Skupinové rezervace

V Galileu je možné skupinové rezervace knihovat několika způsoby. Záleží na letecké společnosti, kterou z možností agenturám povolí.

1. Rezervaci vytváří a spravuje agentura přímo v Galileu – tento způsob používají ČSA, LX, VV, SN a je popsán na straně 4-5

2. Drop Through – uživatel vstupuje z Galilea do systému dopravce, kde rezervaci spravuje, případně i vytváří (záleží na povolení dopravce)
   Tuto funkcionalitu musí dopravce agentuře povolit.
   Drop Through je možné využít u dopravců: AF, KL, BA, IB, OS, LH
   Detailní informace jsou k dispozici od strany 6.

3. Claim PNR – rezervaci vytváří a spravuje dopravce. Jakmile je rezervace připravena k vystavení letenek, dopravce jí „postoupí" agentuře, která si rezervaci „přetáhne" do Galilea a zde vystaví letenky. Tento způsob je možné použít například u AY. Dopravce jej musí agentuře povolit.
   Postup pro Claim PNR naleznete na straně 5.

4. Pasivní segmenty – rezervace je vytvořena a spravována dopravcem. Letenky jsou vystaveny agenturou v Galileu s použitím tzv pasivních segmentů. Pokud dopravce používá jako svůj systém Amadeus je pro pasivní rezervaci v Galileu možné použít produkt Group Parser. Agentura zkopíruje rezervaci z emailu od dopravce a pouhým kliknutím na tlačítko Group Parser v Galileu vytvoří pasivní rezervaci. Více informací k tomuto způsobu skupinových rezervací najdete na straně 2.
   S tímto postupem se setkáte u VN, EK, DL, TK, AZ, CI.

5. Některé letecké společnosti skupiny vytváření a tiketují ve svých systémech. Jedná se např. o TG, SA, CX, TP, QS.

Obecná doporučení při vystavování letenek ze skupinových rezervací

Nevystavujte letenky pro všechny cestující v rezervaci najednou. Doporučujeme vystavovat omezený počet letenek jedním vstupem.
Např. je-li v rezervaci 16 lidí, vystavte po 4 (TKP1P1-4, TKP1P5-8, atd)
Nelze obecně stanovit maximální počet letenek, které půjdou najednou vystavit.
Záleží na počtu letů v rezervaci a na dopravci.

Separace skupiny – postup (z otevřené rezervace)

1. DP1 (ojmenované místo)

    DG/7 (oddělení 7 neojmenovaných míst)

    Další příklady vstupů:
    DP3-4
    DG/5.P21-23 (oddělení 5 neojmenovaných míst a ojmenovaných míst 21, 22, 23)

2. R.XY (podpis uživatele)
3. F
4. R.XY
5. E, případně ER

Po separaci rezervace doporučujeme ověřit u dopravce, že je vše v pořádku. Do nově vzniklé rezervace by měl přijít nový vendor locator (odlišný od původní skupiny).

Pasivní segmenty

Pokud je to možné, použijte Group Parser (pouze u dopravců používajících jako svůj systém Amadeus)

Group Parser

-   Všechna jména musí být vložena v rezervaci u dopravce
-   ARNK segmenty musí být z textu odstraněny a segmenty přečíslovány tak, aby byly ve správném pořadí

Rezervace kopírovaná do okna Group Parseru musí mít tento formát:

```
45X27B
RP/PRGAF01/PRGAF01        SK/SU  25JAN12/1032Z
0. 0PRGAFSSIIC/ABCTRAVELMIAMI  NM:10
BKD:12          CNL: 1          SPL: 1
 1.NOVAK/MICHALMR   2.CASTKA/VACLAVMR   3.DAVID/ANTONINMR
 4.MACHAR/PAVELMR   5.PROVAZNIKOVA/ZDENEKAMRS
 6.REZNICEK/MIROSLAVMR   7.NOVÝ/PAVELMR
 8.SOUKUPOVA/MILADAMRS  9.VEVERKA/JIRIMR  10.VEVERKOVA/MILADAMRS
 11  AF2387 G 09FEB 4 PRGCDG HK10 0640 2  0710 0900  *1A/E*
    OPERATED BY OK0758  Y
 12  AF 690 G 09FEB 4 CDGMIA HK10 0950 2E 1050 1440  *1A/E*
 13  AF 695 G 13FEB 1 MIACDG HK10 1655  ;  1755 0820+1 *1A/E*
 14  AF1386 G 14FEB 2 CDGPRG HK10 0920 2D 0950 1135   *1A/E*
```

45X27B = Amadeus kód rezervace
U jmen cestujících nesmí být mezera bez křestním jménem a titulem (MR, MRS atd)

Pasivní segmenty

- Při knihování používejte pasivní segmenty AK
  Příklad vstupu pasivního prodeje z availability: N15L1AK (15 míst ve třídě L na řádku 1),
  N10A3M4AK (10míst ve třídě A na řádku 3 a ve třídě M na řádku 4 – spojení s jedním
  přestupem)
- Pasivní rezervace v Galileu musí být naprosto shodná s rezervací u dopravce
- Před prvním uzavřením rezervace je nutné vložit vendor locator (příklad vstupu:
  RL.DL*3DKU8)
- Pokud se po prvním uzavření rezervace vrátí NO, postupujte následovně:

a) Zrušte NO segmenty (příklad vstupu: @1-4XK)
b) Vložte AK segmenty znovu
c) Vložte jména individuálních cestujících
d) Uzavřete rezervaci

Skupinové rezervace ČSA

Skupinové rezervace ČSA musí obsahovat tyto náležitosti:

- **GROUP NAME**

Galileo vstup: N.G/15AMERICANEXPRESS
15 - NUMBER OF PASSENGERS IN THE PNR
AMERICANEXPRESS - BOOKINGOFFICE (NAME OF AGENCY)

- TCP INFO

Galileo vstup: SI.OK*TCP15
kde 15 je počet cestujících v rezervaci

- **GROUP FARE**   (je nutné vložit oba vstupy)

   1. Galileo vstup: SI.SSRGRPF OK GGIT/CZK4900
      GGIT - FARE BASIS
      CZK 4900 - 3 LETTER CODE OF THE CURRENCY,NET PRICE

- **GROUP TYPE** (je nutné vložit oba vstupy)

AD-HOC GROUP
Galileo vstup: SI.OK*XXGT/AY

XXGT - MANDATORY CONSTANT ENTRY
A - MEANS AD-HOC
Y - REPLACEABLE CHARACTER
                    T - INCLUSIVE GROUP
                    S - SPORT GROUP
                    I - INCENTIVE GROUP
                    Y - YOUTH / STUDENTS GROUPS
                    F - FAM TRIPS
                    O - OTHER GROUP TYPES

SERIAL GROUP
Galileo vstup: SI.OK*XXGT/SY

XXGT - MANDATORY CONSTANT ENTRY
S - SERIAL
Y - REPLACEABLE CHARACTER
                    E - GUARANTEE
                    F - GUARANTEE
                    H - GUARANTEE

Důležité!

Všechny výše uvedené náležitosti vkládejte do skupinové rezervace vždy při prvnotním vytvoření rezervace (tj. než rezervaci poprvé uzavřete a získáte record locator)!

Rezervace v Galileu pak vypadá následovně:

Zobrazení skupiny v Galileu:

```
KFP8ZQ/76 BRQNH N921760 AG 99999992 18DEC
 1.G/10GALILEO
 1. OK  492 G  10SEP PRGARN HK10 1735   1935          TU
FONE-PRGT*222888555
TKTG-TAU/TH20DEC
VLOC-1A*2RKRTD/18DEC 1658

** OTHER SUPPLEMENTARY INFORMATION **
CARRIER RELATED
 1. OK  XXGT/AO
 2. OK  TCP10
 3. SSRGRPFOK    GITOW/CZK5000
```

Další důležité informace:

1. Při rušení míst ze skupinové rezervace počkejte, až Vám do separované rezervace přijde vendor locator od dopravce. Do té doby místa nerušte!
2. Navýšení počtu osob ve skupině – nelze dělat ve stávající skupinové rezervaci, musí být vytvořena jiná skupinová rezervace!
   Do nové rezervace je třeba vložit OSI: OK TCP 15 GROUP NAME RLOC
   (RLOC je vendor locator již existující rezervace)
   Příklad vstupu pro vložení OSI: SI.OK* TCP 15 ABCTRAVELATH 7YH87O

Kompletní informace ke skupinám najdete na konci dokumentu.

Claim PNR

1. Zobrazení rezervace

   Pomocí vendor locatoru:

   C/YY*JTU2UI
   YY je kód letecké společnosti
   JTU2UI je vendor locator, pod kterým je rezervace uložena v systému dopravce

   Pomocí letu a jména
   C/YY*YY374/12APRFCO-NOVAK/JANMR
   YY je kód letecké společnosti

2. Přetažení rezervace do Galilea: **C/YY/OK**
   YY je kód letecké společnosti

3. Vystavení letenek běžným způsobem

Drop Through

Drop Through umožňuje agentuře přístup do systému dopravce přímo z Galilea.
Tento přístup musí být agentuře dopravcem otevřen.
Pomocí Drop Through je možné skupinové rezervace vytvářet a spravovat (záleží na dopravci, co agentuře povolí).
V Drop Through agentura používá Galileo vstupy.
Po ukončení rezervace v Drop Through se v Galileu vytvoří identická rezervace s pasivními segmenty
Poté, co udělá uživatel vstup E v Drop Through, zobrazí se automaticky pasivní rezervace v Galileu.
Z té může uživatel ihned vystavit letenky. Pokud rezervace ještě není připravena pro ticketing, uživatel ji ignoruje vstupem I.
Každý pasivní segment je v rezervaci v Galileu označen „DT" (vytvořen v Drop Through) a v záhlaví rezervace je uvedeno: **PASSIVE BOOKING FILE FOR TICKETING PURPOSES ONLY**
Veškeré změny v rezervaci musí být prováděny přímo u dopravce, tj. v Drop Through, nikoliv v pasivní rezervaci v Galileu. Ta slouží pouze pro vystavení letenek.

Air France Drop Through Formats

Select AF Drop Through

Format:	Explanation:
@@AF/GROUP	Select AF **Drop Through**

Booking File Retrieval and Display

Format:	Explanation:
*ZHGTRY	Retrieve Booking File by record locator
*R	Display Booking File
*H	Display Booking File history
MD	Move down
MU	Move up
MT	Move to top of display
MB	Move to bottom of display

Name field

Format:	Explanation:
N.1JONES/ANNEMS	One passenger name
N.1JONES/ANNEMS+ N.I/JONES/MARY*03MAY08	One passenger name and infant **Note:** An infant *must* be entered at the same time as the accompanying adult, using *one* input.
N.1JONES/JOHN SI.AF/P1/CHLD*02OCT05	Child. Enter name and also enter SSR CHLD including date of birth.
N.3BROWN/AMR/SMRS/ JMR	Multiple passengers with same family name
N.2WHITE/DMR/JOHN SI.AF/P2/CHLD*02OCT05	Multiple passengers with passenger type (child). Also enter SSR CHLD including date of birth.
N.1SMITH/AMR+ N.1BLACK/JMR	Multiple passengers with different family names

*N	Display individual passenger names
*ALL	Display individual passenger names and full Booking File data
N.P1@SMITH/JMR	Change passenger name 1

Note: When names are added to the Booking File, the number against the group name is automatically reduced.

Phone field

Format:	Explanation:
P.LONB*0207 786 8912	Business telephone number for all passengers
P.5@	Delete phone number for Booking File element 5

Received field

Format:	Explanation:
R.MRS JONES	Received from field

Notepad

Format:	Explanation:
NP.INSURANCE NOT REQUIRED	Add a notepad item
NP.15@HOTEL IN NEW YORK NOT REQUIRED	Change notepad item for Booking File element 15
NP.15@	Delete notepad item for Booking File element 15

Special Service Requirement (SSR)

Format:	Explanation:
SI.AF/VGML	Request a VGML for all passengers for all segments. **Note:** All passenger names must be entered in the Booking File.

SI.AF/S11–12/VGML	Request a VGML for segments 11 and 12 for all passengers. **Note:** All passenger names must be entered in the Booking File.
SI.AF/P1.5/VGML	Request a VGML for all segments for passengers 1 and 5
SI.AF/S15–16P5–7/VGML	Request a VGML for segments 15 and 16 for passengers 5, 6 and 7
SI.AF/P2/SPML*FRUIT PLATTER	Request special meal for passenger 2 (programmatic code and free text)
SI.AF/P1/BIKENN2	Request two bicycles for passenger 1
V.AAF/P2*RQST RATE FOR KENNEL	Create an SSR item with free text but *no* programmatic code
SI.16@	Delete SSR item for Booking File element 16
SI.12.14-16@	Delete multiple SSR elements 12, 14, 15 and 16

Entering SSR Items

You may enter a maximum of five SSR items at one time. They must be entered in the following sequence:

- An SSR item which requires an action or reply from AF, e.g. BIKE, VGML, SPML
- Other SSR items such as OTHS

APIS Travel Details

Format:	Explanation:
DOCS SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN/PAUL/H (or) SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN	**Create SSR for APIS passport information** PSGR 1/ PASSPORT ISSUED IN FR/NUMBER 012345678/FRENCH NATIONALITY/DOB 27APR72/MALE/PP EXPIRE 14APR09/NAME JEAN PAUL DUBOIS/IF MULTI-PASSENGER PASSPORT **Note:** This SSR is for the primary passport holder. Include the letter (H).
DOCO SI.P1S3/DOCO*NICE FR/V/12345678/PARIS FR/18JUN04/US	**Create SSR for APIS visa information** PSGR 1 BORN IN PARIS FRANCE HAS VISA 12345123 ISSD IN LONDON GB ON 14MAR05 VALID FOR THE USA
DOCA SI.P1S31/DOCA*D/US/301 PARK AVENUE/NEW YORK/NY/10022	**Create SSR for APIS address information** PSGR 1 RESIDENTIAL ADDRESS/COUNTRY/STREET ADDRESS/TOWN/STATE/POSTAL CODE. NOTE *D/ = DESTINATION ADDRESS. *R/ = RESIDENTIAL ADDRESS

Other Supplementary Information (OSI)

Format:	Explanation:
SI.AF*VIP WILLIAMS/R ENTERTAINER	Add an OSI
SI.P2–5.7/AF*ELDERLY PASSENGERS	Add an OSI for passengers 2, 3, 4, 5 and 7
SI.16@	Delete OSI item for Booking File element 16

Format:	Explanation:
SI.16@AF✴ELDERLY PASSENGER	Change the text of the 16th OSI item
SI.16@P2–4	Re-associate the 16th OSI item to passengers 2, 3 and 4
SI.13@P9/AF*ELDERLY PASSENGER	Change the text of the 13th OSI item and re-associate to passenger 9

Note: Modifications to the text may be made for any OSI element, but modifications to a passenger association may only be made to a newly created element.

Advance Seat Reservation

Format:	Explanation:
SA*AF006G02JANCDGJFK	Display seat availability map for a specified flight number, date and city pair
S.S13P4/NA	Request no smoking aisle seat for passenger 4 for segment 13
S.S12P6/NW	Request no smoking window seat for passenger 6 for segment 12
S.S15P1/13C	Request seat number 13C for passenger 1 for segment 15
S.S15P6-9/12ABCD	Request seat numbers 12ABCD for passengers 6 - 9 for segment 15
S.20@	Cancel seat assignment for Booking File element 20
S.22.24-26@	Cancel seat assignment for Booking File elements 22, 24 - 26

Segment Status Change

Format:	Explanation:
@12HK	Change status of segment 12 to HK

Ending and Ignoring Transaction

Format:	Explanation:

E	End Transaction
I	Ignore Transaction
IR	Ignore transaction and re-display the Booking File in its original state

Queues

AF will advise you when it is necessary to queue a Booking File, and which office id to use. You should check your queues frequently. When a PNR is updated by the AF group department or when a change occurs in the PNR, it will be sent to queue.

Format:	Explanation:
QEB/OFFICEID/0	Place Booking File on queue 0 of AF office id
QEB/OFFICEID/0*C0	Place Booking File on queue 0 category C of AF office id
QCA	Count all queues
QCDA/ALL	Display the summary count of all queues
Q/0	Sign into queue 0
Q/0*C0	Sign into queue 0 category C0
QR	Remove Booking File from queue and display the next on queue
QRI	Remove Booking File from queue and exit queue
QXI	Ignore Booking File and exit queue
QXE	End transaction on Booking File and exit queue
I	Ignore Booking File and display the next Booking File on queue.

Note: Air France use only queue 0 and queue category 0.

Exiting Drop Through

Use the following entries to automatically transfer you back into the Galileo system.

Format:	Explanation:
E	End transaction

Q	Queue the PNR
I	Ignore transaction
@@1G	Manually end **Drop Through** session

BA Drop Through Formats

Enter Drop Through: **@@BA/GROUP**

To your agency phone number: **P.LONT*0207 786 8912**

Availability and Request Group Space

Format:	Explanation:
A10JUNLONNYC	Basic availability
N20G2	Request 20 seats G class from line 2 of an availability display

Note: Flight availability in Limited Access **Drop Through** shows only BA flights, and it is not necessary to include BA in your input.

Booking file

Format:	Explanation:
N.G/20WORLD TRAVEL/ USAGROUP	Specify the number in the group, agency name and group name.
N.G/@WORLD TRAVEL /NEW GROUP NAME	Change a group name. **Note:** This is only possible at the time of the Booking File creation, *before* end transaction.
P.LONB*0207 786 8912	Add a business telephone number for all passengers
SI.BA/GRPF*AD HOC GROUP	Add mandatory SSR item with every group booking.
NP.IATA NUMBER 9123456	Add notepad item with your agency IATA number.
SI.BA/GRPF*GROUPQUOTE	Add SSR with GROUPQUOTE to request a quote.
SI.BA/ODSG	Add SSR with the ODS identifier. **Note:** ODS identifies BA system Orders Data Store.
R.MRS JONES	Add received from field

Points to note:

- To request less than 9 additional seats to an existing group only, add the following TCP in the OSI field: **SI.BA* TCP20 ABCDEF** – Total group size plus main group booking locator. The TCP locator must have the same group name and requires the mandatory ODS elements - IATA NUMBER (7 digits only) and ADHOC GROUP.
- If you are requesting over 99 seats, request 99 seats and add the following remark: **NP. TCP120** (specifying the number of seats required).
- If the Travel Date you require is outside of system range, request for latest possible date and add the following remark: **NP. DATE 20NOV10– 27NOV10** (specifying the dates required)
- If you are booking pre-agreed school rates, add the following remark: **NP. PREAGREED GROUP RATE 125 (Specifying the agreed rate of 125)**

Manual Handling

If you need to any additional servicing, e.g. excess baggage/special requests, or to ask a question regarding your booking which requires manual handling - add the following keyword and your PNR will **drop** to Manchester Groups.

Enter: **SI.BA/GRPF*SERVICE REQUEST**

Note: If you enter any of the above keywords if is essential to also enter **GRPFBA-GROUPQUOTE**

Notepad Items when Creating a Booking File

Apart from the IATA number specified on the previous page, do not input any other notepad items when you are creating your Booking File, except in the following circumstances.

Format:	Explanation:
NP.TCP120	If requesting more than 99 seats. Specify the number of seats required.
NP.DATE 20NOV07–27NOV07	If the travel date is outside the system range, specify the dates required.
NP.PREAGREED GROUP RATE 125	Specify the agreed rate if there is a pre-agreed special rate, for schools, tours, corporate, etc.

Free Format Notepad Items

Important note: Do not add any free format notepad items until you have obtained a group quote, as free format remarks cannot be read until a group quote has been obtained.

Format:	Explanation:
NP.FREE FORMAT TEXT	Request additional servicing, such as an add-on request or special request.

Confirming the Quoted Rate

British Airways will reply by queuing the Booking File back to your agency. When you have accepted the quote, add the following notepad item and queue the Booking File back to BA.

Format:	Explanation:
NP.KK 125	Add notepad item confirming the quoted rate of 125.
SI.BA/GRPF*GROUPQUOTE	Add SSR GROUPQUOTE to confirm space
SI.BA/ODSG	Add OSI with the ODS identifier

Flight Availability

Format:	Explanation:
A10JUNLONNYC	Basic availability
A10JUNLONNYC.1400	Availability specifying departure time
AR#10	Return availability 10 days later
AR20JUN	Return availability for specified date
AR20JUN.2000	Return availability for specified date and departure time
A10JUNNYC.1400	Availability from assumed board- point specifying departure time
A11JULMADTYO.BKK	Availability via specified connecting city

Availability follow-up entries

Format:	Explanation:
A.1845	Display alternative time
A18MAY	Display alternative date
A–5	Availability 5 days earlier

A#3	Availability 3 days later
AR.1800	Availability for return routing on day of arrival for specified time
AR−2	Availability for return routing 2 days earlier
A*	More availability
A*−	Move to previous availability display
A*O	Return to original availability display

Timetable

Format:	Explanation:
TT10JUNLONNYC	Timetable for city pair and specified date
TT10JUNLONNYC0900	Timetable for specified date and time
TTLONNYC2000	Timetable for today and specified time
TTLONNYC	Timetable for today
TT10JUNMAD	Timetable for specified date from assumed board-point

Timetable follow-up entries

Format:	Explanation:
TT14MAR	Timetable for alternative date
TT#10	Timetable 10 days later
TT−10	Timetable 10 days earlier
TT*O	Return to original timetable display
A	Convert timetable display to an availability display

Sell

Format:	Explanation:
N20G2	Request 20 seats G class from line 2 of an availability display
0BA175G10JUNLHRJFKNN20	Direct segment entry
0BAOPENGLHRJFKNO20	Open segment entry
0BAOPENG20FEBLHRJFKNO20	Open segment entry with date
0A	ARNK segment

Group name field

Specify the group name and number in the group when you originate the Booking File. When individual names subsequently become available, add them to the Booking File using the Name field formats listed below.

Format:	Explanation:
N.G/20WORLD TRAVEL/ USA GROUP	Number in group, agency name and group name.

Name field

Format:	Explanation:
N.1JONES/ANNEMS	One passenger name
N.1GREEN/AMRS+N.I/GREEN/JOHN*03MAY 08	One passenger name and infant **Note:** An infant *must* be entered at the same time as the accompanying adult, using *one* input.
N.1JONES/JOHN SI.BA/P1/CHLD*02OCT05	Child. Enter name and also enter SSR CHLD including date of birth.
N.3BROWN/AMR/SMRS/ JMR	Multiple passengers with same family name
N.2WHITE/DMR/JOHN SI.BA/P2/CHLD*02OCT05	Multiple passengers with passenger type (child). Also enter SSR CHLD including date of birth.
N.1SMITH/AMR+ N.1BLACK/JMR	Multiple passengers with different family names
*N	Display passenger names

Note: When names are added to the Booking File, the number against the group name is automatically reduced.

Phone field

Format:	Explanation:
P.LONB*0207 786 8912	Business telephone number for all passengers

Received field

Format:	Explanation:
R.MRS JONES	Received from field

Special Service Requirement (SSR)

Format:	Explanation:
SI.BA/VGML	Request a VGML for BA for all passengers and all segments
SI.BA/P1.5/VGML	Request a VGML for BA for passengers 1 and 5 for all segments
SI.BA/S11–12/VGML	Request a VGML for BA for segments 11 and 12 for all passengers
SI.BA/S15–16P5–7/VGML	Request a VGML for BA for segments 15 and 16 for passengers 5, 6 and 7
M.P2/BA/BA123456756	Add a BA mileage membership number for passenger 2
SI.BA/P1/BIKENN2	Request two bicycles for passenger 1
SI.BA/GRPSTCP15	To complete party of 15 for BA flight
SI.BA/GRPF*AD HOC GROUP	Add mandatory SSR item with every group booking.

APIS Travel Details

British Airways requires that the Industry Standard entries SSRDOCS / SSRDOCA / SSRDOCO are used for all APIS data and minimum Secure Flight Passenger Data (SFPD).

Use standard Galileo entries to add SSR DOCS/DOCA/DOCO

APIS Travel Details

Format:	Explanation:
DOCS SI.P1S3/DOCS*P/FR/012345678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN/PAUL/H (or) SI.P1S3/DOCS*P/FR/012345678/	**Create SSR for APIS passport information** PSGR 1/ PASSPORT ISSUED IN FR/NUMBER 012345678/FRENCH NATIONALITY/DOB 27APR72/MALE/PP EXPIRE 14APR09/NAME JEAN PAUL DUBOIS/IF MULTI-PASSENGER PASSPORT **Note:** This SSR is for the primary passport holder. Include the letter (H).

FR/27APR72/M/14APR09/ DUBOIS/JEAN	
DOCO SI.P1S3/DOCO*NICE FR/V/12345678/PARIS FR/18JUN04/US	**Create SSR for APIS visa information** PSGR 1 BORN IN PARIS FRANCE HAS VISA 12345123 ISSD IN LONDON GB ON 14MAR05 VALID FOR THE USA
DOCA SI.P1S31/DOCA*D/US/301 PARK AVENUE/NEW YORK/NY/10022	**Create SSR for APIS address information** PSGR 1 RESIDENTIAL ADDRESS/COUNTRY/STREET ADDRESS/TOWN/STATE/POSTAL CODE. NOTE *D/ = DESTINATION ADDRESS. *R/ = RESIDENTIAL ADDRESS

Other Supplementary Information (OSI)

Format:	Explanation:
SI.BA*VIP WILLIAMS/R ENTERTAINER	Add an OSI
SI.P2–5.7/BA*ELDERLY PASSENGERS	Add an OSI for passengers 2, 3, 4, 5 and 7

Advance Seat Reservation

Format:	Explanation:
SA*BA178Y23MARJFKLHR	Display seat availability map - input long entry to display a vertical Seat Map
SAG*S5	Request Group Seat Map for segment 5
S.S13P5/N	Request no smoking seat for passenger 5 for segment 13
S.P4S13/NA	Request no smoking aisle seat for passenger 4 for segment 13
S.P6S12/NW	Request no smoking window seat for passenger 6 for segment 12

Seating v BA rezervacích

1. Seating se musí vyžádat nejméně 7 dnů před odletem pomocí odeslání na Q British Airways:
QEB/NICBA0102/50C1
2. Cca. po 10 minutách robot automaticky přidělí skupině blok sedadel, na tato sedadla se můžete
podívat vstupem SAG*S5 - rezervovaná sedala jsou označena tečkou
3. Na tato sedadla můžete poté rozesadit jednotlivé cestující pomocí vstupu S.S5P3/35A (segment,
číslo pax/sedadlo)

Notepad

Format:	Explanation:
NP.INSURANCE NOT REQUIRED	Add a notepad item

Booking File Display

Format:	Explanation:
*R	Display Booking File
*H	Display Booking File history
*ALL	Display all Booking File data

Queues

BA will advise you when it is necessary to queue a Booking File, and which office id to use. You should
check your queues frequently. When a PNR is updated by the BA group department or when a
change occurs in the PNR, it will be sent to queue.

Format:	Explanation:
QEB/office id/87	Place Booking File on queue 87 of BA office id.
QEB/office id/87*C1*D4	Place Booking File on queue 87 and date range D4 of BA office id.
QCA	Count all queues
QCDA/ALL	Display the summary count of all queues
Q/87	Sign into queue 87
Q/87*C1*D4	Sign into queue 87 category C1 and date range D4
QR	Remove Booking File from queue and display the next on queue
QXI	Ignore Booking File and exit queue
QXE	End transaction on Booking File and

	exit queue
QRI	Remove Booking File from queue and exit queue
I	Ignore Booking File and display the next on queue
E	End transaction on Booking File and remove from queue, and display the next on queue

Note: In the BA system you have multiple queues and categories, the same as in the Galileo system. Be sure to contact your local BA office for the correct queue address.

Miscellaneous formats

Format:	Explanation:
@@BA/GROUP	Select BA **Drop Through**
@@1G	Manually end **Drop Through** session
MD	Move down
MU	Move up
MT	Move to top of display
E	End transaction
I	Ignore Booking File
IR	Ignore and retrieve Booking File in original state
@12HK	Change status of segment 12 to HK

Booking File Retrieval

Format:	Explanation:
*ZHGTRY	Retrieve Booking File by record locator
*–ROBERTS	Retrieve Booking File by passenger name
*–ROBERTS/JMR	Retrieve Booking File by passenger name, initial and title
*–ROBE	Retrieve Booking File by partial name
*BA302/10JUN–SMITH	Retrieve Booking File by flight number, date and passenger name

*BA302/10JUNLHRCDG–SMITH	Retrieve Booking File by flight number, date, city pair and passenger name
*10JUN–SMITH	Retrieve Booking File by date and passenger name
*2	Retrieve name number 2 from numbered name list
*L	Redisplay name list

Changes to British Airways PNR

Sell

Format:	Explanation:
@12/50	Change number of seats for air segment 12 before end transaction.
XI	Cancel itinerary. May only be used on a retrieved PNR with a previously booked itinerary.
X2	Cancel segment 2

Group name field

Format:	Explanation:
N.G/@25WORLD TRAVEL/ NEW GROUP NAME	Change a group name before end transaction
N.G@5X	Delete 5 unassigned names and reduce group space

Name field

Format:	Explanation:
N.P1@SMITH/JMR	Change passenger name 1
N.P2.3.6@	Delete passenger names 2, 3 and 6 and *maintain* group space
N.P2–4@X	Delete passenger names 2, 3 and 4 and *reduce* group space

Phone field

Format:	Explanation:

P.15@LONB*0208 265 265	Change phone number for Booking File element 15
P.15@	Delete phone number for Booking File element 15
P.11–12@	Delete phone numbers for Booking File elements 11 and 12

Special Service Requirement (SSR)

Format:	Explanation:
SI.16@	Delete SSR item for 16th Booking File element
SI.12.14–16@	Delete multiple SSR elements 12, 14, 15 and 16

Other Supplementary Information (OSI)

Format:	Explanation:
SI.16@	Delete OSI item for Booking File element 16
SI.12.14–16@	Delete OSI item for Booking File elements 12, 14, 15 and 16
SI.16@P2–4	Re-associate the 16th OSI item to passengers 2, 3 and 4
SI.13@P9/BA*ELDERLY PASSENGER	Change the text of the 13th OSI item and re-associate to passenger 9
SI.16@BA*CHILD 7 YEARS	Change the text of the 16th OSI item

Advance Seat Reservation

Format:	Explanation:
S.20@	Cancel seat assignment in 20th Booking File element (*see note)
S.22.24–26@	Cancel seat assignment elements 22, 24, 25 and 26

* Note: If the element you are changing is not a seat number the entry will still cancel the complete element which may be a flight segment, SSR, OSI if you end the booking. If you have performed this entry in error and you have not ended the booking then ignore all changes and redisplay your reservation in drop through and make your change again. If you have cancelled a segment in error you must re-book.

Notepad

Format:	Explanation:
NP.15@HOTEL IN NEW YORK NOT REQUIRED	Change notepad item for Booking File element 15
NP.15@	Delete notepad item for Booking File element 15
NP.15.17–21@	Delete notepad items for Booking File elements 15, 17, 18, 19, 20 and 21

Dividing a Booking File

Format:	Explanation:
DP7	Divide passenger 7 from the Booking File
DP3.5–7	Divide passengers 3, 5, 6 and 7 from the Booking File
DG/10	Divide unassigned name 10 from the Booking File
F	End the transaction, and file the associated PNR.

Exiting Drop Through

Use the following entries to automatically transfer you back into the Galileo system.

Format:	Explanation:
E	End transaction
Q	Queue the PNR
I	Ignore transaction
@@1G	Manually end **Drop Through** session

Iberia Drop Through Formats

Select IB Drop Through

Format:	Explanation:
@@IB/GROUP	Select IB **Drop Through**

Booking File Retrieval and Display

Format:	Explanation:
✳ZHGTRY	Retrieve Booking File by record locator
✳R	Display Booking File
✳ALL	Display all Booking File data
✳H	Display Booking File history
MD	Move down
MU	Move up
MT	Move to top of display
MB	Move to bottom of display

Name field

Format:	Explanation:
N.1JONES/ANNEMS	One passenger name
N.1JONES/ANNEMS+ N.I/JONES/RACHEL*03MAY08	One passenger name and infant **Note:** An infant *must* be entered at the same time as the accompanying adult, using *one* input.
N.1JONES/JOHN SI.BA/P1/CHLD*02OCT05	Child. Enter name and also enter SSR CHLD including date of birth.

N.3BROWN/AMR/SMRS/ JMR	Multiple passengers with same family name
N.2WHITE/DMR/JOHN SI.BA/P2/CHLD*02OCT05	Multiple passengers with passenger type (child). Also enter SSR CHLD including date of birth.
N.1SMITH/AMR+ N.1BLACK/JMR	Multiple passengers with different family names
✳N	Display individual passenger names
N.P1@SMITH/JMR	Change passenger name 1
N.P2.3.6@	Delete passenger names 2, 3 and 6 and maintain group space
N.P2–4@X	Delete passenger names 2, 3 and 4 and reduce group space
N.G@5X	Cancel unassigned group names and reduce group space

Note: When names are added to the Booking File, the number against the group name is automatically reduced.

Phone field

Format:	Explanation:
P.LONB✳0207 786 8912	Business telephone number for all passengers
P.5@	Delete phone number for Booking File element 5

Received field

Format:	Explanation:
R.MRS JONES	Received from field

Notepad

Format:	Explanation:
NP.INSURANCE NOT REQUIRED	Add a notepad item
NP.15@HOTEL IN NEW YORK NOT REQUIRED	Change notepad item for Booking File element 15
NP.15@	Delete notepad item for Booking File element 15

Timetable

Format:	Explanation:
TTIB6833/04AUGMADSCL	Timetable display for city pair and specified date
TTB3	Timetable display for segment 3 of a Booking File

Special Service Requirement (SSR)

Format:	Explanation:
SI.IB/VGML	Request a VGML for all passengers for all segments
SI.IB/S11–12/VGML	Request a VGML for segments 11 and 12 for all passengers

Format:	Explanation:
SI.IB/P1.5/VGML	Request a VGML for all segments for passengers 1 and 5
SI.IB/S15–16P5–7/VGML	Request a VGML for segments 15 and 16 for passengers 5, 6 and 7
M.P2/IB/IB123456756	Add an IB mileage membership number for passenger 2
SI.IB/P1/BIKENN2	Request two bicycles for passenger 1
V.AIB/P2✱RQST RATE FOR KENNEL	Create an SSR item with free text
SI.16@	Delete SSR item for Booking File element 16
SI.12.14-16@	Delete multiple SSR elements 12, 14, 15 and 16

APIS Travel Details

Format:	Explanation:
DOCS SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN/PAUL/H (or) SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN	**Create SSR for APIS passport information** PSGR 1/ PASSPORT ISSUED IN FR/NUMBER 012345678/FRENCH NATIONALITY/DOB 27APR72/MALE/PP EXPIRE 14APR09/NAME JEAN PAUL DUBOIS/IF MULTI-PASSENGER PASSPORT **Note:** This SSR is for the primary passport holder. Include the letter (H).
DOCO SI.P1S3/DOCO*NICE	**Create SSR for APIS visa information** PSGR 1 BORN IN PARIS FRANCE HAS VISA

FR/V/12345678/PARIS FR/18JUN04/US	12345123 ISSD IN LONDON GB ON 14MAR05 VALID FOR THE USA
DOCA SI.P1S31/DOCA*D/US/301 PARK AVENUE/NEW YORK/NY/10022	**Create SSR for APIS address information** PSGR 1 RESIDENTIAL ADDRESS/COUNTRY/STREET ADDRESS/TOWN/STATE/POSTAL CODE. NOTE *D/ = DESTINATION ADDRESS. *R/ = RESIDENTIAL ADDRESS

Other Supplementary Information (OSI)

Format:	Explanation:
SI.IB✴VIP WILLIAMS/R ENTERTAINER	Add an OSI
SI.P2–5.7/IB✴ELDERLY PASSENGERS	Add an OSI for passengers 2, 3, 4, 5 and 7
SI.16@	Delete OSI item for Booking File element 16
SI.16@IB✴ELDERLY PASSENGER	Change the text of the 16th OSI item
SI.16@P2–4	Re-associate the 16th OSI item to passengers 2, 3 and 4
SI.13@P9/IB✴ELDERLY PASSENGER	Change the text of the 13th OSI item and re-associate to passenger 9

Note: Modifications to the text may be made for any OSI element, but modifications to a passenger association may only be made to a newly created element.

Segment Status Change

Format:	Explanation:

@12HK	Change status of segment 12 to HK

Ending and Ignoring Transaction

Format:	Explanation:
E	End Transaction
I	Ignore Transaction
IR	Ignore transaction and re-display the Booking File in its original state

Queues

IB will advise you when it is necessary to queue a Booking File, and which office id to use. You should check your queues frequently. When a PNR is updated by the IB group department or when a change occurs in the PNR, it will be sent to queue.

Format:	Explanation:
QEB/LONIB0518/87	Place Booking File on queue 87 of IB office id.
QEB/LONIB0518/87＊C1＊D4	Place Booking File on queue 87 category C1 and date range D4 of IB office id.
QCA	Count all queues
QCDA/ALL	Display the summary count of all queues
Q/87	Sign into queue 87
Q/87＊C1＊D4	Sign into queue 87 category C1 and date range D4
QR	Remove Booking File from queue and display the next on queue

QRI	Remove Booking File from queue and exit queue
QXI	Ignore Booking File and exit queue
QXE	End transaction on Booking File and exit queue

Note: In the IB system you have multiple queues and categories, the same as in the Galileo system.

Exiting **Drop Through**

Use the following entries to automatically transfer you back into the Galileo system.

Format:	Explanation:
E	End transaction
Q	Queue the PNR
I	Ignore transaction
@@1G	Manually end **Drop Through** session

KLM Drop Through Formats

Note: You can only use SSR, APIS, OSI and SA formats that require an airline code for KLM flights. For example, you cannot request seats on Delta Airlines even though DL flights may be showing in the Booking File.

Select KL Drop Through

Format:	Explanation:
@@KL/GROUP	Select KL **Drop Through**

Booking File Retrieval and Display

Format:	Explanation:
*ZHGTRY	Retrieve Booking File by record locator
*R	Display Booking File
*H	Display Booking File history
MD	Move down
MU	Move up
MT	Move to top of display
MB	Move to bottom of display

Name field

Format:	Explanation:
N.1JONES/ANNEMS	One passenger name
N.2SMITH/AMRS+N.I/SMITH/JOHN*02 MAY07	One passenger name and infant **Note:** An infant *must* be entered at the same time as the accompanying adult, using *one* input.

N.1JONES/JOHN SI.KL/P1/CHLD	Child passenger enter name **Note:** Amadeus auto-populate the SSR CHLD; this will not have the CHLD DOB as it is not mandatory. SSR CHLD cannot be entered manually.
N.3BROWN/AMR/SMRS/ JMR	Multiple passengers with same family name
N.2WHITE/DMR/JOHN SI.KL/P2/CHLD	Multiple passengers with passenger type (child) **Note:** Amadeus auto-populate the SSR CHLD; this will not have the CHLD DOB as it is not mandatory. SSR CHLD cannot be entered manually.
N.1SMITH/AMR+ N.1BLACK/JMR	Multiple passengers with different family names
*N	Display individual passenger names
*ALL	Display individual passenger names and full Booking File data
N.P1@SMITH/JMR	Change passenger name 1
N.P3@	Remove name 3 and maintain group space. **Note** : This change can only be completed after the 1A PNR has already been LENT

Note: When names are added to the Booking File, the number against the group name is automatically reduced.

Phone field

Format:	Explanation:
P.LONB*0207 786 8912	Business telephone number for all passengers
P.5@	Delete phone number for Booking File element 5

Received field

Format:	Explanation:
R.MRS JONES	Received from field

Notepad

Format:	Explanation:
NP.INSURANCE NOT REQUIRED	Add a notepad item
NP.15@HOTEL IN NEW YORK NOT REQUIRED	Change notepad item for Booking File element 15
NP.15@	Delete notepad item for Booking File element 15

Special Service Requirement (SSR)

Format:	Explanation:
SI.KL/VGML	Request a VGML for all passengers for all segments. **Note:** All passenger names must be entered in the Booking File.
SI.KL/S11-12/VGML	Request a VGML for segments 11 and 12 for all passengers. **Note:** All passenger names must be entered in the Booking File.
SI.KL/P1.5/VGML	Request a VGML for all segments for passengers 1 and 5 **Note:** All passenger names must be entered in the Booking File.
SI.KL/S15-16P5-7/VGML	Request a VGML for segments 15 and 16 for passengers 5, 6 and 7
SI.KL/P2/SPML*FRUIT PLATTER	Request special meal for passenger 2 (programmatic code and free text)
SI.KL/P1/BIKENN2	Request two bicycles for passenger 1

V.AKL/P2*RQST RATE FOR KENNEL	Create an SSR item with free text but *no* programmatic code
M.P1/KL/4684198631	Create an SSR for a Frequent Flyer
SI.16@	Delete SSR item for Booking File element 16
SI.12.14-16@	Delete multiple SSR elements 12, 14, 15 and 16

Entering SSR Items

You may enter a maximum of five SSR items at one time. They must be entered in the following sequence:

- An SSR item which requires an action or reply from KL, e.g. BIKE, VGML, SPML, etc.
- Other SSR items such as OTHS

APIS Travel Details

Format:	Explanation:
DOCS SI.P1S2-3/DOCS*P/NL/012345678/NL/27APR72/M/14APR10/GALILEO/JOHN/JACK or SI.P1S3/DOCS*P/NL/012345678/NL/27APR72/M/14APR09/GALILEO/JOHN/JACK/H	Create SSR for APIS Passport INFORMATION SI.PSGR&SEG NUM/DOC*P/COUNTRY OF PASSPORT ISSUE/PASSPORT NUMBER/NATIONALITY/DOB/MALE OR FEMALE/PASSPORT EXPIRY DATE/PAX NAME/H (INCLUDE THIS LETTER IF MULTI-PASSENGER PASSPORT AND THIS SSR IS FOR THE PRIMARY PASSPORT HOLDER**)**
DOCO SI.P1S2-3/DOCO*AMSTERDAM NL/V/12345678/AMSTERDAM NL/18JUN10/US	Create SSR for APIS VISA INFORMATION SI.PSGR&SEG NUM/DOCO*PASSENGER PLACE OF BIRTH/TRAVEL DOCUMENT VISA/VISA NUMBER/VISA PLACE OF ISSUE/VISA DATE OF ISSUE/COUNTRY WHERE VISA APPLIES
DOCA *D/ = DESTINATION ADDRESS SI.P1S1/DOCA*D/NL/301 PARK	Create SSR for APIS ADDRESS INFORMATION INFORMATION *D/ = DESTINATION ADDRESS

AVENUE/AMSTERDAM/NL/10022	SI.PSGR&SEG NUM/DOCA*D/COUNTRY/ STREET ADDRESS/TOWN/STATE/POSTAL CODE
*R/ = RESIDENTIAL ADDRESS	*R/ = RESIDENTIAL ADDRESS
SI.P1S31/DOCA*R/US/301 PARK AVENUE/NEW YORK/NY/10022	SI.PSGR&SEG NUM/DOCA*R/COUNTRY/ STREET ADDRESS/TOWN/STATE/POSTAL CODE

Other Supplementary Information (OSI)

Format:	Explanation:
SI.KL*VIP WILLIAMS/R ENTERTAINER	Add an OSI
SI.P2-5.7/KL□ELDERLY PASSENGERS	Add an OSI for passengers 2, 3, 4, 5 and 7
SI.16@	Delete OSI item for Booking File element 16
SI.16@KL□ELDERLY PASSENGER	Change the text of the 16th OSI item
SI.16@P2-4	Re-associate the 16th OSI item to passengers 2, 3 and 4
SI.13@P9/KL□ELDERLY PASSENGER	Change the text of the 13th OSI item and re-associate to passenger 9

Note: Modifications to the text may be made for any OSI element, but modifications to a passenger association may only be made to a newly created element.

Advance Seat Reservation

Format:	Explanation:
SA*KL835S20JUNAMSSIN	Display seat availability map for a specified flight number, date and city pair

Format:	Explanation:
S.S13P4/NA	Request no smoking aisle seat for passenger 4 for segment 13
S.S12P6/NW	Request no smoking window seat for passenger 6 for segment 12
S.S15P1/13C	Request seat number 13C for passenger 1 for segment 15
S.S15P6-9/12ABCD	Request seat numbers 12ABCD for passengers 6 - 9 for segment 15
S.20@	Cancel seat assignment for Booking File element 20
S.22.24-26@	Cancel seat assignment for Booking File elements 22, 24 - 26

Segment Status Change

Format:	Explanation:
@12HK	Change status of segment 12 to HK

Ending and Ignoring Transaction

Format:	Explanation:
E	End Transaction
I	Ignore Transaction
IR	Ignore transaction and re-display the Booking File in its original state

Queues

AF will advise you when it is necessary to queue a Booking File, and which office id to use. You should check your queues frequently. When a PNR is updated by the AF group department or when a change occurs in the PNR, it will be sent to queue.

Format:	Explanation:
QEB/OFFICEID/0	Place Booking File on queue 0 of KL office id
QEB/OFFICEID/0*C0	Place Booking File on queue 0 category C of KL office id
QCA	Count all queues
QCDA/ALL	Display the summary count of all queues
Q/0	Sign into queue 0
Q/0*C0	Sign into queue 0 category C0
QR	Remove Booking File from queue and display the next on queue
QRI	Remove Booking File from queue and exit queue
QXI	Ignore Booking File and exit queue
QXE	End transaction on Booking File and exit queue
I	Ignore Booking File and display the next Booking File on queue.

Exiting Drop Through

Use the following entries to automatically transfer you back into the Galileo system.

Format:	Explanation:
E	End transaction
Q	Queue the PNR
I	Ignore transaction
@@1G	Manually end **Drop Through** session

Lufthansa Drop Through Formats

Select LH Drop Through

Format:	Explanation:
@@LH/GROUP	Select LH **Drop Through**

Booking File Retrieval and Display

Format:	Explanation:
✳ZHGTRY	Retrieve Booking File by record locator
✳LH404/10JUN-SMITH	Retrieve Booking File by flight, date and name
✳R	Display Booking File
✳ALL	Display all Booking File data
✳H	Display Booking File history
MD	Move down
MU	Move up
MT	Move to top of display
MB	Move to bottom of display

Name field

Format:	Explanation:
N.1STULPE/ELLAMS	One passenger name
N.1STULPE/ELLAMS+ N.I/STULPE/MICHAEL*03MAY08	One passenger name and infant **Note:** An infant *must* be entered at the same time as the accompanying adult, using *one* input.
N.1JONES/JOHN SI.LH/P1/CHLD*02OCT05	Child. Enter name and also enter SSR CHLD including date of birth.
N.3STULPE/AMR/SMRS/ JMR	Multiple passengers with same family name
N.2WHITE/DMR/JOHN SI.LH/P2/CHLD*02OCT05	Child. Enter name and also enter SSR CHLD including date of birth.
N.1STULPE/AMR+ N.1SCHMIDT/JMR	Multiple passengers with different family names
✳N	Display individual passenger names

N.P1@SCHMIDT/JMR (before changing a passenger name please call Lufthansa Group Helpdesk)	Change passenger name 1
N.P2.3.6@	Delete passenger names 2, 3 and 6 and maintain group space

Note: When names are added to the Booking File, the number against the group name is automatically reduced.

Cabin Baggage as Passenger Name

Format:	Explanation:
N.2SCHMIDT/AMR/CBBG	One passenger with cabin baggage
SI.LH/P2/CBBG＊CELLO IN CABIN	Request cello as cabin baggage for passenger 2

Phone field

Format:	Explanation:
P.LONB＊0207 786 8912	Business telephone number for all passengers
P.5@	Delete phone number for Booking File element 5

Received field

Format:	Explanation:
R.MRS STULPE	Received from field

Notepad

Format:	Explanation:
NP.INSURANCE NOT REQUIRED	Add a notepad item
NP.15@HOTEL IN NEW YORK NOT REQUIRED	Change notepad item for Booking File element 15
NP.15@	Delete notepad item for Booking File element 15

Timetable

Format:	Explanation:

TTLH404/04AUG/FRAJFK	Timetable display for city pair and specified date
TTB3	Timetable display for segment 3 of a Booking File

Special Service Requirement (SSR)

Format:	Explanation:
SI.LH/VGML	Request a VGML for all passengers for all segments **(NOTE * ALL PASSENGER NAMES MUST BE ENTERED)**
SI.LH/S11–12/VGML	Request a VGML for segments 11 and 12 for all passengers **(NOTE * ALL PASSENGER NAMES MUST BE ENTERED)**
SI.LH/P1.5/VGML	Request a VGML for all segments for passengers 1 and 5
SI.LH/S15–16P5–7/VGML	Request a VGML for segments 15 and 16 for passengers 5, 6 and 7
M.P2/LH/123456756	Add an LH mileage membership number for passenger 2
SI.LH/P1/BIKENN2	Request two bicycles for passenger 1
SI.LH/P2/CBBG✶FREE FORMAT TEXT	Request cabin baggage for passenger 2
V.ALH/P2✶RQST RATE FOR KENNEL	Create an SSR item with free text
SI.16@	Delete SSR item for Booking File element 16
SI.12.14–16@	Delete multiple SSR elements 12, 14, 15 and 16

APIS Travel Details

Format:	Explanation:
DOCS SI.P1S3/DOCS*P/FR/012345 678/	**Create SSR for APIS passport information** PSGR 1/ PASSPORT ISSUED IN FR/NUMBER 012345678/FRENCH NATIONALITY/DOB

FR/27APR72/M/14APR09/ DUBOIS/JEAN/PAUL/H (or) SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN	27APR72/MALE/PP EXPIRE 14APR09/NAME JEAN PAUL DUBOIS/IF MULTI-PASSENGER PASSPORT **Note:** This SSR is for the primary passport holder. Include the letter (H).
DOCO SI.P1S1/DOCO*PARIS FR/V/12345123/LONDON GB/14MAR09/US	**Create SSR for APIS visa information** Passenger 1 born in Paris France has visa 12345123 issued in London GB on 14MAR09 valid for the USA
DOCA SI.P1S31/DOCA*D/US/301 PARK AVENUE/NEW YORK/NY/10022	**Create SSR for APIS address information** PSGR 1 RESIDENTIAL ADDRESS/COUNTRY/STREET ADDRESS/TOWN/STATE/POSTAL CODE. NOTE *D/ = DESTINATION ADDRESS. *R/ = RESIDENTIAL ADDRESS

Other Supplementary Information (OSI)

Format:	Explanation:
SI.LH✶VIP WILLIAMS/R ENTERTAINER	Add an OSI
SI.P2–5.7/LH✶ELDERLY PASSENGERS	Add an OSI for passengers 2, 3, 4, 5 and 7
SI.16@	Delete OSI item for Booking File element 16
SI.16@LH✶ELDERLY PASSENGER	Change the free format text of the OSI for Booking File element 16
SI.16@P2–4	Re-associate OSI element 16 to passengers 2, 3 and 4
SI.13@P9/LH✶ELDERLY PASSENGER	Change the text of the OSI element 13 and re-associate to passenger 9

Note: Modifications to the text may be made for any OSI element, but modifications to a passenger association may only be made to a newly created element.

Advance Seat Reservation

Format:	Explanation:
SA✳LH404C20JULFRAJFK	Display seat availability map for a specified flight number, date and city pair
S.S13P4/NA	Request no smoking aisle seat for passenger 4 for segment 13
S.S12P6/NW	Request no smoking window seat for passenger 6 for segment 12
S.S15P1/13C	Request seat number 13C for passenger 1 for segment 15
S.S15P6–9/12ABCD	Request seat numbers 12ABCD for passengers 6 – 9 for segment 15
S.20@	Cancel seat assignment for Booking File element 20
S.22.24–26@	Cancel seat assignment for Booking File elements 22, 24 – 26

Segment Status Change

Format:	Explanation:
@12HK	Change status of segment 12 to HK

Ending and Ignoring Transaction

Format:	Explanation:
E	End Transaction
I	Ignore Transaction
IR	Ignore transaction and re-display the Booking File in its original state

Queues

LH will advise you when it is necessary to queue a Booking File, and which office id to use. You should check your queues frequently. When a PNR is updated by the LH group department or when a change occurs in the PNR, it will be sent to queue.

Format:	Explanation:
QEB/FRALH0983/87	Place Booking File on queue 87 of LH office id.

QEB/FRALH0983/87＊C1＊D4	Place Booking File on queue 87 category C1 and date range D4 of LH office id.
QCA	Count all queues
QCDA/ALL	Display the summary count of all queues
Q/87	Sign into queue 87
Q/87＊C1＊D4	Sign into queue 87 category C1 and date range D4
QR	Remove Booking File from queue and display the next on queue
QRI	Remove Booking File from queue and exit queue
QXI	Ignore Booking File and exit queue
QXE	End transaction on Booking File and exit queue

Note: In the LH system you have multils and categories, the same as in the Galileo system.

Exiting Drop Through

Use the following entries to automatically transfer you back into the Galileo system.

Format:	Explanation:
E	End transaction
Q	Queue the PNR
I	Ignore transaction
@@1G	Manually end **Drop Through** session

Austrian Drop Through Formats

Select OS Drop Through

Format:	Explanation:
@@OS/GROUP	Select OS **Drop Through**

Booking File Retrieval and Display

Format:	Explanation:
✳ZHGTRY	Retrieve Booking File by record locator
✳OS458/10JUN-SMITH	Retrieve Booking File by flight, date and name
✳R	Display Booking File
✳ALL	Display all Booking File data
✳H	Display Booking File history
MD	Move down
MU	Move up
MT	Move to top of display
MB	Move to bottom of display

Name field

Format:	Explanation:
N.1JONES/ANNEMS	One passenger name
N.1JONES/ANNEMS+ N.I/JONES/RACHEL*03MAY08	One passenger name and infant **Note:** An infant *must* be entered at the same time as the accompanying adult, using *one* input.
N.1JONES/JOHN SI.OS/P1/CHLD*02OCT05	Child. Enter name and also enter SSR CHLD including date of birth.
N.3BROWN/AMR/SMRS/ JMR	Multiple passengers with same family name
N.2WHITE/DMR/JOHN SI.OS/P2/CHLD*02OCT05	Multiple passengers with passenger type (child). Also enter SSR CHLD including date of birth.

N.1SMITH/AMR+ N.1BLACK/JMR	Multiple passengers with different family names
✳N	Display individual passenger names
N.P1@SMITH/JMR	Change passenger name 1
N.P2.3.6@	Delete passenger names 2, 3 and 6 and maintain group space

Note: When names are added to the Booking File, the number against the group name is automatically reduced.

Cabin Baggage as Passenger Name

Format:	Explanation:
N.2BROWN/AMR/CBBG	One passenger with cabin baggage
N.3BROWN/AMR/SMRS/ CBBG	Multiple passengers with cabin baggage
SI.OS/P2/CBBG✳CELLO IN CABIN	Request cello as cabin baggage for passenger 2

Phone field

Format:	Explanation:
P.LONB✳0207 786 8912	Business telephone number for all passengers
P.5@	Delete phone number for Booking File element 5

Received field

Format:	Explanation:
R.MRS JONES	Received from field

Notepad

Format:	Explanation:

Format:	Explanation:
NP.INSURANCE NOT REQUIRED	Add a notepad item
NP.15@HOTEL IN NEW YORK NOT REQUIRED	Change notepad item for Booking File element 15
NP.15@	Delete notepad item for Booking File element 15

Timetable

Format:	Explanation:
TTOS451/04AUG/VIELHR	Timetable display for city pair and specified date
TTB3	Timetable display for segment 3 of a Booking File

Special Service Requirement (SSR)

Format:	Explanation:
SI.OS/VGML	Request a VGML for all passengers for all segments
SI.OS/S11-12/VGML	Request a VGML for segments 11 and 12 for all passengers
SI.OS/P1.5/VGML	Request a VGML for all segments for passengers 1 and 5
SI.OS/S15-16P5-7/VGML	Request a VGML for segments 15 and 16 for passengers 5, 6 and 7
M.P2/OS/OS123456756	Add an OS mileage membership number for passenger 2
SI.OS/P1/BIKENN2	Request two bicycles for passenger 1
SI.OS/P2/CBBG✳FREE FORMAT TEXT	Request cabin baggage for passenger 2
V.AOS/P2✳RQST RATE FOR KENNEL	Create an SSR item with free text
SI.16@	Delete SSR item for Booking File element 16

| SI.12.14-16@ | Delete multiple SSR elements 12, 14, 15 and 16 |

APIS Travel Details

Format:	Explanation:
DOCS SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN/PAUL/H (or) SI.P1S3/DOCS*P/FR/012345 678/ FR/27APR72/M/14APR09/ DUBOIS/JEAN	**Create SSR for APIS passport information** PSGR 1/ PASSPORT ISSUED IN FR/NUMBER 012345678/FRENCH NATIONALITY/DOB 27APR72/MALE/PP EXPIRE 14APR09/NAME JEAN PAUL DUBOIS/IF MULTI-PASSENGER PASSPORT **Note:** This SSR is for the primary passport holder. Include the letter (H).
DOCO SI.P1S3/DOCO*NICE FR/V/12345678/PARIS FR/18JUN04/US	**Create SSR for APIS visa information** PSGR 1 BORN IN PARIS FRANCE HAS VISA 12345123 ISSD IN LONDON GB ON 14MAR05 VALID FOR THE USA
DOCA SI.P1S31/DOCA*D/US/301 PARK AVENUE/NEW YORK/NY/10022	**Create SSR for APIS address information** PSGR 1 RESIDENTIAL ADDRESS/COUNTRY/STREET ADDRESS/TOWN/STATE/POSTAL CODE. NOTE *D/ = DESTINATION ADDRESS. *R/ = RESIDENTIAL ADDRESS

Other Supplementary Information (OSI)

Format:	Explanation:
SI.OS✶VIP WILLIAMS/R ENTERTAINER	Add an OSI
SI.P2-5.7/OS✶ELDERLY PASSENGERS	Add an OSI for passengers 2, 3, 4, 5 and 7

Format:	Explanation:
SI.16@	Delete OSI item for Booking File element 16
SI.16@OS✱ELDERLY PASSENGER	Change the free format text of the OSI for Booking File element 16
SI.16@P2-4	Re-associate OSI element 16 to passengers 2, 3 and 4
SI.13@P9/OS✱ELDERLY PASSENGER	Change the text of the OSI element 13 and re-associate to passenger 9

Note: Modifications to the text may be made for any OSI element, but modifications to a passenger association may only be made to a newly created element.

Advance Seat Reservation

Format:	Explanation:
SA✱OS87C20JULVIEJFK	Display seat availability map for a specified flight number, date and city pair
S.S13P4/NA	Request no smoking aisle seat for passenger 4 for segment 13
S.S12P6/NW	Request no smoking window seat for passenger 6 for segment 12
S.S15P1/13C	Request seat number 13C for passenger 1 for segment 15
S.S15P6-9/12ABCD	Request seat numbers 12ABCD for passengers 6 - 9 for segment 15
S.20@	Cancel seat assignment for Booking File element 20
S.22.24-26@	Cancel seat assignment for Booking File elements 22, 24 - 26

Segment Status Change

Format:	Explanation:
@12HK	Change status of segment 12 to HK

Ending and Ignoring Transaction

Format:	Explanation:
E	End Transaction
I	Ignore Transaction
IR	Ignore transaction and re-display the Booking File in its original state

Queues

OS will advise you when it is necessary to queue a Booking File, and which office id to use. You should check your queues frequently. When a PNR is updated by the OS group department or when a change occurs in the PNR, it will be sent to queue.

Format:	Explanation:
QEB/LONOS0518/87	Place Booking File on queue 87 of OS office id.
QEB/LONOS0518/87✳C1✳D4	Place Booking File on queue 87 category C1 and date range D4 of OS office id.
QCA	Count all queues
QCDA/ALL	Display the summary count of all queues
Q/87	Sign into queue 87
Q/87✳C1✳D4	Sign into queue 87 category C1 and date range D4
QR	Remove Booking File from queue and display the next on queue
QRI	Remove Booking File from queue and exit queue
QXI	Ignore Booking File and exit queue
QXE	End transaction on Booking File and exit queue

Note: In the OS system you have multiple queues and categories, the same as in the Galileo system.

Troubleshooting Error Responses

Error Message Received:	Reason for Error:	Course of Action:
INVALID VENDOR CODE (or) CHECK INPUT FORMAT	You have entered the airline code and/or keyword incorrectly in the **Drop Through** input.	Repeat the entry correctly: @@LH/GROUP
DROP THROUGH TEMPORARILY UNAVAILABLE FOR YY	The YY system is temporarily unavailable.	If possible, return to make the booking at a later time. If the booking is urgently required, contact airline.
NEED TICKETING FIELD	You have omitted the ticketing field in the Galileo Booking File when you attempt to receive and end transaction.	Enter a ticketing field in the Galileo Booking File
CANCEL/AMEND RESTRICTED – USE SOURCE SYSTEM	You are attempting to amend/delete a passive **drop through** segment in the Galileo Booking File.	Make the amendment in the airline PNR
NAME CHANGE RESTRICTED – USE SOURCE SYSTEM	You are attempting to make a name change in the Galileo Booking File.	Make the name change in the airline PNR
ADD/DELETE RESTRICTED – USE SOURCE SYSTEM	You are attempting to add a name to the Galileo Booking File.	Add the name in the airline PNR
SELL RESTRICTED – USE SOURCE SYSTEM	You are attempting to amend the itinerary in a Galileo Booking File that was created via **Drop Through** in the airline system.	Contact airline
DIVIDE RESTRICTED – USE SOURCE SYSTEM	You are attempting to divide a GalileoBooking File via **Drop Through** in the airline system.	Contact airline
END TRANSACT OR IGNORE	You have an active Booking File in your work area when attempting to **drop through** to the airline system.	End or ignore the Booking File as appropriate before **dropping through** to the airline system
DROP THROUGH FAILED – LINK DOWN – PLEASE TRY LATER	The Galileo system is unable to make the link with the airline system during the **drop through** process.	If possible, return to make the booking at a later time. If the booking is urgently required, contact airline.
DROP THROUGH FAILED – DATE OUTSIDE GALILEO RANGE	The airline PNR contains a segment dated outside the Galileo system range.	Wait until the booking date falls within the range of the Galileo system before capturing the

		passive Galileo Booking File
DROP THROUGH FAILED – BOOKING FILE NOT CREATED PLEASE CALL HELP DESK	Failure in the **Drop Through** process.	Call Help Desk
SYSTEM ERROR OCCURRED	You are not able to create the Booking File because of data corruption.	Call Help Desk
DROP THROUGH SESSION TIMED OUT	You have exceeded the **Drop Through** session time, and the session has been automatically terminated.	**Drop Through** to the airline system and repeat the transaction

<u>Kompletní informace ke skupinám ČSA</u>

CSA Skupinová Pravidla for Ad-Hoc and Seriál Rezervace

Skupinová pravidla platná od 1/12/2012
Ad-Hoc skupiny
➢ Samostatná skupinová rezervace
➢ Minimální velikost skupiny je od 10 pasažerů
➢ INF cestující nejsou počítány do celkové velikosti skupiny

Povinné element v PNR rezervaci

Group Name
format **NG15BOOKINGOFFICE/AGENCY NG15AGENCY**
15 – počet cestujících v PNR
BOOKINGOFFICE - formát groupnamu, pokud knihuje CSA OZZ/GSA
AGENCY - formát groupnamu, pokud knihuje agentura,tour operator

Booking class
RBD **G – ekonomická třída**
J – obchodní třída

Group Fare – povinné elementy v rezervaci, nutné vložit oba
format **SR GRPF OK-FAREBASIS/YYY000**
SK FARE OK-YYY000
FAREBASIS -GIT or GITOW
YYY – 3 místný kod pro vložení měny (e.g. EUR)
000 – netto cena za pasažera a za routing na OK letech (e.g. 250)

Group Type - povinné elementy v rezervaci, nutné vložit oba
Format **SK XXGT OK-A**
OS OK XXGT/Ay "T" for Inclusive Tour
"S" for Sport groups
XXGT - povinný neměnný format "I" for Incentive groups
A – Ad-Hoc "Y" for Students groups

y – nahraditelný symbol "O" for other group type
"F" for Fam Trips

Total Complete Party
Format **OS OK TCP15** TCP15 – celkový počet pasažerů ve skupině CSA

Seriálové skupiny
➢ Serial group booking
➢ Typ garance SE, SF, SH lze žádat na základě podepsané písemné smlouvy, která je schválena skupinovým oddělením ČSA - Group Desk / PRG HDQ
➢ Minimální velikost skupiny je od 4 pasažerů
➢ INF cestující nejsou počítány do celkové velikosti skupiny

Povinné element v PNR rezervaci

Group Name
format **NG15 BOOKINGOFFICE/AGENCY NG15AGENCY**
15 – počet cestujících v PNR
BOOKINGOFFICE - formát groupnamu, pokud knihuje CSA OZZ/GSA
AGENCY - formát groupnamu, pokud knihuje agentura,tour operator

Booking class
RBD **G**

Group Fare – povinné elementy v rezervaci, nutné vložit oba
format **SR GRPF OK-FAREBASIS/YYY000**
SK FARE OK-YYY000
FAREBASIS -GIT or GITOW
YYY – 3 místný kod pro vložení měny (e.g. EUR)
000 – netto cena za pasažera a za routing na OK letech (e.g. 250)

Group Type - povinné elementy v rezervaci, nutné vložit oba
Format **SK XXGT OK-S**
OS OK XXGT/Sy "E" typ garance
"F" typ garance
XXGT -povinný neměnný format "H" typ garance
S – Serial
y – nahraditelný symbol

Total Complete Party
Format **OS OK TCP15** TCP15 – celkový počet pasažerů ve skupině CSA Skupinová Pravidla for Ad-Hoc and Seriál Rezervace
strana 3 / 3