from 20 November.	Start at the travel date.
3	TTLJUIST/TK · TTLJUAMS.FRA · TTLJUAMS.C	One airline · also via FRA · direct flights plus possible connection points.	Narrow or widen the view.
4	TT20NOVLJUIST*14	A 14-day range from 20 November.	Range of your choice, up to 362 days ahead.
5	TTLJUIST@24	Only the selected days of operation, here days 2 and 4.	The client can travel only on certain days.
6	TT#10 · TT-2 · TT.WE	10 days later · 2 days earlier · from the first Wednesday after.	Move through the calendar.
7	TTR · TTR27NOV	Return timetable · from 27 November.	The way back.
8	A · A22NOV	Turns the timetable into availability · for 22 November.	A timetable shows no seats.
9	TT	Turns the availability on screen into a timetable.	The other direction.
10	DC*SKP · DC*SKP/I · DC*SKP/O	Direct connections to and from SKP · into SKP · out of SKP.	Which cities fly there at all.
11	DCPLJUSKP	Connection points for LJU-SKP.	Where to change planes.
12	TTX	Cancels all timetable displays.	Clear up.

Check it worked

The display lists flights with their days of operation for the range you asked for.

Traps

- **A timetable has no seats.** Turn it into availability (**A**) before you sell.
- A flight in the timetable may still not operate on the client's exact date — check availability for that day.
- Day numbers such as **@24**: check on the response which weekdays they stand for before you rely on them.
- **TT** alone has two uses: with availability on screen it converts it; otherwise it shows the last timetable again.

Online: gateroam.com/galileo-guide/timetable

How do I see flight details and stops in Galileo?

TTL1 shows the flight on availability line 1, TTB2 segment 2 of the booking file and TTLH1456/20NOV any flight by number and date, with its routing. *SVC lists on-board services. A direct flight can still stop.

When

The client asks where a flight stops, what aircraft it is or what is served on board — before or after you sell it.

Steps

#	Entry	What it does	Why
1	TTL1	Details of the flight on line 1 of the availability display.	Before selling.
2	TTB2	Details of segment 2 of the booking file on screen.	After selling.
3	TTLH1456/20NOV	Details of a flight by number and date.	No display or booking needed.
4	TTLH1456/20NOVFRALJU	The same with board and off point.	One leg of a flight with several stops.
5	*SVC · *SVC2	In-flight services for all booked segments · for segment 2.	Meals and similar services.
6	.ED 320	Decodes an aircraft code.	What the code on the display means.

Check it worked

The response shows the flight's routing — every point it calls at; *SVC lists the services per segment.

Traps

- **A direct flight can stop.** One flight number does not mean nonstop — check the routing before you tell the client "no stops".
- Codeshares: the display shows the selling airline's flight number; check which airline actually operates it.
- Aircraft and services can change; give them to the client as planned, not promised.

Online: gateroam.com/galileo-guide/flight-details

How do I sell seats from availability in Galileo?

Type N + seats + class + line: N2Y1 sells 2 seats in Y on line 1, N2K2K3 a connection on lines 2 and 3, N1M4* the same class on all connecting flights. Y adds an ARNK. Check with *IA; in Smartpoint a click on a class sells it.

When

An availability display is on screen and you want to book seats on one of its flights, or on a connection, for your passengers.

Check first

- **Seats = passengers who need a seat.** An infant on a lap does not count.
- The display on screen is the newest one — line numbers refer to it.

Steps

#	Entry	What it does	Why
1	N2Y1	Sells 2 seats in class Y on line 1.	N + seats + class + line.
2	N2K2K3	Sells 2 seats on a connection: class K on lines 2 and 3.	Every flight of the connection in one entry.
3	N1M4*	Sells 1 seat in M on line 4 and in M on its connecting flights.	Same class all the way.
4	Y (or 0A)	Adds an ARNK segment — a gap the client covers some other way.	Keeps the itinerary continuous.
5	/2+N1Y3	Sells line 3 and places it after segment 2.	When automatic ordering puts it in the wrong place.
6	*IA	Shows the air segments of the booking file.	Check flights, dates, classes and status.

In Smartpoint a click on a class sells it; a right-click on a class opens the passive-sell options.

Check it worked

***IA** lists the new segments with the class and seat count you asked for and a status code (**Segment status codes (HK, KK, HL, UC, TK, HX ...)** and **what to do**). **PN** means pending — the airline has not confirmed yet.

Traps

- **Sell a connection as a whole.** Complete travel options must be sold from a display that covers the full route you asked for, not leg by leg from separate displays.
- Lap infants are added in the name field, not in the seat count (**Names for adults, children and infants**).
- Wrong number of seats: change it before end transact with **@A/2** (**Cancel segments or change the date, class or flight**).

Online: gateroam.com/galileo-guide/sell-from-availability

How do I sell a flight without availability in Galileo?

Type 0 + airline + flight + class + date + city pair + NN + seats, e.g. 0LH1456Y20NOVFRALJUNN2. AK instead of NN adds a passive segment for a booking made elsewhere (RL.TK*R5T9WA adds its locator); 0YYOPENYLJUFRANO1 adds an open segment.

When

You know the exact flight, class and date and want to sell it straight away, or you must record a flight that was booked outside Travelport+ (a passive segment).

Check first

- Flight number, class, date and city pair are exact — there is no display to catch a typo.
- A passive segment only **records** a booking that exists elsewhere; it reserves nothing.

Steps

#	Entry	What it does	Why
1	0LH1456Y20NOVFRALJUNN2	Sells LH1456, class Y, 20 Nov, FRA-LJU, 2 seats (NN = need).	0 + airline + flight + class + date + city pair + action code + seats.
2	0TK1056YLJUISTNN1	The same for today — no date.	Same-day bookings.
3	/2+0LH1456Y20NOVFRALJUNN1	Sells and places the flight after segment 2.	Keep the trip in order.
4	0TK1056Y20NOVLJUISTAK1	Passive confirmed segment for a flight booked outside: no standard messages, though an airline may ask for a notice at the first end transact.	The whole trip in one booking file.
5	0TK1056Y20NOVLJUISTBK1	Passive confirmed, but messages can still pass to and from the airline.	When the airline wants to know.

#	Entry	What it does	Why
6	RL.TK*R5T9WA	Adds the airline's record locator to a passive booking.	Proof of the outside booking.
7	OYYOPENYLJUFRANO1	Open segment: no airline or date yet.	A part of the trip not fixed yet.

YK marks a true passive segment with no messaging at all; whether you may use it depends on your agency settings (AAT). In Smartpoint, the **Sell** menu holds a direct-sell script with the same fields.

Check it worked

The segment shows with its status: a sold flight carries the airline's answer, a passive one **AK**, **BK** or **YK** (**Segment status codes (HK, KK, HL, UC, TK, HX ...)** and **what to do**).

Traps

- **No display means no seat check before you sell.** Look at the status after end transact: **UC** or **UN** means not confirmed.
- Never use a passive segment to "hold" a seat; it holds nothing.
- Conditional segments (**IN**, **IX**, **NA**, **OX**) are refused by most airlines.
- Sell in the order of travel; most agencies have automatic segment placement switched on in the AAT.

Online: gateroam.com/galileo-guide/direct-sell

How do I waitlist a flight in Galileo?

Add **LL** to the sell (**N2Y4LL** from availability), then end transact. **KL** means confirmed from the waitlist and lands on queue 17 (**Q/17**); **@ALL** turns **KL** into **HK**. A waitlisted segment is not a seat: do not ticket it.

When

The class the client needs has no seats on the flight they want, and the airline accepts a waitlist for it.

Check first

- The airline and class accept a waitlist (the display or the airline's rules tell you).
- A plan B: the waitlist may never clear.

Steps

#	Entry	What it does	Why
1	N2Y4LL	Waitlists 2 seats in Y on line 4.	A sell entry with LL at the end.
2	OJU381Y22NOVBEGJULL2	Waitlists by direct sell.	When no display is on screen.
3	end transact	Saves the booking file with the waitlisted segment.	Unsaved, the request is lost when the work is ignored (End (E / ER) or ignore (I / IR) — save or discard your work).
4	*IA	Shows the segment status.	LL/HL waitlisted · KL confirmed from the waitlist · UC waitlist closed · US/UU not sold, flight waitlisted.
5	Q/17	Opens queue 17, where booking files with KL arrive (group bookings excepted).	Cleared waitlists land here; US/UU go to queue 20, UC/UN/NO to queue 21.
6	@ALL	Accepts the airline's answers: KK , KL and TK become HK , UU becomes HL , NO , UN , HX and UC are removed.	Clean statuses before pricing and ticketing.

Check it worked

After **@ALL** and end transact, ***IA** shows **HK** on the cleared flight.

Traps

- **A waitlisted segment is not a seat.** Do not promise the flight and do not ticket it.

- **@ALL** also removes refused and cancelled segments — read them first, so the client hears about it.
- Before you also hold a confirmed alternative next to a waitlist, check the airline's rules on duplicate bookings.

Online: gateroam.com/galileo-guide/waitlist

How do I cancel or change a flight segment in Galileo?

X2 cancels segment 2, XA all air, XI the whole itinerary. @2/24NOV moves segment 2 to a new date and @2/Q to class Q; X2+N1Y3 cancels and sells in one entry. Changed flights invalidate the filed fare.

When

The client changes the date, class or flight of a booked segment, or drops part of the trip.

Check first

- **Is the booking file ticketed?** Then the ticket must be revalidated or exchanged after the change (**Void, refund, revalidation or exchange — which one this case needs**).
- Display the itinerary (***IA**) and note the segment numbers.

Steps

#	Entry	What it does	Why
1	X2 · X2-4 · X2.5	Cancels segment 2 · 2 to 4 · 2 and 5.	Drop flights.
2	XA · XI	Cancels all air segments · the whole itinerary.	Client not travelling.
3	X2+N1Y3	Cancels segment 2 and sells class Y on line 3.	The sell is done first, then the cancel.
4	X1+0LH1456Y22NOVFRALJUNN1	Cancels segment 1 and direct-sells a new flight.	Replace a flight in one step.
5	@2/24NOV	Moves segment 2 to 24 November, same flight.	Date change.
6	@2/Q · @2/24NOV/Q	Moves segment 2 to class Q · to 24 Nov in Q.	Class change, with or without a new date.
7	@2/LH1458	Moves segment 2 to flight LH1458.	The new flight must fly the same city pair.
8	@A/Q	Moves the whole air itinerary to class Q.	One class throughout for the fare.
9	@A/2 · @2/3	Seat count 2 on all flights · 3 on segment 2.	Only before end transact , and not every airline supports it.
10	@3XK	Removes segment 3 without a message to the airline.	Mainly for passive segments, or to remove a segment the airline cancelled (HX).

Check it worked

***IA** shows the new date, class or flight, and the old segment is gone.

Traps

- **A filed fare turns invalid when flights change** — quote again before ticketing (**What a filed fare is and why TKP needs one**).
- **@3XK** on a live booked flight tells the airline nothing, so its booking stays. Removing an **HX** segment this way works for all airlines except EK.
- Cancelling a ticketed segment does not refund the ticket (**Void, refund, revalidation or exchange — which one this case needs**).

Online: gateroam.com/galileo-guide/cancel-rebook

How do I check the minimum connecting time in Galileo?

@MT checks the MCT for every connection in the booking file. DCTVIE shows the Vienna minimums with exceptions and DCTFRA*LH an airline's own. The MCT is the shortest connection allowed, not a comfortable one.

When

You build a connection by hand, the client asks whether a transfer is long enough, or you change one flight of a connection.

Steps

#	Entry	What it does	Why
1	@MT	Checks the MCT for the flights in the booking file.	Every connection at once.
2	@MT1*3	Checks confirmed segments 1 and 3.	One connection only.
3	DCTVIE	MCT at Vienna, with its exceptions.	Before you sell.
4	DCTVIE-II	MCT at Vienna including the international-to-international exceptions.	The type of connection changes the minimum.
5	DCTFRA*LH · DCTVIE*OSOS	With LH's exceptions · with OS-to-OS exceptions.	Airlines publish their own minimums.
6	DCTFRA*LHOU-II	LH-to-OU international-to-international exceptions at FRA.	Connections between two airlines.
7	DCT	Opens the MCT fill-in mask.	When you are unsure of the format.

Check it worked

The response gives the minimum per type of connection, and your connection is at least that long.

Traps

- **An MCT is a minimum, not a comfortable connection time.** Allow for a late arrival, a terminal change or passport control.
- A change of airport in the same city needs far more time — **.CX** in availability keeps you at one airport (**Narrow availability by airline, stops, connection point, time or class**).
- Airline-only availability can offer connections of up to 23 h 59 min.
- **DCT*OU · DCT*LHOU** list the airline partnerships used to build connections — background, rarely needed.

Online: gateroam.com/galileo-guide/minimum-connecting-time

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.

gateroam.com/connect-ai · more free PDFs: gateroam.com/galileo-guide/downloads

GateRoam's own guide, written in our own words with the help of AI tools. It is not official Travelport documentation and has not been reviewed or approved by Travelport. It can contain mistakes: try every entry in a Travelport+ training PCC first, or check Travelport's own help, before you use it on a live booking. Some rules differ by market and by office, and not every entry is open in every office.

GateRoam is independent and not affiliated with or endorsed by Travelport. Travelport, Travelport+ and Galileo are trademarks of Travelport.