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ELECTRONIC TICKETING QUICK REFERERNC



GALILEO

ELECTRONIC TICKETING

QUICK REFERENCE

Galileo Online Format Guide: <http://www.galileo.com/emea/uk/formats/intro.htm>
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Introduction

Electronic ticketing is being introduced by increasing numbers of airlines and is a method of eliminating physical paper tickets. Almost all Airlines in the Ghana market offer electronic ticketing through the **Galileo® system**.

Electronic ticketing is an additional function, which is available through the Galileo Document Production system. With electronic ticketing, instead of paper flight coupons being issued for a passenger when a ticketing command is made, an electronic ticket record is created in the validating carrier's database. The passenger is then able to arrive at the airport, simply provide proof of identity and the appropriate boarding pass is issued.

Galileo provides the following functionality to support electronic ticketing:

- Production of electronic ticket records
- Issuance of Agent and Passenger Coupons
- Access to electronic ticket records held within an airline's system
- Exchange electronic tickets into another electronic ticket
- Revalidate electronic ticket records
- Refund electronic ticket records
- Void electronic ticket records

With this brochure we provide you the formats, which have been developed to support electronic ticketing.

IATA agency set-up request

Before an **IATA** agent can start to issue any electronic ticket, one printer must be set-up once per agency **PCC** (Pseudo City Code). IATA agents can request Galileo Ghana to carry out this for the agency.

TO CHECK TICKET AND ITINERARY PRINTER LINKAGE ENTER
>**HMLD** (**H**ow's **M**y **L**ink **D**oing) TO DISPLAY PERSONAL LINKED PRINTERS
>**HMLDPCC** DISPLAY ALL LINKED PRINTERS WITHIN THE AGENCY
PCC IS YOUR OWN AGENCY PSEUDO CITY CODE

Printer linkage

All agencies

Linkage for all agencies remains the same and no new special linkage is necessary by the user.

BSP-GH support document default & reporting

The support documents, such as agent, passenger receipt, credit card charge form and refund notice may be produced as required by **BSP-GH** and/or the agency.

- For all agents the support documents are printed on the agent's designated itinerary printer.
- For each electronic ticket issued, a form serial number is used from the same range as with paper tickets
- All serial numbers used need to be reported to **BSP-GH**, whereas in general no hardcopy of documents need to be attached to the report for electronically issued tickets. Please revert to **BSP-GH** documentation for reporting instructions and handling out Legal Notices and Conditions of Contract to passenger, etc.

Support document print table

The support document print table is set-up by default according to **BSP-GH** requirements. Each agency will have a support document print table which can be displayed by all users with the entry **HMET**. This enables the agency to control which documents will print, which printer they will print to and the printer status.



Input: **HMET**
Response:

>HMET/ 592F

REQUIRED BY:

COUPON	GTID	TYPE	BSP	AGENCY	STATUS	PRINT NOW
AGENT CPN	.D6B902	ITN	Y	Y	U	.Y
PSGR RCPT	.D6B902	ITN	Y	Y	U	.Y
:	:	:	:	:	:	:
1	2	3	4	5	6	7

1. List of support documents (only those which **BSP-GH** designates as mandatory or optional are displayed)
2. **GTID** to which each document is printed
3. Form type of printer
For **all** agents this will be **ITN** (designated Itinerary printer)
4. BSP print option for each document as **Y** (required) or **O** (optional)
5. Agency print option for each document is set to **Y** as required by **BSP-GH** and/or the airline.
6. Status of printer **U** (up) or **D** (down)
7. Default is set as **Y** to print documents at **TKP**

BSP-GH electronic ticketing table

Galileo sets up a **BSP** table for each country. This determines the electronic ticket types supported by **BSP** and which electronic support documents are required by them. The electronic ticket table provides one source of display to determine what airlines offer electronic ticketing through Galileo and what their default is.



Input: **CGET**

Response:

ELECTRONIC TICKETING - 086 GH - 1
TKT TYPES - 2
ATB - N ATB PLAIN PAPER SUPPORT DOCUMENTS - Y
OPTAT - Y

DOCUMENT TYPES
AUD - N AGT - Y PAX - Y UCF - N EXC - N REF - N - 3

DEFAULT KEY: P-PAPER TKT E-ELECTRONIC TKT V-VIRTUAL ETKT
CARRIERS DEFAULT POSACK ELIGIBLE

BA	V	Y	N
KQ	V	Y	N
VK	V	Y	N
:	:	:	:
4	5	6	7

- 1 **BSP-GH** country indicator **086** and **GH**
- 2 Supported electronic ticket types
- 3 Electronic ticketing support documents types available
- 4 Participating carriers
- 5 Ticketing default **P** (paper) **E** (electronic)
- 6 Positive acknowledgement from the airline required if set to **Y**
- 7 If carrier requires validation of eligibility of segments prior to ticketing this is set to **Y** otherwise **N**

Interline electronic ticketing agreement table

The Interline Electronic Ticketing Agreement Table may be displayed by validating carrier or by down-line carrier and indicates which carriers have interline electronic ticketing agreements with which carriers.

When a “**Y**” indicator appears next to the down-line carrier code, it denotes that the down-line carrier may be ticketed against the validating carrier even if the validating carrier is not present in the itinerary.



Display table by validating carrier

Input: **DT/IAT/DISYY**

Where DT= Transaction identifier

IAT= Interline Agreement Table

DIS= Display command

YY= Validating carrier code

Response for BA validating carrier:

GALILEO INTERLINE ELECTRONIC TICKETING TABLE

VALIDATING VENDOR - BA LAST UPDATE: 12DEC08 BY C5FEC3

INDICATORS: Y- BA NOT MANDATORY

- AA
- AB
- AC
- AE
- AF
- AH
- AI
- AM
- AP
- ⋮
- ET
- EY
- FC
- FI
- FJ
- FT
- FV
- GF
- GJ
- HA
- HM
- HU
- IB - Y

In the above example, carriers **“AA”**, **“AF”**, **“AM”**, etc. may be electronically ticketed on a ticket validated on carrier **“BA”**. Also the **“Y-BA NOT MANDATORY”** indicates that the down-line carrier **“IB”** may be electronically ticketed against the validating carrier **“BA”** even if that validating carrier (BA) is not present in the itinerary.



Display by Down-line Carrier

Input: **DT/IAT/DIS*YY**

Where DT= Transaction identifier

DIS= Display command

* Indicator to display by down-line carrier

YY= Down-line carrier code

Response for AA as down-line Carrier:

GALILEO INTERLINE ELECTRONIC TICKETING TABLE

VALIDATING VENDOR - AC LAST UPDATE: 19AUG08 BY C5FEC3

INDICATORS: Y- AC NOT MANDATORY

AA - Y

VALIDATING VENDOR - AF LAST UPDATE: 30JAN09 BY C5FEC3

INDICATORS: Y- AF NOT MANDATORY

AA - Y

VALIDATING VENDOR - AI LAST UPDATE: 13JAN09 BY C5FEC3

INDICATORS: Y- AI NOT MANDATORY

AA - Y

)>

In the above example, carrier “**AA**” is permitted as a down-line carrier on an electronic ticket validated on carriers “**AC**”, “**AF**” etc.

Automatic PT and ET interline agreements check

You may also check interline agreements at one time with the **TKPVI** input.

Example:

SLZX0K/RG ACCNH MTRG AG 99999992 11FEB

1.1SACKEY/ARCHIBALDMR

1. BA 78 Y 20JUN ACCLHR HK1 2240 #0640 O* E SA

2. BA 81 Y 25JUN LHRACC HK1 1425 2020 O* E TH

** VENDOR LOCATOR DATA EXISTS ** >*VL.

FONE-ACCT*

FOP -S

TKTG-T*



Input:

>TKPVI/CBA

Where TKP = **TicKet Please** basic input

VI = Validate Interline

/ = mandatory separator

CBA = **C**arrier and 2-letter code of plating carrier

Response:

AUTH CHECK OK - 1

ELECTRONIC TICKET INTERLINE CHECK OK - 2

PAPER TICKET INTERLINE CHECK OK - 3

The system checked that the agency is authorised to issue a BA ticket - 1

Interline agreement check has been made for electronic ticket - 2

Interline agreement check has been made for paper ticket - 3

Booking file creation for an electronic ticket

The airlines who participate in electronic ticketing on Galileo may respond with an “E” indicator if the sold segment is eligible for electronic ticketing. All of the segments to be ticketed electronically must be eligible, whereas they must not necessarily show the “E” indicator as this is subject to carriers own definition.

Initial sell response

1. BA 78 Y 12JUN ACCLHR HS1 2240 #0640 O E FR
ARRIVES LHR TERMINAL 5

ADD ADVANCE PASSENGER INFORMATION SSRS DOCA/DOCO/DOCS
PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION
WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES
FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES
OFFER CAR/HOTEL >CAL· >HOA·

> **Retrieved booking file**

SLZX0K/RG ACCNH MTRG AG 99999992 11FEB

1.1SACKEY/ARCHIBALDMR

1. BA 78 Y 20JUN ACCLHR HK1 2240 #0640 O* E SA

2. BA 81 Y 25JUN LHRACC HK1 1425 2020 O* E TH

** VENDOR LOCATOR DATA EXISTS ** >*VL·

** VENDOR REMARKS DATA EXISTS ** >*VR·

FONE-ACCT*

FOP -S

TKTG-T*



The “E” indicator is also shown on the flight specific timetable display:

Input: **TTBA78/20JUN**

Response:

BA 78 SATURDAY 20 JUN 09

BRD TIME T D/I OFF TIME T D/I FLY/GROUND EQP E
ACC 2240 I LHR 0640 # 5 I 7:00 767 E

TOTAL FLYING TIME ACC - LHR 7:00

CLASSES

ACC-LHR J C D R I W E T Y B H K M L V S N Q

It (“E” indicator) is also shown with availability display:

Input:

A12JUNACCLON*BA

Response:

FRI 12JUN09 ACCRA /LONDON AREA *BA
1 ACC LHR 2240#0640 BA 78 J9 C9 DC RC IC W9 E4 TC Y9 B9#767C*E

Name field & Mileage membership

In order to assist the airlines systems to automatically identify the booking, it is strongly recommended that the Booking File name field contains the passenger’s **full first name. In all cases where a Frequent Flyer/Mileage Membership number is entered, the name must match the name on the card.**

This practice will greatly assist passengers who check in at self-service check-in machines and/or who are using a Frequent Flyer/Mileage Membership card as the means of identification.

SSR FOID

With the input of a **SSR FOID (Form Of IDentification)** an **ID** may be added as identification at the airport. This is particularly recommended, if the identification the passenger wishes to use differs from the data in the Booking File; e.g. form of payment is a company **CC** and passenger uses personal **CC** as **ID**.

SI.P1/SSRFOIDBAHK1/CCAX37581111111115 Passenger 1 will use credit card as form of **ID** for airport identification.



Notes:

- More **FOID** examples are listed in Help pages **H/FOID**. (**PP** passport / **NI** national identity card / **FF** frequent flyer card, etc.)
- This entry is mandatory for some Airlines. Please refer to the Airlines Information pages mentioned on page 2.
- Types of identification accepted are: credit cards, frequent flyer cards, identity cards, passport

Before requesting an electronic ticket, the following should be checked:

1. A vendor locator has been returned to the Booking File (see ***VL**).
2. All booked segments to be ticketed show either an **"E"** indicator or are eligible for electronic ticketing.
3. The fare quote is based on eligible segments for the respective plating/validating carrier.
4. Form of payment indicated.
5. Plating carrier filed with fare.
6. Received field present

Notes:

- Passive segments will not have the **"E"** indicator but may be eligible for electronic ticketing. Some airlines require the input of the vendor locator into the booking file: **RL.LX*VLOC**)
- Waitlisted segments will not show an **"E"** but may also be eligible for electronic ticketing (no **YY** possible).
- **OPEN** segments will not show an **"E"** but may also be eligible for electronic ticketing.
- Within the same fare quote a maximum of up to (16) segments incl. **ARNK** and 20 passengers may be selected.

All of these requirements can differ from airline to airline. Please refer to the individual carrier briefing for details on the determination of eligible flights.

FILING FARE IN BF

The fare can be filed Automatically or Manually.

AUTOMATIC FARE QUOTE

FQCZZ or FQBBCZZ or FQP1CZZ etc

MANUAL FARE QUOTE

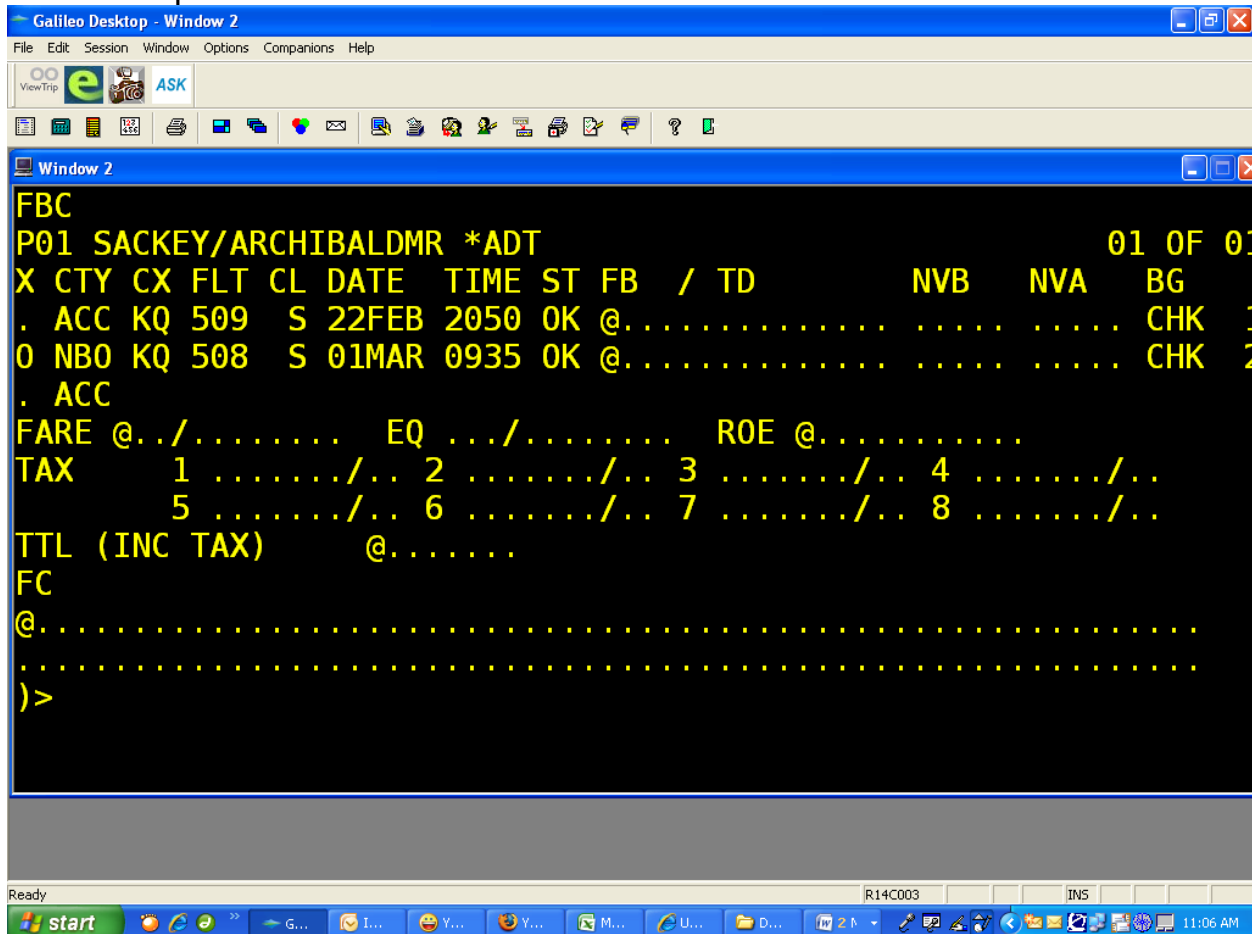
Steps

There are three basic steps in the process :-

- Create the Manual Fare Build **FBC**
- Update / Amend the data **FBU**
- File the Manual Fare **FBF**

Take the following steps to create the screen in the BF:
FBC Fare Build Create

Screen response:



```
Galileo Desktop - Window 2
File Edit Session Window Options Companions Help
ViewTrip e ASK
Window 2
FBC
P01 SACKY/ARCHIBALDMR *ADT 01 OF 01
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. ACC KQ 509 S 22FEB 2050 OK @..... CHK
0 NBO KQ 508 S 01MAR 0935 OK @..... CHK
. ACC
FARE @./..... EQ ./..... ROE @.....
TAX 1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) @.....
FC
@.....
.....
)>
```

To file for individual passengers use FBCP1 remembering to add the age of a child to the input e.g. FBCP3*C08 for an 8 year old child.

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Points to note:

This is not a Fill In Format screen. All the entries are made at the bottom of the screen and are then placed automatically by the Galileo system into the appropriate place on the Fare Build Screen.

The @ symbol on the manual fare build screen indicates a mandatory field

They should be self explanatory to you, but here is a list as a reminder:

FB Fare basis

BG Baggage

FARE Fare (in USD)

TTL Total (Fare plus taxes)

FC Fare construction (NUCs)

ROE Rate of Exchange (NUC to local currency)

If any of these fields are omitted, you will not be able to end the Booking File. For the BSP, only GHS is acceptable and so we have to update the EQ (equivalent fare paid) with the GHS component and add the applicable taxes.

Here is how to complete the fields:

FBUFB/SRTGH+BG/20K+FARE/USD600.00+EQ/GHS900.00+TAX1/112.50GH

Screen response:

FBUFARE/USD600.00+EQ/GHS900.00+TAX1/112.50GH+BG/20K+FB/SRTGH

DATA ACCEPTED *

The input to display the Fare Build screen at any stage before filing is *FB

Update all the fields as applicable file (mandatory fields indicated on the screen by "@" and file the fare with FBF. You can now receive, end and retrieve and then update with the Ticket Modifiers TMU (Plating carrier – C, FOP – F and Commission – Z) in order to issue the ticket e.g. TMU1CKQ/FS/Z4 for KQ as plating carrier, Cash FOP and 4% Commission.

All other fields are optional and may be completed as required by the IATA ticketing standards.



Electronic ticket and Itinerary production

TKP Create electronic ticket, print itinerary (if linked) and print support documents from retrieved Booking File for all passengers on all segments.

TKP1P2 Create electronic ticket, print itinerary (if linked), and print support documents from retrieved Booking File using only filed fare number 1 and passenger number 2.

Ticket modifiers

The ticket modifier **ET** doesn't have to be entered. All carriers default is set to "E", therefore no additional formats are required to request an electronic ticket. At **TKP**, Galileo checks that the segment(s), ticket type and carrier(s) are applicable for the request, and the plating carrier in the request matches the carrier code of all segments held in the filed fare requested for ticketing. If all checks are positive, an electronic ticket number is assigned from the **TINS** table and the request is sent by a link to the plating/validating carrier's internal electronic ticketing database. If the carrier accepts the request, an electronic ticket record is created and the following response is returned.

ELECTRONIC TKT GENERATED TTL FARE GHS 1122.00

SUPPORTING DOCUMENTS GENERATED

RECORD LOCATOR: >*MNVZR8.

ITINERARY/INVOICE GENERATED

Effects of electronic ticketing on the Booking File

On retrieval of the Booking File, the fact that an electronic ticket has been generated is reflected in the following places:

- The face of the Booking File
- Filed Fare
- History

Face of the Booking File

MNVZR8/75 ZRHNH C041753 AG 96040232 16MAR

1.1SACKEY/ARCHIBALDMR

1. BA 78 Y 20JUN ACCLHR HK1 2240 #0640 O* E SA

2. BA 81 Y 25JUN LHRACC HK1 1425 2020 O* E TH

**** FILED FARE DATA EXISTS ** >*FF.**

**** VENDOR LOCATOR DATA EXISTS ** >*VL.**

**** SERVICE INFORMATION EXISTS ** >*SI.**

**** TINS REMARKS EXIST ** >*HTI.**

**** ELECTRONIC DATA EXISTS ** >*HTE.**



FONE-ACCT*21-970216 GALILEO TRAVELS ACC

Tabbing to the prompt >**HTE**, displays the electronic ticket record held in the validating carriers internal electronic ticketing database.

Input: ***HTE**

Response:

TKT: 724 9900 395025 NAME: SACKEY/ARCHIBALDMR

ISSUED: 16MAR06 FOP: CASH

PSEUDO: 592F PLATING CARRIER: BA ISO: GH IATA: 96040232

USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN

OPEN BA 78 Y 20JUN ACCLHR 2240 OK YFFAFR 1

OPEN BA 81 Y 25JUN LHRACC 1425 OK YFFAFR 2

FARE USD 1947.00 EQV GHS 2638 TAX 68 GH TAX 80.00 GB 43 UB TAX 300.00 YQ
TOTAL GHS 3129.00

The electronic ticket record for a credit card transaction shows the credit card number and the approval code in **FOP** (Form of Payment) box. It also shows the “**status**” of each segment under **USE**. When the electronic ticket is initially issued, the status should be **OPEN**. Most of these are controlled by the airline. An agency can only change status to **VOID**, **RFND** and **EXCH**.

E-Ticket Record Status Definition

Status of the e-Ticket

OPEN – unused and eligible for status updates

USED or FLWN – The journey associated with the e-Ticket has been completed

APRT – The operating carrier has secured the e-Ticket prior to the scheduled departure

CKIN – The passenger has made his/her presence known to the operating carrier

LFTD – The passenger has boarded the aircraft

UNVL – The validating carrier has determined that the e-Ticket is unavailable for use as ticketed and may only be exchanged.

EXCH – The value of the e-Ticket has been used as full or part payment for a reissued ticket



RTFC – The Validating Carrier has determined the coupon status is no longer available for use as ticketed and applicable taxes/fees/charges only may be refunded.

In a multiple-passenger Booking File, ***HTE** produces a ticket record name list.
ELECTRONIC TICKET LIST BY ***HTE**

NAME TICKET NUMBER

>***TE001**· SACHEY/ARCHIBALDMR 7249900395025

>***TE002**· SACHEY/JOSHUAMR 7249900395026

END OF LIST

If you tab to the relevant prompt, it will display the electronic ticket record for the passenger selected. Alternatively the input i.e. ***TE1** may be used from anywhere within the Booking File to access the appropriate electronic ticket record.

Filed Fare

In the filed fare an E following the fare status codes as shown below indicates the generation of an electronic ticket.

FQ1 - S1 AP 16MAR09 75/AG

P1 SACHEY/ARCHIBALDMR G **E** 7249900395026

Tins Remarks/History

In the ***HTI** history display, **/ET** indicates the generation of an electronic ticket.

** NO HISTORY TIN DATA **

** CURRENT TIN DATA **

TEST/MARCMR-/7249900395026/-GHS/2638.00/**ET**

Effects of electronic ticketing on the TINS report

On the **TINS** report, an “**E**” following the airline code identifies an electronic ticket. The same form serial numbers are allocated as used for paper tickets as shown in **HMTN/D** display.

Example of the TINS report:

TEST GH GALILEO GH TRNG GHANA TINS REPORT 16 MAR 09

CURRENCY CODE GHS IATA NUMBER 96040232

A/L TKT/STOCK NBR PASSENGER NAME FARE TAX COMM FOP

724**E**9900395025 BELL/WALTERMR 1057.00 65.00 0.00 FS

724**E**9900395026 SACHEY/ARCHIBALDMR 1057.00 65.00 0.00 FS



E Electronic ticket issued and requested

On the report above, Mr. Bell and Mr. Sackey's tickets are Electronic tickets.

Unsuccessful electronic ticket request

If an electronic ticket request is not successful, the following error responses are returned:

Galileo Error Responses

ELECTRONIC TICKETING IS NOT AUTHORISED FOR YOUR AGENCY
ELECTRONIC TICKETING NOT AUTHORISED FOR BSP REGION
ELECTRONIC TICKETING NOT AUTHORISED FOR TICKET TYPE
ELECTRONIC TICKETING IS NOT AVAILABLE FOR YY
(where YY is the plating carrier in the ticket request input)
ITINERARY/PLATING CARRIR MISMATCH

Airline Error Responses

If the correct input is made, and Galileo's initial checks as above are successful, the electronic ticketing request will be sent by a link to the validating carrier's internal electronic ticketing database. Each participating carrier will determine acceptance or rejection of the request based on their own criteria. For example, individual airlines may choose to limit the number of segments they will accept for electronic ticketing and will reject a request that contains more than their maximum. Similarly, an airline may reject a request, which contains an open (YY) segment. If an electronic ticketing request is rejected, an error response is returned advising why the request failed.

Sample Error Response:

**ALERT - ELECTRONIC TICKETING TRANSACTION CANCELLED
ELECTRONIC TICKETING FAILED
VENDOR MSG: TRANSACTION NOT SUPPORTED BY VENDOR
RECORD LOCATOR: >*MSN7BK·

Or:

INTERLINE ELECTRONIC TICKET AGREEMENT NOT FOUND - CHECK DT/IAT
TABLE FOR MORE INFORMATION

Link Errors

If there are problems with the link to the carrier, the following error response will be returned.

TICKETING LINK UNAVAILABLE – PLEASE RETRY



Credit Card Authorisation Errors

If a credit card is used as the form of payment for an electronic ticket, the authorisation request is sent out to the credit card company **after** Galileo has made its initial checks, but **before** the request is sent to the carrier. If a credit card error response is returned, the ticket request is not sent to the carrier. You must take the usual action according to the error message. If manual authorisation is later obtained, this may be input to the Booking File and a request for electronic ticketing must be repeated.

Electronic ticket support documents

For all agencies the documents will print on your designated itinerary printer on plain paper and the agent coupon, passenger receipt and credit card charge form have a special format.

Sample of an agent coupon:

ETKT ****AGENT COUPON**** 96040232 ****ITINERARY****
BRITISH AIRWAYS INTERNATIONAL 1 OF 1 MSN7BK/1G BA1612H ACCLHR 16SEP
FARE RESTRICTION APPLY 13SEP09 BA 81Y LHRACC 23SEP
ACC BA LON 973.50YFFAFR BA ACC 973.50YFFAFRNUC1947.00
FARE USD 1947.00 EQV GHS 2638.00 TAX 68.00 GH TAX 80.00 GB 43.00 UB TAX
300.00 YQ TOTAL GHS 3129.00
68.00GH AX375811111111115 M3444
68.00GH
423.00XT
GHS 3000.00 125 GHS/-----/3000.00/ /129.00
724 9900395031 0 FVVV
7733/ GHS/-----/3000.00/ -----/129.00

Sample of a passenger receipt:

THIS RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE
PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED
NAME: SACKY/ARCHIBALDMR ETKT ITINERARY/RECEIPT
TEST GH GALILEO GH TRNG ACCRA 16MAR09 IATA: 96040232
TICKET NO. 125 9900395031 PLACE OF ISSUE: ACCRA / GH
ISSUED BY: BRITISH AIRWAYS INTERNATIONAL
FARE TAX TAX TAX TOTAL
GHS 822.00 15.50GH 3.50EX 76.50XT GHS 938.00
FORM OF PAYMENT: CC
ACC BA LON 205.81FFAFR BA ACC 421.93FFAFR NUC 627.74END ROE1.000000
XT 3.50HB12.00IT3.00VT58.00YR
CARRIAGE AN OTHER SERVICES PROVIDED BY THE CARRIER ARE

SUBJECT TO CONDITIONS OF CARRIAGE WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.

NOTICE

IF THE PASSENGERS JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE WARSAW CONVENTION MAY BE APPLICABLE AND THE CONVENTION GOVERNS AND IN MOST CASES LIMITS THE LIABILITY OF CARRIERS FOR DEATH OR PERSONAL INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE.

BA 1612 16SEP ACCRA/ ACC LONDON/ LHR 0740 OK H 20K
OPERATED BY BRITISH AIRWAYS

BA 1639 23SEP LONDON/ LHR ACCRA/ ACC 0730 OK Y 30K
OPERATED BY BRITISH AIRWAYS

Print all support documents

If retransmission of **all** support documents connected with an electronic ticket is required, a reprint request may be made to the carrier. The input includes the airline 3 digit code, the ticket number and the check digit.

Input: **TSD12516771083851**

Note: The document prints with actual date. Not limited to the day of issue.

Revalidation of an electronic ticket

Revalidation requests may be made for an electronic ticket following the tariff and IATA regulations (i.e. same carrier, same routing, etc.). It is not possible to revalidate past date segments or from a definite flight to an open segment. Any flights no longer required must be cancelled. Rebook the new flights in the normal way, either in the original or a new Booking File. The Booking File must then be end-transacted and redisplayed. It is not necessary to have a filed fare in the Booking File for revalidation. Only coupons with status **OPEN** can be revalidated.

Before revalidation the e-ticket record shows the old flight reservation:

Revalidate each segment with the appropriate entry to make sure the passenger can check-in for the new desired flight without any delay.

Input e.g: **TKRETS1/TN1259900395031/C1**

Revalidate (**TKR**) an Electronic Ticket (**ET**) for segment 1 (**S1**), quoting ticket number (**TN125...**) and electronic ticket coupon number (**C1**) to be revalidated.

TKRETS2/TNIN1259900395032/C2



To revalidate an infant ticket – **IN** is added after **TN**.

Response:

ELECTRONIC TICKET REVALIDATED

Notes:

If the electronic ticket record is redisplayed, the new flight is shown.

If multiple segments require revalidation, they must be done one at a time.

Some airlines do not allow revalidation, if the ticket has been issued with a validation (**NVB/NVA**). Passenger has to contact the carrier.

Some airlines do not support this function at all.

In some cases, it is necessary that you display the electronic ticket record with ***TE/...** (see page XX), before you can make the revalidation entry

Automated refund of an electronic ticket

When a refund request is made, the airline returns data in the form of a fill-in format. This fill-in-format can be requested and completed by the issuing agent. When the final **ENTER** is made, a refund message is sent to the airline that may accept or reject it. Please remember that the airline does not make any verification on the tariff rules or the refund amount. To enter the correct data is the agent's responsibility.

Input: **TRNE12516771083884/12DEC08**

Refund (**TRN**) of an electronic ticket (**E**), include 3 digit airline code (**125**), ticket number (**1677108388**), check digit (**4**) and date the ticket was issued (**12DEC08**).

Response Refund Screen 1:

>*TRN1 PAGE 1 OF 4

DATE OF REFUND: 13FEB08 ORIGINAL COMM RATE 0.00 CURRENCY GHS

ISSUE DATE OF REFUNDED DOC 12DEC08 AIRLINE BA DOM/INT I

PASSENGER NAME EXAMPLE/CREDITREFUND

DOCUMENT NUMBER 72416771083884 THRU DOC

UNUSED COUPONS FOR DOC1: 1 DOC2: DOC3:

UNUSED COUPONS FOR DOC4: DOC5: DOC6:

CASH AMT EX TAX PAID CASH AMOUNT USED ...**1**)...

CREDIT AMT EX TAX PAID 733.00 CREDIT AMOUNT USED ...**2**)...

TOTAL TAX AMOUNT PAID 36.00 CANCELLATION CHARGE ...**3**)...

UNUSED TAXES TO BE REFUNDED Y/N **4**)

Above is the first of four refund screens. Certain fields of the fill-in format are already completed. Remaining fields should be completed as necessary.



1) Cash amount used

Complete when form of payment was other than credit card. **For full refund, enter 0.00**

2) Credit Amount used

Complete when form of payment was credit card. **For full refund, enter 0.00**

3) Cancellation Charge

When a cancellation charge is to be applied to the transaction, tab to this field and enter the appropriate amount converted into GHS; e.g. 100.00. If no cancellation charge is applied, leave blank.

4) Unused Taxes to be refunded

Tab to this field and enter **Y** or **N** as appropriate and **ENTER**.

If an error is made on a refund screen, it may be redisplayed with ***TRN**.

Previous screens may be redisplayed by inputting the screen number e.g.

***TRN1**. If the first screen is completed correctly, the tax screen will be displayed, if you have selected **Y** for unused taxes to be refunded. If you have selected **N** the second refund screen will be displayed (see next page).

Refund Tax Screen:

>*TRNTAX

TX1 **1)**.... **2)**. TX2 TX3 TX4
TX5 TX6 TX7 TX8
TX9 TX10 TX11 TX12
TX13 TX14 TX15 TX16
TX17 TX18 TX19 TX20
BT01 BT02 BT03
BT04 BT05 BT06
BT07 BT08 BT09
BT10 BT11 BT12
BT13 BT14 BT15
BT16 BT17 BT18
BT19 BT20

1) Enter amount of tax as applicable e.g. 36.00

2) Enter the two letter tax code e.g. GH

Note:

In Europe a ticket with a maximum of 20 taxes can be issued through the Galileo system. Therefore the tax fields BT01 – BT20 must be left blank.

If previous screen(s) is/are completed correctly, the second refund screen will be displayed:

Refund Screen 2:

>*TRN2 A/L AUTHORITY **1)**..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR



PFC1 **2)**. **3)** PFC2 PFC3 PFC4
CREDIT CARD CODE **AX** CARD NUMBER **375811111111115**
EXPIRY DATE **1107** REFUND AMOUNT **4)**.....
CREDIT FOP CODE **5)** NUMBER **5)**
EXPIRY DATE **5)**.. REFUND AMOUNT **6)**.....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE **7)**.../ **8)**.....
TOUR CODE **9)** NET Y/N N NET FARE AMT **11)**
TOTAL CREDIT REFUND DUE **769.00**
TOTAL CASH REFUND DUE 0.00 **10)** THIRD SCREEN Y/N **12)**

The **TOTAL REFUND DUE**, calculated from the information on the previous screen(s), is already completed on this screen.

The example above is with a credit card payment, hence the completed credit card details are for illustration in bold print.

- 1) Airline authority code if such has been obtained. Maximum 15 characters
- 2) If applicable, complete with passenger facility charge “**PFC**” airport code e.g. JFK
- 3) PFC amount e.g. 3
- 4) Complete with the refund amount for the first credit card used
- 5) If payment was by 2 credit cards, details of the second card will automatically be filled in these fields
- 6) Complete with the refund amount for 2nd credit card used (if payment was by 2 credit cards)
- 7) If applicable, complete either **7** or **8**, not both. Percentage e.g. “**7**”. This is any applicable “**commission percentage**” on the “**cancellation fee**”.
- 8) Amount e.g. “**10.00**”. This is any applicable “**commission amount**” on the “**cancellation fee**”.
- 9) Automatically completed if “**TC**” or “**AI**” modifier was used in the original ticketing.
- 10) N is automatically displayed as the “**NF**” (Net Fare) modifier is not applicable for Ghana.
- 11) Net Fare Amount is not applicable for Ghana
- 12) Access of the third screen is only necessary if form of payment was by **three credit cards**. Chose **Y** if payment was by three credit cards, otherwise chose **N**. The third refund screen for our example is not relevant, so the input is **N**.

Response:

AUTOMATED REFUND NOTICE ISSUED
CREDIT CARD AX 375811111111115 AMOUNT 769.00



Refunded Electronic Ticket Record

If the electronic ticket record is displayed after the refund request was finalised, all coupons will be marked as **RFND** (refunded) in the **USE** column as shown below.

TKT: 125 1677 108388 NAME: SACKEY/ARCHIBALDMR
CC: AX375811111111115
ISSUED: 12DEC08 FOP:AX375811111111115-11944
PSEUDO: 592F PLATING CARRIER: BA ISO: GH IATA: 81299999
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
RFND BA 078 J 10DEC ACCLHR 1000 OK JOW 1
FARE: GHS 733.00 TAX: 36.00 GH TAX: TAX:
TOTAL: GHS 769.00
ACC BA LON M480.44JOW NUC 480.44 END ROE1.000000

Refund Screen 3

The top part of the 3rd screen will be completed by the system only when payment was made with three credit cards.
The display shows in any case the system calculation for the total refund due either by credit and/or cash.

>*TRN3 PAGE 3 OF 4
CREDIT CARD CODE CARD NUMBER
EXPIRY DATE REFUND AMOUNT
TOTAL CREDIT REFUND DUE 769.00
TOTAL CASH REFUND DUE 0.00
FOURTH MIR FREETEXT SCREEN Y/N .

Refund Screen 4

This screen is used only if additional data is required for the Refund **MIR** (Machinable Interface Record) transfer into a back-office system. Any required data is completed as free format text as defined by your back-office provider.

>*TRN4 MIR FREEFORM DATA PAGE 4 OF 4
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-
DI-



ORIG ISSUE: TICKET NUMBER ORG/DES CITY DATE IATA CODE
ACC/LHR .ACC .11DEC08 .9999999

When an electronic ticket exchange is requested, Galileo initiates an internal electronic ticket display request to the vendor. The vendor returns a display response, and the electronic ticket exchange screen is then pre-populated with the **ticket number, total number of coupons, coupon number of ticket, exchange ticket's paid taxes, total value, form of payment, origin, destination, issuing city, issuing date and issuing IATA code.**

A check is made to ensure that all coupon statuses are either **"OPEN"**, **"ARPT"** or **"UNVL"**. If any data is missing, it is a result of the vendor not storing or returning the data to Galileo in the expected fields.

Any of the pre-populated fields, except for **"ticket number"**, **"no. cpns"** and **"coupons for"** may be manually adjusted as appropriate. If a combined tax **"XT"** exists, it requires a manual update to list all those specific tax details.

On **ENTER**, the usual Additional Collection or Refund fill-in-format will be presented, and must be completed as normal.

Note: For a Partial Exchange (not **ALL** coupons are with status **"OPEN"**, **"ARPT"** or **"UNVL"**), the total value and tax fields are not pre-populated.

Electronic Ticket Records

Two electronic ticket records will now exist in the carrier's internal database. If the **original** electronic ticket record is displayed, the exchanged coupons will be recorded as **EXCH** (exchanged) in the **USE** column.

TKT: 125 1677 108392 NAME: SACKY/ARCHIBALDMR

ISSUED: 11DEC08 FOP:CASH

PSEUDO: 592F PLATING CARRIER: BA ISO: GH IATA: 81237995

USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN

USED BA 78 C 10DEC ACCLHR 0810 OK COW1 1

EXCH BA 1721 C 14DEC LHRGLA 0815 OK COW1 2

FARE: GHS 1435.00 TAX: 36.00 GH TAX: 11.50 GB 16.50 UB 52.00 YQ

TOTAL: GHS 1551.00

ACC BA LON BA GLA M1095.88JFL1OW NUC1095.88END ROE1.30944

Voiding an electronic ticket

An electronic ticket may be voided on the date of issue if no alterations have been made. If the voiding request is successful, a positive **"VOID"** response will be received, and the ticket is marked as **"VOID"** on the **TINS** report.

Input: **TRV/12516771083851**

Void electronic ticket number (**TRV/**), to include 3 digit airline code (**125**), electronic ticket number (**1677108385**) and check digit (**1**).



Response:

TICKET NO. 1251677108385 CHANGED TO VOID STATUS

If the Electronic Ticket Record is displayed, all coupons will be recorded as **VOID** in the **USE** column.

TKT: 125 1677 108385 NAME: SACKEY/ARCHIBALDMR

ISSUED: 13DEC08 FOP: CASH

PSEUDO: 592F PLATING CARRIER: BA ISO: GH IATA: 81299999

USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN

VOID BA 002 J 10DEC ACCLHR 1000 OK JOW5 1

FARE: GHS 1071.00 TAX: 36.00 GH TAX: 29.00 YR

TOTAL: GHS 1136.00

ACC BA LHR M817.90C NUC817.90END ROE1.000000

Note:

After a ticket has been revalidated and reissued it is not possible to void it anymore, a refund has to be issued.

Display an electronic ticket record

An electronic ticket record held in an airlines database may be displayed either from a retrieved Booking File or with no Booking File present.

From a retrieved Booking File

Input: ***HTE**

(Sample, see on page 16)

Without a Booking File present

Electronic ticket records may be displayed with direct inputs, or with the aid of a fill-in-format. Individual airlines may choose to support all or some of the following display inputs:

By ticket number (no check digit needed)

Input: ***TE/ 1251677108385**

By airline code and membership number

Input: ***TE/BA/FF00016050**

By airline code, date and mileage membership number

Input: ***TE/BA/20DEC08FF00016050**

By airline code, date, routing and name

Input: ***TE/KQ/10DEC06ACCNBO-FYNN**

By flight number, date, routing and name

Input: ***TE/EK/5327/1DEC08ACCDXB-OFORI**

By airline code, date, credit card number

Input: ***TE/LH/14DEC08CC37581111111115**

By airline code, date, credit card number and name

Input: ***TE/SN/14DEC06CC37581111111115-TETTEH**



By Fill-In-Format

Input: ***TE**

Response:

```
>*TEF ELECTRONIC TICKET RECORD RETRIEVAL @-HELP
**NOT ALL FIELDS REQUIRED**
**SEE @HELP FOR SPECIFIC CARRIER SEARCH CRITERIA**
PLATING CARRIER CODE: :... TICKET NBR: :.....
OR
FREQUENT FLYER NBR: :.....
CREDIT CARD NBR: :.....
TELEPHONE NBR: :.....
NAME: :.....
FLIGHT:..... DATE:..... ORIGIN:... DESTINATION:... .
```

Completion of the “**PLATING CARRIER CODE**” and one additional field is mandatory (some fields are connected to others; please check with “@”). Fields which require numbers to be input i.e. “**FREQUENT FLYER NBR**” and “**CREDIT CARD NBR**”, are completed solely with the number i.e. **FF** and **CC** should not be included. Help to complete any field may be obtained by entering the @ symbol in that field.

Redisplay the FIF

Input: ***TEF**

The response to any display input is either the electronic ticket record itself or a ticket record list (see below) if multiple Electronic Ticket Records exist.

Response:

```
ELECTRONIC TICKET LIST BY *HTE
NAME TICKET NUMBER
>*TE001 FYNN/KOBBYMR 7244664491022
>*TE002 AMPOE/PRINCEMR 7244664491023
END OF LIST
```

Access a record from the list

Input: ***TE1** or “**tab**” to the prompt

To redisplay the list

Input: ***TEL**



History of an electronic ticket

The history of an electronic ticket record may be viewed.

Input: *TEH

Response:

```
**** HISTORY FOR E-TICKET 125 1677 108371 ****
CP ACTION OLD NEW CR FLT CL DATE BRD OFF
1 ISSUED BA 078 C 15OCT08 ACC LHR
1G 592F 81200009 N272296 26AUG08 07:43Z
CP ACTION OLD NEW CR FLT CL DATE BRD OFF
1 REVAL BA 078 C 14OCT08 ACC LHR
1G 592F 81200009 N272296 27AUG08 20:13Z
```

A history section for each coupon shows the coupon number, the action taken (**ISSUED, USED, REVAL, EXCHANGED, VOIDED, REFUNDED**), the carrier, flight number, class, date, board and off point.

If a coupon has been exchanged, refunded or voided, the status **EXCH, RFND** or **VOID** is shown in the **NEW** field column.

The last line of each history section shows the Galileo code (**1G**), the agency pseudo city code, **IATA** code, sign-on including check digit, and date and time the message was received.

The example above shows the **creation** (issue) details of an electronic ticket. The ticket was subsequently **revalidated**.

Note:

Airlines may display history records differently. For details see airline specific instructions.

ENHANCED TINS REPORTS

Enhanced Ticket and Invoice Number System (TINS) provides 31-90 days of ticket issuance data for Galileo generated documents. The actual number of days' retention is determined by the BSP Reporting Table stored in the Galileo system.

Three types of reports are available:

- Daily Activity Report (DAR)
- Period Activity Report
- Summary Activity Report

Daily TINS Reports

There are two daily TINS Reports:

- Current TINS Report
- Daily Activity report (DAR)

Current TINS Report

There are no changes to the current TINS Report.

The basic display entry:

- HMPR

The following entries may be used.

Format:	Explanation:
HMPR	Display the TINS report for today for own office
HMPR/XX9	Display the TINS report for today for branch office XX9
HMPR/E12345	Print the TINS report for today on printer GTID E12345
HMPR/02JAN	Display the TINS report for a specific date
HMPR/ALL	Display the TINS report for all transactions
HMPR/TKT	Display the TINS report for ticket transactions only
HMPR/CU-EUR	Display the TINS report in an alternative currency

Daily Activity Report (DAR)

The Daily Activity Report provides ticket details on a daily basis. The basic display entry for the new Daily Activity Report is:

- HMPR*E.

The following are some of the entries that may be used.

Format:	Explanation:
HMPR*E	Display the Daily Activity Report for today for own office
HMPR*E/XX9	Display the Daily Activity Report for branch office XX9
HMPR*E/02JAN	Display the Daily Activity Report for a specific date
HMPR*E/CU-EUR	Display the Daily Activity Report in an alternative currency
HMPR*E/T	Display totals only for the Daily Activity Report for today for own office
HMPR*E/E12345	Print the Daily Activity Report for today on printer GTID E12345
HMPR*E/E12345/T	Print totals only for the Daily Activity Report for today for own office printer GTID E12345

Period Activity Report (PAR)

There is one Period Activity Report which consolidates data for multiple days as specified in the entry, or for an entire BSP reporting period.

Note: The relevant period is determined by the individual BSP Reporting

Table stored in the Galileo system.

The basic display entry for the new Period Activity Report is:

➤ HMPP

The following entries may be used.

Format:	Explanation:
HMPP	Display the Period Activity Report for own office
HMPP/XX9	Display the Period Activity Report for branch office XX9
HMPP/E12345	Print the Period Activity Report on printer GTID E12345
HMPP/02JAN	Display the Period Activity Report for a specific date
HMPP/02JAN-07JAN	Display the Period Activity Report for a specific date range
HMPP/CU-EUR	Display the Period Activity Report in an alternative currency
HMPP/T	Display totals only for the Period Activity Report for today for own office



Summary Activity Report (SAR)

The Summary Activity Report provides a summary listing of ticket and stock control numbers that have been issued or voided during the reporting period.

The basic display entry for the new Summary Activity Report is:

- HMPS

The following entries may be used.

Format:	Explanation:
HMPS	Display the Summary Activity Report for own office
HMPS/XX9	Display the Summary Activity Report for branch office XX9
HMPS/E12345	Print the Summary Activity Report on printer GTID E12345
HMPS/P	Display the Summary Activity Report for the previous period

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