= PRINTER LINKAGE =

Linkage Printer codes

DT	Demand ticket print
DI	Demand invoice/itinerary print
DA	Demand MIR print
DX	Demand printability
DS	Demand satellite print
DIE	Demand invoice/itinerary/electronic ticket supporting documents print

Linkage for Demand printing

HMLMF52303DT	Link terminal to ticketing printer GTID F52303
HMLMF22302DI	Link terminal to itinerary printer GTID F22302
HMLMF72203DA	Link terminal to MIR printer GTID F72203
HMLMF52305DX	Link terminal to printer GTID F52305 for printability
HMLMF10979DS	Link terminal to satellite printer GTID F10979
HMLMF92303DT/BA3203DI/F73404DA	Link maximum 3 printers to 3 stock types
HMLMF52303DIE	Link terminal to itinerary/electronic ticket supporting document printer GTID F52303

Display Linkage

HMLD	Display linkage of terminal
HMLDXC7	Display linkage for all terminals in pseudo city XC7

De-link from Printer

HMLM/DELINK	Delink from all printers
HMLM/DELINK/T	Delink from ticket printer only
HMLM/DELINK/I	Delink from itinerary printer only
HMLM/DELINK/A	Delink from MIR device only
HMLM/DELINK/S	Delink from satellite ticket printer only

Designate Printer for Stock Type

HMOMF72303–TKT	Designate printer for ticketing
HMOMF92304–ITN	Designate printer for itinerary/invoice
HMOMF32303–BLK	Designate printer blank

Change Printer Status

HMOMF82303–U	Change printer status to UP mode
HMOMF82303–D	Change printer status to DOWN mode

ATB Printer status

HMOMF1075E–T/1700001764/04	Change the status of a 'BUSY' ATB printer to UP; entry requires the printer GTID, number of the last successful ticket issued, plus the number of coupons used by the printer for that ticket (including any coupons in the reject bin)
HMOMF1075E–T/1563219457/06/V	When ticket book is not completed properly, brings printer DOWN, reports ticket as VOID in the TINS report; entry requires the printer GTID, number of the last successful ticket issued, plus the number of coupons used by the printer for that ticket (including any coupons in the reject bin)
HMOMF1075E–T/1563219457/06/00	When no coupons have been used by the printer, brings printer DOWN, reports ticket as VOID in the TINS report; entry requires the printer GTID and number of the last successful ticket issued

= TABLES =

Ticket Stock Tables   *H/HMS and H/TINS*

HMSA–44400080001/4440008499/500	Add ticket stock numbers to agency ticket stock record; the first ticket number must contain the check digit
HMSA–44400080001/4440008499/500/ S*99999992	Add ticket stock (including check digit) to a satellite printer IATA number/Agency Location Code 99999992
HMSD	Display agency ticket stock record
HMSX–12000022011/1200002300/100	Delete a range of tickets from the agency ticket stock record

Ticket Printer Table (TINS Table)   *H/HMTN and H/TINS*

HMTN5F203A– 44400080001/4440008499/500	Add ticket stock numbers to agency printer ticket table; the first ticket number must contain the check digit
HMTN/D	Display all ticket numbers held in all printer ticket tables
HMTN5F203A/D	Display all ticket numbers held in ticket table for printer 5F203A

Daily Procedures

HMTN5F203A/RETURN	Return unused tickets to agency ticket stock record at end of day
HMTN5F203A– 44400080512/4440008100/050	Load last days remainder tickets onto printer ticket table, the first ticket number must contain the check digit

Note: In certain countries, 'stock control numbers' are used instead of ticket numbers.

Itinerary Printer Table   *H/HMIN and H/TINS*

(Max. 65,535 documents.)

HMIN5F204A–*	Start numbering itineraries from 1 through to 65535 for printer 5F204A
HMIN5F204A–448201/448799/598	Start numbering itineraries from 448201 to 448799 for printer 5F204A
HMIN5F204A–444100/444300/*	Start numbering itineraries from 444100 to 444300 and then return to first number
HMIN/D	Display all itinerary/invoice numbers held in all printer invoice tables
HMIN5F204A/D	Display itinerary/invoice numbers held in itinerary/invoice table for printer 5F204A
HMIN5F204A/DELETE	Delete itinerary/invoice numbers held in itinerary/invoice tables on printer 5F204A

= TINS =

Display Ticket and Invoice Numbering System (TINS) Report

HMPR	Display TINS report for today
HMPR/GL3	Display TINS report for today for branch GL3
HMPR/25APR	Display TINS report for another date
HMPR/GL4/25APR	Display TINS report for branch GL4 for another date
HMPR/CU-EUR	Display TINS report for tickets issued in Euro
HMPR/MCO	Display TINS report showing only MCO items
HMPR/12NOV/MCO	Display TINS report for another date showing only MCOs

Print TINS Report

HMPR/F52303	Print TINS report for today on printer GTID F52303
HMPR/F52303/GL2	Print TINS report for branch GL2
HMPR/F52303/25APR	Print TINS report for another date
HMPR/F52303/GL2/25APR	Print TINS report for branch GL2 for another date
HMPR/E12345/MCO	Print TINS report showing only MCO items
HMPR/E12345/XX9/12NOV/MCO	Print TINS report for another branch for another date showing only MCO items

Ticket number voiding

TRV/12544400080012	Void ticket number on TINS report; must include airline 3 digit code and check digit of auditors coupon
TRV/12544400080012–003	Void a range of ticket numbers on TINS report; ticket numbers must be from the same filed fare, the first ticket number must include check digit
TRU/12544400080012	Unvoid voided ticket number on TINS report; must include airline 3 digit code and check digit of auditor's coupon

Stock number voiding

TKV/12345678903	Record stock number as VOID on the TINS report
TKV/12345678903/I99999992	Record an Satellite stock number as VOID on the TINS

Note: In certain countries, 'stock control numbers' are used instead of ticket numbers.

= TICKET PREPARATION =

Ticket Modifiers   *H/TKMO*

Ticket modifiers can be added at two different stages:

To store in a Booking File:

1. Precede modifiers with TMU1 (filed fare 1)

To include in a ticket entry:

2. Precede modifiers with TKP

Mandatory Modifiers

CSK	Carrier (SK)
Z8	Commission (8 percent)
F373900000123456*D0505	Form of Payment (credit card number)

Optional Modifiers

EBNON REFUNDABLE	Endorsement (free format after EB)
TC123456	Tour Code (number after TC)
IT or IT*PC	Inclusive Tour
/AU	ATB Audit Coupon

Note : Ticket modifiers may be used in random order separated by mandatory slash.

Examples:

TMU1CSK/Z9/FS/IT/TC6LH2SKXX2

TMU	**Ticket Modifier Update**
1	**Filed Fare number 1**
CSK	**Plating Carrier SK**
Z9	**Commission number 9%**
FS	**Form of Payment Cash**
IT	**Inclusive Tour**
TC6LH2SKXX2 Tour Code	

TMU1FS/Z9/CBA/EBNON REFUNDABLE/IT/TC123456	Store the ticketing modifiers FOP, commission rate, validating carrier, endorsement text, inclusive tour and tour code in the BF
TKP1FS/Z9/CTP	Add the ticketing modifiers FOP, commission rate and validating carrier to filed fare number 1 at time of ticketing

= TICKET MODIFIERS =

Mandatory Modifiers   *H/TKMO*

Form of Payment

FS	Form of payment cash
FCK	Form of payment cheque
F373912345678956*D1004	Form of payment, Galileo accepted credit card with expiry date; see MISC for more credit card authorisation entries
FCCXY1234567890*D1204*A12345	Form of payment, non Galileo accepted credit card (XY) with an expiry date and approval code
/F317284567841005*D1204	Automatic credit request at ticketing with validity date
/F317284567841005*E12*D1204	Automatic credit request at ticketing with extended payment option with validity date
/F317284567841005*E3*D1104*A123456	Credit card payment with extended payment and expiry date with override approval option (min. 2 characters) - no approval requested
/FAX317284567841005*D1204	Automatic credit card request using 2 alpha credit card vendor code (optional) with validity date
/FAX373912345678901*D1204*CKOPLA	Automatic credit card request including client reference to be printed on the bill of credit card company

/FCC123456789012345*D1204*A12345	Used for non-Galileo accepted credit card vendors; the validity date is optional, approval code is mandatory
/FCCAA123456789012345*A12345	Used for non-Galileo accepted credit card vendors; with optional 2 alpha credit card vendor code; approval code is mandatory

Note: Expiry date is mandatory on all credit cards except UATP cards and is optional on FCC entries

Form of Payment (cont)

P1FCK/P2FS	Passenger 1 form of payment cheque, passenger 2 form of payment cash
FMR	Multiple types of payment collected
FMS FREE TEXT	Miscellaneous form of payment (must be followed by free text)
FNONREF FREE TEXT	Form of payment Non Ref (may optionally be followed by free text (max. 35 characters)
FINVSHELL	Form of payment invoice (for SHELL company); INV must be followed by free text (min. 2, max. 32 characters)
FEX	Form of payment exchange document (see exchange tickets later this chapter)
FREE	Free ticket (prints FREE in fare and FOP box of the ticket)

Plating or Validating Carrier

CQF	Validating carrier QF

Commission Rate

Z4	4% Commission (this field may be optional depending on the agency set up)

Optional Modifiers *H/TKMO*

Endorsements

EBNON REFUNDABLE	Free form text endorsement

EBNON REFUNDABLE *EBVALID ONLY ON AIR FRANCE	Multiple endorsements (max. 3); all endorsements together must not exceed 58 characters

Tour Code

TC123456	Tour code 123456 (maximum 14 characters)

Inclusive Tour

IT	Print IT in fare box, suppressing fare construction
IT*PC	Print IT in fare box and print fare construction

Bulk Inclusive Tour

BT	Print BT in fare box, suppressing fare construction
BT*PC	Print BT in fare box and print fare construction

Satellite Printing

STP99999992	Print at satellite printer IATA number/Agency Location Code 99999992 (including check digit)

Nett Fare (DI Ticketing)

NFEUR1000.00*90	Nett Fare EUR 1000.00; DI code 90; "NOT ENDORSABLE" is printed automatically in the Endorsement box

Electronic Ticketing

ET	Issue electronic ticket where the default ticket type for the specific carrier is paper
PT	Issue paper ticket, where the default ticket type for the specified carrier is electronic

ATB Printers

/AU	Issues an ATB audit coupon for those agents who do not normally receive an audit coupon as part of an ATB ticket transaction

= TICKET MODIFIERS =

Change Ticket Modifiers
H/TKMO

TMU1EB@VALID ONLY ON BA	Change stored endorsement box text for filed fare 1
TMU2Z@9/EB@NON REF/F@S/C@BA	Change stored commission to 9%, endorsement text, FOP to cash, and validating carrier for filed fare 2
TKP3P2C@AZ/F@CK	Print ticket using filed fare 3 for passenger 2 and change validating carrier to AZ and FOP to cheque
TMU1P3F@S	Change stored form of payment for passenger 3 only
TKP1P3F@CK	Print ticket using filed fare 1 for passenger 3 and change the FOP to cheque

Delete Ticket Modifiers

TMU1EB@	Delete endorsement box text of filed fare 1
TMU4IT@/TC@	Delete IT modifier, and tour code of filed fare 4
TMU1P1–3F@	Delete form of payment stored individually for passengers 1 through 3

Change stored endorsements

Note: When an itinerary is autoquoted, system generated endorsements may be attached to the fare (i.e. PEX, APEX fares etc.). If it is necessary to delete or change these endorsements, the following procedure should be used:

1. Convert filed fare to manual fare	***FB1**
2. Delete stored endorsements or change stored endorsements	**FBUEB/** **FBUEB/NEW TEXT**
3. File manual fare	**FBFALL**

= TICKET MODIFIERS =

Electronic Ticket Failed - Fill in Format

In certain circumstances an Electronic Ticket request may fail. For example the airline link may time out or fail, or the airline may reject the Electronic Ticket request. In each of these circumstances you will be given the option to default to paper or to cancel the ticketing transaction. The default to paper option will appear as follows:

```
>*ET                                    ELECTRONIC TICKETING FAILED
VENDOR SYS ERR OCCURRED
TAB AND ENTER TO SELECT OPTION
ISSUE PAPER TICKET TO HOST >.    TO STP >........
CANCEL TICKETING TRANSACTION >
```

You must then Tab to the required option and <Enter>. There is no need to type any character before <Enter>.

= OPEN TICKETS =

Create a Booking File for the required segments using a direct segment entry in the following way:
0KLOPENC15SEPAMSJFKNO1
0KLOPENC JFKAMSNO1

Points to note:

1. Always state the carrier, NEVER use the carrier code YY
2. 15SEP is the date of issue for the ticket; this is the only date shown on the ticket in the box "DATE OF ISSUE"
3. Always use the AIRPORT three letter codes
4. NO1 is for ONE passenger, NO2 is for TWO passengers, etc.

Complete the BF as usual, End Transact and Retrieve.
The tickets can now be printed in the normal manner.

=ELECTRONIC TICKETING =

H/ETKT

Procedure

CGET	Display Electronic Ticket airlines
HMET	Display Electronic Ticket support document print table
DT/IAT/DISBA	Display interline table by validating carrier (BA)
DT/IAT/DIS*DI	Display interline table by downline carrier (DI)
TKP	Issue Electronic Ticket when the carrier default is set to Electronic Ticket
TKPET	Issue Electronic Ticket when the carrier default is set to Paper Ticket

Display

*HTE	Display Electronic Ticket file
*TE2	Display Electronic Ticket from similar names list
*TEH	Display Electronic Ticket history
*TE/0011231231234	Display ET by ticket number
*TE/AC/437/21JUN04CDGYUL-LAPIN	Display ET by carrier/flight number/date/route and name
*TE/LH/14JUL04AX37390002424000-HERZOG	Display ET by carrier/date/credit card and name
*TE/QF/18DEC04FF876543	Display ET by carrier/date and frequent flyer number
*TE/JL/21JUN04P070363636-SATO	Display ET by carrier/date/phone number and name
*HTE	Display Electronic Ticket when booking file is present

Cancelling an Electronic Ticket
Cancelling or changing a Booking File does not cancel or change the Electronic Ticket file. In addition to cancelling the air segments you need to close out coupons from the Electronic Ticket file for unused Tickets by either Voiding... Exchanging... or Refunding.

Additional Formats

TRV/01612345678904	Void an Electronic Ticket (include check digit)
TKPFEX0161234567890/ET	Exchange Electronic Ticket
TRNE12512345678904	Refund Electronic Ticket
TSD00712345678904	Reprint Support Documents
TMU1GRC	Print Later override modifier
TKRETS1/TN1114440008888/C1	Revalidate segment 1 quoting ticket number to be revalidated and coupon 1 to be revalidated. Electronic Ticket record must be displayed first.
TKRETS1/TN0171234567890/C1 NVB21FEB/NVA11MAR	Revalidation of segment 1, coupon 1, specifying Not Valid Before and Not Valid After dates.
HQSD/ALL	Print Support Documents
HQSD/AUD	Print Audit coupon
HQSD/AGT	Print Agent coupon
HQSD/REC	Print Passenger Receipts

= EXCHANGE TICKETS =

Procedure

1. Create and file the fare for the revised journey.

(Use Manual Fare Build entries if necessary, see Fares Chapter)

2. End Transact and retrieve BF

3. Using Ticketing Modifier entries (TMU) or Ticketing entries (TKP),

enter the Exchange Form Of Payment, (FEX)

Examples:

TKPFEX/CBA/Z9	Display exchange FIF for *only* filed fare for all passengers and segments
TMU2FEX/CTW/Z9	Display exchange FIF for filed fare 2 for all passengers and add the validating carrier and commission rates as modifiers
TKP2P1/FEX/CKL/Z9	Display exchange FIF for filed fare 2 for passenger 1 only
TMU3FEX/EBNON–REFUNDABLE/CAZ/Z9	Display exchange FIF for filed fare 3 for all passengers; add an endorsement, validating carrier and commission rate
TMU1FEX1114440008000/CBA/Z9/ET	Display exchange FIF for specified electronic ticket number, for only filed fare for all passengers and segments; exchange will be for the specified electronic ticket for a new electronic ticket
TKPFEX1114440008000/CBA/Z9/PT	Display exchange FIF for specified electronic ticket number; exchange specified electronic ticket for a new paper ticket (when the default ticket type for the carrier is electronic)

4. Complete the displayed Exchange Fill-In Format as applicable inputting the

original/exchange ticket details. Tab to the last tab stop and press enter.

5a *Even Exchange*

- The exchange modifier is complete

5b *Additional collection due*

- The multiple receivable Fill-In Format is displayed. Complete by adding the form(s) of

payment followed by $ followed by the amount e.g. CK$100.00. (redisplay with *MR, and press

enter.)

5c *Refund due*

- A refund Fill-In Format is displayed. Tab and press enter.

= EXCHANGE TICKET FILL-IN FORMAT =

Input:

```
TKP1CSR/FEX/Z9
(reissue in AMS, journey originated ZRH)

Completed Screen

>*EX **TICKET FOR**: BLOGGS/AMR                    PSGR  1/ 1
  NEW FARE: CHF  1234.00  EQUIV: CHF NLG
  TX1:   0.00    TX2:   0.00    TX3:   0.00    TX4:   0.00
 *EXCH TICKET*: TICKET NUMBER   THRU   TICKET NUMBER  NO. CPNS
               12345678901203  X     1234567890121..    .4
  COUPONS FOR  TKT1: 34..   TKT2: 12..   TKT3: ....   TKT4: ....
  PD TAXES 1: 3.00.. DE 2: 9.00.. FR 3: ...... .. 4: ...... ..
  PD TAXES 5: ...... .. 6: ...... .. 7: ...... .. 8: ...... ..
 TTL VALUE: CHF853.00....... BSR: *1.264..ORIG FOP: CK........
  *ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE   IATA CODE
               .............. ZRH/ZRH   GVA  01MAR03  77777777
>
```

Explanation:

1. EX Passenger name and number of any applicable group of passengers - automatically taken from filed fare

2. NEW FARE/EQUIV The new fare (CHF 1234.00) and equivalent box entry (CHF NLG), - automatically taken from filed fare

3. TAX 1 etc Any new taxes to be collected (in currency of point of reissue) - automatically taken from filed fare

4. EXCH TICKET Number of original document (including check digit-if not known use P) THRU Enter X in this position when dealing with conjunction tickets, followed by last conjunction ticket number and check digit NO. CPNS Enter total number of coupons to be removed from original ticket

5. COUPONS FOR Enter specific coupon numbers being removed from each document

6. PD TAXES Include any paid taxes and applicable tax code if tax is still applicable to revised itinerary

7. TTL VALUE Enter, with currency code, value of original document(s) excluding taxes

8. BSR Enter Bank Selling Rate. Precede amount with * if to be multiplied and / if to be divided

9. ORIG FOP Enter original form(s) of payment (either in full or code - see DOCS 7)

10. ORIG ISSUE TICKET NUMBER - if same as exchange document, leave blank

ORG/DES Enter original city of origin, and destination of revised itinerary

CITY Enter 3 letter city code from original issue

DATE Enter date and year from original document

IATA CODE Enter IATA code from original document (if not known, or illegible, use 77777777)

= AUTOMATED REFUNDS =

Automated Refunds are only available in a limited number of BSP markets. The following entries are therefore not available to all users. In addition when Automated Refunds are permitted a BSP does not always allow the use of all inputs.

Note: In certain markets, only certain tickets may be refunded.

Full Refund of ticket

TRA12577777777770/01NOV03	Refund full value of ticket; year is optional
TRA12577777777770/01NOV/x10.00	Refund value of ticket, includes a cancellation penalty

Full or Partial Refund of ticket

TRN12577777777770/01NOV03	Display fill in format for refund
TRNE1251234567890/12FEB05	Refund electronic ticket, format includes 3 digit airline code, electronic ticket number with check digit and date ticket was issued

Cancel Refund

TRNC12577777777770	Cancel refund of ticket by ticket number

Refund Specific TINS entries

HMPR/CSR/01JUN-30JUN/REF	Display refunded tickets
HMPR/REF/END01MAR/GTID	Release ticket block (Germany only)

Linear Refund Inputs
Use linear refund inputs when Fill in Formats are not required.

CODE	EXPLANATION	Mandatory/ Conditional/ Optional
TRN	Action Code	M
aaa	Airline numeric code	M
nnnnnnnnnn	Ticket number and check digit	M

CPcccc	Coupon number to be refunded	M
JDOM *or* **JINT**	Indicates domestic or international travel	M
Iaaa	Issuing airline with two or three alpha/numeric codes	C
Rxxxxxxxxff	Amount used fop type	M
AAIIIIIIIIIIIIIIIIIII	Airline Authority	O
Onnnnnnnnnnc	Original Document Number and check digit	O
ODddmmmyyXXXnnnnnnn	Original issue details	O
Zxxxxx	Original commission rate (default to AAT COMM field if not entered)	O
T1–xxxxxxxaa	Tax 1 amount and code	O
T2–xxxxxxxaa	Tax 2 amount and code	O
T3–xxxxxxxaa	Tax 3 amount and code	O
T4–xxxxxxxaa	Tax 4 amount and code	O
T5–xxxxxxxaa	Tax 5 amount and code	O
T6–xxxxxxxaa	Tax 6 amount and code	O
T7–xxxxxxxaa	Tax 7 amount and code	O
T8–xxxxxxxaa	Tax 8 amount and code	O
PFC1–aaan	PFC1 airport and $ amount indicator	O
PFC2–aaan	PFC2 airport and $ amount indicator	O
PFC3–aaan	PFC3 airport and $ amount indicator	O
PFC4–aaan	PFC4 airport and $ amount indicator	O
Xnnnnnnnn	Cancellation charge and amount	O
ZXAnnnnnn *or* **ZXPnn.nn**	Commission amount or percentage on cancellation charge	O
N–aaaaaaaaaaaaaaaa.aaa	Passenger name (surname and status); max, length 44 characters	M
Pxxxxxxxxff	Paid fare amount and fop type	M
PTxxxxxxff	Paid tax amount and fop type	O
CC–aannnnnnnnnnnnnnnnnn*Dnnnn	Credit card vendor, number and expiry date	O

TCanananananananan	Tour code data, up to 14 a/n	O
Dddmmmyy	Date of issue of refunded document	M
NFaaannnnnnnnn	Net Fare Amount	O
CF1–xxxxxxxxxxxx	Customer File Reference up to 12 a/n	O
S*nnnnnnnn	STP IATA number 8 numerics	O
NR	Net Remit indicator followed by Y or N	O

Note: Only one credit type FOP is permitted with linear formats.

= AUTOMATED MCOs =

MCO Screen

MCOB	Builds blank MCO fill-in format screens
MCOBFF1	Builds MCO fill-in format screens for filed fare 1
MCOBP1	Builds MCO fill-in format screens for passenger number 1
MCOBP1-3.5	Builds MCO fill-in format screens for passenger numbers 1 to 3 and 5
MCOBS1	Builds MCO fill-in format screens for segment number 1
MCOBS1-3.6	Builds MCO fill-in format screens for segment numbers 1 to 3 and 6
MCPBP1/S2	Builds MCO fill-in format screens for passenger number 1 segment number 2 only
MCOC01E	Select option E (car hire) from list of reason codes

Reason Codes

A	Air transportation
B	Surface transportation
C	Baggage shipped as cargo
D	Land arrangements for IT
E	Car Hire
F	Sleeper/Berth
G	Upgrading
H	Under collection
I	Taxes / Fees / Charges
J	Deposit
K	Refundable balance

L	Hotel accommodation
M	Sundry charges
N	Cancellation fee
O	Other
P - Z	To be assigned as required by airlines
1 - 9	To be assigned as required by markets

Note: Codes **A – O** are standard codes used by all airlines in all markets. Codes **P – Z** and **1 – 9** will be assigned as required by different airlines and markets, and may be used in some markets to differentiate PTA and TOD from other forms of Air Transportation, and also to differentiate between VATable and non-VATable air fares.

Display MCO

*MCO	Display MCO field in a Booking File
*MCO02	Display the detail of MCO 02 field in a Booking File
*MCOT01	Display the Tax screen for MCO 01 in a Booking File
*MCOZ02	Display the Flight Segment Tax breakdown screen for MCO 02 in a Booking File
*MCOR03	Display the Remarks screen for MCO 03 in a Booking File

Modify MCO

MCOM02	Modify MCO 02 field in a Booking File
MCOT01	Modify the Tax screen for MCO 01 in a Booking File
MCOZ02	Modify the Flight Segment Tax breakdown screen for MCO 02 in a Booking File
MCOR03	Modify the Remarks screen for MCO 03 in a Booking File

Points to note:

If you insert a tax using the MCOT option, you must update the Remarks screen with the detail of the new tax added, otherwise it will not appear on the MCO. If addition, if you amend a tax amount using the MCOT option, you must update the Remarks screen by overtyping the original tax with the new amount, otherwise it will not be updated in the MCO.

Issue MCO

TKP1MCOTOD	Issue an MCO for TOD for filed fare 1
TKP2MCOPTA	Issue an MCO for PTA for filed fare 2
TKP1MCOOTH	Issue an MCO for other services for filed fare 1

MCO Exchange

MCOBEX/P2	Builds the MCO for exchange fill in format screen for passenger 2
MCOBEX	Builds the MCO for exchange fill in format screen for booking file with only one passenger in it
MCOEX01	Display the MCO for exchange screen prior to completion

MCO Store

MCOF	Store the fill-in format

MCO Print

MCOP02	**Print MCO 02**

MCO History Codes

AMC	Added MCO
CMC	Changed MCO
AP	Added TOD MCO number
APQ	Enhanced Booking File Service request added to pseudo city queue
ARQ	Added Enhanced Booking File Request
AT	Modifiers added at ticket issue
XFB	Deleted manual fare
XFQ	Deleted fare quote
XK	Replaced TINS
XT	Changed or deleted ticketing data

= CANNED REMARKS =

Create Canned Remarks Record   *H/ITCA*

RPFC/RMKS	Create a blank Canned Remarks record

Display Canned Remarks Record

RPFD/RMKS	Display the Canned Remarks record

Modify Canned Remarks Record

RPFM/RMKS	Modify the Canned Remarks

Borrow Canned Remarks Record

RPFB/GL3/RMKS	Copy the Canned Remarks record of branch agency GL3

Give Canned Remarks Record

RPFG/GL3/RMKS	Give Canned Remarks Record to GL3; (GL3 must not have a record already created)

Print Canned Remarks Record

RPFP/RMKS/F23032	Print Canned Remarks record on printer GTID F23032

Terminate Canned Remarks Record

RPFT/RMKS	Delete Canned Remarks record; this entry must be input twice

Note: These entries may only be made by second level authorisers and above.

Add Canned Remarks to Booking File

DI.CR–9.8.6	Add Canned Remarks 9, 8 and 6 (max. 12) to Booking File

Change Canned Remarks in Booking File

DI.2@CR–9.8.5	Change Canned Remarks (stored as DI item 2) to numbers 9, 8 and 5

Delete Canned Remarks from Booking File

DI.3@	Delete Canned Remarks (stored as DI item 3)

= ITINERARY REMARKS =

Create Unassociated Itinerary Remarks field   *H/ITUN*

(Max. 70 characters per item.)

RI.TEXT	Create Unassociated Remark
RI.TEXT+RI.TEXT	Create multiple Unassociated Remarks
RI. (type 2 blank spaces)	Create a blank line in the itinerary before or between Unassociated Remarks

Create Associated Itinerary Remarks field

(Max. 70 characters per item.)

RI.S2*TEXT	Add text associated to segment 2
RI.S4*TEXT−TEXT+RI.S5*TEXT−TEXT	Add two lines of text associated to segment 4 and two lines associated to segment 5
RI.S1*	Add a blank line after segment 1 or its Associated Remarks
RI.S1−3*TEXT	Add same text to all stated segments

Change Unassociated/Associated Itinerary Remarks field

H/ITUX

RI.2@NEW TEXT	Change the second Itinerary Remark to new text
RI.2@NEW TEXT+RI.3@NEXT TEXT	Multiple Remark change

Delete Unassociated/Associated Itinerary Remarks field

RI.3@	Delete Itinerary Remark 3
RI.3−6.8@	Delete Itinerary Remarks 3 through 6 and 8
RI.5−7@	Delete Itinerary Remarks 5 through 7

Insert Unassociated Itinerary Remarks field

H/ITRE

RI./0*TEXT	Insert first Unassociated Remark

Insert Associated Itinerary Remarks field

RI./2S3*TEXT	Insert after Itinerary Remark 2 an Associated Remark for segment three

Display Itinerary Remarks field

H/ITDI

*RI	Display Itinerary Remarks
*RI/S4.9	Display Itinerary Remarks for segments 4 and 9
*RIA	Display Associated Itinerary Remarks

*RIU	Display Unassociated Itinerary Remarks
*RI4	Display Specific Itinerary Remark
*XRI	Display cancelled remarks, before ET
*HRI	Display Itinerary Remarks history

Reassociate Associated Remarks

RIR.1–2S2	Reassociate remarks 1 and 2 to segment 2

= ENHANCED ITINERARY REMARKS =

H/EIIR

Create Associated Check in times
(Minimum Check In Time is 10 minutes, the maximum is 240 minutes)

RI.CI*45	Add a Check In Time of 45 minutes to ALL air segments
RI.S1/CI*60	Add a Check In Time of 60 minutes to segment 1 only
RI.S2.4–7/CI*120	Add a Check In Time of 120 minutes to segments 2, 4, 5, 6 and 7
RI.S1/CI*45+RI.S2.4/CI*60	Add a Check In Time for segment 1 of 45 minutes, and for segments 2 and 4 a Check In Time of 60 minutes

Create Associated Terminal Information

RI.DT*Terminal 4	Add an Associated Remark for Departure Terminal 4 to ALL air segments
RI.S1/AT*Terminal 1	Add an Associated Remark for Terminal 1 to segment 1 only
RI.S1.2/AT*Terminal 3+RI.S5/DT*Terminal	Add Associated Remarks for Arrival Terminal 3, segments 1 and 2, and Departure Terminal 1 for segment 5

Combination of Check in times and Terminal information

RI.S1/CI*45/DT*Terminal 4/ AT*North Terminal	Segment 1 Check In Time is 45 minutes with Departure Terminal 4 and Arrival at North Terminal
RI.S1–2/DT*Terminal 4/ CI*45+RI.S3-5/DT*Terminal 1/ CI*90+RI.S5/AT*South Terminal	Segments 1 and 2 depart Terminal 4 with a Check In Time of 45 minutes; Segments 3,4 and 5 depart Terminal 1 with a Check In Time of 90 minutes; Segment 5 arrives at South Terminal

Delete Associated Check in and Terminal Remarks
Details may be deleted or changed in the same way as other itinerary remarks:

RI.8@	Delete remark number 8

Change Associated Check in and Terminal Remarks

RI.6@CI*50	Change remark 6 to a Check In Time of 50 minutes

Delete and change Associated Check in and Terminal Remarks

RI.8@+RI.6@CI*45	Delete remark 8 and change remark 6 to Check In Time of 45 minutes

Display Check in and Terminal Remarks

*RI	Displays all Associated and Unassocated Remarks including Check In Times and Terminal Information
*RIC	Displays only Check In and Terminal Information

= DUE, PAID AND TEXT REMARKS =

H/DUE

Create Due/Paid & Text Remarks
(Max. 34 characters for amount due/paid; max. 43 characters for text only.)

RD.T/06FEB*FREE TEXT*125.00	Create DUE remark for a TUR segment with amount due
RP.H/12APR*FREE TEXT*75.00	Create PAID remark for a HTL segment with amount paid
RT.C/24AUG*FREE TEXT	Create TEXT remark for a CAR segment
RT.S/24AUG*FREE TEXT	Create TEXT remark for a SURFACE (SUR) segment
RT.A/19DEC*FREE TEXT	Create TEXT remark for an Air Taxi (ATX) segment
RT.L/13APR*FREE TEXT	Create TEXT remark for an LeisureShopper (LS) segment

Change Due/Paid & Text Remarks

RD.2@T/21JUL*TEXT*425.75	Change DUE remark shown on line 2 of the itinerary
RP.5@H/05DEC*TEXT*67.95	Change PAID remark shown on line five of the itinerary
RT.3@C/06OCT*TEXT	Change TEXT remark shown on line three of the itinerary

Insert Due/Paid and Text Remarks

/2+RD.C/14JUL*TEXT*90.00	Insert remark DUE after the second segment in the itinerary

/1+RT.T/01MAY*TEXT	Insert remark TEXT after the first segment in the itinerary
/4+RP.H/02SEP*TEXT*40.00	Insert remark PAID after the fourth segment in the itinerary

Delete Due/Paid and Text Remarks

RD.5@	Delete DUE remark as shown in segment 5
RP.1@	Delete remark PAID as shown in segment 1
RT.3@	Delete remark TEXT as shown in segment 3

Note: The above entries for Delete are currently temporarily de-activated. To change a remark, delete the item as for any Booking File segment, (e.g. X3) then re-create the remarks.

DYO

DYO (Design Your Own Itinerary)   *H/DYO*

Display DYO

RPDYO	Displays agency's DYOs
RPFD/DEF77	Display the current production default record

Create and Borrow to a Work Area

RPFC/WRK02	Create Work Area 2 for an agency (3 work areas are available)
RPFB/DEF64/WRK03	Borrow Galileo default number 64 and place it in Work Area 3
RPFB/GL2/WRK01/WRK02	Copy selected branch agency (GL2's) Work Area 1 to own agency's Work Area 2 (only if Group Coded)
RPFB/GL2/DYO18/WRK03	Copy selected branch agency (GL2's) DYO 18 to own agency's Work Area 3 (only if Group Coded)

Validate a Work Area

RPFV/WRK01/DYO18	Validate agency Work Area 1 into production as DYO 18

Print a DYO

RPFP/DEF71/F23456	Print copy of production default record 71 on printer F23456
RPFP/WRK02/F12345	Print copy of Work Area 2 on printer F12345
RPFP/DYO21/F12345	Print copy of DYO 21 on printer F12345

Terminate a DYO

RPFT/DYO20	Terminate DYO 20
RPFT/WRK02	Terminate Work Area 2

Note: These entries may only be made by second level authorisers and above.

DYO Constants

034 PLEASE RECONFIRM RETURN FLIGHTS	Print remark on every page of itinerary
003 @ITINERARY FOR:@NAMERMKS	Constants in conjunction with labels

DYO Conditional Constants

403 @@+CONFIRMATION+@CF	Print constant only if label contains required information

Note: These entries may only be made by second level authorisers and above.

DYO English Text and Label Table

RPLD	Display complete itinerary/invoice label table
RPLD@A	Display list of labels beginning with the letter A
RPLD@CK	Display specific label
RPTD/GB	Display complete English text table
RPND/GB/257	Display text display for data number 257

Add DYO number in a Booking File

DI.DYO03	Add DYO03 in Booking File

= DOCUMENT ITINERARY FIELD =

Create Document Itinerary and Invoice Remarks

H/ITRM

DI.DYO41	Use DYO format number 41 for itinerary/invoice production
DI.CR–6.8.14.21.25.37.40.61.64.65	Copy up to 12 Canned Remark lines from the Canned Remarks record and place them on the itinerary/invoice; the Canned Remarks can be in any order
DI.AR–1234DMF	Replace original sign on code with 1234DMF to be printed on invoice/itinerary

DI.FS–2184–J	Add a Fare Saver to the itinerary/invoice; no decimal or currency codes are used
DI.FT–FREETEXT	Add a maximum of 45 characters of accounting free text which is sent to the back office system (MIR)
DI.TK–2040805184–185	Add manual ticket numbers to itinerary/invoice
DI.AC–A53.IBM213.JAMES	Add agency branch (A53), account details (IBM213) and override sign-on (JAMES) to an itinerary/invoice

Note: The delimiter (.) that precedes the account details in the above example is mandatory for Booking File List functionality.

Change Document Itinerary and Invoice Remarks

DI.2@CR–1.2.3.	Change document itinerary remark 2 to Canned Remarks numbers 1, 2 and 3
DI.5@AR–ZGP5MB	Change document itinerary remark 5 to agents reference ZGP5MB

Delete Document Itinerary and Invoice Remarks

DI.3@	Delete document itinerary remark 3
DI.1–3.5@	Delete document itinerary remarks 1 through 3 and 5

= ITINERARY/INVOICE PREPARATION =

Itinerary/Invoice Modifiers   *H/TKMO*

Itinerary and Invoice Modifiers can be added at two different stages:
To store in a Booking File:
1. Precede modifiers with TMU1 (filed fare 1)

To include in a ticket entry:
2. Precede modifiers with TKP

Itinerary/Invoice modifiers may be used in random order separated by mandatory slash.
Example:

TMU1FS/Z9/CBA/SLNONE	Store the ticketing modifiers FOP, commission rate, validating carrier, and itinerary modifier for the suppression of waitlisted segments in the BF
TKP1CTP/FS/Z9/IS	Add the ticketing modifiers validating carrier, FOP and commission rate to filed fare number 1 at the time of ticketing; issue separate itineraries for each passenger

ITINERARY/INVOICE MODIFIERS   *H/ITMO*

Pricing

IN	Suppress Invoice details

Separate itineraries

IS	Issue separate itineraries for each passenger

Auxiliary segments

SXNONE	Print all Air segments but supress all Auxiliary segments
SX3	Print all Air segments but only Auxiliary segment number 3
SX3.7	Print all Air segments but only Auxiliary segments 3 and 7
SX.A	Print all Air segments and all Auxiliary segments but inhibit Auxiliary segment pricing (i.e. Hotel Rates etc.)
SXALL	Print all Auxiliary segments, but no Air segments

Waitlisted Segments

SLNONE	Suppress printing of all waitlisted segments if not included in fare quote
SL3	Print the whole itinerary but only waitlisted segment number 3
SL2.7	Print the whole itinerary but only waitlisted segments number 2 and 7

Itinerary Remarks

SRNONE	Suppress Itinerary Remarks

Change Itinerary/Invoice Modifiers

TMU1SX@3.5	Change auxiliary segments modifier to print out auxiliary segments 3 and 5 on itinerary/invoice

Delete Itinerary /Invoice Modifiers

TMUSX@	Delete auxiliary segment modifier
TMU1SR@	Delete restriction on Itinerary Remarks
TMU1IN@	Delete invoice suppression modifier

= ENHANCED ITINERARY MODIFIERS =

The following modifiers can be used within the Enhanced Itinerary product:
(These modifiers can only be input using a new qualifier (IMU) and not at TKP or TMU).

CODE	FUNCTION	EXPLANATION
IN	Pricing	Suppress Invoice Details
II	Separate Itineraries	Individual Passenger Specific Itineraries
P	Passenger Select	Select specific passenger names on Itinerary
S	Segment Select	Select specific segments in any order
N	Number of Itineraries	Request number of Itineraries
A	Auxiliary Segments	Print or inhibit Auxiliary (Non Air) Segments
IR	Itinerary Remarks	Suppress Itinerary Remarks
CR	Canned Remarks	Print Canned Remarks
IL	Leisure Shopper Segments	Inhibit Leisure Shopper® Detail Information
HH	Header Text	Print optional Header Text
HF	Footer Text	Print optional Footer Text
DYO	DYO Number Selection	Select DYO number

Create Enhanced Itinerary Modifiers

IMUIN	Inhibit invoice details printing
IMUP3	Print the name of Passenger 3 only (all other passenger details will print)
IMUII	Print individual passenger specific itineraries
IMUII/P3	Print the name and details of passenger 3 only
IMUS1.3.2	Print segments 1, 3 and 2 only and in that order
IMUDYO03	Print itinerary using DYO 03 format
IMUCR5.3.8	Print canned remarks 5, 3 and 8 only and in that order
IMUAP	Print Auxiliary segments
IMUAX	Inhibit Auxiliary segments

IMUWP	Print Waitlisted segments
IMUWX	Inhibit Waitlisted segments

Create multiple Enhanced Itinerary Modifiers   *H/IMU*

IMUN3/P2.4/II/AP	Print 3 copies of the itinerary Print individual itineraries for passengers 2 and 4 only Print only auxiliary segments
IMUDYO02/S1–4/HH80.82/HF83–84.87/IR/IL	Use DYO02 format; Print only segments 1 through to 4 Print optional header information from lines 80 and 82 Print optional footer information from lines 83, 84 and 87 Inhibit itinerary remarks printing Inhibit LeisureShopper Detail printing

Change Enhanced Itinerary Modifiers   *H/IMU*

IMUDYO@04	Change to DYO04 format
IMUCR@4.9	Change canned remarks to print 4 and 9 only
IMUA@P	Change to print auxiliary segments
IMUN@2	Change number of itineraries to 2

Delete Enhanced Itinerary Modifiers   *H/IMU*

IMU@	Delete all Enhanced Itinerary Modifers (IMUs)
IMUW@	Delete the waitlist modifier
IMUCR@	Delete the canned remarks modifier
IMUP@/S@/A@	Delete passenger, segment and auxiliary modifiers

Delete and Change Enhanced Itinerary Modifiers   *H/IMU*

IMUDYO@/IMUCR@4.9/IR@	Delete DYO completely, change Canned Remarks to 4 and 9 and delete Itinerary Remarks

Display stored Enhanced Itinerary Modifiers   *H/IMU*

IMUD*	Display all stored Enhanced Itinerary Modifiers

= DOCUMENT PRODUCTION =

Ticket, Itinerary/Invoice and MIR Production   *H/TKP*

From a Displayed Booking File

TKP	Print Ticket, Itinerary/Invoice and issue MIR for all passengers on all segments
TKP1P2	Print Ticket, Itinerary/Invoice and issue MIR using filed fare number 1 for passenger number 2
TKP2P2–4.7.9	Print Ticket, Itinerary/Invoice and issue MIR using filed fare number 2 for passenger numbers 2 through 4, 7 and 9

No Booking File Displayed

TKP**–JONES	Print Ticket, Itinerary/Invoice and issue MIR by passenger name
TKP*12MAR–JONES	Print Ticket, Itinerary/Invoice and issue MIR by departure date and passenger name
TKP**GL4–JONES	Print Ticket, Itinerary/Invoice and issue MIR by branch location and passenger name
TKP*DG7AE5	Print Ticket, Itinerary/Invoice and issue MIR by record locator
TKP*4	Print Ticket, Itinerary/Invoice and issue MIR by name list number
TKP1P2/PT	Print ticket for filed fare 1, passenger 2 using paper ticket

Queue Ticketing   *H/TKPQ*

TKPQ	Print all booking files in queue (already signed into queue)
TKPQ/10	Print all booking files in Q10 (not signed into queue)
TKPQ/N9L/10	Print all booking files for branch N9L queue number 10
TKPQ/10/STOP	Stop ticketing on queue 10
TKPQ/40/STOP	Stop ticketing on queue 40

Note: All ticket/itinerary modifiers must already be stored by TMU entries prior to Queue Ticketing.
Note: Rejected Booking Files from Q10 will drop onto queue 14. Rejected Booking Files from any other queue will remain on that queue.
*Note: If a Booking File has a restored ticketed fare, the ticketing field should be changed to **T.T***
before being placed on queue for re-ticketing.

= PRINT MODIFIERS =

Optional Print Modifiers   *H/TKPI and H/MIR*

DTD	Print ticket only (on demand), suppressing itinerary /invoice and MIR
DID	Print itinerary only (on demand), suppressing ticket and MIR
DAD	Generate MIR (on demand), suppressing ticket and itinerary /invoice
DTDID	Print ticket and itinerary /invoice (on demand), suppressing MIR
DTDAD	Print ticket and MIR (on demand), suppressing itinerary /invoice

Change

TMU1D@ID	Change print modifier to DID i.e. print Itinerary only

Delete

TMU1D@	Delete print modifier for filed fare 1

= DATA HAND-OFF =

MIR Machine Interface Record

The current data hand-off from the Galileo Central System to a Back Office System is the MIR. The MIR transmits accounting and MIS information; it does not produce any documentation. However the data may be used to supplement/produce documents from a back office system.
Linkage
You must be linked to a MIR device to be able to generate a MIR successfully.

HMLMF72203DA	Link terminal to MIR Gtid F72203
HMLM/DELINK/A	Delink from MIR device only.

It is important to remember that if branch offices wish to send MIRs to a device located in their Head Office, the Head Office must ensure that the device is kept in 'UP' status.

MIR Production

H/MIR

Once linked to a MIR devise, the "TKP" command will always generate a MIR.
Modifiers can be added to either a filed fare as a TMU entry, or at the time of ticketing as a TKP entry, to be able to generate a MIR without a ticket or send it to another location.

DAD	Generate MIR (on demand), suppressing ticket and itinerary/invoice
DND.F101BA.GL2	Generate MIR only on device F101BA at branch GL2
DXD.F1012E.AA0	Generate ticket, itinerary and MIR at agents own branch and an identical MIR to another branch (AA0) printer F1012E
DND.1V.CV1	Generate a Global MIR to CRS 1V (Apollo) to Apollo Pseudo city CV1, suppressing ticket and itinerary/invoice

Note: If you are an Enhanced Itinerary user, it is important to remember that there is a priority order in which documents are processed. The ticket must be produced before the itinerary can be printed (unless a modifier suppresses the ticket). Both the ticket and the itinerary must be issued prior to generation of the MIR, unless modifiers dictate otherwise.

A MIR may be retransmitted if it is not received by the Back Office System. This must be within the same voiding period as when first generated and the booking file must still be active. All of the information sent will be as per the booking file at the time the original MIR was generated.

HQB/ACC/00022	Display MIR image (sequence no. 00022)
HQNN	Resend MIR

MIR Tables

MMTD	Display MIR TYPE table
MMOD	Display MIR OPTIONS table

Note: Tables may only be updated by NDCs.

= FALLBACK AND RECOVERY =

Definitions of Terms Used   *H/FBR*

PENDING BUFFER	Buffer holding items still waiting to have sequence number assigned
SENT BUFFER	Buffer holding items that have been assigned a sequence number
PRINT BUFFER	Items with an assigned number received from sent buffer

Count

HQC	Count the number of TKT/ITN/ACC images in pending or sent buffer
HQCF21653	Count the number of TKT/ITN/ACC images in print buffer GTID F21653

Displaying Images in Buffers

HQB/TKT/00121	Display ticket image by sequence number in sent buffer
HQB/ITN/00846	Display itinerary/invoice image by sequence number in sent buffer
HQB/ACC/02715	Display MIR image by sequence number in sent buffer
HQB/TKT/DS	Display first ticket image in demand sent buffer
HQB/ITN/DS	Display first itinerary/invoice image in demand sent buffer
HQB/ACC/DS	Display first MIR image in demand sent buffer
HQB/TKT/DP	Display first ticket image in demand pending buffer
HQB/AUD/DP	Display audit coupon from demand pending queue; use DS to display information from the demand sent queue
HQB/ITN/DP	Display first itinerary/invoice image in demand pending buffer
HQB/ACC/DP	Display first MIR image in demand pending buffer
HQB/MD	Move down in pending or sent buffer
HQB/MD5	Move down 5 images in pending or sent buffer
HQB/MU	Move up in pending or sent buffer
HQDF21653	Display image in printer buffer GTID F21653

Delete Images from Pending Buffer

HQM/DELETE	Delete unwanted item from pending buffer

Remove Unwanted Image from Print Buffer

HQDF21653	Display image from print buffer GTID F21653
HQXNF10293	Cancel image from print buffer without voiding the transaction on TINS report
HQXF10293	Cancel image from printer buffer when image is created by printability function, eg. P–

Resend Images from Sent Buffers

HQNN	Resend image from sent buffer, generating new TINS numbers
HQNN/P1	Resend image from sent buffer, generating new TINS number for passenger 1 (new formatter users only)

HQNN/P1.3	Resend image from sent buffer, generating new TINS number for passengers 1 and 3 (new formatter users only)
HQNN/P2–5	Resend image from sent buffer, generating new TINS number for passengers 2 to 5 (new formatter users only)
HQM/F82732	Resend image from pending buffer to another printer GTID F82732 in the event of printer failure

Restart Printer

HQSF02962	Restart printer GTID F02962

Redirect images from Print Buffer

HQAF82733/F82743	Resend images in buffer from one printer to another in the event of printer failure
HQAF82733	Reverses images back to printer GTID F82733

Send Test Ticket

TKV/CAZ	Send test/void ticket through the system which appears on the TINS report as VOID; any authorised plating carrier can be used

= DOCUMENT PRINT =

Printability

P–HMTN/D	Print TINS table
P–HMIN/D	Print Itinerary/Invoice table
P–HMPR	Print Sales report
P–HQB/TKT/00824	Print image from Sent Buffer
P–RPTD/ES	Print DYO text table (Spanish)
P–RPLD	Print DYO labels

*Note: The above are examples of printability entries. Most inputs may be preceded by a **P–**.*