

Galileo PNR: commands and how-to

Building, retrieving, changing, dividing and cancelling a booking file. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

110 **32**

entries

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.

PNR (booking file)

Building, retrieving, changing, dividing and cancelling a booking file.

Entries

@ Change a booked segment: date, class, flight or status.

BASIC

Step by step: [How do I cancel a PNR in Galileo?](#) · [What do HK, KK, HL, UC and TK mean in Galileo?](#) · [How do I revalidate a ticket in Galileo?](#)

@ALL Accept airline status changes on all segments (KK to HK).

BASIC

Step by step: [What do HK, KK, HL, UC and TK mean in Galileo?](#) · [How do I add an SSR in Galileo?](#) · [How do I waitlist a flight in Galileo?](#)

***** Retrieve a booking file, e.g. by flight, date and name.

BASIC

*K7P2QX	Retrieves the booking file
*15NOV-NOVAK	Name plus travel date
*JU211/15NOV-NOVAK	Flight, date and name
*3	Opens line 3 of the name list

Step by step: [How do I cancel a PNR in Galileo?](#) · [How do I claim an airline PNR in Galileo?](#) · [How do I split \(divide\) a PNR in Galileo?](#)

*** -** Retrieve a booking file by surname or full name.

BASIC

Step by step: [How do I retrieve a PNR in Galileo?](#)

****** Retrieve from a branch office PCC, or all branches with B.

BASIC

Step by step: [How do I retrieve a PNR in Galileo?](#)

***AA** Display written, delivery and related addresses.

INTERMEDIATE

*AA	All addresses
------------	---------------

Step by step: [How do I add a client address in Galileo?](#)

***AD** Display the delivery address.

INTERMEDIATE

*AD	Delivery
------------	----------

Step by step: [How do I add a client address in Galileo?](#)

***ALL** Display all booking file data, hidden fields included.

BASIC

*ALL	Everything, hidden fields included
-------------	------------------------------------

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

***AW** Display the written address.

INTERMEDIATE

*AW	Shows the written
------------	-------------------

Step by step: [How do I add a client address in Galileo?](#)

***DV** List booking files divided from this one.

BASIC

***DV** Booking files divided from this one

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I split \(divide\) a PNR in Galileo?](#)

***EM** Display email addresses and email comments.

BASIC

***EM** Shows the email addresses with their numbers

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I add an email address in Galileo?](#) · [How do I email the itinerary in Galileo?](#)

***H** Display the whole booking file history.

INTERMEDIATE

***H** The whole history

Step by step: [How do I read PNR history in Galileo?](#) · [How do I see a ticket's document history in Galileo?](#)

***HI** Display itinerary history, non-air segments included.

INTERMEDIATE

***HI** Itinerary history, non-air included

Step by step: [How do I read PNR history in Galileo?](#)

***HIA** Show the air segment history of the booking file.

BASIC

***HIA** Air segment history

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

***HMM** Display frequent flyer history.

INTERMEDIATE

***HMM** Frequent flyer

Step by step: [How do I read PNR history in Galileo?](#)

***HN** Display name history.

INTERMEDIATE

***HN** Name changes

Step by step: [How do I change a passenger name in Galileo?](#) · [How do I read PNR history in Galileo?](#)

***HNP** Display the history of historical notepad items.

BASIC

***HNP** Historical notepads

Step by step: [How do I read PNR history in Galileo?](#) · [How do I add an internal note in Galileo?](#)

***HP** Display phone history.

INTERMEDIATE

***HP** Phones

Step by step: [How do I read PNR history in Galileo?](#)

***HQT** Display the queue trail: queues the file has been on.

INTERMEDIATE

***HQT** Queue trail

Step by step: [How do I read PNR history in Galileo?](#) · [How do I see queue activity in Galileo?](#)

***HRB** Display review booking history.

INTERMEDIATE

Step by step: [How do I set a booking reminder in Galileo?](#)

***HRI** Display itinerary remarks history.

INTERMEDIATE

***HRI** Itinerary remarks

Step by step: [How do I read PNR history in Galileo?](#)

***HSI** Display SSR and OSI history together.

INTERMEDIATE

***HSI** Service information
***HSI.VR** SSRs, OSIs and vendor remarks together

Step by step: [How do I read PNR history in Galileo?](#)

***HSO** Display OSI history.

INTERMEDIATE

***HSO** OSIs

Step by step: [How do I read PNR history in Galileo?](#)

***HSR** Display SSR history.

INTERMEDIATE

***HSR** SSRs

Step by step: [How do I read PNR history in Galileo?](#)

***HTD** Display ticketing field history.

INTERMEDIATE

***HTD** Ticketing field

Step by step: [How do I read PNR history in Galileo?](#)

***HVR** Display vendor remark history.

INTERMEDIATE

***HVR** Vendor remarks

Step by step: [How do I read PNR history in Galileo?](#) · [How do I send a message to an airline in Galileo?](#)

***I** Display the whole itinerary.

BASIC

***I** Whole itinerary

Step by step: [How do I add a tour or transfer segment in Galileo?](#) · [How do I display part of a PNR in Galileo?](#)

***IA** Show the air segments of the booking file.

BASIC

***IA** Shows the air segments with their status

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I cancel a PNR in Galileo?](#) · [How do I display part of a PNR in Galileo?](#)

***ID** Display the corporate ID field.

ADVANCED

*ID	Shows the corporate ID
------------	------------------------

Step by step: [How do I add a corporate ID in Galileo?](#)

***IN** Display non-air segments only.

BASIC

*IN	Shows only the non-air segments
------------	---------------------------------

Step by step: [How do I add a tour or transfer segment in Galileo?](#) · [How do I display part of a PNR in Galileo?](#)

***L** Show the similar name list again.

BASIC

*L	Shows the name list again
*LH1456/20NOV-NOVAK	Finds booking files with that name on that flight and date

Step by step: [How do I retrieve a PNR in Galileo?](#)

***MM** Display frequent flyer (mileage membership) data.

BASIC

*MM	Frequent flyer numbers
------------	------------------------

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I add a frequent flyer number in Galileo?](#)

***N** Display the names with passenger numbers.

BASIC

*N	Lists the names with their numbers
-----------	------------------------------------

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I change a passenger name in Galileo?](#) · [How do I display part of a PNR in Galileo?](#)

***NP** Display notepad items; add a qualifier letter to filter.

BASIC

*NP	Notepad
------------	---------

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I add an internal note in Galileo?](#)

***P** Display the phone field.

BASIC

*P	Shows one field: names, phones, ticketing, received
-----------	---

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I display part of a PNR in Galileo?](#) · [How do I add a phone number in Galileo?](#)

***PI** Display the passenger information (passport and visa) field.

BASIC

Step by step: [How do I add passport data \(SSR DOCS\) in Galileo?](#)

***RB** Display review booking items.

INTERMEDIATE

*RB	Shows the review items
------------	------------------------

Step by step: [How do I set a booking reminder in Galileo?](#)

***RI** Display itinerary remarks.

BASIC

***RI** Itinerary remarks

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I add itinerary remarks in Galileo?](#)

***RIC** Display only check-in time and terminal remarks.

BASIC

Step by step: [How do I add itinerary remarks in Galileo?](#)

***RV** Display the received from field.

BASIC

***RV** Shows one field: names, phones, ticketing, received

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I display part of a PNR in Galileo?](#) · [What is the received field \(R.\) in Galileo?](#)

***SIR** List services to reinstate after the journey changed.

BASIC

***SIR** After changing flights, lists services to put back · reinstates the meal

Step by step: [How do I add an SSR in Galileo?](#) · [How do I handle a schedule change in Galileo?](#) · [How do I request a special meal in Galileo?](#)

***SO** Display OSIs.

BASIC

***SO** OSIs only

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I add an OSI in Galileo?](#) · [How do I add a ticket number issued elsewhere in Galileo?](#)

***SR** Display programmatic SSRs with their status.

BASIC

***SR** SSRs only
***SR/P1** Shows passenger 1's SSRs with their status
***SR/P2** Those of passenger 2

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I add an SSR in Galileo?](#) · [How do I request a special meal in Galileo?](#)

***TD** Display the ticketing arrangement field.

BASIC

***TD** Shows one field: names, phones, ticketing, received

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I display part of a PNR in Galileo?](#) · [How do I set the ticketing field in Galileo?](#)

***VL** Show the airline (vendor) record locator.

BASIC

***VL** Airline locators

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I split \(divide\) a PNR in Galileo?](#) · [How do I copy \(clone\) a PNR in Galileo?](#)

***VO** Display outgoing vendor remarks only.

INTERMEDIATE

***VO** Only outgoing remarks

Step by step: [How do I send a message to an airline in Galileo?](#)

***VR** Show incoming and outgoing vendor remarks.

BASIC

***VR** Vendor remarks in and out

Step by step: [How do I display part of a PNR in Galileo?](#) · [How do I send a message to an airline in Galileo?](#) · [How do I handle a schedule change in Galileo?](#)

OSUR Add a passive surface segment, such as a transfer.

INTERMEDIATE

Step by step: [How do I add a tour or transfer segment in Galileo?](#)

OTUR Add a passive tour segment.

INTERMEDIATE

Step by step: [How do I add a tour or transfer segment in Galileo?](#)

C/ Display or claim a booking made by the airline (C/JU/OK).

ADVANCED

C/JU*M4R8TZ	Shows airline JU's booking with locator M4R8TZ
C/JU*JU211/17NOVBEG-NOVAK	Finds it by flight, date, board point and name
C/JU*3	Opens line 3 of the airline's name list
C/JU*L	Shows the list again
C/JU/OK	Claims the booking

Step by step: [How do I claim an airline PNR in Galileo?](#)

D. Add, change or delete the delivery address.

INTERMEDIATE

D.EXAMPLE	Delivery address
CORP*RECEPTION*FLOOR 3	
D.@	Delivery

Step by step: [How do I add a client address in Galileo?](#)

DG/ Divide unnamed places out of a group booking file.

INTERMEDIATE

Step by step: [How do I split \(divide\) a PNR in Galileo?](#)

DP Divide passengers out into a new booking file.

INTERMEDIATE

DP2 Divides passenger 2 (or 1, 2 and 4) out

Step by step: [How do I split \(divide\) a PNR in Galileo?](#)

E End transact: save the booking file.

BASIC

E Ends without showing the file

Step by step: [How do I split \(divide\) a PNR in Galileo?](#) · [How do I save or ignore a PNR in Galileo \(ER, I\)?](#) · [What do PNR, booking file and PCC mean in Galileo?](#)

EL End transact and return to the previous name list.

BASIC

EL Ends and goes back to the name list you came from

Step by step: [How do I save or ignore a PNR in Galileo \(ER, I\)?](#)

ELM Email the itinerary and redisplay the name list.

BASIC

Step by step: [How do I email the itinerary in Galileo?](#)

EM Email the itinerary to the first or named email addresses.

BASIC

EM	Sends the itinerary to the first address
EM2	Address 2
EM1.3	Addresses 1 and 3
EMD	The airline's EMD information

Step by step: [How do I email the itinerary in Galileo?](#)

EMALL Email the itinerary to all email addresses.

BASIC

EMALL	Sends to every address
--------------	------------------------

Step by step: [How do I email the itinerary in Galileo?](#)

ERM End, redisplay and email the itinerary to the first address.

BASIC

ERM	Ends the transaction, shows the file and sends to the first address
ERM*LANG-PT	Sends the itinerary in Portuguese; other languages by their code

Step by step: [How do I email the itinerary in Galileo?](#) · [How do I save or ignore a PNR in Galileo \(ER, I\)?](#)

ERMALL End, redisplay, email all addresses; ERMALL*ETR attaches e-ticket receipts.

BASIC

ERMALL	Ends, shows and sends to all addresses
ERMALL*ETR	Same, with all e-ticket receipts attached

Step by step: [How do I email the itinerary in Galileo?](#)

ET End transact: save the booking file (same as E).

BASIC

ETKT	The airline's e-ticket information, e.g. whether it allows revalidation and which ID it needs
-------------	---

Step by step: [How do I save or ignore a PNR in Galileo \(ER, I\)?](#)

F File the new booking file during a divide.

INTERMEDIATE

F	Files the new booking file
----------	----------------------------

Step by step: [How do I split \(divide\) a PNR in Galileo?](#)

H/ASSC Help page listing other SSR codes.

BASIC

Step by step: [How do I add an SSR in Galileo?](#)

H/HIST Help page listing the history codes.

INTERMEDIATE

Step by step: [How do I read PNR history in Galileo?](#)

H/MEAL Help page listing meal SSR codes.

BASIC

Step by step: [How do I add an SSR in Galileo?](#)

H/PTC Help page listing passenger type codes.

BASIC

Step by step: [How do I enter child and infant names in Galileo?](#)

I Ignore the booking file without saving.

BASIC

I Ignores the booking file you built instead of saving it

Step by step: [How do I claim an airline PNR in Galileo?](#) · [How do I create a PNR \(booking file\) in Galileo?](#) · [How do I save or ignore a PNR in Galileo \(ER, I\)?](#)

IALL Ignore the booking file and the client file.

BASIC

IALL Ignores the booking file and the client file moved into it

Step by step: [How do I save or ignore a PNR in Galileo \(ER, I\)?](#)

ID.C/ Add or delete the corporate ID field.

ADVANCED

ID.C/EXCO01SIXQ7	Adds the corporate ID to the booking file
ID.C/@	Deletes it

Step by step: [How do I add a corporate ID in Galileo?](#)

IR Ignore changes and redisplay the booking file as it was.

BASIC

IR Ignores and shows the last saved version

Step by step: [How do I cancel a PNR in Galileo?](#) · [How do I save or ignore a PNR in Galileo \(ER, I\)?](#) · [What do PNR, booking file and PCC mean in Galileo?](#)

LD* Redisplay the last booking file list.

INTERMEDIATE

LD* Shows the last list again

Step by step: [How do I list unticketed bookings in Galileo?](#)

LD/ List booking files by date, ticket state, status or airline, to screen or queue.

BASIC

LD/UTK/15NOV-D	Unticketed files with any segment on 15 November, on screen
LD/UTK/TL-20OCT-D	Unticketed files whose TAU/TAW date is 20 October
LD/ALL/15NOV-Q/60	Every file with a segment on 15 November, onto queue 60
LD/SC-HX/15NOV-D	Files with a flight cancelled by the airline on that date
LD/7XQ1/UTK/JU/15NOV*20NOV-D	Branch 7XQ1, airline JU, unticketed, segments 15–20 November
LD/ALL/AUX/01NOV*30NOV-D	Lists files with auxiliary segments in November
LD/SC-ZK/14NOV-D	Lists booking files with ZK segments travelling on 14 Nov, on screen
LD/UTK/TL-14NOV-D	Lists unticketed bookings with a ticketing date of 14 November, on screen
LD/UTK/TL-14NOV*16NOV-D	The same for 14 to 16 November

Step by step: [How do I add a tour or transfer segment in Galileo?](#) · [How do I list unticketed bookings in Galileo?](#) · [What do HK, KK, HL, UC and TK mean in Galileo?](#)

LDT/ Booking file list sent to the printer.

INTERMEDIATE

LDT/UTK/15NOV-D Same list, sent to the printer

Step by step: [How do I list unticketed bookings in Galileo?](#)

M. Add or delete frequent flyer numbers and partner airlines.

BASIC

M.LH992000123456	Adds an LH card in a booking file with one traveller
M.P2/LH992000123456	Adds an LH card for passenger 2
M.P2/LH992000123456/OS	The LH card used on an OS flight
M.P2*LH/OS/LX	Adds partners OS and LX to the LH card already in the file
M.P2@	Deletes passenger 2's cards
M.LH@	All LH cards
M.@	All cards
M.	Frequent flyer number, if the client has one

Step by step: [How do I add a frequent flyer number in Galileo?](#) · [How do I book a direct payment carrier in Galileo?](#)

M* Display an airline's mileage agreement table (M*LH) or all (M*ALL).

BASIC

M*LH	Shows LH's agreement table: which airlines accept LH cards
-------------	--

Step by step: [How do I add a frequent flyer number in Galileo?](#)

MC. Add or delete a comment for an email "to" address.

BASIC

MC.1@HAVE A GOOD TRIP	Adds a comment to "to" address 1
MC.2@	Deletes comment 2
MC.ALL@	All comments

Step by step: [How do I add an email address in Galileo?](#)

MF. Add, change or delete the email "from" address.

BASIC

MF.TICKETS@EXAMPLETRAVEL.COM	Sets the "from" address
MF.@NEW.SENDER@EXAMPLETRAVEL.COM	Replaces
MF.@	Deletes the "from" address
MF.	Name, ticketing field, received from, address, email, phone

Step by step: [How do I add an email address in Galileo?](#) · [How do I book a direct payment carrier in Galileo?](#)

MT. Add, change or delete email "to" addresses.

BASIC

MT.ANA.NOVAK@EXAMPLE.COM	Adds a "to" address
MT.2@KOVAC.MARKO@EXAMPLE.COM	Replaces "to" address 2
MT./2@IVA.KOVAC@EXAMPLE.COM	Inserts a new address after item 2
MT.ALL@	Deletes every "to" address

Step by step: [How do I create a PNR \(booking file\) in Galileo?](#) · [How do I add an email address in Galileo?](#) · [How do I book a direct payment carrier in Galileo?](#)

N. Add, change or delete passenger names and name remarks.

BASIC

N.	Every traveller, spelled as in the passport
N.NOVAK/ANA MRS	One adult
N.2KOVAC/MARKO MR/IVA MRS	Two travellers with the same surname
N.HORVAT/LUKA MSTR*P-C08 DOB03MAY18	A child of 8 with passenger type and date of birth
N.I/NOVAK/EVA MISS*12MAR26	A lap infant; the date of birth is mandatory
N.HORVAT/MAJA MISS*P-INS	An infant on its own seat, with its date of birth in an INST SSR
N.P2@KOVAC/MARKO MR	Replaces name 2
N.P5@I/NOVAK/EVA MISS*12MAR26	Replaces infant 5 with corrected data
N.P1@*TEXT	Adds or changes
N.P1@*	Deletes the remark on name 1

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I change a passenger name in Galileo?](#) · [How do I create a PNR \(booking file\) in Galileo?](#)

NP. Add, change or delete notepad (internal) items.

BASIC

NP.CLIENT WANTS AISLE SEATS ONLY	A plain note
NP.H**QUOTED 412 EUR ON 12OCT BY PHONE	A historical note
NP.C**DISCOUNT AGREED BY MANAGER	A confidential note
NP.**PAYS BY BANK TRANSFER	A note that is always shown on the first notepad line
NP.D*SENT VISA FORMS	A note with a letter of your choice (here D)
NP.2@NEW TEXT	Changes item 2
NP./2TEXT	Inserts after item 2
NP.2@	Deletes item 2
NP.VTEMATTACH:IT	Notepad line: attach itinerary and e-ticket as PDF to every email sent
NP.VIEWTRIPNET	Hide fares

Step by step: [How do I email the itinerary in Galileo?](#) · [How do I add an internal note in Galileo?](#) · [How do I put a PNR on a queue in Galileo \(QEB\)?](#)

ORB/ Move files with TAW, TAU or review items for a date onto a queue.

BASIC

ORB/TAW/20OCT-Q	Moves all TAW files for 20 October to queue 9 now
ORB/TAU/20NOV-Q/41	Places files with a TAU ticketing arrangement for 20 November on queue 41
ORB/TAW/20NOV-Q	Moves files with TAW for 20 November to queue 9 (default)
ORB/RB/20NOV-Q/41	Moves files with a review item for 20 November to queue 41

Step by step: [How do I set a booking reminder in Galileo?](#) · [How do I set the ticketing field in Galileo?](#)

ORC/ Count files with TAW, TAU or review items for a date.

INTERMEDIATE

ORC/TAU/20NOV	Counts booking files with a TAU ticketing arrangement for 20 November
ORC/RB/20NOV	Counts booking files with a review booking item for 20 November

Step by step: [How do I set a booking reminder in Galileo?](#)

P. Add, change, insert or delete phone field items.

BASIC

P.LJUT*01 234 5678-MAJA	Agency number in Ljubljana with the agent's name
P.LJUM*386 41 123456 NOVAK	The traveller's mobile with their name
P./1LJUB*01 300 4000	Inserts a business number after item 1
P.2@LJUH*01 500 6000	Replaces item 2 with a home number
P.3@	Deletes item 3
P.1-2@	Items 1 and 2
P.	Agency, mobile, business numbers

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I create a PNR \(booking file\) in Galileo?](#) · [How do I add a phone number in Galileo?](#)

PI. Add or delete passport and visa data stored in the booking file.

BASIC

Step by step: [How do I add passport data \(SSR DOCS\) in Galileo?](#)

PP/ Open Preview Plus, a form that builds a booking file list.

INTERMEDIATE

PP/	Opens Preview Plus, a form that builds the list for you
-----	---

Step by step: [How do I list unticketed bookings in Galileo?](#)

PQ/ Request a past date booking file.

INTERMEDIATE

PQ/R-K7P2QX	Requests the past date file by record locator
PQ/14SEP26-NOVAK	By departure date and surname
PQ/01SEP26-30SEP26-NOVAK	By a date range and surname
PQ/JU211/14SEP26BEG-NOVAK/ANA	By flight, date, board point and name
PQ/B/14SEP26-NOVAK	By date and name across all branch offices
PQ/*L	Shows the list of matching names again
PQ/C	Counts your requests this month and last month

Step by step: [How do I retrieve an old \(past date\) PNR in Galileo?](#)

PS. Add, change or remove the postscript shown on top of the file.

BASIC

PS.CALL CLIENT BEFORE TICKETING	A postscript: one line shown at the top of the booking file
PS.@NEW TEXT	Replaces
PS.@	Removes the postscript

Step by step: [How do I add an internal note in Galileo?](#)

PTC/ List passenger type codes starting with a letter (PTC/I).

BASIC

Step by step: [How do I enter child and infant names in Galileo?](#)

QEB/ Place the booking file on a queue; this also ends the transaction.

BASIC

QEB/43	Ends and places the file on queue 43
QEB/41@4	Places the file on queue 41 with instruction 4
QEB/41	Places it on queue 41 and deletes any instructions
QEB/41+43	Places it on queues 41 and 43
QEB/41*CVP*D2	Places it on queue 41, category VP , date range 2
QEB/7XQ1/41	Places it on queue 41 of branch 7XQ1

Step by step: [How do I save or ignore a PNR in Galileo \(ER, I\)?](#)

R. Add, change or delete the received from field.

BASIC

R.P	Received from the passenger
R.NOVAK/AMRS	Received from Mrs A Novak
R.AGT	Received from the agent
R.@KOVAC/MMR	Changes
R.@	Deletes the received item typed in this transaction
R.	Who asked for this change

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I cancel a PNR in Galileo?](#) · [How do I change a passenger name in Galileo?](#)

RA. Add, change or delete a related address.

INTERMEDIATE

RA.MARKO KOVAC*TRG	A related address (up to 10 per file)
5*MARIBOR*P/2000	
RA.1@	First related address
RA.1@2*TRG 6	Replaces subfield 2 of related address 1 (always give the item number)

Step by step: [How do I add a client address in Galileo?](#)

RB. Add, change or delete a review booking item (dated queue reminder).

BASIC

RB.20OCT*CALL CLIENT ABOUT PAYMENT	Back on queue 12 on 20 October at 07:00, with the note
RB.20OCT/1530*CHECK WAITLIST JU211	Same, at 15:30
RB.Q41*VISA COPY MISSING	Today at 07:00 on queue 41
RB.7XQ1/20OCT/0900/Q26*PLEASE ISSUE	Queue 26 of branch 7XQ1 on 20 October at 09:00
RB.1300/Q12.Q29*SEND INVOICE	Two items, today at 13:00, queues 12 and 29, same text
RB.@1/22OCT	Moves item 1 to 22 October, the rest unchanged
RB.3@	Deletes item 3
RB.ALL@	All items
RB.20NOV/0900/Q41*CALL CLIENT RE SEATS	Puts the file on queue 41 on 20 November at 09:00, with a note
RB.	Review item for today at 07:00 on queue 12

Step by step: [How do I set a booking reminder in Galileo?](#) · [How do I put a PNR on a queue in Galileo \(QEB\)?](#)

REALL Repeat all customer data, no segments.

INTERMEDIATE

REALL	Copies all customer data, no flights
--------------	--------------------------------------

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

REALLS Repeat customer data with chosen segments (REALLS2).

INTERMEDIATE

REALLS2	Customer data with segment 2
REALLS1.3	Segments 1 and 3

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

REALLSALL Repeat all customer data and all segments into a new file.

INTERMEDIATE

REALLSALL	Copies customer data and all segments, including APIS, contacts, loyalty cards and meal requests
-----------	--

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

REP. Repeat only chosen fields (REP.N.SI).

INTERMEDIATE

REP.N.SI.NP.7 - 11	Copies chosen fields: phones, names, service information, notepad items 7 to 11
--------------------	---

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

RERIALL Repeat all unassociated itinerary remarks.

INTERMEDIATE

RERIALL	Copies all general itinerary remarks
---------	--------------------------------------

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

RES Repeat one chosen segment (RES2).

INTERMEDIATE

RES2	Segment 2 only, no customer data
------	----------------------------------

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

RESALL Repeat all segments, no customer data.

INTERMEDIATE

RESALL	Copies all segments
--------	---------------------

Step by step: [How do I copy \(clone\) a PNR in Galileo?](#)

RI. Add, change or delete itinerary remarks, check-in times and terminals.

BASIC

RI.HAVE A PLEASANT TRIP	A general line on the itinerary
RI.S2*BUS TRANSFER TO TERMINAL 2	A line printed after segment 2
RI.S1/CI*90	Check-in time of 90 minutes for segment 1
RI.S1/DT*TERMINAL 1	Departure
RI.S2/AT*TERMINAL 2	Arrival terminal for a segment
RI.	An empty line between general remarks
RI.2@NEW TEXT	Changes remark 2
RI.3@	Deletes remark 3
RI./O*TEXT	Inserts a new first general remark

Step by step: [How do I add itinerary remarks in Galileo?](#)

RIR. Re-associate itinerary remarks to another segment before ending.

BASIC

Step by step: [How do I add itinerary remarks in Galileo?](#)

RL. Add an airline record locator for a passive booking.

INTERMEDIATE

RL.TK*R5T9WA	Adds the airline's record locator to a passive booking
RL.JU*M4R8TZ	Stores airline JU's own locator M4R8TZ

Step by step: [How do I send a message to an airline in Galileo?](#) · [How do I sell a flight without availability in Galileo?](#)

RT. Add a retention segment with a date and text.

INTERMEDIATE

RT.T/30NOV*KEEP FOR INVOICE	A retention line on 30 November with a note
-----------------------------	---

Step by step: [How do I add a tour or transfer segment in Galileo?](#)

SI. Add, change or cancel SSRs, manual SSRs and OSIs.

BASIC

SI.P1/SSRDOCSYYHK1/P/SI/PX123 4567/SI/12JUL80/F/23OCT30/NOV AK/ANA	Full passport data for traveller 1, to all airlines
SI.P2/SSRDOCSYYHK1/////03MAR7 5/M//KOVAC/MARKO	Minimum US Secure Flight data: birth date, gender, names
SI.P1/SSRDOCSYYHK1/P/SI/PX765 4321/SI/12MAR26/FI/01APR31/NO VAK/EVA	A lap infant's passport, entered on the adult (FI = female infant)
SI.P1/SSRDOCYYHK1//K/987654 3///US	Known traveller number for the US
SI.P1/SSRDOCYYHK1/D/US/100 MAIN STREET/NEW YORK/NY/10001	Destination address in the US (D); R would be the home address
SI.P1/SSRCTCMYYHK1/38641123 456	Traveller 1's mobile to all airlines
SI.P1/SSRCTCEYYHK1/ANA.NOVAK //EXAMPLE.COM	Traveller 1's email (// for @, - - for underscore)
SI.P2/SSRCTCRYHK1/PASSENGER DECLINED	Records that traveller 2 gave no contact
SI.SSRPCTCYHK1/MARKO KOVAC/SI 386 41 765432 - NOVAK/ANAMRS. HUSBAND	Emergency contact (name, country, phone) for traveller NOVAK/ANA; the relationship follows the full stop
SI.SSRFQTVLHHK1/LH9920001234 56789 -NOVAK/ANAMRS	A loyalty number for LH that does not fit in M .

Step by step: [How do I add passport data \(SSR DOCS\) in Galileo?](#) · [How do I change a passenger name in Galileo?](#) · [How do I add an email address in Galileo?](#)

SIR Reinstatement a service after a change of journey (SIR VGML).

BASIC

SIR VGML	Reinstates the meal
SIR GFML	Puts the meal back

Step by step: [How do I add an SSR in Galileo?](#) · [How do I handle a schedule change in Galileo?](#) · [How do I request a special meal in Galileo?](#)

T. Add, change or delete the ticketing arrangement field (T.TAU, T.TAW).

BASIC

T.TAU/20OCT	The file is placed on queue 10 automatically on 20 October
T.TAU/20OCT*WAIT FOR PAYMENT	Same, with a note
T.TAU/7XQ1/20OCT	Places it on queue 10 of branch 7XQ1 on that date
T.TAW/20OCT/1600	Date and time, but no automatic queue
T.TLLJU/JU1200/18OCT	Time limit form: ticket at LJU, by JU, at 12:00 on 18 October
T.T*	Shortest form: marks the file as ticketed or arranged
T.@TAU/22OCT	Changes
T.@	Deletes the field
T.	When and how it will be ticketed
T.TAU/14NOV	The booking goes to ticketing queue 10 on 14 November

Step by step: [What must a PNR \(booking file\) contain in Galileo?](#) · [How do I create a PNR \(booking file\) in Galileo?](#) · [How do I set the ticketing field in Galileo?](#)

V. Send, change or delete a vendor remark to an airline.

INTERMEDIATE

V.AJU*PLEASE ADVISE PRICE FOR PET IN CABIN	Sends a message to airline JU (A = airline, then its code)
V.2@AJU*NEW TEXT	Changes
V.2@	Deletes remark 2

Step by step: [How do I split \(divide\) a PNR in Galileo?](#) · [How do I send a message to an airline in Galileo?](#)

W. Add, change or delete the written address.

INTERMEDIATE

W.MRS ANA NOVAK*SLOVENSKA CESTA 1*LJUBLJANA*P/1000	Written address; subfields are split by *, the postal code goes after P/
W.@2*CANKARJEVA 7	Replaces subfield 2 of the written address
W.@/3*FLOOR 2	Inserts a new subfield after subfield 3
W.@2*	Deletes subfield 2 only
W.@	Deletes the whole written
W.	Name, ticketing field, received from, address, email, phone

Step by step: [How do I add a client address in Galileo?](#) · [How do I book a direct payment carrier in Galileo?](#)

XA Cancel all air segments.

BASIC

XA	Cancels all air segments
----	--------------------------

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

XN Cancel all non-air segments.

BASIC

XN	Cancels all non-air segments
----	------------------------------

Step by step: [How do I add a tour or transfer segment in Galileo?](#) · [How do I cancel a PNR in Galileo?](#)

Step by step

What must a PNR (booking file) contain in Galileo?

A Galileo booking file needs at least one segment plus four fields: names (N.), phone (P.), ticketing arrangement (T.) and received from (R.). Check them with *N, *P, *TD and *RV, then save with ER to get the record locator.

When

Use this card to learn which fields a Galileo booking file needs before it can be saved, or to find the missing one when the system will not end it. Galileo calls the PNR a **booking file** (BF).

What it is

A booking file is a set of fields. Each field has its own short prefix ending in a full stop (**N.**, **P.**, **T.**, **R.**). At least one segment plus four fields make a booking file you can end:

Field	Entry	What it holds	Why it is needed
Itinerary	sold from availability	flights with class and status	What is booked (Sell seats from an availability display).
Name	N.	every traveller, spelled as in the passport	Tickets are issued to these exact names.
Phone	P.	agency, mobile, business numbers	Who to call. The first agency number (T* type) is sent to the airline as an OSI when you end.
Ticketing	T.	when and how it will be ticketed	With TAU the file comes back on queue 10 on that date; unticketed lists read this field.
Received from	R.	who asked for this change	Mandatory before the file can be saved.

Everything else is optional and added the same way: email (**MT.**), address (**W.**), frequent flyer (**M.**), SSRs and OSIs (**SI.**), remarks (**RI.**, **NP.**), form of payment (**F.**). Pricing adds a stored fare (filed fare); issuing adds the ticket data.

Steps

#	Entry	What it does	Why
1	*R	Displays the booking file.	See every field and the item numbers inside it.
2	*IA	Shows only the air segments.	Check the flights and their status codes.
3	*N · *P · *TD · *RV	Shows one field: names, phones, ticketing, received.	Find the field that is missing or wrong.
4	ER	Ends the transaction and shows the file again.	Saves it; the record locator appears at the top.

Check it worked

After **ER** the file shows a six-character record locator (for example **K7P2QX**), the names, flights confirmed as **HK**, and the phone, ticketing and received fields.

Traps

- **Items are numbered inside each field**, not across the whole file. A change or delete names the field and the item: **P.2@** removes phone item 2, **N.P2@** works on passenger 2. Display the field again after each change, because numbers shift.
- The **@** sign means change or delete in almost every field (see [What the symbols in Galileo entries mean](#)). A stray **@** in an entry can remove data.
- The ticketing field may be left out only when every air segment has a dead status (**HX**, **UC**, **UN**, **NO**) or a time change (**TK**) — see [Segment status codes \(HK, KK, HL, UC, TK, HX ...\)](#) and [what to do](#).
- Smartpoint can fill the received field for you (autoreceive). It is set per terminal, so a colleague's PC may behave differently ([Received from field and autoreceive](#)).
- Direct payment carriers ask for more: address and email, and some of them passport data ([Direct payment carriers — book airlines paid directly, no ticket](#)).

Online: gateroam.com/galileo-guide/pnr-mandatory-fields

How do I create a PNR (booking file) in Galileo?

Sell from availability (A15NOVLJUFRA, then N2Y1), add names (N.NOVAK/ANA MRS), phone (P.LJUT*01 234 5678-MAJA), ticketing (T.TAU/20OCT) and received (R.P), price with FQ and save with ER.

When

Use this card to hold a flight for a client in Galileo: sell the seats, add the travellers and contacts, and save the booking file before pricing and ticketing.

Check first

- Names exactly as in the passports, and dates of birth for children and infants.
- The client agreed to the flight and the class. Selling takes a real seat from the airline.

Steps

#	Entry	What it does	Why
1	A15NOVLJUFRA	Availability Ljubljana–Frankfurt on 15 November.	See flights, classes and seats left.
2	N2Y1	Sells 2 seats in class Y from line 1.	The segment enters the booking file. Click the class in Smartpoint to do the same.
3	N.NOVAK/ANA MRS+N.KOVAC/MARKO MR	Adds two travellers with different surnames.	Tickets are issued to these names.
4	P.LJUT*01 234 5678-MAJA	Agency phone with the agent's name.	Mandatory contact; it is also sent to the airline.
5	P.LJUM*386 41 123456 NOVAK	The traveller's mobile.	So you can reach the client.
6	MT.ANA.NOVAK@EXAMPLE.COM	Email address for the itinerary.	Needed to email the itinerary later.
7	T.TAU/20OCT	Ticketing arrangement: the file comes to queue 10 on 20 October.	Your reminder to ticket in time.
8	R.P	Received from the passenger.	Mandatory; it records who asked for the booking.
9	FQ	Prices the itinerary and stores the fare.	The stored fare is what the ticket will be issued from (Price the booking file (FQ) — the fare that gets stored).
10	ER	Ends and shows the file again.	Saves everything and gives the record locator.

Several fields can be joined in one line with +, for example **T.TAU/20OCT+R.P**.

In Smartpoint, the booking file script fills names, contacts, ticketing and received in one form; only the flights and the fare are done outside it.

Check it worked

The file shows a six-character record locator and every flight confirmed as **HK**. Any other code (waitlist **HL**, unable **UC/UN**) is not a seat — see [Segment status codes \(HK, KK, HL, UC, TK, HX ...\) and what to do](#).

Traps

- Check the spelling before ER.** After the first save many airlines refuse or limit name changes (**NAME CHANGES NOT ALLOWED**), and a change they did not allow can make them cancel the seats.
- Sell the flights in the order of travel. Most offices have automatic segment ordering switched on; if yours does not, the segments stay in the order you sold them.
- A booking file is not a ticket. Airlines set a last date for ticketing — check [Ticketing time limits — the airline's, the fare's and yours](#).
- If you were only looking, do not end. I throws the unsaved work away ([End \(E / ER\) or ignore \(I / IR\) — save or discard your work](#)).
- A child needs its passenger type and date of birth in the name, an infant its date of birth ([Names for adults, children and infants](#)).

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

How do I enter child and infant names in Galileo?

Adults: N.NOVAK/ANA MRS. A child needs type and birth date: N.HORVAT/LUKA MSTR*P-C08 DOB03MAY18.
A lap infant: N.I/NOVAK/EVA MISS*12MAR26, linked to an adult with SI.P5/INFT-P2 before the first save.

When

Use this card to enter travellers' names correctly in Galileo: adults, children with their passenger type, infants on a lap or on their own seat, and later fixes.

Check first

- Spelling exactly as in the passport. The name field takes 2–55 characters, a name remark 2–33.
- Dates of birth for every child and infant, and whether each infant sits on a lap or on its own seat.

Steps

#	Entry	What it does	Why
1	N.NOVAK/ANA MRS	One adult.	Surname, slash, first name, space, title.
2	N.2KOVAC/MARKO MR/IVA MRS	Two travellers with the same surname.	The number says how many names follow.
3	N.HORVAT/LUKA MSTR*P-C08 DOB03MAY18	A child of 8 with passenger type and date of birth.	P-C08 lets the fare quote find child fares; leave a space before DOB .
4	SI.P4/CHLD*03MAY18	Tells the airlines the date of birth of the child (passenger 4).	Sent automatically when your agency setting for child birth dates (CDOB) is on and the name has a P-Cnn code.
5	N.I/NOVAK/EVA MISS*12MAR26	A lap infant; the date of birth is mandatory.	The infant is tied to the first passenger by default.
6	SI.P5/INFT-P2	Ties infant 5 to adult 2 instead.	Only before the first save . After it: SI.P5/INFT@-P2 .
7	N.HORVAT/MAJA MISS*P-INS + SI.P6/INST*12MAR26	An infant on its own seat, with its date of birth in an INST SSR.	INST is required since 1 June 2026.
8	*N	Shows all names with their numbers.	Check before ending.

Passenger type codes: **H/PTC** (help) or **PTC/I** (codes starting with I) — see [Child, infant, youth and other passenger types in a fare quote](#).

Fixing names

Entry	What it does
N.P2@KOVAC/MARKO MR	Replaces name 2.
N.P5@I/NOVAK/EVA MISS*12MAR26	Replaces infant 5 with corrected data.
N.P1@*TEXT · N.P1@*	Adds or changes · deletes the remark on name 1.
N.P1@	Deletes name 1 (before the file is saved).

Check it worked

***N** lists every passenger with a number; children show their **P-C** code and date of birth, infants show **I/** and their date of birth.

Traps

- **Name changes after the first save are limited by the airline.** Expect **NAME CHANGES NOT ALLOWED**; a change the airline did not permit can lead it to cancel the seats. Ask the airline first.
- You cannot delete a traveller from a saved file — only a lap infant. To take an adult or child out, divide them into their own file and cancel that ([Divide a booking file \(take travellers out\)](#)).
- A one-letter surname is written together with the first name as the surname: Mr Ivan O becomes **N.OIVAN/MR**. Several family members each get their own name item.

- A passport with only one name: airlines differ; one common form is **N.LESTARI/FNU MRS** (FNU = first name unavailable). Confirm with the airline.
- Passport data, contacts and other SSRs for a lap infant go on the adult's name, not the infant's.

Online: gateroam.com/galileo-guide/passenger-names-child-infant

How do I change a passenger name in Galileo?

List the names with *N, replace one with N.P2@ and the new name, for example N.P2@KOVAC/MARKO MR, then end with ER. After the first save the airline decides: expect NAME CHANGES NOT ALLOWED and ask it first.

When

A traveller's name is misspelt, an infant's data is wrong, or the client asks for another person on the seat. Use this card for the entries; the airline decides whether the change is allowed.

Check first

- *N and note the passenger number of every name you will touch.
- Has the booking file been saved (ended) before? Before the first save every name can be fixed freely; after it the airline's rules apply.
- For a different person rather than a spelling fix, ask the airline first: that is a bigger change than a typo.

Steps

#	Entry	What it does	Why
1	*N	Lists the names with their numbers.	The number goes into every change entry.
2	N.P2@KOVAC/MARKO MR	Replaces name 2.	The usual spelling fix.
3	N.P3-4@2HORVAT/LUKA MR/MAJA MRS	Replaces names 3 and 4, who share a surname.	One entry for a couple or a family.
4	N.P5@I/NOVAK/EVA MISS*12MAR26	Replaces infant 5, date of birth included.	An infant keeps the I/ and the birth date.
5	SI.P5/INFT@-P2	Ties infant 5 to adult 2 instead.	Works only after the file has been saved; up to two infants per entry.
6	N.P1@*NEW TEXT · N.P1@*	Changes · removes the remark on name 1.	Name remarks follow the same pattern.
7	N.P1@	Deletes name 1.	Only in a file that has never been saved, or for an infant without a seat.
8	R.P + ER	Records who asked and saves.	A change is not kept until you end the file.

Group bookings: **N.G/@NEWNAME** changes the group name and **N.G/@** removes it, both only before the first save.

Check it worked

*N shows the new spelling under the same passenger number. *HN lists earlier names, so you can see what was changed and when.

Traps

- **The airline can refuse.** Expect **NAME CHANGES NOT ALLOWED**. An airline may cancel the seats after a change it did not approve, so get its rule (and any fee) before you send it.
- **You cannot delete an adult or child from a saved file.** Divide them into their own booking file and cancel that one ([Divide a booking file \(take travellers out\)](#)).
- Check passport data (**SSR DOCS**) and other items tied to the name, and correct them to match the new spelling.
- A ticket already issued carries the old name. Ask the airline how it wants a ticketed name handled before you change the booking file.

Online: gateroam.com/galileo-guide/change-name

How do I add a phone number in Galileo?

Use the P. field with a city, type letter and number: P.LJUT*01 234 5678-MAJA for the agency, P.LJUM*386 41 123456 NOVAK for a mobile. Give airlines the traveller's mobile by SSR: SI.P1/SSRCTCMYYHK1/38641123456.

When

Use this card to add, change or delete phone numbers in a Galileo booking file, and to give the airline the traveller's own mobile so it can warn them about disruptions.

The phone types

Each item is **P.** + optional city code + type letter + * + number or text. Without a city code the city of your terminal is used.

Type	Meaning
T*	travel agency
H*	home
B*	business
M*	mobile
A*	accommodation / hotel
E*	email address
N*	no contact number
P*	number not known

Steps

#	Entry	What it does	Why
1	P.LJUT*01 234 5678-MAJA	Agency number in Ljubljana with the agent's name.	The mandatory contact. The first agency number is sent to the airline at end transact.
2	P.LJUM*386 41 123456 NOVAK	The traveller's mobile with their name.	Your own way to reach the client.
3	P./1LJUB*01 300 4000	Inserts a business number after item 1.	Keeps the order you want.
4	P.2@LJUH*01 500 6000	Replaces item 2 with a home number.	Correct a wrong number.
5	P.3@ · P.1-2@	Deletes item 3 · items 1 and 2.	Remove old numbers.
6	*P	Shows the phone field.	Check the items and their numbers.
7	SI.P1/SSRCTCMYYHK1/38641123456	Sends traveller 1's mobile to all airlines in the file.	Airlines use it for schedule changes and cancellations.
8	SI.P2/SSRCTCRYHK1/PASSENGER DECLINED	Records that traveller 2 refused to give contact data.	The airline then knows the gap is deliberate.

Check it worked

*P shows each item numbered with its type; *SI shows the CTCM or CTCR line with the airline code or YY.

Traps

- **The airline gets the first agency number** (as an OSI when you end). For the traveller's own contact use the CTCM (mobile), CTCE (email) or CTCR (refused) SSR ([Manual SSRs — contacts, emergency contact, long loyalty numbers](#)).
- In the CTCM SSR write the number with country code and digits only.

- An email in the phone field (**P.LJUE*ANA.NOVAK//EXAMPLE.COM**) uses // for @. For itinerary emails use the email field instead ([Email addresses in the booking file](#)).
- One item holds up to 90 characters, entry included.
- **P.@** (no number) deletes the only phone item; when there are several, always give the item number.
- **YY** sends the SSR to every airline in the file; put a carrier code in its place to send it to one airline.

Online: gateroam.com/galileo-guide/phone-field

How do I add an email address in Galileo?

Add the client's address with **MT.ANA.NOVAK@EXAMPLE.COM** and your sender with **MF.**, then check with ***EM**. To give the airline the traveller's email, use the CTCE SSR:
SI.P1/SSRCTCEYYHK1/ANA.NOVAK//EXAMPLE.COM.

When

Use this card to store the client's email address in a Galileo booking file so you can email the itinerary, to set the sender address, and to give the airline the traveller's email for disruption messages.

Steps

#	Entry	What it does	Why
1	MT.ANA.NOVAK@EXAMPLE.COM	Adds a "to" address.	Itinerary emails go here. You can store several.
2	MF.TICKETS@EXAMPLETRAVEL.COM	Sets the "from" address.	Replies reach your agency. Only one "from" item exists.
3	MC.1@HAVE A GOOD TRIP	Adds a comment to "to" address 1.	A short line in that client's email; one comment per address.
4	*EM	Shows all email fields.	Check the addresses and their numbers.
5	SI.P1/SSRCTCEYYHK1/ANA.NOVAK//EXAMPLE.COM	Sends traveller 1's email to all airlines in the file.	Airlines write to the traveller about schedule changes.

Changing and deleting

Entry	What it does
MT.2@KOVAC.MARKO@EXAMPLE.COM	Replaces "to" address 2.
MT./2@IVA.KOVAC@EXAMPLE.COM	Inserts a new address after item 2.
MT.ALL@	Deletes every "to" address.
MF.@NEW.SENDER@EXAMPLETRAVEL.COM · MF.@	Replaces · deletes the "from" address.
MC.2@ · MC.ALL@	Deletes comment 2 · all comments.

In Smartpoint the same fields are in the customer information script, under Contact.

Check it worked

***EM** lists the "to" addresses with numbers, the "from" address and any comments.

Traps

- **MT. is for your own emails to the client.** To give the airline the traveller's address, send the CTCE SSR (step 5).
- In the CTCE SSR @ is typed as // and an underscore as --. In **MT.** the @ is typed as it is; for an underscore there, some Travelport material shows -- too — confirm with your help desk.
- The first "to" address is the default: **EM** and **ERM** send only there unless you name others ([Email the itinerary \(EM, ERM, ERMALL\)](#)).
- One typo and the client never receives the documents. Read ***EM** back to the client before you send anything.
- **YY** in the SSR means every airline in the file; use one carrier code to send it to one airline only.

How do I add a client address in Galileo?

Written address: W.MRS ANA NOVAK*SLOVENSKA CESTA 1*LJUBLJANA*P/1000 (the P/ postal code is mandatory). Delivery address: D., related address: RA. Display with *AA; change a subfield with W.@2*.

When

Use this card to store a client's address in a Galileo booking file: the written (postal) address, a delivery address for documents, or extra related addresses.

Check first

- A written address needs a postal code. Have it before you start.
- If the airline needs the address for border control (for example a US destination address), that is a DOCA SSR, not this field — see [Passport data \(APIS / Secure Flight\) with SSR DOCS](#).

Steps

#	Entry	What it does	Why
1	W.MRS ANA NOVAK*SLOVENSKA CESTA 1*LJUBLJANA*P/1000	Written address; subfields are split by *, the postal code goes after P/.	The client's postal address, for invoices and letters.
2	D.EXAMPLE CORP*RECEPTION*FLOOR 3	Delivery address.	Where paper documents should go.
3	RA.MARKO KOVAC*TRG 5*MARIBOR*P/2000	A related address (up to 10 per file).	A second party, for example the company that pays.
4	*AW · *AD · *AA	Shows the written · delivery · all addresses.	Check what is stored.

Changing and deleting

Entry	What it does
W.@2*CANKARJEVA 7	Replaces subfield 2 of the written address.
W.@/3*FLOOR 2	Inserts a new subfield after subfield 3.
W.@2*	Deletes subfield 2 only.
W.@ · D.@ · RA.1@	Deletes the whole written · delivery · first related address.
RA.1@2*TRG 6	Replaces subfield 2 of related address 1 (always give the item number).

In Smartpoint: customer information script → Address.

Check it worked

*AA shows the written address with its P/ postal code, the delivery address and any related addresses.

Traps

- **The P/ postal code is mandatory in the written and related address.** Put it in every time, as the last subfield.
- Limits: written and related addresses up to 5 subfields, delivery up to 6; each subfield up to 37 characters; the written address up to 119 characters in all.
- A file holds one written and one delivery address. To correct one, change it with W.@ or D.@ rather than typing a second one.
- Direct payment carriers list the address among the fields their bookings need before you end ([Direct payment carriers — book airlines paid directly, no ticket](#)).
- Address changes appear in the history (*HAD, see [Read the booking file history](#)).

Online: gateroam.com/galileo-guide/client-address

How do I set the ticketing field in Galileo?

T.TAU/20OCT puts the booking file on queue 10 on 20 October; T.TAW/20OCT/1600 waits for a manual ORB/TAW move. The field runs on Zulu time. T.T* counts as ticketed, so use it only when tickets exist. Check with *TD.

When

Use this card to fill the mandatory ticketing field of a Galileo booking file: a date when the file should come back for ticketing, or a mark that it is already ticketed.

Check first

- **The airline's own deadline.** Your TAU date is only your reminder. Set it before the fare's or the airline's last ticketing date ([Ticketing time limits — the airline's, the fare's and yours](#), [Advance purchase and stay dates — count days for a fare](#)).

Steps

#	Entry	What it does	Why
1	T.TAU/20OCT	The file is placed on queue 10 automatically on 20 October.	The usual choice: the queue reminds you to ticket.
2	T.TAU/20OCT*WAIT FOR PAYMENT	Same, with a note.	Tells whoever works queue 10 what to check.
3	T.TAU/7XQ1/20OCT	Places it on queue 10 of branch 7XQ1 on that date.	When another office issues the tickets.
4	T.TAW/20OCT/1600	Date and time, but no automatic queue .	For offices that pull files themselves.
5	ORB/TAW/20OCT-Q	Moves all TAW files for 20 October to queue 9 now.	The manual pull that TAW needs; -Q/56 picks another queue.
6	T.TLLJU/JU1200/18OCT	Time limit form: ticket at LJU, by JU, at 12:00 on 18 October.	When the airline gave a fixed time limit.
7	T.T*	Shortest form: marks the file as ticketed or arranged.	When tickets are issued, Galileo stamps the field with place, time and agent.
8	T.@TAU/22OCT · T.@	Changes · deletes the field.	It is a single item: change it, do not add a second one.
9	*TD	Shows the ticketing field.	Check the date and type.

Check it worked

*TD shows the new arrangement. On the date, a TAU file appears on queue 10 ([Pre-assigned queues — what lands on queues 0 to 25](#)).

Traps

- **The field runs on Zulu (UTC) time, not local time.** Late in the evening the date can already be the next day in UTC. Keep a margin.
- **T.T* makes the file count as ticketed.** Lists of unticketed files (LD/UTK/15NOV-D) skip it. Do not use it on a booking that still has to be paid and issued.
- The field may be left out only when every air segment is HX, UC, UN, NO or TK ([Segment status codes \(HK, KK, HL, UC, TK, HX ...\)](#) and [what to do](#)).
- TAW files never move by themselves. If nobody runs ORB/TAW, the date passes unnoticed.
- Up to 90 characters including the entry.
- For a reminder that is not about ticketing (call the client, check a waitlist) use a review booking item ([Review booking reminders \(RB.\) on a date and queue](#)).

Online: gateroam.com/galileo-guide/ticketing-field-tau

What is the received field (R.) in Galileo?

R. records who asked for the change, for example R.P (passenger) or R.NOVAK/AMRS; check it with *RV. Smartpoint autoreceive can fill it, but it is set per terminal, and a divide needs R. typed by hand.

When

Use this card to fill the received field: who asked for the booking or the change you are about to save. Galileo wants it in every transaction before you end.

Steps

#	Entry	What it does	Why
1	R.P	Received from the passenger.	The traveller asked for it.
2	R.NOVAK/AMRS	Received from Mrs A Novak.	Name the person when someone else books for the traveller (a secretary, a parent).
3	R.AGT	Received from the agent.	A change you make yourself, for example after a queue message.
4	R.@KOVAC/MMR · R.@"	Changes · deletes the received item typed in this transaction.	Fix a typo before you end.
5	*RV	Shows the received field.	Check before ending.

Autoreceive: Smartpoint can fill the field for you (Application Settings → Autoreceive). Then you do not need to type R. before ending.

Check it worked

*RV shows the text before you end.

Traps

- **Autoreceive belongs to the terminal, not to you.** On another PC it may be off, and the end transact is refused until you type R..
- **Dividing a booking file needs R. typed by hand after DP, even with autoreceive on,** and a received field again after filing the new file ([Divide a booking file \(take travellers out\)](#)).
- Without autoreceive you must also add R. before a repeat entry ([Repeat \(copy\) a booking file](#)) and before emailing an itinerary ([Email the itinerary \(EM, ERM, ERMALL\)](#)).
- The field takes 1–61 characters and holds one item.
- Write who really asked — the field is the booking file's note of who requested a cancellation or a name change.

Online: gateroam.com/galileo-guide/received-from-field

How do I save or ignore a PNR in Galileo (ER, I)?

ER ends the transaction and redisplay the booking file; E or ET saves without redisplay; QEB/43 saves and queues it. I throws away unsaved changes, IR goes back to the last saved version.

When

Use this card when you have finished a booking or a change and want to save it, or when you only looked or made a mistake and want to throw the unsaved work away.

Steps

#	Entry	What it does	Why
1	ER	Ends the transaction and shows the booking file again.	The normal save: you see the result and the locator.
2	E or ET	Ends without showing the file.	Save and move on.

#	Entry	What it does	Why
3	EL	Ends and goes back to the name list you came from.	Working through a list of similar names.
4	ERM	Ends, shows the file and emails the itinerary.	Saves a step when the client is waiting (Email the itinerary (EM, ERM, ERMALL)).
5	QEB/43	Ends and places the file on queue 43.	Hands it to a colleague or a later task (Place a booking file on a queue — now or on a future date).
6	I	Ignores: drops everything since the last save.	The safe exit when you only wanted to look. A new file disappears completely.
7	IR	Ignores and shows the last saved version.	Undo your changes but keep the file open.
8	IALL	Ignores the booking file and the client file moved into it.	Start again from nothing.

Check it worked

After **ER** the file is shown with its record locator. After **IR**, ***R** shows the file exactly as it was at the last save; after **I** on a new file, it is gone.

Traps

- **Ending is what sends your work out.** Cancellations, SSRs, names and contact data go to the airlines when you end. If you were only trying entries, finish with **I**.
- **Some things work only before the first save:** linking a lap infant to an adult (**SI.P4/INFT-P2**), changing the number of seats on a sold segment, changing a group name, and the airline OSIs that extend a ticketing deadline. Get them right first.
- You cannot sign off with an unfinished booking file open. End it or ignore it first (**Sign on, sign off and change your password**).
- **QEB/** ends the transaction too — do not type **ER** after it expecting to fix something.
- Without autoreceive, an end without **R**. is refused (**Received from field and autoreceive**).
- Cancelled the whole itinerary (**XI**) by mistake? **IR** brings it back, as long as you have not ended.

Online: gateroam.com/galileo-guide/end-or-ignore-pnr

How do I retrieve a PNR in Galileo?

Use ***K7P2QX** for the record locator, ***-NOVAK** for a surname (pick a line with ***3**), ***15NOV-NOVAK** for date and name, or ****7XQ1-NOVAK** to search a branch office. Past date files need **PQ/**.

When

Use this card to open an existing Galileo booking file: by its record locator, by the traveller's name, or by flight and name, in your own office or in a branch.

Steps

#	Entry	What it does	Why
1	*K7P2QX	Opens the file with that record locator.	The fastest and only exact way.
2	*-NOVAK	Searches by surname in your office.	One match opens; several give a numbered name list.
3	*-NOVAK/ANA MRS	Searches by full name.	Narrows a common surname.
4	*-I/NOVAK	Searches by an infant's name.	The I/ tells Galileo to look among lap infants.
5	*15NOV-NOVAK	Name plus travel date.	Separates the client's trips.
6	*JU211/15NOV-NOVAK	Flight, date and name.	When you know the flight.
7	*L	Shows the name list again.	Pick another line after a wrong choice.
8	*3	Opens line 3 of the name list.	Choose from the list.

#	Entry	What it does	Why
9	**7XQ1-NOVAK	Searches branch office 7XQ1.	A booking made in another office of your group.
10	**B-NOVAK	Searches all branch offices.	You do not know which office made it.

***-NO** lists every name starting with NO — useful when you are unsure of the spelling. ***0** shows more matching names after a list.

Check it worked

The file opens with the record locator at the top and the names you expected. Check the travel dates before changing anything: a common name can have several files.

Traps

- **Pick from the list by line number, then check.** Two clients with the same surname and travel month are common; confirm the first name and dates on screen.
- The date shown in the name list: the travel date of flown segments; if the flights were cancelled but a retention line remains, the retention date; if every segment was cancelled, the date of the first segment.
- 24 hours after its last travel date a file becomes past date and is no longer found this way. Use past date retrieval ([Retrieve a past date booking file \(PQ\)](#)).
- A booking the airline made itself is not in your Galileo list. Retrieve and claim it ([Claim an airline booking, or ticket it through booking file lend](#)).
- No match at all? See [The airline has no record of the booking \(NoRec checks\)](#) before creating a duplicate booking.

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

How do I display part of a PNR in Galileo?

Use a star display: ***IA** for flights, ***N** names, ***P** phones, ***TD** ticketing, ***SI** service information, ***NP** notepad, ***ALL** everything. Combine with a full stop, e.g. ***N.I**, and print with **P- *R**.

When

Use this card when a booking file is open and you want to see one part of it — only the flights, only the SSRs, only the remarks — instead of the whole file, or to print a part.

Steps

#	Entry	What it shows	Why
1	*R	The booking file as usual.	The everyday view.
2	*ALL	Everything, hidden fields included.	Before a big change, or when something is missing from *R .
3	*I · *IA · *IN	Whole itinerary · air segments · non-air segments.	Check flights and status codes.
4	*N	Names with passenger numbers.	Before any entry that uses P1 , P2 .
5	*P · *EM	Phone items · email addresses.	Contact check.
6	*TD · *RV	Ticketing field · received field.	Mandatory fields before ending.
7	*SI · *SR · *SO	All service information · SSRs only · OSIs only.	See statuses of meals, wheelchairs, DOCS.
8	*NP · *RI	Notepad · itinerary remarks.	Internal notes · what the client will read.
9	*MM	Frequent flyer numbers.	Check the card is in before ticketing.
10	*VR · *VL	Vendor remarks in and out · airline locators.	Airline replies and the airline's own booking reference.
11	*SD	Seat data.	Seats and their statuses.
12	*FF	Filed fares.	The stored fares the tickets will use (Display the filed fares in a booking file).

#	Entry	What it shows	Why
13	*DV	Booking files divided from this one.	Find the other half after a divide.

Combine displays with a full stop: ***N.I** shows names and itinerary, ***N.SI.VR** names, service information and vendor remarks. A + adds history to the same screen: ***N.I+*HIA** (see [Read the booking file history](#)).

Print any display by putting **P-** in front: **P-*R** prints the open file, **P-*ALL** with hidden fields, **P-*I** only the itinerary ([Print a booking file, its history or any response](#)).

Check it worked

The screen shows only the part you asked for; the item numbers there are the ones to use in change and delete entries.

Traps

- ***R does not show everything.** Some fields only appear in ***ALL** or in their own display. When a colleague says "it's in the booking", check ***ALL**.
- Item numbers are per field. Take them from the field's own display just before a change, not from memory.
- ***P1** shows the first **two** phone items, not item 1 alone.
- A display shows the current state only. What was there before is in the history (***H**).

Online: gateroam.com/galileo-guide/partial-pnr-display

How do I list unticketed bookings in Galileo?

LD/UTK/15NOV-D lists unticketed booking files with a segment on 15 November; LD/UTK/TL-20OCT-D those due for ticketing on 20 October; add -Q/60 to send the list to a queue. PP/ opens the Preview Plus form.

When

Use this card to get a list of booking files that match a rule — not yet ticketed, travelling on a date, with a waitlisted or airline-cancelled flight — on screen or onto a queue to work through.

Check first

- Every list needs one of **ALL**, **TKT** (ticketed), **UTK** (unticketed) or a status code **SC-....**
- The modifiers must come **in a fixed order**: **LD**, then your branch PCC (if any), the type, airline, class, board point, off point, direct-flight flag, creation date, segment date, and the output last.

Steps

#	Entry	What it does	Why
1	LD/UTK/15NOV-D	Unticketed files with any segment on 15 November, on screen.	Find what still needs a ticket before departure.
2	LD/UTK/TL-20OCT-D	Unticketed files whose TAU/TAW date is 20 October.	Today's ticketing work. A range: TL-20OCT*25OCT .
3	LD/ALL/15NOV-Q/60	Every file with a segment on 15 November, onto queue 60.	Work a long list as a queue (Work a queue — sign in, act, remove, sign out).
4	LD/SC-HX/15NOV-D	Files with a flight cancelled by the airline on that date.	Catch cancellations nobody has handled. Up to five codes: SC-HL.UC .
5	LD/7XQ1/UTK/JU/15NOV*20NOV-D	Branch 7XQ1, airline JU, unticketed, segments 15–20 November.	Narrow a big list.
6	LD*	Shows the last list again.	Back to the list after opening a file.
7	LDT/UTK/15NOV-D	Same list, sent to the printer.	A paper checklist.

#	Entry	What it does	Why
8	PP/	Opens Preview Plus, a form that builds the list for you.	No need to remember the modifiers. Fill the main screen, then PP/AIR , PP/TKT or PP/TVL if needed; PP/END runs it, PP/IGN leaves.

Other filters: **/C01OCT** (created on 1 October) or **/C01OCT*10OCT**, **/S-** + agent sign, **/T** direct flights only, **/AC-** + the account name stored in the **DI.AC-** remark, **/ABS** all branches. **LD/ALL/AUX/01NOV*30NOV-D** lists files with non-air segments.

Check it worked

The screen (or the queue count) shows the files that match. Open one from the list and check it really fits the rule before you act on all of them.

Traps

- **A file with T.T* counts as ticketed.** UTK lists skip it even if no ticket exists (**Ticketing arrangement field (T.TAU, T.TAW, T.T*)**).
- **NDC bookings hide from SC-HK.** Their confirmed segments are listed under **SC-ZK (NDC in Travelport+ — what it is and how NDC bookings look)**.
- Segment dates reach from about yesterday to 362 days ahead; one range can cover at most 362 days.
- **/ABS** (all branches) needs a second-level sign-on authorization.
- Board and off points take airport codes, not city codes. Up to five airlines per list.
- A branch PCC always goes straight after **LD/**, before anything else.

Online: gateroam.com/galileo-guide/booking-file-lists

How do I set a booking reminder in Galileo?

RB.20OCT*CALL CLIENT ABOUT PAYMENT puts the booking file on queue 12 at 07:00 on 20 October. Add a time (**RB.20OCT/1530***) or queue (**RB.Q41***), change with **RB.@1/22OCT** and display with ***RB**.

When

Use this card to make a Galileo booking file come back to you on a chosen day — to chase a waitlist, call the client about payment, or check a visa — with a note saying why.

Check first

- Without other details a review item goes to **your own branch, queue 12, at 07:00**. Decide whether that suits you or name a time and queue.

Steps

#	Entry	What it does	Why
1	RB.20OCT*CALL CLIENT ABOUT PAYMENT	Back on queue 12 on 20 October at 07:00, with the note.	The everyday reminder.
2	RB.20OCT/1530*CHECK WAITLIST JU211	Same, at 15:30.	When the time matters.
3	RB.Q41*VISA COPY MISSING	Today at 07:00 on queue 41.	A queue a colleague works.
4	RB.7XQ1/20OCT/0900/Q26*PLEASE ISSUE	Queue 26 of branch 7XQ1 on 20 October at 09:00.	Hand work to another office. A PCC always needs a date.
5	RB.1300/Q12.Q29*SEND INVOICE	Two items, today at 13:00, queues 12 and 29, same text.	Two people need the same reminder.
6	RB.@1/22OCT	Moves item 1 to 22 October, the rest unchanged.	Postpone a reminder.
7	RB.3@ · RB.ALL@	Deletes item 3 · all items.	Clear reminders that are done.
8	*RB	Shows the review items.	Check dates, queues and texts.

In Smartpoint: booking file remarks script → Review BF.

Check it worked

***RB** lists each item with date, time, branch, queue and text. On the day the file appears on that queue; ***HRB** shows items that were changed or removed.

Traps

- **The reminder only helps if someone works that queue.** Queue 12 is where review items land by default; agree in your office who empties it ([Work a queue — sign in, act, remove, sign out](#)).
- Counting and pulling early: **ORC/RB/20OCT** counts the files due on a date; **ORB/RB/20OCT-Q/30** moves them to queue 30 now (queue 12 if you give none).
- Up to 99 items per file, 255 characters of text each.
- For the ticketing deadline use the ticketing field (**T.TAU/...**), not a review item — lists of unticketed files read the ticketing field only ([Ticketing arrangement field \(T.TAU, T.TAW, T.T*\)](#)).
- Delete reminders you no longer need, or the file still lands on the queue on that date.

Online: gateroam.com/galileo-guide/review-booking-reminder

How do I add itinerary remarks in Galileo?

RI.HAVE A PLEASANT TRIP adds a line the client sees; **RI.S2*TEXT** ties it to segment 2; **RI.S1/CI*90** sets a check-in time. Internal notes go in the notepad (**NP.**), back-office data in **DI.** remarks.

When

Use this card to choose the right remark field in a Galileo booking file, and to add itinerary remarks the client will read: a welcome line, a note on one flight, check-in times, terminals.

Which remark where

You want to ...	Field	Who reads it
tell the client something on the itinerary	RI. itinerary remark	the client (itinerary, email, ViewTrip)
note something for colleagues	NP. notepad (Notepad (NP.) and postscript (PS.) — internal notes)	your agency
put a warning on top of the file	PS. postscript (Notepad (NP.) and postscript (PS.) — internal notes)	your agency
pass data to the back office	DI. document invoice remark	your accounting system
ask the airline something	V. vendor remark (Vendor remarks — messages to and from the airline)	the airline, which can answer
inform the airline, no answer needed	OSI (OSI — other service information for the airline)	the airline

Steps

#	Entry	What it does	Why
1	RI.HAVE A PLEASANT TRIP	A general line on the itinerary.	Not tied to any flight.
2	RI.S2*BUS TRANSFER TO TERMINAL 2	A line printed after segment 2.	Information about one flight.
3	RI.S1/CI*90	Check-in time of 90 minutes for segment 1.	RI.CI*90 sets it for every air segment.
4	RI.S1/DT*TERMINAL 1 · RI.S2/AT*TERMINAL 2	Departure · arrival terminal for a segment.	Combine: RI.S1/CI*90/DT*TERMINAL 1.
5	RI. (two spaces)	An empty line between general remarks.	Readability.

#	Entry	What it does	Why
6	RI.2@NEW TEXT · RI.3@	Changes remark 2 · deletes remark 3.	Fix the text.
7	RI./0*TEXT	Inserts a new first general remark.	Put the important line on top.
8	*RI	Shows the itinerary remarks.	*RIC shows only check-in and terminal lines.
9	DI.FT - COST CENTRE 4410	Free text for the back office.	Up to 45 characters, sent to the accounting interface.
10	DI.AC - EXAMPLE CORP	Account name.	One item; list displays can filter on it (/AC-).

Check it worked

***RI** shows each remark with its number and the segment it belongs to. Send yourself the itinerary ([Email the itinerary \(EM, ERM, ERMALL\)](#)) to see what the client sees.

Traps

- **The client reads RI. remarks.** Never put internal notes, net prices or comments about the client there — use the notepad.
- **Cancelling a segment drops its remarks** unless you move them first. Galileo warns **ITIN RMKS XLD UNLESS REASSOC**; before ending, re-attach them with **RIR.1 - 2S3** (remarks 1 and 2 to segment 3).
- Each itinerary remark holds up to 70 characters.
- Check-in times must be between 10 and 240 minutes.
- Ask your back office which **DI.** lines it reads before you use new ones.

Online: gateroam.com/galileo-guide/itinerary-remarks

How do I add an internal note in Galileo?

NP.CLIENT WANTS AISLE SEATS ONLY adds an internal note; NP.H** keeps it in history when changed, NP.C** makes it confidential to your office. PS. puts a one-line warning on top of the booking file. Display with *NP.

When

Use this card to leave notes for colleagues inside a Galileo booking file — what the client asked, what you promised, what still has to be done — that the client never sees.

Steps

#	Entry	What it does	Why
1	NP.CLIENT WANTS AISLE SEATS ONLY	A plain note.	Everyday internal remark.
2	NP.H**QUOTED 412 EUR ON 12OCT BY PHONE	A historical note.	If it is later changed or deleted, the old text stays in the history.
3	NP.C**DISCOUNT AGREED BY MANAGER	A confidential note.	Only your office (the owner of the file) can read it.
4	NP.**PAYS BY BANK TRANSFER	A note that is always shown on the first notepad line.	The one thing everyone must see.
5	NP.D*SENT VISA FORMS	A note with a letter of your choice (here D).	Group notes by topic; *NPD shows only those.
6	NP.2@NEW TEXT · NP./2TEXT · NP.2@	Changes item 2 · inserts after item 2 · deletes item 2.	Keep notes current.
7	*NP	Shows the notepad.	*NPH* historical only, *NPC* confidential only.
8	PS.CALL CLIENT BEFORE TICKETING	A postscript: one line shown at the top of the booking file.	A warning nobody can miss. Up to 64 characters.

#	Entry	What it does	Why
9	PS.@NEW TEXT · PS.@	Replaces · removes the postscript.	It is a single item.

In Smartpoint: booking file remarks script → Other remarks.

Check it worked

***NP** lists the items with the agent's sign, date and time stamped on each; the postscript appears on top when you display the file.

Traps

- **A plain note deleted is gone for good.** Plain and confidential notes leave no trace in the history. Use **NP.H**** for anything you may need to prove later; ***HNP** shows those.
- Historical notes are written to the history only when changed or deleted, not when added.
- A confidential note can only be added by the owner office. Another office sees just **CONFIDENTIAL**, and gets **RESTRICTED** if it tries to add one.
- The characters ^, +, ; and @ cannot be typed in a note (+ joins entries, @ deletes). Many other special characters show as ?.
- Up to 87 characters per item, 999 items.
- Card numbers: only in the special card note (**NP.F**** + card details), which hides the number after the file is saved. The card type, last four digits, expiry date and your text stay readable. Never put a card number in a plain note.

Online: gateoram.com/galileo-guide/notepad-remarks

How do I send a message to an airline in Galileo?

Use a vendor remark: V.AJU*PLEASE ADVISE PRICE FOR PET IN CABIN, then end with ER. Read the answer later with *VI (incoming) or *VR (all). Store an airline locator with RL.JU*M4R8TZ.

When

Use this card to send a free-text question or request to an airline from inside a Galileo booking file, and to read the airline's answer.

Steps

#	Entry	What it does	Why
1	V.AJU*PLEASE ADVISE PRICE FOR PET IN CABIN	Sends a message to airline JU (A = airline, then its code).	A question no SSR code covers.
2	ER	Ends the transaction.	The remark goes out when you end.
3	*VR	Shows all vendor remarks, in and out.	Look for the answer later.
4	*VI · *VO	Only incoming · only outgoing remarks.	Separate the airline's reply from your question.
5	V.2@AJU*NEW TEXT · V.2@	Changes · deletes remark 2.	A change works only in the transaction where you wrote it.
6	RL.JU*M4R8TZ	Stores airline JU's own locator M4R8TZ.	For passive segments booked outside Galileo.
7	*VL	Shows the airline locators.	The reference to give the airline on the phone.

Check it worked

***VO** shows your remark; when the airline answers, ***VI** shows its reply. ***HVR** shows the vendor remark history, including deleted ones.

Traps

- **The answer comes when the airline sends it.** Look at ***VI** again later and keep an eye on your queues (**Work a queue — sign in, act, remove, sign out**).

- Use the right channel: a request with a code (meal, wheelchair, pet in cabin **PETC**) goes as an SSR, plain information as an OSI (**OSI — other service information for the airline**). The vendor remark is for real questions.
- Up to 180 characters per remark and 99 remarks per file.
- After dividing a booking file, if no new airline locator appears, send a vendor remark asking the airline to action the divide and send the new locator (**Divide a booking file (take travellers out)**).
- Write in plain airline English, short and in capitals; avoid + and @, which Galileo reads as entry signs.

Online: gateroam.com/galileo-guide/vendor-remarks

How do I add an SSR in Galileo?

SI.P1/VGML orders a vegan meal for passenger 1; SI.P2S3/WCHR a wheelchair on segment 3. Find codes with H/MEAL and H/ASSC, check status with *SR, and accept airline answers with @ALL.

When

Use this card to ask the airline for a service with an IATA code — special meal, wheelchair, bassinet, sports equipment — and to follow its answer, update or cancel it in a Galileo booking file.

Check first

- Find the code: **H/MEAL** (meals) and **H/ASSC** (other services). Codes marked + must have a text after *, codes marked * must not have one.
- Which passengers and which flights: without **P** and **S** numbers the request goes for **every passenger on every air segment**.

Steps

#	Entry	What it does	Why
1	SI.P1/VGML	Vegan meal for passenger 1 on all flights.	SI.VGML would order it for everyone.
2	SI.P2S3/WCHR	Wheelchair for passenger 2 on segment 3 only.	Services are often needed on one leg only.
3	SI.P1S2.3/SPEQ*SKI BAG 15KG 180X30X20	Sports equipment for passenger 1 on segments 2 and 3, with the mandatory text.	The airline needs the details to accept it. Up to 180 characters.
4	ER then *SR	Saves, then shows the SSRs with their status.	The airline answers with a status code per request.
5	@ALL	Updates statuses: KK , KL , TK become HK ; UU , UL become HL ; NO and UN are removed.	Accept the airline's answers. Repeat until Galileo says there is nothing left to update. It updates flight statuses too.
6	SI.INFT@HK	Sets the infant SSR to HK .	@ALL does not touch the infant SSR.
7	SI.P1S2@ · SI.P2S1/WCHR@	Cancels all SSRs of passenger 1 on segment 2 · one wheelchair request.	A cancel message goes to the airline.
8	*SIR then SIR VGML	After changing flights, lists services to put back · reinstates the meal.	Services do not always move with the new flight by themselves.

In Smartpoint: special services script – Special Service Request.

Check it worked

*SR shows each request with passenger, segment and status. **HK** means the airline confirmed; **NO**, **UN** or **UC** means it did not.

Traps

- **SI.ALL@** and **SI.S2@** also remove paid ancillary services booked in the file, not only the free requests. Cancel precisely.

- **@XK** at the end (**SI.P2S1/AVIH@XK**) removes the item **without** telling the airline. Use it only for requests the airline already dropped.
- An SSR can only be changed in its status or text (**SI.P1S4/WCHR@HK**, **SI.P1/SPML@*NO EGGS**); for anything else cancel it and add it again.
- Services for a lap infant are added to the accompanying adult.
- Codes without a programmatic form (passport data, contacts, emergency contact) are manual SSRs — see [Manual SSRs — contacts, emergency contact, long loyalty numbers](#).

Online: gateroam.com/galileo-guide/special-service-requests

How do I add a manual SSR (CTCM, CTCE) in Galileo?

Build it as SI. + passenger + SSR + code + airline + HK1 + data: SI.P1/SSRCTCMYYHK1/38641123456 for a mobile, SI.P1/SSRCTCEYYHK1/ANA.NOVAK//EXAMPLE.COM for an email. Manual SSRs cannot be changed, only cancelled (SI.4@).

When

Use this card when the airline needs data that has no short programmatic form in Galileo: the traveller's own phone and email, an emergency contact, a frequent flyer number that is too long, group fare details.

How a manual SSR is built

SI. + passenger (**P1/**, optional) + **SSR** + four-letter code + airline (**YY** = all airlines in the file) + **HK1** + **/** + the data.

Code	What it carries
CTCM · CTCE	traveller's mobile · email, for disruption messages
CTCR	the traveller refused to give contact data
PCTC	emergency contact person
DOCS · DOCO · DOCA	passport, visa / redress / known traveller, address — see Passport data (APIS / Secure Flight) with SSR DOCS
FOID	form of identification — see Form of identification (FOID) for e-tickets
FQTV	frequent flyer number when M. is too short
GRPF	group fare details
CLID	corporate client identifier, one per airline per booking

Steps

#	Entry	What it does	Why
1	SI.P1/SSRCTCMYYHK1/38641123456	Traveller 1's mobile to all airlines.	Airlines contact the traveller directly about changes.
2	SI.P1/SSRCTCEYYHK1/ANA.NOVAK//EXAMPLE.COM	Traveller 1's email (/ for @, - - for underscore).	Same reason, by email.
3	SI.P2/SSRCTCRYHK1/PASSENGER DECLINED	Records that traveller 2 gave no contact.	Text after the last slash is free.
4	SI.SSRPCTCYHK1/MARKO KOVAC/SI 386 41 765432 - NOVAK/ANAMRS. HUSBAND	Emergency contact (name, country, phone) for traveller NOVAK/ANA; the relationship follows the full stop.	Some airlines ask for it.
5	SI.SSRFQTVLHHK1/LH992000123456789 - NOVAK/ANAMRS	A loyalty number for LH that does not fit in M.	Fallback for long numbers.
6	*SI	Shows all service information.	Check codes, airline and text.

#	Entry	What it does	Why
7	SI.4@ · SI.4@XK	Cancels item 4 with a message to the airline · removes it silently.	Wrong data must be removed before adding the right one.

In Smartpoint: special services script – Special Service Request.

Check it worked

***SI** lists the manual SSR with its code, airline (or **YY**), status and text.

Traps

- **A manual SSR cannot be changed** — only cancelled and entered again.
- Manual SSRs belong to the booking file, not to a flight segment. Programmatic ones (meals, wheelchairs) are tied to segments.
- **YY** sends to every airline in the file. Put a carrier code instead to send to one airline only.
- Data for a lap infant goes on the adult's name.
- Only one **CLID** per airline per booking; remove duplicates with **XK**.
- Slashes are positions: leaving one out shifts every field after it.

Online: gateroam.com/galileo-guide/manual-ssr-contacts

How do I add an OSI in Galileo?

SI.LH*VIP NOVAK/AMRS CEO EXAMPLE CORP informs LH; SI.YY* informs every airline in the booking file. A request the airline must confirm belongs in an SSR. Display with ***SO**; delete with SI.2@.

When

Use this card to tell an airline something useful about the travellers that needs no confirmation: a VIP, a party split over two bookings, a ticket number — or an extra line the airline asked you to add for a special fare.

Check first

- Is there an SSR code for it? A request the airline must confirm (meal, wheelchair, child's date of birth) belongs in an SSR (**Special service requests (SSR) — add, update, cancel**), which the airline answers with a status code. An OSI only informs.

Steps

#	Entry	What it does	Why
1	SI.LH*VIP NOVAK/AMRS CEO EXAMPLE CORP	Tells LH that the traveller is a VIP.	The airline may offer extra care.
2	SI.KL*TCP4 WITH PNR M4R8TZ	Tells KL the party of 4 is split over two bookings.	TCP = to complete party; links the travellers for the airline.
3	SI.JU*TKNM0811234500012	Gives JU a ticket number.	When the airline asks for the ticket number by OSI.
4	SI.YY*PSGR IS A NERVOUS FIRST TIME FLYER	Informs every airline in the file.	YY = all airlines.
5	*SO	Shows the OSIs.	*SI shows them together with the SSRs.
6	SI.1@LH*NEW TEXT · SI.2@	Changes OSI 1 · deletes OSI 2.	Keep the information current.

In Smartpoint: special services script – Other Service Information.

Check it worked

***SO** lists each OSI with the airline code and text.

Traps

- **Some OSIs must be in before the first save.** For certain private fares the airline wants an OSI in the new booking to extend the last ticketing date, and ticketing delay codes only count if they are there before the first end transact. The airline tells you the exact text (**Private, net and account-code fares in a quote**).
- An OSI asks for nothing. If you need the airline to do something, use an SSR or a vendor remark (**Vendor remarks — messages to and from the airline**).
- Child ages: airlines prefer the CHLD SSR with the date of birth over an OSI (**Names for adults, children and infants**).
- Travellers in separate bookings who want to sit together: AF asks for an OSI with the code LKRL and the airline locators of the bookings. Check the airline's own instructions for the exact form.
- Your first agency phone number is sent to the airline as an OSI automatically when you end — you do not have to add it.

Online: gateroam.com/galileo-guide/osi-other-service-information

How do I add passport data (SSR DOCS) in Galileo?

SI.P1/SSRDOCSYYHK1/P/SI/PX1234567/SI/12JUL80/F/23OCT30/NOVAK/ANA sends passport data to all airlines; the Smartpoint #APIS form builds it for you. Keep every slash. A wrong DOCS must be cancelled and re-entered.

When

Use this card to send passport data to the airlines (APIS, and US Secure Flight), and visa, known traveller or address data when a country requires them.

Check first

- The passport in your hand: document number, issuing country, nationality, date of birth, gender, expiry, names exactly as printed.
- The name in the DOCS must match the passport and the name field.

Steps

#	Entry	What it does	Why
1	SI.P1/SSRDOCSYYHK1/P/SI/PX1234567/SI/12JUL80/F/23OCT30/NOVAK/ANA	Full passport data for traveller 1, to all airlines.	Order: document type / issuing country / number / nationality / birth date / gender / expiry / surname / first name (/ middle name).
2	SI.P2/SSRDOCSYYHK1/////03MAR75/M//KOVAC/MARKO	Minimum US Secure Flight data: birth date, gender, names.	Empty positions keep their slashes.
3	SI.P1/SSRDOCSYYHK1/P/SI/PX7654321/SI/12MAR26/FI/01APR31/NOVAK/EVA	A lap infant's passport, entered on the adult (FI = female infant).	Infant data goes on the accompanying adult.
4	SI.P1/SSRDOCOYYHK1//K/9876543///US	Known traveller number for the US.	DOCO also carries visa and redress data.
5	SI.P1/SSRDOCAYYHK1/D/US/100 MAIN STREET/NEW YORK/NY/10001	Destination address in the US (D); R would be the home address.	Needed for travel to the US.

#	Entry	What it does	Why
6	*SI	Shows the DOCS, DOCO and DOCA lines.	Check every position.

In Smartpoint, **#APIS** (or the customer information script → Security) opens a form that builds these SSRs for you.

Document codes: **P** passport, **IP** passport card, **I/A/C** identity cards, **F** other approved document. **Gender:** **M, F, X** unspecified, **U** undisclosed; add **I** for an infant (**MI, FI, XI, UI**).

Check it worked

*SI shows the DOCS line per traveller with your data in the right positions, and the airline code or YY.

Traps

- **A wrong DOCS cannot be edited** — cancel it (**SI.3@**) and enter it again ([Manual SSRs — contacts, emergency contact, long loyalty numbers](#)).
- **Count the slashes.** A missing one moves every following field into the wrong position.
- **YY** sends to all airlines in the file; a carrier code sends to one.
- The DOCS is data for the airline, not a check of entry rules. Visas and passport validity: [Visa, passport and health rules \(TIMATIC\)](#).
- Galileo also has a passport and visa field for your own records, **PI**. (for example **PI.P1/P/SI/PX1234567/23OCT30*SEEN BY AGENT**, shown with ***PI**). It stores the data in the booking file; the airline gets passport data through the DOCS. It is masked after the first save, and a name change deletes it.

Online: gateroam.com/galileo-guide/passport-data-docs

How do I add a frequent flyer number in Galileo?

M.P2/LH992000123456 adds an LH card for passenger 2; M.P2/LH992000123456/OS uses it on an OS flight. Check with *MM, see partners with M*LH, delete with M.P2@. Longer numbers go in an FQTV SSR.

When

Use this card to add a traveller's loyalty card to a Galileo booking file so the miles are credited — on the airline's own flights or on a partner airline.

Check first

- The card number and the airline that issued it, and that the name on the card matches the name in the booking file.

Steps

#	Entry	What it does	Why
1	M.LH992000123456	Adds an LH card in a booking file with one traveller.	No passenger number needed when there is only one.
2	M.P2/LH992000123456	Adds an LH card for passenger 2.	Several travellers: always name the passenger.
3	M.P2/LH992000123456/OS	The LH card used on an OS flight.	Earn miles on the LH card when flying a partner airline.
4	M.P2*LH/OS/LX	Adds partners OS and LX to the LH card already in the file.	Up to 10 partner airlines per card.
5	M*LH	Shows LH's agreement table: which airlines accept LH cards.	Check the partner is there before adding it. M*ALL lists every airline with a table.
6	*MM	Shows the mileage data.	Check numbers and partners.
7	M.P2@ · M.LH@ · M.@	Deletes passenger 2's cards · all LH cards · all cards.	Remove a wrong number.

In Smartpoint: customer information script → Loyalty.

Check it worked

***MM** shows each card with the passenger number, airline and partners. For airlines that check cards online, the number and name are checked against the airline's data as you enter them.

Traps

- **Name and card must match.** Some airlines (for example KL, AF, LH) check the card against the passenger name as you type it. Fix the name or the number; do not force it.
- The item holds 6–27 characters, airline code included. A longer number goes in a manual FQTV SSR ([Manual SSRs — contacts, emergency contact, long loyalty numbers](#)).
- A partner card only earns miles if the operating airline is in the agreement table (**M***).
- Mileage changes are kept in the history (***HMM**).

Online: gateroam.com/galileo-guide/frequent-flyer-number

How do I add a corporate ID in Galileo?

ID.C/ plus the 6-character company code, 2-letter country and 3–5 character agency code, for example ID.C/EXCO01SIXQ7. Only IDs in the validation table are accepted. Display with *ID, delete with ID.C/@.

When

Use this card when a booking is for a corporate client and your agency works with a Galileo corporate ID for that company, or an airline asks for a corporate client identifier.

What it is

A corporate ID has three parts written together:

Part	Length	Example
corporate identifier	6 letters or digits	EXCO01
country code	2 letters	SI
travel agency identifier	3–5 letters or digits	XQ7

Together: **EXCO01SIXQ7**. Only IDs that are already loaded in the validation table are accepted.

Steps

#	Entry	What it does	Why
1	ID.C/EXCO01SIXQ7	Adds the corporate ID to the booking file.	Marks the booking as belonging to that company.
2	*ID	Shows the corporate ID.	Check it went in.
3	ID.C/@	Deletes it.	Wrong company or not a corporate trip.

In Preview Plus ([Lists of booking files \(LD\) and Preview Plus](#)) the corporate ID can be filled in on the travel information screen.

Check it worked

***ID** shows the full ID. If the ID is not in the validation table, the entry is not accepted.

Traps

- **It is a single item.** A booking file holds one corporate ID. To replace it, delete it with **ID.C/@** and add the new one.
- This field is not the account name in the **DI.AC-** remark. List displays filter on that remark with **/AC-** ([Lists of booking files \(LD\) and Preview Plus](#), see [Remarks — which kind goes where \(itinerary, notepad, accounting\)](#)).
- Some airlines want a corporate client identifier as a manual SSR, **CLID**. Only one CLID per airline per booking is allowed; remove duplicates without a message (**XK**, see [Manual SSRs — contacts, emergency contact, long loyalty numbers](#)). Use the exact text the airline gives you.
- For negotiated corporate fares see [Private, net and account-code fares in a quote](#).

Online: gateroam.com/galileo-guide/corporate-id

How do I add a tour or transfer segment in Galileo?

0TURZZBK1VIE26NOV-CF-55881234 adds a passive tour; 0SURZZAK1VIE26NOV-TRANSFER AIRPORT TO HOTEL a passive surface segment. RT.T/30NOV*TEXT adds a retention line. Display with *IN, cancel all with XN.

When

Use this card to show in an air booking file something that was arranged outside Galileo — a tour, a transfer, a cruise leg — or to keep a dated line in a file that has no flights left.

Steps

#	Entry	What it does	Why
1	0TURZZBK1VIE26NOV-CF-55881234	A passive tour segment in Vienna on 26 November, with the supplier's confirmation number.	The trip is complete in one file; CF- is optional.
2	0SURZZAK1VIE26NOV-TRANSFER AIRPORT TO HOTEL	A passive surface segment with free text.	Transfers, trains or ferries booked elsewhere.
3	RT.T/30NOV*KEEP FOR INVOICE	A retention line on 30 November with a note.	Keeps a dated line in a file whose flights are gone.
4	*IN	Shows only the non-air segments.	Check them apart from the flights.
5	XN	Cancels all non-air segments.	Clean up without touching the flights.
6	LD/ALL/AUX/01NOV*30NOV-D	Lists files with auxiliary segments in November.	Find all files with a tour or transfer that month.

In these entries ZZ fills the supplier (vendor) position and 1 is the number of people. Segment numbers run together with the flights, so a single auxiliary segment is cancelled like any other: X + its number.

Check it worked

*IN shows the tour or surface segment with its date and text; *I shows it in the itinerary together with the flights.

Traps

- **Passive means nothing is booked.** These lines only record what you arranged elsewhere. The real booking and its payment are with the supplier.
- An auxiliary segment can take the place of a retention line and carry real information at the same time.
- When all flights are cancelled, the name list date of the file becomes the retention date if a retention line is left ([Retrieve a booking file \(PNR\) by locator, name or flight](#)).
- Some offices add the retention line automatically with a Smartpoint tool; check before typing one by hand.
- *IX shows air taxi segments only; for tours and surface segments use *IN.
- Hotel and car segments have their own entries and are not covered in this guide.

Online: gateroam.com/galileo-guide/auxiliary-retention-segments

How do I split (divide) a PNR in Galileo?

DP2 divides passenger 2 out; then R.NOVAK/AMRS, F to file the new booking file, R. again and ER. Type R. by hand even with autoreceive, and check *VL shows a new airline locator before changing anything.

When

Use this card when some travellers in a Galileo booking file change or cancel and the others do not. You divide them into a booking file of their own and work on that one.

Check first

- Finish or ignore any other change first. **No changes are allowed until the divide is complete.**
- Know the passenger numbers to move (*N).

Steps

#	Entry	What it does	Why
1	*K7P2QX	Opens the booking file.	Start from the saved file.
2	DP2 (or DP1-2.4)	Divides passenger 2 (or 1, 2 and 4) out.	You now work in the new, divided part.
3	R.NOVAK/AMRS	Received field.	Type it by hand even when autoreceive is on.
4	F	Files the new booking file.	It gets its own record locator.
5	R.NOVAK/AMRS	Received field again, now for the original file.	Mandatory for the second save too.
6	ER (or E)	Ends the original booking file.	The divide is complete.
7	*DV	Lists the files divided from this one.	Jump to the other part at any time.
8	*VL	Shows the airline locators.	Before changing anything, each file must have its own airline locator.

Then change or cancel what you need in the divided file, as in any other booking ([Cancel the whole booking \(itinerary\) in Galileo](#)).

Check it worked

Each file shows only its own travellers, its own record locator and, after the airline has processed the divide, a different airline locator in *VL.

Traps

- **No new airline locator?** Then the airline has not split its side yet, and a cancel could affect both parties. Send a vendor remark, for example **V.AJU*PNR DIVIDED PLEASE SEND SEPARATE LOCATOR**, and wait for it ([Vendor remarks — messages to and from the airline](#)).
- SSRs travel with the divided passenger. OSIs about an infant or child are not updated for you: update or add them yourself.
- To remove an adult or child from a saved file you must divide; only a lap infant can be deleted from the name field directly ([Names for adults, children and infants](#)).
- Groups: **DG/5** divides five unnamed places from a group booking.
- Tickets are not touched by a divide. A traveller who cancels may still need a void or refund ([Cancel the whole booking \(itinerary\) in Galileo](#)).

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

How do I claim an airline PNR in Galileo?

Once the airline has given your office authority, display its booking with C/JU*M4R8TZ and claim it with C/JU/OK. With booking file lend (*JU/*M4R8TZ) you may only ticket; the airline keeps ownership.

When

Use this card when the airline itself made the booking (for example a group or a call-centre booking) and your agency must issue the tickets in Galileo.

Check first

- **The airline must first give your office authority in its booking.** Ask the airline to do this before you try; without it the claim does not work.
- The airline's record locator, or the flight, date, board point and a passenger name.

Steps

#	Entry	What it does	Why
1	C/JU*M4R8TZ	Shows airline JU's booking with locator M4R8TZ.	Look at it before taking it over.
2	C/JU*JU211/17NOVBEG-NOVAK	Finds it by flight, date, board point and name.	When you have no airline locator.
3	C/JU*3 · C/JU*L	Opens line 3 of the airline's name list · shows the list again.	Several bookings with that name.
4	C/JU/OK	Claims the booking.	It becomes a Galileo booking file owned by your office.
5	I	Ignores instead of claiming.	Wrong booking, or you only looked.

Booking file lend is the other way an airline can let you ticket: ***JU/*M4R8TZ** shows a passive copy of airline JU's booking that you may only use for ticketing. The airline remains the owner. In Limited Access drop-through bookings this lend happens automatically.

Check it worked

After the claim, the booking file opens in your office with the passengers and flights of the airline booking; you can now price it and issue ([Before you issue — the ticketing checklist](#)).

Traps

- **Claim is taking ownership; lend is not.** After a lend you can issue tickets, but changes stay with the airline.
- Fill what your office needs before pricing — ticketing field, phone, received ([What a booking file must contain](#)).
- A claim also works for issuing tickets on a group booking file.
- The airline decides which way (claim or lend) it allows. If neither works, ask the airline which authority it has given.

Online: gateroam.com/galileo-guide/claim-airline-pnr

How do I read PNR history in Galileo?

*H shows the whole history, oldest at the bottom; *HIA air segments, *HN names, *HSI service information, *HQT the queue trail. Codes such as XS (segment cancelled) and SC (status change) mark each change.

When

Use this card to find out who changed what in a Galileo booking file and when — a cancelled flight, a removed SSR, a changed name — or what the airline did to a segment.

Steps

#	Entry	What it shows	Why
1	*H	The whole history.	Everything at once; the oldest entries are at the bottom.
2	*HIA	Air segment history.	Sold, cancelled, status changes by the airline.
3	*HI	Itinerary history, non-air included.	The full travel picture.
4	*HN	Name changes.	Who changed a name and when.
5	*HSI · *HSR · *HSO	Service information · SSRs · OSIs.	A meal or wheelchair that disappeared.
6	*HTD · *HP · *HMM	Ticketing field · phones · frequent flyer.	Changed deadlines and contacts.
7	*HQT	Queue trail.	Which queues the file has been on.
8	*HNP · *HRI · *HVR	Historical notepads · itinerary remarks · vendor remarks.	Notes and airline messages.
9	*HSI.VR	SSRs, OSIs and vendor remarks together.	Combine with a full stop.

#	Entry	What it shows	Why
10	P-*H	Prints the history.	A record for a dispute.

Smartpoint has two views. In the standard view the history is one text and the word **CRDT** separates the transactions; the enhanced view leaves a blank line between transactions and lets you open each field from a menu.

Common history codes

Code	Meaning	Code	Meaning
AS	segment added	XS	segment cancelled
SC	segment status changed	HS	original segment status
AN	name added	XN	name changed or deleted
AG	SSR added	XG	SSR deleted or cancelled
AO	OSI added	XO	OSI changed or deleted
XT	ticketing field changed or deleted	XP	phone changed or deleted
AQ	put on a queue	XQ	removed from a queue
AVI · AVO	vendor remark in · out	DN	name divided out

H/HIST lists all the codes.

Check it worked

You find the change by its history code, inside the session (transaction) that made it.

Traps

- **Not everything is in the history.** Plain and confidential notepads leave no trace when deleted; historical notepads appear only when changed or removed.
- Fill the received field with who really asked ([Received from field and autoreceive](#)); **R.AGT** on every change says nothing about what the client requested.
- Ticket history (issue, void, refund, exchange) is a separate display: see [Document history — everything that happened to a ticket \(*DH\)](#).
- **SC** (status changed) and **XS** lines that you did not make may come from the airline, for example after a schedule change ([Work schedule changes from the queues \(TK, HX, UN segments\)](#)).

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

How do I retrieve an old (past date) PNR in Galileo?

A booking file becomes past date 24 hours after its last travel date. Request it with PQ/R-K7P2QX or PQ/14SEP26-NOVAK; it arrives on queue 1, category PD (Q/1*CPD), and leaves it after 7 days.

When

Use this card when the client has already travelled and you need the booking file again — a billing question, a complaint, proof of what was booked — and the normal retrieve no longer finds it.

Check first

- **The rules of the archive:** a booking file becomes past date 24 hours after its last travel date. It can be requested up to 13 months after the last segment date.
- Have the record locator, or the departure date and the surname.

Steps

#	Entry	What it does	Why
1	PQ/R-K7P2QX	Requests the past date file by record locator.	The surest way.
2	PQ/14SEP26-NOVAK	By departure date and surname.	When you have no locator.

#	Entry	What it does	Why
3	PQ/01SEP26-30SEP26-NOVAK	By a date range and surname.	You know the month, not the day.
4	PQ/JU211/14SEP26BEG-NOVAK/ANA	By flight, date, board point and name.	Narrows a common name.
5	PQ/B/14SEP26-NOVAK	By date and name across all branch offices.	The booking was made in another branch.
6	PQ/*L	Shows the list of matching names again.	Choose the right file.
7	Q/1*CPD	Opens queue 1, category PD, where requested files arrive.	The file is delivered there, not straight to your screen.
8	PQ/C	Counts your requests this month and last month.	Keep an eye on how many you use.

Check it worked

The requested file appears on queue 1, category PD. Files up to 60 days old arrive at once; older ones (up to 13 months) take up to 24 hours.

Traps

- **Files leave the queue again after 7 days.** Work them, or note what you need, within the week.
- For a purged booking file you must confirm the request is for a billing dispute. Do not use it for other purposes.
- A date range can cover at most 31 days.
- Ticket records (issue, refund, exchange) are found with document history, which keeps them after the airline has purged the ticket ([Document history — everything that happened to a ticket \(*DH\)](#)).
- Before the 24 hours have passed, use the normal retrieve ([Retrieve a booking file \(PNR\) by locator, name or flight](#)).

Online: gateroam.com/galileo-guide/retrieve-old-pnr

How do I copy (clone) a PNR in Galileo?

Retrieve the file, add R., then REALL copies the travellers' data, RESALL the flights, REALLSALL both. After copying flights, check with *VL that the new file has its own airline locator before changing anything.

When

Use this card to start a new Galileo booking file from an existing one: the same travellers on a new trip, or the same flights for other travellers, without typing everything again.

Check first

- What you want to copy: the people (names, contacts, passport data, loyalty cards, meals), the flights, or both.
- Copying flights sells them again for the new file — make sure there are seats and that you really want a second booking.

Steps

#	Entry	What it does	Why
1	*K7P2QX	Opens the file to copy from.	The source of the data.
2	R.AGT	Received field.	Needed before a repeat unless autoreceive is on.
3a	REALL	Copies all customer data, no flights.	Same travellers, new trip.
3b	RESALL · RES2	Copies all segments · segment 2 only, no customer data.	Same flights for other people.
3c	REALLSALL	Copies customer data and all segments, including APIS, contacts, loyalty cards and meal requests.	An identical booking.
3d	REALLS2 · REALLS1.3	Customer data with segment 2 · segments 1 and 3.	Copy only part of the trip.

#	Entry	What it does	Why
3e	RERIAL	Copies all general itinerary remarks.	Keep your standard client texts.
3f	REP.N.SI.NP.7-11	Copies chosen fields: phones, names, service information, notepad items 7 to 11.	Pick exactly what you need.
4	complete and check	Add or change what differs (names, dates, flights).	The copy is a new booking, not a link to the old one.
5	ER	Ends the new file.	It gets its own record locator.
6	*VL	Shows the airline locators of the new file.	Must differ from the original before you change anything.

Check it worked

The new file has its own record locator, the copied data, and — when flights were copied — its own airline locator in ***VL**.

Traps

- **Same flights, same airline locator?** After an identical copy, check that the airline gave the new file a different locator **before** you modify or cancel anything. Otherwise a cancel could reach the wrong travellers.
- **Wrong entry, big effect.** **REALLSALL** copies everything, also SSRs that may not fit the new travellers (an infant's data, a wheelchair). Prefer the narrow entries.
- Passport data copied for other people is wrong data. When copying flights for new travellers, use **RESALL**, not **REALLSALL**.
- For travellers who leave an existing booking, dividing is the right tool, not repeating ([Divide a booking file \(take travellers out\)](#)).

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

How do I cancel a PNR in Galileo?

Retrieve it (***K7P2QX**), check tickets with ***HTE**, cancel with **XI** (or **XA** for air only), add **R.P** and save with **ER**. Cancelling flights does not void or refund tickets; do that separately.

When

Use this card when the client cancels the whole trip (or all flights) and the seats must go back to the airline. To change one flight instead, see [Cancel segments or change the date, class or flight](#).

Check first

- **Are there tickets or EMDs?** Cancelling the flights does **not** void or refund anything. Decide first with [Void, refund, revalidation or exchange — which one this case needs](#): the same day it is usually a void ([Void \(cancel\) an e-ticket issued today](#)), later a refund.
- **Everybody, or only some travellers?** To cancel for some, divide them out first and cancel the divided file ([Divide a booking file \(take travellers out\)](#)).

Steps

#	Entry	What it does	Why
1	*K7P2QX	Opens the booking file.	Work on the right booking.
2	*HTE	Shows the electronic tickets of the file.	Tickets need their own void or refund.
3	XI	Cancels the entire itinerary.	The trip is off.
3b	XA · XN	Cancels only the air segments · only the non-air segments.	When part of the file should stay.
3c	X2-4	Cancels segments 2 to 4.	Part of the trip only.
4	R.P	Received from the passenger.	Records who asked for the cancellation.
5	ER	Ends and shows the file.	Only now are the cancellations sent to the airlines.
6	*IA	Shows the air segments again.	Nothing active should remain.

If an airline-cancelled segment (**HX**) remains, **@1XK** removes segment 1 from the file without a message (this does not work for EK).

Check it worked

IA** shows no active flights; the air segment history (HIA**) shows them as cancelled (**XS**).

Traps

- **A cancelled booking is not a refunded ticket.** Void or refund every ticket and EMD separately, or the client is still charged (**Void, refund, revalidation or exchange — which one this case needs, Void an EMD**).
- Cancel seats the client will not use **before departure**. What an airline does with a booked seat nobody flies is its own rule — check with the airline.
- The names, contacts and remarks stay in the file — there is no need to delete them.
- Cancelled the wrong thing? **IR** before ending restores the saved file.
- After every segment is cancelled, the similar name list shows the date of the first segment (or the retention line's date, if you left one) (**Retrieve a booking file (PNR) by locator, name or flight**).
- Cancelling and selling in one step (cancel and rebook) is a separate task: **Cancel segments or change the date, class or flight**.

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

What do HK, KK, HL, UC and TK mean in Galileo?

HK is confirmed, KK confirmed by the airline, HL waitlisted, UC/UN unable, TK a time change, HX cancelled by the airline. **@ALL** turns KK, KL and TK into HK and removes refused segments one at a time.

When

Use this card when a flight in a Galileo booking file shows a two-letter code other than **HK**, or a queue brings a file back because the airline changed a status.

The codes you meet most

Code	Meaning	What you do
HK	confirmed	Normal.
KK	confirmed by the airline (answer to a request)	Accept it with @ALL , it becomes HK .
KL	confirmed from the waitlist	Accept with @ALL ; tell the client.
HL · LL	waitlisted · waitlist requested	Not a seat. See Waitlist a full flight and follow the airline's answer .
HN · PN	requested · pending, no answer yet	Wait and check again.
TK	times changed on a confirmed flight	Check connections, tell the client, accept (Work schedule changes from the queues (TK, HX, UN segments)).
TL · TN	times changed on a waitlisted · requested flight	As above.
UC	unable, waitlist closed	Not booked. Book something else.
UN	unable, flight not operating	Not booked. Rebook.
US · UU	unable to sell, flight waitlisted	Not confirmed; decide with the client.
NO	no action taken	Not booked.
HX	cancelled by the airline	Rebook, then remove it.
AK · BK · YK	passive confirmed (booked outside Galileo)	Information only; BK still messages the airline, YK never does.
ZK	passive API booking (direct payment carrier or NDC)	Managed through those channels (NDC in Travelport+ — what it is and how NDC bookings look).

Steps

#	Entry	What it does	Why
1	*IA	Shows the air segments with their status.	Find every segment that is not HK .
2	fix the itinerary	Rebook alternatives for UC, UN, NO, HX .	The client must end up with confirmed flights.
3	@ALL	KK, KL, TK become HK ; UU becomes HL ; NO, UN, UC, HX are removed.	Clean the file. Removals go one per entry: repeat until there is nothing left to update.
4	@1HK · @1.3HK	Sets segment 1 (or 1 and 3) to HK by hand.	Only when the airline confirmed outside Galileo — rare.
5	@3XK	Removes segment 3 without any message.	Mainly for passive segments.
6	@1XK on an HX segment	Removes the airline - cancelled segment passively.	Does not work for EK .
7	LD/SC-HX/15NOV-D	Lists files with airline - cancelled flights on 15 November.	Find the ones nobody has handled (Lists of booking files (LD) and Preview Plus).

Check it worked

***IA** shows only **HK** (or the passive codes you expect) and the history has the old status (**HS**) and the change (**SC**).

Traps

- **Never ticket a segment that is not HK.** A ticket for a seat that does not exist is worthless.
- **@ALL also updates SSR and seat statuses** (except the infant SSR: **SI.INFT@HK**). Look at both before accepting.
- Book the replacement before **@ALL**, which removes the refused segments.
- The ticketing field may be missing only when every air segment is **HX, UC, UN, NO** or **TK**.
- In lists, NDC bookings confirmed as **HK** show under **ZK**, not **HK**.
- If the file is already ticketed, check whether the ticket must follow the change ([Void, refund, revalidation or exchange — which one this case needs](#)).

Online: gateroam.com/galileo-guide/segment-status-codes

How do I email the itinerary in Galileo?

EM sends the itinerary to the first email address, **EMALL** to all; **ERM** ends, redisplay and sends. **ERMALL*ETR** attaches the e-ticket receipts. Without autoreceive, add **R**. first.

When

Use this card to send the client the itinerary from a Galileo booking file by email — after booking, after a change, or with the e-ticket receipts after issue.

Check first

- The client's address is in the email field (**MT**., check with ***EM**). The first address is the default ([Email addresses in the booking file](#)).
- A received field is in, unless autoreceive is on ([Received from field and autoreceive](#)).

Steps

#	Entry	What it does	Why
1	*EM	Shows the email addresses with their numbers.	Pick who gets it.
2	EM	Sends the itinerary to the first address.	The usual send.
3	EMALL · EM2 · EM1.3	Sends to every address · address 2 · addresses 1 and 3.	Several recipients, for example traveller and booker.
4	ERM	Ends the transaction, shows the file and sends to the first address.	Save and send in one step after a change.
5	ERMALL	Ends, shows and sends to all addresses.	Everybody gets the new version.

#	Entry	What it does	Why
6	ERMALL*ETR	Same, with all e-ticket receipts attached.	After ticketing: itinerary and receipts in one mail.
7	ERM*LANG-PT	Sends the itinerary in Portuguese; other languages by their code.	A client who prefers another language.
8	NP.VTEMATTACH:IT	Notepad line: attach itinerary and e-ticket as PDF to every email sent.	:I itinerary only, :ITE adds an expense report.
9	NP.VIEWTRIPNET · NP.VIEWTRIPITIN	Hide fares · hide fares, payment and endorsements in the client's ViewTrip view.	Corporate travellers who should not see prices.

In Smartpoint, **#VT** opens the booking in ViewTrip, the web page the client sees, so you can check it first. **ELM** sends and goes back to a name list (native screen only).

Check it worked

The send entry answers without an error; the email reaches the client with the flights, the itinerary remarks (**RI.**) and, if asked, the PDFs. Send one to yourself the first time.

Traps

- **The client reads the itinerary remarks.** Check ***RI** before sending (**Remarks — which kind goes where (itinerary, notepad, accounting)**).
- Without autoreceive, a send without **R.** is refused.
- **EM** sends only to the first address. If the booker is first and the traveller second, the traveller gets nothing.
- The "from" address (**MF.**) is what the client answers to; set it to your agency mailbox (**Email addresses in the booking file**).
- A comment line per address (**MC.1@...**) adds a personal note to that email.

Online: gateroam.com/galileo-guide/email-itinerary

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.