Apollo® for Travel Professionals

Course Book

Galileo
by **Travelport**

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Module 1: Get Started

Welcome to the Apollo® for Travel Professionals Course Book. This Course Book is designed for both Learning Apollo and Moving to Apollo classes.

We, your partners at Galileo, understand that you come to this class to learn Apollo skills to help you perform your job well. Because our number one goal is to provide the best customer service, we *will* make this a positive experience for you. You'll receive our support and as much practice as possible so that you feel comfortable and confident servicing your clients.

We are very pleased to have you as a customer and look forward to a long and mutually beneficial relationship.

Learning Apollo Class Objectives

Upon completion of this course you will be able to:

- Locate and display information from Apollo online resources.
- Create, change, and retrieve passenger name records (PNRs).
- Quote and store air fares based on customers' needs.
- Issue tickets and itineraries to meet customers' needs.
- Sell, modify, and cancel rental cars and hotel rooms.

Moving to Apollo Class Objectives

Upon completion of this course you will be able to:

- Locate and display information from Apollo online resources.
- Create, change, and retrieve passenger name records (PNRs).
- Quote and store airfares based on customers' needs.
- Issue tickets and itineraries to meet customers' needs.
- Sell, modify, and cancel rental cars and hotel rooms.
- Use queues to manage PNRs for reservation follow-up.
- Process exchanges, service fees and MCOs.
- Troubleshoot PNRs and get help using Apollo tools.
- Identify Focalpoint platform products and advanced Apollo products that enhance job performance.

Module Objectives

Upon completion of this module, you will be able to:

- Launch Galileo Desktop.

- Identify Focalpoint ™ components.

- Describe Apollo function identifiers.

- Describe agent assembly areas.

- Access daily news.

- Access online help.

- Determine airline, city, and airport codes.

- Sign off Apollo.

Launch Galileo Desktop

HELP DESKTOP

Galileo Desktop incorporates Viewpoint™ 4.0 and Focalpoint® 4.0 into a single desktop application. It operates in a standardized Windows® software environment and provides two keyboard modes.

This section describes the following Galileo Desktop features:

- Standard Windows Keyboard.

- Apollo® Mapped Keyboard.

- Start Galileo Desktop.

Standard Windows Keyboard

This mode is the default mode and functions as a normal PC keyboard. You can input characters the way they appear on the keyboard. You can enter, store, move and transmit the actual characters that are typically part of Internet e-mail addresses.

The following table lists Apollo symbols, their corresponding keys and equivalent keyboard entries.

Description	Standard Windows key	Keyboard entry
Start of message (SOM)	➢	Shift + .
Display	∗	Shift + 8
Price	$	Shift + 4
Pillow (lozenge)	@	Shift + 2
End item	|	Shift + \
Colon	:	Shift + ;

Apollo Mapped Keyboard

This mode converts you to the mapped keyboard and does *not* support input of actual keyboard characters. A question mark (?) appears in place of any non-supported keyboard character.

The following table lists the Apollo symbols and their corresponding keys.

Description	Apollo symbol	Focalpoint key
Start of message (SOM)	➢	~ `
Display	∗	+ =
Price	$	}]
Pillow (lozenge)	¤	{ [
End item	+	< ,
Change segment status	•	> .
Colon	:	:

The illustration on the following page identifies the Apollo-specific keys and their location on the keyboard. The box underneath the keyboard lists additional window functions and their corresponding key combinations.

FOCALPOINT® KEYBOARD
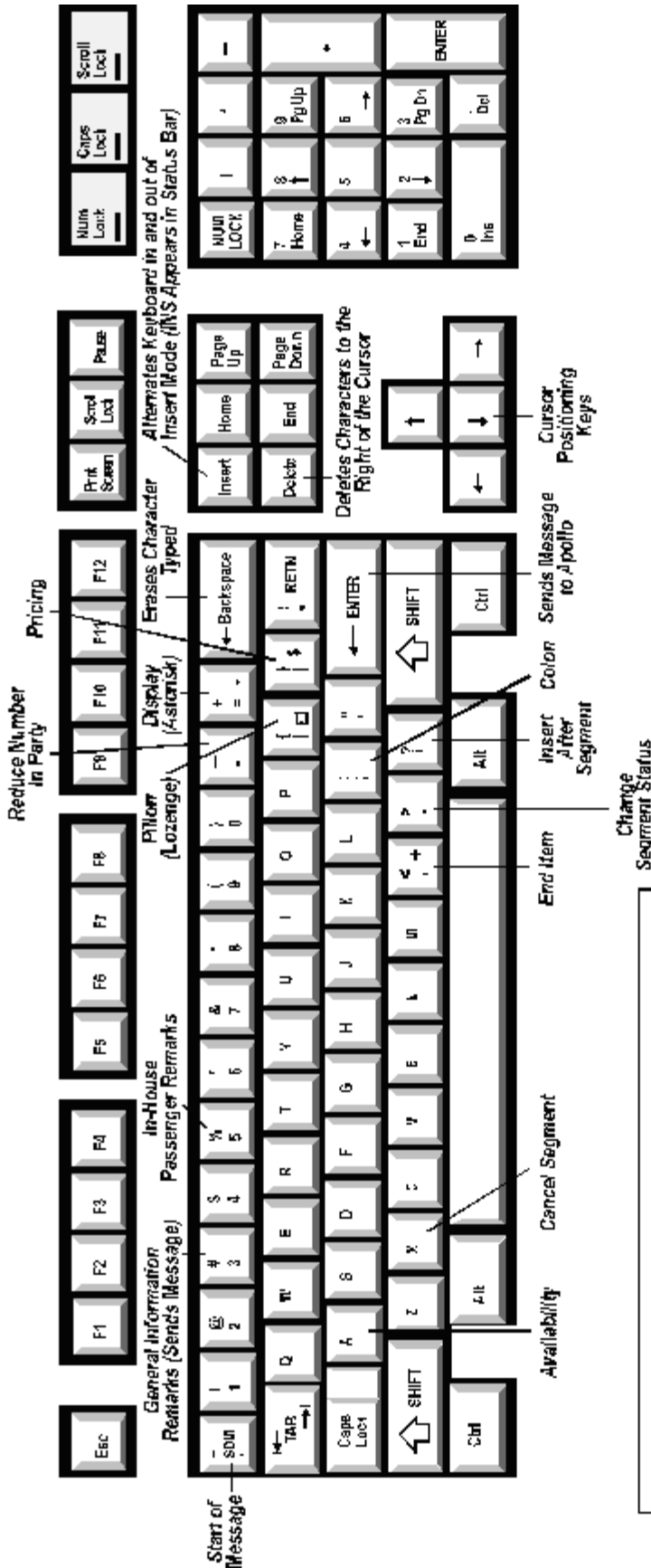
Additional Functions:

Function	Press Key(s)
Clear Window	CTRL + W
Clear All Windows	CTRL + S
Change Window	CTRL + window number (ie. CTRL + 2)
Redirect Response	ALT + window number (ie. ALT + 3)
Print Window	CTRL + B
Print All Windows	CTRL + P
Zoom/Unzoom	CTRL + Z
Unlock Keyboard	CTRL + R

Start Galileo Desktop

HELP SIGN

To start Galileo Desktop, click the Galileo Desktop icon.

The Logon screen appears.

To sign into Galileo Desktop, use the following steps.

1. Enter your user ID. Leave blank for agency defaults. Specify a language if you wish.

2. Click Start Galileo 360 Desktop.

   The Sign On screen appears.

3. Enter your agent sign-on and password.

   Note: Your agency manager or secondary authorizer assigns your agent sine.

Example

Z (agent sine)

Passwords must be:
− Six to ten characters in length.
− Alpha numeric.
− Changed every 90 days.
  Note: Apollo prompts you when you need to assign yourself a new password. You *cannot* use the same password for five consecutive changes and you *cannot* use the following as your password: agent sign-on, agent name, days of week, or names of months.

4. Click OK.

The Front Page News window appears.
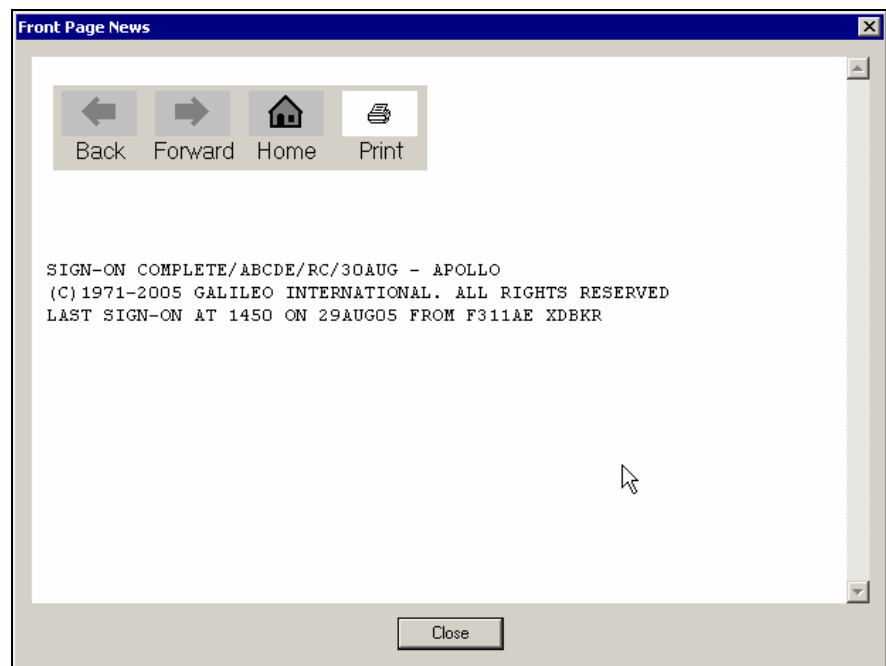
This window can include new Apollo information, vendor promotions, or important industry or government news. Front Page News usually directs you to where you can find more information about the news item.

5. Click Close.

You are now live in Apollo and ready to work.

Note: If you do *not* use the Apollo workstation in 120 minutes, Apollo automatically signs you out and you lose any unfinished transactions.

Sign onto Apollo in Focalpoint

To sign onto Apollo in Focalpoint, enter SON/Z followed by your agent sign.

Example

SON/Z….

Apollo responds by asking you for a password. Enter your password. You are now live in Apollo and ready to work.

Move cursor

The following table lists ways to move the cursor.

To move:	Press this key:
One character at a time	Arrow
To beginning of line	Home
To end of line	End
To upper-left corner of window	Home, Home
To last character of window	End, End

Edit lines

The following table lists ways to edit lines.

To:	Press:
Insert blank line	Ctrl + A
Delete line	Ctrl + E
Delete to end of line	Ctrl + L

Command shortcuts

HELP MD

The following table lists command shortcuts.

To:	Press:
Move up (MU)	Page Up
Move down (MD)	Page Down
Move rest (MR)	Page to rest of display
Move forward between tab stops	Tab
Move backward between tab stops	Shift + Tab
Scroll through commands in reverse order	Ctrl + up arrow
Scroll through commands in order entered	Ctrl + down arrow

Note: Galileo Desktop stores 50 commands, but you can store 100 more. For steps on how to add more commands, see procedures in the Replay section.

Copy and paste

To copy and paste, use the following steps.

1. Press Shift + arrow to select the text you want to copy.

2. From the Edit menu, click Copy (Ctrl+C).

3. Position cursor in window (or insertion point in other application) where you want to paste the text.

4. From the Edit menu, click Paste (Ctrl+V).

Focalpoint® Components

HELP FOCALPOINT

The Galileo Desktop has four Focalpoint windows, a menu bar, and a toolbar. The following screen is an example.
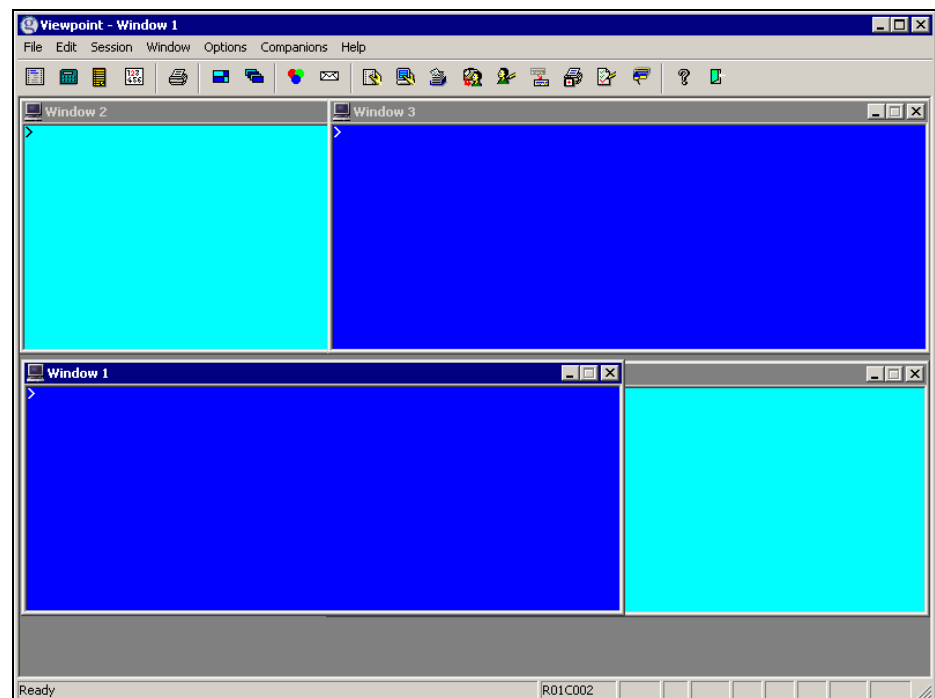
You can move to and work in a different window simply by activating it. You can also easily change your view by zooming and un-zooming, clear any windows *not* being used, and reset windows that have been changed.

Note: You can also use your mouse to click inside a window to activate it.

The menu bar at the top of Focalpoint activates Focalpoint commands and Companion applications. These are grouped together by function into menus. For example, the Session menu groups together commands that relate to your Host sessions.

If you activate an application from the Companions menu, it may take over the Focalpoint menu bar. If it does, the menu bar will change and display menus that are applicable to the current Companion.

Change Window Colors

To change window colors, use the following steps.

1. Click anywhere inside the window where you want to change the color.

2. From the Options menu, click Edit Colors.

3. Click the background button, click a color to select it, and click OK.

4. Click the foreground button, click on a color to select it, then click OK.

5. Click OK.

6. Repeat steps 1-5 for each window.

7. From the File menu, click Save to store your color changes.

Move a Window

To move a window, drag the title bar of the window to the desired screen location and release the mouse.

You can use the Restore function to return to previous settings. To restore settings to the last saved customization default, from the File menu, click Restore.

Apollo Function Identifiers

A function identifier is an integral part of the format that you use in Apollo. It tells Apollo what you want to do.

For instance, there is a function identifier for displaying basic availability (A), one to redisplay a PNR (*R), and another to change (C:). These special parts of the format are identified at the beginning of each new booking task in the Course Book.

A function identifier can be a:

- Single letter or number (e.g. A or 0).

- Combination of a letter or number and symbol (e.g. A*or 9D).

- Combination of symbols and a number (e.g. ¤:5).

Agent Assembly Areas

HELP AAA

Just like in other computer reservation systems, Apollo gives you multiple areas so you can work on more than one PNR simultaneously. These work areas are called agent assembly areas (AAAs). There are 5 AAAs: A, B, C, D, and E. Work area A is the default.

The following table lists formats to move among work areas.

To:	Type:
Move to area B	SB
Move to area C	SC
Move back to area A	SA
Determine active work areas	OP/W*

Access Daily News

HELP NEWS

You can access daily updates on Apollo enhancements and vendor promotions. Apollo stores this information for 331 days so you can go back and read back issues of news.

Daily News is your daily source for travel-industry updates. Read it every day to get the latest travel news and Apollo information. Daily News not only provides you with these announcements, but also directs you to where you can find more information about them.

Note: Unlike Front Page News, Daily News does *not* appear automatically when you sign on.

U.S. Subscribers

To view Daily News, enter the display function identifier (S*) followed by the letters TLQ (To Look Quickly), slash (/), the word NEWS, dash (-) and today's date.

Example

S*TLQ/NEWS-30AUG

The following screen appears.

```
Window 1                                              _ □ ✕
APOLLO NEWS FOR TUESDAY 30AUG05    (TAB TO EACH ITEM)
------------------------------------------------------
LATE ADD NEWS................... >S✱TLQ/NEWS-ADD30AUG·
------------------------------------------------------
NEWS REGARDING US AIRWAYS FREQUENT FLYER NUMBERS
CHANGING FROM 10 DIGITS TO 7 SEE  >S✱TLQ/NEWS-US AIR·

TO REPORT DISCREPANCIES     SEE >S✱TLQ/NEWS-HELP 411·
FOR UP TO THE MINUTE NEWS   SEE >S✱TLQ/NEWS-ALERT·

TRAINING/REGIONAL NEWS >MD·  OTHER APOLLO NEWS >MD26·
FRONT PAGE NEWS....... >S✱TLQ/FPNEWS-30AUG·
-------------REGIONAL AND TRAINING NEWS---------------
)>
```

The following table lists the Daily News screen components.

Component	Description
APOLLO NEWS FOR TUESDAY 30AUG05 (TAB TO EACH ITEM)	Header line with current date and directions for reading items.
LATE ADD NEWS	Any late-breaking industry news, such an airline ceasing operation, appears in this section.
NEWS REGARDING US AIRWAYS FREQUENT FLYER NUMBERS CHANGING FROM 10 DIGITS TO 7	Today's news item. Tab and enter to read item. **Note:** To return to this screen, type Apollo News format again.
TO REPORT DISCREPANCIES	Procedures to report Apollo discrepancies.
FOR UP TO THE MINUTE NEWS	Customer alerts.
TRAINING/REGIONAL NEWS	Apollo training offerings by region.
FRONT PAGE NEWS	Today's Front Page News. To view past Front Page news, enter following format and desired date. **Example:** S*TLQ/FPNEWS-17MAR **Note:** Applies to U.S. subscribers *only*.

Canadian Subscribers

To view Daily News, enter the display function identifier (S*) followed by the letters NEW, slash (/), and today's date.

Example

S*NEW/30AUG

The following screen appears.

The following table lists the Daily News screen components.

Component	Description
S*NEW – DAILY NEWS INDEX TUESDAY 30 AUGUST 2005	Header line with current date
AIR AC – DETAILS ON AC*S NEW BAGGAGE ALLOWANCE	First news item. To read item, tab to S*R.A prompt and press Enter.

Access Online Help

HELP

Apollo® Help is your online resource for Apollo formats, procedures, and enhancements. The Help system is indexed by topic, and is continuously monitored to ensure that new or updated information is available when you need it.

Note: Throughout this Course Book there are cross-references to online Help topics. They appear below the headings in the left column of the page.

This section also includes online conversion references.

U.S. Subscribers

For Apollo formats and procedures, you can display Help by:

- Topic

- Subtopic

- Alias

Note: For the latest Apollo enhancements, you can view: HELP ENHANCE

By topic

Topics in Apollo Help identify general subjects, such as displaying availability, selling cars, and selling hotels.

When you request a general topic, Apollo responds with a topic Contents Page.

For instance, when you enter HELP PNR, the following topic Contents Page appears.
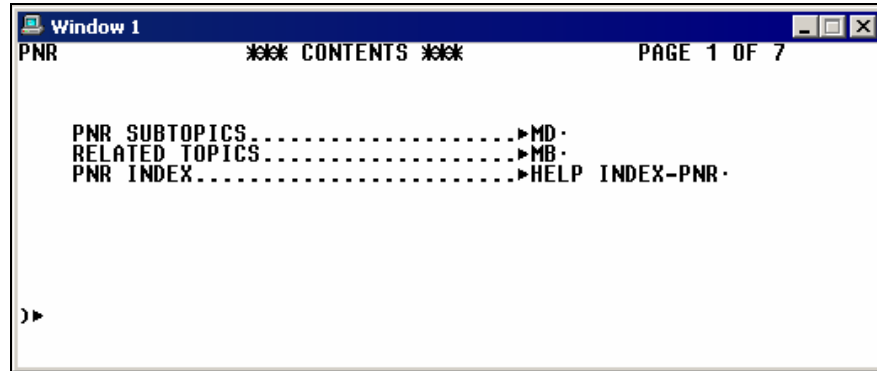
From the Contents Page you can access the subtopics that specifically identify the type of format you need.

The following table lists the components of the Contents screen.

Component	Description
PNR SUBTOPICS	List of subtopics for the topic. For example, Name field is a subtopic of PNR.
RELATED TOPICS	Associated topics. For example, you can price from a PNR, but pricing is *not* a subtopic of PNR.
PNR INDEX	Information *other* than formats such as an overview, step-by-step procedures, and agent alerts.

Note: Throughout this Course Book there are cross-references to online Help topics. They appear below the headings in the left column of the page.

To find an Apollo format by general topic, use the following steps.

1. Enter HELP followed by topic.

    Example

    HELP PROFILE

The Contents Page for PROFILE appears.

```
Window 1                                              _ □ ×
HELP PROFILE              **CONTENTS**        PAGE 1 OF 4


     PROFILE SUBTOPICS.....................▸MD·
     RELATED TOPICS.......................▸MB·
     PROFILE INDEX.......▸HELP INDEX-PROFILE·




)▸
```
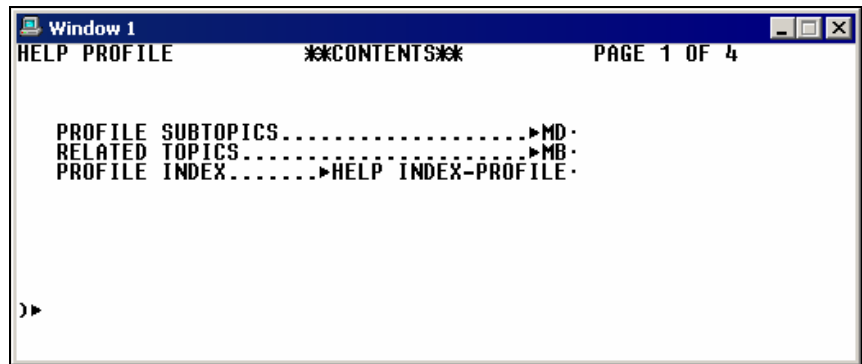
2. Tab to PROFILE SUBTOPICS and press Enter.

    A list of subtopics appears. You can tab to the Move Down prompt to
    view more subtopics.

```
Window 1                                              _ □ ×
PROFILE SUBTOPICS:
▸HELP PROFILE-ASSOCIATION·
▸HELP PROFILE-AUXILIARY·
▸HELP PROFILE-BLIND MOVE·
▸HELP PROFILE-BRANCH·
▸HELP PROFILE-BUILD·
▸HELP PROFILE-CHANGE·
▸HELP PROFILE-COPY·
▸HELP PROFILE-DELETE·
▸HELP PROFILE-DISPLAY·
▸HELP PROFILE-DYNAMIC UPDATE·
   *-*-MOVE DOWN FOR MORE TOPICS-*-*
MOVE DOWN ▸MD·  MOVE UP▸MU·  INDEX ▸MT·  PG 2/4
)▸
```
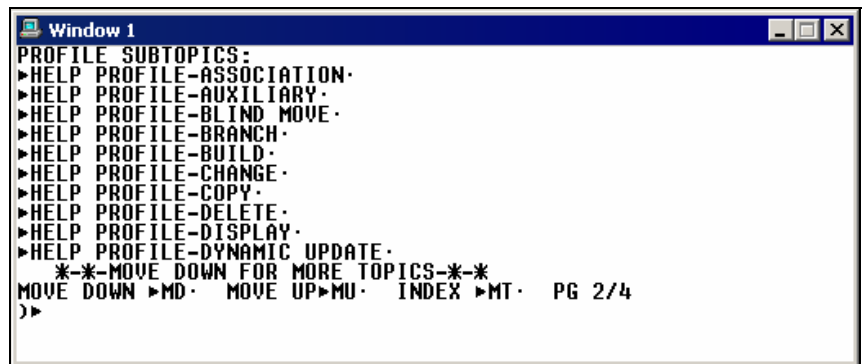
    Note: If the subtopic you need does *not* appear on the first screen, tab to
    the Move Down (MD) prompt and press Enter. Repeat this action until
    the subtopic appears.
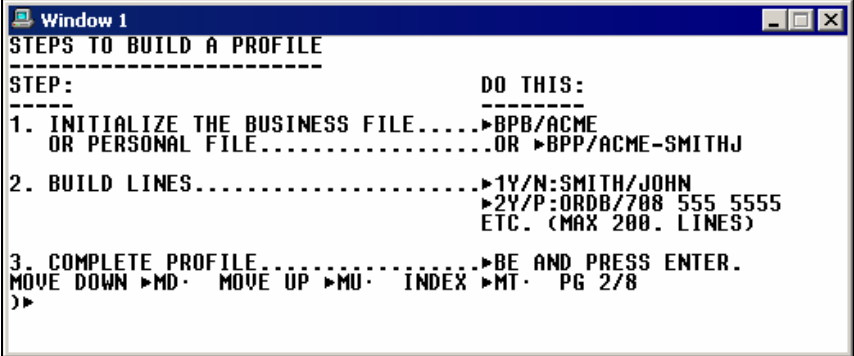
3. Tab to the subtopic that you need and press Enter.

    The subtopic Contents Page appears.

```
Window 1                                              _ □ ×
HELP PROFILE PLUS-BUILD               PAGE 1 OF 8
----------------------
     STEPS TO BUILD A PROFILE..................▸MD·
     INITIALIZING A PROFILE....................▸MD26·
     PROFILE CODES.............................▸MD39·
     USING SPECIAL CHARACTERS..SOMS..
        END ITEMS..TAB STOPS (ADD FORMATTING)...▸MD65·
     QUICK BUILDING PROFILES...................▸MD78·
     RELATED TOPICS............................▸MB·
     PROFILE BUILD INDEX..▸HELP INDEX-PROFILE BUILD·
        BOARDING PASSES...▸HELP BOARD·

)▸
```
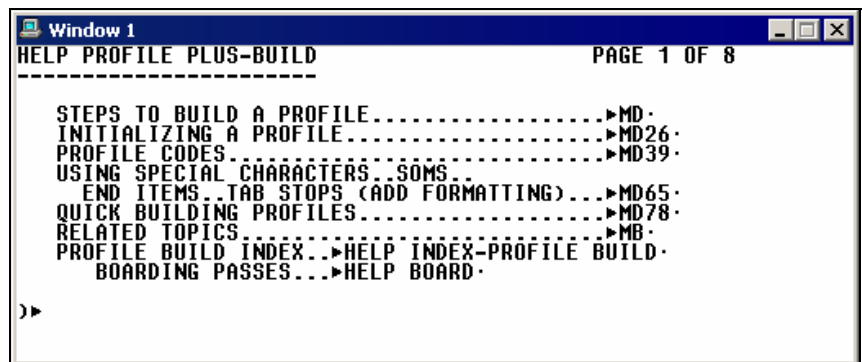
4. Tab to the item you need and press Enter.

A list of formats appears.

```
🖥 Window 1                                                    _ □ ✕
STEPS TO BUILD A PROFILE
-----------------------
STEP:                                 DO THIS:
-----                                 --------
1. INITIALIZE THE BUSINESS FILE.....▶BPB/ACME
      OR PERSONAL FILE..................OR ▶BPP/ACME-SMITHJ

2. BUILD LINES......................▶1Y/N:SMITH/JOHN
                                    ▶2Y/P:ORDB/708 555 5555
                                    ETC. (MAX 200. LINES)

3. COMPLETE PROFILE.................▶BE AND PRESS ENTER.
MOVE DOWN ▶MD·  MOVE UP ▶MU·  INDEX ▶MT·  PG 2/8
)▶
```

By subtopic

When you know specifically what you are looking for, you can access Help more directly by subtopic for the Apollo format. For instance, if you need help on changing a Name field, you can request Help for the related topic, and then subtopic. Like topics, subtopics have a Contents Page.
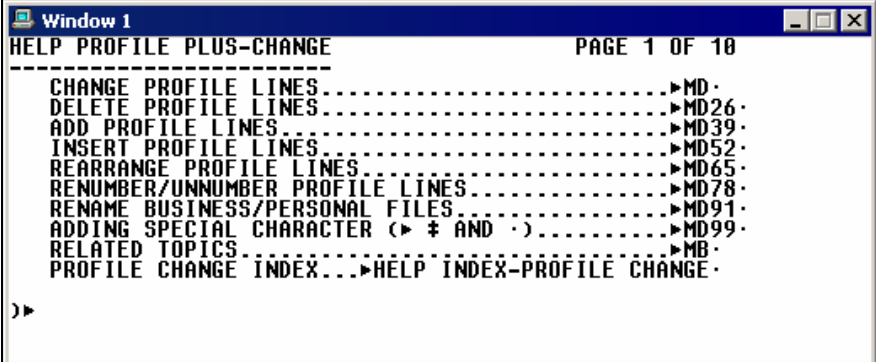
To display an Apollo format in Help when you know the topic and its subtopic:

1. Enter HELP followed by the topic name, a dash (-), and subtopic name.

    Example

    HELP PROFILE-CHANGE

    Help responds with the Change subtopic Contents Page that also includes an Index and Related Topics.

```
🖥 Window 1                                                    _ □ ✕
HELP PROFILE PLUS-CHANGE                          PAGE 1 OF 10
-----------------------
    CHANGE PROFILE LINES...........................▶MD·
    DELETE PROFILE LINES...........................▶MD26·
    ADD PROFILE LINES..............................▶MD39·
    INSERT PROFILE LINES...........................▶MD52·
    REARRANGE PROFILE LINES........................▶MD65·
    RENUMBER/UNNUMBER PROFILE LINES................▶MD78·
    RENAME BUSINESS/PERSONAL FILES.................▶MD91·
    ADDING SPECIAL CHARACTER (▶ ‡ AND ·)...........▶MD99·
    RELATED TOPICS.................................▶MB·
    PROFILE CHANGE INDEX...▶HELP INDEX-PROFILE CHANGE·

)▶
```

2. Tab to MD prompt for the item you need, such as CHANGE PROFILE LINES.

Help responds with a list of formats.

```
Window 1                                              _ □ ×
CHANGE PROFILE LINE(S)
----------------------
*DISPLAY EXISTING PROFILE BEFORE CHANGING LINES*
TO CHANGE:                          USE THIS FORMAT:
----------                          ----------------
SINGLE LINE..
   INFORMATION ON LINE 1..........►RC:1Y/N:SMITH/JOHN
   TRANSFER CODE ON LINE TO Y.....►RC:7Y/
MULTIPLE LINES..►RC:6YC2P/P:PITB/412 987-6544‡
                10RC2S/9S/A‡140C2H/⋈:5NON SMOKING ROOM
SUBFIELD OF W- OR D- IN PROFILE
  (CHANGES 2ND SUBFIELD)...►RC:3Y/W-2⋈456 MAIN STREET
MOVE DOWN ►MD·   MOVE UP ►MU·  INDEX ►MT·  PG 2/10
)►
```
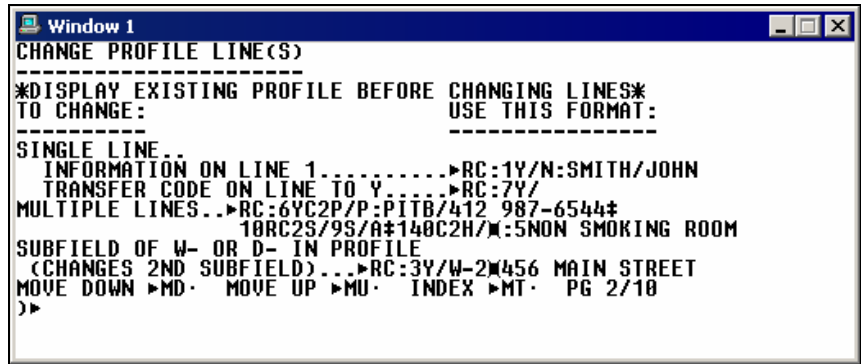
By alias

Aliases are synonymous names assigned to the same Help topic or subtopic. Using aliases is the fastest way to display online Help. Aliases are often abbreviations of topics and subtopics, or the function identifier part of a format. You can use an alias when you don't know the name of a topic or subtopic.

To display an Apollo format in Help when you know the alias, use the following steps.

1. Enter the function identifier followed by the alias.

    Example

    HELP N:

    Help responds with the Name field subtopic Contents Page.

```
Window 1                                              _ □ ×
NAME FIELD                                   PAGE 1 OF 8
----------

  SINGLE/MULTIPLE/GROUP NAMES..................►MD·
  INFANT NAMES................................►MD26·
  CHANGE/DELETE NAME FIELD....................►MD39·
  NAME FIELD REMARKS..........................►MD52·
  UNACCOMPANIED MINOR.........................►MD52·
  CHANGE/DELETE NAME FIELD REMARK.............►MD65·
  ABBREVIATIONS FOR NAME TITLES...............►MD78·
  RELATED TOPICS...............................►MB·
  PNR NAME FIELD INDEX..►HELP INDEX-PNR NAME FIELD·
        NAME SELECT..►HELP PRICING MODIFIERS-NAME·
)►
```
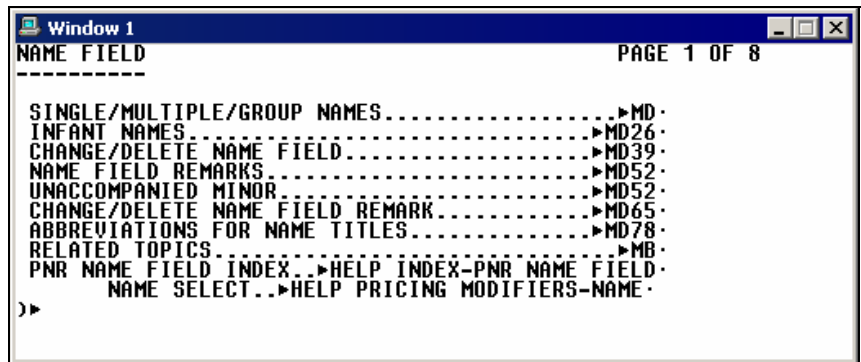
2. Tab to the item you need, such as SINGLE/MULTIPLE/GROUP NAMES.

Help responds with a list of formats.

```
Window 1                                                    _ □ ✕
NAME FIELD FORMATS
-----------------

TO ENTER:                                  USE THIS FORMAT:
---------                                  ----------------

SINGLE NAME..NUMBER OPTIONAL......  ►N:MITCHELL/BARRY
MULTIPLE NAMES..SAME SURNAME......  ►N:3PONDER/D/R MRS/G MSTR
MULTIPLE NAMES...................   ►N:WALKER/R‡N:CHAVEZ/C MS
GROUP NAME (NON-UA GROUPS)........  ►N:C/10SMITH/GROUP
NAME WITH TITLE..................   ►N:WINGFIELD/WILLIAM III
-*-*-*-MOVE DOWN FOR MORE FORMATS-*-*-*-
MOVE DOWN ►MD·    MOVE UP ►MU·    INDEX ►MT·    PG 2/8
)►
```

Canadian Subscribers

For Apollo formats and procedures, you can display Help by:

- Topic

- Alias

Note: For the latest Apollo enhancements you can view: S*GEM/

By topic

Topics in Apollo Help identify general subjects, such as displaying availability, selling cars, and selling hotels.

When you request a general topic, Apollo responds with a topic list.

For instance, when you enter HELP PROFILE, the following topic list appears.

```
Window 1                                                    _ □ ✕
   ** HELP PROFILE **

>HELP S*          ·...DISPLAY/USAGE/HISTORY
>HELP BP          ·...BUILDING NEW PRO-FILES
>HELP RC:         ·...CHANGING EXISTING PRO-FILES
>HELP MV          ·...MOVING FROM DISPLAYED PRO-FILE
>HELP MVT         ·...BLIND MOVES FROM NON-DISPLAYED
>HELP VD          ·...DELETE/REINSTATE PRO-FILES
>HELP SLX         ·...DISPLAY INACTIVE LIST
>HELP ST*         ·...DISPLAY TRANSITIONAL PRO-FILES
>HELP SL          ·...LIST/SIMILAR LIST/UTILIZATION LIST
>HELP FORMAT      ·...CREATE SOMS/TABS/END ITEMS
>HELP PRINT       ·...PRINT PRO-FILES
)>
```

From the list you can access a topic by tabbing to the prompt and pressing Enter.

Note: If the topic you need does *not* appear on the first screen, tab to the Move Down (MD) prompt and press Enter. Repeat this action until the subtopic appears.

For example, we tab to the HELP BP prompt and press Enter.

The following screen appears.

```
🖳 Window 1                                            _ ☐ ✕
 HELP BP        BUILD PROFILE


  INITIALIZE..........................>MD13·
  CREATE..............................>MD26·
  INSERT/MOVE/CHANGE/DELETE/RENUMBER.>MD41·
  RENUMBER/UNNUMBER/NUMBER...........>MD55·
  PROCEDURES..........................>S✱PRO/PROFILE-BUILD·
                                      >S✱PRO/PROFILE-ITIN ·
  COPY PRO-FILES......................>MD64·
  PROCEDURES..........................>S✱PRO/PROFILE-COPY ·

  PROFILE MENU.......................>HELP PROFILE        ·
 ⟩⟩
```

By alias

Aliases are synonymous names assigned to the same Help topic. Using aliases is the fastest way to display online Help. Aliases are often abbreviations of topics and subtopics, or the function identifier part of a format. You can use an alias when you don't know the name of a topic or subtopic.

To display an Apollo format in Help when you know the alias, use the following steps.

1. Enter the function identifier followed by the alias.

   Example

   HELP N:

   Help responds with the Name field topic list.
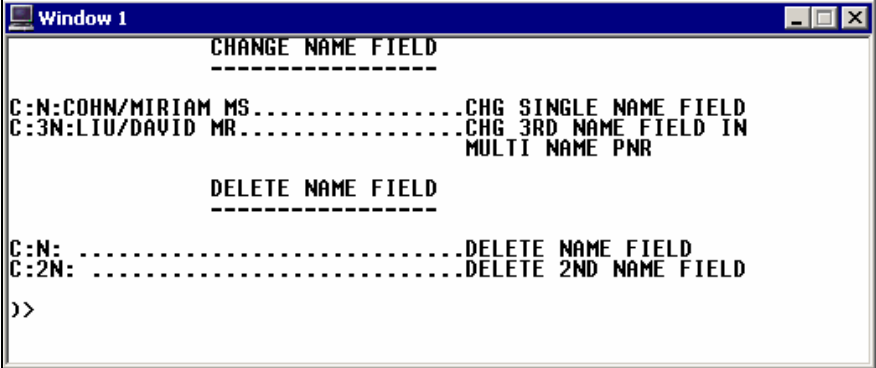
```
🖳 Window 1                                            _ ☐ ✕
 HELP N:             NAME FIELD

  ADD NAME FIELD.....................>MD13      ·
  CHANGE NAME FIELD..................>MD30      ·
  DELETE NAME FIELD..................>MD36      ·
  NAME FIELD REMARKS.................>MD42      ·
  PNR INFORMATION...................>HELP PNR  ·
  RESERVATION PROCEDURES.............>S✱PRO/RSVN·

 NOTE: CONTACT APPLICABLE CARRIER BEFORE DOING A NAME CHANGE.

 NOTE: ENSURE PAX NAME MATCHES PAX PASSPORT WHEN A PASSPORT
        IS REQ✱D OR USED FOR AIRPORT SECURITY CHECK POINTS.
 ⟩⟩
```

2. Tab to the item you need, such as CHANGE NAME FIELD.

Help responds with a list of formats.

```
Window 1                                                    _ □ ✕
                    CHANGE NAME FIELD
                    -----------------

C:N:COHN/MIRIAM MS................CHG SINGLE NAME FIELD
C:3N:LIU/DAVID MR.................CHG 3RD NAME FIELD IN
                                    MULTI NAME PNR

                    DELETE NAME FIELD
                    -----------------

C:N: ............................DELETE NAME FIELD
C:2N: ...........................DELETE 2ND NAME FIELD

)>
```

Conversion Reference

There are also conversion references available from online help. The online references translate formats from your previous CRS into Apollo formats. For more information please see the following.

- HELP SABRE

- HELP WORLDSPAN

- HELP AMADEUS

Determine Airline, City, and Airport Codes

HELP ENCODE
HELP DECODE

You probably will memorize the codes that you use regularly. Others may require that you encode or decode them. You can use Apollo to encode and decode airlines, cities and airports (including some cities that have more than one airport associated with them).

Encode: Convert a name to its assigned code and display additional information.

Decode: Convert assigned code to its name and display additional information.

Encode Airlines

You may need to know the code of an airline that you do *not* book very often. Encoding an airline provides you with the airline code, its ARC/IATA number, and provides a prompt to display more information. You may see an airline code in Apollo that you do *not* recognize. Or perhaps you need information about an airline, such as its participation level in Apollo®. Decoding an airline provides you with the airline name and a brief description.

To encode an airline name, enter S* followed airline indicator (AIR), slash (/), and airline name.

Example

S*AIR/AMERICAN AIRLINES

A screen with the airline code for American Airlines appears.

```
🖥 Window 1                                              _ □ ✕
        CODE:   AA AMERICAN AIRLINES     ATC/IATA: 001
             FOR MORE INFORMATION SEE ►S✳AIR/AA·
  ►
```

Similar Titles List

If the airline name used in an encode format is either misspelled *or* is one that Apollo® does *not* recognize, a Similar Titles list appears. The list includes names that are similar to what was requested in the format.

Example

S*AIR/UNITED

A Similar Titles list appears.

```
🖥 Window 1                                              _ □ ✕
►S✳AIRL/UNITED·
                    SIMILAR TITLES LIST - AIRL
      1    UNITED AIRLINES         2    UNITED AVIATION
      3    UNITED PARCEL




END OF DISPLAY
                                    ►SL✳·
  ►
```

To select United Airlines from the Similar Titles list, tab to the SL* prompt and enter the number for United Airlines.

Example

SL*1

Note: To return to the Similar Titles List, type SL*L.

Decode Airlines

You may see an airline code in Apollo that you do *not* recognize. Or you might need information about an airline, such as its participation level in Apollo. Decoding an airline provides you with the airline name. To determine the airline name from its code, type S*AIR followed by a slash (/) and the airline code.

Example

S*AIR/AC
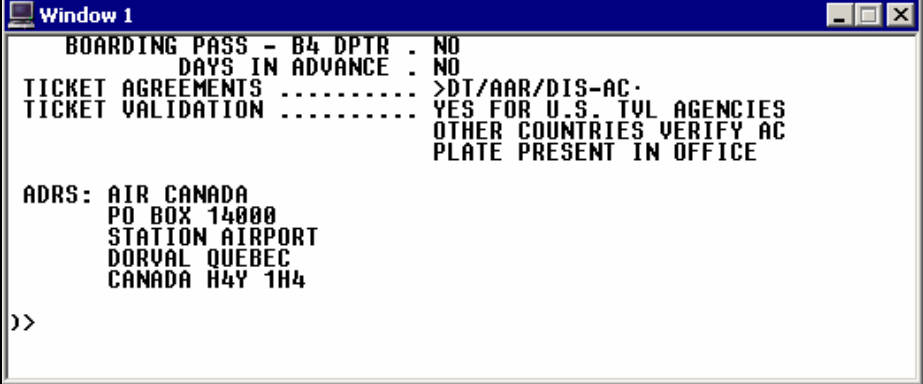
The following Air Canada information screens appear.

These screens provide you with a list of important information about the airline including participation level, seat and boarding pass requirements, and ticket information. You can then tab to specific topics to read additional information.

Encode Cities and Airports

You use city and airport codes to display availability in Apollo. Like airline codes, you know the codes for cities and airports that your customers frequently travel to; however, you may *not* always remember those city and airport codes that are infrequently used. Apollo can help you encode the city or airport name for displaying availability.

To determine the three-letter code for a city or airport, enter S* followed by the city indicator (CTY), slash (/), and the city *or* airport name.

Example

S*CTY/ATLANTA

A screen with the city code for Atlanta appears.

Similar Titles List

If you misspell the city name used in an encode format *or* it matches more than one city name, a Similar Titles List appears. The list contains names that are similar to the original format request.

Example

S*CTY/PORTLAND

Because there are multiple cities named Portland, a Similar Titles List appears.

```
🖳 Window 1                                                    _ □ ✕
▶S✱CITY/PORTLAND·
                        SIMILAR TITLES LIST - CITY
       1    PORTLAND AUSTRALIA          2    PORTLAND ME
       3    PORTLAND OR




END OF DISPLAY
                                         ▶SL✱·
▶
```

Portland, Oregon is number 3 on the list. To select Portland, Oregon, tab to the SL* prompt and enter item number 3.

Decode Cities and Airports

You may see a city or airport code that you do *not* recognize. Or perhaps you need information regarding a city, such as driving directions to the airport or the airport's distance from the city's downtown area. Decoding a city or airport provides you with the airport name and additional information.

To determine which city or airport is represented by the code TPA, enter S*CTY followed by slash (/) and the city code.

Example

S*CTY/YWG

A screen with information for Winnipeg, Manitoba, appears.

```
🖳 Window 1                                                    _ □ ✕
 S✱CTY/YWGX
 --------------------------------------------------------
 WINNIPEG MANITOBA                                  13SEP95/NB

 CITY CODE:     YWG - WINNIPEG
 AIRPORT CODE: YWG - WINNIPEG INTERNATIONAL
 PROV/STATE:    MANITOBA                  CUR  : CAD
 COUNTRY:       CANADA                    CODE : CA

 FOR FURTHER INFORMATION SEE:
 CLIMATE...................>S✱CTY/YWGX-CLIMATE    ·
 CONSULATES/EMBASSIES.......>S✱CTY/YWGX-CONSULATES ·
 GENERAL INFORMATION........>S✱CTY/YWGX-GENERAL   ·
)>
```

Sign off Apollo

HELP SIGN

To leave Apollo you must sign off the system.

To sign off Apollo, enter: **SOF**

Apollo responds:

SIGN-OFF COMPLETE/03APR-APOLLO

Note: If a PNR is present, Apollo will prompt you to finish or ignore the transaction before signing off.

Summary

In this module, you have learned how to:

- Launch Galileo Desktop.

- Identify Focalpoint™ components.

- Describe Apollo function identifiers.

- Describe agent assembly areas.

- Access daily news.

- Access online help.

- Determine airline, city, and airport codes.

- Sign off Apollo.

Module Review

1. Where would you find online Help in Apollo for these subjects?

    a. Display low-to-high car availability. _____

    b. Issue an e-ticket. _____

    c. Add customer frequent flyer number to PNR. _____

    d. Display Inside Link airlines. _____

    e. Add infant Name field to PNR. _____

2. What is the three-letter code for Pensacola, FL?

    _____

3. Which airline is represented by the code HA?

    _____

```
Window 1                                                       _ □ ✕
▶S✳CITY/ALBANY·
                      SIMILAR TITLES LIST - CITY
      1    ALBANY GA                  2    ALBANY NY
      3    ALBANY W AUSTRALIA



END OF DISPLAY
                                  ▶SL✳·
▶
```

4. What format will display information about Albany, NY from the Similar Titles List?

    _____

Module 2: Sell Flights

The Apollo® system provides you with availability to many participating airlines. This module describes Apollo airline participation levels and covers how to check availability and sell flights.

Module Objectives

Upon completion of this module you will be able to:

- Identify airline participation levels in Apollo.

- Display availability.

- Use Fare and Schedule Display.

- Compare availability with Fare and Schedule Display.

- Sell flights.

- Display the PNR.

- Ignore a transaction.

- Cancel flights.

- Add and re-sequence segments.

Airline Participation in Apollo

Airlines can offer their flights and services through Apollo at different levels. The primary levels are:

- Full participation

- Booking participation

- Schedule participation

The participation level determines the degree of access you have in Apollo to an airline's flight inventory, ability to sell the airline's seats, and order special services such as requesting wheelchairs. A description of each level follows.

Full Participation

Airlines that have full participation in Apollo offer a high level of access. Apollo can receive availability status messages from the airline, process those messages on the airline's behalf, and then display the airline's availability to you. This allows the airline to open and close a flight's availability as the inventory changes.

Airlines at the full participation level can offer other services to you such as special service requests and advance seat assignments.

Booking Participation

Airlines that have booking participation in the Apollo® system offer booking capabilities to you *without* access to current availability. Apollo sends an electronic booking message to the airline's system requesting seat(s) on a flight. The airline's system then returns a message to Apollo either accepting or rejecting the request.

The booking participation level can also handle other airline services, such as wheelchair requests.

Basic Booking

Basic Booking level supports those carriers who operate in a ticketless environment. These carriers typically do *not* participate in ARC or other Bank Settlement Plans nor do they issue any travel documents. They also complete ticketing/fulfillment, refunds, and exchanges. You need to build a pricing record to store the fare for document production and back office requirements.

Guaranteed Payment

Guaranteed Payment allows you to use a standard SSR request to transmit the passenger's credit card data to the carrier, who performs the purchase transaction in their own system. The carrier sends a confirmation message to the PNR containing the amount charged to the customer's credit card and their record locator. The passenger can check in online or at the carrier's airport location.

Schedule Participation

Airlines that have schedule participation in Apollo are generally those with limited processing capabilities. The airline's nonstop and direct flights appear in Apollo availability; however, there is *no* booking capability. At this level there is *no* provision for exchange of availability status messages or electronic booking messages.

Other airline services do *not* exist for this level of participation.

Inside Link™
HELP INSIDE LINK

Galileo International offers a product called Inside Link™ to those airlines that have full participation. Inside Link provides access to information stored in the airline's reservation system by connecting Apollo directly to that system on an interactive basis. Features of Inside Link are:

- Inside Availability™

- Last Seat Sell

- Display Option Link

- Positive Acknowledgment

Inside Availability™

With Inside Availability, an airline can display its actual inventory in an Apollo availability display *without* requiring extra formats or keystrokes. When you request availability, Apollo sends a message to the airline requesting current inventory status on the flights to display.

When you display availability, Inside Availability participants will have an end item (+) in front of the carrier code.

In addition, when you sell a seat on an Inside Availability airline, actual airline inventory decreases and an asterisk (*) appears at the end of the segment. The asterisk indicates it was sold through the link with the airline.

Last Seat Sell

With Last Seat Sell, an airline reduces its actual inventory when you sell a seat in Apollo. When you sell a seat on a flight in Apollo, the request immediately goes to the airline for confirmation. The airline will guarantee the booking as long as an asterisk (*) appears at the end of the segment and a positive acknowledgment appears in the PNR.

When you display availability, Last Seat Sell participants will have an asterisk (*) in front of the carrier code.

Display Option Link

Display Option Link lets you view data in the airline's reservation system using additional formats. The data that is available includes some or all of the following:

- Availability

- Schedules

- Seat maps

- Fare information

- Flight information

Guaranteed Sell

With Guaranteed Sell, a carrier guarantees the booking that you make through Display Option Link, even though the actual inventory does *not* decrease at the time of booking. A pillow (¤) appears at the end of a Guaranteed Sell segment sold through the Display Option Link.

When you display availability, Guaranteed Sell participants will have a pillow (¤) in front of the carrier code.

Positive Acknowledgment

Positive Acknowledgment allows the airline to return its record locator to Apollo once the PNR appears in their system. The record locator is a unique series of letters and/or numbers that identifies a PNR in a computer reservation system – and then attaches itself to the Apollo PNR. Inside Availability™ and Last Seat Sell participants use Positive Acknowledgement.

When you display availability, Positive Acknowledgement participants will have a colon (:) in front of the carrier code.

Quick reference table

The following table lists the carrier participation availability symbols in Apollo®.

Participation level	Symbol	Key attributes
Inside Availability®	+	• Apollo availability reflects actual inventory. • Segment automatically sells through link. • Asterisk (*) appears at end of sold segment, guaranteeing that seat. • Carrier returns acknowledgement (ACKN).
Last Seat Sell™	*	• Apollo availability reflects last seat in actual inventory. • Segment automatically sells through link. • Asterisk (*) appears at end of sold segment, guaranteeing that seat. • Carrier reduces seats in Apollo at sell entry. • Carrier returns acknowledgement.
Display Option Link Guaranteed Sell	¤	• Carrier's database is available through Apollo. • Carrier does *not* guarantee seats unless sold through link.

Participation level	Symbol	Key attributes
Positive Acknowledgement	:	• Carrier returns a record locator to the PNR *after* end transaction. **Caution:** We recommend that you sell these carriers by requesting seat on a need (NN) basis.
Non-Link	N/A	• Carrier does *not* send an unable message if seats are *not* available. **Caution:** We recommend that you sell these carriers by requesting seat on a need (NN) basis.

Display Availability

HELP AVAILABILITY
CANADA: HELP AVAIL

You can check airline availability for your customer in Apollo using a basic air availability display. You first need to know the assumptions the Apollo® system makes about the flights that display on the screen.

Apollo Assumptions

When you request basic availability, Apollo uses the following assumptions. Apollo displays:

- Nonstop flights first, followed by direct and connecting flights (based on the shortest time it takes to get from origin to destination).

- Flights with a preferred departure of midnight for all possible travel options from 0A through 1159P.

- Applicable flights of *all* participating airlines.

Display Basic Availability

HELP AVAILABILITY-STANDARD
CANADA: HELP AVAIL

A basic availability display provides a list of flights between cities of travel based on the assumptions described above.

The function identifier to display basic air availability is: **A**

To display air availability, enter A followed by the departure date, origin city *or* airport, and destination city *or* airport.

Example

A3JANORDLAS

The basic availability screen appears.

```
Window 1                                                    _ □ ×
TU 03JAN CHI / LAS - 2:00 HR
1+ UA1551 Y9 E9 U9 H9 Q9 V9 W9 S0 T0 K9+ORDLAS 640A   840A 32S*90
2+ UA1485 Y9 E9 U9 H9 Q9 V9 W9 S0 T0 K9+ORDLAS 805A  1005A 32S*90
3* HP 723 F4 A0 Y7 H7 S4 N4 T4 R4 W4 B7+ORDLAS 835A  1038A 320  90
4+ US8377 F4 A0 Y4 B4 M0 H0 Q0 V0 L0 W0+ORDLAS 835A  1038A 320* 0
5+ AA 305 F3 A0 P0 Y1 B1 H0 K0 M0 L0 W0+ORDLAS 921A  1120A M83 80
6+ UA1575 Y9 E9 U9 H9 Q9 V9 W0 S0 T0 K9+ORDLAS1045A  1243P 32S*N0
7+ UA1487 Y9 E9 U9 H9 Q9 V9 W0 S0 T0 K9+ORDLAS1155A   155P 32S*80
8* BD4112 Y0 B0 M0 H0 Q0 V0 W0       ORDLAS 240P   448P 32S* 0
MEALS>A*M·   CLASSES>A*C0·   MORE>A*·
>
```

The following table lists the components of this availability screen and the components of line 1 of the display.

Component	Description
TU 03JAN CHI / LAS - 2:00 HR	Header line that includes day of week, date, origin/destination, number of hours (plus or minus local time of origin). Day of week abbreviations: MO = Monday FR = Friday TU = Tuesday SA = Saturday WE = Wednesday SU = Sunday TH = Thursday
1	Line reference number.
+	End item (+) indicates Inside Availability™ participant.
UA1551	Airline two-character code and flight number.
Y9 E9 U9 H9 Q9 V9 W9 S0 T0 K9	Classes of service (booking codes) and number of seats available to sell in each class.
+	End item (+) indicates there are more classes of service offered. Apollo can display a maximum of ten classes in primary display. To display additional classes, tab to CLASSES≻A*C0 and enter availability line number.
ORDLAS	Origin and destination airports and connecting airports.
640A 840A	Flight departure and arrival times (in local time for each city). **Note:** End item (+) after arrival time indicates that flight arrives *next* day.
32S	Code for type of aircraft (equipment). To display information about aircraft, such as its full name and number of engines, enter HELP followed by aircraft code (represented by *xxx*). **Example:** HELP 32S Asterisk (*) after equipment type indicates flight operated by another carrier who has a marketing agreement with carrier shown in display.

Component	Description
9	Percentage of time that flight arrived at its destination within 15 minutes of its scheduled arrival (during the previous month). Department of Transportation (DOT) provides data. 9 = 90-100% 8 = 80-89% 7 = 70-79% 6 = 60-69% 5 = 50-59% 4 = 40-49% 3 = 30-39% 2 = 20-29% 1 = 10-19% 0= Less than 10% N = New flight (*no* data from last month) **Note:** On time percentage information applies to availability for U.S. subscribers *only*.
0	Stops enroute. Number of stops flight makes between origin and destination (with *no* change of planes).
MEALS➢A*M CLASSES➢A*C0 MORE➢A*	Prompts to move among availability screens: Meals Plus screen Expanded Classes screen More Availability screen

Meals Plus Display

HELP AVAILABILITY-SCREEN CODES
CANADA: HELP AVAIL

Customers will often inquire about details concerning the flights that they are choosing. Meals Plus provides a display of in-flight services available on flights shown on the availability screen. This screen also includes information such as in-flight entertainment and the length of time it takes to make the trip.

When you request availability, Apollo includes a prompt to access the Meals Plus Display:

MEALS ➢A*M

To display Meals Plus from air availability, tab to the prompt and press Enter.

The Meals Plus screen appears.

```
Window 1                                                            _ □ ✕
TU 03JAN CHI / LAS - 2:00 HR
1+ UA1551*       ORDLAS   640A   840A            G-- 32S     VNE  4:00 90
2+ UA1485*       ORDLAS   805A  1005A            G-- 32S     VNE  4:00 90
3* HP  723       ORDLAS   835A  1038A   B--      B-- 320      NE  4:03 90
4+ US8377*HP     ORDLAS   835A  1038A   B--      F-- 320      NE  4:03  0
5+ AA  305       ORDLAS   921A  1120A   B--      F-- M83      NE  3:59 80
6+ UA1575*       ORDLAS  1045A  1243P            G-- 32S     VNE  3:58 N0
7+ UA1487*       ORDLAS  1155A   155P            G-- 32S     VNE  4:00 80
8* BD4112*       ORDLAS   240P   448P            L-- 32S T   VNE  4:08  0
CURRENT>A*C·    CLASSES>A*C0·   MORE>A*·
>
```

Some information from basic availability appears again on the Meals Plus screen.

The following table lists the components of the Meals Plus screen and the components of line 1 of the display.

Component	Description
TU 03JAN CHI / LAS – 2:00 HR	Header line that includes day of week, date, origin/destination, number of hours (plus or minus local time of origin)
1+ UA1551* ORDLAS 640A 840A	Line reference number, link indicator, airline code, flight number, asterisk, code share airline code, departure time, arrival time.
G--	Snack box available for purchase.
32S	Code for type of aircraft (equipment).
VNE	Video/short subject, non-smoking flight, accepts e-tickets.
4:00	Journey time. This includes *total* time for all in-flight segments *and* connections.
9	On time percentage. **Note:** On time percentage information applies to availability for U.S. subscribers *only*.
0	Number of stops enroute.

Display More Availability

HELP AVAILABILITY-UPDATE
CANADA: HELP AVAIL

Once you have displayed basic availability, there may be more flights than just those that appear on the first screen. Also, you may need to jump back to that first screen, or return to the screen that *last displayed* if you've moved on to another task in Apollo.

To display more flights than those that appear on the first screen, enter A followed by an asterisk (*).

Example

A*

An availability screen listing more flights appears. You can continue to display more flights (in order determined by Apollo assumptions). Once you have displayed all possible flights for that day, Apollo responds:

NO MORE LATER FLIGHTS

Note: If you ask for more flights after you receive this message, availability for the *next* day will appear.

Note: To display all classes of service for the flight on line 2 of availability, enter: A*C02

Redisplay current availability

To redisplay the current availability screen, enter A* followed by the letter C.

Example

A*C

The availability screen *last displayed* reappears.

Redisplay original availability

To redisplay the original availability screen, enter A* followed by the letter R.

Example

A*R

The first availability screen reappears.

Previous availability

To move back one availability screen, enter A followed by a dash (-).

Example

A-

The previous availability screen appears.

Note: You are limited to *only* one previous availability screen.

Opposite availability

After you have checked availability for the outbound flight, you can quickly access availability for the return flight.

To request opposite availability, enter A* followed by the letter O.

Example

A*O

The following table lists frequently used formats.

For opposite availability with specific:	Use this format:
Departure time (5PM) same day	A*O5P
Date (November 15) and departure time (5PM)	A*O15NOV5P

Note: For a detailed list of availability update formats, see Appendix D.

Availability Modifiers

HELP AVAILABILITY-UPDATE
CANADA: HELP AVAIL

You may need to check availability for flights in an order different from the Apollo default display. To do so, you can add modifiers to your availability format.

This section explains when and how to use the four most common modifiers. When qualifying availability, you can choose to:

- Use a single modifier.

- Combine modifiers in a single entry.

The following table lists some of the frequently used modifiers.

To check availability for:	Use this format:
Specific departure time	A6JUNYULMSP3P
Specific arrival time	A6JUNSEALAXA330P
Specific airlines	A6JUNSTLSLC+AA.UA.CO
Specific departure time *and* specific airline	A6JUNDENIAD2P+CO
Multiple city airports	A6JUNSFO.LAX.
Specific connection city	A6JUNYHZYVR7AYYZ
Two connection cities	A6JUNSEABOS7ADENORD

To check availability for:	Use this format:
Either of two connection cities	A6JUNSEABOS7ADEN/ORD
Avoiding a connection city	A6JUNMYWGORD7A-MSP
First available four seats in V class of service	A/V4/22DECSFOHNL+UA **Note:** Searches day requested, previous day, and 5 days forward.
All airlines after requesting specific airline.	A*ALL

Note: You can also use modifiers with opposite availability (A*O) formats.

Display Option Link

HELP AVAILABILITY-INSIDE LINK
CANADA: HELP LINK

Display Option Link airlines have a pillow (¤) next to their code in Apollo®
availability. To view their database, you must "link" into their reservation
system.

The function identifier for Display Option Link is: **L**¤

Use Display Option Link to confirm and guarantee your sale with the airline.

To view availability for a Display Option Link airline, use the following
steps.

1. Request basic availability.

   Example

   A18SEPNYCLON8P

   The basic availability screen appears. Air India on line 2 is a Display
   Option Link airline.


```
Window 1                                                        _ □ ✕
SU 18SEP NYC / LON + 5:00 HR
1+ AA  104 F7 A0 J7 I0 D0 Y7 B7 S7 H7 K7+JFKLHR 800P  750A+777  0
2¤ AI  112 F2 A4 J4 C4 DR W4 Y4 B4 H4 K4+JFKLHR 810P  755A+744  0
3+ CO   28 J8 D4 Z0 Y9 H9 K9 N9 B9 O0 V9+EWRLGW 830P  830A+777  0
4+ BA  114 F0 A0 J9 C9 D9 I1 W1 T0 Y9 B9+JFKLHR 830P  835A+744  0
5+ VS    4 J3 D0 Z0 W7 S3 K0 Y7 B7 L7 M7+JFKLHR 730P  710A+744  0
6+ VS3128 J2 D0 Z0 Y9 B9 L9 M9 Q9 X9 N9 EWRLGW 830P  830A+777✶ 0
7+ BA  176 F1 A0 J9 C9 D9 I0 W9 T4 Y9 B9+JFKLHR 730P  730A+744  0
8+ C08224 J0 D0 Z0 Y9 H9 K9 N9 B9 V9 U9+JFKLHR 730P  710A+744✶ 0
MEALS>A✶M·   CLASSES>A✶C0·   MORE>A✶·
>
```

2. Request Display Option Link availability for Air India on line 2.

Example

L¤AI/A

Availability for Air India appears.

Note: You can also display availability via the link directly. Enter the function identifier (L¤) followed by the carrier code, slash (/), and the availability format.

Example

L¤AI/A18SEPNYCLON

Apollo displays availability in Air India's reservations system.

Fare and Schedule Display

HELP FSD

Fare and Schedule Display incorporates flight information from availability with the fares available for the flights.

Defaults

Flights appear in Fare and Schedule Display based on the same set of Apollo® assumptions used for basic availability as well as another set of Apollo assumptions specific for fares. The combined assumptions are the Fare and Schedule Display defaults:

- Display *only* U.S., Canada, Puerto Rico, and US Virgin Island fares.

- Display normal and excursion fares for adults *only*.

- Assume that any minimum or maximum stay requirements will be met when a round-trip fare is used.

- Assume that fares are based on outbound travel day of the week.

- Include U.S. transportation taxes, airport surcharges, and segment taxes.

- Display the lower of through or point-to-point fares for connecting flights.

- If there are two fares in a single connection, automatically add the lowest fares and display the total fare on the second segment line.

The function identifier to access Fare and Schedule Display is: **A¤**

To access Fare and Schedule Display, enter A¤ followed by the departure date, origin city *or* airport, and destination city *or* airport.

Example

A¤20SEPYVRYWG

The Fare and Schedule Display screen appears.

The following table lists the components of the Fare and Schedule Display header and line 1 of the display.

Component	Description
➢A¤20SEPYVRYWG	Format used to access display.
UPDATED 30AUG 08:42PM	Time of most recent fares update.
WW SYSTM USED $Y AC - 5432R	Fare system used and round trip, full-coach fare for airlines displayed.
TU 20SEP YVR / YWG + 2:00 HR	Availability header line identifying day of week, date, and time difference between origin and destination.
CAD FARE	Fare in Canadian dollars.
F-BASIS	Fare basis code.

Component	Description
1	Line number.
WS 208	Airline code and flight number.
Y4 V4 B4 Q4 L4 M4 X4 P4 K0	Classes of service with availability indicators.
YVRYWG	Origin and destination cities
1205P 448P	Flight departure and arrival times.
	Note: Can also include flight frequency exceptions and additional classes indicator.
$ 553.56R	Least expensive fare available on that flight.
P14LC	Fare basis code for fare.
0	Non-stop.
73W	Equipment.

The following table lists additional Fare and Schedule Display formats.

To access Fare and Schdule Display:	Use this format:
With a return date	A¤5JUNDFWPHX:R12JUN
With booking code	A¤24MAYYYZYWG:-F
One way *only*	A¤5JUNDFWPHX:OW
Opposite availability	A*O
Fare rule	$V3 (3 = line number)

Basic Availability/Fare and Schedule Display Comparison

Use the following table as a quick reference to see which formats apply just to basic availability, Fare and Schedule Display, *or both.*

Format	Basic Availability (A3OCTHNLORD)	Fare and Schedule Display (A¤2NOVHNLORD)
A*	Applies	Applies
A*C	Applies	Applies
A*R	Applies	Applies
A*M	Applies	Applies
A-	Applies	N/A
A¤6JUNMSPLGA**3P**	Applies	Applies
A18SEPSTLSLC+**AA**	Applies	Applies

Format	Basic Availability (A3OCTHNLORD)	Fare and Schedule Display (A¤2NOVHNLORD)
A¤23NOVSTLIAH**:R28NOV**	N/A	Applies
A¤15MARDFWSAT**:OW**	N/A	Applies
A*9P	Applies	Applies
A*7MAY	Applies	Applies
A*+UA	Applies	N/A
A*O	Applies	Applies
A*O7P	Applies	Applies
A*O4JUN7P	Applies	Applies
A*O+US	Applies	Applies

Sell Flights

HELP SELL

After determining which flight will be best for your customer, you should be ready to sell the flight. You use the same format to sell from both basic availability and Fare and Schedule Display.

This section explains when and how to:

- Sell a flight.

- Interpret a sell response from Apollo.

- Display a PNR to see how Apollo organizes it.

Sell a Flight

HELP SELL-REFERENCE SELL
CANADA: HELP 0

You sell flights to build an itinerary for your customer. The function identifier to sell a flight is: **0**

Note: This is the zero (0) key on your keyboard.

To sell a nonstop or direct flight from a basic availability display, enter the function identifier followed by number of passengers, class of service, and line number from basic availability or Fare and Schedule Display.

Example

01Y2

The sell response appears.

```
Window 1                                                     _□×
1✳ AS1851 F7 Y7 S7 B7 M7 H7 Q7 L7 V7 K7+SFOORD 610A 1219P M80✳ 0
2+ AA  460 F3 A1 Y7 B7 H7 K7 M7 L7 W7 V7+SFOORD 610A 1219P M80  90
3✳ NZ9640 Y7 B7 M7 H7 Q7 V0 W0 T0 L0    SFOORD 620A 1230P 763✳ 0
4+ US6254 F4 A4 Y4 B4 N4 Q0 M4 V0 H4 W0+SFOORD 620A 1230P 763✳ 0
5+ UA 160 F3 Y9 B9 M9 E9 U9 H9 Q9 V9 W0+SFOORD 620A 1230P 763  90
6+ UA 138 F2 Y9 B9 M9 E9 U9 H9 Q9 V9 W0+SFOORD 835A  249P 752  80
7✳ NZ9642 Y7 B7 M7 H7 Q7 V0 W0 T0 L0    SFOORD 835A  249P 752✳ 0
8+ US6882 F0 A0 Y4 B4 N4 Q0 M4 V0 H4 W0+SFOORD 835A  249P 752✳ 0
MEALS>A✳M·  CLASSES>A✳C0·  MORE>A✳·
>01Y2
 1 AA   460Y   3SEP SFOORD SS1   610A 1219P ✳                    E
 DPTS  SFO 3 ✳
 ARVS  ORD T3 ✳
OFFER CAR/HOTEL    >CAL·     >HOA·
DEPARTS SFO TERMINAL 3  - ARRIVES ORD TERMINAL 3
>
```

The following table lists the components of the sell response.

Component	Description
1	Number of this flight segment in itinerary
AA	Airline
460Y	Flight number and class of service
3SEP	Date of departure
SFOORD	Origin and destination airports
SS1	Sold segment (SS) and number of seats (1)
610A 1219P	Departure and arrival times (local time for each city)
*	Asterisk indicates sold through Inside Link.
E	Electronic ticketing available for this flight
DPTS SFO 3 * ARVS ORD T3 *	Departure and arrival terminal numbers
OFFER CAR/HOTEL ➢ CAL· ➢HOA·	Prompts to sell rental cars and hotels.

Sell Connecting Flights

A traveler is sometimes required to change planes between the trip's origin and destination. It may happen because there is *no* direct service between the two cities, or because a particular class of service is available *only* connecting flights. You can sell connecting flights with the same class of service or with *different* classes of service.

The function identifier to sell connecting flights is: **0**

Connecting flights with *same* class of service

When you sell connecting flights from a basic availability or Fare and Schedule Display, you will usually sell the same class of service.

To sell the *same* class of service on connecting flights, you have two options.

- You can enter the function identifier followed by the number of passengers, class of service, line number for the first flight, and a wildcard (*) to sell any connecting flights.

  Example

  01Q7*

- Or you can enter the function identifier followed by the number of passengers, class of service, line number for the first flight, and the class of service and line number for each connecting flight.

  Example

  01Q7Q8

The sell response appears.

```
Window 1                                                          _ □ ×
6* HP6428  Y7 H7 W4 B0 Q0 L0 K0 V0 M0        PHXDSM 603P 1057P CRJ* 0
7+ US6184  Y4 B4 N4 H4 Q4 V4 M4 W4 L4 S4+PHXDEN 600A  840A 32S* 0
8+ US7494  Y4 B4 N4 H4 Q4 V4 M4 W4 L4 S4+    DSM1015A 1255P 146* 0
MEALS>A*M·   CLASSES>A*C0·   MORE>A*·
>01Q7*
 1 US 6184Q    6SEP PHXDEN SS1    600A  840A *               E
050 UA 1540 *
127 UNITED FOR TED *
OPERATED BY UNITED FOR TED
DEPARTS PHX TERMINAL 2
 2 US 7494Q    6SEP DENDSM SS1   1015A 1255P *               E
050 UA 5526 *
127 UNITED EXPRESS/AWAC *
OFFER CAR/HOTEL    >CAL·      >HOA·
OPERATED BY UNITED EXPRESS/AWAC
>
```

Connecting flights with *different* classes of service

There will be times when the same class of service is *not* available for connecting flights, or it is less expensive to sell the flights using point to point fares. You will then need to sell a different class of service for the connecting flight.

To sell different classes of service on connecting flights, enter the function identifier followed by the number of passengers, class of service for the first flight, line number of first flight, class of service for the second flight, and the line number of second flight.

Example

01H7Q8

The following screen appears.

```
Window 1                                                    _ □ ✕
5+ UA1118 F4 Y9 B9 M9 E9 U9 H9 Q9 V9 W9+YVRDEN 430P  815P 319  0
6+ AC5958 J8 C8 Y9 M9 U0 B9 H9 V9 Q9 L9+YVRDEN 430P  815P 319✶ 0
7+ UA8717 Y9 B9 M9 E9 U9 H9 Q9 V9 W4 S9+YVRSEA 815A  910A DH3✶ 0
8+ UA 282 F5 Y9 B9 M9 E9 U9 H9 Q9 V7 W6+   DEN1005A  142P 733 90
MEALS>A✶M·   CLASSES>A✶C0·   MORE>A✶·
>01H7Q8
 1 UA 8717H   6SEP YVRSEA SS1    815A   910A ✶      1          E
OPERATED BY AIR CANADA JAZZ
YVR PASSENGER CHECK-IN WITH AIR CANADA
DEPARTS YVR TERMINAL M
MAY BE SUBJECT TO US/CA TAX. ✶
 2 UA  282Q   6SEP SEADEN SS1   1005A   142P ✶      1          E
        CARRY ON CRITICAL FLIGHT ✶
CURBSIDE BAG FEE-2.00USD PER BAG SEE S✶BAG/CHECK AND GO. ✶
OFFER CAR/HOTEL   >CAL·      >HOA·
>
```

Display the PNR

HELP PNR-DISPLAY
CANADA: HELP DISPLAY

When you sell a flight, you create an itinerary – one of the mandatory parts of a PNR. You can display the PNR at any time during the selling process.

The function identifier to display a PNR is: *

To display a PNR, enter the function identifier and the letter R (Record).

Example

*R

The PNR appears with the sold flights sequenced in order of when they were sold from availability or Fare and Schedule Display.

```
Window 1                                                    _ □ ✕
NO NAMES
 1 UA  46Y 03MAY SFOORD SS1     625A 1234P ✶       MO  E
 2 UA 137Y 09MAY ORDSFO SS1     700A  926A ✶       SU  E
▶
```

Ignore a Transaction

HELP PNR-IGNORE
CANADA: HELP IGNORE

You can disregard an action or series of actions that you have performed in a PNR by *ignoring the transaction.* Ignoring a transaction will let you "start from scratch."

The function identifier to ignore a transaction is: **I**

To ignore a transaction, enter the function identifier.

Example

I

Since you have never saved the reservation, you will receive a warning alerting you that a second entry will be needed to ignore the reservation:

THIS IS A NEW PNR-ALL DATA WILL BE IGNORED WITH NEXT I OR IR

Repeat the function identifier and Apollo® will ignore the transaction.

Cancel Flights

HELP SELL-CANCEL FLIGHTS
CANADA: HELP CANCEL

There are several reasons why you may need to cancel all or part of an itinerary. For instance, a customer can change plans or a better flight may become available. This section includes when and how to cancel a segment as well as an entire itinerary.

Cancel a Flight

There are a few points to remember regarding canceling segments. Any flight or flights that you sell directly after you cancel a segment will automatically *replace* the canceled segment. This will continue until you display the PNR (*R) and Apollo renumbers the segments in the itinerary. This can be important when you cancel a flight in the middle of an itinerary.

The function identifier to cancel flights is: **X**

To cancel a segment, enter the function identifier followed by the segment number.

Example

X1

Apollo responds with NEXT REPLACES 1 in the PNR.

Note: NEXT REPLACES 1 means that the *next segment* you sell will become segment number 1.

Cancel and Rebook

In Apollo, you can cancel and rebook a flight in a single entry. The following table lists the most frequently used entries.

To cancel:	Use this format:
Segment 1 and rebook in a different class of service	X1/0Q
Air segments and rebook in a different class	XA/0V
Segment 2 and rebook same flight for a different date	X2/023JUN
Segments 1 and 2 and rebook same flights for a different date.	X1+2/04AUG
Air segments *only*	XA

Note: To cancel an entire itinerary, enter: XI

Apollo responds with CNLD FROM 1 in the PNR.

Insert and Re-sequence Segments

HELP SELL-INSERT FLIGHTS
CANADA: HELP INSERT

An itinerary should be in city and date sequential order. There may be times, however, when you will need to insert a segment or resequence segments in the itinerary.

Travelers will sometimes add a side trip to an existing itinerary or fly into a city and then continue their journey by flying out of a different city. When that happens, the portion of the journey between those two cities that is *not* flown is called the surface portion or ARNK which stands for *arrival unknown.*

This section will explain how to add flight segments, insert an ARNK, and re-sequence flight segments in an itinerary.

The function identifier to insert a flight segment or ARNK is: /

Add Flight Segments

You can insert flights into an existing itinerary.

To insert a flight segment, use the following steps.

1. Enter the function identifier followed by the segment number it is to be inserted after.

   Example

   /2

Note: /0 inserts *before* the first segment in the itinerary.

2. Display a basic availability or Fare and Schedule Display for the new flight.

3. Sell the new flight.

4. Display the PNR to renumber the segments in the itinerary.

   The new segments appear numbered sequentially.

Add ARNK

You can insert ARNK into an existing itinerary in a single format.

To insert ARNK, enter the function identifier (/) followed by the segment number it is to be inserted after, end item, and the letter Y.

Example

/3+Y

ARNK now appears in the itinerary.

Resequence Segments

You can change the order of segments in an itinerary. This is useful for itineraries where the segments are *not* in sequential order.

To resequence the segments in an existing itinerary, enter the function identifier (/) followed by the segment number it is to be inserted after (3), slash (/), and the segment number to insert (2).

Example

/3/2

Summary

In this module you have learned how to:

- Identify airline participation levels in Apollo.
- Display availability.
- Use Fare and Schedule Display.
- Compare availability with Fare and Schedule Display.
- Sell flights.
- Display the PNR.
- Ignore a transaction.
- Cancel flights.
- Add and re-sequence segments.

Module Review

1. What are the two methods to check flight availability?

   _____

   _____

2. In the following Fare and Schedule Display, what is the fare for AA from DEN to MIA?

```
Window 1                                              _ □ ×
>A¤20SEPDENMIA·                        UPDATED 30AUG 08:42PM
WW SYSTM USED $Y AA-2735R US-2725R UA-2725R
U.S.PASSENGER FACILITY CHARGE MAY APPLY
TU 20SEP DEN / MIA + 2:00 HR              USD FARE  F-BASIS
1+ AA1860 F7 A7 Y7 B7 DENMIA   721A  102P  $ 388.39R NA14TN    90
           M7 H7 L7 W7 V7 G7 S7 K7 N7 Q7 O7                   738
2¤ JJ8321 F5 A5 Y5 B5 DENMIA   721A  102P   FARE UNAVAILABLE  * 0
           Q5 H5 M5 I5 K5 V5 W5 Z5 X5 O5                     738
3+ US6195 Y4 B4 M4 H4 DENMIA 1035A  420P  $ 378.40R LRA14QN9 * 0
           Q4 V4 L4 W4 S4 T4 K4 N4                           32S
4+ UA1454 Y9 E9 U9 H9 DENMIA 1035A  420P  $ 378.40R W14NTED  *80
           Q9 V9 W9 S9 T9 K9 L9 G9 B9 M9                     32S
5+ US6196 Y4 B4 M4 H4 DENMIA  449P 1028P  $ 378.40R LRA14QN9 * 0
           Q4 V4 L4 W4 S4 T4 K4 N4                           32S
MEALS>A*M·  MORE>A*·    >
```

   _____

3. What is the format to sell two Y seats on from line 1 of this display?

   _____

Notes

Module 3: Build a PNR

This module covers the steps to complete a PNR in Apollo®.

Module Objectives

Upon completion of this module, you will be able to:

- Identify required PNR fields.
- End the PNR.
- Retrieve a PNR.

Required PNR Fields

HELP PNR

Every time you book an itinerary in Apollo, you build a Passenger Name Record (PNR) for your customer. Apollo stores travel information in two types of PNR fields: required and optional.

Apollo will *not* save the PNR *unless* it includes all the required fields. In addition to the itinerary, there are four other required fields:

- Name
- Phone
- Ticketing
- Received

Note: An easy way to remember PNR required fields is to think of the word **PRINT**: **P**hone, **R**eceived, **I**tinerary, **N**ame, **T**icketing.

Name Field

You can enter from one to nine names in a single PNR Name field by using at least two characters in each Name field.

The function identifier for the Name field is: **N:**

Single Name

To add a single customer, enter N: followed by the customer's last name, slash (/), and customer's first name.

Example

N:SANCHEZ/MARIA MS

Multiple Names

The following table lists guidelines to add more than one customer to the name field.

To add:	Use this format:
Two names with *same* last name	N:HURLEY/JOHN MR/ROSE MRS
Two names with *different* last names	N:JACKSON/SAMUEL MR N:MILLER/JAMES MR
Infant traveling with an adult	N:WHITE/ANNE MS N:I/WHITE/JOSEPH MSTR*09MTHS **Note:** When you add an infant name, Apollo automatically generates a message to airline(s) in PNR.

To display *only* the Name field, enter: *N

Change/delete Name field

The following table lists formats.

To:	In this field:	Use this format:
Change single Name field	1.MILER/THOMAS MR	C:N:MILLER/THOMAS MR
Change second Name field	1.FOLEY/A MS 2.JOHNSON/E MS	C:2N:JOHNSON/EYDIE MS
Delete single Name field	1.BROWN/SUE MRS	C:N:
Delete second Name field	2.KNAPP/ANNA MS	C:2N:

Phone Field

HELP PHONE

Every PNR you create must include your agency phone number and a phone number for your customer. An Apollo Phone field includes a city code and a type of contact. Enter your agency phone number first, because Apollo automatically sends the first three phone fields to the boarding airline.

The function identifier for the Phone field is: **P:**

The following table lists PNR phone field codes.

Phone contact	Code	Example
Agency	AS	CHIAS (Chicago area travel agency)
Residence	R	LAXR (Los Angeles area residence)
Business	B	YWGB (Winnipeg, CA area business)
Cellular	M	MIAM (Miami area cell)
Fax	F	CHIF (Chicago area fax)
PDA	P	DENP (Denver area PDA)
Email	E	YYZE (Toronto, CA area email)

You can pre-store your agency phone number, city location, type of contact in your Agency File, which is identified by your pseudo city code. Apollo moves, per your request, your pre-stored phone number into the PNR. You then add your name to the Phone field.

The function identifier to move your Agency file, which contains the agency phone number, to a PNR is: **MVT**

Agency Phone Number

To move your agency phone number to a PNR, enter MVT followed by slash (/), end item (+), asterisk (*), and your name.

Example

MVT/+*ANN

Note: To move a branch agency phone number to a PNR, enter MVT followed by slash (/), branch pseudo city code, double-slash (//), end item (+), asterisk (*), and your name.

Example

MVT/GH1//+*ANN

Non-agency Phone Numbers

To add a single residence or business Phone field, enter P: followed by the three-letter city *or* airport code, residence *or* business phone code (R *or* B), slash (/), and the phone number.

Examples

P:MIAR/303 454-2189
P:YWGB/204 333 7777

Multiple Phone Numbers

To add *two* phone numbers in a single Phone field, enter P: followed by the three-letter city *or* airport code, residence *or* business phone identifier (R *or* B), slash (/), first phone number, a slash (/), residence or business code (R *or* B), slash (/), and second phone number.

Example

P:DENR/303 655-0987/B/303 443-5678

E-mail Address

To add an email address, enter P: followed by the three-letter city *or* airport code, email code (E), slash (/), first name separated by two dashes, two slashes, company name, dot (.), and URL code.

Example

P:MIAE/SUE--ANN.COHN//GALILEO.COM

Note: Two dashes (--) indicate underscore (_) for a space. Two slashes indicate @ sign.

Note: If you are using the standard Windows keyboard mode, see Module 4 for entering a separate e-mail address field.

To display just the Phone field, enter: *PP

Change/delete Phone field

The following table lists formats.

To:	In this field:	Use this format:
Change first Phone field	FONE-CHIAS/847 427-1234 ABC TRAVEL-STEVE	C:1P:CHIAS/847 427-1234 ABC TRAVEL-JOAN
Delete second Phone field	2 YVRR/204 987-3456	C:2P:

Ticketing Field

The Ticketing field identifies one of the following:

- Date when you will issue the ticket.

- Acknowledgment that you have manually issued the ticket.

The Ticketing field is a single-item field. You can enter *only* one in a PNR.

The function identifier for the Ticketing field is: **T:**

Future Ticketing

To create a ticketing field that indicates when the ticket will be issued, enter T: followed by TAU, slash (/), and the ticketing date.

Example

T:TAU/20APR

Past Ticketing

To create a Ticketing field that indicates the ticket has been manually issued, enter T: followed by the letter T and a slash (/).

Example

T:T/

To display just the Ticketing field, enter: *T

Change Ticketing Field

To change a Ticketing field, enter C: followed by T: and the new ticketing information.

Example

C:T:TAU/26APR

Received Field

The Received field identifies the name of the person who requested the reservation. Although the Received field does *not* automatically appear in the PNR, it is a required, single-item field.

The function identifier for the Received field is: **R:**

To create a Received field, enter the R: function identifier followed by the name of the person who requested the reservation.

Example

R: PATTY

To display just the Received field, enter: *C

Change Received field

To change name of person requesting reservation, enter C: followed by R: and the new contact name for the reservation.

Example

C:R:PAT

End the PNR

There are two ways to finish working on a PNR: end transact *or* ignore.

When you end transact, you save the new or changed data you have entered in the PNR. However, when you ignore, you do *not* to save the information you just entered in either a new PNR, or an existing PNR.

End Transact

HELP PNR-END
CANADA: HELP END

In order to save a PNR that you have created, you *must* end transact the record. When a new PNR is end transacted, it is filed in the central database of Apollo. At that point, the PNR is assigned a unique identification code called a record locator. The assigned record locator *never* changes, no matter how often the PNR is modified.

The function identifier to end transact a PNR is: **E**

To end transact a PNR, enter the function identifier.

Example

E

Apollo confirms your entry, either by assigning a record locator for a new PNR, or redisplaying the record locator for an existing PNR. Each time you make changes to a PNR, you will have to make an entry in the Received field before you can end the modified record.

Ignore

HELP PNR-IGNORE
CANADA: HELP IGNORE

The ignore function lets you cancel any work done on a PNR. Any changes made to an existing record are ignored and the PNR returns to the central database in Apollo.

The function identifier to ignore a PNR is: **I**

To ignore a PNR, enter the function identifier.

Example

I

Note: If you are building a new PNR (you have *not* yet end transacted for the first time and have *no* record locator) and you choose to ignore it, you will be prompted to repeat the function. If you do so, the *entire* PNR will be deleted and you will have to begin anew.

Retrieve a PNR

HELP PNR-RETRIEVE PNR
CANADA: HELP RETRIEVE

Once Apollo has assigned a record locator to a PNR, you can then retrieve it from the central database. Retrieve a PNR when you want to make changes to the record, or to verify information regarding your passenger's travel plans. You can retrieve a PNR using one of the following:

- ER function

- IR function

- Customer's last name

- Record locator

This section explains when and how to use each.

End and Retrieve

HELP PNR-END
CANADA: HELP END

The ER function *ends* a PNR and *retrieves* it in just one entry. Each time you make a change to a PNR, you will have to make an entry in the Received field before you can end and retrieve the modified record.

The function identifier to end and retrieve a PNR is: **ER**

To end transact a PNR and retrieve it, enter the function identifier followed by the letter R.

Example

ER

The modified PNR appears with its record locator.

Ignore and Retrieve

HELP PNR-IGNORE
CANADA: HELP IGNORE

The IR function allows you to *ignore* changes just made to a record, and *retrieve* the previous version in just one entry. The IR function works only on PNRs that have been ended.

To ignore and retrieve a PNR, enter the function identifier followed by the letter R.

Example

IR

The previous version of the PNR appears.

Retrieve by Customer's Last Name

HELP PNR-RETRIEVE
CANADA: HELP RETRIEVE

Whether you are sure of the customer's last name, or you know just the first few letters, you can easily retrieve their PNR by:

- Last name.

- Similar name list.

The function identifier to retrieve a PNR by last name or by similar name list is: ****-**

By Customer Last Name

Retrieve the PNR by last name when you know exactly how to spell it.

To retrieve a PNR by last name, enter the function identifier followed by the customer's last name.

Example

**-MCGRATH

The PNR appears.

Note: You can also retrieve a PNR by date and last name.

Example

**25MAR-MCGRATH

Note: You can retrieve a PNR by last name from branch offices using the format **B- followed by the customer's last name.

Example

**B-MCGRATH

If more than one PNR exists for the same customer, a list of names matching your entry appears. Each name has a reference number.

By Similar Name List

If you are *not* sure how to spell the customer's last name or are *only* sure of the first few letters of the name, enter the function identifier followed by as many of the letters in the customer's last name as you know and the wildcard (*).

Example

**-MC*

Apollo displays a list of PNRs with names similar to what you entered.

To retrieve a PNR from a list, enter an asterisk (*) followed by the number of the name you want to retrieve.

Example

*1

The PNR appears.

Note: To redisplay the list of names, enter the function identifier followed by the letter L for list (*L).

Retrieve by Record Locator

HELP PNR-RETRIEVE
CANADA: HELP RETRIEVE

You can retrieve a PNR by record locator. The record locator is the six-character code that Apollo assigns the first time you end transact a PNR. This code consists of letters and numbers and does *not* change regardless of how many times you retrieve, modify, or ignore a record.

The function identifier to retrieve a PNR by record locator is: **

To retrieve a PNR by record locator, enter the function identifier followed by the six-character record locator.

Example

*A7MXW3

The PNR appears.

Summary

In this module, you learned how to:

- Identify required PNR fields.
- End the PNR.
- Retrieve a PNR.

Module Review

Mr. Greg Spears has phoned you regarding a reservation. You have just booked his itinerary. His home phone number in San Francisco is 415 483-9283 and his business number is 415 849-8945. Mr. Spears would like his ticket issued today.

1. What format do you use to move the agency phone and add your name?

    _____

2. What format do you use to enter the:

    a. customer name _____

    b. *both* phone numbers _____

    c. ticketing date _____

3. Mr. Spears tells you he wants the first name on the ticket to read Gregory. How do you change the Name field?

    _____

4. Mr. Spears has decided *not* to have his ticket issued today. He wants it issued tomorrow. Change the ticketing date.

    _____

5. Other than the itinerary, what mandatory field do you still need to enter and what format do you use?

    _____

6. What is the format to ignore Mr. Spears' PNR?

    _____

Notes

Module 4: Add Optional PNR Fields

Additional PNR fields provide important data and preferences to include with the customer's reservation, such as addresses, frequent flyer information, and seat assignments.

This module explains how to add these optional fields to a PNR.

Module Objectives

Upon completion of this module you will be able to add the following optional fields to a PNR:

- Form of payment

- Frequent flyer

- Seat assignment

- Address and delivery

- Service requests

- Remarks

- Post Script

- Queue Minder

Form of Payment

HELP FORM OF PAYMENT
CANADA: HELP FOP

The form of payment field contains customer ticket payment information, such as cash, check, or credit card. Credit card information includes the credit card number and expiration date. You can store one form of payment field per PNR.

Note: Apollo® adds the approval code to the ticket automatically in most cases.

The function identifier to add the form of payment field is: **F-**

To add a form of payment field, enter F- followed by the form of payment code and the form of payment.

The following table lists the Apollo form of payment codes.

Form of payment	Code
Cash	S
Check, cheque	CK
American Express credit card	AX
Discover credit card	DS
MasterCard credit card	CA
Visa credit card	VI

The following table lists form of payment field examples.

To add this form of payment field:	Use this format:
Credit card (AX) number with expiration date	F-AX370000000000028/D1207
Check, cheque	F-CK
Cash	F-S
Freeform text (Can use as agency check for check sale on invoice)	F-XFREEFORM **Example:** F-XCHECK-ACCT-12345 **Note to Canadian subscribers:** BSP allows the following freeform text when issuing tickets. F-XINVOICE.NONREF for issuing an invoice. F-X90141234567 for government warrant as form of payment

Note: To change the form of payment, enter C: and the new form of payment.

Example

C:F-CK

To display the form of payment field, enter: ∗T

Note: ∗T also displays the ticketing field and the stored fare if they are present in the PNR.

Frequent Flyer

HELP FREQUENT FLYER
CANADA: HELP FREQUENT

Airline frequent flyer programs are very popular among customers who travel extensively.

In Apollo you can also add more than one frequent flyer number to a PNR for those customers who participate in more than one program. For PNRs with more than one Name field, you can specify which name owns the frequent flyer number by associating it with that particular Name field.

The function identifier to add frequent flyer information is: **MP***
This section explains how to add frequent flyer information to an existing PNR, and then how to display this information after you have added it. You will also learn how to display frequent flyer mileage.

Add Frequent Flyer Information

The formats you use to add frequent flyer information vary depending on the number of Name fields as well as membership numbers.

One number, single name PNR

To add a frequent flyer number to a single name PNR, enter MP* followed by the airline code and the membership number.

Example

MP*UA1234567

Note: For UA *only*, you can add a new frequent flyer number to the PNR by appending an X to the number (e.g. MP*UA1234567X).

Cross accrual

Many airlines allow cross accrual or mileage accrual with their partners. For example, American Airlines and Qantas have a frequent flyer agreement and your client wishes to have his Qantas flight credited to his American Airlines AAdvantage account.

To add a frequent flyer number for cross accrual, enter MP*, pillow (¤) followed by the airline code and the membership number.

Example

MP*¤AAnnnnnnn (nnnnnnn = frequent flyer number)

Multiple numbers, single name PNR

To add more than one frequent flyer number to a single-name PNR, enter MP* followed by the airline code, membership number, asterisk (*), second airline code, and second membership number.

Example

MP*AC1234567*DL987654

Note: To add more than two, repeat the sequence described above, making sure to insert an asterisk (*) before each additional airline code.

Multiple name fields, single number each

To associate a frequent flyer number with a specific Name field, enter MP followed by the Name field identifier (N1-1), asterisk (*), two-character airline code and frequent flyer number.

Note: Link frequent flyer fields including multiple passengers by adding an end item (+) before each additional Name field using a frequent flyer number.

Example

MPN1-1*CO123456+1-2*CO987654

Display frequent flyer information

Once you add frequent flyer numbers to the PNR, Apollo adds the following agent alert and prompt to the PNR:

***FREQUENT FLYER DATA EXISTS *** ➤*MP

You can view frequent flyer information from a displayed PNR by tabbing to the prompt ➤*MP and pressing Enter.

Delete frequent flyer information

To delete a single frequent flyer number from a PNR enter: MP/X/*XX (XX = carrier code)

To delete all frequent flyer numbers from the PNR enter: MP/X/*ALL

Display Frequent Flyer Mileage

You can display frequent flyer mileage from a PNR or by specific cities. Mileage amounts are an approximate and may vary depending on the airline frequent flyer program.

The function identifier to display frequent flyer mileage is: **DMP**

The following table lists frequently used frequent flyer mileage requests.

To display frequent flyer mileage for:	Use this format:
All confirmed segments	DMP
Segments 1 and 3	DMPS1‡3
Specific cities	DMPYYZLAX

Seat Assignment

HELP SEATS

You can assign seats on any airline that participates in the Apollo seat program. Each airline has specific guidelines for making advance seat assignments.

Note: Apollo rejects your seat request if you make a request that is contrary to the guidelines of the airline you are booking.

When adding a seat assignment to a PNR, you can either make a specific request from a seat map, or Apollo will request a seat assignment for your customer.

This section explains how to:

- Request seats.

- Select seats from a seat map.

- Display seat assignments.

- Cancel seat assignments.

Request Seats

Unless you request specific seat numbers, Apollo assumes the passenger prefers a window seat for *all* confirmed air segments. If none is available, Apollo assigns an aisle seat, followed by a middle seat. If more than one passenger is booked in a PNR, at least one window seat is assigned along with any adjacent seats.

The function identifier to request seats is: **9S**

Window seat

To request a window seat for *all* flight segments, enter: 9S

Example

9S

Apollo assigns any open window seats to the sold flight segments.

Other seats

To request other types of seating for any or all flight segments, use the formats listed in the following table.

To request this seat:	For:	Use this format:	Apollo assigns any open:
Aisle	All passengers All segments	9S/A	Aisle seats.
Aisle, across	All passengers All segments	9S/AA **Note:** Format applies to UA, AA.	Adjacent aisle seats.
Window	All passengers Segment 1	9S/S1	Window seat.
Aisle	All passengers Segment 2	9S/S2/A	Aisle seat.
Aisle	First passenger Segment 2	9S/N1/S2/A	Aisle seat.

Select Seats from a Seat Map

You may want to view a seat map *prior* to requesting a seat assignment. You can view a live seat map for most confirmed flights in Apollo®. A live seat map is updated each time you display it.

Note: Airlines may block some seats for airport check-in only *or* for frequent flyers.

The function identifier to view a seat map is: **9V**

Display a seat map

To display a live seat map on a participating airline, enter 9V followed by a slash (/), the letter S (segment), and the air segment number.

Example

9V/S1

The live seat map screens for segment 1, a UA segment, appear.

```
Window 1                                          _ □ ×
           *** APOLLO SEAT MAP FOR UNITED AIRLINES ***
UA 1560 Y       12SEP           ORD/TPA          SEGMENT 01
EQUIPMENT:  32S  CABIN CAPACITY : 156

          01N AP  BP* .         .      .    FP
          02N AP  BP* .         :     EP* .
          03N AP  BP* .         :     EP* FP
          04N AP  BP* .         :     EP* FP
          05N AP  BP* .         .     EP* FP
          06N AP  BP* .         DP    EP  FP
          07N AP  BP  CP        DP    EP* .
          08N AP  BP  CP        DP    EP  FP
          09N AP  BP  CP        DP    EP  FP
>>
```

```
Window 1                                          _ □ ×
  E  W 10N .    .    .         .    .    .
  E  W 11N .    :    :         :    :    :
     W 12N .    :    :         :    :    :
     W 13N .    :    :         :    :    :
     W 14N .    :    :         :    :    :
     W 15N .    :    :         :    :    :
     W 16N .    :    :         :    :    :
     W 17N .    :    :         :    :    :
       18N .    :    :         :    :    :
       19N .    :    :         :   E*    :
       20N .    :    :         :    :    :
       21N .    :    :         :    :    :
       22N .    .    .         .    .    .
>>
```

```
Window 1                                          _ □ ×
       23N .    .    .         .    .    .
       24N A    B    C         D    E    F
       25N A    B    C         D    E    F
       26N A    B    C         D    E    F
*SEAT 01 B BLOCKED FOR PREFERRED PASSENGER
*SEAT 02 B/E BLOCKED FOR PREFERRED PASSENGER
*SEAT 03 B/E BLOCKED FOR PREFERRED PASSENGER
*SEAT 04 B/E BLOCKED FOR PREFERRED PASSENGER
*SEAT 05 B/E BLOCKED FOR PREFERRED PASSENGER
*SEAT 06 B BLOCKED FOR PREFERRED PASSENGER
*SEAT 07 E BLOCKED FOR PREFERRED PASSENGER
*SEAT 19 E BLOCKED FOR PREFERRED PASSENGER

>>
```

```
Window 1                                          _ □ ×
-----------------------------------
LEGEND:

CHARACTERISTICS ON SIDE OF MAP:

N - NON-SMOKING
S - SMOKING
W - OVER WING
E - EXIT
* - ADDITIONAL INFORMATION BELOW

CHARACTERISTICS WITHIN MAP:

>>
```

```
Window 1                                          _ □ ×
W - OVER WING
E - EXIT
* - ADDITIONAL INFORMATION BELOW

CHARACTERISTICS WITHIN MAP:

. - SEAT OCCUPIED
/ - SEAT RESTRICTED
P - PREFERRED SEATING
R - RESTRICTED RECLINE
V - INDIVIDUAL VIDEO SCREEN
X - NO MOVIE VIEW
* - ADDITIONAL INFORMATION BELOW
>
```

The following table lists the components of the seat map screen.

Component	Description
*** APOLLO SEAT MAP FOR UNITED AIRLINES ***	Screen title.
UA 1560 Y 12SEP ORD/TPA	Flight number, cabin, date, origin, destination.
SEGMENT 01	Segment number.
EQUIPMENT: 32S	Type of equipment.
CABIN CAPACITY: 156	Number of seats in cabin.
01, 02, 03…	Row numbers and seat letters for seat assignment. For example, seat 24A is available to assign.
LEGEND:	List of characteristics on side of map and within map.

Select seats

Once you display the seat map, you can then request specific seat assignments.

One Passenger

To request a seat from the seat map, enter 9S followed by a slash (/), the letter S (segment), the air segment number, slash (/), row number, and seat letter.

Example

9S/S1/12A

Apollo assigns seat 12A for the first segment.

Multiple Passengers

To request more than one seat for passengers traveling in the same PNR, enter 9S followed by a slash (/), the letter S, segment number, slash (/), row number and seat letters.

Example

9S/S1/12AB

Apollo assigns seats 12A and 12B to each passenger for segment 1.

Note: For carriers that do *not* accept the 9S entry for seat assignment, you can request seat assignment using the Special Service Request (SSR) format.

For an example, see the Special Service Request (SSR) section later in this module.

Display Seat Assignments

Once you assign or request seats, Apollo adds the following agent alert and prompt to the PNR:

SEAT DATA EXISTS ➢9D

To display assigned seats from a displayed PNR, you can tab to the 9D prompt and press Enter or you can enter 9D.

Cancel Seat Assignments

If you assign the wrong seat, or if you decide to request specific seat assignments *after* Apollo has assigned seats, you can easily cancel the seat requests. You can cancel seat assignments for all air segments *or* for selected air segments.

The function identifier to cancel seat assignment is: **9X**

All segments

To cancel seat assignments for all segments, enter: 9X

Apollo cancels seat assignments for all segments in the PNR.

Specific segment

To cancel seat assignments for a specific segment, enter 9X followed by slash (/), letter S, and segment number.

Example

9X/S2

Apollo cancels seat assignments for *segment 2 only*.

Note: You can also change seat assignments for a specific segment by entering 9C followed by a slash (/), letter S, segment number, current seat assignment, asterisk (*), and new seat assignment.

Example

9C/S2/7A*7C

Address and Delivery Fields

Apollo reads the address for your customer from the Address field *or* the Delivery field, for purposes of billing, delivery, or both. Apollo generally references the Address field for billing and the Delivery field for delivery.

Entering an Address field is slightly different than entering a Delivery field; the same applies for deleting an Address or Delivery field.

Address Field

HELP ADDRESS

The Address field is a single-item field (one per PNR). It includes at least two and no more than five subfields and it always includes the zip code preceded by a Z/.

Address sub fields are separated by a pillow (¤) and each sub field can be a maximum of 37 characters.

The function identifier to add the Address field is: **W-**

To enter a passenger address, enter W- followed by the passenger name, pillow (¤), street address, pillow (¤), city and state, Z/ followed by the zip code.

Example

W-SAM SMITH¤28 SHERWOOD RD¤LONDONDERY NH Z/03053

To delete an Address field enter C: followed by W-.

Example

C:W-

Note: To display just the Address field, enter: ∗PW

Delivery Field

HELP DELIVERY

The Delivery field is also a single-item field (one per PNR). It includes one to six subfields separated by a pillow (¤) and each sub field can be a maximum of 37 characters.

The function identifier to add the Delivery field is: **D-**

To enter passenger delivery information, enter D- followed by the delivery information.

Note: If you include more than one subfield in the Delivery field, be sure to separate each subfield with a pillow (¤).

Example

D-MR A ANDERSON ¤ ACME BLDG 1 ¤ 8TH AVE ¤ ATLANTA GA 30075-1234

Note: Delivery field does *not* require a zip code.

To delete a Delivery Field enter C: followed by a D-.

Example

C:D-

Note: To display just the Delivery field enter: *PD

E-Mail Address Field

If you are using the standard Windows keyboard mode with Focalpoint 4.0 or higher, you can enter a separate email address field.

To add an email address field, enter MT: followed by the first name, underscore (_), last name, at symbol (@), and the URL code.

Example

MT:THOMAS_HILL@AOL.COM

Note: If you are using the Apollo keyboard mode, see Module 3 for using the Phone field to enter an e-mail address.

Service Requests

Often you need to send messages to airlines requesting the airline to take action. You may also send other messages that provide them with advance information pertaining to the passengers in the PNR. Apollo® sends two types of messages:

- Special service request (SSR)

- Other services information (OSI)

Both SSRs and OSIs appear in the PNR as GFAX (General Facts).

Special Service Request (SSR)

HELP SSR

A Special Service Request (SSR) is a message sent to an airline that requires the airline to take action. You often use it to request wheelchairs.

When you enter an SSR, Apollo assumes the following:

- Airline codes are from the air segments.

- Action code is HK for United Airlines and NN for other airlines.

You can override these assumptions by using SSR modifiers for:

- Name select.

- Segment select.

- Combination of name and segment select.

The function identifier to add an SSR is: ¤**:3**

Add

To add an SSR to the PNR, enter ¤:3 followed by the SSR code.

Examples

¤:3WCHR (request a wheelchair)

¤:3INFTS2 (with infant on segment 2)

¤:3VGMLN2-1/S1 (request vegetarian meal for Name field 2-1 and segment 1)

Display

The following table shows the three ways to display SSRs.

To display SSRs by:	Use this format:
PNR	*R
PNR passenger data	*P
PNR passenger SSR data	*PS

Delete

You can delete programmatic and non-programmatic SSRs.

The function identifier to delete a programmatic or non-programmatic SSR is: **C:**

To delete a single SSR, enter C: followed by ¤:3.

Example

C:¤:3

Apollo responds with an asterisk (*).

To delete an SSR from multiple SSRs, enter C: followed by the SSR number and ¤:3.

Example

C:4¤:3

Note: When canceling a PNR, you must also cancel any SSRs.

To cancel an SSR with NN status, enter C: followed by the SSR number, ¤:3, and change the SSR status to IX.

Example

C:2 ¤ :3.IX

To cancel an SSR with HK or KK status, enter C: followed by the SSR number, ¤ :3, period (.) and XX status.

Example

C:2 ¤ :3.XX

Other Services Information (OSI)

HELP OSI

Other Services Information (OSI) sends a message to an airline advising of information pertaining to the passengers in the PNR. OSI provides a forewarning to airline personnel. However, it does *not* require action.

The function identifier to add OSI fields is: **¤:3OSI**

Add

You can send an OSI to one or all airlines in a PNR.

- To send an OSI to just one airline, enter ¤ :3OSI followed by the airline code and the freeform message.

Example

¤ :3OSI US TCP4W/NICHOLS

- To send a message to *all* airlines in the PNR, enter ¤ :3OSI followed by the letters YY and the freeform message.

Example

¤ :3OSI YY CTCH 604 723-9976 SMITH

Display

The following table shows the three ways to display OSIs.

To display OSIs by:	Use this format:
PNR	*R
PNR passenger data	*P
PNR passenger OSI data	*PO
PNR passenger SSR and OSI data	*PS+PO

Change and delete

You can change one or more OSI remarks.

The function identifier to change or delete an OSI is: **C:**

The following table lists formats to change OSIs.

To:	Use this format:
Change single OSI to one airline	C:¤:3OSIACPASSENGER BLIND
Change second OSI to multiple airlines	C:2¤:3OSIYYTCP3W/MYLES
Delete second OSI	C:2¤:3

Apollo responds with an asterisk (*).

Remarks Fields

You can add remarks fields to the PNR for various purposes. The four most frequently used remarks fields are:

- PNR remarks.

- Itinerary remarks.

- Ticketing remarks.

- Canned remarks.

PNR Remarks

HELP REMARKS

PNR remarks are an optional way for you to keep notes about the record in Apollo. These are freeform remarks and do *not* print on any documentation or transmit to any airline.

The function identifier to add PNR remarks is: **¤:5**

Add

To add PNR remarks to the record, enter ¤:5 followed by the freeform remark.

Example

¤:5VERIFY PASSPORT NUMBER

Note: To ensure a PNR remarks field appears in PNR history, add H¤ before the freeform remark.

Example

¤:5H¤VERIFY PASSPORT NUMBER

Change

To change a PNR remarks, enter C: followed by the PNR remarks number, ¤:5, and the new freeform remark.

Example

C:2¤:5 PASSPORT NUMBER IS 123456789

Delete

To delete a PNR remarks, enter C: followed by the PNR remarks number and ¤:5.

Example

C:3¤:5

To delete multiple PNR remarks, enter C: followed by the PNR remarks line number range and ¤:5.

Example

C:6-10¤:5

Secondary qualifiers

You can add a secondary qualifier to a PNR Remarks field to further identify the remark.

Example

¤:5C/GET HERTZ NO 1 CARD NUMBER

Note: You can also enter a remark with a secondary qualifier and the historical qualifier H.

Example

¤:5H¤C/HERTZ NO 1 GOLD 65432278

Display

The following table lists formats to display PNR remarks.

To display PNR remarks:	Use this format:
All	*PR
By qualifier	*PRH
By multiple qualifier	*PRH/C/Z

Itinerary Remarks

HELP PNR-ITIN REMARKS
CANADA: HELP ITIN

Itinerary remarks are freeform messages that you create to print on a customer's itinerary. There are two types of itinerary remarks:

- Associated

- Unassociated

In this section you will learn how to add, display, change, and delete associated and unassociated itinerary remarks. You can create a maximum of 1890 characters for combined associated and unassociated remarks fields.

Associated

Associated remarks are itinerary remarks you create and associate to a specific segment in a PNR. When you print an itinerary, associated remarks print immediately after the segment they reference. You can have up to 70 freeform characters per associated remark.

Note: When you add, change, or delete associated remarks, that information does *not* go into the PNR history.

Add

To add an associated remark you must associate it to a segment by including the segment number. If no number is given, Apollo® assumes segment 1.

The function identifier to add an associated remark is: **RMA**

The following table lists sample formats to add associated remarks to a PNR so they print on the itinerary/invoice.

To add:	Use this format:
One associated remark to segment 1	RMA:SEAT 10A -or- RMA1:SEAT 10A
Multiple associated remarks to segment 2	RMA2:PICKUP CAR 19 HOUSTON ST+500 FREQUENT FLYER MILES W/RENTAL **Note:** End item (+) separates each line of associated remarks for same segment.
Multiple associated remarks to segments 1 and 3	RMA1:SEAT 2A+FREQUENT FLYER UPGRADE+3:FREE PARKING AVAILABLE AT HOTEL+MEETING ROOM SECOND FLOOR **Note:** End item (+) separates each line of associated remarks for same segment. End item (+) and next segment number followed by a colon separate associated remarks for *different* segments.

Note: To add one blank line after a remark, type RM/, the remark line number, colon, insert two spaces, and press Enter.

Example

RM/3: (2 spaces)

Apollo responds with an asterisk (*).

Apollo numbers each line of associated remarks in ascending order, starting from the first segment in the itinerary. For example, if you associate two remarks to segment 2 and one remark to segment 3, Apollo displays them as associated remarks 1, 2, and 3.
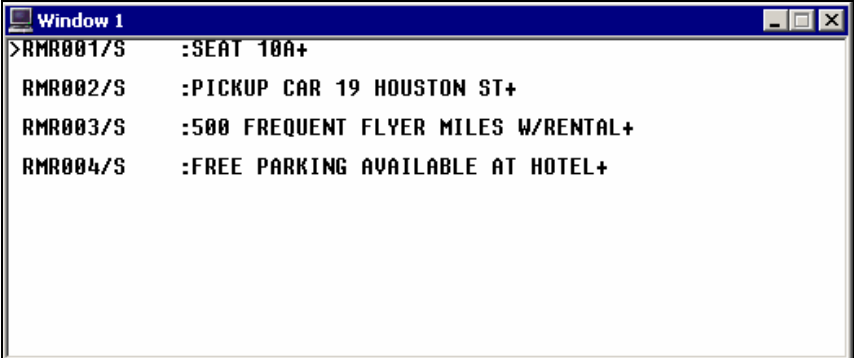
Change and Reassociate

When you change specific segments or an entire itinerary, the alert ***ITIN RMKS XLD UNLESS REASSOC*** appears. The alert indicates that Apollo is holding the remarks and will cancel them upon end transact unless you reassociate them to new segments.

To *reassociate* associated remarks when you change segments, use the following steps.

1. Display the PNR.

2. Enter: RM*X

   The following screen appears.

3. Tab immediately after the /S in the remark line number.

4. Type the new segment number to which the remark is associated.

5. To reassociate more remarks, repeat steps 2 through 4, otherwise go to step 6.

6. Tab past the last displayed end item (+) and press Enter.

Unassociated

Unassociated remarks are freeform remarks you create for an itinerary that do *not* associate to a specific segment. When you print an itinerary, unassociated remarks appear at the bottom of the itinerary. You can have up to 70 freeform characters per unassociated remark.

Note: When you add, change, insert and delete unassociated remarks, that information does *not* go into the PNR history.

The function identifier to add an unassociated remark is: **RMU**

The following table shows format examples to add unassociated remarks.

To add:	Use this format:
One unassociated remark	RMU:USE ONLY AUTHORIZED TAXIS IN MEXICO
One unassociated remark after unassociated remark 2	RM/2U:PLEASE RECONFIRM
Multiple unassociated remarks	RMU:DEPARTURE TERMINAL C+HAVE A SAFE TRIP

Apollo responds with an asterisk (*).

Display, change, and delete itinerary remarks

Itinerary remarks do *not* appear on the face of the PNR. To view your itinerary remarks entries, you can display from a:

- Prompt in the displayed PNR. Tab to
  ITINERARY REMARKS EXIST ➢RM* and press Enter.

- Manual entry for associated remarks. Enter: RM*A

- Manual entry for unassociated remarks. Enter: RM*U

You can change one or more itinerary remarks in a PNR.

The function identifier to change an itinerary remark is: **RMC**

When more than one remark exists, you need to add the remark's line number to the format.

The following table lists sample formats to change itinerary remarks.

To change itinerary remark:	Use this format:
Number 2	RMC:2:THIS SEGMENT IS LUFTHANSA A UNITED AIRLINES PARTNER CARRIER
Numbers 4 and 6	RMC:4:SEAT 5F+6:GOLFING AVAILABLE AT THE WESTIN

You can also delete one or more itinerary remarks in a single entry.

The function identifier to delete an itinerary remark is: **RMC**

The following table lists sample formats to delete itinerary remarks.

To delete itinerary remark:	Use this format:
Number 1	RMC:1
Numbers 3 and 5	RMC:3+5
Numbers 3 through 5	RMC:3-5

Ticketing Remarks

Ticketing remarks transmit information from Apollo to the back office accounting system. The agency uses this information for accounting, billing and reporting.

Apollo accepts up to 99 ticketing remarks per PNR. Remark maximum length is 65 freeform characters including the function identifier. Apollo does *not* edit any remark, except for field length.

The function identifier for ticketing remarks is: **T-**

Example

T-DS450¤Y

The following table lists some examples of ticketing remarks.

To add:	Use this format:
Branch and customer account number	T-CA-01¤6453782
Design your own (DYO) number 2	T-DYO02
Handwritten ticket number	T-TK-2345678920
Routing code (mandatory PNR field for Canada)	T-G*RC/91

Display

To display ticketing remarks in a PNR, enter * followed by the letters PT.

Example

*PT

Change

To change ticketing remarks, enter C: followed by the remarks line number, T-, and the new remark.

Example

C:2T-DYO04

Delete

To delete ticketing remarks, enter C: followed by the remarks line number and T-.

Example

C:2T-

Canned Remarks

HELP CANNED

Canned remarks are frequently used ticketing remarks pre-stored in a file created and maintained by the agency secondary authorizer. You can choose remarks from the file and use them on a customer's itinerary.

Add

You add canned remarks to a PNR with a ticketing remark. Enter T-CR- followed by the canned remarks numbers separated by pillows (¤).

Example

T-CR-2¤4¤9

Display

Even though only a secondary authorizer can make changes to the canned remarks file, you can display the canned remarks file to see what canned remarks exist and how they are numbered.

To display canned remarks, enter: RPFD/RMKS

Example

RPFD/RMKS

Change

To change canned remarks, enter C: followed by the remarks line number, T-CR-, and the new canned remarks numbers.

Example

C:2T-CR-8¤34¤17

Delete

To delete canned remarks, enter C: followed by the remarks line number and T-.

Example

C:2T-

Post Script

HELP POSTSCRIPT

You can add a post script (freeform note or message) to a PNR. In Apollo, this message called a postscript note, appears at the top of the PNR, but does *not* print on a ticket or itinerary. Postscript notes act as reminders to you.

The post script function identifier is: **PS-**

You can enter up to 63 freeform characters, including blanks, into a post script note. Apollo allows one post script note per PNR. When you add, change, or delete a post script note, that information is automatically stored in the PNR history.

Add

To add a post script note to a PNR, enter PS- followed by freeform text.

Example

PS-BOOK CAR FOR PICK-UP DOWNTOWN ATLANTA

Apollo responds with an asterisk (*). When you display the PNR, you will see the post script note at the top of the screen.

Change

To change a post script note, enter the change function identifier (C:) followed by PS-, and the new freeform text.

Example

C:PS-BOOK CAR FOR PICK-UP TORONTO AIRPORT

Apollo responds with an asterisk (*). When you display the PNR, you will see the revised post script note at the top of the screen.

Delete

To delete a post script note, enter C: followed by PS-.

Example

C:PS-

Apollo responds with an asterisk (*).

Queue Minder

HELP QUEUE-MINDERS
CANADA: HELP QMDR

Apollo Queue Minders help you with follow up work needed for a PNR, such as seat assignments and car and hotel reservations. A Queue Minder is a note added to a PNR that places it in a queue on a specific date along with instructions on what needs to be done. When you add, change, and delete queue minders, that information is then stored as PNR history.

You can have up to 20 Queue Minders in one PNR. Each Queue Minder can contain up to 64 characters, including a queue number, a date, and freeform text.

The function identifier to add a Queue Minder is: **QMDR-**

Note: For information on managing queues, see Module 13.

Add

To add a Queue Minder to a PNR, enter QMDR followed by a dash (-), date PNR should appear in a queue, slash (/), queue number, slash (/), and freeform text.

Example

QMDR-31MAR/50/MAIL CHECK TO HOTEL

Apollo responds with an asterisk (*).
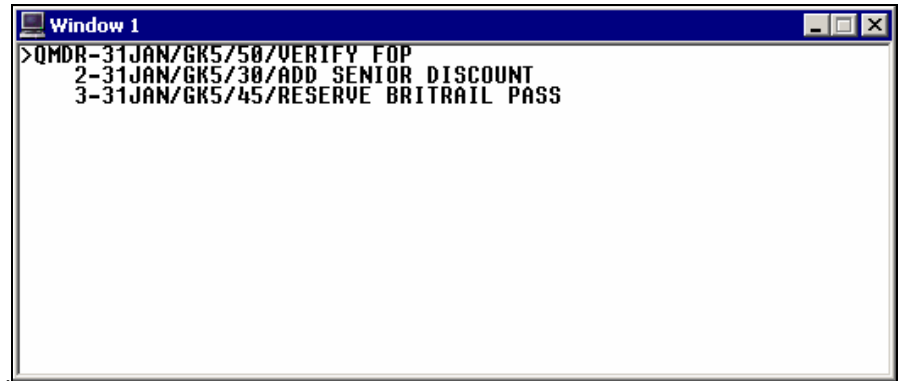
Display

Queue Minders appear near the bottom of a PNR below the ATFQ field. You can see Queue Minders when you display the PNR, or you can display Queue Minders *only*.

To display Queue Minders in a PNR, enter the display function identifier (*) followed by the letters QM.

Example

*QM

Apollo displays the Queue Minders as shown in the following screen.

```
Window 1                                                    _ □ ✕
>QMDR-31JAN/GK5/50/VERIFY FOP
    2-31JAN/GK5/30/ADD SENIOR DISCOUNT
    3-31JAN/GK5/45/RESERVE BRITRAIL PASS
```

Change

You can change a Queue Minder or just its date.

To change a Queue Minder, enter C: followed by the Queue Minder number, QMDR, dash (-), date the PNR should appear in queue, slash (/), queue number, slash (/), and freeform text.

Example

C:2QMDR-20JUL/30/ADD SENIOR DISCOUNT

To change the Queue Minder date, use a shortened format.

Example

C:2QMDR-22JUL

Delete

You can delete one or more Queue Minders from a PNR.

To delete a Queue Minder in a PNR, enter C: followed by the Queue Minder number, QMDR, and a dash (-)

Example

C:3QMDR-

Apollo responds with an asterisk (*).

Summary

In this module, you learned how to add the following optional fields to a PNR:

- Form of payment
- Frequent flyer
- Seat assignment
- Address and delivery
- Service requests
- Remarks
- Post Script
- Queue Minder

Module Review

1. What are the two types of address fields?

    _____

    _____

2. What is the format to add frequent flyer number UA1234567X for James Smith?

    ```
    Window 1                                          _ □ ✕
    1.1SMITH/JAMES MR  2.2JONES/STANLEY MR/FRANCES MRS
    ```

    _____
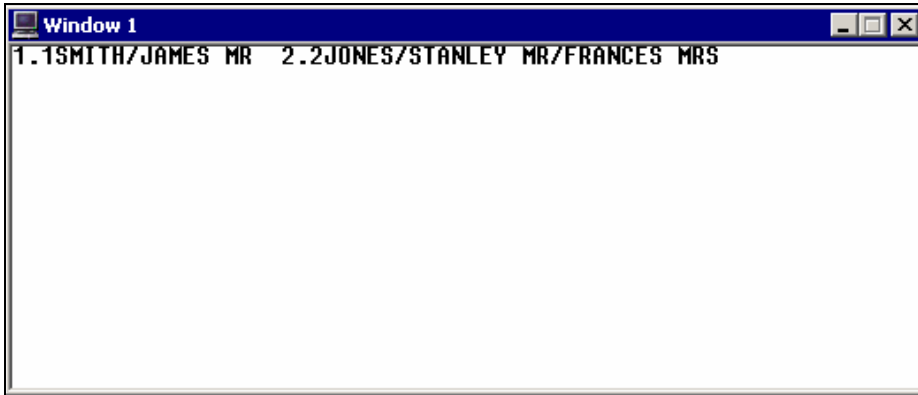
3. What is the format to assign seats 12A and 12B to segment 1 of a PNR?

    _____

4. What is the difference between an associated and an unassociated remark?

    _____

    _____

5. What is the difference between an SSR and an OSI?

    _____

    _____

6. What is the format to add the PNR field indicating that the client is paying by cash?

    _____

7. What is the format to change the PNR to indicate that the form of payment is now check/cheque?

    _____

8. What is the format to place PNR in queue 45 for May 15 to indicate: "Ask customer if rental car is required"?

    _____

Notes

Module 5: Work with Profiles

You can keep information about your agency, corporate accounts, and your travelers in Apollo profiles. By having this information stored in profiles, you can move most traveler data from the profile directly to the PNR. The three levels of profiles are:

- Agency
- Business
- Personal

Module Objectives

Upon completion of this module you will be able to:

- Describe agency, business, and personal files.
- Display profiles.
- Move profile information into a PNR.

Agency, Business, Personal Files

HELP PROFILE

Agency, business and personal files comprise the three levels of profiles in Apollo.

Agency File

The agency file contains information pertinent to your travel agency. There is one agency file for each pseudo city code. The agency file includes agency policies and procedures for common tasks, such as ticketing and accepted forms of payment. It includes the agency's phone number which moves to the first Phone field in the PNR.

Business File

The business file contains information pertinent to your corporate accounts. Business files contain a business phone number for each corporate account and related information, such as the form of payment and any applicable discounts.

Personal File

The personal file contains information specific to your individual travelers. Personal files contain the customer's name, phone number, address, preferred form of payment, frequent flyer numbers, discount numbers, and meal and seating preferences.

Display Profiles

HELP PROFILE-DISPLAY
CANADA: HELP PROFILE

You can display agency, business, and personal files.

The function identifier to display a profile is: **S***

The following tables list profile display formats.

To display:	Use this format:
Agency file	S*
Business file	S*ACME
Personal file	S*ACME-WILLIAMS
Personal file using wildcard (*) for all business files	S**-WILLIAMS
Profiles associated to an active PNR	*PA
List of business files	SLB
List of personal files	SLP/ACME (ACME = business file name)

To redisplay last active:	Use this format:
Profile	S*R
Business file	S*B
Personal file	S*P

Move Profile Information into a PNR

HELP PROFILE-MOVE
CANADA: HELP PROFILE

You can move profile information into a PNR in three ways:

- From the agency file *only*.

- From the agency file and a business file.

- From the agency file, a business file, and a personal file.

The function identifier for moving profile information into a PNR is: **MVT**

Agency File Move

To move your agency file information into a PNR, enter MVT followed by a slash (/), end item (+), asterisk (*), and your name.

Example

MVT/+*SHARON

Business File Move

To move the business file information, along with the agency file information, enter MVT, followed by a slash (/), business file title, slash (/), end item (+), asterisk (*), and your name.

Example

MVT/ACME/+*SHARON

Personal File Move

To move the personal file information, along with the business file *and* agency file information, enter MVT, followed by a slash (/), business file title, dash (-), personal file title, slash (/), end item (+), asterisk (*), and your name.

Example

MVT/ACME-WILLIAMS/+*SHARON

Moving from a Displayed File

To move information from a displayed file, enter MV followed by a slash (/), end item (+), asterisk (*), and your name.

Example

MV/+*SHARON

Moving Selected Lines from a Displayed File

To move selected line numbers from a business file, first display the business file. Then enter MVB followed by the select move identifier /S/, end item (+), and the line numbers.

Example

MVB/S/+1+5-10

Note: You can move single lines or a range of lines.

To move selected line numbers from a personal file, first display the personal file. Then enter MVP, followed by the select move identifier /S/, end item (+) and the line numbers.

Example

MVP/S/+3+6+9-11

Profile Association

Moving data from business or personal files to a PNR creates an association between the PNR and the profiles. When multiple profile associations exist, the first associated profile is the PNR default active profile.

To display profiles associated to a PNR, tab and enter at the *PA prompt in the PNR.

Summary

In this module you learned how to:

- Describe agency, business, and personal files.

- Display profiles.

- Move profile information into a PNR.

Notes

Module 6: Display a Tariff

You can use Apollo® tariff display to look up fares for participating airlines that fly between a North American city pair. From the tariff display, you can view all fare rules.

This module covers how to display North American tariffs for fares and rules within the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands. You will also learn how to display tariffs by using search qualifiers.

Module Objectives

Upon completion of this module you will be able to:

- Display a North American tariff.
- Display a tariff using search qualifiers.
- Redisplay a tariff.
- Update a tariff display.
- Display fare rules.
- Display tax breakdown.
- Display fare routings.
- Display historical fares.

Display a Tariff

HELP TARIFF DISPLAY
CANADA: HELP TARIFF

The Apollo tariff display defaults to both normal and excursion adult fares for participating airlines. However, there are two types of displays you can choose to meet your customer's needs. This section explains how to use both types of tariff displays.

- Validated
- Basic

Tariff displays are similar to a price list or menu; they show a variety of prices for various types of flights. Based on what your customer's needs are, you would either display a validated tariff or a basic tariff to view airline fares. This section explains when and how to use both types of tariff displays.

Validated Tariff

HELP TARIFF-VALIDATED
CANADA: HELP $DV

A validated tariff displays fares applicable *only* to the travel dates included in the request. When you display a validated tariff, you immediately eliminate fares that do *not* meet requirements, such as prohibited travel dates, seasonality, and minimum/maximum stay requirements.

The function identifier to display a validated tariff is: **$DV**

Display a validated tariff when you are shopping for fares in a given market for specific travel dates. For example, you may want to compare fares when your customer doesn't have a preference for a specific carrier, but does ask you for the lowest fare. You can request a validated tariff for either round-trip fares *or* just one-way fares.

Round-trip validated tariff display

To display a round-trip, validated tariff, enter the function identifier followed by the travel dates and city pair.

Example

$DV11OCT17OCTDENMIA

Note: You can also enter the dates after the city pair.

Example

$DVDENMIA11OCT17OCT

The validated tariff appears.

```
Window 1                                                    _ □ ×
FARES LAST UPDATED 31AUG  8:58 PM
>$DV11OCT17OCTDENMIA
         DEN-MIA DEPART 11OCT RETURN 17OCT
PUBLIC FARES
SEASONALITY/PROHIBITED TRAVEL DATES/DAY-OF-WEEK VALIDATED
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
          USD       FARE        MIN/   XL   TVL DATES    TKT DATES
     CX   FARE      BASIS    AP   MAX   FE  FIRST/LAST   FIRST/LAST
  1 HP   318.00R KA7NXI   07+ --/-- O++      -/15DECC      -/-
  2 FL   318.00R Q7FL     07+ --/-- ++       -/-          -/-
  3 HP   358.00R LA7N2F   07+ --/-- ++       -/-          -/-
  4 US   358.00R LRA14QN9 14+ --/-- ++       -/-          -/-
>>
```

The following table describes the validated tariff display header information and the components of line 1 of the display.

Component	Description
FARES LAST UPDATED 31AUG 8:58 PM	Date and time of most recent tariff update.
$DV11OCT17OCTDENMIA	Validated tariff format.
DEN-MIA DEPART 11OCT RETURN 17OCT	Origin, destination, and travel dates.
PUBLIC FARES	Indicates display is public, *not* private, fares
1	Tariff display line number.
HP	Two-character airline code.
318.00R	Total USD fare. Letter R after price indicates this price applies only to round-trip itineraries. Fares *without* the R are valid *only* for one-way trips.
KA7NXI	Fare basis code.
07+	Advance purchase requirement. Number of days in advance ticket must be purchased. End item (+) indicates rule paragraph contains complete information on advance purchase requirement.
--/--	Minimum and maximum stay requirement. Can include day-of-week indicator as well as number of days. Dash (-) means that restriction does *not* apply.
O	Inbound/Outbound requirement. Letter I indicates fare *only* applicable for return or *inbound* portion of trip. Letter O indicates fare *only* applicable for *outbound* portion of trip. Apollo® will calculate half of inbound and half of outbound USD fares to create a new fare.
++	Cancellation fee. Double end items (++) indicate that rule paragraph contains complete information on cancellation fee.
-/15DEC	Travel dates requirement. Includes first day to travel and last day to travel. Some dates may have codes attached. Letter S indicates must *start* outbound travel by that date. Letter C indicates must *complete* inbound travel by that date.
-/-	Ticketing date requirement. Includes first day and last day to ticket.

One-way validated tariff display

To display a one-way, validated tariff, enter the function identifier followed by the date and city pair.

Example

$DV29SEPYVRYUL

Note: You can also enter the date after the city pair.

The validated tariff appears. Since the tariff was validated, *only* one-way type fares appear.

```
Window 1                                                    _ □ ✕
FARES LAST UPDATED 31AUG  8:58 PM
>$DV29SEPYVRYUL
          YVR-YMQ DEPART 29SEP
PUBLIC FARES
SEASONALITY/PROHIBITED TRAVEL DATES/DAY-OF-WEEK VALIDATED
TAXES/FEES NOT INCLUDED
              CAD      FARE          MIN/    XL   TVL DATES    TKT DATES
        CX    FARE     BASIS    AP    MAX    FE  FIRST/LAST   FIRST/LAST
    1  WS   321.00   P14HC     14+  --/--    ++    -/-          -/-
    2  WS   341.00   M7C       07+  --/--    ++    -/-          -/-
    3  AC   356.00   G7WTGC    07+  --/--    ++    -/-        13JUL/-
    4  AC   361.00   G7TGC     07+  --/--    ++    -/-        13JUL/-
    5  WS   376.00   L5C       05+  --/--    ++    -/-          -/-
)>
```

Basic Tariff

HELP TARIFF-BASIC
CANADA: HELP TARIFF

A basis tariff displays *all* published fares between two cities *without* validating the travel dates. Basic tariff displays are useful for customers with flexible travel plans.

The function identifier to display a basic tariff display is: **$D**

To display a basic tariff, enter $D followed by the estimated departure date and city pair.

Example

$D15SEPSFOSEA

The basic tariff display appears.

```
Window 1                                                  _ □ ×
FARES LAST UPDATED 31AUG  8:58 PM
>$D15SEPSFOSEA
        SFO-SEA DEPART 15SEP
PUBLIC FARES
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
        USD     FARE         MIN/  XL  TVL DATES   TKT DATES
    CX  FARE    BASIS    AP   MAX  FE  FIRST/LAST   FIRST/LAST
  1 DL  158.00R TP14BV75 14+ --/-- ++ 23MAY/28OCTC    -/-
  2 DL  178.00R T14BV75  14+ 01/-- ++ 23MAY/28OCTC    -/-
  3 US  268.00R SE2110N  21+ 01/-- ++     -/-         -/-
  4 HP  134.00  KA21NXL  21+ --/-- ++     -/15DECC    -/-
  5 AS  134.00  VA21NG   21+ --/-- ++     -/-         -/-
)>
```

Note: If you do *not* include a date in a basic tariff display request, Apollo assumes today as the departure date.

The following table describes the basic tariff display header information and the components of line 1 of the display.

Component	Description
FARES LAST UPDATED 31AUG 8:58 PM	Date and time of most recent tariff update.
➤$D15SEPSFOSEA	Basic tariff display format.
SFO-SEA DEPART 15SEP	Origin, destination, and departure date.
PUBLIC FARES	Indicates display is public, *not* private, fares
1	Tariff display line number.
DL	Airline code.
158.00R	Total USD fare. Letter R after price indicates this price applies only to round-trip itineraries. Fares *without* the R are valid *only* for one-way trips.
TP14BV75	Fare basis code.
14+	Advance purchase requirement. Number of days in advance ticket must be purchased. End item (+) indicates rule paragraph contains complete information on advance purchase requirement.
--/--	Minimum and maximum stay requirement. Can include day-of-week indicator as well as number of days. A dash (-) means that restriction does *not* apply.
++	Cancellation fee. Double end items (++) indicate that rule paragraph contains complete information on cancellation fee.

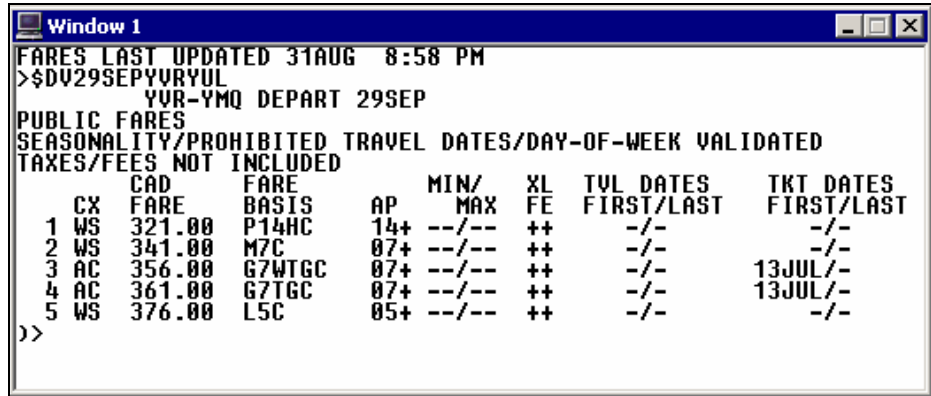| Component	Description
23MAY/28OCTC	Travel dates requirement. Includes first day to travel and last day to travel. Some dates may have codes attached. Letter S indicates must *start* outbound travel by that date. Letter C indicates must *complete* inbound travel by that date.
-/-	Ticketing date requirement. Includes first day and last day to ticket.

Display a Tariff using Search Qualifiers

HELP TARIFF-MODIFIERS
CANADA: HELP MO$D

You can modify a tariff request using search qualifiers to view *only* the fares that meet your customer's needs, such as companion fares.

This section describes how to use the following search qualifiers to modify a tariff display:

- Fare category

- Airline

- Penalty

- Combined qualifiers

Fare Category

HELP TARIFF-CATEGORIES
CANADA: HELP CATEGORY

You can display categories other than just normal adult fares, including government, military, and companion fares by adding the category codes or numbers to the end of a validated or basic tariff display format.

The following table lists commonly used fare categories.

Category code	Category number	Description
NLX	4	Normal/excursion adult fares
EXB	2	Excursion adult/child/infant fares
MIL	10	Military fares
SEN	11	Senior fares
GOV	14	Government fares
FFY	26	Frequent flyer adult/child fares
CMP	53	Companion fares

Validated tariff

To include a category with a validated tariff request, enter $DV followed by the departure date, return date, origin and destination cities, dash (-), and the fare category code or category number.

Example

$DV19NOV26NOVBOSABQ-MIL

The following tariff display appears.

```
Window 1                                                        _ □ ✕
FARES LAST UPDATED 31AUG   8:58 PM
>$DV19NOV26NOVBOSABQ-MIL
          BOS-ABQ DEPART 19NOV RETURN 26NOV
PUBLIC FARES
SEASONALITY/PROHIBITED TRAVEL DATES/DAY-OF-WEEK VALIDATED
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
          USD      FARE          MIN/   XL   TVL DATES    TKT DATES
     CX   FARE     BASIS     AP   MAX   FE   FIRST/LAST   FIRST/LAST
  1 DL   279.00R T0ML1N26   +  01/30   ++     -/31JANC      -/-
     PTC: MNN MDP MIL
  2 TZ   279.00R QRMX       --  --/--  --     -/31JANC      -/-
     PTC: MIR MNN MDP MIL
>>
```

Note: Passenger type codes (PTC) permitted by the airline for pricing the specific fare category appear under each line.

Basic tariff

To include a category with a basic tariff request, enter $D followed by a departure date, origin and destination cities, dash (-), and the fare category code or category number.

Example

$D19NOVBOSABQ-10

A basic tariff that includes *only* military fares appears.

```
Window 1                                                        _ □ ✕
FARES LAST UPDATED 31AUG   8:58 PM
>$D19NOVBOSABQ-10
          BOS-ABQ DEPART 19NOV
PUBLIC FARES
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
          USD      FARE          MIN/   XL   TVL DATES    TKT DATES
     CX   FARE     BASIS     AP   MAX   FE   FIRST/LAST   FIRST/LAST
  1 DL   279.00R T0ML1N26   +  01/30   ++     -/31JANC      -/-
     PTC: MNN MDP MIL
  2 AA   279.00R NEMIL1QN   +  01/30   NR     -/31JANC      -/-
     PTC: MIR MNN MDP MIL
  3 TZ   279.00R QRMX       --  --/--  --     -/31JANC      -/-
>>
```

Airline

You can modify your tariff display by asking for the tariff of a specific airline.

Validated tariff

To view a validated one-way tariff for a specific airline, enter $DV followed by the departure date, origin and destination cities, end item (+), and airline code.

Example

$DV5NOVYHZLAX+AC

A validated tariff for Air Canada public fares appears.

```
 Window 1                                                    _ □ ✕
FARES LAST UPDATED 31AUG  8:58 PM
>$DV5NOVYHZLAX+AC
AC      YHZ-LAX DEPART 05NOV
PUBLIC FARES
SEASONALITY/PROHIBITED TRAVEL DATES/DAY-OF-WEEK VALIDATED
TAXES/FEES NOT INCLUDED
            CAD      FARE          MIN/   XL  TVL DATES    TKT DATES
      CX    FARE     BASIS    AP    MAX   FE  FIRST/LAST   FIRST/LAST
   1  AC   257.00   L21FN    21+ --/--   ++     -/31DECC     -/-
   2  AC   295.00   A7NTFN   07+ --/--   ++     -/30APRC     -/-
   3  AC   432.00   Q14FN    14+ --/--   ++     -/-          -/-
   4  AC   522.00   V10FN    10+ --/--   ++     -/-          -/-
   5  AC   621.00   H10BFN   10+ --/--   ++     -/-          -/-
)>
```

Basic tariff

To view a basic tariff for a specific airline, enter $D followed by a departure date, origin and destination cities, end item (+), and airline code.

Example

$D5NOVMEXDCA+MX

A basic tariff for Mexicana public fares appears.

```
 Window 1                                                    _ □ ✕
FARES LAST UPDATED 31AUG  8:58 PM
>$D5NOVMEXDCA+MX
MEX-WAS SAT-05NOV05 MX
TAXES/FEES NOT INCLUDED
PUBLIC FARES
      CX      FARE     FARE    C  AP  MIN/    SEASONS...... MR GI DT
              USD      BASIS            MAX
   1  MX   322.00R  VXMX      V  7+   /60                   R  WH D
   2  MX   329.00R  QX1MX2    Q   +  V/60                   R  WH D
   3  MX   349.00R  QW1MX2    Q   +  V/60                   R  WH D
   4  MX   372.00R  VWMX      V  7+   /60                   R  WH D
   5  MX   479.00R  HXMX60    H   +   /60                   R  WH D
   6  MX   499.00R  QHOLMX    Q                             R  WH
)>
```

Penalty

Using the penalty modifier, you can view fares that meet your customer's needs and avoid penalty restrictions. You can use the penalty modifier to eliminate *all* non-refundable fares from the display.

Validated tariff

To view a validated tariff using the penalty modifier, enter $DV followed by the departure date, return date, origin and destination cities, slash (/), penalty modifier (PE), and penalty percentage.

Example

$DV5OCT10OCTATLLAX/PE0

A validated tariff appears showing fares with *no* penalties.

```
Window 1                                                        _ □ ×
FARES LAST UPDATED 31AUG   8:58 PM
>$DV5OCT10OCTATLLAX/PE0
         ATL-LAX DEPART 05OCT RETURN 10OCT
PUBLIC FARES
SEASONALITY/PROHIBITED TRAVEL DATES/DAY-OF-WEEK VALIDATED
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
          USD      FARE           MIN/   XL  TVL DATES   TKT DATES
    CX    FARE     BASIS    AP     MAX    FE  FIRST/LAST  FIRST/LAST
  1 UA   466.00R   QA        +   --/--    --     -/-         -/-
  2 FL   702.00R   ATSFL     +   --/--    --     -/-         -/-
  3 UA   752.00R   QUAUP     +   --/--    --     -/-         -/-
  4 CO   752.00R   Z0BV      +   --/--    --     -/-         -/-
>>
```

Basic tariff

To view a basic tariff using the penalty modifier, enter $D followed by the departure date, origin and destination cities, slash (/), penalty modifier (PE), and penalty percentage.

Example

$D5OCTATLLAX/PE25

A basic tariff appears showing fares with 25% penalties.

```
Window 1                                                        _ □ ×
FARES LAST UPDATED 31AUG   8:58 PM
>$D5OCTATLLAX/PE25
         ATL-LAX DEPART 05OCT
PUBLIC FARES
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
          USD      FARE           MIN/   XL  TVL DATES   TKT DATES
    CX    FARE     BASIS    AP     MAX    FE  FIRST/LAST  FIRST/LAST
  1 UA   233.00    QA        +   --/--    --     -/-         -/-
  2 FL   351.00    ATSFL     +   --/--    --     -/-         -/-
  3 CO   376.00    Z0BV      +   --/--    --     -/-         -/-
  4 US   376.00    A4CCHQ1   --  --/--    --     -/-         -/-
  5 UA   376.00    QUAUP     +   --/--    --     -/-         -/-
>>
```

Combined Qualifiers

You can combine search qualifiers in any order to narrow your validated or basic tariff request even further.

Validated tariff

To view a validated tariff by combining search qualifiers, enter $DV followed by the departure date, return date, origin and destination cities, end item (+), airline code, dash (-), fare category, slash (/), penalty modifier (PE), and penalty percent.

Example

$DV5OCT10OCTORDSFO+UA-GOV/PE0

A validated tariff appears showing government fares with *no* penalties for United Airlines.

```
 Window 1                                                    _ □ ✕
FARES LAST UPDATED 31AUG  8:58 PM
>$DV5OCT10OCTORDSFO+UA-GOV/PE0
UA       CHI-SFO DEPART 05OCT RETURN 10OCT
PUBLIC FARES
SEASONALITY/PROHIBITED TRAVEL DATES/DAY-OF-WEEK VALIDATED
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
          USD      FARE        MIN/   XL  TVL DATES    TKT DATES
   CX     FARE     BASIS    AP  MAX   FE  FIRST/LAST   FIRST/LAST
  1 UA   360.00R VCAL     --  --/--  -- 01SEP/30JUNC      -/30JUN
    PTC: GST
  2 UA   592.00R HCANY    --  --/--  -- 01MAR/31MARC      -/28FEB
    PTC: GST
>>
```

Basic tariff

To view a basic tariff by combining search qualifiers, enter $D followed by the departure date, origin and destination cities, end item (+), airline code, dash (-), fare category, slash (/), penalty modifier (PE), and penalty percent.

Example

$D5JUNORDSFO+UA-GOV/PE0

A basic tariff appears showing United government fares with *no* penalties.

```
Window 1                                                    _ □ ✕
FARES LAST UPDATED 31AUG  8:58 PM
>$D5JUNORDSFO+UA-GOV/PE0
UA       CHI-SFO DEPART 05JUN
PUBLIC FARES
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
         USD     FARE          MIN/   XL  TVL DATES    TKT DATES
   CX   FARE    BASIS    AP    MAX    FE  FIRST/LAST   FIRST/LAST
 1 UA  180.00   VCAL     --   --/--   -- 01SEP/30JUNC    -/30JUN
   PTC: GST
 2 UA  298.00   YCAL     --   --/--   -- 01SEP/30JUNC    -/30JUN
   PTC: GST
 3 UA  299.00   YCAMI    --   --/--   --     -/30SEPC    -/-
)>
```

Redisplay a Tariff

You can redisplay both validated and basic tariffs *without* retyping the original request.

The function identifier to redisplay a tariff is: ***$D**

The last active tariff reappears with carriers in their original order.

Shortcut: To check availability for a specific tariff line, enter A followed by dollar sign ($), letter L and the tariff line number: A$L1

Update a Tariff Display

HELP TARIFF-UPDATE
CANADA: HELP SHORTCUTS

Once you have viewed a validated *or* nonvalidated tariff, you may need to make changes to the display. You can use modifiers to update the tariff display.

To update a validated or nonvalidated tariff display, enter $D followed by the modifier you wish to use.

The following table lists frequently used tariff updates with formats.

To update a tariff with:	Use this format:
Departure date	$D15SEP **Note:** Updating departure date for a validated round trip tariff changes return date.
Boarding city	$DBYUL
Destination city	$DDSEA
Boarding and destination cities	$DBEWR*DFLL
Specific airline	$D+AA
All airlines	$D+YY

Display Fare Rules

HELP TARIFF-RULES
CANADA: HELP $V

There are three ways to view rule information from a tariff. You can display the:

- Fare rule.

- Rule category.

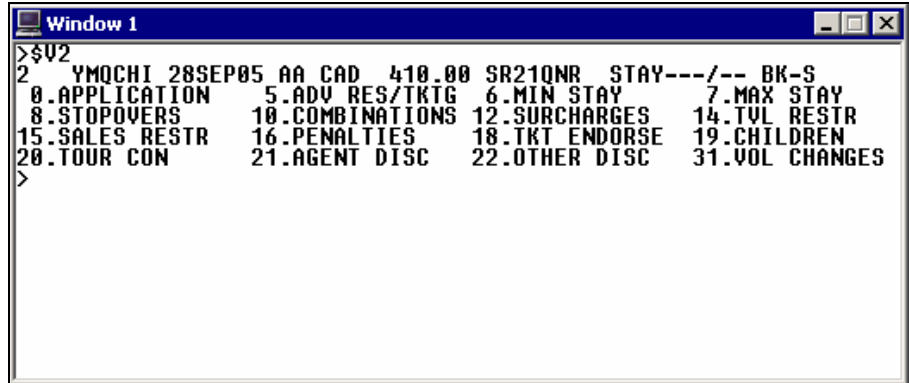- Rule summary.

- Rule subject.

The function identifier to display rules from a tariff is: **$V**

To display a fare rule from the tariff, enter $V followed by the line number of the fare you want.

Example

$V2

The rule menu with the applicable categories for the fare on line 2 of the tariff appears.

```
Window 1                                              _ □ ✕
>$V2
2    YMQCHI 28SEP05 AA CAD   410.00 SR21QNR  STAY---/-- BK-S
  0.APPLICATION     5.ADV RES/TKTG  6.MIN STAY       7.MAX STAY
  8.STOPOVERS      10.COMBINATIONS 12.SURCHARGES    14.TVL RESTR
15.SALES RESTR     16.PENALTIES     18.TKT ENDORSE   19.CHILDREN
20.TOUR CON        21.AGENT DISC    22.OTHER DISC    31.VOL CHANGES
>
```

The following table lists rule category numbers and titles.

Number	Category	Number	Category
0.	APPLICATION	15.	SALES RESTR
1.	ELIGIBILITY	16.	PENALTIES
2.	DAY/TIME	17.	HIP/MILEAGE
3.	SEASONS	18.	TKT ENDORSE
4.	FLT APPS	19.	CHILDREN
5.	ADV RES/TKTG	20.	TOUR CON
6.	MIN STAY	21.	AGENT
7.	MAX STAY	22.	OTHER DISC
8.	STOPOVERS	23.	MISC
9.	TRANSFERS	25.	FARE BY RULE
10.	COMBINATIONS	26.	GROUPS
11.	BLACKOUTS	27.	TOURS
12.	SURCHARGES	28.	VISIT CNTRY
13.	ACCOMPANIED	29.	DEPOSITS
14.	TVL RESTR	31.	VOL CHANGES
		35.	NEGOTIATED FARES

Rule Category

To request a rule category from the displayed rules menu, enter $V followed by a slash (/) and the category number.

Example

$V/19

The rule category text appears.

```
█ Window 1                                                    _ □ ✕
>$V/19
     YMQCHI 28SEP05 AA CAD  410.00 SR21QNR  STAY---/-- BK-S
19. CHILDREN DISCOUNTS
UNLESS OTHERWISE SPECIFIED   NOTE - RULE 8000 IN CGR
APPLIES
FOR S- TYPE FARES
  1ST INFANT UNDER 2 WITHOUT A SEAT - NO CHARGE
    MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT
      BY ADULT 15 OR OLDER
  OR - INFANT UNDER 2 WITH A SEAT - CHARGE 100 PERCENT OF
        THE FARE.
      MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME
            COMPARTMENT BY ADULT 15 OR OLDER.
>
```

The following table lists additional formats to view rule categories.

To view:	Use this format:
Multiple rule categories (by category number) from fare rule	$V/1+2
All rule categories from fare rule	$V/ALL
Rules summary, fare rule *or* rule category again	*$V
Rules from tariff line 6 *and* view rule categories 3 and 4	$V6/3+4

Rule Summary

To display a fare rule summary from the tariff, enter $V followed by the line number of the tariff, slash (/), and the letter S.

Example

$V2/S

The following two screens show the rule summary for the fare on line 2 of the tariff.

```
🖥 Window 1                                                    _ □ ✕
>$V2/S
2   YMQCHI 28SEP05 AA CAD  410.00 SR21QNR  STAY---/-- BK-S
WHO:
DAY:
SEA:
FLT:
ADV:RES REQ 21D.TKT REQ 1D AFT RES.TKT REQ 21D BEF DEP.
MIN:
MAX:
STP:NOT PERMITTED
TRF:
CMB:SOJ/CT2/CT2+/EOE
B/O:
>>
```

```
🖥 Window 1                                                    _ □ ✕
MAX:
STP:NOT PERMITTED
TRF:
CMB:SOJ/CT2/CT2+/EOE
B/O:
SUR:CONDITIONS APPLY
ACC:
TVL:
TKT:CONDITIONS APPLY
CHG:CXL-NONREF/CHG-22USD 30CAD
    CXL-100USD 136CAD
CHD:INF W/O SEAT UNDER 2 FREE.INF W/ SEAT UNDER 2 100PCT
DSC:CONDITIONS APPLY
>
```

The following table lists the rule summary subject codes and descriptions.

Rule subject	Description
WHO	Passenger type
DAY	Day and/or time restriction
SEA	Seasonal application
FLT	Flight application
ADV	Advance reservation/ticketing requirements
MIN	Minimum stay requirements
MAX	Maximum stay requirements
STP	Stopovers
TRF	Transfers
CMB	Combinations
B/O	Blackout dates
SUR	Surcharge
ACC	Accompanied travel restrictions
TVL	Travel restrictions

Rule subject	Description
TKT	Ticket restrictions
CHG	Cancel/change restrictions
CHD	Child (children)
DSC	Other discounts

Rule Subject

A rule subject provides detailed information regarding a *specific subject* associated with a fare rule summary.

To view a rule subject from a displayed rule summary, enter $V followed by a slash (/) and the rule subject abbreviation.

Example

$V/CHD

The rule subject appears.

```
Window 1                                                  _ □ ×
>$V/CHD
     YMQCHI 28SEP05 AA CAD  410.00 SR21QNR  STAY---/-- BK-S
19. CHILDREN DISCOUNTS
UNLESS OTHERWISE SPECIFIED   NOTE - RULE 8000 IN CGR
APPLIES
FOR S- TYPE FARES
  1ST INFANT UNDER 2 WITHOUT A SEAT - NO CHARGE
    MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT
     BY ADULT 15 OR OLDER
  OR - INFANT UNDER 2 WITH A SEAT - CHARGE 100 PERCENT OF
       THE FARE.
       MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME
          COMPARTMENT BY ADULT 15 OR OLDER.
>
```

Display Tax Breakdown

HELP TAX

For Apollo North American Fare Quote, you can display a tax breakdown for a specific fare listed in the tariff display.

The function identifier to display a tax breakdown is: **$T**

To display a tax breakdown for the last active tariff display, enter $T followed by the line number of the fare you want.

Example

$T2

The tax breakdown appears for the fare on line 2 of the tariff display.

```
Window 1                                                    _ □ ×
>$T2
             YMQ-CHI DEPART 28SEP

          CAD      FARE         MIN/   XL  TVL DATES    TKT DATES
      CX  FARE     BASIS    AP   MAX   FE  FIRST/LAST   FIRST/LAST
   2  AA  410.00R  SR21QNR  21+ --/--  ++    -/31DECC     -/-

1/2RT  CAD205.00 USD167.69  TAX 12.58US  7.00XY  3.10ZP
            11.74XG  TOTAL USD202.11

   RT  CAD410.00 USD335.38  TAX 2.50AY  25.16US  7.00XY
         6.20ZP   23.48XG  TOTAL USD399.72

>>
```

Display Routings

HELP ROUTINGS

From the tariff display, you can display routing for a fare.

The function identifier to view a fare routing is: **$LR**

To view a fare routing from a tariff display, enter $LR followed by the line number of the fare you want.

Example

$LR2

The fare routing appears for the fare on line 2 of the tariff display.

```
Window 1                                                    _ □ ×
>$LR2 YMQ CHI/*AA
SR21QNR   CAD         205.00        410.00 R  AA ROUTE:0303
VALID SINGLE CONNECT CITIES FROM:  YMQ TO CHI
BOS NYC

ADDITIONAL RESTRICTIONS ON ROUTING:
NONE
>
```

Note: To check the fare routing just for a single connection city add the city or airport code to the format.

Example

$LR2/BOS

Display Historical Fares

HELP TARIFF-HISTORICAL
CANADA: HELP $DHISTORY

You can display historical fares by travel and/or ticket date. Historical fares can assist you with refunds, reissues, and billings. Apollo maintains North American fare history for 80 days and international fare history for 90 days.

The function identifier to display historical fares is: **$D**

The following table lists the most frequently used formats.

To display historical fares by:	Use this format:
Travel date for United Airlines	$DCHIMIA1JAN04+UA
Travel and ticket date for Air Canada	$DCHIYYZ3MAR04T22FEB04+AC
Fare basis code for American Airlines	$DCHIMIAT22FEB04+AA¤KDG
Booking code for US Airways	$DCHIMIAT22FEB04-Y+US
Travel, ticket date, and booking code for Mexicana	$DCHIMEX30APR04T15MAR04-Y+MX

Note: The year is required for historical fare display formats.

Summary

In this module you learned how to:

- Display a North American tariff.
- Display a tariff using search qualifiers.
- Redisplay a tariff.
- Update a tariff display.
- Display fare rules.
- Display tax breakdown.
- Display fare routings.
- Display historical fares.

Module Review

1. If you do *not* add a fare category to the end of the tariff display request, what types of fares appear in the tariff?

    _____

2. What is the function identifier to display rules for a fare from a tariff?

    _____

Group Exercise

3. Mr. Young calls to inquire about the roundtrip airfare from Pittsburgh to Miami. His family wants to depart on the first Wednesday of next month—and return on the following Sunday. What is the format to request a validated tariff for those dates?

    _____

    a. Does the fare on line 1 apply to *both* the outbound and inbound portions of the trip?

        _____

    b. Mr. Young indicates he prefers to fly on US Airways. What is the format to display the rules summary for the lowest US Airways fare?

        _____

    c. What is the fare basis code for the lowest published fare?

        _____

    d. What is the penalty for changes on this fare?

        _____