

Galileo Basics: commands and how-to

Signing on, work areas, help pages, symbols, encoding and decoding, local time and printing. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

47

entries

12

step-by-step answers



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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.

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Basics

Signing on, work areas, help pages, symbols, encoding and decoding, local time and printing.

Entries

.AD Decode an airline code; **.AD*** numeric ticket prefix, **.AD 1G** systems.

BASIC

.AD OU	Airline name to code · codes to names
.AD JU/OU/LX	Airline name to code · codes to names
.AD*220	Decodes the 3-digit airline number at the start of a ticket number
.AD 1G	Decodes a reservation-system code

Step by step: [How do I encode and decode codes in Galileo?](#)

.AE Encode an airline name to its code.

BASIC

.AE AIR SERBIA	Airline name to code · codes to names
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Step by step: [How do I encode and decode codes in Galileo?](#)

.CD Decode a city or airport code.

BASIC

.CD TGD	Turns city or airport codes into names
.CD LJU/ZAG/BEG	Turns city or airport codes into names

Step by step: [How do I encode and decode codes in Galileo?](#)

.CE Encode a city name to its code.

BASIC

.CE LJUBLJANA	Finds the code of a city; several at once with /
.CE SARAJEVO/SKOPJE	Finds the code of a city; several at once with /
.CE BEL	Lists cities whose names start with BEL

Step by step: [How do I encode and decode codes in Galileo?](#)

.CR Show a city's detail record (not kept up to date).

BASIC

.CR VIE	City record: transport, check-in and similar details
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Step by step: [How do I encode and decode codes in Galileo?](#)

.ED Decode an aircraft (equipment) code.

BASIC

.ED 320	Decodes an aircraft code
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Step by step: [How do I encode and decode codes in Galileo?](#) · [How do I see flight details and stops in Galileo?](#)

.EE Encode an aircraft name to its codes.

BASIC

.EE AIRBUS	Name to codes
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Step by step: [How do I encode and decode codes in Galileo?](#)

.ER Show the detail record of an aircraft type.

BASIC

.ER 320 Detail record

Step by step: [How do I encode and decode codes in Galileo?](#)

.LD Decode a country code.

BASIC

.LD SI Code to name

Step by step: [How do I encode and decode codes in Galileo?](#)

.LE Encode a country name to its code.

BASIC

.LE SLOVENIA Country name to code

Step by step: [How do I encode and decode codes in Galileo?](#)

.RD Show the region (state) codes of a country.

BASIC

.RD Countries divided into regions
.RD US The regions (states) of one country

Step by step: [How do I encode and decode codes in Galileo?](#)

@GMT Show the time in GMT.

BASIC

Step by step: [How do I check local time and count dates in Galileo?](#)

@LT Show local time in a city, optionally on a date.

BASIC

Step by step: [How do I check local time and count dates in Galileo?](#)

@UTC Show the time in UTC.

BASIC

Step by step: [How do I check local time and count dates in Galileo?](#)

#CTQ Open Trip Quote to build and send a client offer.

BASIC

Step by step: [What do the Smartpoint menus do in Galileo?](#)

#DELETEPLUGIN **#DELETEPLUGIN CACHE** clears the Smartpoint plugin cache.

BASIC

Step by step: [What do the Smartpoint menus do in Galileo?](#) · [How do I report a Galileo problem to the help desk?](#)

#RESTART Restart Smartpoint without signing off.

BASIC

Step by step: [What do the Smartpoint menus do in Galileo?](#) · [What do @ * + # and \)> mean in Galileo?](#) · [How do I report a Galileo problem to the help desk?](#)

+J Show the terminal ID (GTID); not in Smartpoint Cloud.

BASIC

+J Shows the GTID only

Step by step: [How do work areas A to E work in Galileo?](#) · [How do I report a Galileo problem to the help desk?](#)

6D Show the terminal ID (GTID).

BASIC

Step by step: [How do work areas A to E work in Galileo?](#)

C*MAP Map data: towns and nearest airports in a country.

BASIC

C*MAP/SLOVENIA-BBBB	Main towns starting with B and their distance to the main airports
C*MAP/SLOVENIA-BBBB.NL	Nearest airport for a town starting with B whose next letter is L

Step by step: How do I encode and decode codes in Galileo?

GG* Show the GIS chapter index (GG*/ALPHA alphabetical).

BASIC

GG*	Chapter index of the information system (GIS)
GG*/ALPHA	In alphabetical order

Step by step: How do I find help for an entry in Galileo?

GP* Show a page or paragraph headings in the current GIS chapter.

BASIC

GP*20	Page 20 of this chapter
GP*2/	Paragraph headings of page 2
GP*	Page again
GP*3	Page 3

Step by step: How do I find help for an entry in Galileo? · Where do I find airline information in Galileo?

H* Show your last input again.

BASIC

H*	Shows your last input again
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Step by step: How do I find help for an entry in Galileo?

H/T. Help on a booking file field by its identifier.

BASIC

H/T.	Help on a booking file field by its identifier (here the ticketing field)
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Step by step: How do I find help for an entry in Galileo?

HELP Help index by first letter, e.g. HELP A.

BASIC

HELP A	Index of help subjects starting with A
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Step by step: How do I find help for an entry in Galileo?

HMCT Assumed city table: host locations, time display or standing account codes.

BASIC

HMCT	Shows the assumed cities and carrier set for this screen
HMCT-LJU/A	Makes LJU the assumed origin city for availability
HMCT@24/LT	Shows flight times on the 24-hour
HMCT@12/LT	12-hour clock
HMCTX	Cancels all assumed-city settings

Step by step: How do work areas A to E work in Galileo? · Basic or Direct availability sort in Galileo: which one? · How do I quote private or net fares in Galileo?

KGB Show current work area, sign-on and terminal ID.

BASIC

KGB	Shows the current work area, your sign-on and the terminal ID (GTID)
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Step by step: How do I sign in and out of Galileo (SON, SOF)? · How do work areas A to E work in Galileo? · How do I report a Galileo problem to the help desk?

MB Move to the bottom of a display.

BASIC

MB	To the bottom
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Step by step: [How do I scroll and use shortcuts in Galileo?](#)

MD Move down; MD + number moves that many lines.

BASIC

MD	Moves down
MD12	Moves down 12 lines (up to 99)
MD0	Shows the current screen again

Step by step: [How do I scroll and use shortcuts in Galileo?](#) · [What do @ * + # and \)> mean in Galileo?](#)

MR Move down, showing only the remaining lines.

BASIC

MR	Moves down and shows only the lines that are left
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Step by step: [How do I scroll and use shortcuts in Galileo?](#)

MT Move to the top of a display.

BASIC

MT	Jumps to the top
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Step by step: [How do I scroll and use shortcuts in Galileo?](#)

MU Move up.

BASIC

MU	Up
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Step by step: [How do I scroll and use shortcuts in Galileo?](#)

OP/W* Show work areas, sign-ons and the availability sort setting.

BASIC

OP/W*	Shows whether your work area uses BASIC or DIRECT
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Step by step: [What is a PCC and how do I emulate one in Galileo?](#) · [How do I sign in and out of Galileo \(SON, SOF\)?](#) · [How do I practise safely in Galileo?](#)

OP/WL Show the terminal ID (GTID).

BASIC

OP/WL	Shows the GTID only
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Step by step: [How do work areas A to E work in Galileo?](#) · [How do I report a Galileo problem to the help desk?](#)

P- Send a response to the printer, e.g. P-*R.

BASIC

P-*R	Prints the retrieved booking file
P-*ALL	Prints it with the details of hidden fields
P-*H	Prints the booking file history
P-*I	Prints only the itinerary segments
P-*K7P2QX	Prints a booking file by record locator without retrieving it
P-	Sends that response to the printer instead of the screen
P-QCA	Sends the queue count to the printer instead of the screen
P-GC*	Prints that page

Step by step: [How do I print a PNR in Galileo?](#) · [How do I display part of a PNR in Galileo?](#) · [How do I read PNR history in Galileo?](#)

SA/TA Move to work area A with the training duty code TA.

BASIC

SA/TA Moves to work area A with duty code TA (training)

Step by step: [How do I practise safely in Galileo?](#)

SAI Sign back in to all work areas.

BASIC

SAI/ZAN Signs you back in to all work areas at your own office

Step by step: [How do I sign in and out of Galileo \(SON, SOF\)?](#)

SAO Temporary sign-out.

BASIC

SAO Temporary sign-out

Step by step: [How do I sign in and out of Galileo \(SON, SOF\)?](#)

SB Move to work area B (SA back to A).

BASIC

SB Moves to work area B (**SA** back to A)

Step by step: [How do work areas A to E work in Galileo?](#)

SEM Emulate another PCC (service bureau sign-ons only).

INTERMEDIATE

SEM/K2T/AG Emulates PCC K2T after you have signed on

Step by step: [What is a PCC and how do I emulate one in Galileo?](#)

SOF Sign off; SOF/Z + ID is an override sign-off.

BASIC

SOF Signs off

SOF/ZAN Override sign-off

Step by step: [How do I sign in and out of Galileo \(SON, SOF\)?](#)

SON Sign on with your ID at your own office or a branch PCC.

BASIC

SON/Z7XQ1/AN Signs on at a branch with a four-character PCC: PCC, slash, your ID

SON/ZAN Signs on at your own office. After **SON/Z** comes your ID: 1 to 3 letters, digits or both

Step by step: [What is a PCC and how do I emulate one in Galileo?](#) · [How do I sign in and out of Galileo \(SON, SOF\)?](#)

STD Display a security profile; the password can be changed there.

BASIC

STD/Z7XQ1/AN Shows the security profile of a sign in a four-character PCC

STD/ZAN Shows your security profile; from that display the password can be changed

Step by step: [What is a PCC and how do I emulate one in Galileo?](#) · [How do I sign in and out of Galileo \(SON, SOF\)?](#)

STE Display, add, confirm or change your sign-on business email.

BASIC

STE/DISPLAY	Shows the business email registered on your sign-on
STE/ADD/	Adds, confirms or changes that email
STE/CONFIRM/	Adds, confirms or changes that email
STE/CHANGE/	Adds, confirms or changes that email

Step by step: [How do I sign in and out of Galileo \(SON, SOF\)?](#)

TKPDID Print the itinerary for all passengers and segments.

BASIC

TKPDID	Prints the itinerary of the retrieved booking file for all passengers and segments
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Step by step: [How do I print a PNR in Galileo?](#)

X Cancel segments, e.g. X2 or X2-4; with + cancel and rebook.

BASIC

X2	Cancels segment 2
X2-4	2 to 4
X2.5	2 and 5
X2+N1Y3	Cancels segment 2 and sells class Y on line 3
X1+0LH1456Y22NOVFRALJUNN1	Cancels segment 1 and direct-sells a new flight

Step by step: [What do @ * + # and \)> mean in Galileo?](#) · [How do I void a ticket in Galileo?](#) · [How do I cancel or change a flight segment in Galileo?](#)

XX Terminal calculator: sums, times and ticket check digits.

BASIC

XX450+38	Adds, subtracts, multiplies, divides
XX450-38	Adds, subtracts, multiplies, divides
XX450*3	Adds, subtracts, multiplies, divides
XX450/3	Adds, subtracts, multiplies, divides
XX11:45+4:45	Adds 4 h 45 min to 11:45
XX1234500012/7	Divides a ticket number without its airline code by 7; the remainder is the check digit

Step by step: [How do I check local time and count dates in Galileo?](#)

Step by step

How do I practise safely in Galileo?

Ask your administrator how you may practise; SA/TA moves to work area A with the training duty code TA. Check OP/W* before you act, use made-up passengers (NOVAK/ANA MRS) and ignore (I) what you built.

When

Use this before you run an entry for the first time — ending a booking file, quoting a fare, issuing or voiding a ticket — so that a slip costs nothing.

Check first

- **Ask your agency's Travelport+ administrator or the help desk how you may practise:** whether your sign may use the training duty code, or whether a separate training sign-on exists for you.
- Know which sign-on is your normal working one before you start.

Steps

#	Entry	What it does	Why
1	OP/W*	Lists your work areas, the one in use and the sign-on in each.	Shows where you are before you build anything.
2	SA/TA	Moves to work area A with duty code TA (training).	Use it only once your administrator has told you what TA gives your sign.
3	practise	Build and quote with made-up passengers (NOVAK/ANA MRS, KOVAC/MARKO MR).	Never try something out on a real client's booking file.
4	I	Ignores the booking file you built instead of saving it.	Nothing you built is saved.

Check it worked

OP/W* shows the work area you are typing in and its sign-on — the one you were told to practise with.

Traps

- **Until your administrator has confirmed what the training duty code does, treat every end transact and ticket entry as real.** If you are not sure, ignore (I) and ask.
- Prices or seats seen while practising are not a quote for a client: check them again in your normal work.
- Changing a real client's booking file "just to see" is a real change once you end it.

Online: gateroam.com/galileo-guide/training-practice

How do I sign in and out of Galileo (SON, SOF)?

Type SON/Z plus your 1-3 character ID (SON/ZAN), or SON/Z7XQ1/AN at a four-character branch PCC. SOF signs off once every booking file is ended or ignored; SAO signs out for a break. STD/ZAN shows your profile to change the password.

When

You start or end your day in Travelport+, step away for a while, need a new password, or Smartpoint asks for a business email and a one-time password when you sign on.

Check first

- Smartpoint normally opens a sign-on pop-up for your ID and password; the entries below do the same thing typed.
- Before signing off, the booking file in every work area must be ended or ignored (**End (E / ER) or ignore (I / IR) — save or discard your work**).

Steps

#	Entry	What it does	Why
1	SON/ZAN	Signs on at your own office. After SON/Z comes your ID: 1 to 3 letters, digits or both.	Your sign identifies your work.
2	SON/Z7XQ1/AN	Signs on at a branch with a four-character PCC: PCC, slash, ID.	With a three-character PCC the ID follows the PCC without a slash.
3	SAO	Temporary sign-out.	A break without a full sign-off. Open booking files must be ended or ignored first.
4	SAI/ZAN	Signs you back in to all work areas at your own office.	One entry instead of one per work area.
5	SOF	Signs off.	End of the day. Refused while a booking file is still open.
6	SOF/ZAN	Override sign-off.	Unfinished work is not protected — use it only when you know what is open and that it may go.

#	Entry	What it does	Why
7	STD/ZAN	Shows your security profile; from that display the password can be changed.	Password change in the terminal.
8	STE/DISPLAY	Shows the business email registered on your sign-on.	Two-factor sign-on depends on it.
9	STE/ADD/ · STE/CONFIRM/ · STE/CHANGE/ + your email	Adds, confirms or changes that email.	Without a confirmed address you cannot sign on with a one-time password.

Password rules: 10 characters, letters and digits; not your name or your sign; never the same character three times in a row; none of your last five passwords; at least three characters different from the old one.

Check it worked

OP/W* lists your sign-on in the work areas; **KGB** shows the current work area, your sign-on and the terminal ID (GTID).

Traps

- **Your sign is your signature.** Booking file lists and queue sorts can be run by sign — never work under a colleague's sign.
- From Travelport+ V12 every agent should have their **own** business email, the same one as their MyTravelport account — two-factor sign-on relies on it.
- Forgotten password: it can be reset on my.travelport.com.
- Each work area can be set up differently (assumed city, 12/24-hour clock). Check it at the start of the day — see **Work areas A to E and your terminal settings**.

Online: gateroam.com/galileo-guide/sign-in

What do the Smartpoint menus do in Galileo?

Smartpoint, the Travelport+ desktop, runs in Flex windows or Classic view with five work areas, scripts for search and sell, Trip Quote (#CTQ) and Assisted Ticketing. If plugins fail to load, #RESTART restarts it without signing you off.

When

You open Smartpoint, the desktop for Travelport+, and want to know what its menus are for — or it starts misbehaving (plugins missing, slow responses).

Check first

- Smartpoint has two layouts, **Flex windows** and **Classic view**. Some buttons and shortcuts exist in only one of them.
- Smartpoint Cloud uses a few different shortcuts — see **Scrolling a long display** and **Smartpoint keyboard shortcuts**.

What the menus do

Part	Use it for
Work areas	Five, one booking file open in each; several PCCs if your setup allows it.
Interactivity	Clickable responses: click a class to sell, a link to open more.
Search	Fill-in screens (scripts) for air availability and fare shopping.
Sell	A direct-sell script for a flight without an availability display, and passive segments.
Tools	Plugins: calendar, calculator, replay entries and more.
Trip Quote	Builds an offer and sends it to the client.
Quick commands	Finds ready-made and your own links and scripts.
Replay entries	Your earlier entries, up to 999.
Help	User guide and MyTravelport.
Settings	Number of windows and results, auto-receive and similar.

Part	Use it for
Assisted Ticketing (SAT)	Screens to issue, void, refund, exchange and revalidate; also manual fares and involuntary changes (Smartpoint Assisted Ticketing (SAT) — ticketing with screens).
PNR script	Adds everything except flights and fares: names, special services, remarks.
History tab	Booking file history and your recently opened booking files.
Queue bar	Queue counts, refresh, and the queues you pin to the bottom line.

Steps

#	Entry	What it does	Why
1	#CTQ	Opens Trip Quote.	Send the client a clean offer instead of a screen copy.
2	#RESTART	Restarts Smartpoint; you stay signed on.	First fix when not all plugins loaded.
3	#DELETEPLUGIN CACHE	Clears the plugin cache.	Can make a slow Smartpoint faster.

An entry that starts with # is a Smartpoint shortcut (quick command), not a host entry.

Check it worked

After **#RESTART** the toolbar and plugins are back and your work areas are still signed on.

Traps

- **Interactivity off** stops clicking and links. Switch it off only for a drop-through group booking file, then back on.
- Read the response to a script as carefully as one to an entry you typed yourself.
- Shortcuts differ between Flex windows, Classic view and Smartpoint Cloud.

Online: gateroam.com/galileo-guide/smartpoint-menus

How do work areas A to E work in Galileo?

Each of the five work areas holds its own booking file. SB moves to work area B (SA back to A), OP/W* lists them with your sign-on and sort mode, KGB shows the terminal ID, and HMCT shows the assumed city and clock set for the screen.

When

You need a second booking file open while the first stays as it is — to compare two bookings or check something for a colleague — or you want to know which work area and terminal you are on.

Check first

- There are five work areas, A to E. Each holds **its own** open booking file.
- Each work area can carry its own settings (assumed city, clock), so look at them at the start of the day.

Steps

#	Entry	What it does	Why
1	OP/W*	Lists the work areas, the one in use, the sign-on in each and the availability sort (BASIC or DIRECT).	Know where you are before you act.
2	SB	Moves to work area B (SA back to A).	Work on a second booking file without closing the first.
3	KGB	Shows the current work area, your sign-on and the terminal ID (GTID).	Quick check — and handy when you call the help desk.
4	+J · OP/WL · 6D	Shows the GTID only.	+J does not work in Smartpoint Cloud.
5	HMCT	Shows the assumed cities and carrier set for this screen.	Explains defaults you did not type.
6	HMCT-LJU/A	Makes LJU the assumed origin city for availability.	Set once for the screen you work in.

#	Entry	What it does	Why
7	HMCT@24/LT · HMCT@12/LT	Shows flight times on the 24-hour · 12-hour clock.	No AM/PM mix-ups.
8	HMCTX	Cancels all assumed-city settings.	Back to a clean screen.

Check it worked

OP/W* marks the work area you are in; **HMCT** shows the values you set.

Traps

- **A booking file left open in another work area is easy to forget.** End or ignore it before you sign off (**End (E / ER)** or **ignore (I / IR)** — **save or discard your work**).
- Before ending or ticketing, check which work area you are in — the booking file on screen may not be the one you think.
- Assumed-city settings belong to one screen and work area: a colleague's terminal may behave differently from yours.

Online: gateroam.com/galileo-guide/work-areas

How do I find help for an entry in Galileo?

Type **H/** right after a refused entry for its help page, **H/** plus a keyword (**H/AVAIL**, **H/TT**) for a function, or **HELP A** for an index. The information system opens with **GG***; **GC*CURRENCY** or **GC*550** opens a chapter and **GP*20** a page.

When

You do not remember an entry's format, an entry was refused and you want to know why, or you need a Travelport+ information page (currencies, an airline's chapter).

Steps

#	Entry	What it does	Why
1	H/	Right after a refused entry: opens the help page that fits it.	The quickest way to understand an error.
2	H/AVAIL (H/ + keyword)	The help page of one function, e.g. H/TT , H/DCT , H/TIMATIC .	Straight to one function's formats.
3	HELP A · H/A	Index of help subjects starting with A.	When you do not know the keyword.
4	H/T.	Help on a booking file field by its identifier (here the ticketing field).	Field formats without searching.
5	H*	Shows your last input again.	Compare what you typed with the help page.
6	GG* · GG*/ALPHA	Chapter index of the information system (GIS) · in alphabetical order.	Browse when you do not know where to look.
7	GC*CURRENCY · GC*550	Opens a chapter by name · by number.	Straight to a topic.
8	GP*20 · GC*12/20	Page 20 of this chapter · of chapter 12.	Jump inside long chapters.
9	GP*2/	Paragraph headings of page 2.	See what a page holds before reading it.
10	GC* · GP*	The current chapter · page again.	Back after another entry.

Outside the terminal: **my.travelport.com** (information, incidents, password reset) and the Travelport Marketplace, an app store with free and paid Smartpoint plugins. The Help button in Smartpoint opens the user guide and MyTravelport.

Check it worked

The help page or GIS chapter you asked for opens; **)>** at the end means more follows.

Traps

- GIS airline chapters are **not kept up to date by the airlines** — check the airline's own website ([Airline information — GIS chapters and MyTravelport keywords](#)).
- Help pages also list entries meant for other markets (US/ARC, Canada). Make sure an entry applies to a BSP market before you rely on it.

Online: gateroam.com/galileo-guide/help-pages

What do @ * + # and)> mean in Galileo?

@ changes or deletes (@2/Q), * displays (*R) and in a response means accepted, + joins two entries (X2+N1Y3), # starts a Smartpoint shortcut (#RESTART) or marks a time or airport, and)> means more follows.

When

An entry or a response contains a sign you do not recognise, or you want to know how one character changes what an entry does.

What they mean

Symbol	Meaning	Example
>	Start of message (SOM): your entry goes after it.	—
@	Change or delete — mostly booking file fields and segments.	@2/Q moves segment 2 to class Q
*	At the start of an entry: display (part of) the booking file. Later in an entry: free text often follows. In a response: usually "accepted".	*R shows the whole booking file
+	Joins two entries into one.	X2+N1Y3 cancels segment 2 and sells class Y on line 3
;	Joins several search requests in one entry; each answer opens in its own window.	—
#	At the start: a Smartpoint shortcut. Inside an entry: often marks an airport or a time.	#RESTART · A20NOVLJUFRA.1400# (flights from 14:00 on)
)>	There is more below.	MD scrolls; Alt+C opens everything

Check it worked

A lone * after your entry usually means it was taken; an error text means it was not ([Common Galileo responses and what they mean](#)).

Traps

- **@ changes or deletes.** One wrong segment or line number and you change the wrong thing — display first, then change.
- **#** means one thing at the start of an entry and another inside it.
- **)>** is easy to miss; the line that matters can be on the next page.

Online: gateroam.com/galileo-guide/entry-symbols

How do I scroll and use shortcuts in Galileo?

MD and MU move down and up, MT and MB jump to top and bottom, MR shows only the remaining lines. In Smartpoint Ctrl+Up recalls your last entry and Alt+C shows and copies the whole response. Availability and TIMATIC scroll with A* and TIPN.

When

A response is longer than the window (a booking file, a help page, a history), or you want to repeat or fix your last entry without typing it again.

Steps

#	Entry	What it does	Why
1	MD · MU	Moves down · up.	Read the rest of a long display.
2	MT · MB	Jumps to the top · to the bottom.	Start or end of a long booking file or history.
3	MD12	Moves down 12 lines (up to 99).	Skip a block you already know.
4	MR	Moves down and shows only the lines that are left.	No repeated lines on the last page.
5	MDO	Shows the current screen again.	Refresh after scrolling around.

Shortcuts worth knowing

Keys	What they do
Ctrl+↑	Brings back your last entry to edit and send again.
Alt+↑	Brings back an earlier response (the last 5).
Alt+C	Shows the whole response and copies it as text.
Ctrl+S · Ctrl+W	Clears the screen · the active window (Smartpoint Cloud: Alt+S · Alt+W).
Alt+Q	Replay entries.
Ctrl+K · Ctrl+M	Calculator · calendar.
Ctrl+B · Ctrl+P	Prints the active window · the active booking file.
Alt+T · Alt+K · Alt+G	Smartpanel · EMD Manager · programmable keys.
Alt+P	Swaps the booking file viewer and the terminal (Classic view).
Alt+S · Alt+X	Saves · restores window positions (Classic view, desktop).

Check it worked

The display moves, or the old entry is back on the command line, ready to edit.

Traps

- **Availability, TIMATIC, hotels and cars have their own scrolling:** for more flights use **A*** (Follow-up entries — more flights, other dates and cities, the airline's own display), in TIMATIC **TIPN** (Visa, passport and health rules (TIMATIC)).
- **Alt+S** saves window positions in desktop Classic view but clears the screen in Smartpoint Cloud.
- **)>** at the end of a response means more lines follow.

Online: gateroam.com/galileo-guide/scrolling-shortcuts

How do I encode and decode codes in Galileo?

.CE LJUBLJANA finds a city code and .CD TGD names one; .AE and .AD do the same for airlines (.AD*220 decodes a ticket prefix), .ED and .EE for aircraft, .LE and .LD for countries. C*MAP/SLOVENIA-BBBB lists towns with their nearest airports.

When

A client names a town and you need its code, or a display shows a code you do not know — an airline, an aircraft type, a country.

Steps

#	Entry	What it does	Why
1	.CE LJUBLJANA · .CE SARAJEVO/SKOPJE	Finds the code of a city; several at once with /.	Encode before you search.
2	.CE BEL	Lists cities whose names start with BEL.	When you know only the beginning.
3	.CD TGD · .CD LJU/ZAG/BEG	Turns city or airport codes into names.	Read a display.

#	Entry	What it does	Why
4	.CR VIE	City record: transport, check-in and similar details.	Background only — not kept up to date.
5	.AE AIR SERBIA · .AD OU · .AD JU/OU/LX	Airline name to code · codes to names.	Who is flying.
6	.AD*220	Decodes the 3-digit airline number at the start of a ticket number.	Which airline a ticket belongs to.
7	.ED 320 · .EE AIRBUS · .ER 320	Aircraft code to name · name to codes · detail record.	What the client will fly.
8	.LE SLOVENIA · .LD SI	Country name to code · code to name.	Passport and nationality data use country codes.
9	.RD · .RD US	Countries divided into regions · the regions (states) of one country.	Region codes such as US states.
10	.AD 1G	Decodes a reservation-system code.	1G = Travelport, 1A = Amadeus, 1S = Sabre, 1V = Apollo, 1P = Worldspan.
11	C*MAP/SLOVENIA-BBBB	Main towns starting with B and their distance to the main airports.	Which airport suits a town.
12	C*MAP/SLOVENIA-BBBB.NL	Nearest airport for a town starting with B whose next letter is L.	Narrow it down to one town.

Equipment type letters: P propeller · J jet · T turbofan · H helicopter · S surface sector · A amphibian.

Check it worked

The response shows the code together with its full name.

Traps

- **City code vs airport code.** LON covers every London airport, LHR only Heathrow. Search the city when the client does not mind which airport.
- Codes can differ by one letter — decode before you sell when in doubt.
- The nearest-airport list may be incomplete and does not exist for every country.

Online: gateroam.com/galileo-guide/encode-decode

How do I check local time and count dates in Galileo?

@LTIST shows the local time in Istanbul, @LTIST15DEC26 on a given date. *TAA/20NOV/+30 gives the date 30 days later and *TAA/20DEC/14 the date 14 days before. XX is the calculator: XX450+38, XX11:45+4:45, XX1234500012/7 for a check digit.

When

You need the time at a destination (now or on a date), the date a number of days before or after another, or a quick sum without leaving the terminal.

Steps

#	Entry	What it does	Why
1	@LT	Local time in your assumed city.	Your own reference point.
2	@LTIST	Local time in Istanbul now.	Before you call a client or an airline office there.
3	@LTIST15DEC26	Local time in Istanbul on 15 December 2026.	Summer and winter time differ.
4	@GMT · @UTC	Time in GMT · UTC.	When a time is given in GMT or UTC.

#	Entry	What it does	Why
5	*TAA/20NOV/+30	The date 30 days after 20 November.	Deadlines, ticket validity, length of stay.
6	*TAA/20DEC/14	The date 14 days before 20 December.	No plus sign means count back.
7	XX450+38 · XX450-38 · XX450*3 · XX450/3	Adds, subtracts, multiplies, divides.	Quick sums on screen.
8	XX11:45+4:45	Adds 4 h 45 min to 11:45.	Arrival or connection times.
9	XX1234500012/7	Divides a ticket number without its airline code by 7; the remainder is the check digit.	Some refund and ticket entries ask for it.

Smartpoint also has a calendar (Ctrl+M) and a calculator (Ctrl+K), both under Tools.

Check it worked

The response shows the time with its date, or the date or number you asked for.

Traps

- ***TAA without + counts backwards.** Read the answer before you write down a deadline.
- Very large amounts or many decimals may not compute — use the Smartpoint calculator instead.
- The base/total tax conversion of the calculator (**XX...B / XX...T**) is built for the US transportation tax: ARC (US) only, not for European fares.

Online: gateroam.com/galileo-guide/local-time-date-calculator

How do I print a PNR in Galileo?

Put P- in front of an entry: P- *R prints the booking file, P- *H its history, P- *ALL with hidden fields. TKPDID prints the itinerary; Ctrl+P prints the active booking file. SENT means it reached the printer.

When

You need a paper copy of a booking file, its history, a display (availability, timetable, information page) or the client's itinerary.

Check first

- Your terminal must be linked to a printer for print output (printability) — see [Link your terminal to the ticket printer \(NO LINKAGE\)](#).
- To print part of a booking file, retrieve it first.

Steps

#	Entry	What it does	Why
1	Ctrl+B · Ctrl+P	Prints the active window · the active booking file, exactly as shown.	The fastest way in Smartpoint.
2	P- *R	Prints the retrieved booking file.	Standard printout.
3	P- *ALL	Prints it with the details of hidden fields.	Full picture for a file review.
4	P- *H	Prints the booking file history.	Who changed what, on paper.
5	P- *I	Prints only the itinerary segments.	A short flight list.
6	P- *K7P2QX	Prints a booking file by record locator without retrieving it.	Your work area stays free.
7	P- + any entry, e.g. P- TTL1	Sends that response to the printer instead of the screen.	Most entries can be printed this way.
8	TKPDID	Prints the itinerary of the retrieved booking file for all passengers and segments.	A trip overview for the client.

In Smartpoint the print command is also in the drop-down menu of the booking file window (Flex windows) or in the Classic view menu.

Check it worked

The response **SENT** means the job went to the printer.

Traps

- **P-*** **ALL includes hidden data**. Keep that paper inside the office.
- **SENT** but nothing came out: check the printer link and whether the printer is up (**Link your terminal to the ticket printer (NO LINKAGE)**).
- **TKPDID** is a document entry from ticketing: it produces an itinerary, not a ticket.

Online: gateroam.com/galileo-guide/print-pnr

What do PNR, booking file and PCC mean in Galileo?

A booking file is the PNR (locator like K7P2QX); a filed fare is the stored fare quote a ticket is issued from (Amadeus: TST); a PCC is your office's pseudo city code; Smartpoint is the Travelport+ desktop.

When

You come from another reservation system, or a card uses a Galileo word you have not met. This card maps each word to what it means.

What the words mean

Galileo word	What it is	Elsewhere
Travelport+	Today's name of the Galileo reservation system.	Galileo
1G	The system code of Travelport+ (Galileo); .AD 1G decodes it. Apollo is 1V, Worldspan 1P.	Amadeus 1A, Sabre 1S
Smartpoint	Travelport's desktop (and cloud) application: terminal window, booking file viewer, scripts, plugins.	—
Booking file (BF)	The reservation: names, flights, contacts, fares, remarks. Found by its record locator, e.g. K7P2QX.	PNR
End transact	Saving the booking file (E, ER). Until then your changes are not saved.	—
Ignore	Dropping unsaved work (I, IR).	—
Filed fare (FF)	A fare quote stored in the booking file; the ticket is issued from it.	TST (Amadeus)
PCC (pseudo city code)	Your office's 3- or 4-character code. Booking files, queues and agency settings belong to it.	office ID
Branch / service bureau	A branch is another PCC of the agency; only a service bureau sign-on may emulate another PCC.	—
GTID	The ID of your terminal.	terminal ID
Work area	One of five sessions, A to E, each with its own booking file.	work area
Script	A Smartpoint fill-in screen you can use instead of typing entries.	—
SAT	Smartpoint Assisted Ticketing: screens to issue, void, refund and exchange.	—
AAT	Agency Account Table: agency-wide settings such as automatic segment ordering.	—
Second-level authorizer	A sign allowed to change PCC-wide settings (such as the agency availability sort) and list the office's security profiles.	—
MIR	The record of issued documents sent on to the agency's back office.	—

Traps

- **"Booking file" and "PNR" mean the same thing** — Galileo screens and help pages use both.
- **A filed fare is not a ticket**. It is the stored price the ticket will be issued from, and it turns invalid when the flights change.

- **The PCC that created a booking file owns it.** Other offices see some parts differently — confidential notepad items, for example, show only to the owner.

Online: gateroam.com/galileo-guide/terms-glossary

What is a PCC and how do I emulate one in Galileo?

A PCC (pseudo city code) is your office's 3- or 4-character code; booking files, queues and settings are kept per PCC. SON/Z7XQ1/AN signs on at a branch PCC; SEM/K2T/AG emulates another, with a service bureau sign-on only.

When

Someone asks for your PCC (pseudo city code), you also work for a branch office, or you need to act in another PCC than the one you signed on to.

Check first

- A PCC is your office's 3- or 4-character code in Travelport+. Booking files, queues, security profiles and agency settings are kept per PCC.
- Ask your agency's Travelport+ administrator for your PCC and which other PCCs you may use.

Steps

#	Entry	What it does	Why
1	SON/Z7XQ1/AN	Signs on at a branch with a four-character PCC: PCC, slash, your ID.	With a three-character PCC there is no slash between PCC and ID.
2	SEM/K2T/AG	Emulates PCC K2T after you have signed on.	Work in another PCC without a second sign-on — service bureau sign-ons only .
3	OP/W*	Lists your work areas and the sign-on in each.	Check where you are before you end or ticket.
4	STD/Z7XQ1/AN	Shows the security profile of a sign in a four-character PCC.	What that sign is allowed to do.

In Smartpoint one default PCC can be set under **My Connection**, and Smartpoint can work in several PCCs when your setup allows it.

Where the PCC matters

- Retrieving a booking file made by a branch takes that branch's PCC, or the all-branches form (**Retrieve a booking file (PNR) by locator, name or flight**).
- Putting a booking file on another office's queue needs its PCC (**Place a booking file on a queue — now or on a future date**).
- PCC-wide settings — the agency availability sort, whether agents may change their own sort, the end-of-queue marker — need a second-level sign (**Basic or Direct sort — how flights are ordered on the display**).

Check it worked

OP/W* shows the sign-on you expect in the work area you are using.

Traps

- **After emulating, check which PCC you are working in before you end, queue or ticket.**
- Emulation works only with a service bureau sign-on; if it is refused, ask your administrator about your rights.
- The emulation entry is shown here with a three-character PCC; for a four-character one, check the form with the help desk.
- Four-character PCCs need the extra slash in sign-on and profile entries; three-character ones do not.

Online: gateroam.com/galileo-guide/pcc-emulation

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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