Galileo ARO Telephone Number Application User Guide

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Introduction

In helping travel agencies to improve their customer service, Galileo has developed a program – Galileo ARO telephone number application provides an automated process and/or manual request adding an airline local reservation telephone number of departure city under associated remarks in a booking file.

The information is stored in PNR after the program is run successfully and can be viewed in Viewtrip itinerary and printed on itinerary.

Minimum Software Requirement

The following software should be installed on the computer before installing this setup.

- Galileo Desktop Version 2.0 or above
- Windows® 2000 SP3, Windows® NT Service Pack 6a, Windows® Me and Windows® XP or Higher.
- Microsoft® Internet Explorer 6.0 or Higher

Getting Started

1. To run the ARO application

There are 2 ways to activate the ARO telephone number application:

1) **by clicking ARO Custom Viewpoint icon.**
2) **by inputting cryptic command of 'Print itinerary' and 'Print ticket' on FocalPoint**

1.1 Run ARO application by clicking Custom Viewpoint icon

a. Sign on Galileo Desktop
b. Retrieve a PNR
c. Click on ARO icon to run the application.
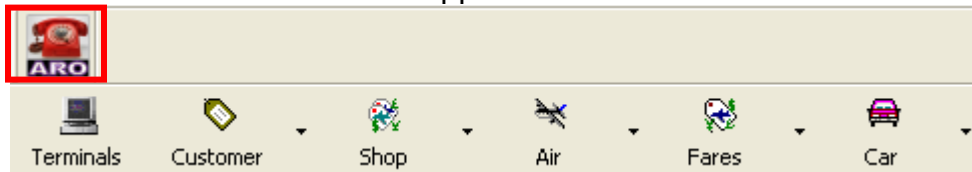

Figure 1

d. Then a message screen "Please wait, ARO script generating RI Remarks....." will display during the application is running.
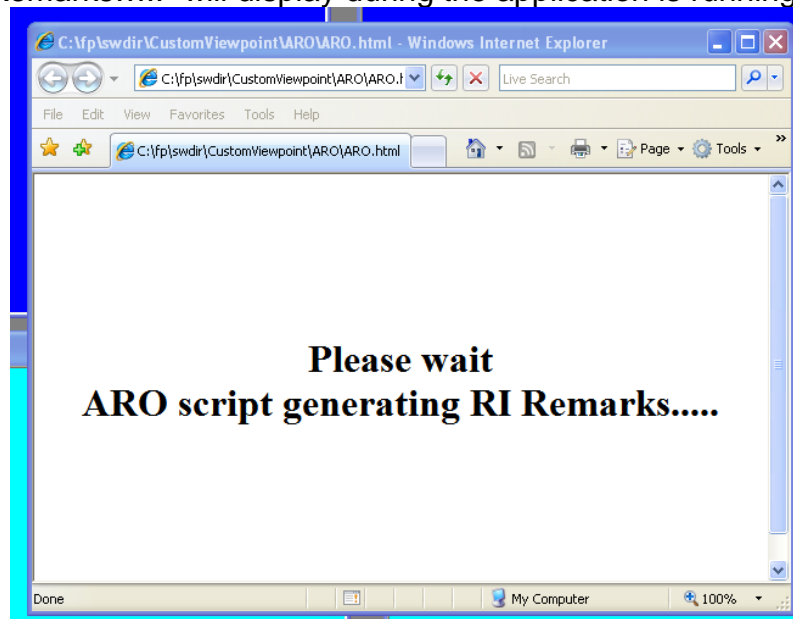

Figure 2

e. After the process is completed, RI remarks are generated and saved. PNR is ended and retrieved.

1.2 Run ARO application by inputting cryptic command of 'Print itinerary' and 'Print ticket' on FocalPoint

a. Sign on Galileo Desktop
b. Retrieve a PNR
c. Print itinerary - TKP (first 3 characters) + DID (3 characters right after TKP or in the middle of string) plus any things' or
d. Print ticket - TKP (first 3 characters) + DTD (3 characters right after TKP or in the middle of string) plus any things'
e. When agent inputs one of above host commands in FocalPoint, the application starts running.
f. Then a message screen "Please wait, ARO script generating RI Remarks....." will display during the application is running.
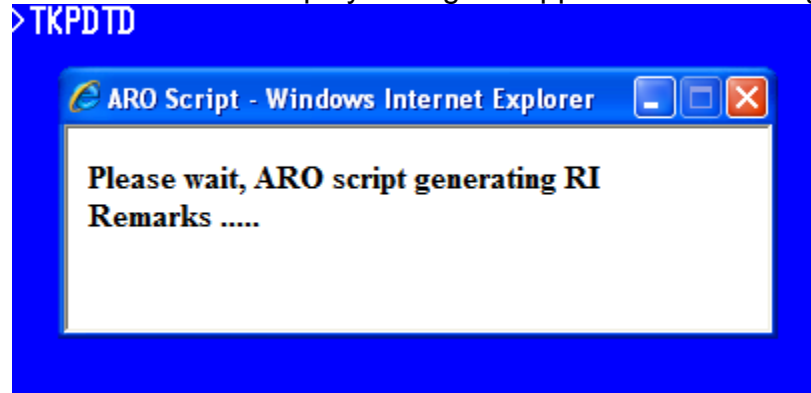

Figure 3

g. After the process is completed, host will process the Print itinerary or Print ticket command.
h. Finally, an itinerary with RI remarks is generated or a ticket is issued and RI remarks are saved. Otherwise, whatever the host response will be returned.

2. Messages returned when agent clicks on Custom Viewpoint icon

2.1 User has not signed on Galileo Desktop

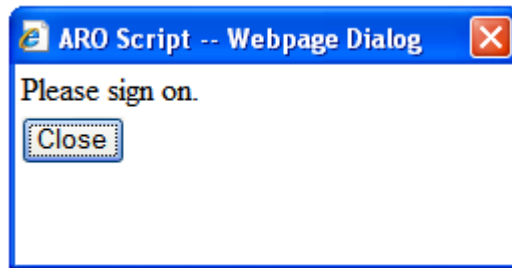This message will display when user has not signed on Galileo Desktop.

Figure 4

Click on "Close" button to close the message window and then

a. Sign on Galileo Desktop
b. Retrieve a PNR
c. Click on ARO icon running the application again.

2.2 Galileo Desktop is running but no booking file is found

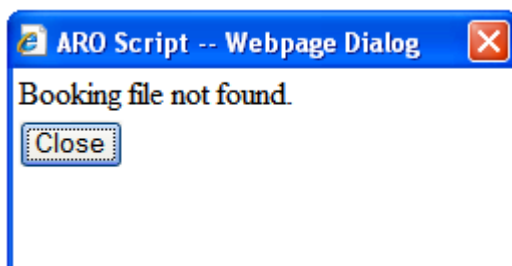This message will display when no PNR is retrieved.

Figure 5

Click on "Close" button to close the message window and then

a. Retrieve a PNR
b. Click on ARO icon running the application again.

2.3 PNR does not have an active air segment or it is a non-air PNR

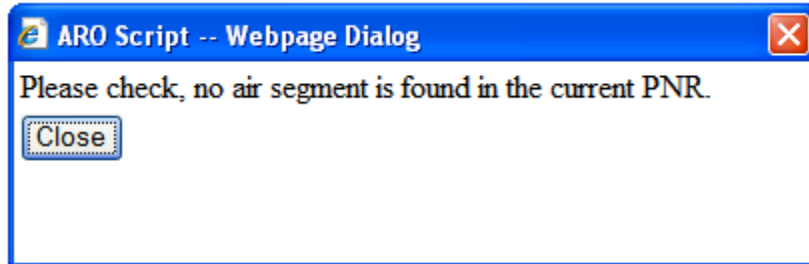This message will display when PNR does not have active air segment or it is a non-air PNR.

```
ARO Script -- Webpage Dialog                              ✕
Please check, no air segment is found in the current PNR.
 Close
```

Figure 6

Click on "Close" button to close the message window and then

a. Retrieve a PNR with at least one air/open air segment
b. Click on ARO icon running the application again.

2.4 Application is unable to generate ARO remark for any cities/airlines

This message will display if application does not find ARO telephone number for any cities/airlines on ARO pages (GC*900/901/902).
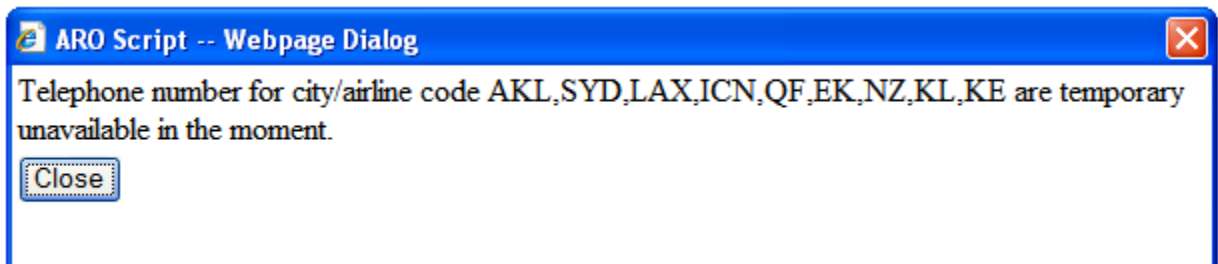
```
ARO Script -- Webpage Dialog                              ✕
Telephone number for city/airline code AKL,SYD,LAX,ICN,QF,EK,NZ,KL,KE are temporary
unavailable in the moment.
 Close
```

Figure 7

Click on "Close" icon to close the message window. The application will generate RI remarks for the rest of itinerary. PNR is ended and retrieved.

[Note: XXX is City Code like AKL, SYD etc. and XX is Airline Code like NZ, QF etc.]

When you encounter this message, please report to our local helpdesk team.

2.5 During the application is running

This message will display during the application is running.
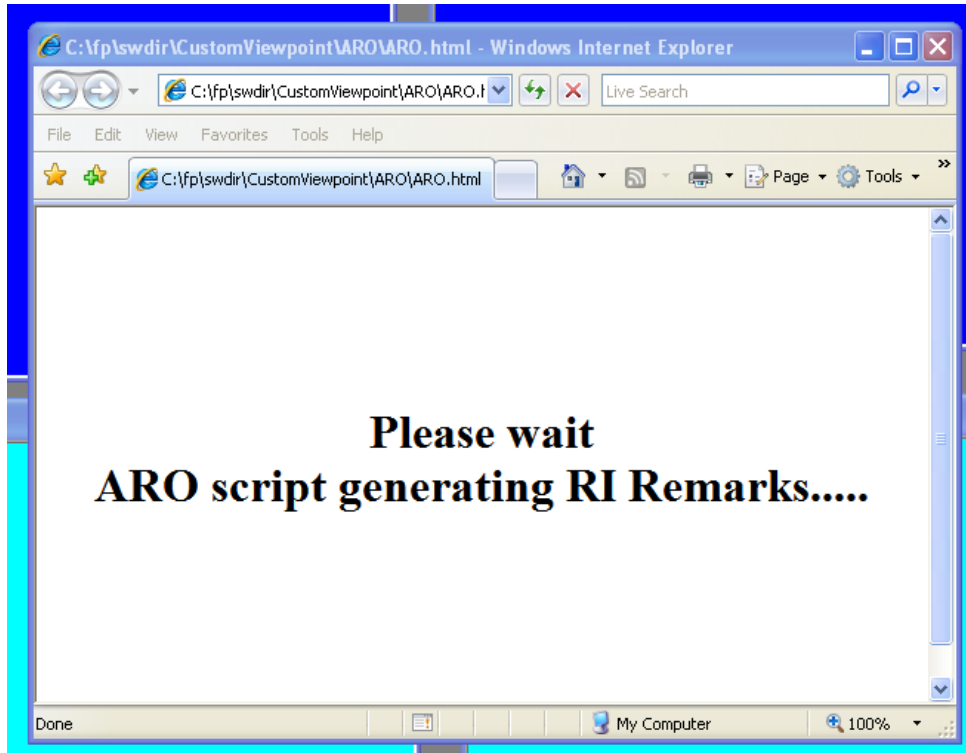

Figure 8

2.6 The process is completed

This message will display after RI remarks have been generated and saved in PNR successfully.
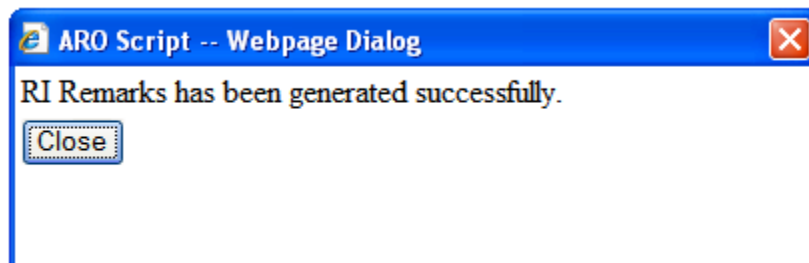

Figure 9

Click on "Close" icon to close the message window and then page will be closed.

3. Messages returned when agent inputs cryptic command of 'Print itinerary' and 'Print ticket' on FocalPoint

3.1 During the application is running

This message will display during the application is running. After the process is completed, the message window is automatically closed. The host will process the Print itinerary or Print ticket command.
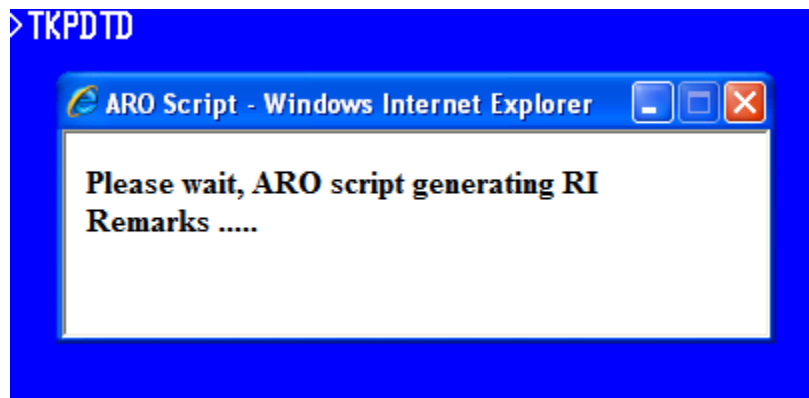

Figure 3

Finally, an itinerary or a ticket is expected to be issued and RI remarks are saved. Booking is ended by host automatically.

Otherwise, whatever the host response is returned that will be displayed.

3.2 Application is unable to generate ARO remark for any cities/airlines

This message will display when application does not find ARO telephone number for any cities/airlines on ARO pages (GC*900/901/902).
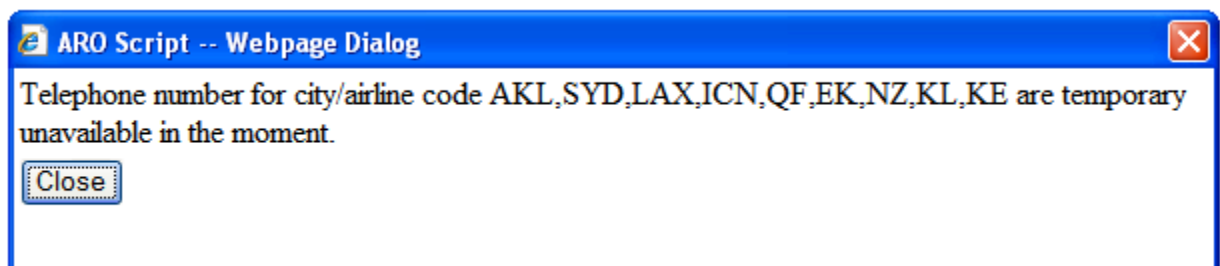

Figure 7

Click on "Close" icon to close the message window. The host will process the Print itinerary or Print ticket command.

Finally, an itinerary with RI remarks is issued, or a ticket is issued and RI remarks are saved. Booking is ended by host automatically.

Otherwise, whatever the host response is returned that would be displayed.

[Note: XXX is City Code like AKL, SYD etc. and XX is Airline Code like NZ, QF etc.]

When you encounter this message, please report to our local helpdesk team.

4. ARO Application functionalities

When agent inputs host command (TKPDID or TKPDTD) on FocalPoint or clicks on the Custom Viewpoint icon, application will perform the following tasks:-

- Checks if user has signed on Galileo Desktop
- Checks if a PNR is retrieved
- Checks if at least one air segment is found in current PNR
- Checks if every air (disregards booking status code)/open segment and ARO information of departure city under associated remark in an array
- When an ARO RI remark exists, the application will validate the office number and replaced by a new RI remark if the office number in PNR is different from ARO page (GC*900/901/902). Please find samples as below:-

Sample 1 - If there is one RI remark under the same segment number

```
** ITINERARY REMARKS **
ASSOCIATED ITINERARY REMARKS
 1. CX 406Y  04MAR HKG TPE
    1. AIRLINE OFFICE NUMBER CX HONG KONG 123456789
```

Application finds CX HK office number is **98765432109** on ARO page, it will search **"AIRLINE OFFICE NUMBER CX HONG KONG"** RI remark with respect to segment. Then, application will compare with two RI remarks. If the office number in PNR is different from ARO page, application will delete the existing one and replaced by a new RI remark with update office number. After updating, it will look like:

```
 ** ITINERARY REMARKS **
```

```
ASSOCIATED ITINERARY REMARKS
 1.  CX  406Y  04MAR HKG TPE
     1. AIRLINE OFFICE NUMBER CX HONG KONG 98765432109
```

Sample 2 - If there are more than one RI remarks under the same segment number

```
** ITINERARY REMARKS **
ASSOCIATED ITINERARY REMARKS
 1.  CX 406Y  04MAR HKG TPE
     1. AIRLINE OFFICE NUMBER CX HONG KONG 123456789
     2. AIRLINE OFFICE NUMBER CX HONG KONG 567890123
     3. AIRLINE OFFICE NUMBER CA HONG KONG 999999999
     4. AIRLINE OFFICE NUMBER UA HONG KONG 111111111
```

Application finds CX office number of HK is **98765432109** on ARO Page, it will search **"AIRLINE OFFICE NUMBER CX HONG KONG"** RI remark with respect to segment. Then, application will compare the 1st found ARO information with ARO page. If the office number in PNR is different from ARO page, application will delete all existing RI remarks and replaced by a new RI remark with update office number. After updating, it will look like:

```
 ** ITINERARY REMARKS **
ASSOCIATED ITINERARY REMARKS
 1.  CX  406Y  04MAR HKG TPE
     1. AIRLINE OFFICE NUMBER CX HONG KONG 98765432109
     2. AIRLINE OFFICE NUMBER CA HONG KONG 999999999
     3. AIRLINE OFFICE NUMBER UA HONG KONG 111111111
```

Appendix 1

Mandatory ARO data

To execute the application, a valid PNR which must have the following information:

1. Passenger Name
2. Phone
3. Itinerary with at least one air segment
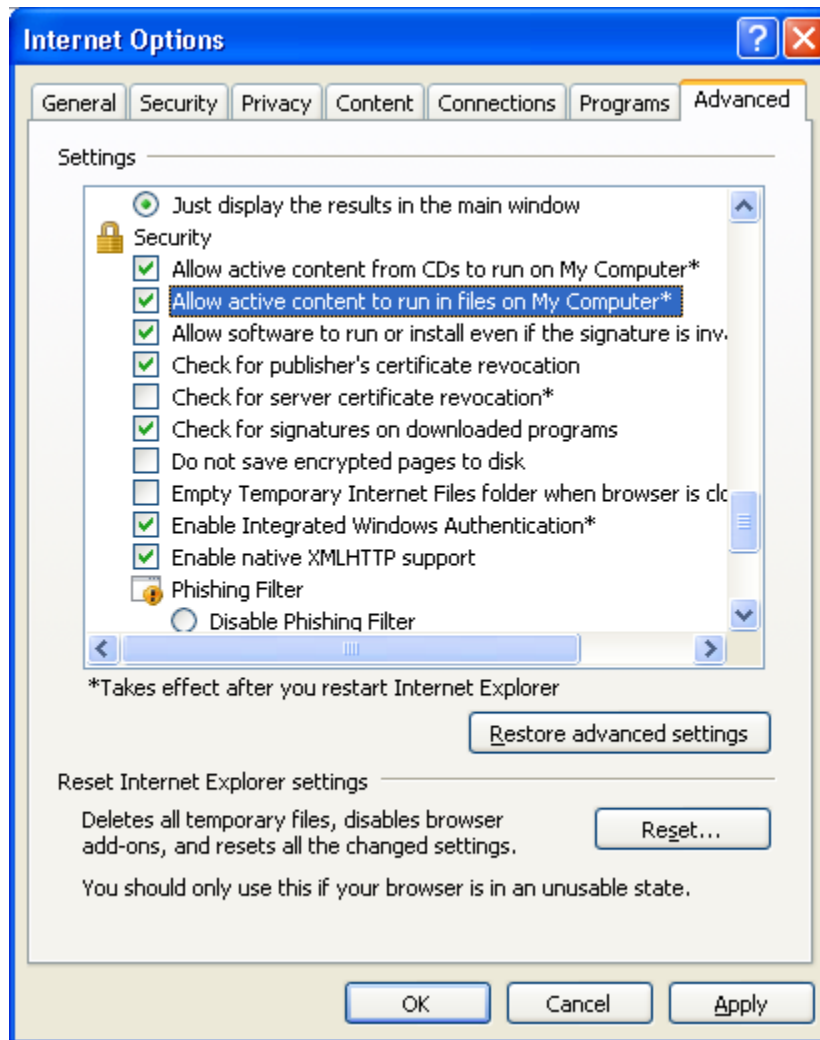4. Received from

Appendix 2

To stop the Information bar from blocking script running on Internet Explorer, you might follow below steps:

1) Go to Internet Explorer → Click **Tools** → Click **Internet Options**
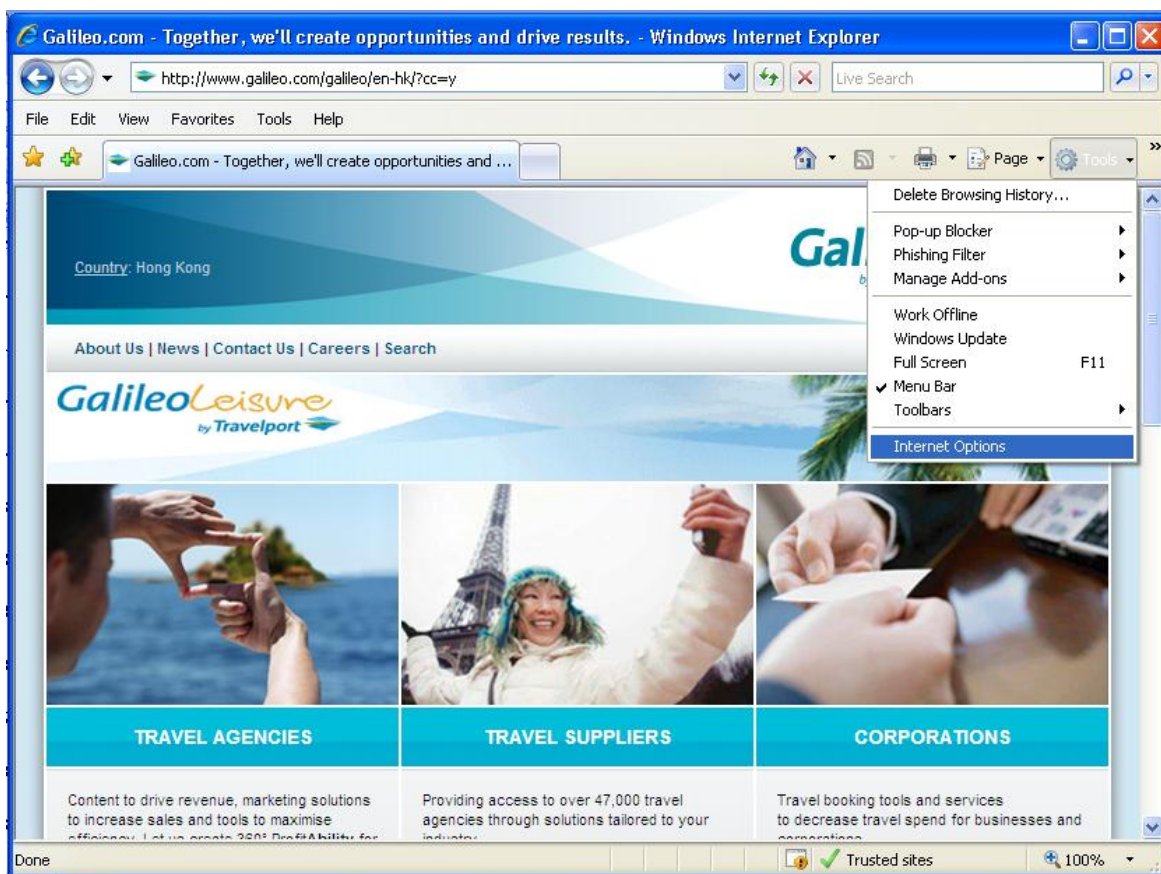
2) Click the **Advanced** tab → Scholl to the **Security** section → Check the box **"Allow active content to run in files on My Computer*"** → Click **OK**

*Remember to restart your Internet Explorer after you change the above security setting.