I'm not a bot

This document serves as a quick guide for using the Galileo Global Distribution System, providing essential commands and functionalities for various operations. It outlines crucial workflows, commands, and notes on status codes and fare quotes to streamline tasks for agents managing travel bookings and electronic transactions. Participants from 26 countries have taken this course with IATA in the past 5 years, showcasing its value. The interactive e-learning course teaches users how to price journeys for all types of fares using Travelport+ Global Distribution Systems (GDS). This self-study course takes approximately 60 hours to complete and is provided in an interactive e-learning format. Performance will be based on an examination. Upon completion, learners can: Price and ticket airline journeys Identify how a fare is applied to the journey Read, interpret, and apply routing fare rules Retrieve and interpret fare quotes, rules, and tickets Issue tickets Key topics covered include the fare selection process, pricing units versus fare components, mileage fares, and IATA definitions. To become certified in issuing air tickets, participants must pass a final exam and receive an IATA Certificate of Completion. The exam details are as follows: it's an online test with remote supervision (OERS), consisting of 100 multiple-choice questions, and you have 2 hours to complete it. You need at least 60% correct answers to pass, while 85% is required for a distinction grade. Additionally, you have two attempts to pass the exam. Smartpoint users should be aware that some functions can only be performed using Travelport+ (1G) or Apollo (1V) formats, which were previously known as Galileo and host entries or cryptic commands. You can find more information on these formats in the Smartpoint Help system, including HELP entries (H/) and The Travelport+ Format Guide. To access certain features in Smartpoint, you may need to use native mode to directly access Travelport+ (1G) or Apollo (1V). Some guides still refer to Galileo, but the formats have not changed. If you require assistance with using Smartport, please create a support request in MyTravelport or contact your agency's Help Desk for immediate assistance. The system provides various commands and functions, such as Sign On (SON/ZXX), Sign Off (SOF), and Change Area (S), which can be accessed using specific keys. Additionally, you can use the following commands to perform different actions: OP/W* for correcting double sign on or errors, .LE for encoding country information, and @LT for displaying local time. Display Maps C*MAP/ **Special Service Requirements (SSRs)** To request special services, use the following codes in the "SI" field: * For full meal description: GC*200/9 * For all SSR and AIRIMP codes: GC*200/7 * Request for specific passenger: SI.P/ * Request Muslim meal for Pax 2 on Air Segment 3 only: SI.PS/ To delete or modify SSRs, use the following codes: * Delete OSI in range SI- * Change SSR code to HK: SI.P1S4/WCHR@HK **Vendor Remarks** To send a vendor remark to an airline, use the following code: V.@A* To delete vendor remarks in range V, use the following code: V.- **Ticketing** To insert ticket numbers on SV or MH, use the following codes: * Give SSR Carrier's Ticket Number: SI.P1/TKNM* * Give OSI Carrier's Ticket Number: SI.*TKNM **Passenger Information** To input passenger information using Advance Passenger Information (APIS), use the following code: SI.P1/SSRDOCS(AIRLINES CODE)HK1/P/NPL/(pp NO)/NPL/DATE OF BIRTH /GENDER/DATE OF EXPIRE/LAST NAME /FIRST NAME **Itinerary Changes** To change the status of a segment, use the following codes: * Change Status of Segments from TK/KK/KL to HK: @HK OR @2-4HK * Change Status of Segments from HK to RR: **Cancel Air Segment** To cancel an air segment, use the following codes: * Cancel Entire Itinerary: XI * Cancel Only One Segment: X * Cancel Two Different Segments: X. **Rebooking and Reissue** To rebook a segment or itinerary, use the following codes: * Rebook Segment: @/ * Rebook Entire Itinerary to Unique Class: @A/ * Rebook Entire Itinerary for Pax: @A/ **Other Functions** To perform other functions, such as displaying flight information or sending emails, use the following codes: * Display Details of the Flight on Segment 3: TTB3 * Send Email to default address: EM * Sending E-mail using Web site www.viewtrip.com: FLIGHT INFORMATION **Seat Reservation and Management** - Reserve seats for passengers 2, 3, and 4 on all segments. - Cancel seats for all passengers on all segments. **Display and Print Functions** - Display seat configuration maps for Segments 1 to 6. - Show seat availability maps for segments. - Print booking file data. - Print fare display (adult, child, infant). - Quote fares for different classes of travel. **Fare Shopping Options** - Fare shopping without a booking file for one-way and round-trip fares in USD. - Lowest search result regardless of flight availability. - Fare shopping with specific passenger types and penalties. - Surface sector fare shopping. - Fare shopping excluding NQ tax. **Additional Functions** - Divide booking files into groups based on number of passengers. - Update seat status codes to HK. - Sign out of queues. - Send messages to general message queues. Follow-up entries return to pricing option screen. The Re-book Pricing option is displayed, along with rules and fare quote planner information. Quote options include: unbooked routing on any carrier and class; unbooked routing using specific carrier, class, and destination; past date quick retrieval by record locator, date and name, or date range and name; and display history of PNR, service information, or viewing specific airline (SQ/CX/MH) PNRS.