

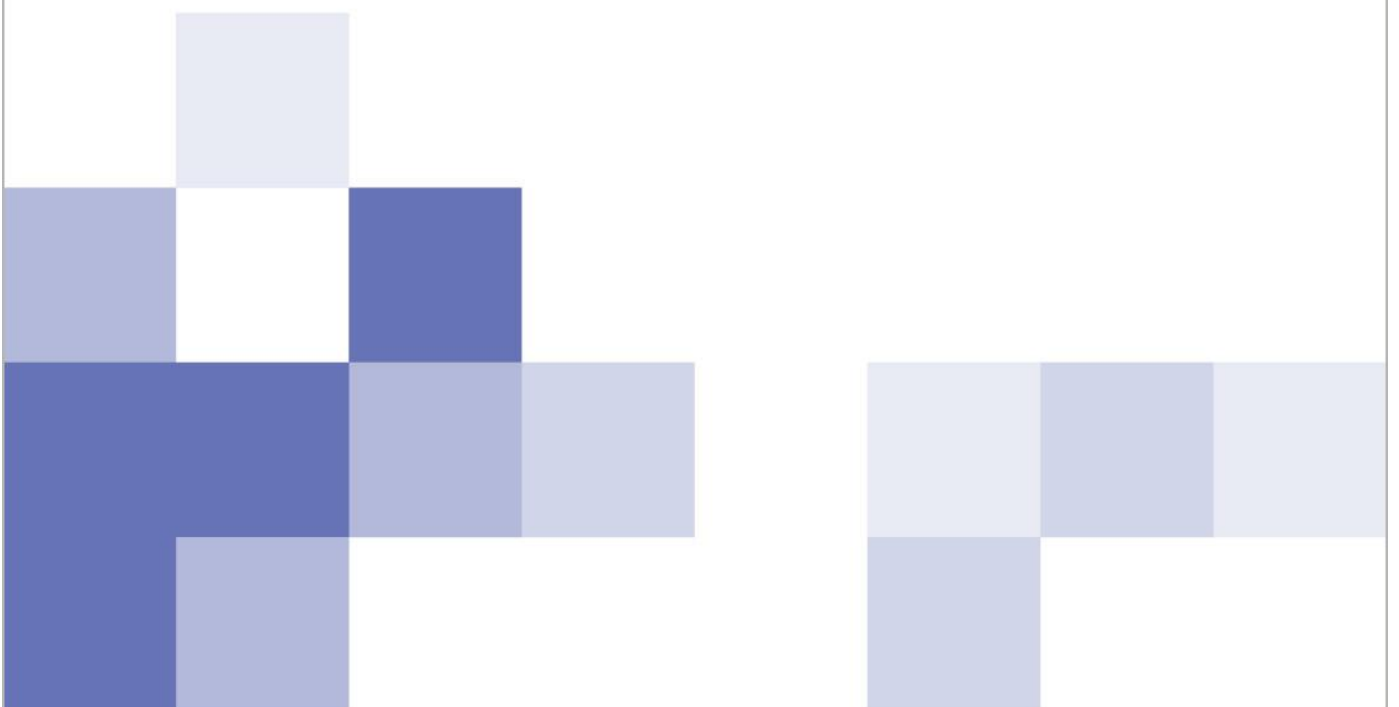


## How Do I Book in Galileo FAQ's

V2.1

April 2008

Prepared and presented by: Yaqub Mohammed~Distribution Analyst



### **What is the Galileo Airline Helpdesk Number and working hours?**

02-6861012 (Customer Care) or 8002448000 (Toll Free)

Working hours are

0800 – 2130 SAT – WED

0830 – 1230 and 1700 – 2000 THU..... Closed 1230 – 1700

Closed FRI

Very soon Sama will also be able to email the HELPDESK from the website

[www.arabgalileo.com](http://www.arabgalileo.com)

### **How do I raise a problem with Galileo?**

If you encounter any problems and need to raise a ticket log onto

[www.sharepoint.com](http://www.sharepoint.com).

### **What is a GDS?**

Global Distribution System's are used by airlines to sell directly through to Travel Agents.

This way of booking flights uses either a product called BSP (Billing and Settlement Plan, which is a form of invoice) or in Sama's case BBP (Basic Booking Product) which only uses credit card as Form of Payment.

Travel Agents worldwide will be able to see Sama Fares and Schedules, both domestic and international on GDS-Galileo.

### **Can Travel Agents book Sama flights on GDS's, such as Galileo?**

Yes, Sama has signed an agreement with Galileo (1G) called Basic Booking Product (BBP).

This is a different system to what you will be use to, please see our Sama help pages at GC\*ZS for further information.

**(All updated information are provided in GIS pages of Sama)**

### **How do I issue a Ticket?**

Sama is a ticketless airline and Paper or E-Tickets should not be issued against another airlines CIP (Carrier Identification Plate).

Sama itineraries cannot include flights of any other carriers as we do not interline.

If paper tickets are presented at check-in these will not be accepted for travel.

### **I do not have your CIP how do I apply for 1?**

Sama does not have a CIP. We are a Ticketless Airline and payment must be made using an authorised credit card

- i.e. MASTERCARD (CA) / VISA (VI) / AMERICAN EXPRESS (AX)

### **I have a SV flight and need to issue a paper ticket can I print your sector on their CIP?**

No, Sama do not have a CIP (Carrier Information Plate) and **DO NOT INTERLINE**. We are a Ticketless Airline and payment must be made using an authorised credit card

- i.e. MASTERCARD (CA) / VISA (VI) / AMERICAN EXPRESS (AX)

### **I don't have a credit card to make payment, can I pay thru BSP?**

#### **Why don't you use BSP?**

Sama do not have BSP capabilities. We use the Low Cost version of Galileo BBP to keep our distribution costs low. You will require a credit card to complete any booking made through Galileo. Other alternatives can be either call the Contact Centre to confirm your booking, Sama shop or TAP access.

#### **Why can't I end my booking?**

Has the form of payment (SI entry) been accepted and the credit card been entered correctly?

#### **What is the SI.SSR entry?**

The SI is the special request entry which must include the form of payment line. Sama does not use BSP so the credit card must be accepted as payment before the booking is completed and confirmed with this format.

#### **What is the credit card entry?**

SI.SSRGUARNN1VI12345671234567/D1209/MR SAMA TEST

#### **How can I change the booking?**

Sama flights can only be changed via the Contact Centre. Ownership over the PNR transfers from Travel Agent to Sama when these are made. Changes will not be reflected in the Galileo PNR and a passive segment or notepad entry must be entered into the PNR records of the changes.

#### **Can I see the changes in my Galileo PNR after you have made them in your Airline systems?**

No, this will not be possible to see. Any changes that Sama has taken ownership over must have a notepad entry to confirm the change and any ADC (Additional Collection) taken.

#### **Do you permit mixed classes in your flight bookings?**

Yes, we have different booking classes associated with different fare structures. You can sell a round-trip flight which includes two (2) different booking classes. Please remember, booking classes are a reflection of the fare paid only, there will be no difference in the terms or flexibility offered between booking classes and all passengers will enjoy the same standard of service onboard our aircraft.

#### **How do I process a child fare / infant fare?**

Sama does not have child fares

Please note that all Infant fares must be booked via the Sama Helpdesk **920 00 5588**

We charge a flat rate per infant of SAR30 per sector-DOM and SAR 60 per sector-INT

Please note that one adult occupying a seat can accompany each infant.



### **How do I arrange for a Special Service Requirement (SSR) for my client?**

The Sama Helpdesk must arrange all SSR's via telephone to confirm **Tel: 92 000 5588**

These must be entered directly into the Amelia PNR and will not transmit a confirmation to the GDS PNR. The agent must make a note in their PNR to record the request.

**To create a Notepad** Example: NP.FREE TEXT

### **I tried to change my booking in Galileo but it cancelled on me what happened?**

#### **How do I fix it?**

Changes to PNR's are not permitted through Galileo BBP.

PNR will auto cancel if attempted. If this occurs a new PNR will need to be created,

DO NOT REINSTATE the OLD PNR as our airline systems will not recognise the change.

Alternatively the Agent Helpdesk can amend the existing airline PNR in Amelia and accept

ADC for fare difference. Notes will need to be created within the Galileo PNR

### **Can I Fare Quote a Sama PNR?**

Yes, Sama sectors can be priced using fare data supplied by Galileo.

Fare Quotes are for information purposes only and are not transmitted to Sama.

### **How do I fare Quote a Sama PNR?**

FQ (Fare Quote) or **FQCZS** (Fare Quote Carrier ZS) or **FQS1** (Fare Quote Sector 1)

### **The amount that has been charged to the credit card is a different amount Fare Quoted why?**

Fare Quotes are for information purposes only and are not transmitted to Sama.

The Fare Quote is an approximate amount excluding all charges.

Once a booking is confirmed the correct fare will be charged accordingly to the credit card and the correct amount will be returned via the \*VR along with the Booking Reference Number.

### **How do I enter the FOP?**

This is done via the **SI.SSRGUAR** entry

**SI.SSRGUARNN1VI12345671234567/D1209/MR ALI AL QAHTANI**

#### **Example:**

**SI.SSRGUARZSNN1**

(Airline 2 Letter Code)**NN1**(Need Need Number of Seats)

**VI** (Credit Card 2 Letter Code and Number)/**D** (Expiry Date)/(Card Holder Name)

- Visa and Mastercard have 16 Digits
- American Express has 15 Digits

### **What forms of payment does Sama accept?**

Sama accepts MASTERCARD (**CA**) / VISA (**VI**) / AMERICAN EXPRESS (**AX**)

These must be entered as a special service request (SSR) at the time of booking:

**SI.SSRGUARZSNN1VI123456781234567/D1209/MR ALI AL QAHTANI**

### **Can I use multiple forms of payment per PNR?**

No. Only one credit card is permitted per PNR.



### **Are Sama bookings refundable?**

Sama fares are Non Refundable but the existing fare can be used towards a new fare booked plus Fare Difference & ADC.

### **Do you provide the exchange rates for currency exchange on AED, BHD, LBP and EGP to SAR?**

All our fares are published from the country of origin in the appropriate currency; use of exchange rates should not be required.

### **My booking says PN (Pending Need) how do I HK (Confirm)?**

The booking is processing the request and may take a little while to confirm dependant on the flight availability. It should eventually confirm if seats are available in that fare group.

### **My customer has left and I charged them the cost of the FQ but now the fare has come back as UC, why?**

All Sama fares are 'Request Only' and should not be assumed to be confirmed until the ZS booking file and fare have been returned in the PNR under the Vendor Remark \*VR.

### **I have no ZS Booking File, have you received my request?**

How long ago was the PNR made?

If it was made recently allow 5mins to process, if still not confirmed, make the booking in Amelia as normal and insert Galileo PNR reference and Agent details in the notes.

If longer check in Amelia for PNR and give VL manually to agent for them to note in their PNR.

### **Where do I find the Vendor Locator ie; ZS Booking File?**

Vendor Locator can be found under \*VR

### **Will Sama accept waitlist bookings?**

No, we do not have waitlists. Once you have booked and paid for a seat, it is 100% guaranteed, as we do not overbook our flights. This also means flights do not have to be reconfirmed.

### **Do passengers earn Frequent Flyer (FF) points on Sama flights?**

No. In order to provide a cost effective distribution solution to Low Cost Airlines such as Sama we do not offer a FF programme.

## **Sama Travel Agent Helpdesk – Contact Details:**

**Telephone: 92000 6688** (timing between 0830-2359 Hrs) &

**GDS Helpdesk 01 2036143** (timing between 0830 -1730 Hrs) / **Email:**  
[mohammed.yaqub@flysama.com](mailto:mohammed.yaqub@flysama.com).

Please refer to Galileo GIS pages by using the entry **GC\*ZS** for information & procedures related to ZS booking.