

= NAME FIELD =**H/N.****Create**

(Min. 2 characters; max. 55.)

N.1GETTINI/RMR	One surname, numeric optional
N.3MAYA/RMR/DMRS/PMR	Multiple names, same surname
N.1FAVRET/JMR+ N.2VANROSSUM/BMR/OMRS	Multiple surnames
N.I/JOHNSON/PAULAMISS*DOB01JAN03	Create an infant name
N.ANCIAN/DMRS+N.I/ANCIAN/ROBINMSTR *DOB12DEC02	Adult with infant

Change

N.P5-6@2ALONGI/MMRS/CMR	Change names 5 and 6
N.P3@I/BLACK/ISABELMISS*DOB14APR03	Change name 3 (an infant) to another infant name
N.P2@SMITH/JMR	Change name 2 to Smith
ON*	Display all airlines which do NOT allow name changes

Delete

N.P1@	Delete first name
N.P2-4@	Delete names 2, 3 and 4

Display

*N	Display all names
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Group Names

N.G/50SKITOUR	Create Group name
N.G/@50BEACHTOUR	Change group name
N.G/@	Delete group name
*N	Display names in group

Group Name Remark

N.G/50SKITOUR*REMARK	Create Group name with name remark
N.G/@*CHANGE REMARK	Change Group name remark
N.G/@*	Delete Group name remark

Note: When a group booking is created a GRPS SSR is automatically transmitted to the airline at end transaction. Names can only be added after retrieval of the BF.

Group fare information must also be added i.e., SI.SSRGRPF ZZ FREE TEXT. See Manual SSRs (page BF25).

Create Name Remarks

(Min. 2 characters, max. 88 characters including spaces.)

N.LUGON/TMR*FREE TEXT	Create a name remark at the same time as entering name
N.3MAYA/RMR*REMARK/BMR*/CMS*	Same name remark refers to all names in this name item
N.2HUGHES/AMISS*CHD6YRS/ KMSTR*CHD3YRS	Add multiple names with different name remarks
N.PERCIVAL/CMISS*FREE TEXT+N.1SKERRATT/SMISS*	The asterisk after the second name item will copy the remarks in the first name item
N3.PERCIVAL/CMISS/BMR*REMARK/KMRS	Add name remarks on selected passenger in a multiple name item
N.I/BROWN/MARSHAMISS*DOB12JUN02	Create Infant name with name remarks

Add Name Remarks

N.P1@*FREE TEXT	Add name remark to the first name
N.P2-4@*FREE TEXT	Add name remarks to the 2nd, 3rd and 4th names

Change Name Remarks

N.P1@*NEW FREE TEXT	Change existing name remark for name 1
N.P2-4@*FREE TEXT	Change existing name remark for names 2, 3 and 4

Delete Name Remarks

N.P1@*	Delete name remark for name 1
N.P2-4@*	Delete name remark for names 2, 3 and 4

= PHONE FIELD =*H/P.***Create**

(Max. 53 characters for each of the first 2 phone items and 66 for following phone items.)

P.B*0793 888184	Create business number with assumed set city
P.ZRHB*508042X 2184	Create Zurich business telephone contact with extension number
P.ROMT*808 422-3160-OLGA	Create Rome travel agency number with agent's reference
P.LONA *081-372-9878 X372	Create accommodation/hotel number with extension number
P.PARN	No Paris telephone contact number
P.HKGE*SUE--LI//GALILEO.COM	Create e-mail address. Use -- in place of _ "underscore" symbol. Use // in place of @ "at" symbol

Phone Field Codes

T*	Travel agent
H*	Home
B*	Business
A*	Accommodation/Hotel
N*	No contact
P*	Telephone number not known

Change

P.@LONB*408 365-5345	Change the only phone item to the business number 408 365 5345
P.3@PARH*1234 56 68 90	Change third phone item to the home number 1234 56 78 90

Insert

P./1BRUB*312 889-1345	Insert after the first phone item, a business number in Brussels
P./0T*0718902165	Insert Travel Agency number as first item, using terminal location city as default

Delete

P.@	Delete the only phone contact item
P.4@	Delete fourth phone item
P.1-3.5@	Delete phone fields 1 through 3 and 5

Display

*P	Display phone items
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Note: At End Transact, the first agency telephone number (T*) is sent to the airline as an OSI.

= TICKETING ARRANGEMENT FIELD =*H/T.***Create**

(Max. 69 characters; single item field)

T.T*	Minimum input to indicate that booking is ticketed
T.T*1253241234841 ISSUED ROM 24JUL02	Ticket number of document with date and place of issue
T.TLFCO/ZZ0830/17MAY	Time Limit; ticketing at FCO (airport location issuing ticket) by ZZ (Vendor issuing ticket) at 0830 on 17MAY (time and date ticket to be issued)

BOOKING FILE

T.TAU/10FEB	Place BF on Galileo assigned Q10 for automatic ticketing on 10FEB
T.TAU/10FEB*FREE TEXT	Place BF on Galileo assigned Q10 for automatic ticketing on 10FEB; includes free text
T.TAU/DM5/6FEB	Place BF on Galileo assigned Q10 of branch DM5 for automatic ticketing on 6FEB
T.TAU/DM5/6FEB*FREE TEXT	Place BF on Galileo assigned Q10 of branch DM5 for automatic ticketing on 6FEB; includes free text
T.TAW/17FEB/IBM001	Assign an in house account code (IBM001) - six characters to BF on 17 FEB, for subsequent manual move to queue
T.TAW/DM5/17FEB/BVRDVM*FREE TEXT	Assign an in house account code (BVRDVM) to BF on 17 FEB to branch DM5, for subsequent manual move to queue; includes free text
T.TAW/17FEB/1600	Assign a specific time to the BF for subsequent manual move to queue

Change

T.@TAU/08MAR*FREE TEXT	Change ticketing field; with free text
T.@TAW/21JUL/1500	Change ticketing field

Delete

T.@	Delete ticketing field
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Display

*TD	Display ticketing data
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Note: Move Down for the Review Booking File function, and Online Record Count and Move functions .

= PASSENGER INFORMATION FIELD =

Passenger Information for the storage of Passport and Visa information.
 (Max. 87 characters each item; max. items 99 per Booking File)
 Storage of the Passenger Information is allowed in Client Files.

H/PI**Create****Passport**

PI.P2/P/GB/B876597/12JAN09*FREE TEXT	Enter passport information for passenger 2 including ISO country code, passport number, expiry date and free text
PI.P1-3/P/AU/B9234/18MAR09*FREE TEXT	Enter passport information for passengers 1 through 3
PI.P1.3/P/AU/B9832/18APR09*FREE TEXT	Enter passport information for passengers 1 and 3

Visa

PI.P1/V/AU/76654654/OPEN/A1234556*FREE TEXT	Enter visa information for passenger 1 including ISO country code, visa number, expiry date or open, passport number and free text
PI.P1-3/V/US/8347646/19JAN09/A654321*FREE TEXT	Enter visa information for passengers 1 through to 3

Change

It is not possible to change an individual sub field. If a passenger's name is changed the Passenger Information will be automatically cancelled.

PI.2@V/US/99776B/12JAN03/B12345	Change the second visa item to US99776B 12JAN03
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Delete

The complete Passenger Information field or items within the field may be deleted.

PI.ALL@	Delete ALL Passenger Information
PI.1.3@	Delete items 1 and 3

Display

*PI	Display Passenger Information
*PIP	Display Passenger Information specifically for passport
*PIV	Display Passenger Information specifically for visa

= REVIEW BOOKING FILE =**Create****H/RB.**

(Max. 10 items. Max. length of free text 255 chars.)

RB.	Create a Review Booking File item, defaults to own branch, todays date at 0700 and to queue 12
RB.09OCT	Create a Review Booking File item with specified date, defaults to own branch at 0700 and to queue 12
RB.1530	Create a Review Booking File item with specified time, defaults to own branch, todays date and to queue 12
RB.Q41	Create a Review Booking File item with specified queue, defaults to own branch, todays date at 0700
RB.*FREE TEXT	Create a Review Booking File item with text, defaults to own branch, todays date at 0700 and to queue 12
RB.XX0/24SEP/1530/Q26*FREE TEXT	Place BF on Queue 26 of agency XX0 on 24SEP at 1530
RB.01FEB/0930/Q41*FREE TEXT/Q43*MORE TEXT	Create two Review Booking File items for own branch at 0930 on 01FEB for queue 41 and queue 43 with different text
RB.1300/Q12.Q29.Q44*FREE TEXT	Create three Review Booking File items for own branch, today at 1300 for queue 12, queue 29 and queue 44 with the same text

Change

RB.3@XX0/10FEB/Q25*FREE TEXT	Change Review Booking File item number 3 to place BF on Q25 of agency XX0 on 10FEB with text
RB.@1/10JUL	Change the review date of Review Booking File item 1 to 10JUL , with all other fields unchanged

Delete

RB.3@	Delete Review Booking File item number 3
RB.4-6@	Delete Review Booking File item numbers 4 through 6
RB.ALL@	Delete all Review Booking File items
RB.1@XX0/10FEB/Q26*FREE TEXT	Delete Review Booking File item number 1 and add item to place BF on queue 26 of agency XX0 with text

Display

*RB	Display Review Booking File items
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Note: When an agency pseudo city is specified in any Review Booking File entry it must always be accompanied by a date.

= BOOKING FILE COUNTS =

H/CTAW and H/CTAU

Count entries with TAW, TAU and RB Fields

Basic entry with minimum items:

ORC/TAW/11NOV	Count BFs with ticketing arrangement TAW for 11NOV
ORC/TAU/11JAN	Count BFs with ticketing arrangement TAU for 11 JAN
ORC/RB/22DEC	Count BFs with RB field for 22 DEC

Optional Entries:

AH3	Branch office
/MJ	Agent user sign-on initials of BF creator (2 Alpha chars.) - RB counts only
/Q41	Destination queue number - RB counts only
/ACCNAME	Account Name
/1815	Time

/11JAN*15JAN	Date range
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Examples:

ORC/GL2/TAW/1700/11JAN	Count BFs for branch GL2 with ticketing arrangement TAW at 1700 for 11JAN
ORC/AH3/TAW/ACCNME/1815 /11JAN*15JAN	Count BFs for branch AH3 with ticketing arrangement TAW with account name ACCNME at 1815 for date range 11JAN through 15JAN
ORC/TAU/11JAN*15JAN	Count BFs with ticketing arrangement for a date range, 11 JAN through 15 JAN
ORC/DE1/RB/07DEC*12DEC	Count BFs for branch DE1 with RB field for date range 07 DEC through 12 DEC
ORC/RB/MJ/Q41/25APR	Count BF's created by agent MJ with RB field for queue 41 and date 25APR

Note: If no date is entered, today's date is assumed.

= BOOKING FILE MOVES =

H/MTAW and H/MTAU

Move entries with TAW, TAU and RB Fields

Basic entry with minimum items:

ORB/TAW/11NOV-Q	Move BFs with ticketing arrangement TAW for 11NOV, defaults to queue 9
ORB/TAU/17SEP-Q/31	Place BFs with ticketing arrangement TAU for 17SEP on queue 31; (defaults to queue 10 when no queue stated)
ORB/RB/01JUN-Q/30	Move BFs with RB field for 01JUN to Queue 30; (defaults to queue 12 when no queue stated)

Optional Entries:

/AH3	Branch office
/MJ	Agent user sign-on initials of BF creator (2 Alpha chars.) - RB counts only
/Q41	Destination queue number - RB counts only

/ACCNME	Account name
/1815	Time
/11JAN*15JAN	Ticketing date range
Q/28	Place on queue 28

Examples:

ORB/AH3/TAW/ACCNME/1815/11JAN*15JAN-Q	Move BFs for branch AH3, with ticketing arrangement TAW for account ACCNME at 1815, for range 11JAN through 15JAN, defaults to Queue 9
ORB/TAW/ACCNME/12JAN-Q/45	Move BFs with ticketing arrangement TAW for account ACCNME on 12JAN, to queue 45
ORB/TAU/17SEP*22SEP-Q/31	Place BFs with ticketing arrangement TAU for 17SEP - 22SEP on queue 31
ORB/RB/17SEP-Q/DM5/46	Place BFs with RB field for 17SEP on queue 46 of branch DM5
ORB/XX1/RB/MJ/Q41/25APR*30APR - Q/XX0/31	Move BF's created by agent MJ at agency XX1 with RB field for queue 41 and date range 25APR-30APR to queue 31 of branch XX0

= RECEIVED FROM FIELD =

Create

H/R.

(Min. 1 character, max. 61 characters; single item field)

R.P	Received from passenger
R.JONES/RMR	Received from Mr R Jones

Change

R.@FAVRET/JMR	Change the received from item (entered this transaction) to Mr J Favret
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Delete

R.@	Delete the received from item (entered this transaction)
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Display

*RV	Display received from field
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= FORM OF PAYMENT FIELD =**Create***H/F.*

(Single item field.)

F.S	FOP cash
F.CK	FOP cheque
F.INV FREE TEXT	FOP invoice with mandatory free text (max. 38 characters)
F.MS FREE TEXT	FOP miscellaneous with optional free text (max. 39 characters)
F.NONREFFREE TEXT	FOP NON REF with optional freetext (Max. 35 characters)
F.AX373912345678901/D1204/E	FOP credit card number (2 letter vendor code optional) with expiry date, extended payment
F.AX373912345678901/D1204/E03	FOP credit card number (2 letter vendor code optional) with expiry date, extended payment (numeric code optional)
F.TP100012345678912/D0305	FOP TP card with expiry date
F.CCXY123456789234/D1204	FOP credit card when credit card company (XY) does not have an agreement with Galileo

Change

F.@ NEW DATA	Change FOP field to new data
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Delete

F.@	Delete FOP field
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Display

*FOP	Display FOP field
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= ADDRESS FIELDS =**Create****H/ADDR****Written Address and Postal Code**

(Max. 5 subfields; max. 37 characters in each subfield. Identifier **P/** (post code) mandatory; max 119 characters in entire field.)

W.MR.D.BONNERS*29 ST PAULS AVE*KENTON*MIDDX*P/HA39SP	Written address with 5 subfields including postal code
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Delivery Address

(Max. 6 subfields, max. 37 characters in each subfield.)

D.GALILEO CENTRE EUROPE*MAIN ENTRANCE*GRD FLR EAST CORE	Delivery address with 3 subfields
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Related Address

(Max. 5 subfields; max. 37 characters in each subfield. Identifier **P/** (post code) mandatory) Max of 10 Related Address fields per Booking File.

RA.JAZZMIN*20ASCHAM ROAD*SWINDON*WILTS*P/SN5 6BG	Related address with 5 subfields including postal code
---	--

Change

W.@MRS R GERALD*82 BEDFORD ROAD*EAST FINCHLEY*NORTH LONDON *P/N6J7AY	Change written address and postal code
D.@GALILEO CENTRE EUROPE*MAIN ENTRANCE*GROUND FLOOR*EAST CORE*MARKETING AUTOMATION*ANALYST DEPARTMENT	Change delivery address
W.@2*82 BEDFORD AVENUE	Change second subfield of written address

D.@2*NORTH ENTRANCE	Change second subfield of delivery address
RA.1@MR RYANTS*14 SEAVIEW ROAD*DORSET*P/DR6 5SD	Change related address and postal code; item number must be specified even when only one related address field exists
RA.1@2*16 LARCHMOOR CLOSE	Change second subfield of related address

Insert

W.@/3*NEW DATA	Insert new data after the third subfield of the written address
D.@/3*NEW DATA	Insert new data after the third subfield of the delivery address
RA.1@/4*NEW DATA	Insert new data after the fourth subfield of the first related address

Delete

W.@	Delete entire written address field
D.@	Delete entire delivery address field
RA.1@	Delete entire first related address field
W.@2*	Delete second subfield of the written address
D.@2*	Delete second subfield of the delivery address
RA.1@2*	Delete second subfield of the first related address

Display

*AW	Display written address only
*AD	Display delivery address only
*AA	Display delivery, written and related address fields

= MILEAGE MEMBERSHIP FIELD =**Create****H/M.**

(Min. 6 characters; max. 27 characters, including a 2 character airline code. This is a multiple item field.)

M.P2/TW1234567PM	Enter TW mileage card number for passenger 2
M.KL1234567893	Enter KL mileage card number for BF with a single passenger
M.P2/TW123456LRG-AA423188DLM	Enter TW/AA mileage card numbers for passenger 2
M.P1/UA12345876490/BD/LH/AC	Enter UA mileage card number for passenger 1, specifying Cross Accrual participants BD, LH and AC who are listed in the UA Mileage Membership Agreement Table (Minimum 1, maximum 10 additional airlines)
M.P2*UA/TG/SK	Adds Cross Accrual participants TG and SK to a UA mileage membership card that has already been entered into a booking for passenger 2 (Minimum 1, maximum 10 additional airlines)

Change

There is no change entry. The mileage membership item must be deleted and a new item created.

Delete

M.@	Delete all mileage membership data for all passengers
M.P2@	Delete all mileage membership data for passenger 2
M.AA@	Delete all AA mileage membership data for all passengers
M.P1*DL@	Delete mileage membership data for passenger 1 on DL
M.P1*DL/P2*AA@	Delete mileage membership data for passenger 1 on DL and passenger 2 on AA
M.P1*KL/UK/NW@	Deletes Cross Accrual participants UK and NW from the KL mileage membership item in the booking for passenger 1 (Minimum 1, maximum 10 additional airlines)
M.P2*UA/ALL@	Deletes all Cross Accrual participants from the UA mileage membership item in the booking for passenger 2 (Minimum 1, maximum 10 additional airlines)

Display

*MM	Display mileage membership data
M*ALL	Displays a list of all airlines who have a Mileage Membership Agreement Table
M*UA	Displays the Mileage Membership Agreement Table for UA; this lists all those airlines who have an agreement with UA to accept UA mileage membership card numbers, for the accrual of benefits on their flights

= NOTEPAD FIELD =**Create****H/NP.**

(Max. 87 characters; max. items 999.)

NP.TEXT	Create a notepad item
NP.D*TEXT	Create a notepad item with D qualifier
NP.H**TEXT	Create a Historical notepad item
NP.HG*TEXT	Create a Historical notepad item with G qualifier
NP.C**TEXT	Create a Confidential notepad item
NP.CM*TEXT	Create a Confidential notepad with qualifier M
NP.VM*TEXT	Create a notepad item with VM as double qualifier

Change

NP.2@NEW TEXT	Change second notepad item
NP.4@P*NEW TEXT	Change fourth notepad item with P qualifier

Insert

NP./2TEXT	Insert a notepad item after second notepad item
NP./3V*TEXT	Insert a notepad item with V qualifier after third notepad item

Delete

NP.2@	Delete second notepad item
NP.1-3.5@	Delete notepad items 1, 2, 3 and 5

Display

*NP	Display notepad items
*NPH	Display all notepad items with H qualifier
NPC	Display all Confidential notepad items
*NPCD	Display all Confidential notepads with a D qualifier
NPH	Display all Historical notepads only

Notes:

1. Any letter may be used to qualify a notepad item in order to group items together.
2. All notepad entries are stamped with a system generated Agent's Sign on, Date and Time stamp. If the text in the notepad wraps around, then these details are shown in the second line of text.
3. Historical notepad items are recorded in History only on change or deletion of an item, not on addition.
4. Confidential notepad items are ONLY displayed to the owner (i.e. the creating agency) of the Booking File.

= SPECIAL SERVICE REQUIREMENT =**Create Programmatic Special Service Requirements (SSRs)****H/SSR**

(Max. 180 characters of free text, when permitted. Multiple item field)

SI.WCHR	Request a wheelchair for all passengers on all AIR segments
SI.S3/VLML	Request VLML for all passengers on segment 3 only
SI.P3/BIKENN2	Passenger 3 is transporting 2 bicycles
SI.P2S3/VGMLBK	Add a VGML to the BF with status code BK for passenger 2 on segment 3 only (will generate a message to the airline if cancelled)
SI.P2S3.4/SPML*NO EGGS	Request SPML for passenger 2, segments 3 and 4: the special meal request must be followed by descriptive text (max. 180 characters)

**SI.P3.4S3.4/SPEQBK*PASSENGERS
WILL BE CARRYING POLES FOR POLE
VAULTING**

Add a sports equipment request to the BF using BK status code with additional text for passengers 3 and 4, on segments 3 and 4 only (max. 180 characters)

Note: To add SSR information for an infant, add the details to the leading passenger name.

Programmatic SSR Codes

H/MEAL

Meal codes (See GC*200/9 for full meal description)

*	AVML	Asian vegetarian meal
*	BBML	Baby meal
*	BLML	Bland meal
	CHML	Child meal
*	DBML	Diabetic meal
*	FPML	Fruit platter
*	GFML	Gluten free meal
*	HFML	High fibre meal
*	HNML	Hindu meal
*	KSML	Kosher meal
*	LCML	Low calorie meal
*	LFML	Low fat/cholesterol meal
*	LPML	Low protein meal
*	LSML	Low sodium meal
*	MOML	Moslem meal
*	NLML	Non lactose meal
*	ORML	Oriental meal
*	PRML	Low purine meal
*	RVML	Raw vegetarian meal
*	SFML	Sea food meal
+	SPML	Special meal

*	VGML	Vegetarian meal
*	VLML	Vegetarian meal lacto-ovo (allows milk and eggs)

+ = Codes which MUST HAVE additional text

* = Codes which MUST NOT have additional text

BLANK = Codes with OPTIONAL additional text

Programmatic SSR Codes (continued)

H/ASSC

Assorted Codes (See GC* 200/7 for full description)

+	AVIH	Animal in hold
*	BIKE	Bicycle
	BLND	Blind passenger
*	BSCT	Bassinet/Carrycot
+	BULK	Bulky baggage
+	CBBG	Cabin baggage
	CKIN	Check-in information
	COUR	Commercial courier
	DEAF	Deaf passenger
	DEPA	Deportee (accompanied)
	DEPU	Deportee (unaccompanied)
+	EXST	Extra seat
+	FRAG	Fragile baggage
+	GPST	Group Seat
+	GRPF	Group fare
+	LANG	Language assistance

+	MAAS	Meet and assist
	MEDA	Medical case
+	PETC	Pet in cabin
+	SEMN	Ships crew
*	SLPR	Sleeper/berth
+	SPEQ	Sports equipment
*	STCR	Stretcher
+	TKNM	Manually enter ticket number
+	TKNO	Ticket Number
	TWOV	Transit without visa
+	UMNR	Unaccompanied minor
	WCHC	Wheelchair (carry on)
	WCHR	Wheelchair (can climb stairs)
	WCHS	Wheelchair (cannot climb stairs)
+	XBAG	Excess baggage

For North American Carriers

WCBD	Own wheelchair - dry cell battery
WCBW	Own wheelchair - wet cell battery
WCOB	Wheelchair required on board
WCMP	Wheelchair - manual power

+ = Codes which MUST HAVE additional text

* = Codes which MUST NOT have additional text

BLANK = Codes with OPTIONAL additional text

Note: Some airlines use *SI.YY** entries to advise ticket numbers. See OSIs for details.

Change Programmatic SSRs

SI.P1S4/WCHR@HK	Change status code of the WCHR for passenger 1 on segment 4 to HK; the SSR code is mandatory
SI.P1/SPML@*NO EGGS	Change free text of SSR of all SPML items for passenger 1; the SSR code is mandatory

Note: Change only permitted on status codes and/or free format text. Otherwise delete and replace. See also INTRODUCTION "BOOKING CODES".

Cancel Programmatic SSRs

SI.ALL@	Cancels all Service Information from the BF (a cancellation message will be sent)
SI.P1S2@	Cancels all SSR items for passenger 1 on segment number 2 (a cancellation message will be sent)
SI.S2@	Cancels all SSR items for all passengers on segment 2 (a cancellation message will be sent)
SI.P3-5S2.4/VGML@	Cancels the VGML request for passengers 3 through 5 on segments 2 and 4 (a cancellation message will be sent)
SI.P2S1/AVIH@XK	Removes the AVIH request for passenger 2 on segment 1 from the BF; no message is generated

Note: Unless the status is changed to XK, cancelling an SSR item will generate a message to the airline(s) involved.

Display Programmatic SSRs

*SI	Displays all SSR items
*SR	Displays the Programmatic SSRs only
*SR/P2	Displays all Programmatic SSRs for passenger 2
*SR/P2S1/VLML	Displays the VLML request for passenger 2 on segment 1

= MANUAL SPECIAL SERVICE REQUIREMENTS =**Create****H/SSR**

SI.SSRFQTVZZHK1/ZZ1234567891234 – JOHNSON/SAMR	Add a mileage membership number for a carrier ZZ when the standard entry (M.) allows insufficient characters; or when airlines have agreements to accept each other's membership codes
SI.SSRGRPFFZZ FREE TEXT	Add group fare details for carrier ZZ
SI.SSRPSPTZZHK1/P123456789/US /10NOV60/SMITH/JAMES/M-1SMITH/JAMESMR	Passport information including passport number, country of issue, and passport holder's date of birth, name, gender and booking file name exactly as it appears on the BF including number in the party
SI.SSRPSPTZZHK1/P987654321/US //REED/RITA/F-1REED/RITAMRS	Passport information as above, but with passenger's date of birth unknown
SI.SSRPSPTZZHK1/P987654321/US /11JAN71/REED/RITA/F/H-1REED/RITAMRS SI.SSRPSPTZZHK1/P987654321/US /17APR03/REED/CARLY/FI- 1REED/RITAMRS	Passport information, passenger travelling with an infant on the same passport for all segments. 2 entries required, the first showing the Holder's details, and the second showing Infant's date of birth and gender but the BF name of the full fare passenger
SI.P1/SSRFOIDYYHK1/CCVI4921123456789012	Passenger 1 will use VI credit card as a form of ID for airport identification
SI.P1/SSRFOIDYYHK1/DLGB12341234	Passenger 1 will use a British driving license for airport identification
SI.P2/SSRFOIDYYHK1/FF123456789	Passenger 2 will use a frequent flyer card for airport identification
SI.P3/SSRFOIDYYHK1/PP123451234	Passenger 3 will use a passport for airport identification
SI.P1/SSRFOIDYYHK1/NI55511123A	Passenger 1 will use a national identity card for airport identification
SI.P1/SSRFOIDYYHK1/CNHJ48JG	Passenger 1 will use a confirmation number or record locator for airport identification
SI.P4/SSRFOIDYYHK1/TN12512345678903	Passenger 4 will use a ticket number for airport identification
SI.P1/SSRFOIDYYHK1/IDXXYY111155555	Passenger 1 will use a locally defined ID number for airport identification
SI.SSRPCTCYHK1/JANE SMITH/GB 44 181 555 6662-1SMITH/JIMMR. MOTHER	Jane Smith (phone number GB44 181 555 6662) is the emergency contact for passenger SMITH/JIMMR

SI.SSRPCTCBAHK1/IT TRAVEL SERVICES /FR33 4 9294 0022-1PETIT/EMMANUEL MR.AGENT	IT Travel Services (phone number FR33 4 9294 0022) is the emergency contact for PETIT/EMMANUELMR
SI.SSRDEPA/FREEFORMAT	Accompanied Deportee
SI.SSRDEPU/FREEFORMAT	Unaccompanied Deportee

Note: YY is the carrier code.

Change

Manual SSRs cannot be changed or updated; they can only be cancelled

Cancel

SI.2@	Cancels the SSR item number 2; a cancellation message is generated
SI.2@XK	Removes the SSR item number 2 from the BF; no cancellation message is generated

Note: A cancellation message will be generated unless the status code is changed to XK.

Display Manual SSRs

*SI	Display all Service Information
*SO	Display Other Service Information

= OTHER SUPPLEMENTARY INFORMATION (OSI) =

Create OSI

H/OSI

SI.YY*1 CHD AGED 5	Advise all airlines (YY) in BF that passenger is a child aged 5 years
SI.KL*VIP HARRIES/RMR FILM STAR	Advise airline KL, passenger is a VIP
SI.ZZ*TKNM12345678901203	Advise airline of ticket number (where ZZ is the carrier code)

Change

SI.1@BA*NEW TEXT	Change item number 1 to NEW TEXT
-------------------------	----------------------------------

Delete

SI.2@	Delete item number 2
SI.2-4.6.8@	Delete item numbers 2, 3, 4, 6 and 8

Display

*SO	Display all OSIs
*SI	Display all Service Information

Note: Check **GC*200/5** for a description of airlines using **SI.TKNM** entries.

= VENDOR REMARKS =**Create****H/V.**

(Max. 180 characters; max. items 99)

V.AKQ*PLEASE ADVISE COST OF KENNEL	Send message to airline vendor KQ
V.NEV*PLEASE SEND THEATRE TICKETS TO PASSENGER BEFORE END OF JUNE	Send message to Product Directory (N) vendor EV

Change

V.2@ATP*PLEASE CONFIRM FLIGHT TIMINGS	Change airline vendor remark number 2 for TP; only valid on current transaction
--	---

Delete

V.2@	Deletes vendor remark number 2
V.2-4@	Deletes vendor remark numbers 2 through 4
V.2.5@	Deletes vendor remark numbers 2 and 5

Display

*VR	Display all incoming and outgoing vendor remarks
*VI	Display all incoming vendor remarks
*VO	Display all outgoing vendor remarks

= VENDOR LOCATOR =*H/VLOC*

RL.BA*A1234Z	Add British Airways vendor Locator A1234Z
---------------------	---

= CORPORATE ID FIELD =*H/CID*

Field Components

1. Corporate Identifier : 6 Alphanumeric characters. Example: ACME01
2. Country Code : 2 Alpha characters. Example: GB
3. Travel Agency Identifier : 3 to 5 Alphanumeric characters. Example: ABC

Corporate ID Example : ACME01GBABC

Corporate ID is a single item field.

Formats

ID.C/ACME01GBABC	Add a corporate ID field
ID.C/@	Delete a Corporate ID field
*ID	Display a Corporate ID field

= DIVIDE FUNCTION =

Divide

H/DIVI

DP1	Divide name 1 from BF
DP1-3.6	Divide names 1 through 3 and 6 from BF
DG/10	Divide 10 unnamed individuals from group
DG/5.P21-23	Divide 5 unnamed individuals from group and individuals 21 through 23 (named individuals)

Divide Procedure

Note: Do not make any changes to the BF until the Divide procedure is completed.

1. Divide the applicable names from the BF **DP1**
2. Enter received from field **R.TINA**
3. Enter **F** to file the divided BF **F**
 (You are now in the original BF)
4. Enter received from field **R.TINA**
5. End Transact **E**
6. Retrieve original Booking File and make any appropriate modifications. ***REFNBR**
 (Add any OSI to update infant/child details (see BF, page 27)
 End Booking File
7. Retrieve divided Booking File and make any applicable modifications.
 (Add any OSI to update any infant/child details - see page BF 27)
 Add the following Vendor Remark in the divided BF.

V.AYY*DIVIDED PNR PLEASE CFM AND ADV NEW LOCATOR

Now End the Booking File **E**

File Entry

F	File divided booking for later processing and display remainder of original BF
----------	--

= END TRANSACT AND IGNORE =**End Transact****H/ENTR**

E or ET	End Transact
ET/pcc	End Transact and create/file BF for another Selective Access subscriber/user
EL	End Transact and redisplay previously requested name list
ER	End Transact and retrieve same BF
QEB/43	End Transact and place the BF on queue 43

Ignore

I	Ignore BF (but Client File reference remains)
IR	Ignore and retrieve Booking File in original state
IALL	Ignores current BF <i>and</i> Client File

Repeat BF and End Transact

REALLSALL	Repeat all customer data, all segments
REALL	Repeat all customer data
RESALL	Repeat all Segments
REALLS1.5.7-9	Repeat all customer data and segments 1,5,7,8 and 9
REP.N.SI.D.NP.&-11W.SALL	Repeat all Phones, names, service information, delivery address, notepad line 7-11, written address and all segments.

= BOOKING FILE RETRIEVAL =**Retrieval of Booking Files created at own branch****H/BFR**

*3WG6BD	Retrieve BF by record locator number
*-WILLIAMS/CMR	Retrieve BF by name
*-I/WHITE	Retrieve BF for infant WHITE
*-WHITE+*N	Retrieve BF for WHITE and display name field only
*-BLACK+*N.I	Retrieve BF for BLACK and display Name field and itinerary
*28JUN-WHITTAKER/EMRS	Retrieve BF by date of departure and passenger name
*KL791-ANDRECHYN	Retrieve BF by flight number and name with today's date assumed
*SR791/12APR-LEWIS/KMS	Retrieve BF by flight number, date of departure and name
*OS441/VIE-HARRIES/RMR	Retrieve BF by flight number, boardpoint and name with today's date assumed
*EI515/03FEBDUB-WESSBERG	Retrieve BF by flight number, date of departure, boardpoint and name
*UA124/LGADCA-PITCHER/JMISS	Retrieve BF by flight number, city pair and name, with today's date assumed
*SN239/18AUGBRULHR-BURDETT/PMR	Retrieve BF by flight number, date of departure, city pair and name
-C	Retrieve all BFs in which the name begins with a "C"

Group Booking File Retrieval

*-G/EUROPARTY	Retrieve group booking
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Retrieval of Booking Files created by branch offices

**HK7-WHITE	Retrieve the Booking for passenger WHITE created in branch pseudo city HK7
*1V/*32N6WY	Retrieve from the Apollo [®] system by Record Locator
*1V/*US110/17MAYPHX-EICHORN	Retrieve from Apollo by flight number, date, origin and name
*1V/**LQ4-JOHNSON	Retrieve from Apollo by specific branch pseudo city and name

BOOKING FILE

**HK7-BLACK+*N.I	Retrieve BF for BLACK created in pseudo city HK7 and display Name field and itinerary only
**HK7/15MAR-ANDERSON/EMS	Retrieve BF by branch agency HK7, date of departure and name
**B-KING/JMS	Retrieve BF with same name, for all branch agencies
*1V/**B-KING	Retrieve from Apollo by name, all branches
**B/11JUN-BONFIELD	Retrieve BF by name, and date of departure, for all branch agencies
*1V/**B/27JUL-HASLER	Retrieve from Apollo by date and name, all branches
**HK7-G/EUROPARTY	Retrieve group booking created in pseudo city HK7
**A-AFFIL/12JUN-MAISEY	Retrieve a Booking File created by Affiliate with code AFFIL with travel date
*1V/**A-USDOM-PEARCE	Retrieve from Apollo by Affiliate code name
**A-AFFIL-MAISEY	Retrieve a Booking File for passenger Maisey created by an affiliate with code AFFIL
*1V/**A-USDOM/28NOV-WINKLES	Retrieve from Apollo by Affiliate code name and date

Booking Retrieval from a List

*L	Redisplay name list
*0	Display more exact or similar matching names
*3	Display name number 3 from numbered name list

Note: For retrieval of a claimed PNR, move down to Claim PNR

Ticketing Facility

*ZZ/*RMMEQH	Retrieve passenger Name Record (PNR) from airline ZZ with record locator RMMEQH to use Ticketing Facility
--------------------	---

= PAST DATE QUICK™ BOOKING FILE RETRIEVAL =**PDQ Booking File Retrieval (Own Branch)****H/PDQ**

PQ/R-3S71JL	Retrieve BF by record locator
3	Retrieve BF by departure date and name
PQ/01JUL0-31JUL03-PALIN	Retrieval by date range (max. 31 days), own branch
PQ/UA230/10JAN03DEN-STONE/SALLY	Retrieve BF by flight, date, origin (optional) and name
PQ/900A/26JUL03DENORD-HARRIS/DMRS	Retrieve BF by departure time, date, board/off points and name
PQ/AIR/15JAN03-ALLEN	Retrieve BF by air segment
PQ/HTL/15JAN03-ALLEN	Retrieve BF by hotel or RoomMaster® segment
PQ/CAR/15JAN03-JOYCE	Retrieve BF by Car or CarMaster™ segment
PQ/ATX/15JAN03-SMITH/KAREN	Retrieve BF by air taxi segment
PQ/TUR/15JAN03-HAYES/H	Retrieve BF by tour segment
PQ/SUR/10DEC02-MORRE/O	Retrieve BF by surface segment

PDQ Booking File Retrieval (For Branch Offices)

PQ/C-XX1/27JAN03-HAGGER/TONY	Retrieve BF by departure date and name created in branch pseudo city XX1
PQ/C-A08/01JUL03-31JUL03-PALIN	Retrieval by date range (max. 31 days), specified branch
PQ/B/20JAN03-HUNTLEY/DMR	Retrieve BF by departure date and name for all branch agencies
PQ/TUR/B/15NOV03-CAINE/M	Retrieve BF by Tour segment for branch agencies
PQ/A-AFFIL/01DEC03-WILLIAMS/CMRS	Retrieve BF by departure date and name created by Affiliate with code AFFIL
PQ/AIR/A-AFFIL/15JUL03-DALY/A	Retrieve BF by air segment created by Affiliate with code AFFIL

PDQ Booking File Retrieval from a List

PQ/*L	Redisplay similar/duplicate names list
PQ/*0	Display next block of 48 names

Tracking Retrieval Requests

PQ/C	Display retrieval request counts for the current and previous month
-------------	---

Optional Items

@99	Place on own queue 99
@XX2/99	Place on queue 99 of branch XX2

PDQ Activity Reports

PQ/AR	Request complete report (current month plus 3 historical months)
PQ/AR/MAY	Request report for specific month
PQ/AR/MAY.JUN	Request reports for multiple months
PQ/AR-E2T	Request report for specific pseudo city (assuming same group code or Selective Access agreement exists)
PQ/AR-E2T/JUL	Request report for specific pseudo city and month (assuming same group code or Selective Access agreement exists)
PQ/AR-E2T/ZABC	Request report for specific pseudo city and specific agent (assuming group code or Selective Access agreement exists)

= BOOKING FILE LISTS =**Listings by Air Segments****H/BFLA**

Basic minimum entries; one of ALL, TKT or UTK must be present:

LD/ALL/28DEC-D	Retrieve all Booking Files with a segment date 28DEC; output is to screen
LD/TKT/28DEC-Q/44	Retrieve ticketed Booking Files, with a segment date of 28DEC; output is to Q/44
LDT/UTK/28DEC-D	Retrieve unticketed Booking Files, with a segment date 28DEC; output is to printer
LD/ALL/28DEC-Q/60	Retrieve all Booking Files with a segment date of 28DEC; output is to Q/60

LDT/ALL/28DEC-D	Retrieve all Booking Files with a segment date 28DEC; output is to printer
LD/ALL/AUX/10NOV-D	Retrieve all Booking files with auxiliary service segments as described under Auxiliary Segments in Miscellaneous chapter. Output is to screen

Optional items

Basic minimum entries: one of ALL, TKT or UTK must be present:

/GL3	Branch Office (entered before ALL, TKT, or UTK)
/GL3.EA7.HH3	Multiple branches - maximum of 20 (entered before ALL, TKT or UTK)
/ABS	All branches (entered before ALL, TKT, or UTK)
/BA	Specific airline
/BA.AZ	Multiple airlines (max. 5)
/KL285	Flight number
/F	Specific Class
/22DEC*28DEC	Flight segment date range (max. is system date range)
/BAMS	Board point
/DGVA or /OGVA	Destination point
/T	Direct flights
/S-PZ	User sign
/AC-.ACCNME	Account code defined in DI.field of BF (see DOCS 20)

Examples:

LD/ABS/ALL/AC-.ACCNME/28DEC-D	Retrieve all Booking files by an All Branch Search with segment date of 28DEC (only available with AC- code as defined in DI. field i.e.DI.AC-ACCNME)
LD/GL3.EA7.HH3/TKT/BA/C/22DEC*29DEC-Q/45	List of all ticketed BFs created in branches GL3, EA7 and HH3 with carrier BA booked in C class, with segment dates between 22 and 29 DEC, list to be placed on queue 45
LD/GL3/UTK/T/BAMS/ONRT/22DEC*28DEC-Q/45	List of all unticketed BFs created in Branch GL3, with Board point AMS and Destination NRT, all flights, with segments between 22 and 28 DEC; list to be placed on Q45

LD/XX1/ALL/28DEC*30DEC-Q/XX0/77	List of all Booking files created by branch XX1 for segments between 28DEC and 30DEC and Queue to group member XX0 queue 77
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Display List

LD*	Redisplays last list that was displayed on screen
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Note: The maximum date range is 331 days. If ABS is included in entry, the user must be a second level authoriser.

Listings by Hotel Segments

H/BFLH

Basic minimum entries; one of ALL, TKT or UTK must be present:

LD/TKT/HHL/28DEC-D	Demand list entry; output is to screen
LD/UTK/HHL/28DEC-Q/52	Demand list entry; output is to queue
LD/TKT/HHL/28DEC-Q/73	Demand list entry; output is to queue
LDT/ALL/HHL/28DEC-D	Demand list entry; output is to printer
LDT/TKT/HHL/28DEC-D	Demand list entry; output is to printer
LD/ALL/AUX/10NOV-D	Retrieve all Booking files with hotel, car and auxiliary service segments as described under Auxiliary Segments in Miscellaneous chapter; output is to screen

Optional items

The following optional items are available after the initial inputs LD, or, LDT.

/CF-	Search for hotels without confirmation number
/GL3	Branch Office (entered before ALL, TKT, or UTK)
/GL3.EA7.HH3	Multiple branches - maximum of 20 (entered before ALL, TKT or UTK)
/ABS	All branches (entered before ALL, TKT, or UTK)
/HHL	Galileo booked hotels
/HTL	Non-Galileo booked hotels
/HLS	Galileo and non-Galileo booked hotels

/WI	Hotel vendor
/WI.RA.HL	Hotel vendors (max. 5)
/22DEC*28DEC	Check-in date range
/AC-ACCME	Account name code (ACCME) as defined in DI. field of BF (see DOCS 20)
Examples:	
LD/UTK/HHL/WI/21JAN-Q/83	List of unticketed BFs with Galileo booked hotels for WI Hotel chain, check-in date 21JAN, placed on queue 83
LD/GL3/ALL/HHL/RA/22DEC*24DEC-Q/76	List of unticketed and ticketed BFs created in branch GL3 with Galileo booked hotels for the Ramada chain, check-in date in the range between 22DEC and 24DEC, placed on queue 76

Display List

LD*	Redisplays last list that was displayed on screen
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Note: The maximum date range is 331 days. If ABS is included in entry, the user must be a second level authoriser.

H/BFLC

Listings by Car Segments

H/BFLH

Basic minimum entries; one of ALL, TKT or UTK must be present:

LD/TKT/CCR/28DEC-D	Demand list entry; output is to screen
LD/UTK/CCR/28DEC-Q/24	Demand list entry; output is to queue
LD/TKT/CCR/28DEC-Q/24	Demand list entry; output is to queue
LDT/ALL/CCR/28DEC-D	Demand list entry; output is to printer
LDT/TKT/CCR/28DEC-D	Demand list entry; output is to printer
LD/ALL/AUX/10NOV-D	Retrieve all Booking files with car, hotel and auxiliary service segments as described under Auxiliary Segments in Miscellaneous chapter; output is to screen

Optional items

The following optional items are available after the initial inputs LD, or LDT.

/CF-	Search for cars without confirmation number
/GL3	Branch Office (entered before ALL, TKT, or UTK)
/GL3.EA7.HH3	Multiple branches - maximum of 20 (entered before ALL, TKT or UTK)
/ABS	All branches (entered before ALL, TKT, or UTK)
/CCR	Galileo booked cars
/CAR	Non-Galileo booked cars
/CRS	Galileo and non-Galileo booked cars
/ZE	Car vendor
/ZE.ZI	Car vendors (max. 5)
/22DEC*28DEC	Pickup date range
/AC-ACCME	Account name code (ACCME) as defined in DI. field of BF (see DOCS 20)
Examples:	
LDT/ALL/CCR/ZE.ZI/24JAN-D	List of ticketed and unticketed BFs with Galileo booked cars, vendors ZE and ZI, pickup on the 24JAN for output to printer
LDT/GL3/TKT/CCR/ZE/22DEC*24DEC-D	List of ticketed BFs created in branch GL3 with Galileo booked cars, vendor ZE, pickup date in the range between 22 and 24 DEC, with output to a printer

Display List

LD*	Redisplays last list that was displayed on screen
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Note: The maximum date range is 331 days. If ABS is included in entry, the user must be a second level authoriser.

= BOOKING FILE DISPLAY =**Display Entries****H/BFD**

*ALL	Display All Booking File Data
*AA	Display Delivery Address and Written Address
*AD	Display Delivery Address
*AW	Display Written Address
*CD	Display Customer Data
*CI	Customer Identifier Data (only used with Selective Access)
*DI	Display Document Itinerary Remarks Data
*FF	Display Filed Fares (see also FARES chapter)
*FOP	Display Form Of Payment data
*I	Display Itinerary
*IA	Display Air Segments of Itinerary
*IC	Display Car Segments of Itinerary
*IH	Display Hotel Segments of Itinerary
*IN	Display Non-air Itinerary
*IS	Display Surface Segments of Itinerary
*IT	Display Tour Segments of Itinerary
*IX	Display Air Taxi Segments of Itinerary
*MM	Display Mileage Membership Data
*N	Display Name(s)
*NP	Display Notepad
*NPX	Display Notepad with qualifier letter X
*P	Display Phone Fields
*P1	Display first 2 Phone fields
*R	Display BF
*RB	Display Review Booking File field

*RI	Display Itinerary Remarks
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Display Entries (continued)

*RIA	Display Associated Itinerary Remarks
*RIU	Display Unassociated Itinerary Remarks
*RI/S1	Display Itinerary Remark related to segment 1
*RI3	Display Itinerary Remark 3
*RQ	Display Enhanced Booking File Servicing field
*RV	Display Received field data
*SD	Display Seat Data
*SI	Display all SSRs and OSIs
*SO	Display OSI information
*SR	Display SSR information
*SVC	Display Services for all booked segments
*SVC2	Display Services for segment 2
*TD	Display Ticketing Data
*VI	Display Incoming Vendor Remarks
*VL	Display Vendor Locator data
*VO	Display Outgoing Vendor Remarks
*VR	Display Incoming and Outgoing Vendor Remarks
*XSD	Display Seat Data Cancelled during this transaction
*XRI	Display Cancelled Itinerary Remark during this transaction

Combination of Display Entries

*N.I	Display Names and Itinerary
*N.SI.VR	Display the Names, Service Information and Vendor Remarks

Display Itinerary History*H/DIH*

*H	Display entire History
*HI	Display Itinerary History
*HIA	Display Air segment History
*HIC	Display Car segment History
*HIH	Display Hotel segment History
*HIN	Display Non-air History
*HIS	Display Surface segment History
*HIT	Display Tour segment History
*HIX	Display Air Taxi segment History

Display Customer Data History*H/DCDH*

*HAD	Display Written Address History
*HCD	Display Customer Data History
*HF	Display Form of Payment History
*HFF	Display Filed Fare History
*HMM	Display Mileage Membership History
*HN	Display Name History
*HNP	Display Notepad history (when optional Historical indicator was used)
*HP	Display Phone History
*HQT	Display Queue Trail History
*HRB	Display Review Booking File History
*HRI	Display Associated/Unassociated Itinerary Remarks History
*HRQ	Display History of Enhanced Booking File Servicing field

*HSD	Display Seat Data History
*HSI	Display Service Information History
*HSO	Display OSI History
*HSR	Display SSR History
*HTD	Display Ticketing Data History
*HTE	Display current electronic ticketing data
*HTI	Display current and Historical TINS
*HVL	Display Vendor Locator History
*HVR	Display all Vendor Remarks History
*HSI.VR	Display combined History of all SSRs, OSIs and Vendor Remarks

Combination of Active and Historical Displays

*N.I+*HIA.SI	Display of active Names and Itineraries, followed by a display of Historical Air segments, and Service Information
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Display Electronic Ticketing Data

*TE002	Display record number 2 from electronic ticket list when *HTE produces a multiple ticket list
*TEL	Redisplay multiple electronic ticketing list
*TE/125960000078	Display electronic ticketing record held by ticket number (Check digit no. omitted)
*TE/BA/FF10087654	Display electronic ticketing record held by vendor British Airways by Mileage Membership number
*TE/BA/CC1234567890123	Display electronic ticketing record held by vendor by credit card number
*TE/BA/10AUG04LONABZ-SMITH	Display electronic ticketing record held by vendor by date/board/off/name
*TEH	Display electronic ticket history from electronic ticket record; use as a follow-up entry after displaying the appropriate ticket record

= HISTORY CODES =***H/HIST***

AA	Added related Address field
AB	Added Purchaser field
AC	Added action field
ACI	Added Customer ID field
AFB	Added manual fare quote
AFQ	Fare quote at time of ticketing
AG	Added SSR
AI	Added Special Remarks field
AM	Added Mileage Membership number
AMC	Added Mileage Membership Cross Accrual data
AN	Added Name
AO	Added OSI
AP	Added TOD MCO number
APQ	Enhanced Booking File Service request added to pseudo city queue
AQ	Added to queue trail
AR	Added routing field
ARQ	Added Enhanced Booking File Service Request
AS	Added segment
AT	Modifiers added at ticket issue
AVI	Added incoming Vendor Remark
AVL	Added vendor locator
AVO	Added outgoing Vendor Remark
AW	Added written address field or subfield
CF	Added confirmation number (hotel, car)

BOOKING FILE

CG	Changed SSR
CNP	Changed Notepad (when optional Historical indicator was used)
CO	Changed OSI
CS	Changed Hotel segment optional data
DN	Divided Name
DRQ	Deleted Enhanced Booking File Service Request
DVI	Deleted incoming Vendor Remark
DVO	Deleted outgoing Vendor Remark
FP	Changed or deleted form of payment
HS	Original segment status
HSD	Denotes flight for which historical seat data exists
IG	Service Information via incoming teletype
OG	Service Information via outgoing teletype
SA	Added seat (preceded by HSD)
SC	Changed seat status (preceded by HSD)
SC	Segment Status change
SX	Deleted seat (preceded by HSD)
VLR	Vendor Locator Reference
XC	Changed action field
XCI	Cancelled customer ID field
XFB	Deleted manual fare
XFQ	Deleted fare quote
XG	Deleted or cancelled SSR
XI	Changed fare field
XK	Replaced TINS
XM	Deleted Mileage Membership number
XMC	Deleted Mileage Membership Cross Accrual data
XN	Changed or deleted name

XNP	Cancelled Notepad (when optional Historical indicator was used)
XO	Changed or deleted OSI
XP	Changed or deleted phone
XQ	Removed from queue
XR	Changed Routing field
XRB	Cancelled Review Booking Field
XRQ	Cancelled Enhanced Booking File Service Request
XS	Cancelled segment
XT	Changed or deleted ticket arrangement field
XW	Changed or deleted written address field or subfield

= BOOKING FILE PRINT =

H/BFP

Print Functions

P--WIMBOLT/CLARE	Print unretrieved BF
P-*49G42W	Print unretrieved BF from BF locator
P-*ALL	Print the whole booking File including hidden fields
P-*R	Print retrieved BF
P-*I	Print itinerary segments only of retrieved BF
P-*H	Print history of retrieved BF
P-*CD	Print customer data of retrieved BF
P-*SVC	Print service information for all booked segments
P-*SVC2	Print service information for booked segment 2

Note: Any field may be printed by preceding the display option with P--.

= CLAIM PNR™ =**H/CLAI****Retrieval Of Airline Passenger Name Record (PNR)**

C/ZZ*AB13HK	Retrieve Passenger Name Record (PNR) from carrier ZZ using record locator AB13HK
C/ZZ*ZZ1234/17JUNCDG–WILLIAMSON	Retrieve Passenger Name Record (PNR) from carrier ZZ using flight number (ZZ1234), date, board point and passenger's name
C/ZZ*W/ZZ1234/17JUNCDG–POWIS	Retrieve Passenger Name Record (PNR) from a waitlist from carrier ZZ using flight number, date, board point and passenger's name
C/ZZ*3	Retrieve Passenger Name Record (PNR) from a similar name list of airline ZZ
C/ZZ*L	Redisplay similar name list

Note: For Ticketing Facility see Booking File Retrieval (further up) 33

Claiming the Passenger Name record (PNR)

C/ZZ/OK	Confirm the claim of the Passenger Name Record (PNR) from airline ZZ
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Ignore the Claim

I	Ignore the Claim
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= ENHANCED BOOKING FILE SERVICING =**H/EBFS****General Requests****H/GENR or H/STOP or H/LIMO or H/GRP**

(Max 180 characters of free text)

RQ.GENR/ZZ*FREE TEXT	A general request to airline ZZ
RQ.STOP/ZZ*FREE TEXT	Request a Stopover package from airline ZZ

RQ.LIMO/ZZ*FREE TEXT	Request a limousine service from airline ZZ
RQ.GRPI/ZZ*FREE TEXT	A general request to airline ZZ on an International Group Booking
RQ.GRPD/ZZ*FREE TEXT	A general request to airline ZZ on a Domestic Group Booking
Q.GRPR/ZZ*FREE TEXT	A general request to airline ZZ on a Regional Group Booking

Fare Requests

H/RQ.

(Max. 180 characters of free text.)

RQ.FARE/ZZ/FQ/CUR.ATS/18OCT04/SITI* PLEASE ADVISE FULL FARE AND EXCURSION FARE	Request a fare quote from carrier ZZ in currency ATS for ticketing the 18OCT04 (optional) where the International Sale Indicator is SITI, with free text (Max. 180 characters).
RQ.FARE/ZZ/FQP1.3.4*CH/S3.4/CUR.ESP/ 20NOV04/SOTI*PAX PAYING WITH MCO ISSUED IN MAD	Request a fare quote from carrier ZZ for passengers 1 and 3 who are adults and passenger 4, who is a child, on segments 3 and 4. The currency of sale is ESP and the ticket is to be issued on the 20NOV04 (optional) and the International Sale Indicator is SOTI. Additional text is also included.

Notes: On end transaction the following additional data is transmitted to (or borrowed by) the airline: all names, full itinerary, agency id, and first phone field, which must be the Agency telephone number.

If the request is for a flight segment that is due to depart within the next 24 HOURS the request will automatically be promoted to an URGENT request

For marine (ships crew) Fare requests replace **FARE** with **FARM**.

Ticket On Departure (TOD)

H/TOD

RQ.P1S2-4/TOD/ZZ/CPN.1/MCO. 12345678901203/ IOD.CDG.ZZ/FF1*REQUEST PAX ID	Request a TOD for passenger number 1 on segments 2 through 4 from airline ZZ. The MCO or MPD number issued by the agency is 12345678901203 (including check digit). The coupon number is optional. The airline is to issue the ticket on demand by the passenger (IOD) at CDG for filed fare number 1. There is also additional text (Max. 180 characters).
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= ENHANCED BOOKING FILE SERVICING =**Prepaid Ticket Advice (PTA)****H/PTA**

RQ.P1.3S1.4/PTA/ZZ/CPN.1/MCO.12345678901203/ IOD.SYD.ZZ/FF2 *ADD PASSPORT NUMBERS IN ENDORSEMENT BOX	Request a PTA for passenger numbers 1 and 3 on segments 1 and 4 from airline ZZ. The MCO or MPD number issued by the agency is 12345678901203 (including check digit). The coupon number is optional. The airline is to issue the ticket on demand by the passenger (IOD) at SYD for filed fare number 2. There is also additional text (Max. 180 characters).
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Notes: The following data is mandatory in the Booking File when requesting TOD/PTA:

Form of payment (**F.**)
 Filed fares data, (**FF1**)
 Two phone fields (which must be **T*** and **H*** or **B***)

If the optional coupon number is used, then the MCO number used should include the check digit of the coupon itself.

If the request is for a flight segment that is due to depart within the next 24 HOURS the request will automatically be promoted to an URGENT request.

*For marine (ships crew) requests replace **TOD** with **TODM**, **PTA** with **PTAM***

Some carriers impose a service charge for issuing PTAs. For these carriers you will be prompted to add the following information to the PTA entry:

OC.EUR25.00 (Other Charge-followed by the currency and amount). This is to be placed after the filed fare information in the PTA entry as follows:

**RQ.PTA/ZZ/CPN.1/MCO.99912345678903/IOD.FCO.ZZ/FF1/
OC.EUR25.00*FREETEXT UP TO 180 CHARACTERS**

H/ADC**Additional Collection (ADC) Requests**

RQ.P3S1- 3/ADC/ZZ/CPN.2/MCO.12345678901203/ IOD.GVA.ZZ/CHF1000* ADCOL FOR UPGRADE TO FIRST CLASS	Send Additional Collection information for passenger number 3, segments 1 through 3 to carrier ZZ. The MCO or MPD number issued by the agency is 12345678901203 (including check digit). The coupon number is optional. The airline is to reissue the ticket on demand by the passenger (IOD) at GVA. The additional collection amount is CHF1000 and there is also additional text (Max. 180 characters).
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Notes: The following data is mandatory in the Booking File when requesting ADC:

Form of payment (F.)
 Filed fares data,(FF1)
 Two phone fields (which must be T* and H* or B*)

If the optional coupon number is used, then the MCO number used should include the check digit of the coupon itself.

If the request is for a flight segment that is due to depart within the next 24 HOURS the request will automatically be promoted to an URGENT request.

For marine (ships crew) requests replace ADC with ADCM.

Refund Requests

H/RFND

RQ.RFND/ZZ/MCO.99912345678903*MAX 180 CHARACTERS OF FREE TEXT	In response to this refund request, the carrier can authorise the refund of the TOD/PTA
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Electronic Tickets via Servicing

H/RQET

Issuance

RQ.P1S1/ETI/ZZ/MCO.99912345678903/ FF1*OPTIONAL FREE TEXT	Request for carrier ZZ to issue an Electronic Ticket for passenger 1, segment 1 (passenger and segment selection is optional); MCO (or MPD) number is 99912345678903; ticket is to be issued against Filed Fare 1; optional free text, max. 180 characters
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Even Exchange

RQ.P1S1/ETE/ZZ/TKT.9991234567890/ GBP.NIL*MANDATORY FREE TEXT	Request an Even Exchange on electronic ticket number 9991234567890 issued by carrier ZZ for passenger 1, segment 1; (passenger and segment relationship is optional), followed by mandatory free text (max. 180 characters); some carriers may require the check digit on the TKT number.
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Exchange with Additional Collection

RQ.P1S1/ETE/ZZ/TKT.9991234567890/ GBP50.00/MCO.9999876543213* MANDATORY FREE TEXT	Request an exchange on electronic ticket number 9991234567890 issued by carrier ZZ for passenger 1, segment 1; (passenger/segment selection is optional); additional amount is GBP50.00; MCO/MPD number for the additional collection is 9999876543213 followed by mandatory free text (max. 180 characters); some carriers may require the check digit on the TKT number
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Electronic Tickets via Servicing - Revalidation

RQ.ETV/ZZ/TKT.9991234567890* MANDATORY FREE TEXT	Request a revalidation on electronic ticket number 9991234567890 issued by carrier ZZ followed by mandatory free text (max. 180 characters); some carriers may require the check digit on the TKT number
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Note: If the request is for a flight segment that is due to depart within the next 24 HOURS, the request will automatically be promoted to an URGENT request.

Refunds

RQ.ETRF/ZZ/TKT.9991234567890* MANDATORY FREE TEXT	Request a refund on electronic ticket 9991234567890 issued by carrier ZZ, followed by mandatory free text (max. 180 characters; some carriers may require the check digit on the TKT number. If more than one ticket is to be refunded, the additional ticket numbers need to be added into the free text as follows;
RQ.ETRF/ZZ/TKT.9991234567890*999987654321*999324532112*MANDATORY FREE TEXT	

= ENHANCED BOOKING FILE SERVICING =

Change

RQ.1@FARE/ZZ/FQ/CUR.EUR/01OCT04/SITI* PLEASE ADVISE FULL FARE AND EXCURSION FARE	Change Request item number 1 to ask for a fare quote from carrier ZZ in currency EUR for ticketing the 01OCT04 (optional) where the International sale indicator is SITI, with free text (Max. 180 characters). Change entries can only be made before End Transaction
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Display

*RQ	Display Enhanced Booking File Servicing field
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Display Accepted Keywords

RQ*ZZ	Display accepted keywords for carrier ZZ
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Delete

RQ.2@	Delete Request item number 2.
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Note: Cancellation or deletion of any EBFS request will not be transmitted to the vendor.