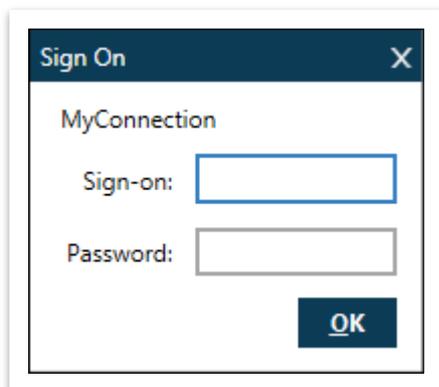


BESPOKE BOOKING SOLUTION

SELF BOOKING MANUAL – SCHEDULED

Logging on

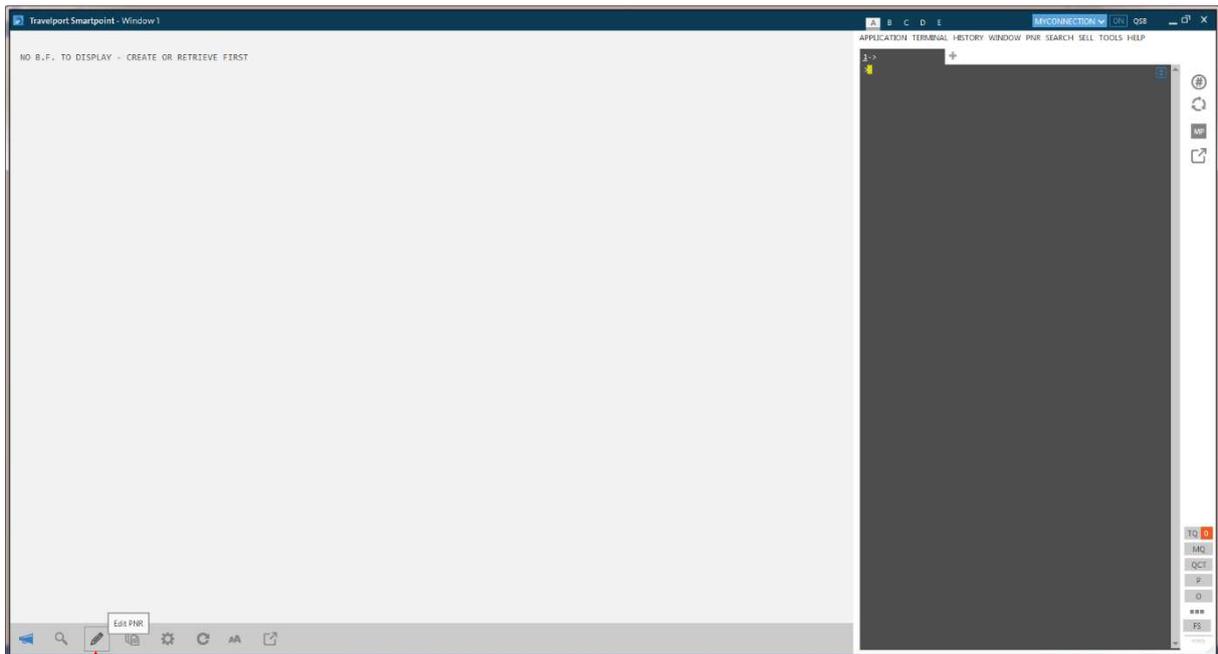
- Click on the 'Travelport Smartpoint' on the desktop. When the login box appears, click 'Start Galileo Desktop'. This will launch Galileo with a sign on box as per the below: -



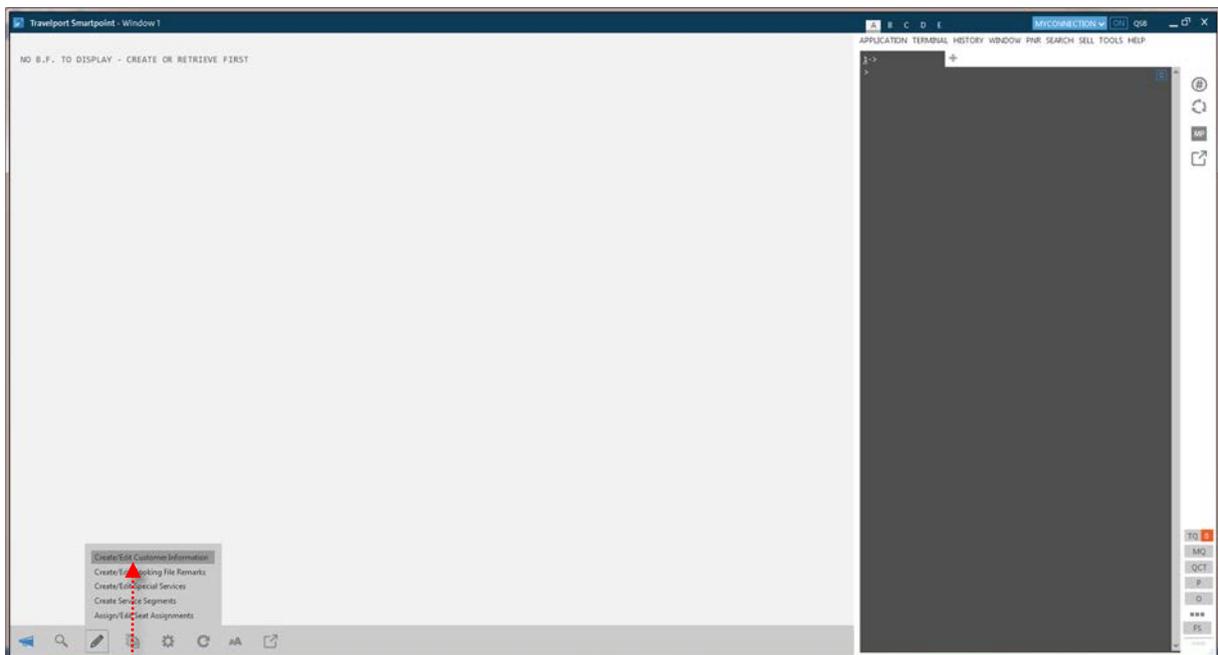
The image shows a 'Sign On' dialog box with a dark blue title bar containing the text 'Sign On' and a close button 'X'. Below the title bar, the text 'MyConnection' is displayed. There are two input fields: 'Sign-on:' followed by a text box, and 'Password:' followed by a text box. At the bottom right, there is a dark blue button with the text 'OK'.

- If this box does not launch, on the left-hand screen, type SON followed by your sign on and password
- You will then need to emulate into the system. It will come up with an automatic box which you will click 'Emulate'. If this box does not come up, enter SEM/8ET/AG
- You are now ready to start using Galileo.

STEP 1 – ADD NAME TO THE BOOKING



- Click edit PNR.



- Click CREATE/EDIT CUSTOMER INFORMATION.

Customer Information

NAME* LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

i Fields marked by * are required. Add flights to view additional requirements.

Passengers *

Add passenger(s).

SAVE CANCEL

- Click to add passenger name

Customer Information

NAME* LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

i Fields marked by * are required. Add flights to view additional requirements.

Passengers *

Use this last name for all passengers

Title: First Name: * Middle Name:

Last Name: *

Name Remarks:

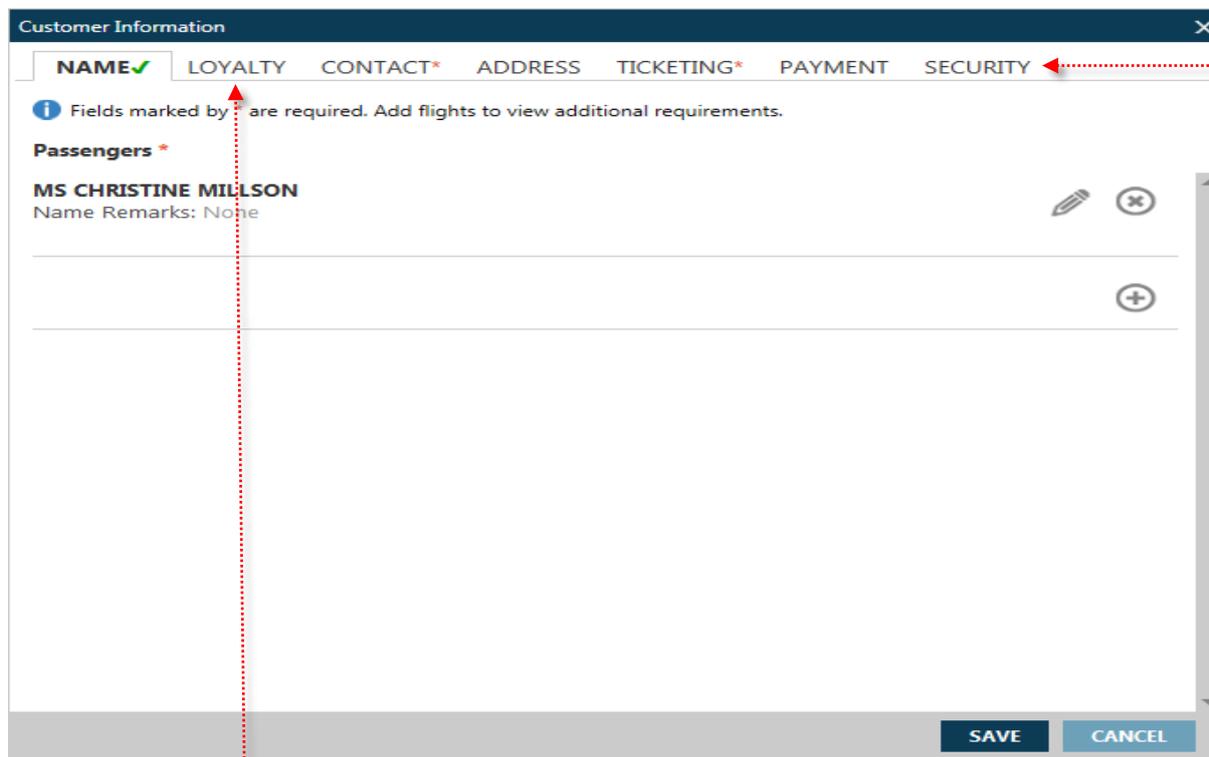
Apply Cancel

SAVE CANCEL

- Insert passenger name into the relevant box
- Once entered, press APPLY

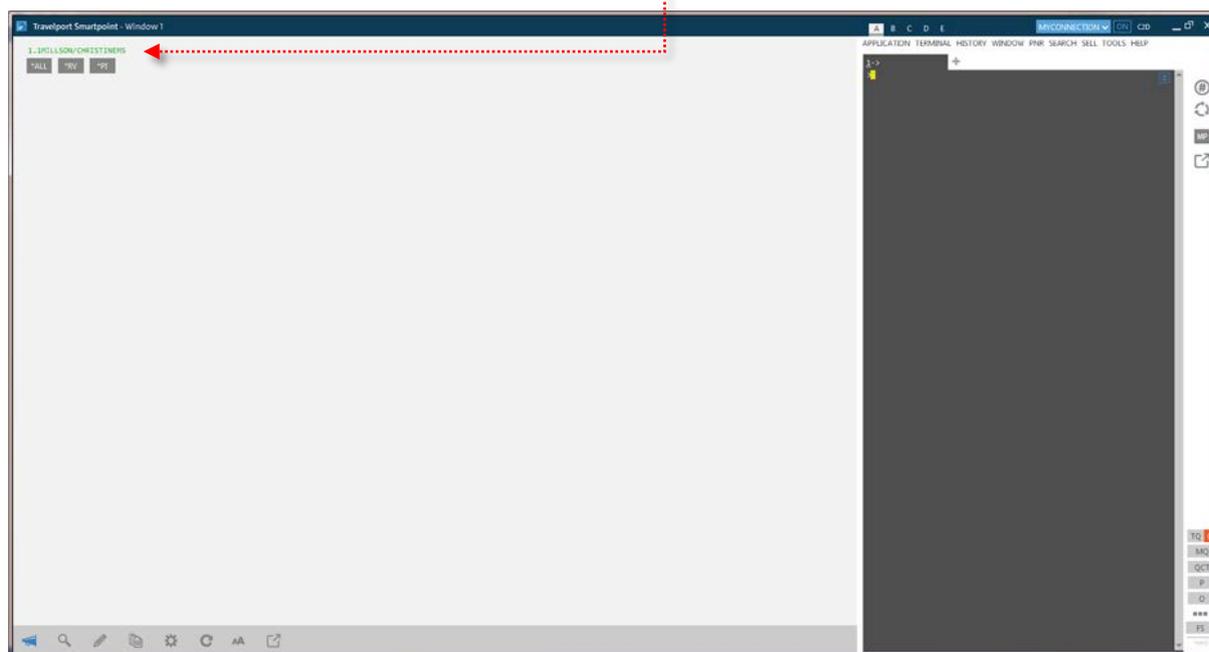
BESPOKE BOOKING SOLUTION - Scheduled

- Click the SECURITY tab to add advance passenger information/passport details – always required for North America bookings.



The screenshot shows a 'Customer Information' window with several tabs: NAME (checked), LOYALTY, CONTACT*, ADDRESS, TICKETING*, PAYMENT, and SECURITY. The SECURITY tab is highlighted with a red arrow. Below the tabs, there is a message: 'Fields marked by * are required. Add flights to view additional requirements.' Under the 'Passengers *' section, the name 'MS CHRISTINE MILLSON' is displayed with 'Name Remarks: None'. There are edit, delete, and add icons for the passenger entry. At the bottom right, there are 'SAVE' and 'CANCEL' buttons.

- Click the LOYALTY tab to add loyalty reward numbers
- Once completed press the SAVE button
- You will see the name in the booking.



Booking Extra Seats

- For Scheduled airlines, each airline have their own rules in terms of how the extra seats are requested.
- BA's policy - hold 1 seat as normal in the system then call BA to request the 2 extra seats separately. These can take up to 24 to confirm.

To book for a child (2yrs – 11 yrs) – must always be on the same booking as an adult

- Add the adult seat as per the above process
- Click the PLUS icon to add an additional passenger.

Customer Information

NAME ✓ LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required. Add flights to view additional requirements.

Passengers *

MS CHRISTINE MILLSON
Name Remarks: None

SAVE CANCEL

Customer Information

NAME ✓ LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required. Add flights to view additional requirements.

Passengers *

MS CHRISTINE MILLSON
Name Remarks: None

Title: MISS - Miss First Name: * JUDE Middle Name:

Last Name: * WAKEFIELD

Name Remarks: C05

Infant without a seat

Apply Cancel

SAVE CANCEL

- Add the name in the same format as an adult booking. In the NAME REMARKS field, add C followed by the child age (If the child is 5 years, add C05, if the child is 10 years then add C10)
- Click the APPLY button.

- Your booking will look like this – click SAVE once all the names have been added: -

Customer Information ✕

NAME ✓ LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

i Fields marked by * are required. Add flights to view additional requirements.

Passengers *

MS CHRISTINE MILLSON
Name Remarks: None ✎ ✕

MISS JUDE WAKEFIELD
Name Remarks: C05 ✎ ✕

+

SAVE **CANCEL**

To add an infant (0yrs – 1yrs 11 months)

- Add the adult seat as per the above process
- Click the PLUS icon to add an additional passenger.

Customer Information

NAME ✓ LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required. Add flights to view additional requirements.

Passengers *

MS CHRISTINE MILLSON
Name Remarks: None

+

SAVE CANCEL

- Select INFANT WITHOUT A SEAT

Customer Information

NAME ✓ LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required. Add flights to view additional requirements.

Passengers *

MS CHRISTINE MILLSON
Name Remarks: None

Title: MISS - Miss First Name: * JUDE Middle Name: *

Last Name: * WAKEFIELD

Name Remarks: 05JUN2017

Infant without a seat

Apply Cancel

SAVE CANCEL

- Add the name in the same format as an adult booking. In the NAME REMARKS field, add the infant date of birth in the following format DDMMYYYY (i.e. 05JUN2017)
- Click the APPLY button.

- Your booking will look like this – click SAVE once all the names have been added: -

Customer Information ✕

NAME ✓ LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT* SECURITY

i Fields marked by * are required. Add flights to view additional requirements.

Passengers *

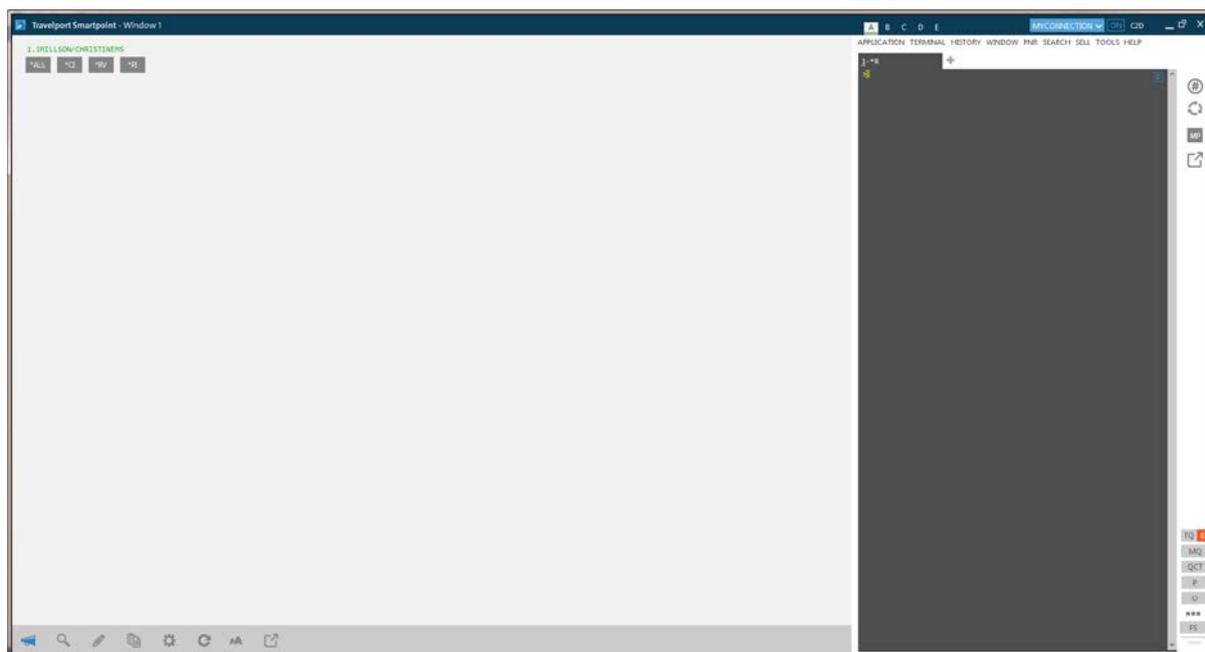
MS CHRISTINE MILLSON
Name Remarks: None ✎ ✕

MISS JUDE WAKEFIELD
Name Remarks: 05JUN2017
Infant without a seat ✎ ✕

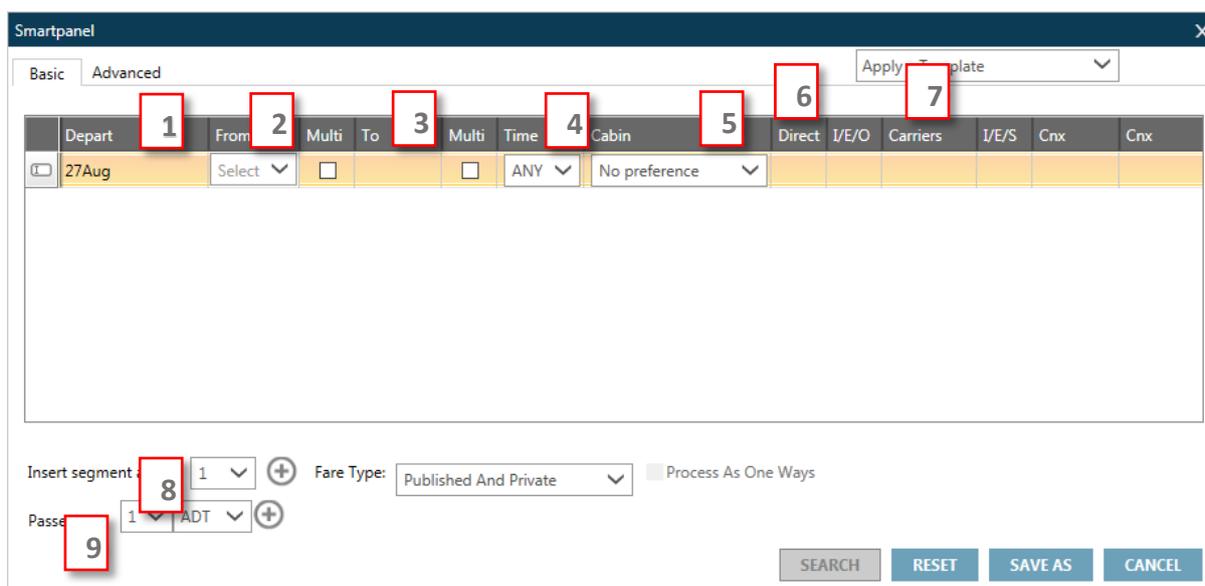
+

SAVE **CANCEL**

STEP 2 – FLIGHT SEARCH



- Click on 'FS' Smart Panel to begin search.



- Add Departure Date
- Add Departure City
- Add Arrival city
- (Optional) Add departure time
- Add cabin
- (Optional) Add Y for direct
- (Optional) Add carrier
- Add to insert another segment to the booking
- Add another passenger.

Once all the above details are in, press the SEARCH button

BESPOKE BOOKING SOLUTION - Scheduled

The search results will appear in the right-hand side: -

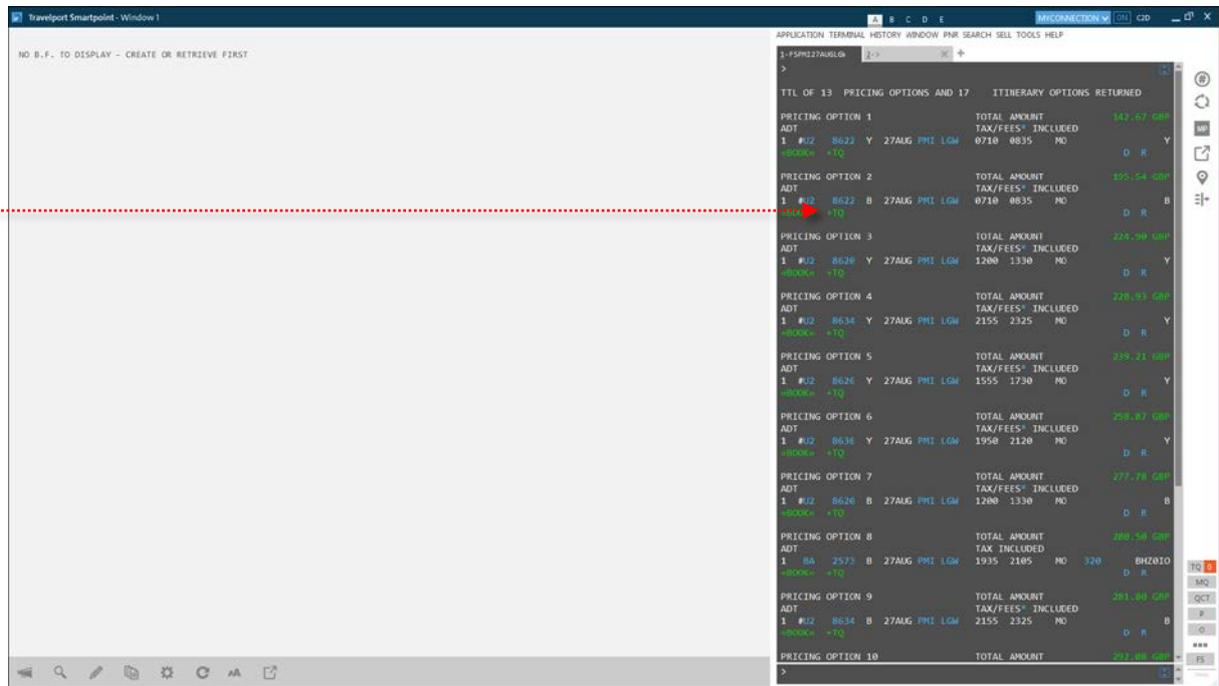
The screenshot shows a flight search results interface. At the top, there is a search bar with the text "1-FSPMI27AUGLG" and a dropdown menu showing "2->". Below the search bar, there is a header "TTL OF 1 PRICING OPTIONS AND 1 ITINERARY OPTIONS RETURNED". The main content area displays flight details for a BA flight (2573) from PMI to LGW on 27 AUG. The price is shown as 280.50 GBP. The interface includes a "PRICING" section with a "BOOK" button and a "+TQ" option. The flight details are summarized in a table-like format.

PRICING	1	ON	1	2	3	4	5	6	7	NT	8	
ADT	1	BA	2573	B	27AUG	PMI	LGW	1935	2105	MO	320	BHZ0IO
												D R

1. Flight Number
2. Class of booking
3. Date of flight
4. Departure Airport
5. Arrival Airport
6. Departure Time
7. Arrival time
8. Price for flights

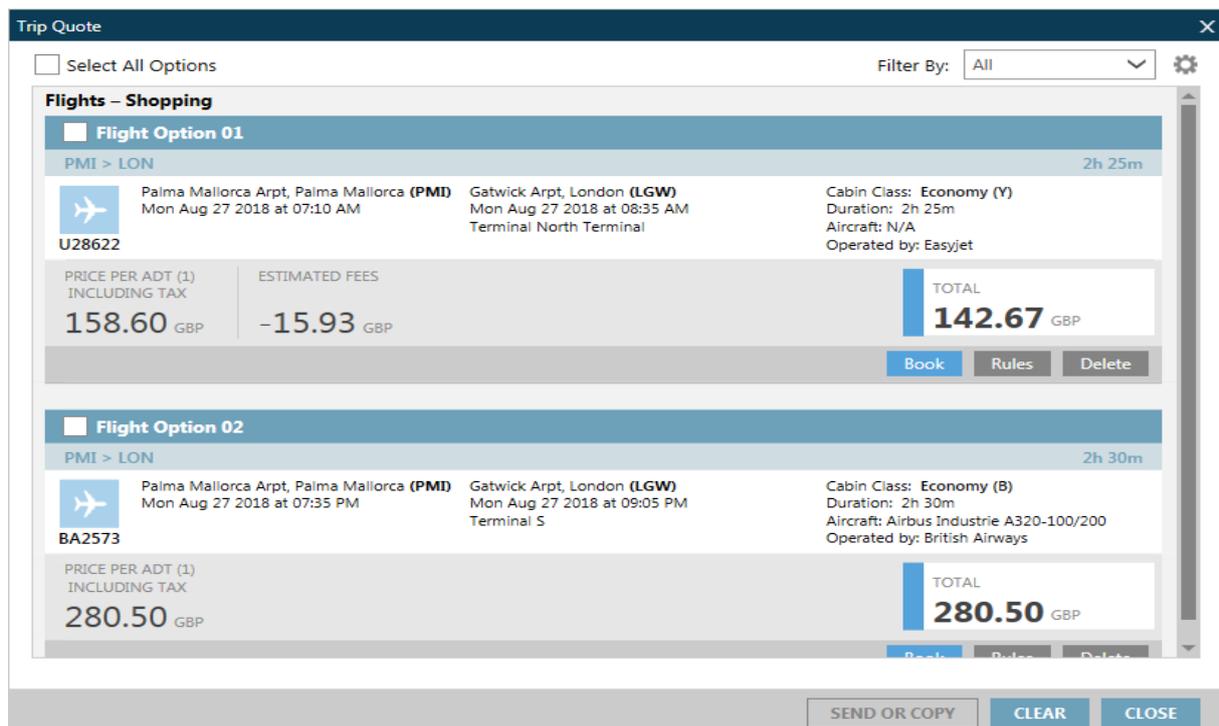
STEP 3 – TRIP QUOTE

- To compare flight options, you can add these to your TRIP QUOTE
- To do this, when searching for a flight, there will be a +TQ under each flight option.



- Click the +TQ button, this will add the itinerary to your TRIP QUOTE. You can add several flights to your TRIP QUOTE
- To view your trip quote, Select TQ.

This will bring up the selected d flights as follows: -



BESPOKE BOOKING SOLUTION - Scheduled

- To copy into Pandora, select the flights on the radio buttons & click SEND OR COPY which will bring up this box: -

Send Quote(s) ✕

Send to:

cc: **bcc:**

Custom Message:

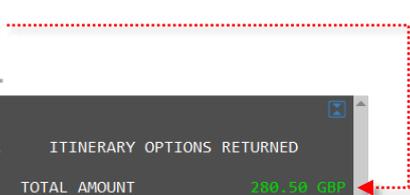
Include Rules

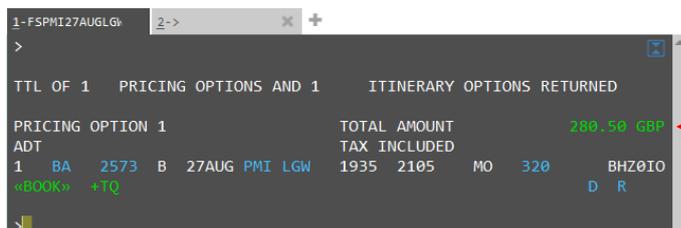
Send as Text Send as HTML

SEND EMAIL **COPY TO CLIPBOARD** **CLOSE**

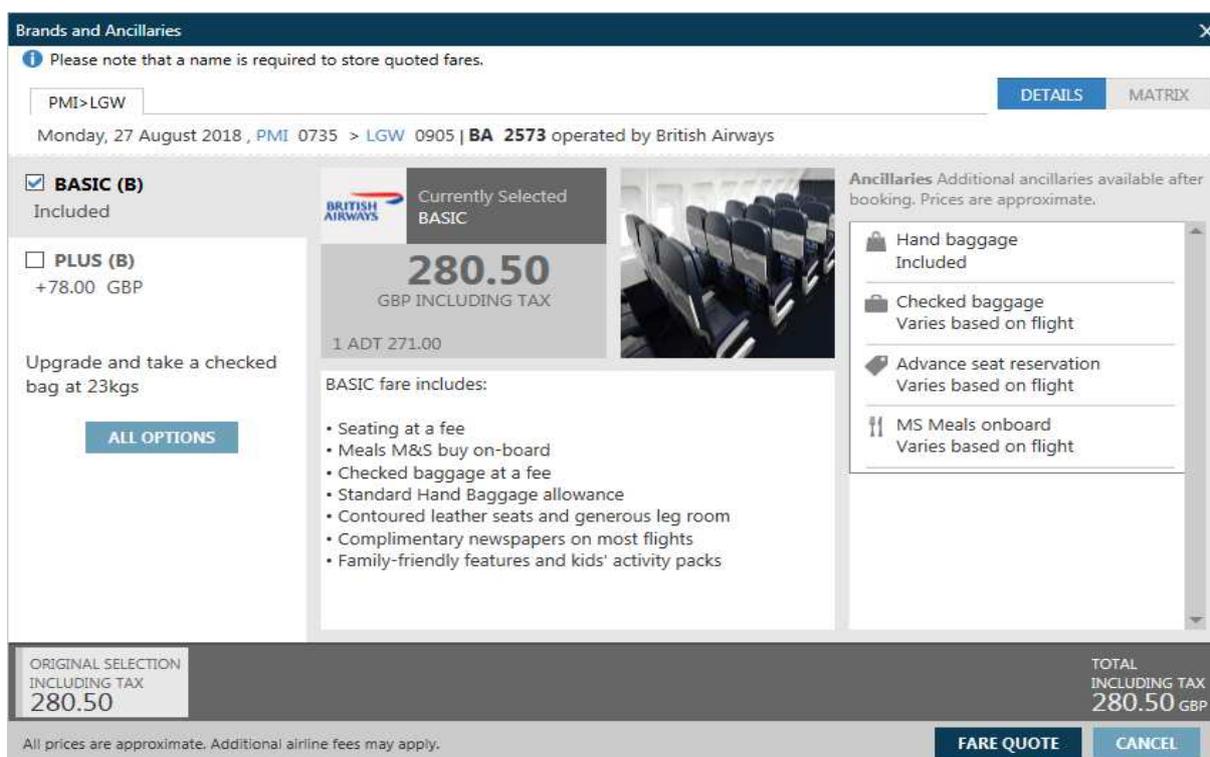
- You can either send the options to yourself or copy the flight to Clipboard and paste for your records.

STEP 4 – SELECTING A FLIGHT

- Click on the fare. 



- A box will appear which will give you details of the fares. This will also show alternative fares available on the same flight. For example, standard fare does not include baggage or seat selection where as the inclusive fare does include these services.



Brands and Ancillaries

Please note that a name is required to store quoted fares.

PMI>LGW DETAILS MATRIX

Monday, 27 August 2018, PMI 0735 > LGW 0905 | BA 2573 operated by British Airways

BASIC (B)
Included

PLUS (B)
+78.00 GBP

Upgrade and take a checked bag at 23kgs

[ALL OPTIONS](#)

Currently Selected BASIC

280.50
GBP INCLUDING TAX

1 ADT 271.00

BASIC fare includes:

- Seating at a fee
- Meals M&S buy on-board
- Checked baggage at a fee
- Standard Hand Baggage allowance
- Contoured leather seats and generous leg room
- Complimentary newspapers on most flights
- Family-friendly features and kids' activity packs

Ancillaries Additional ancillaries available after booking. Prices are approximate.

- Hand baggage Included
- Checked baggage Varies based on flight
- Advance seat reservation Varies based on flight
- MS Meals onboard Varies based on flight

ORIGINAL SELECTION INCLUDING TAX **280.50**

TOTAL INCLUDING TAX **280.50** GBP

All prices are approximate. Additional airline fees may apply.

[FARE QUOTE](#) [CANCEL](#)

- Once you have selected the required fare, click on Fare Quote which will display the final price.

Brands and Ancillaries

Price has been updated.

Summary

Passenger	Subtotal	PMI>LGW
PAX 1 ADT	193.26 GBP	STANDARD FARE 193.26 GBP

BAGGAGE INFORMATION
Not Available

FARE 193.26 GBP	TAXES 0.00 GBP	FEES AND DISCOUNTS 17.63 GBP	FARE TOTAL 210.89* GBP
---------------------------	--------------------------	--	---

*Additional airline fees may apply

CONFIRM **MODIFY** **CANCEL**

- This will display the total cost with all charges and fees included. Click on confirm which will store the fare in the booking.
- Once this above has been completed, your booking will look like this: -

Travelport Smartpoint - Window 1

1. SWELLSON/CHRISTINE
1. BA 2573 B 27AUG PHELOM HSI 1935 2185 0 £ PD

SALL TRU TRU TRU

** FILED FARE DATA EXISTS ** >FF

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

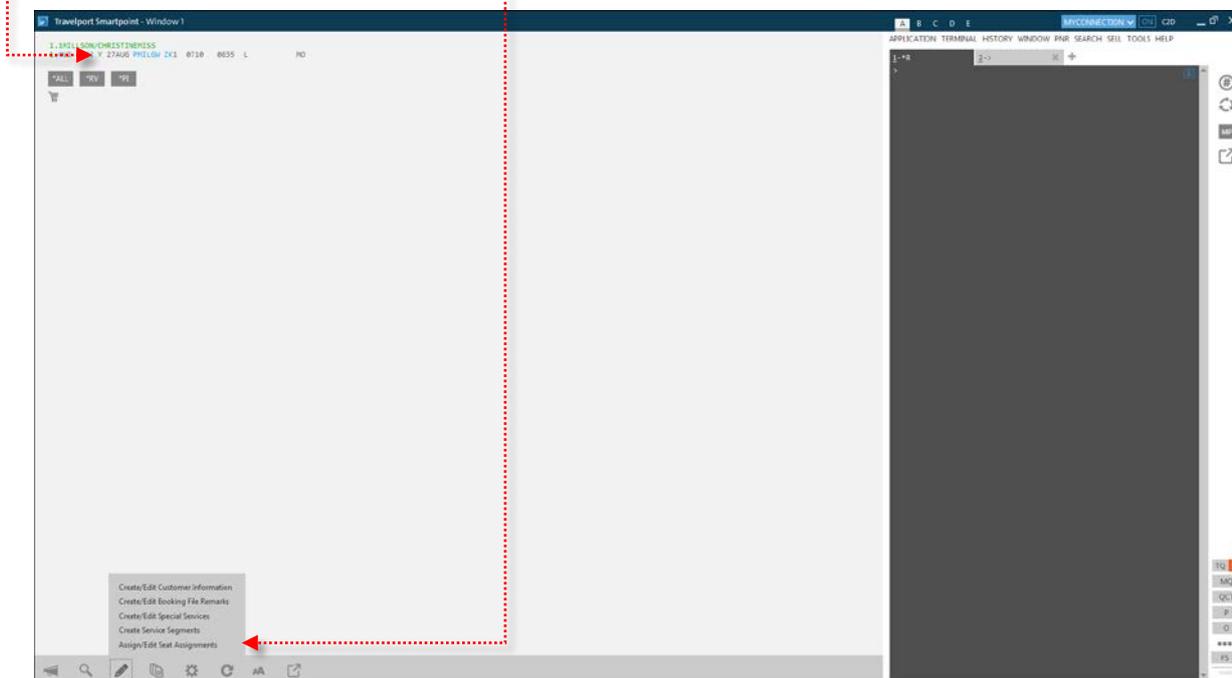
1. 198
2. >

TRU
MAY
OCT
P
G

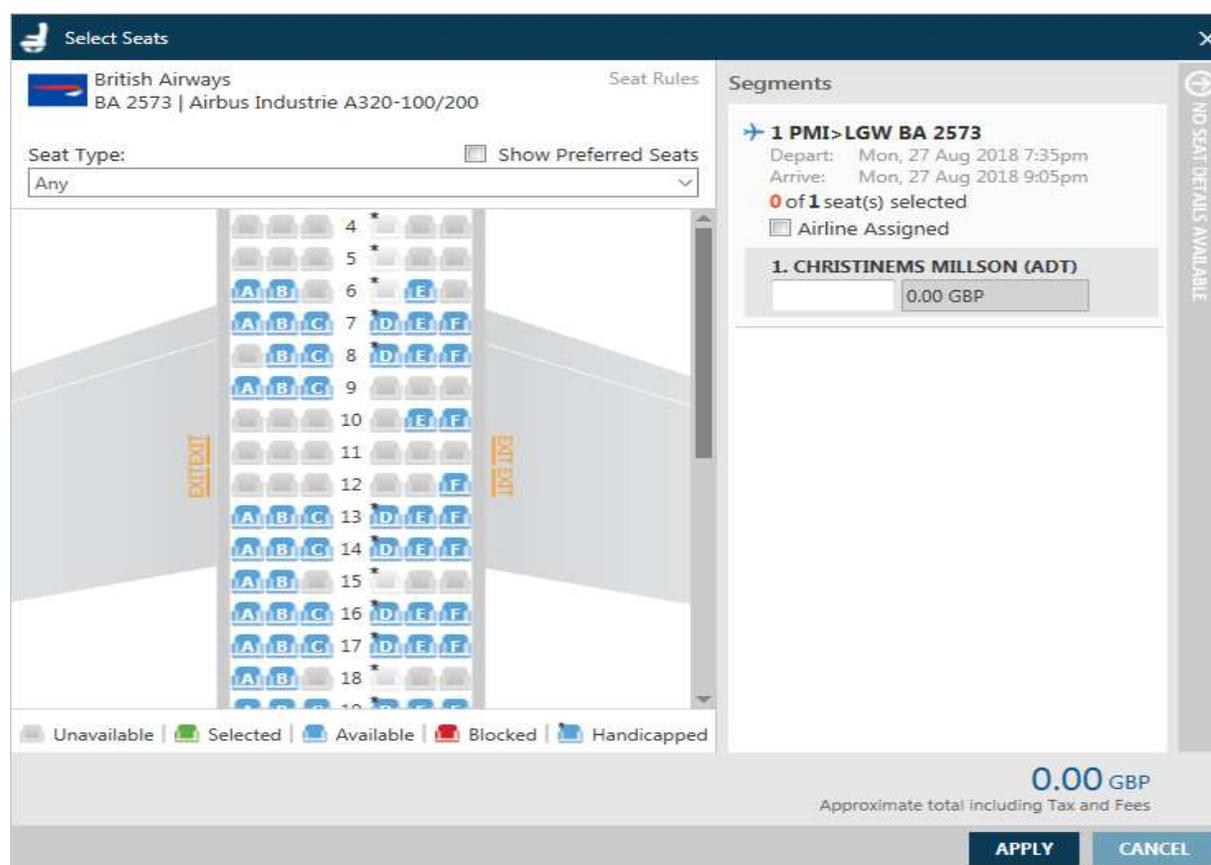
FR

STEP 5 - ADDING SEATS (IF AVAILABLE WITH THE AIRLINE)

- To add seat allocation, click on either the Y CLASS or go to edit PNR and select ASSIGN/EDIT SEATS.



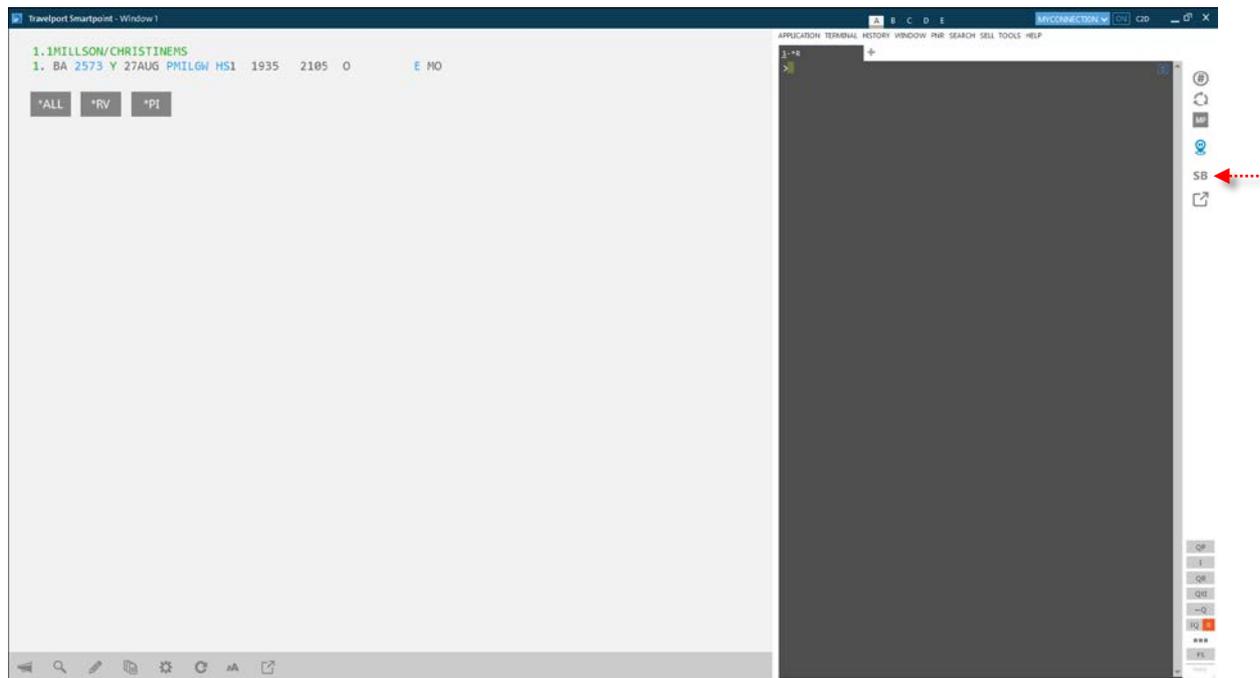
- This will bring up a seat map for the selected flights.



- Select the seats required (the cost will appear when you hover over the required seat) and press APPLY. The passenger has now been assigned the select seats.

STEP 6 – SMART BUTTON

- Select the Smart Button.



- The following box will appear: -

MAYDAY

BAR NAME: MAYDAY ASSISTANCE

CASE NUMBER: CASE NUMBER

UNDERWRITER: TOWERGATE

CASE TYPE: NON ESCORTED

GEOGRAPHICAL REGION: EUROPE

BOOKING TYPE: ONLINE

WHEELCHAIR: NOT REQUIRED

EXTRA SEATS REQUIRED?: YES-1 EXTRA SEATS

MEDICAL CONDITION: MEDICAL CONDITION

APPLIED FOR CLEARANCE?: YES

OXYGEN REQUIRED: YES-2 LTRS INTERMITTENT

HOLD OR ISSUE: YES

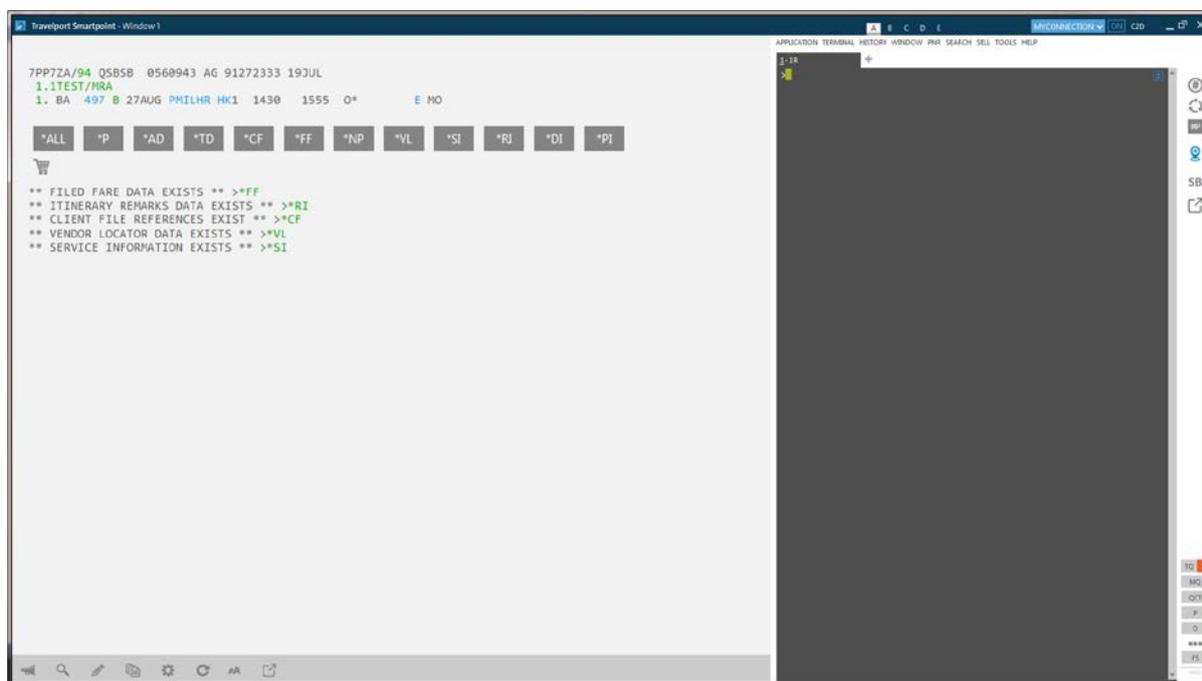
ADDITIONAL NOTES: ADDITIONAL NOTES

SUBMIT **CANCEL**

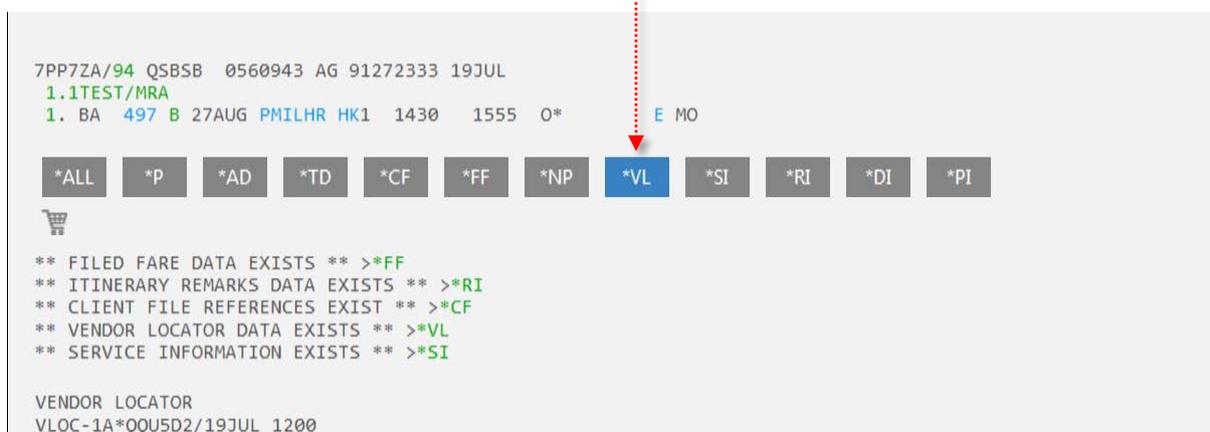
- Complete all sections in the boxes
- Press SUBMIT then this will end the booking.

To retrieve a held booking

- Enter *-SURNAME/FIRSTNAME in the right screen. This will return the booking as per the below: -



- To find out the locator, click on the *VL button.



- The locator has opened as above

BESPOKE BOOKING SOLUTION - Scheduled

- To see whether clearance/assistance is in the booking, click on *SI



7PP7ZA/94 QSBSB 0560943 AG 91272333 19JUL
1.1TEST/MRA
1. BA 497 B 27AUG PMILHR HK1 1430 1555 O* E MO

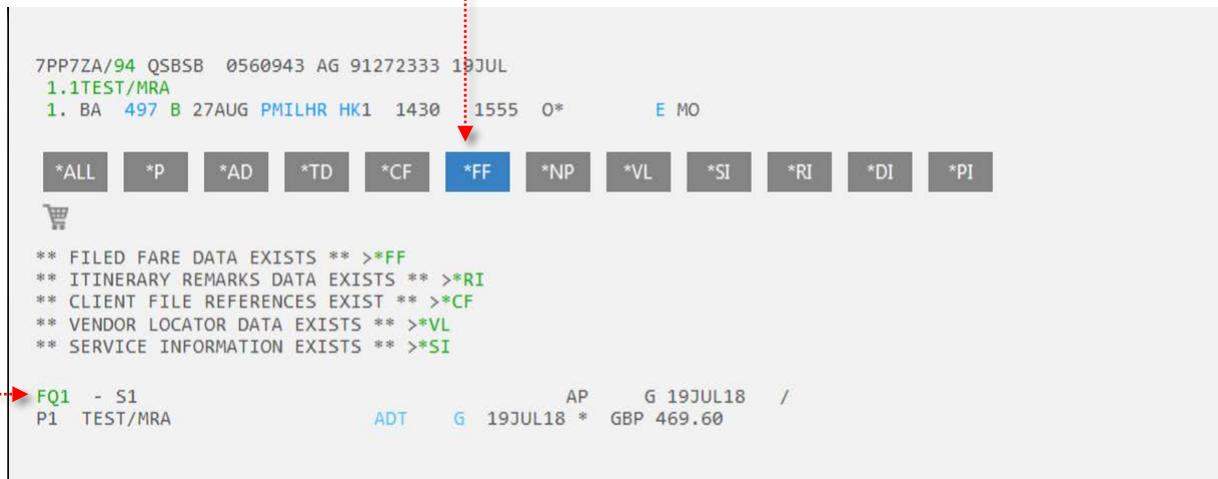
*ALL *P *AD *TD *CF *FF *NP *VL *SI *RI *DI *PI

🛒

** FILED FARE DATA EXISTS ** >*FF
** ITINERARY REMARKS DATA EXISTS ** >*RI
** CLIENT FILE REFERENCES EXIST ** >*CF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** SERVICE INFORMATION EXISTS ** >*SI

*** SPECIAL SERVICE REQUIREMENT ***
SEGMENT/PASSENGER RELATED
S 1. BA 0497 B 27AUG PMILHR
P 1. TEST/MRA WCHS PN 1 CANNTO WALK LONG DISTANCE
*** OTHER SUPPLEMENTARY INFORMATION ***
CARRIER RELATED
1. BA CTCM.441730711020
2. BA CTCE.REPATS//MEONVALLEYTRAVEL.COM

- This will show any assistance on the booking and with some airlines the medical clearance.
- To check the fare, click on *FF.



7PP7ZA/94 QSBSB 0560943 AG 91272333 19JUL
1.1TEST/MRA
1. BA 497 B 27AUG PMILHR HK1 1430 1555 O* E MO

*ALL *P *AD *TD *CF *FF *NP *VL *SI *RI *DI *PI

🛒

** FILED FARE DATA EXISTS ** >*FF
** ITINERARY REMARKS DATA EXISTS ** >*RI
** CLIENT FILE REFERENCES EXIST ** >*CF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** SERVICE INFORMATION EXISTS ** >*SI

FQ1 - S1 AP G 19JUL18 /
P1 TEST/MRA ADT G 19JUL18 * GBP 469.60

- This will bring up the total fare including taxes for the flight
- To find out the last date to issue tickets, click on FQ1.

BESPOKE BOOKING SOLUTION - Scheduled

```
7PP7ZA/94 QSBSB 0560943 AG 91272333 19JUL
1.1TEST/MRA
1. BA 497 B 27AUG PMILHR HK1 1430 1555 O* E MO

*ALL *P *AD *TD *CF *FF *NP *VL *SI *RI *DI *PI

** FILED FARE DATA EXISTS ** >*FF
** ITINERARY REMARKS DATA EXISTS ** >*RI
** CLIENT FILE REFERENCES EXIST ** >*CF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** SERVICE INFORMATION EXISTS ** >*SI

FQ1 - S1 AP G 19JUL18 94/AG
FQBBCBA
P1 TEST/MRA ADT G 19JUL18 * GBP 469.60
PMI BA LON 608.43 NUC608.43END ROE0.853007
FARE EUR519.00 EQU GBP460.00 TAX 6.00JD TAX 0.50OG TAX 3.10QV
TOT GBP469.60
***ADDITIONAL FEES MAY APPLY*SEE>F01*
S1 FB-BHZ0AO B-0PC NB-27AUG NA-27AUG
NONREF/HBO -Z0H
LAST DATE TO PURCHASE TICKET: 19JUL18

T P1/S1/ET/CBA/TAC2D
```

- This is the baggage allowance
- This the last date to issue the tickets.

Useful Entries

- SOF – Sign off Galileo
- CTRL+S – Clear the screen
- I – Ignore the booking you have been searching for
- *- SURNAME/FIRSTNAME– Retrieve a booking which you are holding.