

Galileo Seats and services: commands and how-to

Seat maps, seat requests, paid seats, meals and special assistance. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

6 **5**
entries step-by-step answers



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Seats and services

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

Entries

***HSD** Seat data history of the booking file.

BASIC

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

***SD** Display seat data.

BASIC

***SD** Shows the seats held

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

***XSD** Shows seats cancelled in this transaction, before ending.

BASIC

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

S. Requests, changes (with @) or cancels seats.

BASIC

S.S1/14A.B	Requests seats 14A and 14B for all passengers on segment 1
S.P2.3/14A.B	Requests 14A and 14B for passengers 2 and 3, on all segments
S.NW	Requests non-smoking window seats for everyone on all segments
S.P2.3/NA	Requests a non-smoking aisle seat and the one next to it for passengers 2 and 3, all segments
S.P1@15C	Changes passenger 1 to seat 15C on all segments
S.S2@NA	Changes everyone to aisle seats on segment 2
S.P1.3@	Cancels the seats of passengers 1 and 3
S.S1.2@	On segments 1 and 2
S.@	Everything

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

SA* Displays a seat map: by segment, availability line or flight.

BASIC

SA*S1	Seat map for segment 1 of the booking file
SA*S1/NW/15	Same, non-smoking window seats, from row 15
SA*A2Y	Seat map for the flight on line 2 of an availability display, in Y class
SA*LH1415Y20NOVFRALJU	Seat map for a named flight, class and date
SA*S1#VIE	Seat map for the leg starting in VIE of a change-of-gauge flight
SA*	Shows the seat map again

Step by step: [How do I display a seat map in Galileo?](#)

SC* Shows the characteristics of a seat, or the list of codes.

BASIC

SC*12A	Shows the characteristics of seat 12A
SC*	Lists the seat characteristic codes

Step by step: [How do I display a seat map in Galileo?](#) · [How do I reserve a seat in Galileo?](#)

Step by step

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

Code	Use	Text
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 AI (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

Ask your AI assistant instead

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