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= SECURITY =

H/SON

Sign On

SON/Z217 or SON/ZHA	Sign on at own office SON/ followed by Z and a 1 to 3 character I.D.; the I.D. can be initials, a number or a combination of both
SON/ZGL4HA	Sign on at branch agency SON/ followed by Z, own pseudo city code and a 1 to 3 character I.D.
SON/Z7XX1/UMP	Sign on at 4 character PCC branch agency SON/ followed by Z, own pseudo city code, second delimiter and 1 to 3 character I.D.
SB	Change to work area B
SA/TA	Change to work area A; different duty code TA (Training)
SAI/ZHA	Sign back into all work areas at own office
SAI/ZGL4HA	Sign back into all work areas at branch agency; SAI/ followed by Z, own pseudo city code and a 1 to 3 character I.D.

Sign Off

SAO	Temporary sign out; incomplete Booking Files must be ignored or completed
SOF	Sign off; incomplete Booking Files must be ignored or completed
SOF/ZHA	Sign off override (at own office); incomplete transactions are not protected
SOF/ZGL4HA	Sign off override (at branch agency); incomplete transactions are not protected; SOF/ followed by Z, own pseudo city code and a 1 to 3 character I.D.

Security Profile

STD/ZHA	Display security profile, for sign on HA; once displayed, password may be changed
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SDA	List security profiles created by user (second level authoriser and above)
SDA/ZXX0	List security profiles associated with agency XX0 (second level authoriser and above)
STD/ZXX1UMP or STD/Z7XX1/UMP	Display profile STD/ followed by Z, own pseudo city code, second delimiter if pseudo city code is 4 characters and 1 to 3 character I.D.
STD/**	Display third screen of Security Profile
+J	Display terminal GTID on a Focalpoint workstation (whether signed in or not)
OP/W*	Determine active work area and display work area currently in use
OP/WL	Display terminal GTID (after sign on)

Assumed city**H/HMCT**

HMCT-LHR/A	Designate origin city for availability
HMCT-B/NAAV	Set preference for North American availability display for Apollo basic
HMCT-E/NAAV	Set preference for North American availability display as Apollo ECAC
HMCT-G/NAAV	Set preference for North American availability display as Galileo
HMCT-E/NNAV	Set preference for Non-North American availability display as Apollo ECAC
HMCT-G/NNAV	Set preference for Non-North American availability display as Galileo
HMCT-IBZ/P.	Designate origin city for phone field
HMCT-GOA/FD	Designate origin city for fare and rules displays, and for Fare Quote entries
HMCT-GOT/A/P./FD	Designate origin city for multiple fields
HMCT	Display CRT initialisation for assumed cities and carrier
HMCTX	Cancel all assumed city initialisations
HMCT@24/LT	Display times used in flight segments using 24 hour clock
HMCT@12/LT	Display times used in flight segments using 12 hour clock

Note: Each CRT and screen (A, B, C, D and E) may be initialised differently. For best results, verify CRT initialisation (HMCT) at the start of each day.

= HELP =**Help Facility****H/HELP**

HELP M or H/M	Display index of all subjects beginning with the letter M
H/OSI	Display help page for specific function eg. OSI (max. 4 characters)
H/	Display applicable help page after an error response
H*	Redisplay last input
H/T.	Display direct help for ticketing (using function identifier)

= C.A.I. =**Computer Assisted Instruction (C.A.I.)****H/C.A.I.**

SC/CI	Activate work area C in lessons mode
C.A.I.	List all available courses
TC35	Display list of lessons in course 35
TL35/3	Access course 35, lesson 3
TP35/3/215	Access course 35, lesson 3, page 215
TP LIST	List topics in lesson
TP REPEAT	Repeat current topic; return to previous page after temporary sign off
TP	Redisplay last page in lesson
TPNBR	Display current page in C.A.I. lesson
BOCI	Temporary sign off without losing place in lesson; TP REPEAT returns to same place
BSOCI	Sign out of C.A.I. lesson
SC/AG	Change from work area C in lesson mode to live system with duty code AG (entry must follow BSOCI or BOCI)
TPMSG FREE TEXT	Send message to CAI authors (max. 4 lines)

Note: The Lessons within the C.A.I. have not be updated since April 2003.
Please use with care, as system and format modifications from 2003 onwards will not be incorporated.

= SCROLLING =**Scrolling****H/SCRO**

MB	Move to bottom of display
MT	Move to top of display
MD	Move down
MR	Moves down, but only displays remaining lines on last display
MU	Move up
MD4	Move down 4 lines (maximum 99)
MU21	Move up 21 lines (maximum 99)
MD0	Redisplay current screen

Note: The Scroll commands above are not applicable to all Galileo® system functions. In particular, Cars, Hotels, TIMATIC and Availability have their own scrolling commands.

= BOOKING CODES =**H/BC****Action code**

The code used by Galileo® system to tell the vendor what action should be taken on the segment or SSR (request, cancel, etc).

Advice code

The code used by the vendor to advise what action has been taken on the segment or SSR.

Status Code

The code used to show the current state of a segment or SSR.

CODE	TYPE	EXPLANATION
FS	Action	Sold on free sales basis
HS	Action	Have sold - inventory adjusted

INTRODUCTION

IN	Action	If not holding...need
IS	Action	If not holding...sell
IX	Action	If holding...cancel
LL	Action	Waitlist request
NA	Action	Need specified segment or the alternate
NN	Action	Need request
OX	Action	Cancel if following requested segment is available
RR	Action	Reconfirming
XK	Action	Cancel without generating message
XX	Action	Cancel confirmed/requested SSR, seat data etc
SS	Action	Sell (sold within this transaction)
HX	Advice	Have cancelled (By Airline)
KK	Advice	Confirming booking
KL	Advice	Confirming from waitlist
NO	Advice	No action taken (No Inventory held)
TK	Advice	Holds confirmed; advise client of new timings
TL	Advice	Waitlisted; advise client of new timings
TN	Advice	Requested; advise client of new timings
UC	Advice	Unable - segment closed
UN	Advice	Unable - vendor cannot supply service
US	Advice	Unable to sell-vendor cannot accept request, have waitlisted
UU	Advice	Unable - vendor cannot confirm, have waitlisted
AK	Status	Confirmed outside Galileo system. No message sent when cancelled
AL	Status	Waitlisted outside Galileo system. No message sent when cancelled
AN	Status	Requested outside Galileo system. No message sent when cancelled
BK	Status	Booked outside Galileo system - messages still sent and received
BL	Status	Waitlisted outside Galileo system - messages still sent and received
BN	Status	Requested outside Galileo system - messages still sent and received

HK	Status	Holds confirmed
HL	Status	Holds waitlisted
HN	Status	Have requested
PN	Status	Pending need - awaiting confirmation

= E-MAIL ITINERARY =

H/EMAIL

To send an e-mail itinerary in Focalpoint, you need to create a Booking File, or use a retrieved Booking File, and add a Received From field before making the final "send" entry.

E-mail "TO" and "FROM" fields.

MT.TOM-HILL@ACME.COM	Add an e-mail "TO" address
MT.2@AMY.MOSS@YAHOO.COM	Change 2nd e-mail "TO" address
MT./2@JOSE.RUIZ@HOME.COM	Insert after 2nd e-mail "TO" address
MT.ALL@	Delete all e-mail "TO" fields
MF.TONY.WEST@AGENT.COM	Add an e-mail "FROM" address
MF.@TONY.EAST@AGENT.COM	Change e-mail "FROM" address
MF.@	Delete e-mail "FROM" address
	Note : email "FROM" is a single item field

E-mail COMMENT fields.

Only one comment permitted for attaching to each "TO" field.

MC.1@HAVE A HAPPY HOLIDAY	Add or change e-mail comment for first e-mail "TO" field
MC.2@	Delete 2nd e-mail comment field
MC.ALL@	Delete all e-mail comment fields
*EM	Display all e-mail fields

Send E-Mail Itinerary

EM	Send e-mail to default address (First e-mail address found)
EMALL	Send e-mail to all e-mail addresses
EM2	Send e-mail to e-mail address 2 only
EM1.3.5	Send e-mail to e-mail addresses 1 , 3 and 5
EM3-5.8	Send e-mail to e-mail addresses 3 to 5 and 8
ERM	Send e-mail to default address and retrieve Booking File
ERMALL	Send e-mail to all addresses and retrieve Booking File
ELM5	Send e-mail to address 5 and redisplay Similar Names List
ECMALL	Send e-mail to all addresses and end transact Leisurshopper Booking