

The complete Galileo guide

Every answer of GateRoam's Galileo guide in one document, step by step: what to type, why, how to check it worked, and the traps.

140

step-by-step answers

397

entries

12

sections



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

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Contents

Basics

How do I practise safely in Galileo?
How do I sign in and out of Galileo (SON, SOF)?
What do the Smartpoint menus do in Galileo?
How do work areas A to E work in Galileo?
How do I find help for an entry in Galileo?
What do @ * + # and)> mean in Galileo?

PNR (booking file)

What must a PNR (booking file) contain in Galileo?
How do I create a PNR (booking file) in Galileo?
How do I enter child and infant names in Galileo?
How do I change a passenger name in Galileo?
How do I add a phone number in Galileo?
How do I add an email address in Galileo?
How do I add a client address in Galileo?
How do I set the ticketing field in Galileo?
What is the received field (R.) in Galileo?
How do I save or ignore a PNR in Galileo (ER, I)?
How do I retrieve a PNR in Galileo?
How do I display part of a PNR in Galileo?
How do I list unticketed bookings in Galileo?
How do I set a booking reminder in Galileo?
How do I add itinerary remarks in Galileo?
How do I add an internal note in Galileo?

Availability and selling

How do I check flight availability in Galileo?
How do I filter availability by airline or stops in Galileo?
Basic or Direct availability sort in Galileo: which one?
How do I change an availability display in Galileo?
How do I see a flight timetable in Galileo?
How do I see flight details and stops in Galileo?

Fares and pricing

How do I display fares for a route in Galileo (FD)?
How do I filter a fare display in Galileo?
How do I read fare rules in Galileo (FN, FQN)?
How do I fare quote (price) a PNR in Galileo (FQ)?
How do I price only some segments or passengers in Galileo?
How do I quote a fare with baggage in Galileo?
How do I price a child or infant in Galileo?
How do I find the lowest fare and rebook in Galileo?
How do I quote private or net fares in Galileo?

How do I scroll and use shortcuts in Galileo?
How do I encode and decode codes in Galileo?
How do I check local time and count dates in Galileo?
How do I print a PNR in Galileo?
What do PNR, booking file and PCC mean in Galileo?
What is a PCC and how do I emulate one in Galileo?

How do I send a message to an airline in Galileo?
How do I add an SSR in Galileo?
How do I add a manual SSR (CTCM, CTCE) in Galileo?
How do I add an OSI in Galileo?
How do I add passport data (SSR DOCS) in Galileo?
How do I add a frequent flyer number in Galileo?
How do I add a corporate ID in Galileo?
How do I add a tour or transfer segment in Galileo?
How do I split (divide) a PNR in Galileo?
How do I claim an airline PNR in Galileo?
How do I read PNR history in Galileo?
How do I retrieve an old (past date) PNR in Galileo?
How do I copy (clone) a PNR in Galileo?
How do I cancel a PNR in Galileo?
What do HK, KK, HL, UC and TK mean in Galileo?
How do I email the itinerary in Galileo?

How do I sell seats from availability in Galileo?
How do I sell a flight without availability in Galileo?
How do I waitlist a flight in Galileo?
How do I cancel or change a flight segment in Galileo?
How do I check the minimum connecting time in Galileo?

How do I use fare shopping (FS) in Galileo?
How do I find cheaper flights for a booking in Galileo?
How do I see or exempt taxes in Galileo?
How do I convert currency and NUC in Galileo?
How do I check mileage and routing in Galileo?
How do I count advance purchase dates in Galileo?
How do I price a trip that is not booked in Galileo?
How do I price a booking on a past date in Galileo?
How do I book an extra bag or paid service in Galileo?
How do I book a direct payment carrier in Galileo?

Filed fares

What is a filed fare in Galileo?

How do I display filed fares in Galileo?

How do I store a fare in a Galileo PNR?

How do I cancel a filed fare in Galileo?

How do I change or restore a filed fare in Galileo?

How do I build a manual fare in Galileo?

How do several filed fares work in Galileo?

What do filed fare guarantee codes mean in Galileo?

Ticketing

What must be in a Galileo booking before TKP?

How do I add a form of payment in Galileo?

What are ticket modifiers (TMU) in Galileo?

How do I check and set commission in Galileo?

How do I issue a ticket in Galileo (TKP)?

What is Smartpoint Assisted Ticketing in Galileo?

What does NO LINKAGE mean in Galileo?

How do I display an e-ticket in Galileo?

How do I add a ticket number issued elsewhere in Galileo?

What do e-ticket coupon statuses mean in Galileo?

How do I see a ticket's document history in Galileo?

How do I print an itinerary or receipt in Galileo?

How do I see the daily sales report (TINS) in Galileo?

How do I charge a service fee (TASF) in Galileo?

How do I add FOID in Galileo?

How do I issue an open ticket in Galileo?

What do I do when the ticket printer fails in Galileo?

How do I check interline agreements in Galileo?

How do I manage ticketing time limits in Galileo?

After-sales

Void, refund or reissue in Galileo: which one?

How do I void a ticket in Galileo?

How do I revalidate a ticket in Galileo?

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

How do I reissue with a fare difference in Galileo?

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

How do I refund an unused ticket in Galileo?

How do I make a partial refund in Galileo?

How do I reissue after a schedule change in Galileo?

EMD

What is an EMD in Galileo?

How do I issue an EMD in Galileo?

How do I display an EMD in Galileo?

How do I void an EMD in Galileo?

How do I refund an EMD in Galileo?

How do I sell an extra bag with an EMD in Galileo?

Seats and services

How do I display a seat map in Galileo?

How do I reserve a seat in Galileo?

How do I book a paid seat in Galileo?

How do I request a wheelchair in Galileo?

How do I request a special meal in Galileo?

Queues

What are queues in Galileo?

What do the Galileo queue numbers mean?

How do I count queues in Galileo?

How do I work a queue in Galileo?

How do I put a PNR on a queue in Galileo (QEB)?

How do I move or forward a queue in Galileo?

How do I handle a schedule change in Galileo?

How do booking file instructions work in Galileo?

How do I set up queue categories in Galileo?

How do I see queue activity in Galileo?

How do I print or sort a queue in Galileo?

Troubleshooting

What do common Galileo error messages mean?

What do I do when the airline has no record in Galileo?

How do I check visa and passport rules in Galileo?

How do I check travel restrictions in Galileo?

Where do I find airline information in Galileo?

How do I report a Galileo problem to the help desk?

NDC (reference)

What is NDC in Galileo (Travelport+)?

How do I find NDC bookings and tickets in Galileo?

Basics

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

How do I practise safely in Galileo?

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

When

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

Check first

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

Steps

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

Check it worked

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

Traps

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

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

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

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

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	SON/ZAN	Signs on at your own office. After SON/Z comes your ID: 1 to 3 letters, digits or both.	Your sign identifies your work.
2	SON/Z7XQ1/AN	Signs on at a branch with a four-character PCC: PCC, slash, ID.	With a three-character PCC the ID follows the PCC without a slash.
3	SAO	Temporary sign-out.	A break without a full sign-off. Open booking files must be ended or ignored first.
4	SAI/ZAN	Signs you back in to all work areas at your own office.	One entry instead of one per work area.
5	SOF	Signs off.	End of the day. Refused while a booking file is still open.
6	SOF/ZAN	Override sign-off.	Unfinished work is not protected — use it only when you know what is open and that it may go.
7	STD/ZAN	Shows your security profile; from that display the password can be changed.	Password change in the terminal.
8	STE/DISPLAY	Shows the business email registered on your sign-on.	Two-factor sign-on depends on it.
9	STE/ADD/ · STE/CONFIRM/ · STE/CHANGE/ + your email	Adds, confirms or changes that email.	Without a confirmed address you cannot sign on with a one-time password.

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

Check it worked

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

Traps

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

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

What do the Smartpoint menus do in Galileo?

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

When

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

Check first

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

What the menus do

Part	Use it for
Work areas	Five, one booking file open in each; several PCCs if your setup allows it.
Interactivity	Clickable responses: click a class to sell, a link to open more.
Search	Fill-in screens (scripts) for air availability and fare shopping.
Sell	A direct-sell script for a flight without an availability display, and passive segments.
Tools	Plugins: calendar, calculator, replay entries and more.
Trip Quote	Builds an offer and sends it to the client.
Quick commands	Finds ready-made and your own links and scripts.
Replay entries	Your earlier entries, up to 999.
Help	User guide and MyTravelport.
Settings	Number of windows and results, auto-receive and similar.
Assisted Ticketing (SAT)	Screens to issue, void, refund, exchange and revalidate; also manual fares and involuntary changes (Smartpoint Assisted Ticketing (SAT) — ticketing with screens).
PNR script	Adds everything except flights and fares: names, special services, remarks.
History tab	Booking file history and your recently opened booking files.
Queue bar	Queue counts, refresh, and the queues you pin to the bottom line.

Steps

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

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

Check it worked

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

Traps

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

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

How do work areas A to E work in Galileo?

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

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	OP/W*	Lists the work areas, the one in use, the sign-on in each and the availability sort (BASIC or DIRECT).	Know where you are before you act.
2	SB	Moves to work area B (SA back to A).	Work on a second booking file without closing the first.
3	KGB	Shows the current work area, your sign-on and the terminal ID (GTID).	Quick check — and handy when you call the help desk.
4	+J · OP/WL · 6D	Shows the GTID only.	+J does not work in Smartpoint Cloud.
5	HMCT	Shows the assumed cities and carrier set for this screen.	Explains defaults you did not type.
6	HMCT-LJU/A	Makes LJU the assumed origin city for availability.	Set once for the screen you work in.
7	HMCT@24/LT · HMCT@12/LT	Shows flight times on the 24-hour · 12-hour clock.	No AM/PM mix-ups.
8	HMCTX	Cancels all assumed-city settings.	Back to a clean screen.

Check it worked

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

Traps

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

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

How do I find help for an entry in Galileo?

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

When

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

Steps

#	Entry	What it does	Why
1	H/	Right after a refused entry: opens the help page that fits it.	The quickest way to understand an error.
2	H/AVAIL (H/ + keyword)	The help page of one function, e.g. H/TT , H/DCT , H/TIMATIC .	Straight to one function's formats.
3	HELP A · H/A	Index of help subjects starting with A.	When you do not know the keyword.
4	H/T.	Help on a booking file field by its identifier (here the ticketing field).	Field formats without searching.
5	H*	Shows your last input again.	Compare what you typed with the help page.
6	GG* · GG*/ALPHA	Chapter index of the information system (GIS) · in alphabetical order.	Browse when you do not know where to look.

#	Entry	What it does	Why
7	GC*CURRENCY · GC*550	Opens a chapter by name · by number.	Straight to a topic.
8	GP*20 · GC*12/20	Page 20 of this chapter · of chapter 12.	Jump inside long chapters.
9	GP*2/	Paragraph headings of page 2.	See what a page holds before reading it.
10	GC* · GP*	The current chapter · page again.	Back after another entry.

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

Check it worked

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

Traps

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

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

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

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

When

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

What they mean

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

Check it worked

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

Traps

- **@ changes or deletes.** One wrong segment or line number and you change the wrong thing — display first, then change.
- **#** means one thing at the start of an entry and another inside it.

- **)>** is easy to miss; the line that matters can be on the next page.

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

How do I scroll and use shortcuts in Galileo?

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

When

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

Steps

#	Entry	What it does	Why
1	MD · MU	Moves down · up.	Read the rest of a long display.
2	MT · MB	Jumps to the top · to the bottom.	Start or end of a long booking file or history.
3	MD12	Moves down 12 lines (up to 99).	Skip a block you already know.
4	MR	Moves down and shows only the lines that are left.	No repeated lines on the last page.
5	MD0	Shows the current screen again.	Refresh after scrolling around.

Shortcuts worth knowing

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

Check it worked

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

Traps

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

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

How do I encode and decode codes in Galileo?

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

with their nearest airports.

When

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

Steps

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

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

Check it worked

The response shows the code together with its full name.

Traps

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

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

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

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

When

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

Steps

#	Entry	What it does	Why
1	@LT	Local time in your assumed city.	Your own reference point.
2	@LTIST	Local time in Istanbul now.	Before you call a client or an airline office there.
3	@LTIST15DEC26	Local time in Istanbul on 15 December 2026.	Summer and winter time differ.
4	@GMT · @UTC	Time in GMT · UTC.	When a time is given in GMT or UTC.
5	*TAA/20NOV/+30	The date 30 days after 20 November.	Deadlines, ticket validity, length of stay.
6	*TAA/20DEC/14	The date 14 days before 20 December.	No plus sign means count back.
7	XX450+38 · XX450-38 · XX450*3 · XX450/3	Adds, subtracts, multiplies, divides.	Quick sums on screen.
8	XX11:45+4:45	Adds 4 h 45 min to 11:45.	Arrival or connection times.
9	XX1234500012/7	Divides a ticket number without its airline code by 7; the remainder is the check digit.	Some refund and ticket entries ask for it.

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

Check it worked

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

Traps

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

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

How do I print a PNR in Galileo?

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

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	Ctrl+B · Ctrl+P	Prints the active window · the active booking file, exactly as shown.	The fastest way in Smartpoint.
2	P- *R	Prints the retrieved booking file.	Standard printout.
3	P- *ALL	Prints it with the details of hidden fields.	Full picture for a file review.
4	P- *H	Prints the booking file history.	Who changed what, on paper.

#	Entry	What it does	Why
5	P- *I	Prints only the itinerary segments.	A short flight list.
6	P- *K7P2QX	Prints a booking file by record locator without retrieving it.	Your work area stays free.
7	P- + any entry, e.g. P- TTL1	Sends that response to the printer instead of the screen.	Most entries can be printed this way.
8	TKPDID	Prints the itinerary of the retrieved booking file for all passengers and segments.	A trip overview for the client.

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

Check it worked

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

Traps

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

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

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

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

When

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

What the words mean

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

Galileo word	What it is	Elsewhere
AAT	Agency Account Table: agency-wide settings such as automatic segment ordering.	—
Second-level authorizer	A sign allowed to change PCC-wide settings (such as the agency availability sort) and list the office's security profiles.	—
MIR	The record of issued documents sent on to the agency's back office.	—

Traps

- **"Booking file" and "PNR" mean the same thing** — Galileo screens and help pages use both.
- **A filed fare is not a ticket.** It is the stored price the ticket will be issued from, and it turns invalid when the flights change.
- **The PCC that created a booking file owns it.** Other offices see some parts differently — confidential notepad items, for example, show only to the owner.

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

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

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

When

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

Check first

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

Steps

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

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

Where the PCC matters

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

Check it worked

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

Traps

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

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

PNR (booking file)

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

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		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.

#	Entry	What it does	Why
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.

Entry	What it does
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.

Online: gateroam.com/galileo-guide/email-address-field

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 LJJU, 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 filling 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.
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.
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.

#	Entry	What it shows	Why
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).
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 .

#	Entry	What it does	Why
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.
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.

#	Entry	What it does	Why
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.
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.

#	Entry	What it does	Why
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.
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: gateroam.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.

#	Entry	What it does	Why
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.

#	Entry	What it does	Why
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.
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.

#	Entry	What it does	Why
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).

#	Entry	What it does	Why
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.
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.

#	Entry	What it does	Why
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.
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)**).

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.
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.
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 .

Code	Meaning	What you do
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, redisplays 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.
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

Availability and selling

Finding flights, timetables, connections and selling seats.

How do I check flight availability in Galileo?

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

When

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

Check first

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

Steps

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

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

Check it worked

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

Traps

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

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

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

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

When

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

Check first

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

Steps

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

Check it worked

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

Traps

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

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

Basic or Direct availability sort in Galileo: which one?

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

When

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

How the two modes order flights

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

Steps

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

Check it worked

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

Traps

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

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

How do I change an availability display in Galileo?

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

When

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

Steps

#	Entry	What it does	Why
1	A*	More flights.	The rest of the day.
2	A# · A-1 · A24NOV	One day later · one day earlier · another date.	Flexible dates.

#	Entry	What it does	Why
3	A.1700	The same route around another time.	The client changed their mind.
4	AE · AL	Earlier · later flights after a time-band display (.M , .N , .E).	Step through the day.
5	AF	First available flight.	Full flight? Find the next seat.
6	ABZAG · AOVIE · ABZAGVIE	New origin · new destination · both.	Try another airport.
7	ANIST · AKVIE	Onward from the last destination to IST · from VIE to the last origin.	Build a multi-leg trip.
8	AR27NOV · AR#5	Return on 27 Nov · return 5 days later.	The second leg.
9	A@#3	More classes for line 3.	Every class of one flight.
10	A*O · A*P	Back to the original display · to the previous order.	Undo your changes.
11	A20NOVLJUFRA*LH · A*LH	The airline's own display · the route on screen from LH's system.	Seats straight from the airline.
12	AM*LH · AG · A*GAL	More from LH's system · back to the Travelport+ display.	Return when done.
13	AL3	Last seat availability for line 3 over the airline link.	The airline's exact answer.
14	AX	Cancels the display.	Clear up.

Check it worked

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

Traps

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

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

How do I see a flight timetable in Galileo?

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

When

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

Steps

#	Entry	What it does	Why
1	TTLJUIST	Direct flights LJJ → IST from today, for 28 days.	Overview of the route.
2	TT20NOVLJUIST	The same from 20 November.	Start at the travel date.
3	TTLJUIST/TK · TTLJUAMS.FRA · TTLJUAMS.C	One airline · also via FRA · direct flights plus possible connection points.	Narrow or widen the view.
4	TT20NOVLJUIST*14	A 14-day range from 20 November.	Range of your choice, up to 362 days ahead.
5	TTLJUIST@24	Only the selected days of operation, here days 2 and 4.	The client can travel only on certain days.
6	TT#10 · TT-2 · TT.WE	10 days later · 2 days earlier · from the first Wednesday after.	Move through the calendar.

#	Entry	What it does	Why
7	TTR · TTR27NOV	Return timetable · from 27 November.	The way back.
8	A · A22NOV	Turns the timetable into availability · for 22 November.	A timetable shows no seats.
9	TT	Turns the availability on screen into a timetable.	The other direction.
10	DC*SKP · DC*SKP/I · DC*SKP/O	Direct connections to and from SKP · into SKP · out of SKP.	Which cities fly there at all.
11	DCPLJUSKP	Connection points for LJU–SKP.	Where to change planes.
12	TTX	Cancels all timetable displays.	Clear up.

Check it worked

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

Traps

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

Online: gateroam.com/galileo-guide/timetable

How do I see flight details and stops in Galileo?

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

When

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

Steps

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

Check it worked

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

Traps

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

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

How do I sell seats from availability in Galileo?

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

When

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

Check first

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

Steps

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

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

Check it worked

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

Traps

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

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

How do I sell a flight without availability in Galileo?

Type 0 + airline + flight + class + date + city pair + NN + seats, e.g. 0LH1456Y20NOVFRALJUNN2. AK instead of NN adds a passive segment for a booking made elsewhere (RL.TK*R5T9WA adds its locator); OYYOPENYLJUFRANO1 adds an open segment.

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	0LH1456Y20NOVFRALJUNN2	Sells LH1456, class Y, 20 Nov, FRA-LJU, 2 seats (NN = need).	0 + airline + flight + class + date + city pair + action code + seats.
2	0TK1056YLJUISTNN1	The same for today — no date.	Same-day bookings.
3	/2+0LH1456Y20NOVFRALJUNN1	Sells and places the flight after segment 2.	Keep the trip in order.
4	0TK1056Y20NOVLJUISTAK1	Passive confirmed segment for a flight booked outside: no standard messages, though an airline may ask for a notice at the first end transact.	The whole trip in one booking file.
5	0TK1056Y20NOVLJUISTBK1	Passive confirmed, but messages can still pass to and from the airline.	When the airline wants to know.
6	RL.TK*R5T9WA	Adds the airline's record locator to a passive booking.	Proof of the outside booking.
7	0YYOPENYLJUFRANO1	Open segment: no airline or date yet.	A part of the trip not fixed yet.

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

Check it worked

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

Traps

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

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

How do I waitlist a flight in Galileo?

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

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	N2Y4LL	Waitlists 2 seats in Y on line 4.	A sell entry with LL at the end.
2	0JU381Y22NOVBEGJULL2	Waitlists by direct sell.	When no display is on screen.
3	end transact	Saves the booking file with the waitlisted segment.	Unsaved, the request is lost when the work is ignored (End (E / ER) or ignore (I / IR) — save or discard your work).

#	Entry	What it does	Why
4	*IA	Shows the segment status.	LL/HL waitlisted · KL confirmed from the waitlist · UC waitlist closed · US/UU not sold, flight waitlisted.
5	Q/17	Opens queue 17, where booking files with KL arrive (group bookings excepted).	Cleared waitlists land here; US/UU go to queue 20, UC/UN/NO to queue 21.
6	@ALL	Accepts the airline's answers: KK, KL and TK become HK, UU becomes HL, NO, UN, HX and UC are removed.	Clean statuses before pricing and ticketing.

Check it worked

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

Traps

- **A waitlisted segment is not a seat.** Do not promise the flight and do not ticket it.
- @ALL also removes refused and cancelled segments — read them first, so the client hears about it.
- Before you also hold a confirmed alternative next to a waitlist, check the airline's rules on duplicate bookings.

Online: gateroam.com/galileo-guide/waitlist

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

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

When

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

Check first

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

Steps

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

#	Entry	What it does	Why
10	@3XK	Removes segment 3 without a message to the airline.	Mainly for passive segments, or to remove a segment the airline cancelled (HX).

Check it worked

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

Traps

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

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

How do I check the minimum connecting time in Galileo?

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

When

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

Steps

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

Check it worked

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

Traps

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

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

Fares and pricing

Fare displays and rules, fare quotes, best buy, fare shopping, taxes and ancillary services.

How do I display fares for a route in Galileo (FD)?

Type FD with the date and city pair, e.g. FD14NOVLJUAMS, and add /KL for one airline. FN*2 shows the rules of line 2 and FDC*2 its booking classes. A fare display is not the price of a booking: quote the booked itinerary with FQ.

When

Use a fare display to see which fares an airline files between two cities before anything is booked: the client asks what Ljubljana–Amsterdam costs on KLM, or you want to know which booking class a cheap fare needs.

Check first

- You know the city pair and roughly the travel date. Leave the date out and Travelport+ takes today.
- Want one carrier's tariff? Name it after a slash; up to three airlines fit in one entry.

Steps

#	Entry	What it does	Why
1	FD14NOVLJUAMS	Fares Ljubljana–Amsterdam for travel on 14 Nov.	The tariff that applies on that date.
2	FD14NOVLJUAMS/KL · FD14NOVLJUAFRA/LH/OS	One airline · two (at most three) airlines.	Keep only the carriers the client cares about.
3	FD21NOV · FDDVIE · FDOZAG	Same display again for a new date · a new destination · a new origin.	Change one thing without typing the whole entry.
4	FN*2	Rules menu of the fare on line 2.	Read the conditions before you quote it (see Read fare rules (fare notes) — from a fare display or a quote).
5	FDC*2	Booking classes the fare on line 2 can be sold in.	The class you must book to get that fare.
6	FH*2	More detail on line 2, such as its travel and ticketing dates.	Season and last sale date at a glance.
7	AV	Turns the fare display into an availability display.	Check that seats exist in that class.

Coming from the other side: with an availability display on screen, **FDA** switches it to the matching fare display.

Check it worked

The answer is a numbered list of fares for the city pair and date. The line number is what **FN***, **FDC*** and **FH*** point to, so read it before the follow-up entry.

Traps

- **A fare display is not the price of a booking.** It lists the fares filed for the city pair; the price the client pays comes from quoting the booked itinerary with **FQ** (see [Price the booking file \(FQ\) — the fare that gets stored](#)).
- The fare line is the fare only. Estimated taxes can be added with an option, and they are not guaranteed (see [Fare display options — journey type, cabin, penalties, NUC](#)).
- One-way and return fares sit in the same list unless you filter them (**-OW** / **-RT**).
- A cheap fare on line 1 is useless if its class is closed on the flights the client wants — check with **AV** or price the booking.
- Some Travelport material shows **AV2** (with a fare line number) instead of plain **AV**.

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

How do I filter a fare display in Galileo?

Add qualifiers to FD: -RT or -OW for the journey type, @BUSNS for one cabin, /PE00 for no change or cancel fees, *PTC for non-adult types, e.g. FD14NOVLJUAMS/LH@BUSNS. /A adds estimated taxes, which are not guaranteed.

When

A plain fare display gives too many lines. Add qualifiers to the **FD** entry to keep only the fares that fit the client: one way or return, one cabin, no change fees, a child, or fares checked against real dates.

Check first

- Start from a working basic entry such as **FD14NOVLJUAMS/KL** (see [Fare display \(FD\) — which fares exist on a route](#)); the qualifiers below go on the end of it.
- Up to three airlines can be named in one display.

Steps

#	Entry	What it does	Why
1	FD14NOVLJUAMS-RT · FD14NOVLJUAMS-OW	Return fares only · one-way fares only.	Match the journey the client is making.
2	FD14NOVLJUAMS/LH@BUSNS	Lufthansa business-cabin fares only. Other cabins: @ECON, @PREME, @FIRST, @PREMF.	Stop economy lines from burying the ones you need.
3	FD14NOVLJUAMS/KL/PE00	Fares with no change and no cancellation fee.	Flexible client.
4	/PE50 · /PX00 · /PR00	Fees of at most 50 % of the fare · no change fee · no cancellation fee.	Fine-tune how much risk the client accepts.
5	FDLJUAMS*PTC	Every non-adult passenger type filed for the city pair.	Find which child, youth or senior fares exist at all.
6	FD14NOVLJUAMS/KL-RT@SPCLS*CNN	KLM return special fares for a child.	Qualifiers combine in one entry.
7	FD14NOVLJUAMS/A	Adds estimated taxes to the lines.	A rough total for a first answer.
8	FDLJUAMSV14NOV21NOV	Checks the fare conditions against these outbound and return dates and keeps the return fares that fit.	Drops fares the dates would break (min/max stay, seasons).
9	FD:NUC	Shows the current display in NUC.	Compare with a fare calculation line, which is built in NUC.

Check it worked

The new display keeps only the fares that match your qualifiers. If nothing is left, remove one qualifier at a time.

Traps

- Estimated taxes are not guaranteed.** Give the client the total from a fare quote of the booked itinerary, not from **/A**.
- The date-validated display (step 8) answers only in a native terminal window, not in the Smartpoint graphic view.
- A penalty filter only narrows the list; still read the penalty paragraph before you promise "free changes" (see [Read fare rules \(fare notes\) — from a fare display or a quote](#)).
- Private and account-code fares have their own qualifiers (see [Private, net and account-code fares in a quote](#)); fares for a past ticketing date are in [Historical fare quote — the price on an earlier ticketing date](#).

Online: gateroam.com/galileo-guide/fare-display-options

How do I read fare rules in Galileo (FN, FQN)?

From a fare display, FN*2 opens the rules menu of line 2 and FN*2/16 one paragraph. After a quote, FQN lists the fare components and FN1/ALL shows every rule of component 1. Read each component of a return.

When

Before the client pays, you need the fare's conditions: can the ticket be changed or refunded and for how much, how far ahead it must be bought, and how long the client must or may stay. Galileo calls these texts **fare notes**.

Check first

- From a fare display: you know the line number of the fare.
- From a booking: you have just priced it with **FQ** (or **FQBB**), so the components of that quote exist.

Steps

#	Entry	What it does	Why
1	FN*2	Paragraph menu for the fare on line 2 of a fare display.	Shows which rule paragraphs exist and their numbers.
2	FN*2/16 · FN*2/5-8.16	One paragraph · paragraphs 5 to 8 plus 16.	Read only what the client asked about (the menu names each number).
3	FN*2/ALL	Every paragraph of that fare.	The full text when in doubt.
4	FN*2/S	A short rule summary.	Quick answer — offered on selected city pairs only.
5	FQN	After a quote: lists the fare components of the last quote.	Each component carries its own rules.
6	FN1 · FN1/16 · FN1/ALL	Menu · one paragraph · all rules of component 1.	The rules of the fare that will be ticketed.
7	FN1/S	Rule summary of component 1.	Same short form, after a quote.
8	FR2	Routing of component 2.	Shows which way the fare may travel (see Mileage and routing checks (TPM, MPM, routing maps)).
9	FQN*	Back to the component list.	Move on to the next component.

Check it worked

The menu gives numbered paragraph titles to choose from, and each paragraph you request comes back as text. After a quote, **FQN** gives one entry per fare component, so you can see how many rule sets apply.

Traps

- **A return can be two fares.** If **FQN** shows two components, read both — each one has its own conditions.
- Rules read from a fare display describe the fare in general. The rules that count for the booking are those of the quoted components (**FQN** then **FN**).
- No summary answer? The short form exists only for some city pairs — read the full paragraphs instead.
- If a change or refund amount in the text is unclear, ask the airline before you promise it.

Online: gateoam.com/galileo-guide/fare-rules

How do I fare quote (price) a PNR in Galileo (FQ)?

Enter **FQ**: it prices all passengers and segments in the booked classes and stores the result as a **filed fare**. Check it with ***FF** and **F*Q**, read the rules with **FQN** and **FN1**, then save with **R.P** and **ER**.

When

The flights are booked and you need the price of the booking file exactly as it stands. **FQ** prices every passenger on every segment in the classes booked and keeps the result in the booking file as a **filed fare** — the stored fare the ticket is later issued from (see [What a filed fare is and why TKP needs one](#)).

Check first

- Names are in, and children and infants carry their type and date of birth in the name field. Anyone without a type is priced as an adult (see [Child, infant, youth and other passenger types in a fare quote](#)).
- Know what a plain **FQ** takes for granted: all passengers and all segments; sale and ticket in your agency's country; ticketing today; an international connection of 24 hours or more is a stopover (4 hours inside North America); no tax

exemptions. Anything else needs a modifier ([Fare quote modifiers — segments, passengers, fare basis, stopovers](#)).

- **FQ** weighs public and private fares together and returns the cheapest that applies. Net fares never appear unless you add :C (see [Private, net and account-code fares in a quote](#)).

Steps

#	Entry	What it does	Why
1	*R	Shows the booking file.	Check names, segments and booked classes first.
2	FQ	Prices all passengers and segments in the booked classes; Travelport+ picks the plating carrier.	The price of exactly what is booked.
3	F*Q	The fare calculation in one line, with every tax.	Check the construction and the taxes.
4	FQN then FN1	Fare components of the quote, then the rules menu of component 1.	Confirm the conditions before the client pays.
5	FO	Extra fees attached to this quote.	Charges that are not part of the fare.
6	FQ*	Shows the quote summary again.	After you looked at other displays.
7	*FF · *FF1	Filed fares in the booking file · details of filed fare 1.	Proof that the quote was stored.
8	R.P · ER	Received from (here: the passenger), then end transact.	Saves the booking file together with its filed fare.
—	FI	Ignores the last fare quote.	You priced the wrong thing. If *FF still lists its fare, cancel it with FX (see Cancel a filed fare (FX) and clear ticketed ones).

In Smartpoint you can also price from the **Air Pricing** tab instead of typing **FQ**.

Check it worked

- The quote shows the fare, taxes and total per passenger type, and ***FF** lists the new filed fare.
- Each filed fare has a guarantee code. **G**, **A** and **Z** mean it was priced automatically; **M** means a modifier changed it and the Travelport fare guarantee does not cover it (see [Display the filed fares in a booking file](#)).

Traps

- **Price again after any change** of flight, class or passenger type. A filed fare does not follow the itinerary; after a segment change it is marked invalid (code I).
- A discounted passenger who must travel with someone (a child with an adult) has to be in the same **FQ** as that person, or a full fare comes back (see [Child, infant, youth and other passenger types in a fare quote](#)).
- If the fare cannot be filed, **F*Q** still shows the calculation but nothing is stored — fix the cause, or see [Build a fare by hand \(FBC, FBU, FBF\)](#).
- If Travelport+ answers that duplicate filed fares exist, cancel the extra one (see [Cancel a filed fare \(FX\) and clear ticketed ones](#)).
- **Do not rely on TKP to price.** With no filed fare in the booking file it creates one on the spot and issues the cheapest applicable fare — quote and check first.

Online: gateroam.com/galileo-guide/fare-quote

How do I price only some segments or passengers in Galileo?

Add modifiers to **FQ**: **FQS1-2** for segments 1 to 2, **FQP2** for passenger 2, **FQP2/CLH** for LH as plating carrier, **FQ@VSAVJU** to force a fare basis. Forced and discounted quotes are filed with code M and are not guaranteed.

When

A plain **FQ** prices everything in the booked classes. Use modifiers when only part of the booking should be priced, a passenger needs another validating airline, you must price a known fare basis or brand, or a stop has to count (or not count) as a stopover.

Check first

- The booking file is open and the segment and passenger numbers are the ones you see in ***R**.
- Passenger numbers go in ascending order.
- Several modifiers fit in one entry, in any order.

Steps

#	Entry	What it does	Why
1	FQS1-2 · FQS1.4	Prices segments 1 to 2 · segments 1 and 4 only.	Part of the trip is on another ticket.
2	FQP2 · FQP1-2.4	Prices passenger 2 · passengers 1, 2 and 4 only.	Passengers with different fares.
3	FQP2/CLH	Passenger 2 with LH as plating carrier.	Override the validating airline the system chose.
4	FQP1-2/S1.3	Passengers 1-2 on segments 1 and 3.	Combine passenger and segment choice.
5	FQ@VSAVJU · FQS1@VSAVJU.2@QSAVJU	Forces fare basis VSAVJU on all segments · a fare basis per segment.	You know the fare you need; the answer also says why it did not price by itself.
6	FQ.V	What-if price as if booked in class V.	Compare classes without rebooking — this quote cannot be stored.
7	FQO2 · FQX2	Stopover at the end of segment 2 · no stopover there.	The stopover status changes the fare.
8	FQMB2 · FQNB2 · FQOB2	Fare must break at · must not break at · may only break at segment 2.	Control where one fare component ends.
9	FQ:NR · FQ:AP · FQ/PE00	No advance-purchase or stay limits · no advance purchase · no change or cancel fee.	Flexible client, or too late for an advance-purchase fare.
10	FQ*:BF2	In the booked class, fare brand 2 only.	The client chose a brand (fare family).
11	FQ/BAG · FQ/FXD	Fares that include a bag · leave out economy unbundled fares.	Avoid a bag-less fare by surprise.
12	FQ.LJUZAG	Sold in Slovenia, ticketed in Croatia.	Sale or ticketing country is not your own.
13	FQ*RP10 · FQ*FA20	10 % off · 20 off the fare before taxes.	An agreed discount on the fare.

Check it worked

The quote header and the filed fare reflect the modifiers: the right passengers and segments, the forced fare basis, the brand. Check with ***FF** and **F*Q**.

Traps

- **Forced, discounted and increased quotes are not guaranteed.** They are filed with code **M** (manipulated); the same applies when you override the carrier whose fares are used (**FQOCLH**). Check them twice before ticketing.
- **FQ.V** is a look only: the fare cannot be filed. Book class V if the client wants it.
- Mind the dot: **FQ.V** is a booking class, **FQ.LJUZAG** is the sale and ticketing place, and **.T** or **.H** with a date asks for a historical fare (**Historical fare quote — the price on an earlier ticketing date**).
- The bag modifier works only with airlines that file Rich Content and Branding. Not every airline files brands, and some skip brand numbers — no answer for brand 1 can be normal.
- Infants entered as infants in the name field are priced at the infant rate automatically.

Online: gateroam.com/galileo-guide/fare-quote-modifiers

How do I quote a fare with baggage in Galileo?

FQ/BAG quotes fares that include a bag, FQBB/BAG finds the cheapest of them and FS+BAG shops with the bag, for Rich Content and Branding airlines only. FF1BG1PC corrects the allowance in filed fare 1.

When

The client travels with a suitcase and you want a fare that already includes it, or the allowance in the filed fare (the one the ticket will show) has to be corrected.

Check first

- Does the airline sell branded fares through Rich Content and Branding? The bag modifiers below only work for those airlines.
- How many bags and which passengers: a child or infant can have a different allowance.

Steps

#	Entry	What it does	Why
1	FQ/BAG	Quotes the booked flights with fares that include a bag.	A bag - less light fare is not picked by surprise.
2	FQBB/BAG	Best buy limited to fares with a bag, rebooking the class if needed.	Cheapest fare that still carries the suitcase.
3	FS+BAG	Fare shopping limited to fares with a bag.	Compare flights with the bag already in the price.
4	*FF1	Shows filed fare 1.	Check what it holds, including the bags, before ticketing.
5	FF1BG1PC	Sets the allowance in filed fare 1 to one piece.	Only when the quote stored a wrong allowance.
6	FF1BG23KC05	Sets 23 kg for a child aged 5 in filed fare 1.	Children can carry their own allowance.
7	DAS*G-BG	Lists the airline's paid baggage services.	For a bag the fare does not include.
8	*DAS	Shows the services booked in the file.	Confirm the extra bag before the EMD.

Manual fares carry the allowance in the build: **FBUBG/1PC** for every segment, **FBUBG2/1PC** for segment 2 only, **FBUBG/NIL** for a lap infant (see [Build a fare by hand \(FBC, FBU, FBF\)](#)).

Check it worked

The new filed fare (***FF**) shows a fare with the bag, or the corrected allowance; a paid bag shows under ***DAS** and is then issued on an EMD ([Paid bag or seat — book it in the shopping basket and pay by EMD](#)).

Traps

- **Changing the allowance by hand changes the fare's guarantee code.** It is marked as modified (calculation mode 2) and the airline may review it for a debit memo. Prefer re-quoting with **/BAG** where the airline supports it.
- The **/BAG** and **+BAG** modifiers do not work for airlines without Rich Content and Branding; read the fare rules and sell the bag as an ancillary instead.
- An allowance changed in the filed fare does not book anything with the airline: it only changes what the ticket shows.

Online: gateroam.com/galileo-guide/fare-quote-with-baggage

How do I price a child or infant in Galileo?

Put the type in the name field, e.g. N.HORVAT/LUKA MSTR*P-C08 DOB14MAY18, and FQ prices him as a child aged 8. Without it, use FQP1.2*C08. Quote the child in the same FQ as the adult, or add **/ACC**.

When

Not everyone in the booking is a plain adult: a child, an infant, a young person, a seaman. Each needs its **passenger type code (PTC)** in the quote, or Travelport+ prices them as adults.

Check first

- The easiest way is to put the type in the name field when you create the names; **FQ** then picks it up by itself (see [Names for adults, children and infants](#)).
- Children need their age in the code (**C08** = child aged 8) when the airline files age-based fares or taxes; **CNN** is the generic child code.
- Do you know the code? **PTC/S** lists the codes that start with S.

Steps

#	Entry	What it does	Why
1	N.HORVAT/LUKA MSTR*P-C08 DOB14MAY18	Child name with type C08 and date of birth (a space before DOB).	FQ prices him as a child aged 8 without extra modifiers.
2	N.I/HORVAT/EVA MISS*15MAR26	Infant name with date of birth.	Infants in the name field get the infant rate automatically.
3	FQ	Prices everyone by the type in the name field.	The normal case once names are right.
4	FQP1.2*C08	Passenger 1 as adult, passenger 2 as a child aged 8.	When the type is not in the name field.
5	FQP1.3-4*CNN	Passenger 1 adult, passengers 3 and 4 at the child fare.	Several children in one entry.
6	FQP1.2*YTH15	Passenger 1 adult, passenger 2 youth aged 15.	Youth fares where the airline files them.
7	FQ*SEA · FQ**SEA	Seaman fares or adult, whichever is cheaper · seaman fares only.	One star = that type plus adult; two stars = that type only.
8	FQ*C06/ACC	A child aged 6 whose adult is on a different booking file.	Keeps the child fare although the adult is priced elsewhere.
9	FQP1*C10/ACC2	Child (passenger 1) travelling with two adults booked separately.	Same, when the rule counts the adults.

Check it worked

The quote shows a separate fare for each passenger type. Check that the child's line carries the child code you meant (not **ADT**) and that the infant has an infant fare.

Traps

- **Quote the child and the adult together.** A discounted passenger who must be accompanied, priced in a separate **FQ**, gets the full fare — unless you add **/ACC**.
- Passenger numbers must go up: **FQP1.2**, never **FQP2.1**.
- A new infant is linked to passenger 1 by default. If the infant travels on another adult's lap, link it to that adult — the entry differs before and after end transact (see [Names for adults, children and infants](#)).
- With some airlines in some markets the child reference must stand before the asterisk in the name; check the airline's rule.
- For inclusive-tour types (ITX and its child and infant codes) see [Private, net and account-code fares in a quote](#).

Online: gateroam.com/galileo-guide/child-infant-fares

How do I find the lowest fare and rebook in Galileo?

FQBB finds the lowest fare with seats on the booked flights and FQBC also shows the saving. FQBBK then rebooks the segments into those classes. FQBB++-AB keeps the booked cabins; FQBA ignores availability.

When

The flights are right but the booked class may not be the cheapest. Best buy looks for the lowest fare that has seats on the same flights, tells you what it would cost, and can move the booking into those classes.

Check first

- The flights and names are in the booking file and the client has agreed to the flights — best buy keeps the flights and changes only the classes.
- Decide the cabin first: add **++-AB** to stay in the cabins booked, or name the cabin you want.

Steps

#	Entry	What it does	Why
1	FQBB	Lowest fare with available seats on the booked flights.	See the cheapest option — nothing is rebooked yet.
2	FQBC	The same search, plus the saving against the fare as booked.	Tell the client how much cheaper it gets.
3	FQBBK	After FQBB or FQBC : rebooks the segments into the classes of that fare.	The booked class must match the fare you ticket.
4	*R · *FF	Booking file · filed fares.	Check the new classes are confirmed and a filed fare matches them. If not, price with FQ .
5	FQBB++-AB · FQBB++-BUSNS · FQBB++-UPPER	Stay in the cabins booked · business only · business or first.	Stops a quiet downgrade to another cabin.
6	FQBB/PE00 · FQBB/PR00 · FQBB/PX50	No fees · fully refundable · change fee at most 50 %.	Cheapest fare that still fits the client's need for flexibility.
7	FQBB*:BF3 · FQBB/BAG	Lowest in brand 3 · lowest that includes a bag.	Same fare family or bag as the client chose.
8	FQBBS1.3 · FQBBP1-2/S1.3	Best buy for segments 1 and 3 · for passengers 1–2 on them.	Only part of the booking.
9	FQBA	Lowest fare whether or not seats are available.	Shows what exists, e.g. for a waitlist or a later check.
10	FQBB*	Shows the last best-buy answer again.	After reading rules with FQN .

Check it worked

After **FQBBK**, ***R** shows the segments in the new classes. Then check ***FF**: if no filed fare matches the new classes, price with **FQ**.

Traps

- **FQBB alone changes nothing.** The booking keeps its classes until **FQBBK**. Seats can go between the two entries — rebook straight after the client says yes.
- **FQBA** ignores availability, so its price may not be bookable now. Some Travelport material shows **FQBBA** instead.
- The cheapest fare can have the strictest rules. Read them (**FQN**, then **FN**) before you rebook (see [Read fare rules \(fare notes\) — from a fare display or a quote](#)).
- **FQBB/FXD** keeps economy unbundled fares out of the answer — useful with carriers that do not file Rich Content and Branding.
- Historical modifiers (**.T**, **.H**, **.B** with a date) do not work with **FQBB**.
- To compare other flights or dates instead of other classes, use fare shopping ([Fare shopping on a booked itinerary \(FS\) — cheaper flights or dates](#)).

Online: gateroam.com/galileo-guide/best-buy

How do I quote private or net fares in Galileo?

FQ already includes private fares. **FQ:P** quotes private only and **FQ:C** net only (net fares never appear without **:C**). **FQ-KX77** adds fares with account code **KX77**, **FQ-:KX77** uses only those, **FQ**ITX** prices type **ITX** only.

When

Your agency or the client has special fares: airline private fares, fares the agency loaded itself, net fares for mark-up, or contract fares tied to an **account code** or a passenger type such as **ITX**. The airline or contract tells you the code; Travelport+ needs it in the quote.

Check first

- A plain **FQ** already looks at public and private fares together and returns the cheapest that applies.
- **Net fares never quote unless :C is in the entry.**

- Have the account code and passenger type from the contract at hand (here: account code **KX77**).

Steps

#	Entry	What it does	Why
1	FQ:P · FQ:N	Private fares only · public fares only.	Compare the two worlds.
2	FQ:A · FQ:G	Airline private only · agency private only.	Pick the contract type.
3	FQ:C · FQ:G:C · FQ:A:C	Net fares only · agency private net · airline private net.	Net fares for your own mark-up.
4	FQ-KX77 · FQ-:KX77	Adds fares filed with account code KX77 · only those fares.	Contract fares; the second shows whether the contract fare exists at all.
5	FQ-KX77:C	Net fares, with or without that account code.	Account code combined with a fare type.
6	FQ*ITX · FQ**ITX	Tour type ITX or adult, cheapest wins · ITX only.	Inclusive-tour contracts.
7	FQP3*ITF/ACCITX	Passenger 3 as an infant (ITF) travelling with an ITX adult.	Child and infant codes of the same contract.
8	FQBB:P	Best buy among private fares only.	Cheapest class, contract fares only.
9	*NTD1 · *NTD1/D	Net ticket data of filed fare 1: summary · details.	See the net and selling amounts that were stored.
10	FD14NOVLJUAMS-PRI-KX77 · FD14NOVLJUAMS/KL:C	Fare display with public, private and KX77 fares · KLM net private fares.	Look before booking.

The same fare-type and account-code modifiers work with **FQBB** and with fare shopping.

Check it worked

The filed fare's guarantee code shows the kind of fare: **A** airline private, **Z** agency private marked up from an airline net fare, **P** agency private on a standard contract (see [Display the filed fares in a booking file](#)). For a net fare, ***NTD1** shows the stored net ticket data.

Traps

- **FQ-:KX77 returns nothing?** No KX77 fare applies to this booking. **FQ-KX77** would then simply return the cheapest public or private fare, so check which one you got.
- A private fare may need an account code, a passenger type, or both; the airline tells you which. When both apply, put both in one entry.
- When fare shopping finds private or net fares for several passenger types, Travelport+ asks you to file them separately per type, or you quote each type with its own **FQ**.
- If you use the same account code every day, add it to the Assumed City table with **HMCT-KX77/ACCT** (two codes at most); **HMCTX-ACCT** removes them.

Online: gateroam.com/galileo-guide/private-net-fares

How do I use fare shopping (FS) in Galileo?

Use fare shopping: **FSLJU14NOVAMS21NOVLJU** for a return, **+** for pricing modifiers (**+PE00**) and **++** for itinerary ones (**++D** for direct). **FSK2** books option 2. In Smartpoint the Smartpanel (**Alt+T** or **#FS**) does the same.

When

The client gives a route and dates and wants the cheapest way to fly. Fare shopping searches flights and fares together and returns priced options you can book from.

Check first

- You know origin, destination, dates and how many people travel.

- Pricing modifiers follow one +, itinerary modifiers follow ++; separate several modifiers with /. Pricing modifiers come before itinerary ones.

Steps

#	Entry	What it does	Why
1	FSLJU14NOVAMS · FSLJU14NOVAMS21NOVLJU	Cheapest options one way · return.	The basic search.
2	FS2LJU14NOVAMS21NOVLJU	The same for 2 passengers.	Seats must exist for everyone.
3	FSLJU14NOVAMS - - CDG21NOVLJU	Out to Amsterdam, home from Paris; AMS-CDG on the ground.	Open jaw with a surface sector.
4	FSLJU14NOVAMS/KL21NOVLJU/AF#	KLM preferred out, only Air France back.	Airline choice per sector (# = only).
5	FS3LJU14NOVAMS21NOVLJU+P1-2.3*C08/PE00	Three travellers: passengers 1–2 adults, passenger 3 a child aged 8; fares without penalties.	Pricing modifiers after +.
6	FSLJU14NOVAMS21NOVLJU++/KL/AF · ++.D · ++RMC0230	Preferred airlines · direct flights · no connection over 2 h 30.	Itinerary modifiers after ++.
7	FSALJU14NOVAMS	Lowest fares whether or not seats are free.	What exists, not what is bookable now.
8	*FS2 · FQN2 · FSOF2	Fare construction · fare notes · extra fees of option 2.	Check the option before offering it.
9	FSK2	Books pricing option 2.	From search to booking in one entry.
10	FSMORE · MORE*2 · FS* · FS-	More screens · more flights for option 2 · redisplay · previous group.	Move through the results.

In Smartpoint, the search is easier from the **Smartpanel** (Alt+T or #FS, or under Search). Use **Flight Shopping Search** for a simple one-way or return, the Smartpanel for searches with many modifiers. Steps 8–10 only work in a native terminal window; in the Smartpoint view, click the on-screen prompts instead.

Check it worked

After **FSK2** the flights of option 2 are in the booking file. Add names, then check with ***FF** that a filed fare exists; if not, price with **FQ**.

Traps

- **A shopping price is a snapshot.** Seats and fares move; the price that counts is the one filed in the booking file.
- **FSA** ignores availability: its cheapest line may not be bookable.
- Every pricing modifier of **FQ** can be used here (child types, private fares, no penalty), always behind the +.
- Fares that include a bag (**+BAG**) work only with airlines that file Rich Content and Branding.
- With private or net fares and several passenger types, Travelport+ asks you to file each type separately (see [Private, net and account-code fares in a quote](#)).

Online: gateroam.com/galileo-guide/fare-shopping

How do I find cheaper flights for a booking in Galileo?

With the booking file open, enter FS. FSS1.2 shops only segments 1 and 2, FS++-AB stays in the booked cabins and FS++#3 tries three days later. Rebook through the prompts, then check *R and *FF.

When

A booking already exists and you want to know whether other flights, times or dates on the same route are cheaper — and switch to them. Best buy (**Best buy (FQBB) — lowest fare on the booked flights, and rebook**) only changes classes on the same flights; fare shopping may change the flights.

Check first

- The itinerary is booked and the names are in the booking file.
- On a booked itinerary the + before pricing modifiers may be left out; itinerary and availability modifiers always need ++.
- In one entry, pricing modifiers come first and availability modifiers after them. Separate several pricing modifiers with /.

Steps

#	Entry	What it does	Why
1	*R	Shows the booking file.	Note the booked flights and price before you compare.
2	FS	Shops the whole booked itinerary for cheaper options.	The basic check.
3	FSS1.2	Shops only segments 1 and 2.	Keep the rest of the trip as it is.
4	FS+BAG · FS+PE00 · FS+:P	With a bag · no penalties · private fares only.	Same pricing modifiers as FQ.
5	FS++-AB · FS++-BUSNS	Same cabins as booked · business only.	Do not trade cabin for price by accident.
6	FS++/LH · FS++/OS# · FS++/TK-	Prefer LH · only OS · not TK.	Airline wishes.
7	FS++D · FS++DT3.D	Direct flights · direct within 3 hours of the booked departure time.	Better flights, not just cheaper.
8	FS++-3 · FS++#3	Three days earlier · three days later than booked.	Flexible dates.
9	FS++RMC0330 · FS++JT12	No connection over 3 h 30 · no leg over 12 hours in total.	Keep the trip reasonable.
10	FSA · FSALL · FSM300	Ignore availability · include waitlisted and unconfirmed segments · nothing above 300 in your currency.	Special cases.

Then pick the option you want and **rebook through the prompts** on screen. The fare of the new itinerary should be stored in the booking file by itself.

Check it worked

- *R shows the new flights confirmed and the old ones gone.
- *FF shows a filed fare for the new itinerary. If it is missing, price with FQ.

Traps

- **Shopping can move the client to other flights or dates.** Show the client the new times before you rebook.
- **FSM300** reads the amount in your system currency, not the fare currency.
- **FSA** results are not all bookable now — seats are not checked.
- Read the rules of the new fare before you end the booking file (see [Read fare rules \(fare notes\) — from a fare display or a quote](#)).
- After rebooking, check connection times and segment statuses (see [Segment status codes \(HK, KK, HL, UC, TK, HX ...\)](#) and [what to do](#)).

Online: gateroam.com/galileo-guide/fare-shopping-booked-itinerary

How do I see or exempt taxes in Galileo?

F*Q shows each tax of the last quote, FQTE explains every tax (informative, not filed), FQTE-00 quotes taxes only and FQTE-AT* leaves out all Austrian taxes. Exempt only taxes the passenger really does not owe.

When

The client asks what the taxes are, a tax looks wrong, a passenger is exempt from a tax, or you need the tax amount alone. A quote with no taxes at all is for the rare case where none apply, such as a seat bought for cabin baggage.

Check first

- A plain **FQ** assumes nobody is exempt from any ticketable tax.
- Know whether you only want to *see* taxes (informative) or to *change* what is filed (exemption).

Steps

#	Entry	What it does	Why
1	F*Q	After FQ or FQBB : fare construction and each tax in one line.	Quick check of codes and amounts.
2	*FF1P2/T	Taxes of filed fare 1 for passenger 2.	What was actually stored.
3	FQTDD (or FQ/TDD) · FQBBTDD	Quote with a description of every tax and the pricing units · the same for best buy.	Explain each tax to the client. Informative only.
4	FQTE-00 · FQTE-00/S1-2 · FQTE-00/*C09	Taxes only: whole trip · segments 1–2 · a child aged 9.	The tax amount without pricing a fare.
5	FQTE-AT*	Quote without any Austrian taxes.	The passenger is exempt from that country's taxes.
6	FQTE · FQBBTE	Quote · best buy with no taxes at all.	Only when truly no taxes apply.
7	FTAX · FTAX-SI	Countries with tax information · tax information for Slovenia.	Look up what a tax code is and when it applies.

Check it worked

The tax description explains each tax code of the quote. After an exemption, **F*Q** no longer shows the exempted tax, and the filed fare carries the lower total.

Traps

- **The tax description (TDD) quote is not filed.** Price again with **FQ** to store the fare. **TDD** cannot be combined with the taxes-only modifier **TE-00**.
- **Taxes-only answers show an amount above the tax list that is neither the fare nor the tax total — ignore it.**
- Exempt a tax only when the passenger really does not owe it. If you are not sure, ask the airline or the help desk first.
- YQ and YR are not government taxes: the airline adds them itself (fuel or other surcharges), and they can depend on cabin, route and airline. A YQ or YR that is wrong or missing is reported to the Travelport help desk (see [When to contact the Travelport help desk and what to give them](#)).
- Taxes on a historical date need the historical modifier (see [Historical fare quote — the price on an earlier ticketing date](#)).

Online: gateroam.com/galileo-guide/taxes

How do I convert currency and NUC in Galileo?

FZIUSD shows the IATA rate of exchange, FZINUC812.40EUR converts NUC to EUR, FZSUSD250.00EUR converts at the bank selling rate and FQ:EUR shows a quote in EUR. Add a date such as .05SEP26 for a past rate.

When

A fare calculation shows NUC amounts, the client wants a price in another currency, or you need to check a conversion in a fare (for example a refund or a manual calculation).

How the money moves: international fares are built in **NUC** (neutral units of construction). The **IATA rate of exchange (ROE)** turns NUC into the currency of the country where the journey starts; a **bank selling rate** then converts between two real currencies, such as that currency and yours.

Check first

- Know which rate you need: ROE for NUC amounts, bank selling rate for currency-to-currency.
- For a past sale (refund, exchange), check which date's rate the calculation needs.

Steps

#	Entry	What it does	Why
1	FQ:EUR	Quotes the booking with fare, taxes and total shown in EUR.	Give the client a price in their currency.
2	FQ::USD	Prices only fares filed in USD.	When the fare must be one filed in that currency.
3	FZIUSD · FZI/ALL	IATA ROE for USD · for all currencies.	The rate the fare calculation uses.
4	FZIUSD.05SEP26	IATA ROE for USD on 5 Sep 2026.	Rate on the date a ticket was sold.
5	FZINUC812.40EUR	Converts NUC 812.40 into EUR at the ROE.	Check a fare calculation line.
6	FZSUSD	Bank selling rate of USD against your own currency.	Currency - to - currency conversions.
7	FZSUSD250.00EUR · FZSUSD250.00EUR.05SEP26	Converts USD 250 into EUR at the bank selling rate · at the rate of 5 Sep 2026.	Price or refund in another currency.
8	FZS3	Converts the fare on line 3 of a fare display into your currency.	A foreign tariff in your money.
9	FD:NUC	Shows the current fare display in NUC.	Compare with a fare calculation line.

Check it worked

The answer gives the rate and the converted amount. Bank - rate conversions are rounded; add **/U** (for example **FZSUSD250.00EUR/U**) for the exact figure.

Traps

- **ROE and bank selling rate are not interchangeable.** Using the bank rate on a NUC amount, or the ROE between two currencies, gives a wrong price.
- Rates move over time. When a calculation belongs to an earlier sale, use the date versions rather than today's rate.
- **FQ:EUR** changes only how the amounts are shown; **FQ::USD** changes which fares may be used.
- A rate you type yourself (* to multiply, / to divide) is only a calculator — nothing official.

Online: gateroam.com/galileo-guide/currency-roe

How do I check mileage and routing in Galileo?

FLLJU/FRA/IST gives the ticketed point mileage and FMLJUIST the maximum permitted mileage; add .EH for a global indicator. After a quote FR2 shows the routing of fare component 2; FR*2 does it for fare display line 2.

When

A fare is used on a routing that is not straight (a connection, a detour, an open jaw) and you need to know whether it is allowed. Two things can be looked up: the **routing** filed for a fare, and the **mileage** — the ticketed point mileage (TPM) of the sectors flown against the maximum permitted mileage (MPM) of the city pair, with the mileage surcharge.

These entries are for checking a quote, answering a client's "can I fly via...?", or preparing a fare built by hand.

Check first

- Know the fare component: from where to where the fare applies (**FQN** after a quote).
- Know the global indicator if the trip could be routed more than one way (for example **EH** or **TS**).

Steps

#	Entry	What it does	Why
1	FLLJU/FRA/IST	Ticketed point mileage of each sector LJU–FRA–IST (up to 22 cities).	The miles the routing actually flies.

#	Entry	What it does	Why
2	FL/LJU/FRA/IST	The same as a running total table.	See where the total passes the limit.
3	FLLJU/FRA/IST.EH	Mileage with a global indicator.	The right mileage for the direction of travel.
4	FMLJUIST · FMLJUIST.EH	Maximum permitted mileage for LJU-IST · with a global indicator.	The limit to compare the total against.
5	FR*2	Routing of the fare on line 2 of a fare display.	Allowed points for a routing-based fare.
6	FR2	After a quote: routing of fare component 2.	Check the booked points against it.

Check it worked

- You have the running TPM total (**FL/LJU/FRA/IST**) and the MPM (**FMLJUIST**) side by side to compare.
- FR** lists the points of the filed routing. When in doubt, price the real itinerary with **FQ**.

Traps

- Mileage and routing are two different checks.** If a fare has a filed routing, read it with **FR** before you count miles.
- A fare quote treats an international connection of 24 hours or more as a stopover; read what the fare rules say about stopovers (see [Read fare rules \(fare notes\) — from a fare display or a quote](#)).
- Mileage and surcharge work by hand belongs with a senior colleague; when the system cannot price, see [Build a fare by hand \(FBC, FBU, FBF\)](#).

Online: gateroam.com/galileo-guide/mileage-routing

How do I count advance purchase dates in Galileo?

*TAA/14NOV/14 gives the date 14 days before 14 Nov and *TAA/14NOV/+30 the date 30 days after. FH*1 shows a fare's travel and ticketing dates; FQ.T20OCT26 checks whether the fare still holds if ticketed on 20 Oct.

When

A fare says "buy at least 14 days before departure", "stay at least until Sunday" or "return within one month", and you need the actual dates: the last day to issue, the earliest and latest return. Also when you want to know whether a fare will still be valid if the client pays later.

Check first

- Read the fare's advance purchase and minimum/maximum stay paragraphs first (**FQN**, then **FN1**; see [Read fare rules \(fare notes\) — from a fare display or a quote](#)).
- Know the departure date of the fare component the rule counts from.

Steps

#	Entry	What it does	Why
1	*TAA/14NOV/14	The date 14 days before 14 Nov.	Last day to ticket a 14-day advance-purchase fare for a 14 Nov departure.
2	*TAA/14NOV/+30	The date 30 days after 14 Nov.	Latest return for a one-month maximum stay.
3	*TAA/330	The furthest date Travelport+ accepts for a booking.	Before booking far ahead.
4	FH*1	From a fare display: travel and ticketing dates of the fare on line 1.	Season and last sale date of a fare.
5	FQ.T20OCT26	Prices the booking as if ticketed on 20 Oct 2026.	Shows whether advance purchase and ticketing conditions still hold on that day.
6	FQ:AP	Prices only fares without an advance-purchase condition.	The client is too late for the cheap fares.

Check it worked

***TAA** answers with the calculated date. Write it into the ticketing arrangement of the booking file so the deadline is not forgotten (see [Ticketing arrangement field \(T.TAU, T.TAW, T.T*\)](#)).

Traps

- **Count from the right date.** Check in the advance purchase paragraph which date the rule counts back from before you use ***TAA** — don't simply count from today.
- A quote with a future ticketing date (step 5) is a check only: it is not guaranteed and is filed with code **M**. Price again with a plain **FQ** on the day you ticket.
- Check any ticketing time limit on the booking as well, and keep to whichever date comes first (see [Ticketing time limits — the airline's, the fare's and yours](#)).
- The ticketing arrangement field works in Zulu time, not local time.

Online: gateroam.com/galileo-guide/advance-purchase-dates

How do I price a trip that is not booked in Galileo?

Use the Fare Quote Planner: FQPLJU14NOVAMS21NOVLJU+KL gives informative fares and FQQ the lowest possible one. Use airport codes so airport taxes are included. Nothing is booked or filed; book and use FQ when the client agrees.

When

The client wants a price for a specific routing and airline before anything is booked — "what would LJU-AMS-LJU on KLM cost?" The planner prices an unbooked itinerary for information only; nothing goes into a booking file.

Check first

- Know the cities, dates and airline; add classes if you want a specific one.
- **Use airport codes, not city codes**, or the airport taxes are left out.

Steps

#	Entry	What it does	Why
1	FQPLJU14NOVAMS21NOVLJU+KL	Informative fares for the return trip on KLM (up to 10 answers).	A quick price range.
2	FQQLJU14NOVAMS21NOVLJU+KL	The lowest possible informative fare for the same trip.	One cheapest answer.
3	FQPBEG+JU.V14NOVAMS+JU.V21NOVBEG	Air Serbia in class V, out 14 Nov, back 21 Nov.	Price a specific class per sector.
4	FQPLJU14NOVX-FRAIST+LH	LJU to IST via FRA with no stopover in Frankfurt.	Connection point without a stop.
5	FQPLJU14NOVAMS--CDG21NOVLJU	Out to AMS, back from CDG, the gap on the ground.	Open jaw.
6	FQP* · FQP*2	Planner summary again · the fare calculation of answer 2.	Compare answers.
7	FQL3 · FQN2 · FN3/ALL	Fare ladder of answer 3 · components of answer 2 · all rules of component 3.	Check the fare before quoting it.
8	F*Q	The fare calculation in one line.	Details for the client offer.

Check it worked

The answer lists numbered fares with their amounts. Follow-up entries use those numbers.

Traps

- **Informative only.** The trip is not booked, so nothing is held or filed. When the client says yes, book the flights and price the booking file with **FQ** (see [Price the booking file \(FQ\) — the fare that gets stored](#)).

- Before you promise a planner price, check in an availability display that the class is open.
- A planner price with a past ticketing date (.T with a date at the end) is historical and not guaranteed (see [Historical fare quote — the price on an earlier ticketing date](#)).
- For "find me the cheapest flights", fare shopping is the better tool ([Fare shopping \(FS\) — cheapest flights and fares, nothing booked yet](#)); the planner answers "what does this exact routing cost".

Online: gateroam.com/galileo-guide/fare-quote-planner

How do I price a booking on a past date in Galileo?

FQ.T05SEP26 prices fare and taxes as on 5 Sep 2026, FQ.H05SEP26 that day's fare with today's taxes, FQ.B01SEP26 sets the booking date. Up to two years back; filed with code M, not guaranteed, not usable with FQBB.

When

You need the fare and taxes as they were on an earlier day: to check what a ticket issued last month should have cost, to work out an exchange or a refund, or to answer an airline's question about an old price.

Check first

- The booking file holds the itinerary to price (for a ticket already flown or changed, rebuild it if needed).
- Know the dates: the original **ticketing** date, and the **booking** date if the fare depended on when it was booked.
- History reaches back up to two years.

Steps

#	Entry	What it does	Why
1	FQ.T05SEP26	Fare and taxes as on 5 Sep 2026.	The full price on the original issue day.
2	FQ.T05SEP261430	The same at 14:30 that day.	When a fare changed during the day.
3	FQ.H05SEP26	Fare as on 5 Sep 2026, taxes as today.	Old fare with current taxes, as some exchanges need.
4	FQ.B01SEP26 · FQ.B01SEP26.T05SEP26	Booking date set to 1 Sep · plus ticketing date 5 Sep.	The fare depended on the booking date.
5	FQT	Prices with today as the booking date.	See the fare as if the booking were made today.
6	FQ.H05SEP26*:BF2	Historical fare in brand 2.	Modifiers combine with the date.
7	FQTE-00.T05SEP26	Taxes only, as on 5 Sep 2026.	A tax amount from the past.
8	FD20SEP26LJUFR/LH.T01SEP26	Fare display for travel on 20 Sep 2026 as sold on 1 Sep 2026.	Which fares existed then; airline and year are required.
9	FQPLJU20SEP26AMS27SEP26LJU+KL.T01SEP26	Planner quote with past travel and ticketing dates.	Old price of a trip that is not booked.

Check it worked

*FF shows the filed fare with code M (manipulated). Compare its fare, taxes and total with the original ticket before you use the figures.

Traps

- **Not guaranteed.** Historical quotes use the old NUC levels and IATA rates of exchange and are filed with code M; Travelport's fare guarantee does not cover them.
- .T = old fare and old taxes; .H = old fare, today's taxes. For an exchange, .T goes with a change that keeps the routing and .H with a reroute (see [Even exchange \(reissue a ticket\) — new flights, same fare and taxes](#)).
- The date modifiers (.T, .H, .B) cannot be used with best buy (FQBB).
- The historical fare display answers only in a native terminal window, and its fare notes must be read with entries.

- Used with a future date, **.T** checks whether advance purchase and ticketing conditions would still be met (see [Advance purchase and stay dates — count days for a fare](#)).

Online: gateroam.com/galileo-guide/historical-fare-quote

How do I book an extra bag or paid service in Galileo?

End and price the booking file first. **DAS*** lists the airline's paid services, **DAS*L4** shows line 4 and **DAS01L4** books it. ***DAS** displays what is booked; the service is then paid on an EMD.

When

The client wants something the airline sells on top of the fare: an extra bag, sports equipment, a meal, a paid service. In Travelport+ these are **ancillary services**, listed and booked with **DAS**; once booked they are paid on an EMD.

Check first

- **The booking file is ended (ER).** The Smartpoint shopping basket opens only for a closed booking file (direct payment carriers are the exception). Typed **DAS** entries also work before the end, in a native window.
- A fare quote (**FQ**) and the frequent flyer numbers are in the booking file — both can change what is offered and at what price.

Steps

#	Entry	What it does	Why
1	DAS*	Lists the ancillaries on offer. In Smartpoint this opens the mask; in native you get the list.	See what the airline sells for this trip.
2	DAS*P1 · DAS*G-BG	Offers for passenger 1 · baggage offers only.	Narrow a long list.
3	DAS**F · DAS**T	Flight-related services · ticket-related services.	Separate in-flight extras from ticket services.
4	DAS*L4 · DAS*R	Details of line 4 · the list again.	Read price and conditions before booking.
5	DAS01L4 · DAS01L4P1	Books one unit of the service on line 4 · the same for passenger 1 only.	The booking itself.
6	DAS01L4*1L6	Books line 4 and line 6 in one entry.	Two services at once.
7	DAS01L3*TX-SKI BAG 190CM 15KG	Books line 3 with a description.	Some services need size or weight.
8	*DAS	Shows the ancillaries booked.	Check before issuing the EMD.

Booked services appear in the service information (***SI**) field with their service code and an ASVC line. Payment and the EMD follow in [Issue an EMD — EMD-A for a service, EMD-S for a fee](#).

Check it worked

***DAS** lists the booked services, and ***SI** shows the matching ASVC lines.

Traps

- **Booked is not paid.** The service still needs its EMD; issue it before you tell the client the bag is sorted (see [Issue an EMD — EMD-A for a service, EMD-S for a fee](#)).
- To remove one service, cancel it like an SSR, for example **SI.ABAG@**; its ASVC line goes with it.
- **SI.ALL@ deletes all service information, paid ancillaries included.** Use it only when you mean it.
- **DAS**R** lists rule-buster services, which override the fare rules for a reissue or refund of a fare component — read the conditions carefully.
- The wording an airline expects in the description is published per airline on My Travelport (search "EMD" plus the airline code).

Online: gateroam.com/galileo-guide/ancillary-services

How do I book a direct payment carrier in Galileo?

ZPROV lists the activated carriers. Book with FS or availability and N1Y1, add name, ticketing, received, address, email and phone, price with FQ, pay by card in the payment screen and end with ER. No ticket is issued; segments show ZK.

When

The client wants to fly with an airline that Travelport+ sells as a **direct payment carrier**: the booking is made in Travelport+, but the airline is paid directly by card and **no ticket is issued** by the agency.

Check first

- The airline is activated for you: **ZPROV** lists the direct payment carriers you can book.
- Have the client's address, email, phone and card ready: the booking cannot be closed without the contact fields, and payment goes to the airline.

Steps

#	Entry	What it does	Why
1	ZPROV	Lists the direct payment carriers activated for you.	No point searching an airline that is not there.
2	FSVIE14NOVLHR or A14NOVVIELHR	Fare shopping or availability; add * and the airline code for one airline.	Find the flight; click it to book.
3	N1Y1	Sells one seat in Y from line 1 (or click the class).	Book the flight.
4	N. · T. · R. · W. · MF. or MT. · P.	Name, ticketing field, received from, address, email, phone.	All are compulsory before the end; some airlines also want passport data (SSR DOCS).
5	M.	Frequent flyer number, if the client has one.	Points and benefits.
6	FQ	Prices the direct payment carrier segments.	The price the airline will charge.
7	Click	Ancillaries mask; class code → seat map; # in front of the airline → payment screen.	Extras, seat and payment are done in the graphic screens.
8	F.	Form of payment: the client's card (see Form of payment — in the booking file and on the filed fare).	The airline charges it directly.
9	R.P · ER	Received from, then end transact.	Closes and stores the booking.

Most mandatory fields can also be filled in one mask: # in the booking file, or **Create/Edit Customer Information**.

Check it worked

***R** after the end: the segments show status **ZK** and a vendor locator from the airline has been added.

Traps

- **There is no ticket.** Do not try to issue one; the vendor locator is the airline's reference for the booking.
- For these airlines the ancillary shopping basket opens even before the booking file is closed (see [Ancillary services \(DAS\) — extra bags, meals and other paid extras](#)).
- Status **ZK** marks a passive API booking. When you list bookings by status, these appear under **ZK**, not **HK** (see [Segment status codes \(HK, KK, HL, UC, TK, HX ...\) and what to do](#)).
- Most entries are the normal Travelport+ ones; in Smartpoint nearly everything here can also be clicked.

Online: gateroam.com/galileo-guide/direct-payment-carriers

Filed fares

The stored fare a ticket is issued from: display, store, change and cancel it.

What is a filed fare in Galileo?

A filed fare is the price stored in the booking file after FQ: passengers, fare basis, taxes, baggage, plating carrier and a guarantee code. TKP issues the e-tickets from it, so read it with *FF1 before issuing.

When

Use this card to understand the filed fare: the stored price in a Galileo booking file that the e-ticket is issued from. You need it when someone says "the filed fare is invalid", "file the fare again", or when **TKP** issued a price nobody expected.

Check first

- A booking file with names and confirmed flights; a filed fare always belongs to one booking.

What it is

A **filed fare** is the ticket before it exists. When you price the booking with **FQ** and the quote fits what is booked, Galileo keeps the result inside the booking file under a number: the passengers, the segments, fare basis, fare, taxes, total, fare construction, baggage allowance and the plating (validating) carrier. Amadeus users call the same thing a TST.

- Filed fares are numbered 1, 2, 3 ... More than one exists when parts of the booking were priced apart (see [Several filed fares in one booking file](#)).
- Items that belong to the ticket rather than to the fare — payment, commission, endorsements, tour code, plating carrier — are stored on the filed fare as **ticket modifiers** ([Ticket modifiers \(TMU\) — carrier, commission, payment, endorsement, tour code](#)).
- Each filed fare carries a **guarantee code** telling how it was priced: by the system (**G, A, Z**), with modifiers (**M**), as an agency contract fare or discounted airline private fare (**P**), by hand (**B**), restored (**R**), no longer matching the flights (**I**), or expired (**X**). Only **G, A** and **Z** are eligible for Travelport's ADM review (see [Filed fare guarantee codes — G, A, Z, M, B, R, I, X](#)).
- **TKP** turns filed fares into e-tickets.

Steps

#	Entry	What it does	Why
1	FQ	Prices the booking in the classes booked and files the result.	The normal way a filed fare is born.
2	ER	Ends the transaction and shows the booking again.	The filed fare is kept only once the booking is saved.
3	*FF	Lists the filed fares in the booking.	How many there are, and for whom.
4	*FF1	Shows filed fare 1 in full.	Read fare, taxes, baggage and guarantee code before issuing.
5	TKP	Issues e-tickets from the filed fares.	The step that sells the ticket.

Check it worked

***FF** shows filed fares that together cover every passenger, and none of them carries the code **I** or **X**.

Traps

- **TKP on a booking with no filed fare still issues.** Galileo then prices on the spot and tickets the cheapest fare it finds — maybe not the one the client accepted. File and read the fare first.
- **A filed fare does not stay right forever.** New flights make it invalid (**I**); an old quote can expire (**X**). Quote again, or restore it with care ([Change or restore a filed fare without a new quote](#)).
- **Modified fares are your risk.** With codes **M, P, B** or **R**, an ADM from the airline is not reviewed by Travelport.
- Informative quotes never become filed fares: the fare quote planner ([Fare Quote Planner \(FQP\) — price a trip that is not booked](#)), a quote with tax description details, or a quote that overrides the booked class. Price the booking itself.

How do I display filed fares in Galileo?

*FF gives a summary of all filed fares, *FF1 shows fare 1 in detail, *FFALL every fare in full and *FFALL/T the taxes only. *HFF shows the filed fare history, *NTD1 the net data of a private fare.

When

Use this card to read the price stored in a booking file: which passengers each filed fare covers, the fare construction, the taxes, the baggage and the guarantee code. Do it before every **TKP**, and whenever a client asks how the price is made up.

Check first

- The booking file is on screen ([Retrieve a booking file \(PNR\) by locator, name or flight](#)).
- You know the passenger numbers you care about — they follow the order of the names in the booking.

Steps

#	Entry	What it does	Why
1	*FF	Summary of every filed fare in the booking.	See how many there are before opening one.
2	*FF1	Filed fare 1 in detail, with its linear fare construction.	Fare basis, taxes, total, baggage, code.
3	*FF2-4 · *FF1.3	Fares 2 to 4 · fares 1 and 3 in detail.	Several fares in one display.
4	*FFALL	Every filed fare in detail.	One complete read before ticketing.
5	*FFP2 · *FF1-2/P2	All fares of passenger 2 · fares 1 and 2 for passenger 2.	When one person's price is questioned.
6	*FFALL/T · *FF1P2/T	Taxes only: every fare and passenger · fare 1, passenger 2.	Tax questions without the rest.
7	*HFF	History of the filed fares.	Who quoted, removed or rebuilt a fare, and when.
8	*NTD1 · *NTD1/D	Net ticket data of filed fare 1: summary · details.	Private and net fares only.

Check it worked

The detail shows every passenger you expect, the fare basis you sold, and a guarantee code that is not **I** (no longer matches the flights) or **X** (expired).

Traps

- **The summary is only a summary.** Open the detail before you issue — that is where the fare construction is.
- **Code I** shows up after flights in the booking were changed. The stored fare no longer fits the itinerary: quote again or restore it ([Change or restore a filed fare without a new quote](#)).
- In the history, **AFQ** marks the fare quote stored at ticketing, **XFQ** a quote that was deleted, **AFB** and **XFB** a manual fare added or deleted, and **AT** modifiers added at issue.
- Net ticket data exists only for private and net fares. Editing such a fare by hand can lose it ([Change or restore a filed fare without a new quote](#)).

Online: gateroam.com/galileo-guide/display-filed-fares

How do I store a fare in a Galileo PNR?

Price the booking with FQ (or FQP1.2*C08 for an adult and a child of 8): a quote that fits the booked classes is filed automatically. Save with ER and check it with *FF.

When

Use this card when flights and names are in the booking file and the price must be stored so it can be ticketed. In Galileo a fare quote made on the booking is filed by itself when it fits what is booked — there is no separate "store" entry.

Check first

- Flights sold and confirmed, names in, and children and infants carry their age in the name field (**Names for adults, children and infants**).
- ***FF**: is there already a filed fare for the same passengers? If so, cancel it first (**Cancel a filed fare (FX) and clear ticketed ones**).

Steps

#	Entry	What it does	Why
1	FQ	Quotes every passenger and segment in the booked classes and files the result.	The standard entry; plating carrier logic picks the validating airline.
2	FQP1.2*C08	Prices passenger 1 at the adult fare and passenger 2 at the child fare for age 8.	Passenger types in one entry so the child fare applies.
3	FQA , then FF3	Shows other fares for the itinerary · files option 3 from that list.	When the client picks a different fare.
4	F*Q	Shows the last quote in linear form.	Read a quote that could not be filed, or an alternative one.
5	FI	Ignores the last fare quote.	Drop a quote you do not want; if *FF still lists its fare, cancel it with FX .
6	ER	Ends and shows the booking again.	The filed fare is saved with the booking.
7	*FF	Lists the filed fares.	Proof the fare is stored.

Smartpoint: the **Air pricing** tab runs the same quote through a form. After fare shopping on a booking (**Fare shopping on a booked itinerary (FS) — cheaper flights or dates**), rebooking the option you chose normally files its fare automatically.

Check it worked

***FF** shows a filed fare for every passenger, with code **G**, **A** or **Z** when the system priced it unaided (an agency private fare on a standard contract shows **P**).

Traps

- **Quote close to the day of issue.** A quote takes for granted that the ticket is issued today (or within the guarantee period) and in your own country. Last week's quote may be stale.
- **Quote a discounted child together with the adult.** Priced alone, a child whose fare needs an accompanying adult gets a full fare.
- **Modifiers cost the guarantee.** Percentage or amount changes (**FQ*RP10**), a forced fare basis (**FQ@...**), a carrier override and historical dates are filed with code **M**, which is not eligible for Travelport's ADM review.
- If Galileo says duplicate filed fares exist, check ***FF** and remove the extra one with **FX** (**Cancel a filed fare (FX) and clear ticketed ones**).
- Private or net fares for several passenger types may have to be filed one type at a time; Galileo asks, or you run one **FQ** per type.

Online: gateroam.com/galileo-guide/store-fare-in-pnr

How do I cancel a filed fare in Galileo?

FX2 cancels filed fare 2, **FX1P2-3** fare 1 for passengers 2 and 3, **FXALL** every filed fare, and **/OS1** clears fares already ticketed. Quote again with **FQ** and save with **ER**. Issued tickets are not affected.

When

Use this card when a stored price must go: wrong passenger type, the flights changed, the client chose another fare, or Galileo reports that duplicate filed fares exist.

Check first

- ***FF**: note the number of the fare to remove and which passengers it covers.
- Is it already ticketed? Removing a filed fare never cancels a ticket (see Traps).

Steps

#	Entry	What it does	Why
1	*FF	Lists the filed fares with their numbers.	Pick the right one.
2	FX2	Cancels filed fare 2.	One fare, for all its passengers.
3	FX1P2-3	Cancels filed fare 1 for passengers 2 and 3 only.	The other passengers keep their fare.
4	FX1.3 · FX1.3-5	Cancels fares 1 and 3 · fares 1 and 3 to 5.	Several at once.
5	FXALL	Cancels every filed fare.	Start pricing again from zero.
6	/OS1	Removes filed fares that were already ticketed.	Clears used prices out of the booking.
7	FQ, then ER	Quotes and files again, then saves.	So TKP issues the fare you checked, not one it prices on the spot.

Check it worked

***FF** no longer lists the cancelled fare; after the new **FQ** only the new one is there.

Traps

- **A filed fare is not a ticket.** **FX** and **/OS1** remove stored prices only. An issued e-ticket has its own entries to void, exchange or refund it — see **Void, refund, revalidation or exchange — which one this case needs**.
- **"Duplicate filed fares exist"**: the booking holds the same fare twice, for example after a second quote. Check ***FF** and cancel the one you do not want with **FX** and its number.
- Removing every fare of a booking with adults and a child means quoting them again **together**, so the child discount still applies.
- Nothing is final until **ER**. Removed the wrong fare? Ignore the transaction with **I** instead of saving (**End (E / ER) or ignore (I / IR) — save or discard your work**).

Online: gateroam.com/galileo-guide/cancel-filed-fare

How do I change or restore a filed fare in Galileo?

FF1BG2PC changes the baggage of filed fare 1 and **FF1@R** restores an invalid fare (**FF1@T** after a timetable change). Endorsements and taxes are edited with ***FB1**, **FBUEB/** and **FBFALL**. Restored fares lose the guarantee.

When

Use this card when one detail of a stored fare is wrong — the baggage allowance, an endorsement the quote added — or a fare became invalid after a flight change and you want it back. Payment, commission, tour code and plating carrier are not part of the fare: change those with ticket modifiers (**Ticket modifiers (TMU) — carrier, commission, payment, endorsement, tour code**).

Check first

- ***FF1**: what exactly is wrong, and which guarantee code does the fare carry now?
- Would a fresh **FQ** be simpler? A new automatic quote keeps the Travelport guarantee; most hand changes do not.

Steps

#	Entry	What it does	Why
1	FF1BG2PC	Sets the baggage allowance of filed fare 1 to two pieces.	Fix the allowance the ticket will show.
2	FF2BG23KC09	Sets 23 kg for a child aged 9 in filed fare 2.	Allowance for one passenger type.
3	FF1@R · FF1P2@R	Restores filed fare 1 · for passenger 2 only.	Bring back a fare that became invalid.
4	FF1@T	Restores filed fare 1 after a timetable change.	The airline moved the flight; the fare itself did not change.

#	Entry	What it does	Why
5	*FB1	Opens filed fare 1 as a manual fare build screen.	The way in for taxes or endorsements.
6	FBUEB/VALID ON LH ONLY · FBUEB/	Replaces · removes the stored endorsements.	Endorsements the automatic quote attached.
7	FBFALL	Files the edited fare for all its passengers.	Writes the change back into the filed fare.
8	ER, then *FF1	Saves and shows the fare again.	Check the new values and the code.

Check it worked

***FF1** shows the new baggage, the new endorsement or the restored fare, with the guarantee code you expected (see Traps).

Traps

- **Which edits keep the guarantee.** Through the fare build, only baggage, taxes and endorsements can be changed without touching the guarantee code or the net ticket data of a private fare. Changing anything else may change the guarantee code and, for a private fare, lose the net ticket data.
- **Restored means your risk.** A restored fare carries code **R**, and Travelport will not review an ADM on it. After a real change of itinerary, quote again with **FQ** unless you are sure the old fare still applies.
- **Code I** says the booked flights no longer match the fare. Do not issue on it.
- Changed the fare amounts themselves? That is a manual fare — see **Build a fare by hand (FBC, FBU, FBF)**.

Online: gateroam.com/galileo-guide/change-restore-filed-fare

How do I build a manual fare in Galileo?

Open build screens with FBC (e.g. FBCP2*C08.1/CLH), fill them with FBU entries such as FBUFB/, FBUTAX1/ and FBUFC/, file with FBF or FBFALL, then ER. A manual fare gets code B and no fare guarantee.

When

Use this card when Galileo cannot quote the fare you need — for example the airline gave you a fare by message — and you must type fare, taxes and fare construction yourself. It is the last resort: a fare built by hand is not eligible for Travelport's ADM review.

Check first

- Try a forced quote first: **FQ@** + fare basis prices that fare and leaves only details to fix. **FQBB** followed by **F*Q** shows fare bases worth forcing.
- You have every figure: fare basis, fare and currency, rate of exchange, each tax, fare construction, baggage, validity dates.

Steps

#	Entry	What it does	Why
1	FBCP2*C08.1/CLH	Opens build screens: passenger 2 (child, 8) first, then passenger 1; plating carrier LH.	Smallest group first means fewer screens.
2	FBUFB/LSAVER+BG/1PC+FARE/EUR250.00+ROE/0.857142	Fare basis, baggage, base fare and rate of exchange in one entry.	Items join with +.
3	FBUNVB/14NOV26 · FBUNVA2/21NOV26	Not valid before (all segments) · not valid after (segment 2).	The year must be given.
4	FBUTAX1/31.20DE+TAX2/9.80SI	Taxes 1 and 2.	*FBTAX shows the tax screen.
5	FBUFC/LJU LH FRA 120.50 LH LJU 120.50 NUC241.00 END	The fare construction.	Shows how the fare is built, in NUC.

#	Entry	What it does	Why
6	FBUEB/NONREF	The endorsement text.	Restrictions the next agent must see.
7	FBF	Files this screen; the next group's screen opens.	One group at a time.
8	FBFALL	Files the same fare for all remaining passengers.	Saves typing.
9	ER, then *FF	Saves and lists the filed fares.	The manual fare is now a filed fare.

Other inputs: **FBC** (all passengers), **FBCCLH** (all passengers, plating LH), ***FB** shows the current screen again, **FBI** drops every manual fare built in this session. To start from a fare already filed, ***FB1** (or ***FB1P2**) opens it as a build screen.

Smartpoint: **Assisted Ticketing** → **Manual Fare Builder**, or type **#MANMASK**.

Check it worked

***FF** shows the new filed fare with code **B** (built by hand) and the totals you worked out.

Traps

- **No guarantee.** A manual fare is code **B**, which Travelport does not review if an ADM comes. Check every figure twice.
- **A plating carrier is required** to ticket. Give it at **FBC**, at **FBF** (**FBFCLH**), or later as a ticket modifier (**TMU1CLH**).
- Any item can be limited to segments (**FBUBG2/2PC**, **FBUBG1.3/20K**). Check that every segment ends up with a baggage allowance.
- A ticket designator (**FBUTD/**) is for US ARC and Canada BSP offices only.

Online: gateroam.com/galileo-guide/manual-fare-build

How do several filed fares work in Galileo?

One **FQ** normally files one fare for all passengers. Quoting parts apart, such as **FQS1-2** and **FQS3-4**, gives separate filed fares; ***FF** shows their numbers. Issue each with **TKP1**, **TKP2** or **TKP1P2**; plain **TKP** issues all.

When

Use this card when one booking file holds more than one stored price — parts of the trip sold as separate tickets, passengers priced apart — and you must issue them in the right order. Every filed fare is ticketed on its own, so you need to know which number is which.

Check first

- The names are in, children and infants with their age, and every flight is confirmed.
- You know which passengers and which segments belong on which ticket.

How Galileo numbers them

- One **FQ** for the whole booking normally gives **one** filed fare that holds every passenger, each with their own passenger type (adult, child, infant).
- Quotes for part of the booking — some passengers (**FQP...**) or some segments (**FQS...**) — each give a **separate** filed fare; ***FF** shows which number covers what.
- Ticket modifiers are stored per filed fare (**TMU1...**, **TMU2...**); inside one filed fare the payment can still differ per passenger (**TMU1P2F@S**).

Steps

#	Entry	What it does	Why
1	FQS1-2	Quotes segments 1 and 2 and files them.	First ticket, e.g. the outbound one-way.
2	FQS3-4	Quotes segments 3 and 4 as a second filed fare.	Second ticket, the way back.
3	*FF	Lists both fares with their numbers.	Confirm which number covers what.

#	Entry	What it does	Why
4	TMU1CLH · TMU2COS	Plating carrier LH on fare 1, OS on fare 2.	Separate tickets may be on different airlines.
5	TKP1 · TKP2	Issues filed fare 1 · filed fare 2.	One fare at a time, under your control.
6	TKP1P2	Issues filed fare 1 for passenger 2 only.	That passenger pays now, the others later.
7	TKP	Issues every filed fare in the booking.	Only when all of them are ready.

Check it worked

***FF** shows each fare with the passengers and segments you meant; after issue, each passenger has one ticket per filed fare that covers them.

Traps

- **Do not split a child from the adult** just to get a second filed fare: a child fare that needs an accompanying adult becomes a full fare when quoted alone.
- **Plain TKP issues them all.** If one fare is not ready — no payment yet, client still deciding — give the number.
- If Galileo answers that duplicate filed fares exist, remove the extra one with **FX** (**Cancel a filed fare (FX) and clear ticketed ones**).
- Private or net fares for several passenger types may have to be filed per type; Galileo prompts you.

Online: gateroam.com/galileo-guide/several-filed-fares

What do filed fare guarantee codes mean in Galileo?

G, A and Z are fares the system priced, eligible for Travelport ADM review. M (modifiers), P, B (manual) and R (restored) are not; I means the flights changed and X that the fare expired. Re-quote with FQ.

When

Use this card when a filed fare shows a one-letter code and you need to know what it means — above all whether the fare is eligible for Travelport's ADM review if the airline later sends an ADM.

Check first

- The booking file is on screen and you know the number of the filed fare (***FF**).

The codes

Each filed fare carries two codes. The **FCPI** letter tells how the fare was produced. The **FCMI** digit (0, 1 or 2) is what the BSP ticket reports about it.

FCPI	FCMI	How the fare came about	ADM review
G	0	Public fare, priced by the system.	Yes
A	0	Airline private fare, priced by the system.	Yes
Z	0	Agency private fare the system marked up from an airline net fare, under the airline's rules.	Yes
G A Z	2	As above, but baggage, taxes or fees were edited.	Yes
M	1	Manipulated: a fare or discount modifier was used.	No
P	1	Agency private fare on a standard contract, or airline private fare with a discount modifier.	No
B	1	Built by hand.	No
R	1	Restored.	No
I	–	Invalid: the flights changed after the quote.	No
X	–	Expired.	No
T	–	A ticket, as kept in history.	No

Steps

#	Entry	What it does	Why
1	*FF1	Shows filed fare 1 with its code.	Read the code before issuing.
2	FQ	Quotes again.	The way out of I , X or an unwanted M .
3	TKP1OKX	Issues filed fare 1 although it has expired (X).	Only after checking the fare still applies.

Check it worked

After a fresh **FQ** without modifiers, ***FF** normally shows **G**, **A** or **Z** (an agency private fare on a standard contract shows **P**).

Traps

- **What creates an M:** a percentage or amount change, a forced fare basis, an override of whose fares are used, a historical quote. Useful tools, none of them guaranteed.
- **X means the filed fare has expired.** **TKP1OKX** issues it all the same — quote again first unless you are sure the price still holds.
- **Do not issue on I.** Quote again, or restore the fare (it becomes **R**) only if you are sure it still applies (**Change or restore a filed fare without a new quote**).
- ADM review is there only for fares the system priced and you left alone, apart from baggage, taxes or fees.

Online: gateroam.com/galileo-guide/fare-guarantee-codes

Ticketing

Forms of payment, ticket modifiers, issuing, e-ticket records, document history and the sales report.

What must be in a Galileo booking before TKP?

Names as in passports, confirmed flights, phone, ticketing and received fields, a valid filed fare (*FF), payment (*FOP), plating carrier, commission (TPC1), FOID or APIS where needed and a linked printer (HMLD). Validate with TKPVB.

When

Use this card right before **TKP**, every time. A ticket issued today can still be voided today; a mistake found tomorrow turns into a refund or an exchange.

Check first

- The booking file is on screen and saved, and the client has accepted price and conditions.

The checklist

#	Check	How	Why
1	Names exactly as in the passports; children and infants with age or date of birth	*N	Airlines have their own rules for name changes.
2	Every flight confirmed (HK), right dates and classes	*IA	Never ticket a waitlisted or unconfirmed seat.
3	Phone, ticketing and received fields present; booking saved	*R	The mandatory fields of every booking file.
4	A filed fare for every passenger, code not I or X	*FF, *FF1	TKP issues what is filed.
5	Fare and conditions are what the client accepted	Read fare rules (fare notes) — from a fare display or a quote	Agree the rules before the client pays.
6	Plating carrier set, and it may ticket every airline on the ticket	*FF1, Can this airline ticket the others? Interline and BSP tables	Its stock and rules apply to the whole ticket.
7	Form of payment in the booking or on the filed fare	*FOP, *FF1	Decides who pays and how.
8	Commission as your contract says	TPC1	The ticket carries it.
9	Endorsements and tour code where the fare needs them	*FF1	Contract and tour fares.
10	Passport data (APIS) and FOID where the airline or route needs them	*SI	Some airlines refuse to issue without them.
11	Ticketing deadline not passed	*TD, Ticketing time limits — the airline's, the fare's and yours	The fare and the airline both set deadlines.
12	A ticket printer linked to your terminal	HMLD	Otherwise TKP stops with NO LINKAGE.

Steps

#	Entry	What it does	Why
1	TKPVB	Validates the booking before issue.	Finds gaps without issuing anything.
2	TKP (or TKP1 for one filed fare)	Issues the tickets.	See Issue e-tickets with TKP .

Check it worked

TKPVB raises nothing, and after **TKP** the ticket numbers appear with *HTI.

Traps

- **TKP without a filed fare still tickets** — at whatever is cheapest at that moment. Never skip row 4.
- **Plain TKP issues every filed fare.** If one is not ready, give its number.
- Practise issuing in the training system, never in the live office (**Practise safely before you work on real bookings**).

Online: gateroam.com/galileo-guide/ticketing-checklist

How do I add a form of payment in Galileo?

In the booking file: F.S for cash, F.CK for cheque, F.VI4111111111111111/D1228 for a card; *FOP shows it.
On a filed fare: TMU1FS or TMU1FVI4111111111111111*D1228, with *D instead of /D.

When

Use this card to record how the client pays before you issue. Galileo accepts the form of payment in two places: the booking file's payment field (F.) and the filed fare itself, as a ticket modifier (**TMU1F...**). It can also be given in the issue entry for one issue only.

Check first

- Your agency's rule for its BSP stock: when the agency pays BSP (cash, invoice) and when the airline charges the client's card. Ask your senior agent if unsure.
- For a card: the two-letter card code, the number, and expiry month and year.

Steps

#	Entry	What it does	Why
1	F.S · F.CK	Cash · cheque in the booking file.	The usual non-card payments.
2	F.INV20261012	Invoice, with your reference after INV.	Clients the agency bills.
3	F.VI4111111111111111/D1228	Card, expiry after /D as MMY.	Client's card in the booking file.
4	*FOP	Shows the payment field.	Check before issuing.
5	F.@CK · F.@	Replaces the payment with cheque · deletes it.	There is one payment field per booking.
6	TMU1FS · TMU1FVI4111111111111111*D1228	Stores cash · a card on filed fare 1.	In modifiers the expiry follows *D.
7	TMU1P2F@S	Changes the payment for passenger 2 only.	Different payers inside one filed fare.
8	TKP1P2F@CK	Issues filed fare 1 for passenger 2, paid by cheque.	A one-off change at the moment of issue.
9	*FF1	Shows the filed fare with its modifiers.	Confirms the payment stored on it.

Smartpoint: the booking file script **Create/Edit customer information – Payment** fills the F. field with a form.

Check it worked

*FOP shows the booking's payment; *FF1 shows any payment stored on filed fare 1.

Traps

- **Two card syntaxes.** The booking field writes the expiry as /D1228, ticket modifiers as *D1228. Copying one into the other is a classic slip.
- An expiry date is needed on every card except UATP.
- **A card the airline does not accept** can be forced with a manual approval code (F.CC.../D.../A...), but that is at your own risk: the agency may receive an ADM for it.
- Card numbers go in payment fields only — never in remarks or the notepad.
- Airlines that sell outside BSP may want the card as a booking guarantee in an SSR instead — see **Direct payment carriers — book airlines paid directly, no ticket**.

What are ticket modifiers (TMU) in Galileo?

Ticket modifiers store ticket data on a filed fare: TMU1CLH/Z3/FS/TCIT26LJU01 sets plating carrier, commission, cash and tour code; TMU1EBNONREF adds an endorsement. @ changes or deletes, *FF1 shows them.

When

Use this card to add what a ticket needs beyond the fare: the issuing airline, commission, payment, endorsements, tour code. Galileo calls these **ticket modifiers**. Written with **TMU** and a filed fare number they are stored on that filed fare until issue; written after **TKP** and the number they apply to that one issue only.

The modifiers

Modifier	Meaning	Note
C + airline	Plating (validating) carrier, e.g. CLH	Filled in by itself when plating carrier logic is on in your agency's account table.
Z + figure	Commission in percent, e.g. Z3	Overrides the commission tables (Commission — the commission tables and your own override).
ZA + amount	Commission as an amount in local currency	
F + payment	Form of payment: FS , FCK , or a card with *D expiry	See Form of payment — in the booking file and on the filed fare .
EB + text	Endorsement box; up to 3, joined with *EB , 58 characters together	
TC + code	Tour code, up to 14 characters	
IT · BT	Inclusive or bulk tour: the fare box shows IT or BT and the construction hides the fare amounts	Taxes and Q surcharges still show.
DTD	Issue the ticket only — no itinerary, no MIR	Print control.

Several modifiers fit in one entry, in any order, separated by /.

Steps

#	Entry	What it does	Why
1	TMU1CLH/Z3/FS/TCIT26LJU01	Stores carrier LH, 3% commission, cash and a tour code on filed fare 1.	Everything ready before TKP .
2	TMU1EBNONREF*EBVALID LH ONLY	Stores two endorsements.	Restrictions printed on the ticket.
3	TMU1EB@VALID ON LH ONLY	Replaces the endorsement text.	@ followed by a value changes it.
4	TMU2Z@1/EB@NONREF/F@S/C@OS	Changes commission, endorsement, payment and carrier of filed fare 2.	Several changes at once.
5	TMU1EB@ · TMU1IT@/TC@ · TMU1P1-2F@	Deletes the endorsement · the IT flag and tour code · the payment of passengers 1 and 2.	@ with nothing after it deletes.
6	*FF1	Shows the filed fare with its modifiers.	Check before issuing.
7	TKP1	Issues filed fare 1 with what is stored.	

Check it worked

***FF1** lists what you stored; after issue the e-ticket shows the endorsement, tour code and validating carrier.

Traps

- **Stored or one-off?** A modifier typed in the **TKP** entry is used for that issue and not kept on the filed fare. In exchanges this matters: a payment given only in **TKP** is missing when the MIR is produced again later. For anything you may need again, use **TMU**.
- **Endorsements the automatic quote attached** are changed or removed in the fare build: ***FB1**, then **FBUEB/** (or **FBUEB/** + new text), then **FBFALL** — see **Change or restore a filed fare without a new quote**.
- **TD** (ticket designator) is for US ARC and Canada BSP offices only.
- The plating carrier must be allowed to ticket every airline on the ticket — **Can this airline ticket the others? Interline and BSP tables**.

Online: gateroam.com/galileo-guide/ticket-modifiers-tmu

How do I check and set commission in Galileo?

CGCTD shows the commission tables (CGCTD/CLH for one airline), TPC1 shows the commission of filed fare 1, and TMU1Z3 or TMU1ZA15.00 overrides it with a percentage or an amount in local currency.

When

Use this card to check or set the commission a ticket will carry. Galileo fills the commission in from its commission tables; you override it on the filed fare when your contract with the airline says something else.

Check first

- What your agency's agreement with the airline says. If it gives no commission, the ticket should not carry one.
- In some agency setups the commission is optional, in others it must be present before issue.

Steps

#	Entry	What it does	Why
1	CGCTD	Commission table for all airlines.	What Galileo will apply.
2	CGCTD/CLH	Every commission stored for LH.	One airline.
3	CGCTD/PSI · CGCTD/JI	Point of sale Slovenia · international journeys.	Narrow a long table.
4	CGCTD/CLH/PSI/JI	LH, sold in Slovenia, international journeys.	The filters combine.
5	TPC1	Payment calculation of filed fare 1, with commission rate or amount.	What this ticket will carry.
6	TMU1Z3 · TMU1ZA15.00	Stores 3% · 15.00 in local currency on filed fare 1.	Your override of the table.
7	TMU1Z@1 · TMU1Z@	Changes the stored commission to 1% · deletes it.	Correct it before issue.
8	*FF1	Shows the filed fare with its modifiers.	Confirm before TKP .

Check it worked

TPC1 shows the rate or amount you expect for filed fare 1.

Traps

- **A manual Z beats the table.** Stored once and forgotten, it is used for that ticket whatever the table says.
- **Percent or amount.** **Z3** is three percent; **ZA3.00** is 3.00 in your currency. The wrong letter is an expensive slip.
- Net and private fares bring their own net ticket data — see **Private, net and account-code fares in a quote**.
- If **CGCTD** shows a wrong rate, have it corrected where your office's tables are maintained instead of overriding every ticket by hand.

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

How do I issue a ticket in Galileo (TKP)?

Save the booking with ER, validate it with TKPVB, then TKP issues all filed fares (TKP1 or TKP1P2 for part of them). *HTI shows the ticket numbers. Without a filed fare, TKP tickets the cheapest fare it finds.

When

Use this card when the booking is complete, the fare is filed and checked, and the client has agreed to pay: you issue the e-tickets. One **TKP** produces the ticket and, with it, the itinerary and the MIR (the record your back-office system reads) on the printers linked to your terminal.

Check first

- Go through **Before you issue — the ticketing checklist**: names, confirmed flights, a valid filed fare, payment, plating carrier.
- The booking is saved with **ER** — unsaved changes are not what you want to ticket from.

Steps

#	Entry	What it does	Why
1	ER	Ends and redisplay the booking file.	Issue from a saved booking.
2	TKPVB	Validates the booking before issue.	Last check; nothing is issued yet.
3	TKP	Issues all filed fares with all documents.	The usual entry when everything is ready.
4	TKP1 · TKP2 · TKP1P2	Filed fare 1 · filed fare 2 · filed fare 1 for passenger 2 only.	Issue exactly what is ready.
5	TKPDTD · TKPDTDAD	Ticket only · ticket and MIR without itinerary.	When the itinerary is sent another way.
6	TKP*K7P2QX	Issues for a booking that is not on screen, by record locator.	Ticketing from a list.
7	*HTI	Shows the ticket numbers of the booking.	Proof of issue.
8	*HTE	Shows the e-ticket record.	Coupons should read OPEN.

Smartpoint: **Assisted Ticketing → Issue My Ticket** (or type **#TKTISUE**) guides you through updating the filed fare and issuing.

Check it worked

***HTI** lists a ticket number for every passenger in each issued filed fare; ***HTE** shows the coupons OPEN.

Traps

- No filed fare? TKP issues anyway**, after pricing on the spot at the cheapest fare it finds. Always file and read the fare first.
- Plain TKP issues every filed fare**. Give the number (**TKP1**) when not all are ready.
- "ELECTRONIC TICKETING TRANSACTION CANCELLED"**: the airline or the link refused the e-ticket; the alert says why. If it also gives a card approval code, the card is already authorised — do not charge it again; add that code to the payment before you retry. Redisplay the booking, fix the cause, then issue again.
- NO LINKAGE**: no ticket printer is linked to your terminal — **Link your terminal to the ticket printer (NO LINKAGE)**.
- An expired filed fare (code **X**) is issued only with **TKP1OKX**; quote again unless you are sure of the price.
- Changing the booking afterwards does not change the ticket**. Cancelled flights still leave OPEN coupons: void, exchange or refund them. On BSP a void is possible only on the day of issue (**Void (cancel) an e-ticket issued today**).

Online: gateroam.com/galileo-guide/issue-ticket-tpk

What is Smartpoint Assisted Ticketing in Galileo?

SAT is screen-based ticketing in Smartpoint: **#TKTISUE** issues, **#TKTLIST** lists tickets, **#VOID** voids, **#REFUND** refunds, **#REVAL** revalidates, **#SATVOL** and **#SATINVOL** exchange, and **#MANMASK** builds a manual fare.

When

Use this card if you would rather fill in forms than type ticketing entries. Smartpoint Assisted Ticketing (SAT) puts issuing, voids, refunds, exchanges, revalidation and manual fares behind screens. It has its own button in Smartpoint (version 9.0.2 and later), or you type its shortcut.

Check first

- The booking file is on screen; SAT works on the booking you have open.
- The rules do not change because the screens are friendlier: same-day void on BSP, open coupons for refunds and exchanges.

Steps

#	Entry	What it does	Why
1	#TKTISUE	Opens Issue My Ticket : update the filed fare, then issue.	The guided way to TKP .
2	#TKTLIST	Opens Ticket List with the e-tickets of the booking.	See numbers and status at a glance.
3	#VOID	Opens Ticket Void .	Cancel tickets issued today.
4	#REFUND	Opens Ticket Refund : full, partial, or cancel a refund.	Unused tickets after the void day.
5	#REVAL	Opens Ticket Revalidation .	Update the ticket after flight details changed.
6	#SATVOL	Opens Voluntary Change .	Exchange at the client's request (first reissue only).
7	#SATINVOL or #INVOL	Opens Involuntary Change .	Exchange after the airline changed the flights.
8	#MANMASK	Opens the Manual Fare Builder .	Build a fare by hand (Build a fare by hand (FBC, FBU, FBF)).

Check it worked

#TKTLIST shows the ticket you issued, voided or changed with its new status.

Traps

- **#SATVOL covers the first reissue only.** A ticket that was already exchanged once goes through the exchange entries (**Even exchange (reissue a ticket) — new flights, same fare and taxes**).
- **Automated Exchanges (Rapid Reprice)** is a different tool: it reissues automatically according to the fare conditions, and must be installed from Travelport Marketplace or switched on by your account manager. It is not part of SAT.
- A void in SAT is still a same-day action on BSP; after midnight it is a refund (**Void (cancel) an e-ticket issued today**).

Online: gateroam.com/galileo-guide/smartpoint-assisted-ticketing

What does NO LINKAGE mean in Galileo?

Your terminal has no ticket printer linked. HMLD shows the linkage, HMLMA1B2C3DT links ticket printer A1B2C3 (DI itinerary, DA MIR), HMLM/DELINK removes links and HMOMA1B2C3-U sets a printer UP.

When

Use this card when **TKP** answers NO LINKAGE, or when you sit at a new terminal. Before Galileo issues anything — e-tickets included — the terminal has to be linked to a ticket printer, and usually to an itinerary printer and a MIR device too. Printers are known by their address (GTID).

Check first

- The printer addresses of your office. Ask your supervisor or the help desk; do not guess, because a wrong link sends documents to someone else's printer.

Steps

#	Entry	What it does	Why
1	HMLD	Shows what your terminal is linked to.	Start here when TKP fails.
2	HMLD7XQ1	Shows the linkage of every terminal in office 7XQ1.	Compare with a colleague whose ticketing works.

#	Entry	What it does	Why
3	HMLMA1B2C3DT	Links your terminal to ticket printer A1B2C3.	Needed to issue.
4	HMLMA1B2C4DI · HMLMA1B2C5DA	Links the itinerary/invoice printer · the MIR device.	Itinerary and back-office record.
5	HMLMA1B2C3DT/A1B2C4DI/A1B2C5DA	Links all three in one entry.	Up to three printers, one per document type.
6	HMLM/DELINK · HMLM/DELINK/T	Removes every link · only the ticket printer link.	Before linking elsewhere.
7	HMOMA1B2C3-U · HMOMA1B2C3-D	Sets printer A1B2C3 UP · DOWN.	A printer left DOWN takes no documents.
8	HMTN/D	Shows the ticket numbers held in the printers' ticket tables.	Checks the number ranges.

Link codes: **DT** ticket, **DI** itinerary/invoice, **DA** MIR, **DIE** itinerary plus e-ticket support documents, **DX** printability, **DS** satellite printer.

Check it worked

HMLD lists the ticket printer (**DT**) and the other devices you linked.

Traps

- **Linkage belongs to the terminal**, not to your sign-on. Another PC or terminal means checking **HMLD** again.
- Documents for a printer that is DOWN or broken wait in buffers — see **Printer failure — fallback and recovery of documents in the buffers**.
- **/T, /I, /A** and **/S** after **HMLM/DELINK** remove just the ticket, itinerary, MIR or satellite link.

Online: gateroam.com/galileo-guide/prINTER-linkage-no-linkage

How do I display an e-ticket in Galileo?

*HTE shows the e-ticket of the booking on screen, *TEL the list and *TE2 the second ticket.

*TE/0811234500012 opens a ticket by number, *TEH shows its history and *HTI lists the ticket numbers.

When

Use this card to look at an issued e-ticket — number, coupons and their status, fare, payment — to answer the client, or before a void, refund or exchange. The ticket record lives with the airline; the booking file only points to it.

Check first

- The booking file is on screen (**Retrieve a booking file (PNR) by locator, name or flight**) — or you have the ticket number, or the airline, flight, date and surname.

Steps

#	Entry	What it does	Why
1	*HTI	Lists current and earlier ticket numbers of the booking file.	Which tickets belong to this booking.
2	*HTE	Shows the e-ticket of the booking on screen.	The usual way in.
3	*TE2 · *TEL	Opens ticket 2 of the list · shows the list again.	Several tickets give a list first.
4	*TE/0811234500012	Opens a ticket by its number.	No booking file needed.
5	*TE/LH/1453/14NOV26LJUFRA-NOVAK	Finds a ticket by airline, flight, date, route and surname.	When nobody has the number.
6	*TE/LH/14NOV26FF992000123456	Finds it by airline, date and frequent flyer number.	Another way without a number.

#	Entry	What it does	Why
7	*TEH	History of the ticket record on screen.	Which coupon changed, and when.
8	*SI	Service information together with the issued tickets.	SSRs, OSIs and ticket numbers in one view.

Check it worked

The record shows the ticket number, the passenger, every coupon with its flight and status (OPEN, USED, VOID ...) and the form of payment.

Traps

- **Cancelling flights in the booking does not touch the ticket.** The coupons stay OPEN until you void, exchange or refund — see **Void, refund, revalidation or exchange — which one this case needs.**
- ***TEH** works only with a ticket record on screen. It also works for NDC tickets that can be displayed.
- A ticket the airline has already purged can still be traced in the document history (**Document history — everything that happened to a ticket (*DH)**).

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

How do I add a ticket number issued elsewhere in Galileo?

Give the airline the number in an OSI, for example SI.JU*TKNM0811234500012, put it on your itinerary and invoice with DI.TK-1234500012, then end with ER. Voids and refunds go through whoever issued it.

When

The booking file is yours, but the ticket was issued by someone else: a consolidator, the airline, another agency. The airline wants the ticket number in the booking, and your itinerary or invoice should show it.

Check first

- The full ticket number from the issuer: airline code plus serial, for example **081-1234500012**.
- Which airline flies the segments: the message goes to that airline's code.

Steps

#	Entry	What it does	Why
1	SI.JU*TKNM0811234500012	Sends airline JU the ticket number as an OSI.	The airline links the ticket to its seats.
2	*SO	Shows the OSIs.	Check the number before saving.
3	DI.TK-1234500012	Puts the ticket number on the itinerary and invoice.	Your documents and back office show the ticket.
4	*DI	Shows the document itinerary remarks.	Check the line is there.
5	R.P + ER	Records who asked and saves.	Nothing is sent until the file is ended.

If the consolidator issues for you: **QEB/LJU/35/Y** places the booking file on queue 35 of the consolidator agency in queuing city LJU and lets it take over ownership to ticket. Your agency table (the CONS field of **AAT**) shows the queuing city.

Check it worked

***SO** lists the **TKNM** line for the airline; ***DI** lists the **TK-** line; after **ER** both are in the saved file.

Traps

- **You cannot reprint documents a third party issued**, such as a consolidator: **TSD** is for your own tickets, while the ticket record can still be displayed.
- A typo in the number goes to the airline as typed: compare it with the issuer's copy before ending.
- For a void, refund or exchange of that ticket, go to whoever issued it: the consolidator, the airline or the other agency.

Online: gateroam.com/galileo-guide/ticket-issued-elsewhere

What do e-ticket coupon statuses mean in Galileo?

OPEN coupons can be voided, refunded or exchanged; ARPT means airport control; UNVL can only be exchanged; CKIN, LFTD, USED, EXCH, RFND, VOID, SUSP and CLSD allow none of them. Read them with *HTE.

When

Use this card when you read an e-ticket and need to know what each coupon status still allows: can you exchange, refund or void it?

Check first

- The e-ticket is on screen (**Display an e-ticket record (*HTE, *TE)**).

Coupon statuses

Status	What it means	Exchange	Refund	Void
OPEN	Free for any action.	Yes	Yes	Yes
ARPT	The operating airline took control of the coupon before departure.	Yes	Yes	Yes
UNVL	The validating airline says it can no longer be used as ticketed.	Yes	No	No
CKIN	The passenger has checked in.	No	No	No
LFTD	The passenger has boarded.	No	No	No
SUSP	The validating airline has blocked the coupon.	No	No	No
IREG	Airline control kept beyond the normal 48 hours.	No	No	No
EXCH	Its value paid for a new ticket.	No	No	No
FLWN / USED	Flown; that part of the journey is done.	No	No	No
RFND	The unused value went back to the passenger.	No	No	No
VOID	The whole sale was cancelled.	No	No	No
CLSD	The validating airline closed the coupon.	No	No	No
REMV	The airline removed the data after full use.	No	No	No

Flight status on a coupon: **OK** confirmed, **NS** infant without a seat, **RQ** requested or waitlisted, **SA** space available only.

Steps

#	Entry	What it does	Why
1	*HTE	Shows the e-ticket with each coupon's status.	Decide what is still possible.
2	*TEH	Shows how the statuses changed over time.	Find out what changed them.

Check it worked

For every coupon you can say whether it may still be exchanged, refunded or voided; ***TEH** explains any status you did not expect.

Traps

- A void cancels the whole sale**, so every coupon must still be unused — and on BSP it works only on the day of issue (**Void (cancel) an e-ticket issued today**). Otherwise it is a refund or an exchange.
- UNVL can only be exchanged** — not refunded or voided.
- Checked in by mistake?** British Airways has an automated customer offload process that can put a CKIN coupon back to OPEN or ARPT. For other airlines, contact the airline.
- A ticket with the first coupon USED and the rest OPEN can still be refunded or exchanged for the unused part (**Partial refund — part of the trip flown, the rest unused**).

Online: gateroam.com/galileo-guide/eticket-coupon-statuses

How do I see a ticket's document history in Galileo?

*DH lists the tickets and invoices of the booking, *DH/1 opens one, *DH/0811234500012 finds a ticket by number and *DHI/ by invoice. It covers e-tickets, not EMDs, even after the airline purged them.

When

Use this card when you need the whole story of a ticket — issued, exchanged, voided, refunded — for an ADM, a client complaint or an accounting question. Document history keeps that story even after the airline has purged the ticket from its own system.

Check first

- The booking file is on screen, or you have the ticket number or the invoice number.

Steps

#	Entry	What it does	Why
1	*DH	Lists the tickets and invoices of the booking file.	The starting point.
2	*DH/1	Opens item 1 of that list in detail.	The story of one document.
3	*DH/0811234500012	Goes straight to a ticket by its number.	When you have the number.
4	*DHI/000004711	Finds the history by invoice number.	Accounting asks by invoice.
5	*TEH	Status history of the e-ticket record on screen.	Coupon changes as the airline records them.
6	*HTI	Current and earlier ticket numbers of the booking.	Every ticket that ever belonged to it.

Check it worked

The detail shows the exchange, void or refund transactions done on that document, not only its issue.

Traps

- **E-tickets only.** EMDs do not appear in *DH; use the EMD history ([Display EMDs and their history](#)).
- *DH also covers NDC tickets.
- In the booking history (*H), **AT** marks modifiers added at issue, **AFQ** the fare quote stored at ticketing, and **XK** a replaced ticket number.

Online: gateroam.com/galileo-guide/ticket-document-history

How do I print an itinerary or receipt in Galileo?

TKPDID prints the itinerary only, TKPDTDID ticket and itinerary, TKPDAD the MIR only.

TSD0811234500012*ETR reprints the e-ticket receipt. DI. lines add accounting text, DYO layouts and canned remarks.

When

Use this card to control what comes out with a ticket: the client's itinerary or invoice, the e-ticket receipt, and the MIR — the machine record your back-office system reads. A plain **TKP** makes all of them on your linked printers; print modifiers choose which ones.

Check first

- Your terminal is linked to the itinerary printer (**DI**) and the MIR device (**DA**): **HMLD**, see [Link your terminal to the ticket printer \(NO LINKAGE\)](#).
- What your agency sends to clients: some offices e-mail the itinerary instead of printing it.

Steps

#	Entry	What it does	Why
1	TKPDID	Itinerary only, all passengers and segments.	A clean itinerary without issuing.

#	Entry	What it does	Why
2	TKPDTDID	Ticket and itinerary, no MIR.	Issue without a back-office record.
3	TKPDAD	MIR only.	Send the record to the back office again.
4	TKPDJD	MIR without any fare or ticket data.	Booking data only.
5	TMU1DTDID · TMU1D@	Stores "ticket and itinerary" on filed fare 1 · removes the print modifier.	Decide once; TKP follows it.
6	TSD0811234500012*ETR	Reprints the e-ticket receipt.	The client lost it.
7	TSD0811234500012 · TSD0811234500012*AGT	Reprints all support documents · the agent coupon only.	Office copies.
8	DI.FT-COST CENTRE 4410	Accounting text for the back office, up to 45 characters.	Cost centre or reference for the client's accounting.
9	DI.AC-CLIENT0042	Account details, up to 42 characters.	Ties the sale to the right account.
10	DI.DYO41 · DI.CR-1.4.7	Uses itinerary layout 41 · adds canned remarks 1, 4 and 7 (up to 12).	Standard texts on the itinerary.
11	*DI · DI.2@	Shows the DI lines · deletes line 2.	Check and clean up.

Smartpoint: the booking file script **Create/Edit booking file remarks** → **Other remarks** → **Add new** → **Invoice remark** adds DI lines with a form.

Check it worked

The documents arrive on the printers shown by **HMLD**; ***DI** lists the remarks you added.

Traps

- **Reprints work only while the ticket record can still be displayed** and the booking is live. You cannot reprint what a third party issued, for example a consolidator.
- Cancelled DI lines remain visible in the booking history.
- Itinerary layouts (DYO) and the canned remarks record are maintained by senior users; agents only pick them by number.
- To e-mail the itinerary and receipts instead of printing, see **Email the itinerary (EM, ERM, ERMALL)**.

Online: gateroam.com/galileo-guide/itinerary-receipt-mir

How do I see the daily sales report (TINS) in Galileo?

HMPR shows today's TINS report for your office, HMPR/09OCT a past day and HMPR/REF/09OCT-12OCT refunds only. HMPR*E is the daily activity report, HMPP the period report and HMPS the summary report.

When

Use this card at the end of the day, or when accounting asks what was issued. The TINS report (ticket and invoice numbering) lists the documents your office issued on a given day. Check it against your back office every day — before midnight, while a wrong ticket can still be voided.

Check first

- Your office code (7XQ1 in these examples) and, for a branch, its code.
- The day you need: past days go after a slash, in the form 09OCT.

Steps

#	Entry	What it does	Why
1	HMPR	Today's TINS report for your own office.	The daily check.

#	Entry	What it does	Why
2	HMPR/7XQ1 · HMPR/7XQ1/I	Today for office 7XQ1 · its international tickets only.	Branches; /D gives domestic only.
3	HMPR/09OCT · HMPR/7XQ1/09OCT	A past day · a past day for 7XQ1.	Look back.
4	HMPR/REF/09OCT-12OCT	Refunded tickets only, over a date range.	Refund checks.
5	HMPR/NDC · HMPR/CU-EUR	NDC transactions only · tickets issued in euro.	Filter a long report.
6	HMPR/START-0000120/NUML-50	Starts at line 120 and shows 50 lines.	Jump into a busy day.
7	HMPR/A1B2C3	Prints today's report on printer A1B2C3.	A paper copy.
8	HMPR*E · HMPR*E/T	Daily activity report (DAR) · today's totals.	Amounts, not only numbers.
9	HMPP · HMPP/01OCT-12OCT	Period activity report: current · for chosen dates (one year at most).	Weekly or monthly checks.
10	HMPS · HMPS/P	Summary activity report: current · previous period.	Totals per period.
11	HMPR*E/	Opens the enhanced TINS request form.	Many ways to search and sort.

Check it worked

Every document you issued today appears once, and the totals agree with your back office.

Traps

- **HMPR*E and HMPR*E/ are different.** Without the slash you get the daily activity report; with it, the enhanced TINS form.
- **MCOs exist on ARC (US) only.** On BSP, miscellaneous charges are EMDs; the MCO filters do not concern you.
- A wrong ticket found in today's report can still be voided today (**Void (cancel) an e-ticket issued today**); tomorrow it is a refund.

Online: gateroam.com/galileo-guide/sales-report-tins

How do I charge a service fee (TASF) in Galileo?

SFPEUR20.00 opens the fee form and SFP20.00/LN issues it directly. TKPSFP20.00 issues the ticket plus 20.00 per passenger; TKPSFPT50.00 adds one fee of 50.00 in total. No currency means the agency default.

When

Use this card when your agency charges its own service fee as a document in Galileo — on its own, or together with the ticket. In the US this runs as ARC Pay. Whether your BSP office may issue TASF documents depends on its setup: ask before you promise a client this way of charging.

Check first

- The fee amount per passenger or for the whole booking, and the currency.
- How the client pays the fee. If you give no payment for the fee, the ticket's form of payment is used.

Steps

#	Entry	What it does	Why
1	SFPEUR20.00 · SFP20.00	Opens the fee form for EUR 20.00 · for 20.00 in your agency's currency.	Fee on its own, with a form.
2	SFP20.00/LN	Issues the fee straight away, without the form.	Faster when you know the details.
3	SFP20.00/LR	Same, and adds due/paid remark lines to the booking.	The itinerary shows the fee.

#	Entry	What it does	Why
4	TKPSFP20.00	Issues the ticket plus a fee of 20.00 per passenger in that fare.	Galileo multiplies by the passengers.
5	TKPSFPT50.00	Issues the ticket plus one fee of 50.00 in total.	A flat fee per booking.

Both **TKPSFP** forms can carry optional parts: **:F** with a form of payment for the fee, **:TX1-** with taxes on the fee, and **/LR** for the due/paid remarks.

Check it worked

With **/LR** the booking shows the due/paid remark lines. Not sure the fee went through? Check with your back office or help desk before you enter it again.

Traps

- **Per passenger or total?** **TKPSFP** is per passenger; **TKPSFPT** is the total. Three passengers at **TKPSFP20.00** make 60.00.
- **No currency given** means your agency's default currency.
- **No payment given** means the fee is charged to the ticket's form of payment — make sure the client agreed to pay the fee that way.

Online: gateroam.com/galileo-guide/service-fee-tasf

How do I add FOID in Galileo?

Add a manual SSR per passenger: **SI.P1/SSRFOIDYYHK1/PP987654321** for a passport to all airlines, or put one airline code in place of **YY**; **NI** is a national ID card. Check with ***SR**; cancel with **SI.3@** and enter it again.

When

Use this card when an airline wants to know which document the passenger will show at the airport to prove the e-ticket is theirs. Some airlines want this form of identification (FOID) before the ticket is issued, others before departure. It is a manual SSR, one per passenger.

Check first

- Does this airline ask for FOID, and which documents does it accept? Travelport's support site keeps e-ticket notes per airline (search for ETKT followed by the airline code).
- The passenger numbers in the name field.

Steps

#	Entry	What it does	Why
1	SI.P1/SSRFOIDYYHK1/PP987654321	Passport as FOID for passenger 1, sent to all airlines in the booking.	YY addresses every airline.
2	SI.P2/SSRFOIDYYHK1/NI123456789	National ID card for passenger 2.	Another accepted document.
3	SI.P1/SSRFOIDTKHK1/PP987654321	Passport for passenger 1, to TK only.	Put the airline code in place of YY .
4	*SR	Shows the SSRs of the booking.	Check there is one FOID per passenger.
5	SI.3@	Cancels SSR item 3 and sends a cancellation to the airline.	A wrong FOID is cancelled, then entered again.
6	ER	Saves the booking.	The airline gets the SSR when you end.

Other document codes after the slash: **CC** payment card, **DL** driving licence, **FF** frequent flyer number, **TN** ticket number, **CN** booking reference, **ID** a locally defined number.

Smartpoint: the booking file script **Create/Edit special services** → **Special service request**, SSR type **Miscellaneous**.

Check it worked

*SR lists a FOID line for each passenger who needs one.

Traps

- **Manual SSRs cannot be changed**, only cancelled and entered again.
- **SI.3@XK** removes item 3 from the booking without sending a cancellation message.
- FOID is not APIS. Passport details for border control go into SSR DOCS (**Passport data (APIS / Secure Flight) with SSR DOCS**).

Online: gateroam.com/galileo-guide/foid-form-of-identification

How do I issue an open ticket in Galileo?

Sell OPEN segments with the real airline: 00UOPENY12OCTZAGFRANO1 (dated with the issue date), then 00UOPENY FRAZAGNO1. Complete the booking, ER, file the fare and issue with TKP. Never use YY.

When

Use this card when a client needs a ticket for a route with no flight booked — an open return, or a whole ticket without dates — and the fare allows it. You add OPEN segments with a direct sell entry, complete the booking and issue as usual.

Check first

- The fare and the airline allow open segments (**Read fare rules (fare notes) — from a fare display or a quote**).
- You know the airline, the booking class and the airport codes of every sector.

Steps

#	Entry	What it does	Why
1	00UOPENY12OCTZAGFRANO1	OPEN segment on OU, class Y, ZAG to FRA, one passenger, dated 12OCT.	The date here is the ticket's issue date.
2	00UOPENY FRAZAGNO1	Next OPEN segment, FRA to ZAG, with a blank in place of the date.	Only the first segment carries a date.
3	ER	Ends and retrieves the booking after names, phone, ticketing and received are in.	Same mandatory fields as any booking.
4	TKP	Issues the ticket once the fare is filed.	Issued like any other ticket (File a fare in the booking file (FQ and its follow-ups), Issue e-tickets with TKP).

Check it worked

The booking shows the OPEN segments with the airline and airports you meant, and after issue the ticket carries them.

Traps

- **Always the real airline code — never YY** in an OPEN segment.
- **Airport codes, not city codes**, for every sector.
- The date in the first segment is not a travel date: it is the date of issue, and the only date printed on the ticket.
- **NO1, NO2 ...** at the end is the number of passengers.

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

What do I do when the ticket printer fails in Galileo?

HQC counts stuck documents, HQB shows them, HQM/A1B2C4 sends a pending one to another printer, HQAA1B2C3/A1B2C4 redirects a whole printer and HQNN resends with new TINS numbers, on the same day only.

When

Use this card when a printer failed during **TKP** and documents — ticket images, itineraries, MIRs — are stuck. Galileo holds them in buffers: the **pending** buffer (no sequence number yet), the **sent** buffer (number assigned) and each printer's own **print** buffer. You find them, then delete, resend or redirect them.

Check first

- Your agency's fallback procedure, and the help desk for anything unclear (**When to contact the Travelport help desk and what to give them**). These entries act on numbered documents.
- In **HQB** entries, **TKT** means tickets, **ITN** itineraries/invoices and **ACC** MIRs.

Steps

#	Entry	What it does	Why
1	HQC · HQCA1B2C3	Counts images in the pending and sent buffers · in printer A1B2C3's buffer.	How much is stuck, and where.
2	HQB/TKT/DP · HQB/TKT/DS	First ticket image in the demand pending · demand sent buffer.	Look at what waits.
3	HQB/MD · HQB/MU	Moves down · up one image.	Browse the buffer.
4	HQDA1B2C3	Shows the image in printer A1B2C3's buffer.	What the printer holds.
5	HQM/A1B2C4	Sends the image from the pending buffer to printer A1B2C4.	The first printer is broken.
6	HQM/DELETE	Deletes an unwanted image from the pending buffer.	Clear a document you do not want.
7	HQAA1B2C3/A1B2C4 · HQAA1B2C3	Redirects the images of A1B2C3 to A1B2C4 · brings them back to A1B2C3.	Printer out, then back again.
8	HQNN · HQNN/P1	Resends from the sent buffer with new TINS numbers · for passenger 1 only.	Lost documents, same day.
9	HQXNA1B2C3	Cancels the image in printer A1B2C3's buffer without voiding it on the TINS report.	Drop a print job only.
10	HQSA1B2C3	Restarts printer A1B2C3.	After the fault is fixed.

Check it worked

HQC shows nothing left waiting, and the documents came out on the working printer.

Traps

- **HQNN works only on the day of issue** and gives the documents new TINS numbers.
- **HQXN voids nothing**. The document still counts as issued on the TINS report.
- After the repair, point redirected images back with **HQA** and the original printer's address.

Online: gateroam.com/galileo-guide/printer-failure-recovery

How do I check interline agreements in Galileo?

DT/IAT/DISJU shows which airlines a JU ticket may include, DT/IAT/DIS*OU which validating airlines may include OU, DT/AAR/DIS-JU JU's agreement record. CGET lists e-ticket airlines, GC*13/CROATIA a country's BSP airlines.

When

Use this card when a ticket mixes airlines and you must be sure the plating (validating) carrier may issue it. Its interline table shows which other airlines it can put on its tickets, and the BSP list shows whether it sells in your country.

Check first

- ***FF1**: which plating carrier the quote chose. With plating carrier logic, Galileo normally picks it for you.
- Which airlines market and operate the flights in the booking.

Steps

#	Entry	What it does	Why
1	DT/IAT/DISJU	Interline table with JU as validating carrier.	Which airlines a JU ticket may include.
2	DT/IAT/DIS*OU	Interline table by down-line carrier OU.	Which validating airlines may include OU.
3	DT/AAR/DIS-JU	JU's airline agreement record.	Its ticketing agreement; airlines can also list the cards they accept here.
4	CGET	Lists the airlines that issue electronic tickets.	Can this one issue e-tickets at all?
5	GC*13/CROATIA	Lists the BSP airlines of a country (name in English).	Is it in that BSP?
6	T*GSA*/HR/*	Lists airlines represented by a general sales agent in a country.	Sold through a GSA, not directly.
7	FQ/CJU	Quotes the booking with JU as plating carrier.	Fare and carrier chosen together.
8	TMU1CJU	Sets JU as plating carrier on filed fare 1.	When you must set it yourself.

Check it worked

The airline you plate on lists every other carrier of the booking in its interline table, and it appears in the BSP list for your country.

Traps

- **A carrier missing from the table?** Choose a validating airline that covers all the others, or sell separate tickets (**Several filed fares in one booking file**). When in doubt, ask the airline or your help desk before issuing.
- **Prefer quoting with the carrier (FQ/CJU)** over changing it afterwards with **TMU**, so the stored fare and the issuing airline belong together.
- EMDs have interline agreements of their own — see **Issue an EMD — EMD-A for a service, EMD-S for a fee**.

Online: gateroam.com/galileo-guide/interline-validating-carrier

How do I manage ticketing time limits in Galileo?

Check the fare rules and the airline's deadline, set T.TAU/14NOV so the booking reaches queue 10 in time, and list unticketed bookings with LD/UTK/TL-14NOV-D. The ticketing field runs on Zulu time.

When

Use this card to make sure an unticketed booking is issued in time. Up to three dates matter: the airline's ticketing deadline, the fare's (advance purchase in the fare rules) and your own reminder, stored in the booking's ticketing field.

Check first

- The fare rules: when the ticket must be bought (**Read fare rules (fare notes) — from a fare display or a quote**).
- The airline's deadline. Read any messages it sent into the booking (***VI**); if the deadline is not clear, ask the airline or your help desk.

Steps

#	Entry	What it does	Why
1	*VI	Shows incoming vendor remarks.	Messages the airline sent about this booking.
2	T.TAU/14NOV	The booking goes to ticketing queue 10 on 14 November.	Your reminder, set before the earliest deadline.
3	T.TAU/14NOV*ISSUE BEFORE LH DEADLINE	Same, with a note.	Tells the next agent why.
4	T.@TAU/13NOV	Changes the date of the ticketing field.	The airline moved its deadline.
5	*TD	Shows the ticketing field.	Check what is set.

#	Entry	What it does	Why
6	LD/UTK/TL-14NOV-D	Lists unticketed bookings with a ticketing date of 14 November, on screen.	Your to-do list for the day.
7	LD/UTK/TL-14NOV*16NOV-D	The same for 14 to 16 November.	Plan ahead.
8	FQ, then TKP	Quotes again on the day and issues.	An older filed fare may have expired (code X).

Check it worked

*TD shows the date you set; on that date the booking appears on queue 10 and in the unticketed list.

Traps

- **The ticketing field runs on Zulu (UTC) time**, not local time.
- **T.T* counts as ticketed**. Unticketed lists skip bookings carrying it, so use a **TAU** date for anything not yet issued.
- **Choose your date with a margin** before both the airline's and the fare's deadline — not on the day itself.
- An old stored fare may have expired (code **X**) by the time you issue; quote again rather than forcing it.

Online: gateroam.com/galileo-guide/ticketing-time-limits

After-sales

Void, revalidation, exchanges and refunds.

Void, refund or reissue in Galileo: which one?

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

When

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

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

Check first

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

Steps

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

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

Check it worked

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

Traps

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

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

How do I void a ticket in Galileo?

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

When

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

Check first

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

Steps

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

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

Check it worked

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

Traps

- **A reissued ticket is voided with TRVE/** + the new ticket number, and only on the day of the reissue (BSP and ARC alike), if the airline supports it. The old ticket then goes back from **EXCH** to **OPEN**.
- **ARC (US) only:** voids run until 23:59 agency time on the next business day, and **TRV/** + ticket + **/** + issue date voids one from an earlier day. Neither applies to BSP agencies.
- Several tickets from the **same filed fare** can go in one entry as a range from the sales report: **TRV/2201234500012-014**.

- **EMDs are separate documents** with their own void. If the seats or bags paid on them go too, void those EMDs as well (**Void an EMD**).
- Cancelling the segments does not void anything. Without the **TRV** entry the ticket stays sold.

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

How do I revalidate a ticket in Galileo?

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

When

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

Check first

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

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

Steps

#	Entry	What it does	Why
1	*HTE	Shows the e-ticket and its coupons.	Note the ticket number and which coupon belongs to the changing flight.
2	@2/25NOV (new date) · @2/LH1415 (other flight, same cities)	Rebooks segment 2 and cancels the old one.	The class is kept, so the fare is kept.
3	ER	Saves and redisplay the booking file.	Check the new segment's number and that it is confirmed.
4	TKRETS2/TN2201234500012/C2	Writes segment 2 onto coupon 2 of the ticket.	This is the revalidation.
5	TKRETS2/TN2201234500012/C2/NVB25NOV26/NVA25NOV26	Same, with new not-valid - before and not-valid - after dates.	Use it when the coupon carries validity dates.
6	TKRETS2/TNIN2201234500023/C2	Revalidates the infant's ticket.	An infant has its own ticket; IN marks it.
7	*HTE	Shows the ticket again.	The coupon must show the new flight or date, still OPEN .

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

Check it worked

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

Traps

- **Rebooking alone does not move the ticket**. Without the **TKRETS** entry the coupon still names the old flight.
- **Another class is another fare** — that is an exchange, not a revalidation.
- **@2/LH1415** only works when the new flight has the same origin and destination as segment 2.

- One entry covers one segment and one coupon. When two flights change, revalidate each one.
- If the airline refuses the revalidation, reissue the ticket instead (**Even exchange (reissue a ticket) — new flights, same fare and taxes**).

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

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

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

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	—	Book the new flights and cancel the old ones.	See Cancel segments or change the date, class or flight .
2	FQ	Quotes the new itinerary and stores a filed fare.	Outbound changed: today's quote. Other cases: Exchange with additional collection — the new fare costs more .
3	*FB1	Opens filed fare 1 as a manual fare build.	The taxes must be adjusted by hand.
4	FBUTAX1/+TAX2/+TAX3/+TTL/	Removes the taxes the old ticket already paid and resets the total.	Paid taxes travel over from the old ticket; leaving them in would charge them twice.
5	*FB	Shows the updated fare build.	Compare with the old ticket before filing.
6	FBF (one passenger) · FBFALL (identical for all)	Files the updated fare.	The exchange reads this filed fare.
7	ER	Ends and retrieves the booking file.	The exchange starts from a saved file.
8	TMU1FEX2201234500012	Adds the old ticket as payment to filed fare 1 and opens the exchange masks.	Step through the masks; press Enter after the last field of each.
9	ER, then TKP	Saves and issues the new ticket.	The response shows NOADC : nothing to collect.

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

Check it worked

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

Traps

- **Switch off Insert** before typing in the masks, or the fields shift.
- If the old ticket was paid with something other than cash or a card, answer **N** on the first mask and go through every mask, filling the original form of payment box when asked.

- **TMU1FEX...** works only with **one passenger** in the filed fare. With several, use **TKP1FEX2201234500012/P1** per passenger — it issues on its own at the end of the masks.
- Prefer the **TMU** form: it keeps the exchange in the filed fare, so a regenerated MIR (**TKPDAD**) still carries the payment details. The **TKP...FEX** form does not.
- More than eight taxes? ***FBTAX** shows the full tax screen.
- **TKPFEX** (empty mask, MCO in exchange) and the **/EP\$** penalty modifier are **ARC (US) only**.

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

How do I reissue with a fare difference in Galileo?

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

When

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

Check first

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

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

Steps

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

Check it worked

- ***HTE**: new ticket on the new flights; old ticket **EXCH**.

- ***MR1/1** reopens the additional payment mask (filed fare 1, passenger 1). It does not exist after an even exchange.

Traps

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

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

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

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

When

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

Check first

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

Steps

#	Entry	What it does	Why
1	—	Book the new flights.	
2	FQ (or a historical quote, see Exchange with additional collection — the new fare costs more)	Quotes the new journey.	
3	*FB1	Opens the fare build; *FBTAX shows all taxes.	Compare with the taxes on the old ticket.
4	FBUTAX1/+TAX2/+TTL/	Removes taxes already paid and resets the total.	Taxes that no longer apply are removed too, so they can come back to the client.
5	*FB, FBF, ER	Checks, files and saves.	
6	TMU1FEX2201234500012	Opens the exchange masks.	Add the no-longer-valid taxes to the old ticket's value if you are giving them back.
7	—	Work through the masks; press Enter right after the form of payment; at the next prompt type Y and Enter; add endorsements if the airline wants them.	The old value is higher than the new fare, which creates the balance.

#	Entry	What it does	Why
8	ER, then TKP	Issues the new ticket.	Galileo also issues an EMD for the refundable balance (and an ADC if new taxes are due).
9	EMDL, then EMDD1	Lists the EMDs and opens the balance EMD.	The money is not returned until this EMD is refunded.
10	—	From the EMD details screen, issue the full refund.	There is no typed entry to refund an EMD (Refund an EMD — full refund from the EMD screen).

Check it worked

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

Traps

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

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

How do I refund an unused ticket in Galileo?

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

When

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

Check first

- **Issued today?** Then void it instead (**Void (cancel) an e-ticket issued today**).
- ***HTE**: every coupon **OPEN**, the issue date, and whether this is a **first issue** or a reissue.
- The fare's refund rule and the cancellation fee.
- Automated refunds are not offered in every BSP market, nor by every airline, nor for every ticket type.

Steps

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

#	Entry	What it does	Why
5	XI, R.P, ER	Cancels the flights if still booked, adds received, saves.	The refund does not cancel the booking.

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

Check it worked

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

Traps

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

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

How do I make a partial refund in Galileo?

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

When

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

Check first

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

Steps

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

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

Check it worked

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

Traps

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

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

How do I reissue after a schedule change in Galileo?

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

When

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

Check first

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

Steps

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

#	Entry	What it does	Why
10	TMU1FEX2201234500012	Opens the exchange masks with the old ticket as payment.	Step through every mask as for an even exchange.
11	ER , then TKP	Issues the new ticket.	Expect NOADC .

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

Check it worked

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

Traps

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

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

EMD

Electronic miscellaneous documents: seats, bags and other services.

What is an EMD in Galileo?

An EMD is the airline document for money that is not the fare: bags, seats, change fees. An EMD-A is linked to an e-ticket, an EMD-S stands alone. EMDP/M lists the airlines issuing EMDs in your country and EDOC shows your EMD stock.

When

An EMD (electronic miscellaneous document) is the airline document for money that is **not the flight fare**: a paid bag, a paid seat, a change fee, a balance left after an exchange. It sits next to the e-ticket and is issued, voided and refunded on its own.

There are two kinds:

- **EMD-A (associated)** — linked to an e-ticket, for services on a flight (bags, seats). It is issued "in connection with" the ticket number. Only EMD-A works under EMD interline agreements.
- **EMD-S (standalone)** — not tied to a flight coupon, for things like a change fee. It is issued from a service (SVC) segment in the booking file. Some airlines want an EMD-S even for flight-related services.

Booked services show in the booking file under ***SI** with a service code and an **ASVC** line; the ASVC line carries the reason-for-issuance code (RFIC), for example **C** for paid baggage and **A** for a paid seat. On BSP, EMDs do the job that MCOs do in the US — MCOs are ARC (US) only.

Check first

- Your Smartpoint has the airline reference data: the entry **#UPDATEREFDATAON** is made once.
- The airline issues EMDs in your market (step 1). Per-airline details are in MyTravelport, keyword **EMD** + airline code.

Steps

#	Entry	What it does	Why
1	EMDP/M	Lists airlines that distribute EMDs in the country of your PCC.	No activation, no EMD.
2	EDOC	Shows your active EMD stock.	Issuing needs stock.
3	EMDP/IA*LH	Lists carriers with an EMD interline agreement with validating carrier LH.	For services on a partner's flight (EMD-A only).
4	EMDP/IA*-OS	Lists carriers that can validate ancillaries provided by OS.	The reverse question.
5	*SI · *DAS	Shows the services in the booking file, and the booked ancillaries.	Each service with an ASVC line is what an EMD pays for.

Smartpoint: the EMD Manager (Alt+K) issues and manages EMDs graphically.

Check it worked

EMDP/M lists the airline, **EDOC** shows stock, and the service shows an ASVC line in ***SI**.

Traps

- **The EMD is a separate document** with its own void and refund. When a ticket is voided or refunded, check its EMDs too ([Void an EMD](#), [Refund an EMD — full refund from the EMD screen](#)).
- The document history ***DH** lists e-tickets only — EMDs have their own history ([Display EMDs and their history](#)).
- An EMD can be refunded only in full, and only if the airline allows it ([Refund an EMD — full refund from the EMD screen](#)).

Online: gateroam.com/galileo-guide/what-is-emd

How do I issue an EMD in Galileo?

For a service shown in *SI with an ASVC line, enter EMDI/IC2201234500012 (add /P1, /RC or /RA as needed).
For a change fee on a service segment, use EMDI/SM3/IC2201234500012. EMDL then lists the new EMD.

When

A paid service is booked (bag, seat, sports equipment) or a fee must be charged (change fee), and the airline needs an EMD to be paid. The e-ticket is already issued.

Check first

- ***SI**: the service shows with an **ASVC** line — read its RFIC (**C** bags, **A** seats).
- ***HTE**: the e-ticket number the EMD will be linked to.
- An e-mail address is in the booking file if you want the receipt e-mailed.

Steps

#	Entry	What it does	Why
1	EMDI/IC2201234500012	Issues an EMD-A linked to e-ticket 2201234500012.	The standard case for flight services.
2	EMDI/IC2201234500012/P1	Same, for passenger 1 only.	Several passengers, one service.
3	EMDI/IC2201234500012/RC	Issues only services with RFIC C (paid baggage).	Keeps bags and seats on separate EMDs.
4	EMDI/IC2201234500012/S1.4	Selects segments 1 and 4.	Allowed only when both services have the same RFIC.
5	EMDI/IC2201234500012/G2	Selects service line 2 of *SI (must be an ASVC line).	Picks one exact service.
6	EMDI/IC2201234500012/FS/P1/RA	Passenger 1, paid in cash, RFIC A (paid seat).	Form of payment and reason in one entry.
7	EMDI/IC2201234500012/PE-R	Issues and e-mails the receipt to the first e-mail in the booking file.	Client proof of payment.
8	EMDI/SM1	Issues an EMD-S for manual service segment 1.	Fees and other non-flight items.
9	EMDI/SM3/IC2201234500012	EMD-S for service segment 3 (a change fee) linked to the ticket.	Ties the fee to the ticket it belongs to.
10	EMDL	Lists the EMDs in the booking file.	Shows the new EMD number.
—	/CLH · /Z1 · /ZA15 · /ERNONREF · /PE2-R	Plating carrier LH · 1 % commission · commission amount 15 · endorsement · receipt to the second e-mail.	Extra modifiers for any EMDI entry.
—	/F + card code and number + *D + expiry + *I + security code	Pays the EMD by card.	When the form of payment must be given.

Smartpoint: the EMD Manager (Alt+K) does the same graphically. For an EMD-S, first add the service (SVC) segment with the SERVICE SEGMENT script (CREATE).

Check it worked

EMDL lists the new EMD; **EMDD1** shows its details, amount and the linked ticket.

Traps

- **An EMD-S needs an SVC segment.** For an infant, the SVC is added to the accompanying adult.
- **Several RFICs, one entry?** Not with segment selection — split by RFIC (/RC, /RA).

- For a partner airline's flight, check the EMD interline agreements first (**EMDP/IA*** + validating carrier, see [What an EMD is — EMD-A and EMD-S in Galileo](#)); they apply to EMD-A only.
- **/PE-R** needs an e-mail address stored in the booking file.
- Issuing the EMD does not book the service — the service must already be in ***SI** ([Paid bag or seat — book it in the shopping basket and pay by EMD](#)).

Online: gateroam.com/galileo-guide/issue-emd

How do I display an EMD in Galileo?

EMDL lists the EMDs of the booking file, EMDD1 opens the first one and EMDD2201234500101 opens one by its number. EMDH1 shows its history. The document history *DH lists e-tickets only, not EMDs.

When

You need to see which EMDs a booking has, what one paid for, its status, or what happened to it (issued, voided, refunded, exchanged).

Check first

- For a list, the booking file must be open. To look at one EMD without the booking, you need its 13-digit number.

Steps

#	Entry	What it does	Why
1	EMDL	Lists the EMDs issued in the open booking file.	Starting point; the list numbers feed the next entries.
2	EMDD1	Shows the summary of EMD 1 from the list.	Amount, service, linked ticket, status.
3	EMDD2201234500101	Opens an EMD by its document number.	Works without the booking file.
4	EMDH1	Shows the history of EMD 1 from the list.	What was done to it, and when.
5	EMDH2201234500101	Shows the history of an EMD by its number.	Same, without the list.
6	*DAS	Shows the booked ancillaries.	Compare booked services with what was paid.
7	*SI	Shows the services with their ASVC lines.	Compare the services with the EMDs issued.
8	HMPR	Today's sales report for your office.	EMDs are listed there next to the tickets.

In Smartpoint, the EMDL button in the booking file opens the same list, and the EMD Manager (Alt+K) shows the EMDs graphically.

Check it worked

Every paid service in ***SI** has a matching EMD in **EMDL**, and **EMDD** shows the expected amount and ticket number.

Traps

- ***DH does not show EMDs** — the document history lists e-tickets only. Use **EMDH** for an EMD.
- **EMDD + number** works outside the booking file — useful when only the EMD number is known.

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

How do I void an EMD in Galileo?

List the EMDs with EMDL, check the right one with EMDD1, then void it with EMDV1 or EMDV2201234500101. If the client no longer wants the service, also cancel it in ***SI**: SI. plus passenger, segment, code and @.

When

An EMD was issued by mistake or for a service the client no longer wants — or the ticket it belongs to has just been voided — and the EMD must be cancelled.

Check first

- **Void on the day of issue.** Treat an EMD like a ticket and void it the same day — a safe habit, not a published rule. If the void is refused, ask your help desk or the airline; a refund works only where the airline allows it ([Refund an EMD — full refund from the EMD screen](#)).
- Which EMD is it — check the number and the service in **EMDL** and **EMDD**.

Steps

#	Entry	What it does	Why
1	EMDL	Lists the EMDs of the booking file.	Find the right line.
2	EMDD1	Shows EMD 1 in detail.	Confirm amount, passenger and service.
3	EMDV1	voids EMD 1 of the list.	The void itself.
3b	EMDV2201234500101	voids an EMD by its 13-digit number (airline code included).	When working from the number.
4	EMDL	Lists the EMDs again.	The EMD must now show as voided.
5	SI.P1S2/ + service code + @	Cancels the service for passenger 1 on segment 2.	Check *SI after the void — if the service is still there and the client does not want it, remove it.

Check it worked

EMDL / **EMDD1** show the EMD as voided, and ***SI** no longer has the service (if you removed it). Removing the service also removes its ASVC line.

Traps

- **Ticket voided? Check its EMDs as well.** They are separate documents with their own void (**EMDV**).
- **The other way round too:** an EMD void deals with the payment document. Look at ***SI** and do step 5 if the service itself should go.
- **Be precise when removing.** **SI.S2@** removes every SSR on segment 2 and **SI.ALL@** every service in the booking file, paid ancillaries included. Name passenger, segment and code.
- MCOs (voided with **TRV/** on the same day) exist in ARC (US) only; BSP agencies use EMDs.

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

How do I refund an EMD in Galileo?

There is no typed refund entry. Open the EMD with **EMDL** and **EMDD1** (or **EMDD2201234500101** outside the booking file) and issue the full refund from its details screen, if the airline allows it. Partial EMD refunds are not possible.

When

Money on an EMD has to go back to the client: a paid bag or seat that was not used, a service the airline could not provide, or the **refundable balance EMD** Galileo creates when an exchange leaves money over ([Exchange with a refundable balance — the new value is lower](#)).

Check first

- **Does the airline allow EMD refunds?** If it does not, Galileo cannot do it.
- Issued today and not wanted at all? Consider voiding it instead ([Void an EMD](#)).
- **Only a full refund is possible.** A partial EMD refund cannot be done.

Steps

#	Entry	What it does	Why
1	EMDL	Lists the EMDs of the open booking file.	Find the EMD to refund.
2	EMDD1 · or EMDD2201234500101 outside the booking file	Opens the EMD details.	The refund is started from this detail screen.

#	Entry	What it does	Why
3	—	On the details screen, choose the full refund and confirm.	There is no typed entry for an EMD refund ; it is done from the screen.
4	EMDH1	Shows the EMD's history.	The refund must appear there.
5	HMPR	Shows today's sales report.	The refunded EMD is listed as its own line.

In Smartpoint, the EMDL button in the booking file opens the list; click the EMD to reach its details.

Check it worked

EMDH1 shows the refund, and **HMPR** has a line for the refunded EMD. After an exchange with a balance, the report shows four lines: old ticket, new ticket, balance EMD, refunded EMD.

Traps

- **The balance EMD after an exchange does nothing by itself** — until it is refunded, the client has not been paid back.
- The refund deals with the EMD. If the client does not want the service any more, check ***SI** and remove it there as well (see [Void an EMD](#), step 5).
- If the airline does not support EMD refunds, ask the airline how it wants the money returned.

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

How do I sell an extra bag with an EMD in Galileo?

Quote with FQ and end with ER, list the offer with DAS*, book it with DAS01L3, check *DAS and the ASVC line in *SI, then pay with EMDI/IC2201234500012/RC. EMDL shows the new EMD.

When

The client wants an extra checked bag, sports equipment or a paid seat, and the airline sells it as an ancillary service. You book the service, then issue an EMD-A against the e-ticket to pay for it.

Check first

- The booking file has a fare quote and any frequent flyer cards **before** you look at the offers — both can change what is offered and the price.
- The booking file is **closed** (ended) before opening the shopping basket. Only direct payment carriers allow it on an open file.
- The e-ticket is issued (the EMD-A needs its number).

Steps

#	Entry	What it does	Why
1	FQ , then ER	Quotes the fare and ends the booking file.	Offers depend on the fare; the basket needs a closed file.
2	DAS*	Lists the ancillaries on offer (opens the mask unless you work in native).	See what the airline sells and the price.
3	DAS*P1 · DAS**F	Narrows to passenger 1 · to flight-related services.	Shorter list.
4	DAS01L3	Books one unit of the service on line 3.	DAS01L3P1 books it for passenger 1 only.
5	DAS01L4*TX-BIKE 1 PC 18KG	Books line 4 with the extra text the airline asks for.	Some services need dimensions or weight.
6	*DAS	Shows the booked ancillaries.	Check before paying.
7	*SI	Shows the service with its ASVC line and RFIC.	C = bag, A = seat.
8	EMDI/IC2201234500012/RC	Issues an EMD-A for the bag services on that ticket.	Pays the airline.

#	Entry	What it does	Why
9	EMDI/IC2201234500012/FS/P1/RA	Issues an EMD-A for passenger 1's paid seat, cash.	Seats on their own EMD.
10	EMDL	Lists the EMDs.	Both EMDs should appear.

Smartpoint: after ending the booking file, open the shopping basket, click to request ancillaries and fill in the mask.

Check it worked

***DAS** shows the services, ***SI** shows their ASVC lines, and **EMDL** lists one EMD per RFIC paid.

Traps

- **Booked is not paid.** Booking the service in the basket does not issue its EMD — issue the EMD (steps 8-9) as soon as the client agrees.
- **Paid seats cannot be booked with seat entries** — use the graphical seat map or the basket (**Paid seats — book on the graphical seat map, pay by EMD**).
- To remove an unwanted paid service, cancel it like an SSR (**SI**. + code + **@**); its ASVC line goes with it. If an EMD was issued, void or refund it too (**Void an EMD**).
- The extra text each airline wants is shown in MyTravelport (keyword **EMD** + airline code).
- **DAS**R** lists Rule Buster services, which override the fare's rules for a reissue or refund.

Online: gateroam.com/galileo-guide/paid-bag-emd

Seats and services

Seat maps, seat requests, paid seats, meals and special assistance.

How do I display a seat map in Galileo?

SA*S1 shows the seat map of segment 1, SA*A2Y the flight on line 2 of an availability, and SC*12A the features of a seat. In Smartpoint click the booked class or type #SEAT for the graphical map, where most typed entries do not work.

When

The client asks where they can sit: you want to see which seats are free on a booked flight (or on a flight in an availability display), and what each seat is like — window, aisle, exit row, extra legroom.

Check first

- In **Smartpoint the seat map is graphical**: click the booked class in the itinerary, type **#SEAT**, or use the seat assignment script. Most typed seat-map entries below do not work in Smartpoint, but the graphical map shows the same information (hover over a seat for its characteristics).
- The typed entries are for native (terminal) work.

Steps

#	Entry	What it does	Why
1	SA*S1	Seat map for segment 1 of the booking file.	The usual case.
2	SA*S1/NW/15	Same, non-smoking window seats, from row 15.	Narrow the view.
3	SA*A2Y	Seat map for the flight on line 2 of an availability display, in Y class.	Before booking.
4	SA*LH1415Y20NOVFRALJU	Seat map for a named flight, class and date.	Without a booking file.
5	SA*S1#VIE	Seat map for the leg starting in VIE of a change-of-gauge flight.	One flight number, two aircraft.
6	SA*	Shows the seat map again.	Back to it after other entries.
7	SC*12A	Shows the characteristics of seat 12A.	Exit row, bassinet, restricted recline ...
8	SC*	Lists the seat characteristic codes.	Decode the map.

Check it worked

The map shows rows and seats with their status; **SC*** + seat answers what that seat offers. Common characteristic codes: **W** window · **A** aisle · **E** exit · **L** extra legroom · **B** bulkhead · **I** adult with infant allowed · **J** no infant or child · **H** suitable for disabled passengers · **U** suitable for unaccompanied minor · **P** preferred · **X** blocked by the airline · **@** conditional · **/** no seat in this position.

Traps

- **Most typed SA* entries do not run in Smartpoint** — use the graphical seat map there.
- A free seat on the map is not reserved — book it (**Reserve, change or cancel a free seat**).
- **Chargeable seats** show on the map but cannot be booked with seat entries (**Paid seats — book on the graphical seat map, pay by EMD**).
- Read the codes before offering a seat: **J** takes no infant or child, **X** is blocked by the airline.

Online: gateroam.com/galileo-guide/seat-map

How do I reserve a seat in Galileo?

S.S1/14A.B requests seats 14A and 14B on segment 1, S.P2.3/14A.B for passengers 2 and 3, S.NW window seats. Change with S.P1@15C, cancel with S.@, check with *SD and accept KK with @ALL. Paid seats need the graphical map.

When

The client wants a particular seat, or seats together, on flights in the booking file — and the seat is **free of charge**. You request it, change it later, or give it back.

Check first

- Look at the seat map first (**Display a seat map and read seat characteristics**) to pick seats that are free.
- Chargeable seats cannot be booked with these entries (Paid seats — book on the graphical seat map, pay by EMD).**
- In Smartpoint you can do all of this on the graphical seat map: click the seats you want.

Steps

#	Entry	What it does	Why
1	S.S1/14A.B	Requests seats 14A and 14B for all passengers on segment 1.	Two people side by side.
2	S.P2.3/14A.B	Requests 14A and 14B for passengers 2 and 3, on all segments.	Choose who sits where.
3	S.NW (or S.G)	Requests non-smoking window seats for everyone on all segments.	A preference, not a seat number.
4	S.P2.3/NA	Requests a non-smoking aisle seat and the one next to it for passengers 2 and 3, all segments.	Some airlines seat a party together anyway.
5	S.P1@15C	Changes passenger 1 to seat 15C on all segments.	The change form uses @.
6	S.S2@NA	Changes everyone to aisle seats on segment 2.	
7	S.P1.3@ · S.S1.2@ · S.@	Cancels the seats of passengers 1 and 3 · on segments 1 and 2 · everything.	Give seats back.
8	*SD	Shows the seats held, with their status.	Check what the airline confirmed.
9	@ALL	Updates seat statuses: KK becomes HK .	Accept the airline's confirmation.

Check it worked

*SD lists each passenger and segment with the seat and a confirmed status; **SC*S1** shows the characteristics of the seats held on segment 1.

Traps

- A request is not a confirmation** until *SD shows it confirmed. Seat replies arrive on queue 2.
- Change of gauge** (one flight number, two aircraft): name the leg — **S.S2#VIE/14A** for the leg starting in VIE.
- *XSD shows seats cancelled in this session, before you end the booking file; *HSD shows the seat history afterwards.
- @ALL also updates segment and SSR statuses — use it knowingly (**Segment status codes (HK, KK, HL, UC, TK, HX ...)** and **what to do**).
- *BK and *AK endings change seat status codes passively without a message to the airline — for bookings made elsewhere, not for normal requests.

Online: gateroam.com/galileo-guide/reserve-seat

How do I book a paid seat in Galileo?

Paid seats cannot be booked with S. entries: pick them on the graphical seat map in Smartpoint, check *SD, then pay with an EMD-A such as EMDI/IC2201234500012/P1/RA (reason code A = seat). EMDL shows it.

When

The client wants a seat the airline charges for — extra legroom, a preferred seat near the front, or any seat on a fare that does not include seat choice. The seat is booked as a paid service and paid with an EMD.

Check first

- **Paid seats cannot be booked with the typed seat entries (S.).** Use Smartpoint's graphical seat map (paying for other extras: **Paid bag or seat — book it in the shopping basket and pay by EMD**).
- The booking file has a fare quote and frequent flyer cards before you look at the offer — both can change the price.
- The e-ticket is issued: the EMD-A is linked to its number.

Steps

#	Entry	What it does	Why
1	—	Open the graphical seat map (click the booked class, or type #SEAT) and click the paid seat.	The only way to pick a chargeable seat by seat number.
2	*SD	Shows the seats held.	Check the seat and its status.
3	*SI · *DAS	Shows the service information · the booked ancillaries.	Paid services show with an ASVC line, which carries the reason code (RFIC) for the EMD.
4	*HTE	Shows the e-ticket.	The EMD-A needs its number.
5	EMDI/IC2201234500012/P1/RA	Issues an EMD-A for passenger 1's seat (RFIC A).	Payment to the airline.
6	EMDI/IC2201234500012/FS/P1/RA	Same, paid in cash.	When the form of payment must be stated.
7	EMDL	Lists the EMDs.	The seat EMD must be there.

Direct payment carriers work differently: click the booking class to open their seat map, click the seat, then click **#** before the carrier to open the payment screen (**Direct payment carriers — book airlines paid directly, no ticket**).

Check it worked

***SD** shows the seat and **EMDL** lists an EMD for it.

Traps

- **A paid seat without an EMD is not paid.** Issue the EMD in the same session.
- Several passengers: name the passenger with **/P1, /P2 ...** and give that passenger's ticket number after **/IC**.
- Seats and bags have different RFICs (**A** and **C**); name the one you are paying with **/RA** or **/RC**.
- If the client changes their mind, cancel the service (**SI** + code + **@**, which also removes the ASVC line) and void or refund the EMD (**Void an EMD, Refund an EMD — full refund from the EMD screen**).

Online: gateroam.com/galileo-guide/paid-seat

How do I request a wheelchair in Galileo?

Add an SSR: **SI.WCHR** for everyone on all flights, **SI.P2/WCHS** for passenger 2, **SI.P2S3/WCHC** for one segment only. Codes such as **UMNR** or **PETC** need text after *****. Read the airline's answer with ***SR** and accept it with **@ALL**.

When

A passenger needs help or travels with something special: reduced mobility, a blind or deaf passenger, a child flying alone, a pet in the cabin or the hold, an extra seat, sports equipment. The request goes to the airline as an SSR (special service request) on the flights.

Check first

- **The airline decides.** It answers each request with a status code. Request early and wait for the answer before ticketing.
- Some codes **must** carry free text after * (marked + below), some **must not** (*), the rest may. Text is up to 180 characters.

Code	Use	Text
WCHR	Wheelchair, can climb stairs	optional
WCHS	Wheelchair, cannot climb stairs	optional
WCHC	Wheelchair (carry on)	optional
BLND · DEAF	Blind · deaf passenger	optional
DPNA	Intellectual or developmental disability, needs help	+
MAAS	Meet and assist	+
UMNR	Unaccompanied minor	+
PETC · AVIH	Pet in cabin · animal in hold	+
EXST · CBBG	Extra seat · cabin baggage	+
STCR	Stretcher	*
MEDA	Medical case	optional
LANG	Language help	+

Steps

#	Entry	What it does	Why
1	SI.WCHR	Requests a wheelchair for every passenger on every air segment.	One passenger only? See step 2.
2	SI.P2/WCHS	Wheelchair (cannot climb stairs) for passenger 2, all flights.	Name the passenger.
3	SI.P2S3/WCHC	Wheelchair (carry on) for passenger 2 on segment 3 only.	Help needed on one flight only.
4	SI.P3/UMNR*UM AGE 9	Unaccompanied minor request for passenger 3, with the text the airline asks for.	UMNR must have text.
5	SI.P1/PETC*CAT IN SOFT BAG 6KG	Pet in the cabin for passenger 1, with details.	The airline checks size and space.
6	*SR · *SR/P2	Shows the programmatic SSRs · those of passenger 2.	Read the airline's status per request.
7	@ALL	Updates the SSR statuses the airline confirmed (KK becomes HK).	Repeat until no more updates are found.
8	SI.P2S3/WCHC@HK	Sets that one SSR to HK by hand.	Status only; the SSR code is mandatory.

Smartpoint: the CREATE/EDIT SPECIAL SERVICES script → SPECIAL SERVICE REQUEST adds the same SSRs.

Check it worked

*SR shows every request with a confirmed status (**HK/KK**). Status changes from the airline also arrive on queue 25.

Traps

- **An OSI is not a request.** Anything that needs action from the airline goes in an SSR (**OSI — other service information for the airline**).
- **Cancelling an SSR sends a message to the airline** — e.g. SI.P2S3/WCHC@. Only a change to **XK** removes it silently.
- To change the code itself (**WCHR** to **WCHS**), delete and add again; only status and text can be changed in place.
- For an **infant**, put the SSR details on the accompanying adult.

- **MEDA** with a frequent-traveller medical card only works with airlines that issue such cards.

Online: gateroam.com/galileo-guide/wheelchair-assistance

How do I request a special meal in Galileo?

Add a meal SSR: **SI.P1/GFML** for passenger 1 on all flights, **SI.S2/VLML** for everyone on segment 2, **SI.P2/SPML*NO NUTS** when text is required. ***SR** shows the status; after a flight change ***SIR** and **SIR GFML** put it back.

When

The client needs a special meal on board — vegetarian, kosher, halal, gluten-free, a child's meal and so on. The request goes to the airline as a meal SSR on the flights.

Check first

- The flight serves meals and the airline offers that meal. Some airlines also **sell** meals, paid by EMD (**What an EMD is — EMD-A and EMD-S in Galileo**).
- Most meal codes **must not** carry text; **SPML must** have text explaining the need; **CHML** may.

Code	Meal	Code	Meal
VGML	Vegan	VLML	Vegetarian with milk and eggs
AVML	Vegetarian Hindu	VJML	Vegetarian Jain
VOML	Vegetarian oriental	RVML	Raw vegetarian
HNML	Hindu	MOML	Muslim
KSML	Kosher	GFML	Gluten intolerant
DBML	Diabetic	LSML	Low salt
LFML	Low fat	NLML	Low lactose
BLML	Bland	LCML	Low calorie
FPML	Fruit platter	SFML	Seafood
CHML	Child	BBML	Baby
NOML	No meal	SPML	Special, described in text

Steps

#	Entry	What it does	Why
1	SI.P1/GFML	Requests a gluten-intolerant meal for passenger 1 on all air segments.	The usual request.
2	SI.S2/VLML	Requests a lacto-ovo vegetarian meal for every passenger on segment 2 only.	One flight only.
3	SI.P2/SPML*NO NUTS	Requests a special meal for passenger 2, with the description.	SPML needs text.
4	*SR/P1	Shows passenger 1's SSRs with their status.	Has the airline confirmed?
5	SI.P1/SPML@*NO NUTS OR SESAME	Changes the text of passenger 1's SPML .	Status and text can change in place.
6	SI.P1S2/GFML@	Cancels the gluten-free meal of passenger 1 on segment 2.	The airline gets a cancel message.
7	*SIR · SIR GFML	After a change of flights: lists SSRs to reinstate · puts the meal back.	Meals do not always move to new flights by themselves.

Smartpoint: the CREATE/EDIT SPECIAL SERVICES script → SPECIAL SERVICE REQUEST adds the same requests.

Check it worked

***SR** shows the meal on each flight with a confirmed status. SSR status changes from the airline arrive on queue 25.

Traps

- **Changed flights? Check the meals.** After a rebooking or schedule change run ***SIR**; if the meal is listed, reinstate it with **SIR** + code.
- To swap one meal code for another, cancel and add again — only status and text change in place.
- **NBML** (no beef) is not served by every airline, and Smartpoint does not stop you adding it.
- EI AL (LY) has extra kosher meal codes of its own for some routes.
- For an infant's meal, the SSR goes on the accompanying adult.

Online: gateroam.com/galileo-guide/special-meal

Queues

Queue counts, working queues, placing and moving booking files, schedule changes.

What are queues in Galileo?

Queues are the electronic in-trays of a PCC: 100 numbered queues plus UTC and LMT, where airlines and agents leave booking files. QCA counts them, Q/22 signs in, QR removes a file, I leaves it for later and QX signs out.

When

Queues are the office's electronic in-trays: lists of booking files waiting for someone to act. Airlines and Galileo drop booking files there (a schedule change, a waitlist that cleared, a ticketing deadline), and agents put files there for colleagues or for a follow-up on a set date.

How they are organised:

- Every **PCC** has its own queues: **100 numbered queues (0-99)** plus two extra ones, UTC (unable to contact) and LMT (left message to call back).
- Queues 0 to 25 have **fixed jobs** (**Pre-assigned queues — what lands on queues 0 to 25**); 26 to 99 are free for the office.
- A queue can be split into **categories** (a two-character code) and **date ranges** (**D1, D2 ...**), so one queue can hold several sorted piles (**Queue titles, categories and date ranges — set up and switch on**).

Check first

- Agree in the office who works which queue, and how often. A queue nobody reads is where schedule changes get missed.

Steps

#	Entry	What it does	Why
1	QCA	Counts the booking files on all queues of your PCC.	See where work is waiting.
2	Q/22	Signs in to queue 22; its first booking file opens.	Work starts at the top of the pile.
3	I	Ignores this booking file and moves on; it goes back to the bottom of the queue.	Leave it for later.
4	QR	Takes the open booking file off the queue and shows the next.	It is done.
5	QX	Signs out of the queue.	Finish the session.
6	QEB/41	Places the open booking file on queue 41 (and ends it).	Hand it to a colleague or a follow-up queue.

Check it worked

QCA again: the count of the queue you worked has gone down.

Traps

- Inside a queue, some entries behave differently.** Ending with **QXE** removes the file from the queue; **QXI** leaves it there. See **Work a queue — sign in, act, remove, sign out**.
- Some queue entries (emptying a whole queue, changing titles, switching queues on or off) are kept for second-level users.
- A booking file can sit on several queues at once — **QW** shows which.

Online: gateroam.com/galileo-guide/what-are-queues

What do the Galileo queue numbers mean?

Queues 0-25 are pre-assigned: 0 urgent, 1 general, 9 and 10 ticketing (TAW, TAU), 12 review booking, 17-23 airline replies such as time changes (22) and HX cancellations (23). Queues 26-99 are free. QPB* lists them.

When

You need to know what a queue number means — which booking files Galileo or the airlines put on each of the fixed queues, and which queues are free for your office.

Queue	What arrives there
0	Urgent
1	General; category PD (1*CPD) holds past-date quick files
2	Replies to seat requests
3	Synchronisation advice
4-6, 13	Not assigned yet
7	Follow-up of requests waiting for the vendor's locator
8	Not in use
9	Ticket review for files with a TAW ticketing arrangement
10	Ticket review for files with a TAU ticketing arrangement
11	Fare changes and NDC schedule changes
12	Review booking file items (RB.)
14	Files rejected from queue 10 during queue ticketing
15	Group booking advice
16	Vendor remarks coming in from airlines
17	Waitlist cleared (KL), groups excluded
18	KK confirmations within 14 days
19	KK confirmations further out than 14 days
20	Unable, UU or US status
21	Unable to confirm, UC , UN or NO status
22	Time changed, TK or TL status
23	Airline cancelled, HX status
24	Answers from non-air vendors
25	Status changes on SSRs
26-99	Free for your office
UTC / LMT	Unable to contact · left message to call back

Check first

- The numbers above are the standard set. Your office may also have named its own queues 26-99.

Steps

#	Entry	What it does	Why
1	QPB*	Displays the list of queues.	Check the list on your own system.
2	QCA	Counts all queues.	See which of these queues have work today.

Check it worked

QPB* shows the list; **QCA** shows counts against the queue numbers above.

Traps

- **Queues 18-23 are where airline replies and schedule changes land.** Work them daily — see [Work schedule changes from the queues \(TK, HX, UN segments\)](#).
- Queue 9 does not fill by itself: **TAW** files reach it when they are moved with an **ORB** entry ([Move booking files between queues and forward a queue](#)). **TAU** files are meant for queue 10 on their date.
- Keep a printed or shared list of what your office uses queues 26-99 for, so everyone files the same way.

Online: gateroam.com/galileo-guide/queue-numbers

How do I count queues in Galileo?

QCA counts all queues, QCB/22 one queue with its categories, QCT/22 the main queue with names and QCTA/ALL everything by category. QLD/22 lists names and locators from outside a queue; ORC/TAU/20NOV counts ticketing items for a date.

When

Start of the day, or before signing in to a queue: you want to know how many booking files are waiting where, and whose names they are.

Check first

- To list names (**QLD**) you must be **outside** any queue — sign out first (**QX**).

Steps

#	Entry	What it does	Why
1	QCA	Counts every queue of your PCC.	The daily overview.
2	QCA*20	Counts only queues holding more than 20 files.	Spot the piles that are growing.
3	QCB	Counts queues 0 and 1.	Urgent and general at a glance.
4	QCB/22	Counts queue 22, all its categories included.	One queue in total.
5	QCT/22	Counts the main queue 22 only, with names.	Who is waiting.
6	QCT/18+21+22	Counts several queues, with names.	Airline replies in one view.
7	QCTA/ALL	Full count of every queue, category and date range.	Offices that use categories.
8	QLD/22	Lists passenger names and record locators on queue 22.	Pick one file without working the queue.
9	QCM · QCL · QCU	Counts the general message queue · the left-message-to-call-back queue · the unable-to-contact queue.	Messages and call-backs.
10	ORC/TAU/20NOV	Counts booking files with a TAU ticketing arrangement for 20 November.	Plan ticketing ahead.
11	ORC/RB/20NOV	Counts booking files with a review booking item for 20 November.	Plan follow-ups ahead.

Check it worked

The count shows queue numbers with their totals; **QCT** and **QLD** add names and locators.

Traps

- **QLD only works outside a queue.** Sign out with **QX** first.
- **QCB/22** includes all categories; **QCT/22** counts only the main queue. Use **QCTA/22** for the breakdown by category.
- **ORC** without a date counts for today. A range works too: **ORC/TAU/20NOV*24NOV**.
- Another office of your group: add its branch, e.g. **QCA/7XQ1** or **QCB/7XQ1/22**.
- Put **P-** in front of a count (**P-QCA**) to send it to the printer.

Online: gateroam.com/galileo-guide/queue-count

How do I work a queue in Galileo?

Sign in with Q/22, act on the booking file, then QR to remove it or I to leave it and move on. Finish with R.AGT and QXE to save and leave the queue, or QXI to sign out without changes. QW shows the queues a file is on.

When

A queue has booking files waiting and you go through them one by one: read, act, then either take each file off the queue or leave it there for later.

Check first

- **QCT/22** (or **QCA**) to see how many files are waiting (**Count queues and list the names on a queue**).
- Know what the queue is for (**Pre-assigned queues — what lands on queues 0 to 25**) — that tells you what to look at in each file.

Steps

#	Entry	What it does	Why
1	Q/22	Signs in to queue 22 and opens the first booking file.	Q alone signs in to queue 0 or 1.
2	Q/41*CVP · Q/41*CVP*D2	Signs in to queue 41, category VP (and date range 2).	Work one pile only.
3	—	Read and act: change, contact the client, rebook.	The reason the file is on the queue.
4	QR	Removes the open file from the queue and shows the next.	The item is handled.
5	I	Leaves the file on the queue (back to the bottom) and shows the next.	Not done yet.
6	QP	Goes back one file.	You moved on too quickly.
7	QW	Lists every queue this booking file is on.	It may wait on other queues too.
8	R.AGT then QXE	Adds the received field, ends the file and signs out; the file leaves the queue.	Changes saved, item finished.
9	QXI	Signs out and ignores the open file; it stays on the queue.	Stop without changing anything.
10	QX	Signs out of the queue.	Plain exit.
11	QXER · QX+QEB/41	Ends, signs out and shows the file again · signs out and puts the file on queue 41.	Handy endings.
12	QR/41 · Q/22+*IA	Removes the file from this queue and queue 41 too · signs in showing only air segments.	Handy shortcuts.

Check it worked

QCT/22 after signing out: the files you removed are gone; the ones you ignored are still there.

Traps

- **QXE always needs a received field**, even when Smartpoint fills one in automatically — add **R.** before ending.
- **QXE** removes the file from the queue; **QXI** keeps it there. Pick on purpose.
- **QRQ/ALL** takes a booking file off **every** queue in your PCC, but only from outside a queue.
- **QR/41+43+45**: at most three extra queues in one entry.
- An end-of-queue marker (**QENDON** / **QENDOFF**) can be switched on by second-level users, so you know when you have gone round once.
- Emptying a whole queue (**QFREE/B/41**) is for second-level users and leaves no trace in the booking file's queue history.

Online: gateroam.com/galileo-guide/work-a-queue

How do I put a PNR on a queue in Galileo (QEB)?

QEB/41 ends the booking file and puts it on queue 41; QEB/7XQ1/41 sends it to queue 41 of another branch. For a later date add a review item such as RB.20NOV/0900/Q41*CALL CLIENT. QLMCB and QUTC handle call-backs.

When

A booking file needs someone's attention — a colleague, the ticketing desk, another branch, or you on a later date. You put it on the right queue now, or set it to arrive there on a date.

Check first

- Which queue your office uses for what (**Pre-assigned queues — what lands on queues 0 to 25**; 26-99 are your own).
- **QEB** also **ends the transaction**, so the booking file must be complete enough to save (received field included).

Steps

#	Entry	What it does	Why
1	QEB/41	Ends the booking file and places it on your queue 41.	The normal hand-over.
2	QEB	Places it on your queue 1 (general).	Quick, no number needed.
3	QEB/41+43	Places it on queues 41 and 43.	Two teams need it.
4	QEB/41*CVP*D2	Places it on queue 41, category VP , date range 2.	Offices that sort by category.
5	QEB/7XQ1/41	Places it on queue 41 of branch 7XQ1.	Another office of your group.
6	RB.20NOV/0900/Q41*CALL CLIENT RE SEATS	Puts the file on queue 41 on 20 November at 09:00, with a note.	A reminder for later.
7	RB.	Review item for today at 07:00 on queue 12.	The defaults: today, 07:00, queue 12.
8	QLMCB*CALLS BACK AFTER 3PM	Puts it on the call-back queue (LMT) with a short note.	You left a message for the client.
9	QUTC*TRY TOMORROW AM	Puts it on the UTC queue with a short note.	You could not reach the client.
10	NP.CHECK VISA FOR NOVAK then QEM	Types a note and sends it to the general message queue.	A message rather than a booking file.

Check it worked

QW (with the file open) lists the queues it is on; ***RB** shows a review booking item.

Traps

- **QEB saves the booking file**. Do not use it to "park" half-finished changes you may want to ignore.
- The unable-to-contact queue brings the file back to the same queue after 180 minutes unless you set another time.
- **QEB/41** without a branch always means **your own** queue 41.
- To take a file off every queue of your PCC: **QRQ/ALL**, from outside a queue.
- A supervisory message goes with **QES** instead of **QEM**.

Online: gateroam.com/galileo-guide/place-pnr-on-queue

How do I move or forward a queue in Galileo?

QB41/43 moves all booking files from queue 41 to 43 (queues 26-99, up to 999 per entry). QF/41+43 forwards queue 41 to 43 until QFX/41 cancels it. ORB/TAU/20NOV-Q/41 pulls TAU files for a date onto queue 41.

When

A whole pile has to change place: a colleague is away and their queue goes to someone else, files are sorted into another queue or category, or files with a ticketing or review date are pulled onto a queue ahead of time.

Check first

- Moving works on **queues 26 to 99 only**, and at most 999 files per entry.
- Agree who receives the files — a forwarding stays on until you cancel it.

Steps

#	Entry	What it does	Why
1	QB41/43	Moves all files from queue 41 to queue 43.	Hand a pile over in one go.
2	QB41/43-200	Moves 200 files from queue 41 to queue 43.	Split a big pile.
3	QB41/7XQ1/43	Moves all files from queue 41 to queue 43 of branch 7XQ1.	Another office takes over.
4	QB41*CVP/43*CGR*D1	Moves category VP of queue 41 to queue 43, category GR , date range 1.	Re-sort by category.
5	QF/41+43	Forwards the booking files of queue 41 to queue 43.	Holiday or sickness cover.
6	QFX/41	Cancels the forwarding of queue 41.	The colleague is back.
7	QFHIST	Shows the queue forwarding history.	Who forwarded what, and when.
8	ORB/TAU/20NOV-Q/41	Places files with a TAU ticketing arrangement for 20 November on queue 41.	Without /41 they go to queue 10.
9	ORB/TAW/20NOV-Q	Moves files with TAW for 20 November to queue 9 (default).	TAW files need this move to reach a queue.
10	ORB/RB/20NOV-Q/41	Moves files with a review item for 20 November to queue 41.	Without a number they go to queue 12.

Check it worked

QCA (or **QCB/43**): the receiving queue has grown and the old one is empty. **QFHIST** shows the forwarding you set.

Traps

- **A forwarded-to queue cannot be forwarded on.** If 41 goes to 43, then 43 cannot be forwarded to a third queue.
- **Only one queue can forward into a receiving queue.** A second one gets the alert **QUEUE FORWARDING ALREADY EXISTS** until the first forwarding is cancelled.
- More than 999 files? Repeat the **QB** entry.
- **ORB** also takes a date range (**20NOV*24NOV**), an account name and a time. Count first with **ORC** (**Count queues and list the names on a queue**).
- Forget **QFX** and the colleague's work keeps flowing elsewhere after they return.

Online: gateroam.com/galileo-guide/move-forward-queue

How do I handle a schedule change in Galileo?

Count queues 21-23 with **QCA**, sign in with **Q/22**, read the segments with ***IA**, check connections with **@MT**, agree with the client, accept with **@ALL**, reinstate SSRs with ***SIR**, end with **QXE**, then revalidate or reissue the ticket (***HTE**).

When

The airline changed a flight time, cancelled a flight or could not confirm a segment, and the booking file has landed on one of the airline-reply queues. You check the change, agree it with the client, clean up the statuses and make the ticket follow.

Where they arrive and what the status means:

Queue	Status	Meaning
22	TK (also TL)	The airline confirms a changed time
23	HX	The airline cancelled the segment
21	UC, UN, NO	The airline cannot confirm
20	UU, US	Unable — the request was waitlisted instead
25	—	An SSR's status changed
11	—	Fare changes and NDC schedule changes (Find and check NDC bookings and tickets after booking)

Check first

- Read every booking file on these queues **every working day** — a missed change can strand the client at a connection.

Steps

#	Entry	What it does	Why
1	QCA	Counts all queues.	See whether 20–23 and 25 have files.
2	Q/22	Signs in to queue 22; the first file opens.	Start with confirmed time changes.
3	*IA · *VR	Shows the air segments · the airline's remarks.	What exactly changed.
4	@MT	Checks the minimum connect time of the booked flights.	A later first flight can break the connection.
5	—	Agree with the client: accept, rebook (Cancel segments or change the date, class or flight) or cancel.	Big changes need the client's yes.
6	@ALL	Accepts the changes: TK, KK, KL become HK; UU becomes HL; NO, UN, UC, HX are removed one at a time.	Clean statuses. Repeat until nothing is left to update.
7	@2XK	Removes cancelled segment 2 without a message to the airline.	For an HX segment, when @ALL is not used. Not for EK.
8	*SIR · SIR VGML	Lists SSRs to put back after the change · reinstates the meal.	Meals and other SSRs may not follow a new flight by themselves.
9	R.AGT, QXE	Adds received, ends, signs out — the file leaves the queue.	Done.
10	*HTE	Shows the ticket, if there is one.	Coupons still on the old flight must be fixed.
11	—	Fix the ticket: revalidation if class and fare stay the same (Revalidation — same fare, new flight or date, same ticket), otherwise an involuntary exchange (Involuntary exchange after an airline schedule change).	The ticket must name the flights the client will fly.

Check it worked

*IA shows only HK segments, @MT passes, *SR shows the services confirmed, and *HTE coupons match the flights.

Traps

- Do not @ALL blindly.** It also changes SSR statuses and removes cancelled segments — check the connection and the client's plans first.
- @ALL handles one NO/UN/HX/UC segment per entry; keep entering it until no more updates are found.
- Whether the client may change or refund free of charge after a schedule change is the airline's rule — check it before charging anything.
- Accepting the change in the booking file does not move the ticket.

Online: gateroam.com/galileo-guide/schedule-change-queue

How do booking file instructions work in Galileo?

QY* lists the numbered instructions. QEB/41@4 puts the booking file on queue 41 with instruction 4, while a plain QEB/41 deletes them. QDB/41/S and QDB/41/A switch the queue between single and automatic display.

When

You place a booking file on a queue and want one of the numbered standard instructions to travel with it, so the colleague who opens it knows what to do — or you want to change how a queue shows its files: one at a time, or one after another automatically.

Check first

- Booking file instructions are **numbered standard texts**. Look at the list before using a number.
- They show only in **native mode** (the terminal view), not in the graphical booking file.

Steps

#	Entry	What it does	Why
1	QY*	Lists the booking file instructions.	Find the number you need.
2	QY*4+7+20-25	Shows chosen instructions, or a range.	Read just those.
3	QEB/41@4	Places the file on queue 41 with instruction 4.	The colleague sees what to do.
4	QEB/41	Places it on queue 41 and deletes any instructions.	A plain placement clears them.
5	QDB/41/S	Sets queue 41 to show one booking file per sign-in.	After that file the agent is signed out automatically.
6	QDB/41/A (or QDB/41)	Sets queue 41 back to automatic display, file after file.	The usual way of working a queue.
7	QDM/S · QDM/A	Same choice for the general message queue.	Messages one at a time, or in sequence.

Check it worked

Sign in to the queue: with instruction 4 the file shows the instruction text (native mode); in single mode you are signed out after one file.

Traps

- **Re-queuing without @ wipes the instruction.** If the file goes on to another queue and still needs it, add the number again.
- Single display suits queues where each file needs a lot of work; automatic display suits quick checks.
- Another office's queue: add its branch, e.g. **QDB/7XQ1/41/S** or **QDM/7XQ1/A**.
- Agents working only in the graphical view will not see the instruction — tell your team.

Online: gateroam.com/galileo-guide/queue-instructions

How do I set up queue categories in Galileo?

Second-level users activate a category with QDCA/41*CVP (add *D1 for a date range), remove it with QDCX/41*CVP, switch a queue on or off with QAB/41/ON or QAB/41/OFF and add titles in the QDQT/41 screen. QCTA/41 checks the result.

When

The office wants its own queue structure: names on its queues, a queue split into piles by category (one per team, client or task), date ranges inside a category, or a queue switched on or off. This is set-up work for a senior agent or supervisor.

Check first

- **These entries need second-level (secondary) authorisation.** A normal sign-on cannot make them.

- Plan the names before typing — titles are short:
- queue title: up to 20 characters;
- category title: up to 12 characters;
- date range title: up to 6 characters.
- The **category ID** is not its title: it is the 2-character code after **C** (in ***CVP** it is **VP**), either letters or digits, not a mix.

Steps

#	Entry	What it does	Why
1	QDQT	Opens the fill-in screen for queue titles.	Give queues readable names.
2	QDQT/41	Opens the screen for category and date range titles of queue 41.	Name the piles inside a queue.
3	QAB/41/ON · QAB/41/OFF	Switches queue 41 of your branch on · off.	Use a new queue, or retire one.
4	QDCA/41*CVP	Activates category VP in queue 41.	Before anything can be placed in it.
5	QDCA/41*CVP+CGR+C10	Activates several categories at once (up to 10).	Set a queue up in one go.
6	QDCA/41*C1-20	Activates numeric categories 1 to 20 in sequence.	Up to 100 numbered piles.
7	QDCA/41*CVP*D1	Activates category VP with date range 1.	Split a category by date.
8	QDCX/41*CVP	Deactivates category VP of queue 41.	Retire a pile.
9	QCTA/41	Counts queue 41 with every category and date range.	Check the structure and the content.

Check it worked

QCTA/41 lists the categories and date ranges you activated, with their counts.

Traps

- **A queue must be empty to be switched off**, and switching it off also deactivates all its categories and date ranges.
- Titles are optional — an untitled category still works, it is just harder to read.
- One **QDCA** entry takes up to 10 categories and up to 4 date ranges, joined with +.
- Another branch: add it after the first slash, e.g. **QAB/7XQ1/41/ON**.
- Deactivate in bulk the same way: **QDCX/41*C1-20** for a numeric run.

Online: gateroam.com/galileo-guide/queue-categories

How do I see queue activity in Galileo?

QA/ALL shows the activity summary of all queues and **QAT/41** one queue in detail. **QINC/22** counts the people working queue 22 and **QIN** shows your own queue. ***HQT** gives the queue trail of the open booking file.

When

A supervisor (or a busy agent) wants to see how the queues are moving: the activity on each queue, how many people are signed in where, and — for one booking file — which queues it went through.

Check first

- For the whole office, start with a count (**Count queues and list the names on a queue**); these entries add the "who" and "how much happened".

Steps

#	Entry	What it does	Why
1	QA/ALL	Shows the activity summary of all main queues.	The office-wide picture.
2	QA/41*CVP*D1	Activity summary for queue 41, category VP , date range 1.	One pile only.
3	QA/18+21+22	Activity summary for several queues.	The airline-reply queues together.

#	Entry	What it does	Why
4	QAT/41	Activity summary for queue 41 with its categories and date ranges.	The detail behind a busy queue.
5	QIN	Shows which queue you are in and how many people work it.	Avoid two agents on the same file.
6	QINC/22	Counts the people working queue 22.	Is anyone on the schedule changes?
7	QINC/ALL	Counts people signed in to all queues.	Staffing at a glance.
8	*HQT	Shows the queue trail history of the open booking file.	When it was placed on or taken off a queue.
9	QW	Lists the queues the open booking file is on now.	Where it still waits.

Check it worked

The summaries list queue numbers with their activity; ***HQT** shows dated entries for the file.

Traps

- ***HQT is not complete after a mass clear.** Files emptied from a queue with **QFREE** do not get a queue trail entry.
- In the booking file history, queue events show with their own history codes (added to queue trail, removed from queue) — see [Read the booking file history](#).
- **QINC** counts people, not files; use **QCA** for files.
- Another office: add its branch, e.g. **QA/7XQ1/ALL** or **QINC/7XQ1/ALL**.

Online: gateroam.com/galileo-guide/queue-activity

How do I print or sort a queue in Galileo?

QPRINT/B/41 prints the booking files on queue 41 (up to 385 per run; ***1/50** for a range, ***H** for history) and **QPRINT/STOP** stops it. **QSORT45/46** moves queue 45 into queue 46 in order of the first travel date.

When

You want the booking files of a queue on paper (for a meeting, a back-up, or to work through away from the screen), or you want a queue's files rearranged in the order of their first travel date.

Check first

- An itinerary printer is linked to your terminal ([Link your terminal to the ticket printer \(NO LINKAGE\)](#)).
- **One print run takes at most 385 booking files** on the itinerary printer — print big queues in ranges.

Steps

#	Entry	What it does	Why
1	QPRINT/B/41	Prints every booking file on queue 41.	The whole pile on paper.
2	QPRINT/B/41*CVP*D2	Prints queue 41, category VP , date range 2.	One pile only.
3	QPRINT/B/41*H	Prints the files of queue 41 with their history.	When changes need to be traced.
4	QPRINT/B/41*1/50	Prints files 1 to 50 of queue 41.	Large queues in parts.
5	QPRINT/B/41*1/50*N.I+*H	Prints files 1 to 50 with names and itinerary, plus history.	A lighter print.
6	QPRINT/STOP	Stops the printing.	Wrong queue, or far too long.
7	P-QCA	Sends the queue count to the printer instead of the screen.	P- works in front of most queue entries.
8	QSORT45/46	Sorts all files of queue 45 into queue 46 by the date of their first active segment.	Work the nearest departures first.
9	QSORT45/7XQ1/46	Sorts queue 45 into queue 46 of branch 7XQ1.	Another office gets the sorted pile.

#	Entry	What it does	Why
10	QSORTID45/46*CVP	Sorts only category VP of queue 45 into queue 46.	Sort one pile.

Check it worked

The printer delivers the files. After a sort, **QCB/45** shows the old queue empty, and signing in with **Q/46** brings the files up in travel-date order.

Traps

- **Sorting moves the files** from the first queue to the second — tell colleagues which queue to work afterwards.
- **QSORTID*45/** + agent sign-on ID + **/46** sorts using that sign-on ID; several IDs, each with its own receiving queue, can go in one entry joined with **+**. Check the exact IDs first.
- Printing with history (***H**) makes long prints — use ranges.
- Another branch's queue: put the branch before the queue number, **QPRINT/B/7XQ1/41**.

Online: gateroam.com/galileo-guide/print-sort-queue

Troubleshooting

Errors, missing bookings, Timatic, travel restrictions and where to get help.

What do common Galileo error messages mean?

Type H/ straight after an error for its help page. NO LINKAGE: no ticket printer linked. NAME CHANGES NOT ALLOWED: the airline refuses. UC, UN or HX on a segment: not confirmed, or cancelled by the airline.

When

Travelport+ answers with a message you do not understand. First step, always: H/ straight after the refused entry opens the help page for it.

Responses you will meet

Response	Meaning	What to do
NAME CHANGES NOT ALLOWED	The airline does not take this name change after the booking file was ended.	Ask the airline; an unauthorised change can get the flights cancelled (Names for adults, children and infants).
NO LINKAGE	No ticket printer is linked to your terminal.	Link one, then issue (Link your terminal to the ticket printer (NO LINKAGE)).
Duplicate Filed Fares exist	The booking file holds filed fares that duplicate each other.	Cancel the extra one, e.g. FX3 (Cancel a filed fare (FX) and clear ticketed ones).
ALERT - ELECTRONIC TICKETING TRANSACTION CANCELLED	The e-ticket request failed: the airline link timed out or the airline refused. The lines below it give the reason and advice.	Redisplay the booking file, fix what is named, try again (Issue e-tickets with TKP).
ITIN RMKS XLD UNLESS REASSOC	You cancelled a segment that had itinerary remarks attached.	Attach them again before end transact, or they are lost (Remarks — which kind goes where (itinerary, notepad, accounting)).
RESTRICTED	You tried to add a confidential notepad item in a booking file your PCC does not own.	Only the owning PCC can (Notepad (NP.) and postscript (PS.) — internal notes).
CONFIDENTIAL	Shown in place of another PCC's confidential notepad items.	Nothing to fix.
CHAPTER NOT FOUND	The airline has no GIS information page.	Use the airline's website (Airline information — GIS chapters and MyTravelport keywords).
ERROR 340 - TICKET DESIGNATOR IS TOO LARGE	Ticket designator plus fare basis longer than 15 characters.	US (ARC) and Canadian PCCs only — not met on a European BSP PCC.
UC · UN · US · UU · NO · HX on a segment	Not confirmed · not operating · waitlisted · no action taken · cancelled by the airline.	See Segment status codes (HK, KK, HL, UC, TK, HX ...) and what to do ; such files land on queues 20, 21 and 23.
SENT	The print job went to the printer.	Nothing — success.
*	The entry was accepted.	Nothing — success.

Steps

#	Entry	What it does	Why
1	H/	Help page for the error you just got.	The right format is usually there.
2	Ctrl+↑	Brings back your last entry to correct it.	Fix one character instead of retyping.
3	Alt+C	Shows and copies the full response.	Send the exact text to a colleague or the help desk.

Traps

- **Never "fix" an error by working under a colleague's sign or with an override entry** — find the cause.

- The exact wording matters: copy it, do not retell it.

Online: gateroam.com/galileo-guide/common-errors

What do I do when the airline has no record in Galileo?

Look for a duplicate with *LH1456/20NOV-NOVAK, then check the segment status (*IA: HX = cancelled by the airline), the airline locator (*VL), the history (*HIA) and the ticket. Don't rebook before you know why.

When

At check-in or on the phone the airline says it has no booking for your client, or its booking differs from your booking file (another flight, status or name).

Check first

- You are looking at the right booking file: name, date and flight match what the client holds.
- The flight was really booked through Travelport+: passive segments (**AK, BK, YK**) only record a booking made elsewhere.

Steps

#	Entry	What it does	Why
1	*LH1456/20NOV-NOVAK	Finds booking files with that name on that flight and date.	Shows whether more than one booking file exists for the passenger.
2	*IA	Shows the air segments with their status.	HX = cancelled by the airline · UC/UN = never confirmed · HK = confirmed.
3	*VL	Shows the airline's record locator.	No locator: the airline may never have taken the booking (queue 7 collects files still waiting for one).
4	*HIA · *HVL	History of the air segments · of the vendor locator.	Who changed or cancelled what, and when.
5	*VR	Messages sent to and received from the airline.	The airline may have explained a cancellation.
6	*HTE → *TE/0811234500012	Ticket data in the booking file · the ticket record itself.	Check that a ticket exists and what status its coupons have.
7	call the airline	Give the airline locator, the ticket number and the flight.	Ask the airline to check its own record under its locator.

Check it worked

The airline confirms the booking under its locator, and your booking file shows the same flights with **HK**.

Traps

- **Do not book the passenger again before you know what happened** — check the airline's rules on duplicate bookings first.
- **@ALL** removes **HX** segments; read the history first, so you can show what the airline did.
- Changes made directly with the airline may not show in your booking file — ask whether the client called the airline themselves.
- Travel date already passed? Use the past date booking file (**Retrieve a past date booking file (PQ)**).

Online: gateroam.com/galileo-guide/airline-no-record

How do I check visa and passport rules in Galileo?

From a booking file TIMV/1 - 2/SI gives visa rules for a Slovenian national, TIMA adds health and TIMP/2 passport rules; TI-MV opens the visa fill-in screen. Always add the nationality. TIPN pages on.

When

The client asks whether they need a visa, how long their passport must be valid, or which health rules apply at the destination or a transit point.

Check first

- The passenger's **nationality** (and passport type, if not ordinary) and every transit point.
- With a booking file on screen the rules can be read per segment; without one, use the fill-in screens.

Steps

#	Entry	What it does	Why
1	TI-	Opens the TIMATIC menu.	Start here when unsure.
2	TI-MV · TI-MH · TI-MA	Fill-in screen for visa · health · visa and health.	No booking file needed.
3	TIMV/1/SI	Visa rules for a Slovenian national going to the off point of segment 1.	Straight from the booking file.
4	TIMV/1-2/SI	The same, destination at the end of segment 2, transit after segment 1.	Transit points count.
5	TIMA/1-2/BA	Visa and health rules for a Bosnian national on the same route.	Both in one go.
6	TIMP/2 · TIME/2 · TIMC/2	Passport · customs · country information for the destination of segment 2.	Passport validity, what may be brought in.
7	TI-RV, then NA SKP · DE LHR · TR VIE, each on its own line	Visa request by nationality (city or country code), destination and transit.	Any trip, no booking file.
8	TI-DFT/LHR/PA	Full text of one section for a country, named by a city code (here LHR for the UK, section PA passport).	Read the whole rule.
9	TIPN · TIPB · TIPF · TIPL	Next · back · first · last page.	TIMATIC has its own scrolling.
10	TI-RGL/SCHN	Lists the Schengen countries.	Schengen questions.

Full-text sections: **GE** geography · **HE** health · **TX** airport tax · **PA** passport · **PV** passport and visa · **VI** visa · **CS** customs (pets included) · **CY** currency. After the nationality, **/ALL** shows every type of entry requirement and **/TYPE** the rules for a government duty passport.

Check it worked

The answer names the nationality, destination and transit you meant — if not, defaults were used.

Traps

- **Without a nationality, TIMATIC assumes the country of the first departure city.** Always add it.
- Transit points can need a visa too — include them in the segment range or on the **TR** line.
- **MD** does not page TIMATIC; use **TIPN**.
- An Australian ETA can no longer be requested from the terminal (switched off in April 2022); the traveller applies in the Australian government's app.
- Tell the client to confirm entry rules with official sources too.

Online: gateroam.com/galileo-guide/timatic-visa-passport

How do I check travel restrictions in Galileo?

RJ* lists the countries and vendors with restrictions, RJ* plus a country code shows one country and RJV*OU/AIR an airline. Nothing listed is not a clearance: follow your agency's policy.

When

Before you sell travel to or from a country under restrictions, or on an airline you are not sure you may sell, check what Travelport+ lists for it.

Steps

#	Entry	What it does	Why
1	RJ*	Lists the countries and vendors that have restrictions.	See what is listed at all.
2	RJ* + 2-letter country code, e.g. RJ*IR	Shows the restrictions for that country.	Read the rule before you sell.
3	RJV*OU/AIR	Shows restrictions for an airline (OU here only as an example of the format).	Check a carrier.

Check it worked

The response shows what the table holds for that country or airline.

Traps

- **Nothing listed is not a clearance.** Follow your agency's policy and ask your manager when in doubt.
- Entry rules for the traveller (visa, passport) are a separate question: **Visa, passport and health rules (TIMATIC)**.

Online: gateroam.com/galileo-guide/travel-restrictions

Where do I find airline information in Galileo?

GC* plus the airline code (GC*JU) opens its information chapter, if there is one; GP*2/ lists the paragraph headings. These pages are not kept up to date by the airlines, so check the airline's website too.

When

A question depends on one airline's own practice — e-ticket handling, revalidation, EMDs, contacts — and you want what Travelport+ holds about it.

Steps

#	Entry	What it does	Why
1	GC*JU	Opens an airline's GIS chapter by its code.	The airline's page, if there is one.
2	GP*2/	Paragraph headings of page 2 of the chapter.	Find the part you need.
3	GP*3 · GP*	Page 3 · the current page again.	Move through the chapter.
4	GC*	The current chapter again.	Back after another entry.
5	P-GC* + chapter and page, e.g. P-GC*10/2	Prints that page.	A copy for the file.
6	MyTravelport, keyword ETKT + airline code (e.g. ETKT OS)	The airline's e-ticket information, e.g. whether it allows revalidation and which ID it needs.	Check before an after-sales action.
7	MyTravelport, keyword EMD + airline code	The airline's EMD information.	Before you issue an EMD.

Check it worked

The chapter opens; ***CHAPTER NOT FOUND*** means the airline has no GIS page.

Traps

- **GIS airline pages are not updated by the airlines.** For anything current — bags, fees, name changes — check the airline's own website.
- If an airline page and the fare rules seem to disagree, ask the airline before you act (**Read fare rules (fare notes) — from a fare display or a quote**).

Online: gateroam.com/galileo-guide/airline-information

How do I report a Galileo problem to the help desk?

First try H/ and #RESTART. Then open an incident on my.travelport.com, or your agency's help desk, with your PCC, sign-on ID, terminal ID (KGB), record locator and the exact entry and response. Never send passwords.

When

Something in Travelport+ or Smartpoint fails and it is not your entry: Smartpoint keeps crashing, a printer fails, an e-ticket request fails again and again, or you cannot sign on.

Check first

- H/ after the error, and the matching card (**Common Galileo responses and what they mean**) — most refusals are a format question.
- Smartpoint misbehaving: #RESTART (you stay signed on), then #DELETEPLUGIN CACHE.
- Forgotten password: reset it on my.travelport.com.
- An airline problem (no record, refused change) goes to the airline, not to Travelport (**The airline has no record of the booking (NoRec checks)**).

Steps

#	Entry	What it does	Why
1	KGB	Shows your work area, sign-on and terminal ID (GTID).	Have the terminal ID ready.
2	+J · OP/WL	The GTID only (+J does not work in Smartpoint Cloud).	Same, shorter.
3	Alt+C on the response	Copies the full response as text.	The exact wording, not a retelling.
4	Ctrl+↑	Brings back the entry that failed.	Paste exactly what you typed.
5	my.travelport.com → create an incident	Opens a support request.	Or use your agency's usual help desk channel.

Give them: PCC, your sign-on ID (never the password), GTID, record locator (e.g. K7P2QX), the entry, the full response and when it happened.

Check it worked

Keep the reference you get for the incident, and note it in your own log or the booking file's notepad.

Traps

- **Never send passwords or full card numbers** in an incident or an email.
- A printer failure during ticketing has its own fallback and recovery process (**Printer failure — fallback and recovery of documents in the buffers**).
- The feedback buttons on Travelport's online help pages do not reach the help desk.

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

NDC (reference)

How NDC content shows up in Travelport+ and Smartpoint.

What is NDC in Galileo (Travelport+)?

In Travelport+ an NDC booking is a passive API booking with status ZK, sometimes shown as a normalized HK. #NDCAPP opens Smartpoint's Flight Search, and queue 11 takes fares and NDC schedule changes.

When

Read this when a booking file contains an NDC booking, or when a colleague talks about NDC content in Smartpoint. In Travelport+ an **NDC** booking shows as a passive API booking, not as a segment booked the traditional way — this card helps you recognise it.

Check first

- Does your agency sell NDC content in Travelport+ at all? If nobody in the office has made an NDC booking, ask your administrator or the Travelport help desk (**When to contact the Travelport help desk and what to give them**). Until then these cards are reference only.

Steps

#	Entry	What it does	Why
1	#NDCAPP (or Alt+A)	Opens Smartpoint's Flight Search.	Its typed shortcut is named after NDC. The screens inside are not covered in this guide.

Check it worked

How NDC shows up once a booking exists:

- **Segment status.** An NDC booking is a passive API booking with status **ZK**. Some NDC segments show a "normalized" **HK** instead — they still count as API bookings, not classic ones.
- **Queue 11.** Travelport+ reserves queue 11 for fares and NDC schedule changes.
- **Displays.** Document history works with NDC tickets, and so does e-ticket history when the NDC ticket itself can be displayed; the sales report can be filtered to NDC transactions. The entries are in **Find and check NDC bookings and tickets after booking**.

Traps

- **A list of HK bookings leaves NDC out.** Listing by status **HK** returns only classic bookings; NDC bookings, normalized **HK** ones included, are found under **ZK** (see **Find and check NDC bookings and tickets after booking**).
- **ZK** is shared with direct payment carriers, so a **ZK** segment is not always NDC (see **Direct payment carriers — book airlines paid directly, no ticket**).
- This guide has no NDC change, cancel, exchange or refund steps. Before you touch an NDC booking with classic entries, check the procedure with your Travelport help desk.

Online: gateroam.com/galileo-guide/what-is-ndc

How do I find NDC bookings and tickets in Galileo?

LD/SC-ZK/14NOV-D lists booking files with ZK segments on 14 Nov; SC-HK misses NDC. *DH shows document history including NDC tickets, *TEH the ticket history when the ticket displays, HMPR/NDC the NDC sales report.

When

NDC bookings exist in your office and you need to find them, look at an NDC ticket's history, reconcile the day's NDC sales, or pick up NDC schedule changes. These are the displays that are known to work with NDC; changing an NDC booking is not covered here.

Check first

- You know the travel date (for lists) or the booking file (for ticket displays).
- NDC segments carry status **ZK**, or a normalized **HK** that still lists under **ZK** (see **NDC in Travelport+ — what it is and how NDC bookings look**).

Steps

#	Entry	What it does	Why
1	LD/SC-ZK/14NOV-D	Lists booking files with ZK segments travelling on 14 Nov, on screen.	Finds NDC bookings, normalized HK ones included.
2	*HTE	With the booking file open: shows its e-ticket.	The ticket must be on screen before its history can be read.
3	*TEH	History of the displayed e-ticket.	Works for an NDC ticket when that ticket can be displayed.
4	*DH · *DH/1	Document history list · details of its first item.	Works with NDC tickets; lists e-tickets only, no EMDs.
5	HMPR/NDC · HMPR/09OCT/NDC	Sales report (TINS) with NDC transactions only: today · issued on 9 Oct.	Check NDC sales apart from the classic ones.
6	Q/11	Opens queue 11, reserved for fares and NDC schedule changes.	Where NDC schedule changes arrive for action.

Check it worked

- Step 1 returns the booking files with **ZK** segments on that date — NDC and direct payment carrier bookings together.
- ***DH** shows the NDC e-ticket in the document history like any other e-ticket, and **HMPR/NDC** lists the day's NDC transactions.

Traps

- **LD/SC-HK/... does not find NDC bookings**, not even those shown with a normalized **HK**. Use **SC-ZK**.
- **ZK** also covers direct payment carriers, so not every booking on the list is NDC (see **Direct payment carriers — book airlines paid directly, no ticket**).
- If the NDC ticket does not display, ***TEH** has nothing to show; use ***DH** instead.
- EMDs never appear in ***DH**, for NDC or classic tickets.
- **Changes, cancellations, exchanges and refunds of NDC bookings are not covered in this guide.** Ask your Travelport help desk for the procedure before you act (see **When to contact the Travelport help desk and what to give them**).

Online: gateroam.com/galileo-guide/find-ndc-bookings

Ask your AI assistant instead

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

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