

TRAVELPORT CLUE CARD

For further Galileo support, register or log on to our online support site, My Travelport.
<https://my.travelport.com>

**Helpdesk Call Center Number-
22270036/37/38/39/40/41/42
Emergency Number - 69992239**

HELPDESK

Name change procedures refer to My Travelport AN14362

GALILEO INFORMATION PAGES....H/GC

Meal Codes and Misc SSR refer to My Travelport AN13841

SIGNING ON TO GALILEO....H/SON

SON/ZXX Sign On (**XX** = your initials)
PASSWORD? Enter your password
SOF Sign off

ONLINE HELP....H/HELP

H/ Help after invalid entry
H/SABRE Sabre conversión entries
H/AMADEUS Amadeus conversion entries

ENCODE & DECODE....H/ENCODE

.CE DUNEDIN Encode Dunedin
.CD NYC Decode code NYC
.LE INDONESIA Encode Country

MINIMUM CONNECTING....H/DCT

DCT Minimum connecting fill in format
@MT Minimum connecting on Itinerary

BOOKING FILE CONSTRUCTION

CM/+*NAME Move Agency File
(Most agencies have F4 key programmed for this function))
C* Display Mar information

TICKETING DATE CALCULATOR....H/DATE

*TAA/15JUL/+6Ø Add 6Ø days to 15JUL
*TAA/15JUL/21 Show 21 days prior to 15 JUL

END TO END BOOKING

A16JULSYDLON/BA#	Carrier Only Display
Ø2Y3	Sell 2 Y class from line 3
A16JULSYDLON/BA#+4/BA#	Depart 16 Jul return availability 4 days later for BA only
N2Y5	Sell 2 Y class from line 5
CM/+*NAME	Move Agency File
N.2SMITH/BOBMR/KIMMRS	Add 2 passengers, same surname
P.SYDM*Ø412 555 777 BOB	Add mobile phone number
FQ	Fare quote
T.TAU/1ØMAY	Set ticketing for 1Ø May
SI.BA*CTCM SYD Ø412 555 777 BOB SMITH	Advise BA mobile number
R.BOB SMITH	Add received field
ER	End and re-retrieve

(P) PHONE....H/P.

P.BNEH*Ø7 7123 4567	Add home phone
P.2@BNEB*Ø7 9877 6543	Change 2nd phone
P.3@	Delete 3rd phone
P.HKGE*SUE--LI//GALILEO.COM	
Create e-mail address. Use -- in place of _ "underscore" symbol.	
Use // in place of @ "at" symbol	

(R) RECEIVED....H/R.

R.JO SMITH	Add received field
R.@MRSSMITH	Amend received field
R.PSGR+ER	Received / end and re-retrieve

(I) ITINERARY

See AVAILABILITY AND SELL entries in next column.

(N) NAMEH/N.

N.3JONES/BOBMR/KIMMRS/ALICEMISS*P-CØ7	Add 3 passengers with child aged 7. Correct format to auto-quote as child.
N.I/JONES/TOMMSTR*15FEB20	

	Add infant name, with date of birth. This format creates automatic SSR.
N.P3@*12JANØ2	Change age remark for PSGR 3
N.P2@	Delete 2nd name

(T) TICKETING....H/T.

T.TAU/2ØJUN	Set ticketing for 2ØJUN
T.TAU/12JUL*(free text)	Set ticketing for 12 JUL plus text
T.@TAU/21JUN	Change ticketing date
T.T*	Ticketed

END TRANSACTION....H/END

E	End transaction
ER	End and re-retrieve
IR	Ignore and re-retrieve
I	Ignore booking

TIMETABLES....H/TT

TT	Convert availability into timetable
TT1NOVSYDMEL.18ØØ/QF	Timetable date/cities/time/airline
A*QF	Convert timetable to availability
TTL2	Timetable from line 2 of avail display
TTQF3/Ø1OCT	Specific flight schedule
TTB2	Timetable of seg 2 of booking file

AVAILABILITY....H/AVAIL

A12JUNAKLBNE/NZ#	Availability Display specific carrier only
A12JUNSYDMEL.Ø8ØØ/QF#	Specific Carrier display with time
AF12JUNPERBNE@O	First available O class
AØ1FEBSYDLON//*A	Star Alliance connections
A19MARAKLLAX//*O	One World connections
A12JULSYDHKG/CX++18JUL/CX	General Availability display for outbound plus return travel

FOLLOW-UP ENTRIES....H/AVAIL

AR15JUN	Return Availability 15JUN
AR#4	Return 4 days later
AN#3MEL/QF	Off point becomes board point for next sector 3 days later in QF

SELL ENTRIES....H/Ø

Ø1Y1 or N1Y1	Sell 1 y class from line 1
Ø1Y1* or N1Y1*	Sell 1 y class on this and subsequent connecting flights
N1J1Y2	Sell multiple classes
Y or ØA	Sell ARNK (Arrival Not Known or surface sector)
/2+ØA	Sell ARNK insert after segment 2
ØBA16Y19FEBSYDLHRNN1	Direct sell
ØBA16Y19FEBSYDLHRAK1	Direct Passive sell
@1.3-5/3	Change segment 1.3-5 to 3 seats
@A/2	Change all segment to 2 seats

CANCEL SEGMENTS....H/CANCEL

X1	Cancel segment 1
XI	Cancel itinerary
X1-4.7	Cancel segments 1 to 4 & segment 7
XA	Cancel air segments only

INSERT AFTER....H/INSERT

/3	Insert after segment 3
/ØS1	Insert after segment 0 segment 1
/5+N1F1	Insert after segment 5 segment and Reference sell seat from availability display

MODIFY SEGMENT....

@1/12JUN	Modify segment 1 date to 12 June
@3-4/25MAY	Modify segments 3 - 4 to 25 May
@4/J	Modify segment 4 to J class
@2/2	Modify segment 2 to 2 seats

UPDATE SEGMENT STATUS....H/@CAR

@2HK Update segment 2 to HK
 @ALL Updates TK, TL, KL, KK to correct status Removes HX,UC,UN and NO
 @4.7-9HL Update segments 4/7 to 9 to HL
 @3/12151345 Update segment 3 timings
 @3IN Re-request segment that has been PN for more than 24hrs
 Remove air segments for segment 1 that are passive (AK or BK) or cancelled by the carrier (HX/UC/UN/NO)
 @1XK

NOTEPAD....H/NP.

NP.INS DECLINED Add notepad
 NP.2@ Delete 2nd notepad
 NP.C**FREE FORM Add confidential notepad
 NP.H**FREE FORM Add historical notepad

OSI....H/OSI

SI.QF*CTCH BNE Ø7 123 4567 Advise QF home contact
 SI.QF*TCP2 1SMITH/JOHNMR QF1 SYDLHR
 Total complete party advice where passengers are travelling together but on separate PNR's
 *SI Display OSI/SSR items

SSR....H/SSR

SI.AVML Vegetarian Hindu Meal - all passengers/segments
 SI.P1/KSML Kosher meal - passenger 1
 SI.P3/CHLD*18MARØØ Advise child age
 SI.P1/BSCT Attached a basinet request to pax 1
 SI.S1P1/VGML@HK Update request to HK seg 1 pax 1
 SI.S1P1/VGML@ Delete SSR seg 1 pax 1
 *SR Display SSR items

PASSPORT DETAILS...H/DOCS

SI.P1/SSRDOCSBAHK1/P/AU/L12354/AU/12MAR75/M/23OCTØ9/R
 OBINSON/PAUL/JAMES
 Or to add secure information only
 SI.SSRDOCSDLHK1/ / / /12JUL66/M/ /SMITH/JOHN
 Redress number
 SI.P1/SSRDOCSBAHK1/LONDON GB/R/1542310/LONDON
 GB/14MARØ9/US

FREQUENT FLYERS....H/M.

M.UA33343 Add UA mileage Plus
 M.P 3/QF123456 Add QF frequent flyer for passenger 3
 M.Q F@ Delete QF frequent flyer
 M*SQ Display Cross Accrued Carriers

SERVICEH/*SVC

*SVC Display inflight service for all segments in booking file
 *SVC3 Display inflight service for segment 3

REVIEW BOOKING FILE....H/RB.

RB.12JUN/Ø9ØØ/Q4Ø*text Place booking on queue 4Ø on 12JUN
 With time of 9 am
 RB.1@13JUN/Q41*text Change 1st review booking file entry
 RB.2@ Delete 2nd review booking file

SEATING REQUEST....H/S.

S.P2/NW Request non-smoking window for pax 2 on all segments
 S.S1P3/NW Request non-smoking window for pax 3 on segment 1
 SA*S1 Display seat map for segment 1
 S.S1P1-2/14D-E Request seats 14D/E for pax 1-2
 S.*HK Confirm all seats all segments all paxp

VENDOR REMARKS....H/VR

V.AQF*text Remark to airline QF
 V.1@AQF*text Change 1st vendor remark
 V.2@ Delete 2nd vendor remark
 *VR Display all Vendor Remarks

FORM OF PAYMENT....H/F.

F.S Cash
 F.CK Cheque
 F.VI123456789234/D1299 Credit Card
 (VI=Visa Card) (CA=MasterCard)
 (AX=American Express) (DC=Diners Club)
 F.@ new text Change
 F.@ Delete

DELIVERY ADDRESS....H/W.

D.PHILIPS*LEVEL 1*135 STRAND ARCADE*AUCKLAND*P/4ØØØ
 Add delivery address
 D.@ Delete

CHANGE TIME....H/HMCT...H/@LT

HMCT@24/LT Display times in 24 hours
 HMCT@12/LT Display times in 12 am/pm
 @LTLAX Local time in Los Angeles

DISPLAY BOOKING FILE AREAS

*ALL Display all booking details
 *R Display record
 *I Display itinerary
 *MM Display mileage membership
 *RI Display itinerary remarks
 *VR Display vendor remarks
 *VL Display vendor locator
 *H Display history
 *Q4TMVA Retrieve booking file by record locator

FARE DISPLAY H/FD

FD12NOVPERAKL Display all Fares from PER to AKL
 FD27AUGSYDLON-OW Display OW Fares from SYD to LON
 FD12DEC MELPER/VA Display fares from MELPER for VA
 FD1MAYBNEBNE-RTW Display RTW fares
 FD1FEBMELMEL-RTW/UA Display RTW fares for carrier UA
 FD12NOVPERAKL/A Fare display with estimate of taxes

FARE QUOTE H/FQ

FQ Quote all passengers as adults
 FQA Quote alternative fares
 FQBB Quote at Best Buy prices
 FX1 Cancel filed fare 1
 FXALL Cancel all filed fares

FARE SHOP H/FS

FS Fare shop BOOKED itinerary
 FSMEL12JUNAKL22JUNMEL Fare shop RT itinerary - NO bookings
 FSAKL12NOVLAX++/NZ# Fare shop OW itinerary - NO bookings
 Quote on NZ only.

DIRECT CONNECTIONS....H/DC

DC*CNS/I Displays inbound carriers,
 DC*PMR/O Displays outbound carriers,

SCROLLING....H/SCROLLING

MD Move down one screen
 MU Move up one screen
 MU1Ø Move up 1Ø lines
 MD55 Move down 55 lines

UNACCOMPANIED MINORS

Please Note: Check with airline as to their individual requirements with Unaccompanied Minor information.

QUEUES....H/QUEUES

QCA Count all queues
 QCB/1Ø Count queue 1Ø
 Q/1Ø Sign into queue 1Ø
 I Ignore booking & return to queue
 E End booking and remove from queue
 QEB/5Ø Move booking to queue 5Ø
 QXI Sign off queue; ignore last booking
 QXE Sign off queue and ET on bf
 QR Remove Booking File from queue

PRINTING....H/PRINTING

TKPDID Print itinerary all passengers
 TKPDID/IS Separate itinerary for each passenger
 P-*ALL Print all booking file fields
 P-*H Print history