

Galileo Ticketing: commands and how-to

Forms of payment, ticket modifiers, issuing, e-ticket records, document history and the sales report. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

47

entries

19

step-by-step answers



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Ticketing

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

Entries

***DH** Document history list of e-tickets, NDC included, EMDs not shown.

BASIC

*DH	Lists the tickets and invoices of the booking file
*DH/1	Opens item 1 of that list in detail
*DH/0811234500012	Goes straight to a ticket by its number

Step by step: [How do I see a ticket's document history in Galileo?](#) · [How do I refund an unused ticket in Galileo?](#) · [How do I void a ticket in Galileo?](#)

***DHI** Display document history by invoice number.

INTERMEDIATE

*DHI/000004711	Finds the history by invoice number
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Step by step: [How do I see a ticket's document history in Galileo?](#)

***DI** Display document itinerary (DI) remarks.

INTERMEDIATE

*DI	Shows the DI lines
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Step by step: [How do I print an itinerary or receipt in Galileo?](#) · [How do I add a ticket number issued elsewhere in Galileo?](#)

***FOP** Display the form of payment field.

BASIC

*FOP	Shows the payment field
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Step by step: [What must be in a Galileo booking before TKP?](#) · [How do I add a form of payment in Galileo?](#)

***HTI** Display current and earlier ticket numbers (TINS) of the booking.

BASIC

*HTI	Lists current and earlier ticket numbers of the booking file
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Step by step: [What must be in a Galileo booking before TKP?](#) · [How do I see a ticket's document history in Galileo?](#) · [How do I display an e-ticket in Galileo?](#)

***TE** Show an e-ticket record, e.g. by ticket number.

BASIC

*TE2	Shows the e-ticket
*TE/0811234500012	Opens a ticket by its number
*TE/LH/1453/14NOV26LJUFRA-NOVAK	Finds a ticket by airline, flight, date, route and surname
*TE/LH/14NOV26FF992000123456	Finds it by airline, date and frequent flyer number

Step by step: [How do I display an e-ticket in Galileo?](#) · [How do I void a ticket in Galileo?](#) · [What do I do when the airline has no record in Galileo?](#)

***TEH** History of the displayed e-ticket; NDC tickets too when they display.

BASIC

***TEH** History of the displayed e-ticket

Step by step: [What do e-ticket coupon statuses mean in Galileo?](#) · [How do I see a ticket's document history in Galileo?](#) · [How do I display an e-ticket in Galileo?](#)

***TEL** Redisplay the list of e-tickets.

BASIC

***TEL** Shows the list again

Step by step: [How do I display an e-ticket in Galileo?](#)

***VI** Display incoming vendor remarks only.

BASIC

***VI** Shows incoming vendor remarks

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

#INVOL Same as #SATINVOL: the involuntary exchange screen.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

#REFUND Open the Assisted Ticketing refund screen: full, partial or cancel.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

#REVAL Open the Assisted Ticketing revalidation screen.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

#SATINVOL Open the Assisted Ticketing involuntary exchange screen.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

#SATVOL Open the Assisted Ticketing voluntary exchange screen (first reissue only).

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

#TKTISUE Open Assisted Ticketing to update the filed fare and issue.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#) · [How do I issue a ticket in Galileo \(TKP\)?](#)

#TKTLIST Open the Assisted Ticketing list of e-tickets in the booking.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

#VOID Open the Assisted Ticketing void screen.

BASIC

Step by step: [What is Smartpoint Assisted Ticketing in Galileo?](#)

CGCTD Display the commission tables, filtered by carrier, country or journey type.

INTERMEDIATE

CGCTD	Commission table for all airlines
CGCTD/CLH	Every commission stored for LH
CGCTD/PSI	Point of sale Slovenia
CGCTD/JI	International journeys
CGCTD/CLH/PSI/JI	LH, sold in Slovenia, international journeys

Step by step: [How do I check and set commission in Galileo?](#)

CGET Display the airlines that issue electronic tickets.

INTERMEDIATE

CGET Lists the airlines that issue electronic tickets

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

DI. Add or delete a document invoice (back-office) remark.

BASIC

DI.FT-COST CENTRE 4410	Free text for the back office
DI.AC-EXAMPLE CORP	Account name
DI.AC-CLIENT0042	Account details, up to 42 characters
DI.DYO41	Uses itinerary layout 41
DI.CR-1.4.7	Adds canned remarks 1, 4 and 7 (up to 12)
DI.2@	Deletes line 2
DI.TK-1234500012	Puts the ticket number on the itinerary and invoice

Step by step: [How do I print an itinerary or receipt in Galileo?](#) · [How do I add a ticket number issued elsewhere in Galileo?](#) · [How do I add itinerary remarks in Galileo?](#)

DT/AAR Display an airline's agreement record for ticketing.

INTERMEDIATE

DT/AAR/DIS-JU JU's airline agreement record

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

DT/IAT Display the interline ticketing table by validating or down-line carrier.

INTERMEDIATE

DT/IAT/DISJU	Interline table with JU as validating carrier
DT/IAT/DIS*OU	Interline table by down-line carrier OU

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

ER End transact and redisplay the booking file.

BASIC

ER Ends and redisplay the booking file

Step by step: [How do I add FOID in Galileo?](#) · [How do I issue a ticket in Galileo \(TKP\)?](#) · [How do I issue an open ticket in Galileo?](#)

F. Form of payment field.

BASIC

F.S	Cash
F.CK	Cheque in the booking file
F.INV20261012	Invoice, with your reference after INV
F.VI4111111111111111/D1228	Card, expiry after /D as MMY
F.@CK	Replaces the payment with cheque
F.@	Deletes it
F.	Form of payment: the client's card (see Form of payment — in the booking file and on the filed fare)

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

GC*13 List the BSP airlines of a country.

INTERMEDIATE

GC*13/CROATIA Lists the BSP airlines of a country (name in English)

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

HMLD Display the printer linkage of a terminal or an office.

BASIC

HMLD	Shows what your terminal is linked to
HMLD7XQ1	Shows the linkage of every terminal in office 7XQ1

Step by step: [What must be in a Galileo booking before TKP?](#) · [How do I print an itinerary or receipt in Galileo?](#) · [What does NO LINKAGE mean in Galileo?](#)

HMLM Link printers to the terminal, or delink them.

INTERMEDIATE

HMLMA1B2C3DT	Links your terminal to ticket printer A1B2C3
HMLMA1B2C4DI	Links the itinerary/invoice printer
HMLMA1B2C5DA	The MIR device
HMLMA1B2C3DT/A1B2C4DI/A1B2C5DA	Links all three in one entry
HMLM/DELINK	Removes every link
HMLM/DELINK/T	Only the ticket printer link

Step by step: [What does NO LINKAGE mean in Galileo?](#)

HMOM Set a printer up or down, or designate its stock type.

INTERMEDIATE

HMOMA1B2C3-U	Sets printer A1B2C3 UP
HMOMA1B2C3-D	DOWN

Step by step: [What does NO LINKAGE mean in Galileo?](#)

HMPP Display or print the period activity report.

INTERMEDIATE

HMPP	Period activity report: current
HMPP/01OCT-12OCT	For chosen dates (one year at most)

Step by step: [How do I see the daily sales report \(TINS\) in Galileo?](#)

HMPR TINS sales report; /NDC keeps NDC transactions only.

BASIC

HMPR	Today's TINS report for your own office
HMPR/7XQ1	Today for office 7XQ1
HMPR/7XQ1/I	Its international tickets only
HMPR/09OCT	A past day
HMPR/7XQ1/09OCT	A past day for 7XQ1
HMPR/REF/09OCT-12OCT	Refunded tickets only, over a date range
HMPR/NDC	NDC transactions only
HMPR/CU-EUR	Tickets issued in euro
HMPR/START-0000120/NUML-50	Starts at line 120 and shows 50 lines
HMPR/A1B2C3	Prints today's report on printer A1B2C3

Step by step: [How do I see the daily sales report \(TINS\) in Galileo?](#) · [What if the new fare is lower in a Galileo exchange?](#) · [How do I refund an unused ticket in Galileo?](#)

HMPS Display or print the summary activity report.

INTERMEDIATE

HMPS	Summary activity report: current
HMPS/P	Previous period

Step by step: [How do I see the daily sales report \(TINS\) in Galileo?](#)

HMTN Display ticket numbers held in the printers' ticket tables.

INTERMEDIATE

HMTN/D	Shows the ticket numbers held in the printers' ticket tables
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Step by step: [What does NO LINKAGE mean in Galileo?](#)

HQA Redirect a printer's images to another printer, or back.

ADVANCED

HQAA1B2C3/A1B2C4	Redirects the images of A1B2C3 to A1B2C4
HQAA1B2C3	Brings them back to A1B2C3

Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQB Display document images in the pending or sent buffer.

ADVANCED

HQB/TKT/DP	First ticket image in the demand pending
HQB/TKT/DS	Demand sent buffer
HQB/MD	Moves down
HQB/MU	Up one image

Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQC Count document images waiting in the buffers.

ADVANCED

HQC	Counts images in the pending and sent buffers
HQCA1B2C3	In printer A1B2C3's buffer

Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQD Display the image in a printer's buffer.

ADVANCED

HQDA1B2C3	Shows the image in printer A1B2C3's buffer
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Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQM Delete a pending image, or send it to another printer.

ADVANCED

HQM/A1B2C4	Sends the image from the pending buffer to printer A1B2C4
HQM/DELETE	Deletes an unwanted image from the pending buffer

Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQNN Resend images from the sent buffer with new TINS numbers, same day only.

ADVANCED

HQNN	Resends from the sent buffer with new TINS numbers
HQNN/P1	For passenger 1 only

Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQS Restart a printer.

ADVANCED

HQSA1B2C3	Restarts printer A1B2C3
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Step by step: [What do I do when the ticket printer fails in Galileo?](#)

HQXN Cancel an image in a print buffer without voiding it on TINS.

ADVANCED

HQXNA1B2C3

Cancels the image in printer A1B2C3's buffer without voiding it on the TINS report

Step by step: [What do I do when the ticket printer fails in Galileo?](#)

SFP Issue a travel agent service fee (TASF), alone or with TKP.

INTERMEDIATE

SFPEUR20.00

Opens the fee form for EUR 20.00

SFP20.00

For 20.00 in your agency's currency

SFP20.00/LN

Issues the fee straight away, without the form

SFP20.00/LR

Same, and adds due/paid remark lines to the booking

Step by step: [How do I charge a service fee \(TASF\) in Galileo?](#)

T*GSA List the airlines a GSA represents in a country.

INTERMEDIATE

T*GSA*/HR/*

Lists airlines represented by a general sales agent in a country

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

TKP Issues the ticket and its documents from the filed fares.

BASIC

TKPDTDID

Ticket and itinerary, no MIR

TKPDAD

MIR only

TKPDJD

MIR without any fare or ticket data

TKP1OKX

Issues filed fare 1 although it has expired (X)

TKP1

Issues filed fare 1

TKP2

Filed fare 2

TKP1P2

Issues filed fare 1 for passenger 2 only

TKP

Issues every filed fare in the booking

TKP1P2F@CK

Issues filed fare 1 for passenger 2, paid by cheque

TKPDTD

Ticket only

Step by step: [What must be in a Galileo booking before TKP?](#) · [How do I add a form of payment in Galileo?](#) · [How do I issue a ticket in Galileo \(TKP\)?](#)

TKPVB Validate the booking before issuing.

BASIC

TKPVB

Validates the booking before issue

Step by step: [What must be in a Galileo booking before TKP?](#) · [How do I issue a ticket in Galileo \(TKP\)?](#)

TMU Store, change or delete ticket modifiers on a filed fare.

BASIC

TMU1CLH/Z3/FS/TCIT26LJU01	Stores carrier LH, 3% commission, cash and a tour code on filed fare 1
TMU1EBNONREF*EBVALID LH ONLY	Stores two endorsements
TMU1EB@VALID ON LH ONLY	Replaces the endorsement text
TMU2Z@1/EB@NONREF/F@S/C@OS	Changes commission, endorsement, payment and carrier of filed fare 2
TMU1EB@	Deletes the endorsement
TMU1IT@/TC@	The IT flag and tour code
TMU1P1-2F@	The payment of passengers 1 and 2
TMU1FEX2201234500012	Opens the exchange masks for filed fare 1
TMU1CLH	Plating carrier LH on fare 1, OS on fare 2
TMU2COS	Plating carrier LH on fare 1, OS on fare 2

Step by step: [How do I check and set commission in Galileo?](#) · [How do I add a form of payment in Galileo?](#) · [How do I check interline agreements in Galileo?](#)

TPC Display the payment calculation and commission of a filed fare.

BASIC

TPC1	Payment calculation of filed fare 1, with commission rate or amount
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Step by step: [What must be in a Galileo booking before TKP?](#) · [How do I check and set commission in Galileo?](#)

TSD Reprint e-ticket support documents: all, receipt (*ETR) or agent coupon (*AGT).

INTERMEDIATE

TSD0811234500012*ETR	Reprints the e-ticket receipt
TSD0811234500012	Reprints all support documents
TSD0811234500012*AGT	The agent coupon only

Step by step: [How do I print an itinerary or receipt in Galileo?](#) · [How do I add a ticket number issued elsewhere in Galileo?](#)

Step by step

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.

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.**

Online: gateroam.com/galileo-guide/form-of-payment

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).

Modifier	Meaning	Note
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.

#	Entry	What it does	Why
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).

#	Entry	What it does	Why
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.
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.
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

Status	What it means	Exchange	Refund	Void
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.

#	Entry	What it does	Why
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.
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.

#	Entry	What it does	Why
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.
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.

#	Entry	What it does	Why
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.
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.

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.

#	Entry	What it does	Why
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.
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

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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