

## **Reservations and Ticketing with Galileo**

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**This specimen contains the Table of Contents and three chapters.**

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# Introduction

## Objectives

*After completing this unit, you should be able to do the following:*

1. Identify the basic components of a computer reservation system.
2. Sign on to Galileo and sign off.
3. Encode and decode airlines, cities, aircraft equipment, and countries.

The computer is one of the most influential inventions of all history. Almost every human endeavour has benefited in one way or another from the rapid spread of computers. The impact of inexpensive computing technology is especially profound in the travel and tourism industry.

## Computer Reservation Systems

A computer reservation system, or CRS, is based upon a large central computer, or *mainframe*, providing service to many sites, such as travel agencies and airport offices. A small travel office may have as few as two terminals, whereas a busy airline reservation center may have more than 100 terminals. A CRS that serves travel agencies and airlines in both hemispheres may be referred to as a global distribution system, or GDS.

The central computer of the Galileo® system is located in Denver, Colorado in the United States. The part of the mainframe that processes data is called the central processing unit, or CPU. Flight information, airfares, and reservation data are stored in the mainframe.

A terminal is often referred to as a CRT (cathode ray tube), the type of television tube that is used for the display of information. Another abbreviation for a computer terminal is VDT (video display terminal). PCs are commonly used in travel agencies to communicate with computer reservation systems.

## Computers and The Tourism Industry

The Galileo system enables travel agencies to gain access to airline flight schedules, fare information, hotel rates, car rentals, and other essential travel information. When a reservation is booked by a travel agency, the information is stored by Galileo and sent to the vendor. Galileo provides direct access to the reservation systems of most airlines. More than 530 airlines, 41 car rental companies, and all major hotel chains and cruise lines participate in the Galileo system.

## **Sign On/Sign Off**

The sign-on procedure identifies the agent and the work area in which he or she will be working.

In the work area, the agent assembles information such as the client's name, contact telephone numbers, and the desired ticketing date. In general, the information may be entered in any order. Together, this collection of data is referred to as a booking file. When the data is complete, the agent inputs the entry to end the transaction. This action sends the record to the central computer for permanent storage. The work area is then cleared so that another booking file can be assembled.

### **Sign-On**

The sign-on entry is used to identify the agent and gain access to the computer. To sign on to Galileo, the agent inputs the following entry:

SON/<Sign-on Code>

#### **Example:**

SON/ZDF

### **Sign Off**

Before leaving the terminal for an extended time, and at the end of each business day, the agent is instructed to sign off, as follows:

SOF

(If the terminal is not used for two consecutive hours, the agent is signed off automatically.)

### **Entering Commands**

Each Galileo entry begins with a specific code and has a predefined format. The format determines the precise information and the order in which the information must be typed. When an entry is input, the appropriate format must be followed. After typing the information, the agent presses the Enter key to complete the entry.

## **Encoding and Decoding**

In availability, fare, and other types of informational displays, codes are used to indicate airlines, cities, airports, and aircraft equipment. The encoding function is used to convert a name to a code, whereas the decoding function is used to convert a code to a name.

### **City and Airport Codes**

In Galileo displays, cities and airports are indicated by three-letter codes. For example, the city code Paris is PAR, and the code for Copenhagen is CPH. If a city has multiple airports,

each airport has a different code. For example, CDG is the code for Paris Charles de Gaulle, and ORY is the code for Paris Orly. The city code LON refers to all London airports, whereas LHR refers specifically to London Heathrow and LGW refers to London Gatwick. City and airport codes are designated by the International Standards Organization (ISO) based in Geneva, Switzerland.

### Encoding a City or Airport

The entry code .CE is used to encode a city or airport, as follows:

**.CELUXOR**

This example will display the city code for Luxor.

If multiple cities exist with the same name, the code for each such city is displayed. For example, if London is encoded, Galileo responds as follows:

```
ENCODING CITIES /LONDON
YXU      LONDON                CA OT
LON M    LONDON                GB
LOZ      LONDON                US KY
LCY-LON  LONDON CITY AIRPORT  GB
LDY      LONDONDERRY           GB
```

### Decoding a City or Airport

The entry code .CD is used to decode a city or airport, as follows:

**.CDFCO**

This example would be used to determine the name of that city or airport which has the code FCO. If the city is a multi-airport city, the name and code for each airport is displayed with the city name. For example, if LON is decoded, Galileo responds as follows:

```
LON      LONDON                UNITED KINGDOM
LCY A    LONDON CITY AIRPORT
LGW A    GATWICK
LHR A    HEATHROW
LTN A    LUTON
STN A    STANSTED
ZLS A    LIVERPOOL STREET STN.
ZEP      VICTORIA STATION
```

The "A" after the three-letter code indicates that the code is used in flight availability displays. In this example, ZLS is not an airport, but the "A" indicates it is used in availability displays. The "O" on the far right indicates that it is an off-line location (not situated on airport premises). ZEP is a London location code, but is not used as such in availability displays.

### **Carrier Codes**

Airlines that provide regularly scheduled passenger service are referred to as passenger carriers. Each carrier has a code, consisting of two or three characters. For example, the carrier code for Air France is AF, and the code for Lufthansa is LH. The International Air Transport Association (IATA), which represents more than 200 of the world's principal airlines, assigns carrier codes. IATA has also assigned a three-digit code to each carrier. For example, the three-digit code for American Airlines is 001, and the airline code for United Airlines is 016. Eventually, three-letter IATA codes may replace the two-letter carrier codes presently used. For example, the three-letter code FIN may replace the two-letter carrier code AY, now used for Finnair.

The following are examples of carrier and airline codes for various international carriers.

|    |     |     |                          |
|----|-----|-----|--------------------------|
| AA | AAL | 001 | American Airlines        |
| AF | AFR | 057 | Air France               |
| AY | FIN | 105 | Finnair                  |
| AZ | AZA | 055 | Alitalia                 |
| BA | BAW | 125 | British Airways          |
| BD | BMA | 236 | British Midland          |
| DL | DAL | 006 | Delta Air Lines          |
| EI | EIN | 053 | Aer Lingus               |
| IB | IBE | 075 | Iberia                   |
| JL | JAL | 131 | Japan Airlines           |
| KL | KLM | 074 | KLM Royal Dutch Airlines |
| LH | DLH | 220 | Lufthansa                |
| NZ | ANZ | 086 | Air New Zealand          |
| OS | AUA | 257 | Austrian Airlines        |
| QF | QFA | 081 | Qantas Airways           |
| SK | SAS | 117 | Scandinavian(SAS)        |
| SU | AFL | 555 | Aeroflot                 |
| TP | TAP | 047 | TAP Air Portugal         |
| UA | UAL | 016 | United Airlines          |
| VS | VIR | 932 | Virgin Atlantic          |

### **Encoding an Airline**

The entry code .AE is used to encode an airline, as follows:

**.AEAER LINGUS**

This example would be used to determine the carrier code for Aer Lingus. When this entry is input, Galileo responds as follows:

```
EI EIN 053 AER LINGUS A GS
```

The response includes the two-letter and three-letter carrier codes, the three-digit IATA numeric code, and the airline name. The "A" on the far right indicates that Galileo can send messages directly to the airline. The code "GS" indicates that the airline is a scheduled passenger carrier.

### Decoding an Airline

The entry code .AD is used to decode an airline code, as follows:

```
.ADAS
```

This example would be used to determine the name of the airline that has the carrier code AS. A three-letter carrier code can be decoded as follows:

```
.AD**FIN
```

This example would be used to decode the three-letter carrier code FIN. The following entry is used to decode a numeric airline code:

```
.AD*618
```

### Equipment Codes

Each type of passenger aircraft is indicated by a three-letter equipment code. For example, 747 is the equipment code for Boeing 747 aircraft, and D10 is the code for McDonnell Douglas DC-10 aircraft. Some passenger aircraft, such as the 727, DC-10, or L-1011, have more than one model. For example, three basic models of the 727 are used for passenger transportation, including the 727, 727-100, and 727-200. Equipment codes are used in flight availability displays to indicate the type of aircraft used on each flight. The following are examples of equipment codes for common passenger aircraft.

|     |                                  |
|-----|----------------------------------|
| A3B | Airbus Industrie A-300B          |
| DC9 | McDonnell-Douglas DC-9           |
| D10 | McDonnell-Douglas DC-10          |
| D9S | McDonnell-Douglas DC-9 Super Jet |
| L10 | Lockheed 1011 Tristar            |
| M80 | McDonnell-Douglas MD-80          |
| 310 | Airbus Industrie A-310           |
| 320 | Airbus Industrie A-320           |
| 727 | Boeing 727                       |
| 733 | Boeing 737-300                   |
| 737 | Boeing 737                       |

|     |                |
|-----|----------------|
| 73S | Boeing 737-200 |
| 747 | Boeing 747     |
| 757 | Boeing 757     |

The equipment codes 72S and 73S represent special configurations of the 727 and 737 aircraft. The S indicates that the airplanes have been configured for additional passenger seating. These specially configured aircraft are commonly referred to as "stretch jets." Similarly, the codes 72M and 73M indicate a "multiple" configuration, designed to transport cargo as well as passengers.

### Encoding Aircraft Equipment

The entry code .EE is used to encode aircraft equipment, as follows:

**.EEFOKKER F27**

This example would be used to determine the equipment code for the Fokker F27 aircraft.

### Decoding Aircraft Equipment

The entry code .ED is used to decode an equipment code, as follows:

**.EDM80**

This example would be used to determine the aircraft equipment for the code M80. Galileo responds as follows:

MD80 J MCDONNELL-DOUGLAS MD-80

The "J" after the equipment code indicates a jet aircraft. Other possible codes include P (propellor), H (helicopter), T (turbofan), A (amphibian), and surface (S).

### Country Codes

Each country has 2-letter, 3-letter, and digital codes designated by the International Standards Organization (ISO). The following are examples of ISO country codes:

|           |    |     |     |
|-----------|----|-----|-----|
| Australia | AU | AUS | 036 |
| Austria   | AT | AUT | 040 |
| Belgium   | BE | BEL | 056 |
| Brazil    | BR | BRA | 076 |
| Canada    | CA | CAN | 124 |
| China     | CH | CHN | 156 |
| Denmark   | DK | DNK | 208 |
| Egypt     | EG | EGY | 818 |
| Finland   | FI | FIN | 246 |
| France    | FR | FRA | 250 |

|                |    |     |     |
|----------------|----|-----|-----|
| Germany        | DE | DEU | 276 |
| Greece         | GR | GRC | 300 |
| Hong Kong      | HK | HKG | 344 |
| India          | IN | IND | 356 |
| Ireland        | EI | IRL | 372 |
| Italy          | IT | ITA | 380 |
| Japan          | JP | JPN | 392 |
| Malaysia       | MY | MYS | 458 |
| Netherlands    | NL | NLD | 528 |
| New Zealand    | NZ | NZL | 554 |
| Norway         | NO | NOR | 578 |
| Philippines    | PH | PHL | 608 |
| Portugal       | PT | PRT | 620 |
| Russia         | RU | RUS | 643 |
| Singapore      | SG | SGP | 702 |
| South Africa   | ZA | ZAF | 710 |
| Spain          | ES | ESP | 724 |
| Sweden         | SE | SWE | 752 |
| United Kingdom | GB | GBR | 826 |
| United States  | US | USA | 840 |
| Yugoslavia     | YU | YUG | 891 |

### **Encoding a Country**

The entry code `.LE` ("land encode") is used to encode a country, as follows:

`.LEZIMBABWE`

This example would be used to determine the country code for Zimbabwe.

### **Decoding a Country Code**

The entry code `.LD` ("land decode") is used to decode a two-letter ISO country code, as follows:

`.LDFJ`

This example would be used to determine the name of the country that has the ISO code FJ.

### **Decoding a Region**

The entry code `.RD` ("region decode") is used to display regional codes for a country with multiple divisions, such as Australia, Canada, or the United States.

`.RDAU`

This example would be used to display regional codes for Australia. When this entry is input, Galileo responds as follows:

|     |                    |
|-----|--------------------|
| AU  | AUSTRALIA          |
| *** |                    |
| AC  | CAPITAL TERRITORY  |
| NS  | NEW SOUTH WALES    |
| NT  | NORTHERN TERRITORY |
| QL  | QUEENSLAND         |
| SA  | SOUTH AUSTRALIA    |
| TS  | TASMANIA           |

## Review

Write the correct entry for each of the following:

1. Determine the airline code for Aeroperu.
2. Display the city name for MCT.
3. Determine the aircraft for the equipment code B11.
4. Display the city code for Bologna.
5. Encode Egyptair.
6. Decode the country code JP.
7. Determine the country code for Austria.
8. Encode the aircraft equipment Mitsubishi.
9. Decode the city LCA.
10. Display regional codes for Canada.

# Timetables and Availability

## Objectives

*After completing this unit, you should be able to do the following:*

1. Display timetables for a specific departure date and city pair.
2. Input follow-up and alternative timetable entries.
3. Display flight availability.
4. Input follow-up and alternative availability entries.
5. Obtain a carrier-specific availability display.

The term **itinerary** refers to the origin, destination, and intermediate points in a journey. Each portion of an itinerary is referred to as a **segment**. As an example, consider the following journey:

1. PAR MAD
2. MAD PAR

This example includes two flight segments. The first segment in the itinerary is called the originating or outbound segment. The first point of the first segment is called the originating point. In this example, Paris (PAR) is the originating point, and Madrid (MAD) is the turnaround point or destination. The flight that returns from the destination to the originating point is called the return flight. The passenger will travel from Paris to Madrid on the outbound segment, and from Madrid back to Paris on the return segment.

If a trip involves a change of aircraft, a separate flight segment is included in the itinerary for each connecting flight. A point in a connection where a change of aircraft occurs is called a connecting or transfer point. Any point that is not a connecting point in an air itinerary is a stopover point.

For example, assume a passenger will travel from Frankfurt to Rome, transferring in Milan. After attending a meeting in Rome, he will return on a nonstop flight to Frankfurt. This passenger's itinerary will consist of the following air segments:

1. FRA MIL
2. MIL ROM
3. ROM FRA

In this itinerary, Milan is a transfer point and Rome is a stopover point.

## Timetables

The timetable function may be used to display flight schedules for any two specific points. In most cases, the travel date and city pair must be input to obtain an accurate timetable. If a date is not specified, Galileo will display only schedules starting with the current day. Since schedules often change, it is important to specify the departure date. Dates are entered as codes, with the day entered as one or two digits and the month as a three-letter abbreviation. For example, 17 July is entered as 17JUL, and 3 December may be entered as either 3DEC or 03DEC. The day must always precede the month.

A point at which a passenger boards a flight is referred to as the board point, and the point at which a passenger disembarks is referred to as the off point. The applicable three-letter city code is input for each point. Together, the codes for the board point and off point are referred to as a city pair.

### Displaying Timetables

The entry code TT is used to display a timetable, as follows:

TT<Date><City Pair>

#### Example

TT27NOVLONMIL

This example requests a timetable for 27 November from all London airports to all Milan airports. Galileo responds as follows:

| 27NOV-24DEC MTWTFSS LONDON AREA/MILAN AREA |       |         |     |     |      |      |    |     |     |   |
|--|-------|---------|-----|-----|------|------|----|-----|-----|---|
| 02DEC                                      |       | 1234567 | LHR | LIN | 0800 | 1055 | BA | 510 | 757 | B |
| 02DEC                                      |       | 1234567 | LGW | LIN | 0940 | 1255 | BA | 514 | 757 | B |
|  | 10DEC | 1234567 | LHR | LIN | 1055 | 1350 | AZ | 459 | M80 | C |
| 02DEC                                      |       | 12345.7 | LGW | LIN | 1355 | 1640 | BA | 518 | 757 | B |
| 02DEC                                      |       | 1234567 | LHR | LIN | 1500 | 1750 | BA | 512 | 757 | B |
|  |       |         |     |     |      |      |    |     |     |   |
| A  | B     | C       | D   | E   | F    | G    | H  | I   | J   | K |

- |                           |                        |
|---------------------------|------------------------|
| A - Effective date        | G - Local arrival time |
| B - Discontinued date     | H - Carrier code       |
| C - Weekdays of operation | I - Flight number      |
| D - Board point           | J - Equipment code     |
| E - Off point             | K - Link status        |
| F - Local departure time  |                        |

The weekdays on which each flight operates are indicated by single digits. The digit 1 refers to Monday, 2 refers to Tuesday, and so forth. In this example, all of the flights operate daily except BA 518, which does not operate on Saturday. The board point is the airport from

which the flight departs. The flights in this example depart from one of two airports: London Heathrow (LHR) or London Gatwick (LGW). The off point is the airport at which the flight arrives. The flights in this example arrive at Milan Linate Airport (LIN). Only direct flights are displayed in a timetable; no connections are shown. The alpha code at the end of each line indicates the link status. Link status codes will be discussed later in this unit.

### **Specifying an Airport**

If the board point or off point is a multi-airport city, flights are displayed for all applicable airports. To display a timetable for a specific airport, the agent types # after the airport code, as in the following entry:

TT24APRLHR#CDG#

This entry will display a timetable from London Heathrow Airport to Charles de Gaulle Airport. Note that # is typed after each airport code.

### **Displaying a Return Timetable**

When a timetable has been displayed, the entry code TTR may be used to display flights for the return journey, as follows:

TTR<Return Date>

#### **Example**

TTR10MAY

If no date is specified, Galileo will display a return timetable for the same date as the outbound flight. The date may be moved forward a specified number of days as follows:

TTR#7

This entry will display a return timetable 7 days later.

### **Modifying the Date**

The date of an existing timetable display may be modified as follows:

|            |                                  |
|------------|----------------------------------|
| TT24JUN    | Change the date to 24 June       |
| TT.FR      | Change to next Friday            |
| TT18MAR.TU | Change to Tuesday after 18 March |

The date can also be moved forward or back, as follows:

|      |                                  |
|------|----------------------------------|
| TT#5 | Display timetable 5 days later   |
| TT-4 | Display timetable 4 days earlier |

An existing timetable can be redisplayed for specific weekdays. The days are indicated by single digits, as follows:

TT@24

This entry will display a timetable for only Tuesday (2) and Thursday (4).

### **Changing the Board Point or Off Point**

The entry code TTB may be used to change the board point of an existing timetable, as follows:

TTBGVA

This entry will change the board point to GVA. The entry code TTO is used to change the off point, as follows:

TTODUB

This entry will change the off point to DUB.

### **Specifying a Carrier**

To display only flights of a specific carrier, the agent inputs the following entry:

TT/KL

This entry will change the display to show only KLM flights. Observe that a slash (/) is typed before the carrier code.

### **Redisplaying Timetables**

When follow-up timetable entries have been input, the following entries may be used to redisplay a previously displayed timetable:

|      |   |
|------|---|
| TT*O | Redisplay the timetable originally obtained |
| TT*R | Redisplay the current timetable             |
| TT   | Redisplay the previous timetable            |

### **Alternative Timetable Entries**

Many of the modifiers used in follow-up timetable entries may also be used in an original timetable entry, as well. The following are examples of alternative timetable entries:

|                  |   |
|------------------|---|
| TT.SAFRAROM      | Display a timetable from next Saturday                |
| TT10MAY.FRJNBZRH | Display a timetable from the next Friday after 10 May |
| TT12JUN#14LONJNB | Display a timetable 14 days after 12 June             |
| TT12JULLONSYD/BA | Display a timetable for a specific carrier            |
| TTLISFRA@34      | Display a timetable for selected days of the week     |



## Availability

The entry code A is used to display flight availability, as follows:

A<Date><City Pair>

### Example

A10MAYAMSMAD

An approximate departure time may be specified as follows:

A14MAYFRALON.0900

When this entry is input, Galileo will search for flights departing up to two hours before the specified time. A precise departure time may be specified as follows:

A14MAYFRALON.0700#

This entry will display flights departing as close as possible to 0700. Galileo responds as follows:

|  |     |     |      |      |        |     |    |    |    |    |    |    |    |        |        |
|--|-----|-----|------|------|--------|-----|----|----|----|----|----|----|----|--------|--------|
| WED 14MAY09 FRANKFURT /LONDON AREA 14/0700 14/2359 G*GAL |     |     |      |      |        |     |    |    |    |    |    |    |    |        |        |
| 1  | FRA | LHR | 0720 | 0805 | BA     | 901 | C9 | D9 | S9 | B9 | K9 | M9 | L9 | H9     | 757C*E |
| 2  | FRA | LHR | 0730 | 0755 | LH4002 | CA  | DA | HA | BA | LA | GA | YA | TA | 733B   | E      |
| 3  | FRA | LGW | 0740 | 0820 | BA2913 | C9  | D9 | S9 | B9 | K9 | M9 | L9 | H9 | 737B*E |        |
| 4  | FRA | LGW | 0815 | 0915 | BD     | 391 | YA | SA | BA | MA | HA | QA | VA | KA     | 747C E |
| 5  | FRA | LHR | 0930 | 0955 | LH4004 | CA  | DA | HA | BA | LA | GA | YA | TA | AB3B   | E      |
| 6  | FRA | LHR | 1125 | 1200 | BA     | 903 | C9 | D9 | S9 | B9 | K9 | M9 | L9 | H9     | 767C*E |
|  |     |     |      |      |        |     |    |    |    |    |    |    |    |        |        |
| A  | B   | C   | D    | E    | F      | G   |    |    |    | H  |    |    |    | I      | J      |

A - Line number

B - Board point

C - Off point

D - Departure time

E - Arrival time

F - Carrier code

G - Flight number

H - Seat quota

I - Equipment code

J - Link Status

The heading shows the departure date, board point, off point, and date/time range. The flights in this example depart from 0700 to 2359 on 14 May. The display indicator G\*GAL identifies the display as a normal Galileo availability display. Below the heading, Galileo displays up to 8 lines in each availability screen.

## Flight Times

The two columns to the right of the city pair show the departure time and arrival time for each flight.

If a flight arrives on a different date, one of the following codes is displayed:

- # Arrives one day later
- \* Arrives 2 days later
- Arrives one day earlier

If any connecting flights depart on different dates, the departure date of each flight is indicated before the departure time.

### **Carrier**

The column to the right of the flight times shows the carrier for each flight. Each airline is indicated by the two-letter carrier code.

### **Flight Number**

The flight number, shown to the right of the carrier, may consist of one to four digits. If the code @ is displayed before the flight number, the flight is operated by another airline. This type of flight is referred to as a code-sharing flight or a joint-venture flight.

### **Seat Quota**

The columns to the right of the flight number indicate the number of seats that can be sold in each class of service. This information is called the seat quota. The classes offered on each flight depend on the carrier, type of aircraft, route, and other factors. The availability in each class depends on the carrier's agreement with Galileo.

If no seats are available, the class is said to be "sold out." Often, when a class is sold out, seats may be placed on a waiting list, or waitlist, for that flight. If passengers who have confirmed seats cancel their reservations, the waitlisted seats may eventually be confirmed. Seat availability may be indicated by the following codes:

- A Maximum of 4 seats are available for sale
- R Request only
- L Waitlist only
- C Closed/not available
- X Cancelled/not operating

This type of display is referred to as an alpha display. The code A indicates that up to 4 seats may be sold in one transaction and confirmed immediately. If R is displayed, seats must be requested from the airline, but confirmation is not certain. L indicates that no seats are available, but a reservation may be waitlisted. If C is displayed, the waitlist is closed. If a flight is cancelled or ceases to operate, X will be displayed in each class.

On some flights, a numeric availability display is shown, giving a number from 0 to 9. For example, British Airways flights have numeric displays. In a numeric display, 9 indicates that up to nine seats may be sold in one transaction in a selected class. On these flights, a number less than 9 indicates the actual number of seats that may be sold. If 0 is displayed, the class is sold out, but seats may be waitlisted.

The maximum number of seats shown in a numeric availability display varies depending on the airline's agreement with Galileo. In some availability displays, the code # appears after the last class. This code indicates that more classes exist besides those displayed.

### **Equipment Code**

The column to the right of the flight times gives the equipment code.

### **Link status**

The link status may be indicated by one of the following:

- C Carrier-specific display
- B Both carrier-specific and last-seat

The link status C indicates that a carrier-specific display can be obtained. In this type of display, availability information is obtained directly from the airline's reservation system. The link status B indicates that both a carrier-specific display and a last-seat availability display may be obtained. In a last-seat display, availability information for one or more specified flights is obtained directly from the airline's system.

If a link status code is not displayed, no link is possible.

### **Electronic Ticketing Indicator**

The character E on the end indicates that the flight is eligible for electronic ticketing. The character X would indicate that electronic ticketing is not available.

### **Specifying an Airport**

If city codes are input, Galileo displays availability for all applicable airports. A specific airport may be specified as follows:

A18SEPCDG#LHR#

This entry will display only flights that depart from Paris Charles de Gaulle and arrive at London Heathrow. Observe that # is typed after each airport code.

If an airport code is input and # is not typed after the airport code, Galileo will display availability for all area airports, listing the specified airport first, followed by the other airports. For example, the following entry will display flights departing from all London airports, listing Heathrow departures first, followed by flights departing from other London airports:

A29MARLHRCPH

The following entry will display only flights departing from Heathrow airport:

A29MARLHR#CPH

### **Specifying an Exact Departure Time**

An exact departure time may be specified as follows:

A22APRLONFRA.1100#

Observe that # is typed after the departure time. When this entry is input, Galileo will search for flights departing as close as possible to the specified time. If a time is input without the # code, Galileo displays flights departing up to 2 hours before the specified time.

## Review

1. What is the Galileo entry code to display flight availability?
2. In a numeric display, a maximum of \_\_\_ seats are displayed in each class. If fewer seats may be sold in one transaction, Galileo will display \_\_\_\_\_.
3. In an alpha display, Galileo will show \_\_\_\_\_ if seats are available to sell.
4. The availability code C indicates that \_\_\_ seats are available.
5. A link status of \_\_\_ or \_\_\_ indicates that a carrier-specific display can be obtained.
6. Select by letter the correct entry to display availability on the 22 August from ATH to MEL.
  - (a) 22AUGATHMEL
  - (b) AUG22ATHMEL
  - (c) A22AUGATHMEL
  - (d) AAUG22ATHMEL
7. Write the correct entry to display availability on 27 June from all Rome (ROM) airports to Pisa (PSA).
8. Write the correct entry to display availability on 18 September from Auckland (AKL) to Los Angeles (LAX).
9. What entry would display availability on flights from Melbourne (MEL) to Brisbane (BNE) on 6 February?
10. Write the correct entry to display availability on 16 April from all London (LON) airports to Geneva (GVA), departing within two hours of 0900.
11. Refer to the following availability display to answer questions (a) through (e):

```
SUN 12OCT09 LONDON AREA/GENEVA      12/0000 12/2359 G*GAL
1 LHR GVA 0850 1115 BA 622 C9 D9 S9 B9 K9 M9 L0 H0#757C*E
2 LGW1GVA 0855 1125 BA 672 C9 D9 S9 B9 K9 M9 L0 H0#B11C*E
3 LHR GVA 1005 1235 LX 831 JA CA DA YA MA LA HA KR D9SC*E
4 LGW GVA 1330 1600 BA 674 C9 D9 S9 B9 K9 M9 L9 H9#B11C*E
5 LHR GVA 1505 1735 LX 833 JA CA DA YA MA LA HA KR D9SC*E
6 LHR GVA 2000 2230 BA 636 C9 D9 S9 B9 K9 M9 L0 H0#757C*E
```

- (a) Which flight makes one stop between the board point and the off point?
- (b) What type of aircraft is used on the British Airways flight that departs at 0850?

- (c) What time is Swiss 833 scheduled to arrive in Geneva?
- (d) How many stops are made by BA 674?
- (e) Are seats available for immediate confirmation in B class on the British Airways flight departing at 1330?

## Follow-Up Entries

Secondary codes, or modifiers, may be used to modify an existing availability display. For example, the agent can display return availability, change the departure date or time, or specify a carrier.

### Return Availability

When an availability display has been obtained, return availability may be displayed as follows:

AR<Return Date>

#### **Example:**

AR10MAY

If the date is omitted, Galileo will display return flights on the same date as the outbound flight.

The date may be moved forward a specified number of days as follows:

AR#7

The entry above will display return availability 7 days after the departure date.

Galileo displays a maximum of 8 flights in each screen. If more flights exist, the code A\* is displayed below the last line. To display additional flights, the agent inputs the following entry:

A\*

This entry may only be used if an availability display has been obtained. Each time this entry is input, Galileo will display up to 8 additional flights, until no more flights remain.

### Modifying the Departure Time

The departure time of an existing availability display may be modified as follows:

A.1400

The example above will change the departure time to 1400. The time can be moved forward or back as follows:

|    |                         |
|----|-------------------------|
| AL | Display later flights   |
| AE | Display earlier flights |

A general time range can be specified as follows:

|     |                                |
|-----|--------------------------------|
| A.M | Display morning flights        |
| A.N | Display noon (mid day) flights |
| A.E | Display evening flights        |

### **Modifying the departure Date**

The departure date of an existing availability display may be modified as follows:

A21MAY

The date can be moved forward or back, as follows:

|     |                                     |
|-----|-------------------------------------|
| A#3 | Display availability 3 days later   |
| A-2 | Display availability 2 days earlier |

### **Redisplaying Availability**

To redisplay the original availability screen, the agent inputs the following entry:

A\*O

Galileo responds by displaying the availability screen obtained before the follow-up entries were input. The following entry is used to display the previous availability screen:

A\*P

To redisplay the last cleared availability screen, the agent inputs the following entry:

A\*R

### **Changing the Board Point or Off Point**

The board point of an existing availability display can be changed as follows:

ABVIE

This entry will change the board point to VIE. The off point may be changed as follows:

AOMUC

This entry will change the off point to MUC.

### **Specifying a Carrier**

When a availability is displayed, flights of a specific carrier may be requested as follows:

A/BD

This entry will change the display to show only BD flights and connections in which BD is a participating carrier.

### **Specifying the Number of Stops**

A nonstop flight is a flight that does not stop between the board and off points. A direct flight is a flight does not have a change of flight number, regardless of the number of stops. The following entries may be used to display only nonstop or direct flights, or to specify the maximum number of stops:

|      |   |
|------|---|
| A.D  | Display only direct flights             |
| A.D0 | Display only direct nonstop flights     |
| A.D2 | Display only flights with up to 2 stops |

### **Alternative Availability Entries**

Modifiers may be used in original availability entries to specify an option, such as the display order, a connecting point, or a carrier.

#### **Availability by Arrival Time**

The entry code AA may be used to order the display by arrival time, as follows:

AA22OCTAMSCAI .1400

This entry will display availability by arrival time on 22 October from Amsterdam to Cairo. Galileo will search for flights arriving within two hours of 1400.

#### **Availability by Departure Time**

The entry code AD may be used to order the display by departure time, as follows:

AD17JUNLONAMS.1400#

This entry will display availability by departure time on 17 June from all London airports to Amsterdam. Galileo will search for flights departing as close as possible to 1400.

#### **Availability by Journey Time**

The entry code AJ may be used to order the display by journey time, as follows:

## AJ14JUNMUCNYC

When this entry is input, Galileo responds as follows:

```
SAT 14JUN09 MUNICH /NEW YORK          14/0001 14/2359      J*GAL
1 MUC JFK 1250 1530 DL 77 F4 C4 Y4 B4 M4 Q4 V4 0840 L15B*E
2 MUC EWR 1100 1355 CO 37 J4 D4 Y4 Q4 H4 V4 K4 0855 D10B*E
3 MUC JFK 1130 1425 LH 410 C9 Z9 H9 V9 L9 B9 G9 0855 310B*E
4 MUC JFK 1130 1425 UA3523 F4 C4 Y4 B4 M4 Q4 V4 0855 310B*E
5 MUC FRA 0745 0850 LH 119 F9 C9 H9 V9 L9 B9 G9 ---- 737B*E
6 FRA1JFK 1000 1220 LH 400 C9 Z9 H9 V9 L9 B9 G9 1035 340B*E
```

The journey time is given to the left of the equipment code. In the example, DL 77 has a journey time of 8 hours and 40 minutes. The display indicator J\*GAL identifies the display as a Galileo journey time display.

### Connecting Flights

Connections involving more than one city or airport are shown as separate flight segments. As an example, assume an agent has obtained the following availability display:

```
SAT 18OCT09 ZURICH /HONG KONG          18/0000 18/2359      G*GAL
1 ZRH1HKG 28/1220#0915 LX 66 FA JA CA DA YA MA LA HA 74DC*E
2 ZRH CPH 28/1025 1210 AY 862 CA SA ZA MA TA KA QA VA D9SC X
3      BKK 28/1430 0915 SK 975 DA CA SA MA BA VA GA QA D10C X
4      HKG 29/1045#1425 TG 608 PA JA CA YA MA QA SA BA AB3B X
5 LHR HEL 28/1025 1520 AY 862 CA SA ZA MA TA KA QA VA D9SC E
6      BKK 28/1905 1010 AY 902 CA SA ZA MA TA KA QA VA D10C E
7      HKG 29/1200#1530 CX 288 FA AA JA CA DA WA YA BA 747B E
```

The board point of an onward connecting flight is the same as the off point of the previous flight. In availability displays, the board point of an onward connecting flight is not shown. In the example above, AY 862 departs from Zurich to Copenhagen, where passengers transfer to SK 975, which continues to Bangkok. There, passengers transfer to TG 608, which completes the connection to Hong Kong.

### Displaying Connections

To display availability with a specified transfer point, the agent types a dot (.) before the transfer point, as follows:

```
A20OCTLONSYD.SIN
```

This entry will display only connecting flights from London to Sydney with Singapore as the transfer point.

### Availability by Carrier

A carrier may be specified as follows:

A18SEPROMNRT/JL

When this entry is input, Galileo will display only Japan Airways flights and connections in which Japan Airways is a participating carrier.

### Nonstop and Direct Flights

Nonstop and direct flights may be specified as follows:

A18JUNLONSFO.D0                      Display only nonstop flights  
A24MARPARSYD.D1                      Display direct flights with 1 stop

If additional availability is requested, Galileo will then display connections.

### Carrier-Specific Availability Displays

A carrier-specific availability display gives a numeric display for a specified carrier. The availability information is obtained directly from the airline's own reservation system. To obtain a carrier-specific display, the agent types an asterisk (\*) before the carrier code, as follows:

A22JUNROMMAD\*AZ

Galileo responds as follows:

```
SUN 22JUN09 ROME AREA /MADRID            22/0000 22/2359    *AZ
1 FCO MAD 0920 1120 AZ 366 C4 I7 Y7 M7 H7 L7 V7 B7 M80C*E
2 FCO MAD 0920 1120 AZ 364 C4 I7 Y7 M7 H7 L7 V3 B2 M80C*E
3 FCO LIN 0825 0930 AZ1372 C4 I7 Y7 M7 H7 L7 V7 B7 DC9C*E
4     MAD 1000 1215 AZ 044 C4 I7 Y7 M7 H7 L7 V7 B7 M80C*E
5 FCO LIN 1330 1435 AZ1354 C4 I7 Y7 M7 H7 L5 V5 B5 M80C*E
6     MAD 1520 1725 AZ 354 C4 I7 Y7 M7 H7 L7 V7 B7 M80C*E
```

The display indicator \*AZ identifies the display as a carrier-specific display from the Alitalia system.

An existing availability display can be changed to a carrier-specific display, as follows:

A\*OS

## Last Seat Availability

When a normal Galileo availability screen is displayed, the entry code AL may be used to obtain a numeric display for a specific flight, as follows:

AL3

When this entry is input, Galileo will replace the alpha display with a numeric display obtained from the carrier's own reservation system. This type of display is referred to as last-seat availability. In availability displays, the link status code B indicates that both a carrier-specific display and last seat availability can be obtained.

As an example, assume an agent has obtained the following display:

```
MON 19MAY09 FRANKFURT /LONDON AREA          19/0001 19/2359      G*GAL
1 FRA LHR 0720 0805 BA 901 C9 D9 M2 S0 B0 L0 Q0#757C*E
2 FRA LHR 0730 0755 LH4002 CA ZA HA VA LA BL GC 733B E
3 FRA LGW 0740 0820 BA2913 C9 D5 M5 S0 B0 L0 Q0 737B*E
4 FRA LGW 0815 0915 BD 391 YA SA BA MA HA QA LR 747C E
5 FRA LHR 0930 0955 LH4004 CA ZA HA VA LA BL GC AB3B E
6 FRA LHR 1125 1200 BA 903 C9 D9 M9 S1 B0 L0 Q0 767C*E
```

The following entry will display last-seat availability for LH 4002:

AL2

Galileo responds as follows:

```
MON 19MAY09 FRANKFURT /LONDON AREA          19/0001 19/2359      G*GAL
1 FRA LHR 0720 0805 BA 901 C9 D9 M2 S0 B0 L0 Q0#757C*E
2 FRA LHR 0730 0755 LH4002 C9 Z9 H9 V9 L5 B0 G0 733B E
3 FRA LGW 0740 0820 BA2913 C9 D5 M5 S0 B0 L0 Q0 737B*E
4 FRA LGW 0815 0915 BD 391 YA SA BA MA HA QA LR 747C E
5 FRA LHR 0930 0955 LH4004 CA ZA HA VA LA BL GC AB3B E
6 FRA LHR 1125 1200 BA 903 C9 D9 M9 S1 B0 L0 Q0 767C*E
```

The alpha display in line 2 has been replaced with a numeric display obtained from the Lufthansa reservation system.

Last-seat availability may be obtained for connecting flights as follows:

AL4/5

This entry would be used to obtain a numeric availability display for connecting flights in lines 4 and 5.

## Review

Write the correct entry for each of the following:

1. Display additional availability:
2. Change the departure time to 1500:
3. Change the departure date to 16 July:
4. Redisplay availability 2 days later.
5. Redisplay the original availability screen:
6. Display availability 4 days earlier:
7. Change the display to show evening flights:
8. Display return availability at 1800 on the same day as the previous availability display:
9. Display return availability on 19 July:
10. Display return availability 15 days later:
11. Display availability on 12 March from Frankfurt (FRA) to New York (NYC), departing at 0900, with Amsterdam (AMS) as the transfer point
12. Display availability by departure time on 25 April from Zurich (ZRH) to Athens (ATH), departing as close as possible to 1300:
13. Redisplay availability for the same off point and date, changing the board point to VIE:
14. Redisplay availability for the same board point and date, changing the off point to BRU:
15. Display availability by arrival time on 16 January from Munich (MUC) to Chicago (CHI), arriving up to 2 hours before 1500:
16. Display availability by journey time on 24 August from Amsterdam (AMS) to Hong Kong (HKG):
17. Display only Olympic Airways (OA) flights from Athens to Madrid (MAD) on 19 April:
18. Display only nonstop flights from London Heathrow Airport (LHR) to Athens on 27 June:

19. Obtain a carrier-specific display from the British Airways (BA) system for flights departing from all London (LON) airports to Nairobi (NBO) on 29 June:
20. Display last-seat availability for the flight in line 4 of an availability display:

# Selling Air Segments

## Objectives

*After completing this unit, you should be able to do the following:*

1. Sell an air segment from a flight availability display.
2. Sell connecting flight segments from an availability display.
3. Sell or waitlist seats directly by carrier and flight number.
4. Book an open segment.
5. Input a passive air segment booked directly with the airline.
6. Input a surface (ARNK) segment in an air itinerary.

Citizens of the ancient Roman Empire could purchase a first-class or second-class ticket to travel by chariot over the Appian Way. The ticket was accompanied by a document called an *itinerarium*, listing all the places where the passenger was entitled to travel. The term **itinerary** is still used today to identify the origin, destination, and all the stopping points on a traveler's journey. Each portion of the itinerary is referred to as a segment.

Booking an airline reservation is referred to as selling an air segment. If the desired number of seats are not available, the reservation may be placed on a waitlist. If other passengers who hold confirmed seats later cancel their reservations, the waitlisted seats may be confirmed.

## Selling From Availability

The entry code N is used to sell an air segment. When flight availability is displayed, the following entry may be used to book a reservation:

N<Seats><Class><Line>

### **Example:**

N3M2

This example will sell 3 seats in M class on the flight in line 2 of the availability display. The entry code N is followed by the number of seats, the class of service, and the line number of the desired flight.

If no seats are available in the requested class, and if the waitlist is open, the seat request will be placed on the carrier's waitlist for that flight.

To illustrate, assume a travel agent has obtained the following availability display:

```

WED 21MAY09 LONDON AREA/SYDNEY          21/0000 21/2359  G*GAL
1 LHR SYD 21/1400#2055 BA   9 F9 J9 D8 S9 K0 M0 L0 747C*E
2 LHR SYD 21/1315#2005 QF   2 PA JA DA YA KA L0 V0 747B*E
3 LHR SYD 21/2230#0805 QF  10 PR JR DA YA KA LA VA 747B*E
4 LHR SIN 21/2230#1850 QF  10 PR JR DA YA KA LA VA 747B*E
5      SYD 22/2000#0515 QF  16 PN JR DA YA KA L0 VA 747B*E
    
```

Observe the two digits to the left of the departure time. These indicate the departure date. Note that QF 10 departs on 21 May, but the connecting flight QF 16 departs on 22 May. Assume the passenger requests 3 seats in J class on BA 9. The desired flight is shown in line 1. Nine or more seats are available in J class. The following entry may be used to sell the segment:

N3J1

Galileo displays the air segment as follows:

```

1. BA      9 J 21MAY  LHRSYD HS1 1400 #2055 O
|  |      | | |     |   |   |   |   |   |
A  B      C D  E     F   G H  I   J   K
    
```

- |                           |                         |
|---------------------------|-------------------------|
| A - Segment number        | G - Status code         |
| B - Carrier               | H - Number of seats     |
| C - Flight number         | I - Departure time      |
| D - Class (booking code)  | J - Arrival time        |
| E - Departure date        | K - Guarantee indicator |
| F - Board point/off point |                         |

Galileo numbers each segment based on its order in the itinerary. Each air segment includes the carrier, flight number, class, and departure date. The board point and off point are shown after the date. The status code HS indicates that Galileo has secured the reservation. The code # before the arrival time indicates that the flight arrives one day after the departure date. The code O after the arrival time indicates the type of guarantee provided by the airline.

A participating airline may guarantee to confirm any reservation booked through Galileo. In this case, one of the following guarantee indicators may be displayed, depending on the carrier's agreement with Galileo:

- O** Secured (option) sale
- S** Super-guaranteed
- G** Guaranteed

If no guarantee indicator is displayed, the flight is not guaranteed by the carrier.

A **secured sale (O)**, also called an **option sale**, is booked directly on the airline's own reservation system. When a request to book a seat is made, the seat is subtracted from the carrier's seat inventory for that flight. The segment status HS indicates that Galileo has secured the booking. The reservation is held by the airline until the agent ends the transaction. A reservation code, called the vendor locator, is sent to Galileo by the carrier and stored in the booking file.

A **super-guaranteed (S)** segment is held by Galileo until the agent ends the transaction. The segment status SS indicates that the reservation will be confirmed. When the transaction is ended, the seats are subtracted from the airline's seat inventory. A vendor locator is sent to Galileo and stored in the booking file.

A **guaranteed (G)** segment is held by Galileo until the agent ends the transaction. The segment status SS indicates that the reservation will be confirmed. The airline guarantees that it will confirm the reservation, but it will not provide a vendor locator.

### Selling from a Link Display

If a flight has an alpha availability display, the agent may request a link display, such as a carrier-specific or last seat availability display, before booking the segment. On many carriers, a secured (O) segment can be obtained without linking with the airline's reservation system. In

most cases, the agent must link with the airline to obtain a super-guaranteed (S) or guaranteed (G) reservation. Galileo trainers often advise travel agents to link with the airline before booking a segment if the flight has an alpha availability display.

To illustrate, assume an agent has obtained the following availability display:

```
MON 19MAY09 FRANKFURT /LONDON AREA 19/0001 19/2359 G*GAL
1 FRA LHR 0720 0805 BA 901 C9 D9 S9 B9 K9 M9 L9 H9 757C*E
2 FRA LHR 0730 0755 LH4002 CA DA HA BA LA GA YA TA 733B E
3 FRA LGW 0740 0820 BA2913 C9 D9 S9 B9 K9 M9 L9 H9 737B*E
4 FRA LGW 0815 0915 BD 391 YA SA BA MA HA QA VA KA 747C E
5 FRA LHR 0930 0955 LH4004 CA DA HA BA LA GA YA TA AB3B E
6 FRA LHR 1125 1200 BA 903 C9 D9 S9 B9 K9 M9 L9 H9 767C*E
```

Assume the client wants 2 seats in S class on LH 4002. To replace the alpha display with a numeric display, the agent requests last seat availability as follows:

AL2

Galileo responds as follows:

```

MON 19MAY09 FRANKFURT /LONDON AREA 19/0001 19/2359 G*GAL
1 FRA LHR 0720 0805 BA 901 C9 D9 S9 B9 K9 M9 L9 H9 757C*E
2 FRA LHR 0730 0755 LH4002 CA DA HA BA LA GA YA TA 733B E
3 FRA LGW 0740 0820 BA2913 C9 D9 S9 B9 K9 M9 L9 H9 737B*E
4 FRA LGW 0815 0915 BD 334 YA SA BA MA HA QA VA KA 747C E
5 FRA LHR 0930 0955 LH4004 CA DA HA BA LA GA YA TA AB3B E
6 FRA LHR 1125 1200 BA 903 C9 D9 S9 B9 K9 M9 L9 H9 767C*E

```

The agent now books the air segment as follows:

N2S2

Galileo responds as follows:

```

1. LH4002 S 19MAY FRALHR HS2 0730 0755 O

```

The status code HS indicates that the reservation has been secured. The guarantee indicator O shows that the seats were subtracted from the airline's seat inventory at the time of booking. When flight segments are booked, the following entry may be used to display the entire itinerary:

\*I

Galileo displays the itinerary as follows:

```

1. LH4002 S 19MAY FRALHR HS2 0730 0755 O MO

```

In this case, the itinerary only has one segment. When an air segment is redisplayed, the day of the week is indicated by a two-character code on the far right.

### **Selling Connecting Flight Segments**

Each flight segment within a connection is called a leg. To sell connecting flight segments, the agent inputs the class and line number of each leg, as follows:

N1C4Y5

This example will sell 1 seat in C class from line 4 and in Y class from line 5.

To book connecting flight segments in the same class on all legs, the following entry may be used:

N2M4\*

This entry will book 2 seats in M class on all legs of a connection originating in line 4 of the availability display.

To illustrate, assume a travel agent has obtained the following availability display:

```
WED 21MAY09 VIENNA /BANGKOK 21/0000 21/2359 G*GAL
1 VIE BKK 1525#0925 TG 971 PA JA CA YA MA QA SA BA 74MC X
2 VIE CPH 1155 1330 SK 674 JA CA DA YA MA LA HA KA D9SC E
3 BKK 1530#0815 SK 971 JA CA DA YA MA LA HA KA D10C E
4 VIE CPH 1750 1925 OS 661 JA CA DA YA MA LA HA KA M80C E
5 BKK 2225#1510 SK 973 JA CA DA YA MA LA HA KA D10C E
```

To sell one seat in M class on the connection beginning in line 2, the following entry may be used:

N1M2\*

Galileo books both connecting flight segments, as follows:

```
1. SK 674 M 21MAY VIECPH HS1 1155 1330 O
2. SK 971 M 21MAY CPHBKK HS1 1530#0815 O
```

## Review

1. Select by letter the correct entry to sell 3 first class seats on a flight in line 2.

- (a) NF32
- (b) N3F2
- (c) N2F2
- (d) N2F3

2. Study the following entry, then answer the questions below.

N3Y2

- (a) In what class is the segment being booked?
- (b) How many seats will be sold?
- (c) What is the applicable line number in the availability display?

3. Refer to the following availability display to answer questions (a) through (c):

| SAT | 18JUN09 | MILAN         | /PARIS | AREA                 | 18/0000 | 18/2359 | G*GAL |
|-----|---------|---------------|--------|----------------------|---------|---------|-------|
| 1   | LIN     | CDG 0720 0840 | AF 659 | CA DA YA SA KA HA TA | 320C    | E       |       |
| 2   | LIN     | CDG 0745 0910 | AZ 336 | CA IA YA MA HA LR    | M80C    | *E      |       |
| 3   | LIN     | CDG 1005 1125 | AF 651 | CA DA YA SA KA HA TA | AB3C    | E       |       |
| 4   | LIN     | CDG 1155 1320 | AZ 344 | CA IA YA MA HA LR    | 320C    | *E      |       |
| 5   | LIN     | CDG 1445 1610 | AZ 330 | CA IA YA MA HA LR    | 320C    | *E      |       |
| 6   | LIN     | CDG 1720 1840 | AF 655 | CA DA YA SA KA HA TA | 320C    | E       |       |
| 7   | LIN     | CDG 1835 2000 | AZ 316 | CA IA YA MA HA LR    | AB3C    | *E      |       |

- (a) Write the entry to sell 4 seats in Y class on the flight that arrives at 1125:
- (b) Write the entry to sell 2 seats in C class on the flight that departs at 1720:
- (c) Write the entry to sell one seat in M class on the flight that departs at 0745:

4. Study the following itinerary segment to answer the questions below.

|    |    |   |   |       |        |     |           |   |    |
|----|----|---|---|-------|--------|-----|-----------|---|----|
| 1. | QF | 1 | Y | 13JUL | MELLHR | HS3 | 1330#0655 | O | TH |
|----|----|---|---|-------|--------|-----|-----------|---|----|

- (a) In what class of service is the segment been booked?
- (b) How many passengers are traveling together in the party?
- (c) On what day of the week will the passengers depart?

(d) What is the board point?

(e) What time is the flight scheduled to arrive at the off point?

5. Write the correct entry to sell one seat in C class on a connection starting in line 3:

6. Write the correct entry to sell 3 seats in C class on the first leg and in Y class on the second leg of a connection starting in line 5:

## Selling by Carrier and Flight Number

Seats can be sold on a specified flight without an availability display, as follows:

0<Carrier><Flight><Class><Date><Airport Pair>NN<Seats>

### Example:

0BA132M12JANJEDLHRNN2

Note that NN is typed before the number of seats. The applicable airport code must be used for the board point and the off point.

To illustrate, assume a travel agent wants to book 2 seats on LH 900 in C class on 27 August, from London Heathrow Airport to Frankfurt. In this instance, the airport code LHR must be input to indicate the airport. Based on this information, the following entry may be used to book the reservation:

0LH900C27AUGLHRFRANN2

This type of segment is referred to as a direct or manual segment. (Either N or 0 may be used to direct-sell a flight. For example, the flight above may also be booked with the entry NLH900C27AUGLHRFRANN2.)

### Open Segments

An open segment is a reservation to travel on a specific carrier, without a specific departure date or time. An open segment is booked as follows:

0<Carrier>OPEN<Class><Board point><Off point>NO<Number of seats>

### Example:

0LHOPENCFRAJFKNO1

The example above would be used to book an open segment in C class with Lufthansa from FRA to JFK. The action code NO is typed before the number of seats. A departure date may be input as follows:

0UAOPENY15OCTLAXCDGNO2

Though an open segment can be booked without a date, a departure date is required to enable Galileo to calculate the total fare. An approximate date may be input to obtain a fare.

### Passive Segments

Occasionally, a travel agent may book a reservation directly with an airline, rather than through Galileo. Most such bookings are made by telephone. This type of booking is called a passive segment.

The status/action code AK is used to input a passive segment as follows:

0VT278S22SEPPPTBOBAK2

To indicate a passive waitlisted segment, the code AL is used. When the action code AK or AL is used, no messages are generated. The segment is for information only and is not affected by any changes made to the itinerary. To cancel an AK segment, the agent must telephone the airline.

## Review

1. Write the entry to sell one seat in M class on BA 510 on 13 December from London Heathrow Airport (LHR) to Milan Linate Airport (LIN):
2. Write the direct-sell entry to book one seat in H class on KL 241 on 15 September from Amsterdam (AMS) to Frankfurt (FRA):
3. Write the entry to book 3 seats in Y class on AZ 420 on 22 April from Rome Fiumicino Airport (FCO) to Frankfurt:
4. Write the entry to book four seats in C class on OA 269 on 14 January from Athens (ATH) to London Heathrow Airport:

## Waitlisted Segments

If a flight is sold out in a desired class, and the waitlist is open, the seat request will be placed on the carrier's waitlist for that flight. If other passengers holding confirmed seats cancel their reservation, the waitlisted segment may eventually be confirmed.

To illustrate, assume a travel agent has obtained the following availability display:

```
FRI 24OCT09 LONDON AREA/GENEVA          24/0001 24/2359  G*GAL
1 LHR GVA 0850 1115 BA 622 C9 D9 S0 B0 K0 M0 LC HC 757C*E
2 LGW1GVA 0855 1125 BA 672 C9 D9 S9 B9 K9 M0 LC HC B11C*E
3 LHR GVA 1005 1235 LX 831 JA CA DA YA MA LR HR KC D9SC*E
4 LGW GVA 1330 1600 BA 674 C9 D9 S9 B9 K9 M9 L9 H9 B11C*E
5 LHR GVA 1505 1735 LX 833 JA CA DA YA MA LA HR KC D9SC*E
6 LHR GVA 2000 2230 BA 636 C9 D9 S9 B9 K9 M0 L0 HC 757C*E
```

The client requests one seat in S class on the British Airways flight departing at 0850. The flight is sold out in S class, but the waitlist is open, as indicated by the availability status 0. Assume the passenger agrees to be waitlisted. The agent inputs the following entry to waitlist the reservation:

N1S1LL

Galileo responds as follows:

```
1 BA 622 S 24OCT LHRGVA LL1 0850 1115 W
NOTE-WAITLIST ONLY FROM LHR TO GVA
```

The segment status LL indicates that the seat request will be waitlisted. To protect the passenger, the agent also books a confirmed segment on BA 636, as follows:

N1S6

The passenger's itinerary now appears as follows:

```
1 BA 622 S 24OCT LHRGVA LL1 0850 1115 W FR
2 BA 636 S 24OCT LHRGVA HS1 2000 2230 O FR
```

If the waitlisted segment on BA 622 is confirmed, the agent will advise the passenger and then cancel the duplicate reservation on BA 636.

### **Waitlisting By Flight Number**

To waitlist a direct segment, the agent types the waitlist action code LL instead of NN. For example, to waitlist 2 seats on KL 245 in C class on 16 April from Amsterdam to Frankfurt, the following entry would be input:

0KL245C16APRAMSFRALL2

### **Surface Segments**

Surface segments (transport by land or sea) are not part of the air itinerary. When the board point of an air segment is not the same as the destination in the previous air segment, an ARNK (Arrival Not Known) segment must be inserted in the itinerary for continuity.

For example, assume a passenger will travel from MAD to ATH on QF and OA. The client will travel by ship from ATH to ROM, and then board a return flight to MAD. For continuity, an ARNK segment must be inserted in the itinerary between the MAD-ATH segment and the ROM-MAD segment. The ARNK segment signifies that the trip is interrupted by another form of transport. The following entry is input to indicate an ARNK segment:

NA

The following itinerary illustrates the use of an ARNK segment to represent surface travel in an air itinerary:

```
1. KL 241 M 19MAY AMSFRA HS1 0815 0930 O MO
2. ARNK
3. HN 384 M 24MAY BRUAMS SS1 1115 1155 S SA
```

In this itinerary, the passenger will disembark in Frankfurt, but board the next flight in Brussels. The ARNK segment maintains continuity between the air segments.

## Review

1. What two-letter action code is used to waitlist seats with a direct-sell entry? \_\_\_\_
2. Select by letter the correct entry to waitlist 2 coach seats on CP 24 on 12 June from Vancouver (YVR) to Sydney (SYD): \_\_\_\_
  - (a) 0CP24Y12JUNYVRSYDLL2
  - (b) 0CP24Y12JUNUVRSYDNN2
  - (c) 0CP24Y12JUNYVRSYDSS2
  - (d) LLCP24Y12JUNYVRSYDNN2
3. Write the correct entry to waitlist one passenger in T class on BC 858 on 15 December from CDG to LCY:
4. Write the entry to waitlist one passenger in C class on a flight in line 5:
5. Write the entry to waitlist 3 seats in Y class on TP 441 on 13 April from Brussels (BRU) to Lisbon (LIS):
6. What term is used to describe a segment inserted in an itinerary to maintain continuity when the destination of one air segment is different from the origin of the next air segment?
7. What entry will enter the type of segment described in question 6 above in the itinerary?
8. Assume you booked a flight directly by phone with Sunflower Air (PI) and reserved 2 seats in S class on flight 14 from Nadi (NAN) to Savusavu (SVU) on 20 July. Write the entry to input the passive segment:
9. Write the entry to book an open segment for one passenger in C class on United from San Francisco (SFO) to London Heathrow (LHR):
10. Write the entry to book an open segment for 2 passengers in M class on British Airways from Nice (NCE) to London Heathrow on 17 September: