



Galileo

USER GUIDE

Inclusive Tour

Availability search

A25OCTLHRDXB/BA – General Search for 25 October LHR/DXB with BA

	THU 25OCT18	LONDON/DUBAI	25/0000	25/2359	
1	LHR DXB 1255 2305	BA 107	F3 A0 J9 C9 D9 R9 I9 W9 E9 T9	777	C E
	«B»		Y9 B9 H9 K9 M9 L9 V9 S9	NC QC	
				OC G0	
2	LHR DXB 2125#0730	BA 109	F7 A5 J9 C9 D9 R9 I9 W9 E6	TC	777 C E
	«B»		Y9 B9 H9 K9 M9 L9 V9	SC NC QC	
				OC G0	
3	LHR DXB 2225#0825	BA 105	F9 A7 J9 C9 D9 R9 IC W9 E7	TC	777 C E
	«B»		Y9 B9 H9 K9 M9 L9 V9 S9	NC QC	
				OC G0	
4	LHR MUC 0700 0950	BA 948	J9 C9 D6 R9 I9 Y9 B9 H9 K9 M9	320	C E
			L9 V9 N9 O9 Q9 S9 G9		
5	DXB 1035 1830	EK 54	F4 A3 J7 C7 I7 O7 PC Y9 E9 R9	77W	C*E
			W9 M9 B9 U9 K9 HC Q9 L9	TC VC	
				YC	

- A. Route/ Departure and arrival times
- B. Airline code & flight number
- C. Booking class & number of seats available
- D. Aircraft/ model

Availability options

A25OCTLHRDXB*BA – This will bring back only BA flights numbers

A25OCTLHRDXB/BA.D – Direct flights only

Return availability

A1FEBLONDXB/BA.D++21FEB/BA.D – This will search the outbound and return flights.

Availability Scrolling

MU – Move Up

MD – Move Down

MB – Move Bottom

MT – Move Top

Selecting seats

	THU	25OCT18	LONDON/DUBAI		25/0000		25/2359												
1	LHR	DXB	1255	2305	BA	107	F3	A0	J9	C9	D9	R9	I9	W9	E9	T9	777	C	E
									Y9	B9	H9	K9	M9	L9	V9	S9	NC	QC	
																	OC	G0	
2	LHR	DXB	2125	#0730	BA	109	F7	A5	J9	C9	D9	R9	I9	W9	E6	TC	777	C	E
									Y9	B9	H9	K9	M9	L9	V9	SC	NC	QC	
																	OC	G0	
3	LHR	DXB	2225	#0825	BA	105	F9	A7	J9	C9	D9	R9	IC	W9	E7	TC	777	C	E
									Y9	B9	H9	K9	M9	L9	V9	S9	NC	QC	
																	OC	G0	
4	LHR	MUC	0700	0950	BA	948	J9	C9	D6	R9	I9	Y9	B9	H9	K9	M9	320	C	E
												L9	V9	N9	O9	Q9	S9	G9	
5		DXB	1035	1830	EK	54	F4	A3	J7	C7	I7	O7	PC	Y9	E9	R9	77W	C*	E
									W9	M9	B9	U9	K9	HC	Q9	L9	TC	VC	
																	YC		

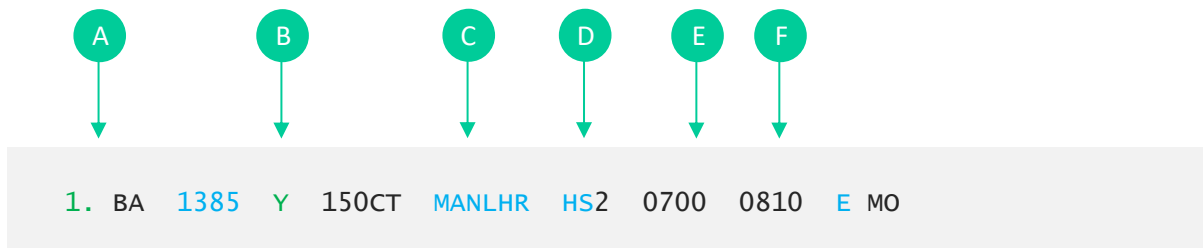
Direct flights

N2Y1 – Sell Seat 2 in Y from Line 1

Connecting flights

N2Y1Y2 – Sell 2 Seats in Y class on line 1 and Y class on line 2

Response will show as below;



- A. Flight number
- B. Cabin class selected
- C. Date & routing
- D. Number of seats
- E. Departure time
- F. Arrival time

Add in return and your itinerary will show as below;

1.	BA	107	F	25OCT	LHRDXB	HS1	1255	2305	0
2.	BA	104	Y	15NOV	DXBLHR	HS1	1400	1810	0

Creating a PNR (Passenger Name Record/Booking)

To be able to issue via Lime GDS ticketing, the bookings must contain the below 7 elements. If any of these elements are missed the website will be unable to issue the tickets.

1. Itinerary
2. Names of passengers
3. Contacts – Phone Field
4. Ticketing Field
5. Secure flight data
6. OSI Remark
7. Received from Field

How to enter passenger's names

Each passenger's name must be added separately.

Example below:

Adult	N.SURNAME/FIRST NAME MISS*P-ITX
Teen	N.PERKINS/JAKEMR*P-I13
Child	N.PERKINS/LILLYMISS*P-I08
Infant without seat	N.I/BABY/LITTLEMISS*25DEC17
Infant SSR	SI.P3*P-INF/25DEC17-1.1

SI.(infant name field)*P-INF/(Date of birth)-(adult's name field)

You need to add the designator to the end of each name for the fare type you require

Passenger type codes for Deferred Fare	Passenger type codes for Semi-Deferred Fare
ITX – Adult	TIM – Adult
I08 – Child - I and then the child age.	TIN – Child
ITF – Infant	TIF – Infant

Response will show as below;

1.1PERKINS/BRONMISS*ITX 2.1PERKINS/LILLYMISS*P-108
3.I/1BABY/LITTLEMISS*25DEC14 4.1PERKINS/JOHNMR*I15
5.1PERKINS/JAKEMR*ITX

Contacts

CM/+*NAME – To add your contact details into the booking

Ticket deadline

T.TAU/20APR - Please match this to the deadline given online(CAT35)/as per contract.

Secure flight data

This must be added for each passenger

SI.P1/SSRDOCSBAHK1/////10AUG94/M//LASTNAME/FIRSTNAME

F – Female

FI – Female Infant

M – Male

MI – Male Infant

OSI remarks (mandatory for each IT booking)

All bookings

SI.BA*LMSB

Deferred

SI.BA*PPIT

Semi-Deferred

SI.BA*PPSD

End the booking to create PNR

Reference/Received from – **R.** & then your initials or name e.g. **R.BP**

ER – End and retrieve

We strongly recommend you should check fare rules and restrictions, including applicable ticketing time limits, as it is your responsibility to make sure these are met.

If the OSI remark is not added into the PNR at the time of creation, we are not liable for earlier ticketing deadlines or booking cancellations.

PNRs with a missed ticketing time limit will not be accepted for ticketing.

Pricing

Please add the correct designators at the booking stage to get the correct fare.

Published fares:

FQ - Will price for the class you have booked.

FQBB - Best buy to the best available fare, this will not change the class.

FQBBK - Best buy to the best available fare, this will then change the class.

IT fares

FQ*ITX:P - Will price for the class you have booked.

FQBB*ITX:P - Best buy to the best available fare, this will not change the class.

FQBBK - Best buy to the best available fare, this will then change the class.

Pricing options for children

FQP3*I09/ACCITX:P - Price for the class you have booked for passenger 3 as child age 9

Pricing options for infant

FQP4*ITF/ACCITX:P - Price for the class you have booked for passenger 4 as an Infant without seat

FQP4*ITS/ACCITX:P - Price for the class you have booked for passenger 4 as an Infant with a seat

Additional entries

.T01JAN18 - Price to a specific date (e.g. booked date).

.H01JAN18 - Price fare to a specific date (e.g. booked date) and all taxes from current date.

/S1.3 - This will segment relate 1 and 3

Fare quote display

How to find the rules?



- A. Routing
- B. Travel dates
- C. Airline
- D. Booking class
- E. Fare type (IT Deferred fare)

General entries

PNR retrieval

***ABCDEF** – Retrieve by locator

***-PERKINS** – Retrieve by the surname

***-PERKINS/BRON** – Retrieve by the surname and can add initial or full first name

Modifications and cancellations

X – Cancel Element

X3-5 – Cancel elements 3 through 5

X4.5.9 – Cancel elements 4,5 & 9

XI – Cancel booking

Split passenger

DP1 (passenger number) **R.BP**(Reference) **F**(file) then **R.BP**(Reference) **ER**(End)

Decode/encode

.AEBRITISH AIRWAYS – Do a name

.CEMIAMI – Do a name Miami

.CEDXB – Decode DXB

.ADBA – Don't know Arline code

PNR history

***H** – Read History

***HIA** – Read History of Itinerary

Timetable

TTJEDLON – Time Table Default date today for 28Days

TTSV102/28JAN – Display Details of a specific flight

TTJFKHKG.LAX – Display Timetable with Specific Connection Point

Ticketing Process

Once you are ready to proceed with ticketing, please log onto www.lime-management.com and locate your booking using the 'GDS Ticketing' option which can be found both under 'My Account' in the top right corner, and the left hand quick-link tabs. Select your fare type, enter your PNR reference, and click 'Grab PNR'. You will then be directed to a page where you can amend the airline/fare type/passenger type if necessary, confirm the child ages, and add a reference if desired. Continue to 'Price' and then proceed to 'Ticket', using your preferred payment method.

If you experience any issues, please e-mail our ticketing team at ticketing@lime-management.com.

Post Ticketing Amendments

When the booking is queued back to you, please be advised that you are responsible to managing the schedule changes queues. With regards to involuntary schedule changes, you will need to find a suitable alternative for your client. You will then need to transfer the ownership back to us and we will reissue the ticket with accordance to the airline's schedule change policy. For any voluntary post ticket amendments, please quote these via your own GDS system prior to queuing the bookings over. We will also require an email advising of the new flights details along with any additional costs for making the change. Failure to provide the necessary information to reissue the tickets could potentially trigger delays and missed ticketing deadlines which will be at booking agents' risk.

Terms of Use

Please ensure that the below points are adhered to:

Pricing

Please quote and book using negotiated pricing to ensure flight sectors are held in a required class. Refer to the individual airline nett fare guides for advice on pricing policies.

Ticket deadlines

Ticket deadlines advised online at Lime-Res and within the nett fare guides are estimated based on airline fare rules and are subject to the correct application of booking remarks and procedures. We strongly recommend that you check individual fare rules for applicable advance purchase / sales restrictions as well as the airline ticket deadline vendor remarks as the most restrictive conditions must be adhered to. Bookings with a missed ticket deadline will not be accepted for ticketing.

Point of Sale

Bookings must be created in a UK-based PCC in order to obtain the correct inventory for the UK market.

Married Segment Logic

Most airlines allocate seat inventory based on the passenger's entire journey point of sale and fare basis associated with the itinerary. When a flight is shown as part of a connection, the entire connection must be sold together (through fare). Breaking the married segment logic, eg. by cancelling part of an itinerary is a violation of the Origin & Destination (O&D) decision made at sell time is not permitted.

Churning

Once the PNR has been created, any repetitive cancellation, duplicated bookings or segments will be considered as a churning.

Service requests

Many service requests eg. meals/seating/wheelchairs can be added and confirmed prior to transferring ownership to Lime. Once the tickets are issued and queued back, any post-ticketing requests can also be done by the booking agent.

ADMs

By ticketing a booking through Lime, you are accepting responsibility for all actions in its original creation and management in the GDS before and after ticketing. Lime cannot accept liability for any failure to add essential booking remarks, inaccurate ticket deadlines, incorrect pricing, GDS misuse or undeleted HX sectors. We withhold the right to ask for the booking to be queued back to us at any point for the purpose of investigation when the PNR is still live in the GDS (PNRs must be queued over within 2 business days). Therefore, since purged PNRs cannot be queued back, in case of receiving an ADM, it is the booking agents' responsibility to investigate and provide evidence for a dispute process (within 5 business days), otherwise Lime reserves the right to pass on any associated financial penalties and ADMs applied by the airlines onto the booking agent.

APIS

Please ensure that all relevant information required for ticketing is included within the booking prior to transferring ownership to us. Failure to include the required information, booking agents might be at risk of missing ticketing deadlines.

In accordance with IATA Travel Agency Handbook Resolution 830d, all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR). Please see below entries to be included at the time of ticketing process.

Mobile: SI.P1/SSRCTCMXXHK1/44123456789 (replace XX with airline code)

Email: SI.P1/SSRCTCEXXHK1/JIM.SMITH//GMAIL.COM (replace XX with airline code)

Refused: SI.P1/SSRCTCRXXHK1/REFUSED (replace XX with airline code)

****Failing to adhere to IATA's guidelines may result in a delayed ticketing process.****

Ticket Protection Scheme

From 25 August 2020 we will add a fee of £4.50 + vat to each ticket issued to ensure full protection against airline failure. The cover includes refunds if an airline fails before a customer travels, and repatriation should a failure occur whilst a customer is overseas. Full details, including Terms & Conditions can be found at <https://www.lime-management.com/services/ticket-protection-scheme>. Should you wish to opt-out of the scheme, then please contact partnerships@travelinnovationgroup.com

Contacts

Our team of professionals will provide you with exclusive support should you need any assistance.

Office hours are Mon-Fri 8-7, and Sat 9-3.

Main Switchboard

0151 350 1170

reservations@lime-management.com

ticketing@lime-management.com

schedulechanges@lime-management.com

postticketamends@lime-management.com

refunds@lime-management.com

Groups (bookings over 9 passengers)

0151 350 1185

bagroups@lime-management.com

