Galileo ARO Telephone Number Application User Guide

Version 9.0.2
Release date: 25Nov09

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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 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 2.0/2.1/2.2
- 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

Airline Reservation Office (ARO) telephone number has to be added under each air/open air segment as associated remarks. There are 2 ways to execute the ARO Telephone numbers script:

1) Via Custom Toolbar button in custom viewpoint toolbar.

2) To execute the command 'TKP (first 3 characters) + DID (3 characters right after TKP or in the middle of string) plus any things' or 'TKP (first 3 characters) + DTD (3 characters right after TKP or in the middle of string) plus any things' on focal point of Galileo Desktop 2.0 and above.

1.1. Run from Custom Viewpoint Toolbar

After installing (Refer Installation manual for installing the ARO application) the ARO application, a new button (refer Figure 1) will be added / created in the Viewpoint Custom Toolbar of the Galileo Desktop.

To run the ARO Script via Custom Viewpoint Toolbar button,

a. Sign into Galileo Desktop
b. Retrieve the PNR
c. Then click on the ARO button to run the ARO application.
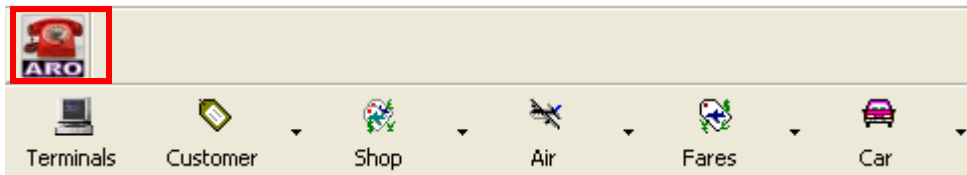
Figure 1

1.2. Run by executing the command TKP + DTD or TKP + DID on focal point window

Firstly, install (Refer Installation manual for installing the ARO Script) the ARO application.

To run the ARO application via Focal point window,

a. Sign into Galileo Desktop
b. Retrieve the PNR
c. Whenever agent types host entry command <u>either</u>
   i) 'TKP (first 3 characters) + DID (3 characters right after TKP or in the middle of string) plus any things' <u>or</u>
   ii) 'TKP (first 3 characters) + DTD (3 characters right after TKP or in the middle of string) plus any things' on focal point of Galileo Desktop 2.0 and above.
d. Then a message "Please wait, ARO script generating RI Remarks….." would be displayed as per below mentioned screen (if PNR has all the required information to run the ARO application).
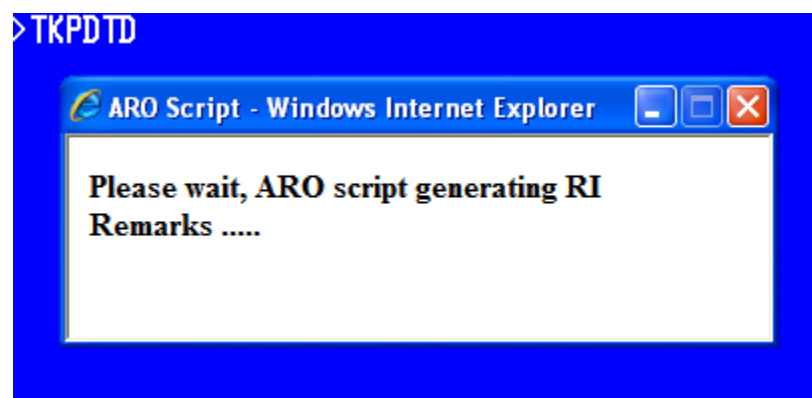
Figure 2

e. After ARO functionality finished then the window would be automatically closed and then command TKPDTD or TKPDID will be processed by host.

f. 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 returned that would be displayed

Messages returned by the ARO application when runs from Custom Viewpoint Toolbar

1.3. Please Sign In

This message is displayed when the user clicks on the Custom Viewpoint toolbar ARO button to initiate the application and if the user has not signed in to Galileo Desktop.
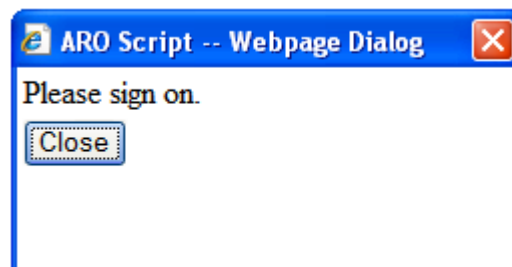
Figure 3

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

a. Sign into Galileo Desktop
b. Retrieve the PNR
c. Then click on the ARO button to run the ARO application again.

1.4. Galileo Desktop is running but PNR /Booking file not found

This message is displayed when the user clicks on the Custom Viewpoint toolbar ARO button to initiate the application but there is no any active PNR/Booking file.
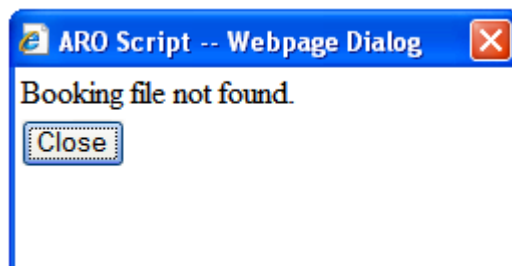
Figure 4

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

a. Retrieve the PNR
b. Then click on the ARO button to run the ARO application again.

1.5. PNR without any air segments or non-Air PNR

This message is displayed if the user clicks on the ARO Custom Toolbar button and there is an existing PNR without any air segments or non-Air PNR.

Figure 5

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

a. Retrieve a PNR with at least one air/open air segment
b. Then click on the ARO button to run the ARO application again.

1.6. Message displayed on the screen when the application is running.

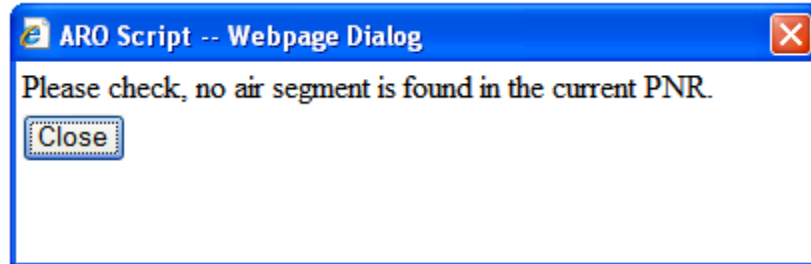This message is displayed when the user clicks on the Custom Viewpoint toolbar ARO button to initiate the application.
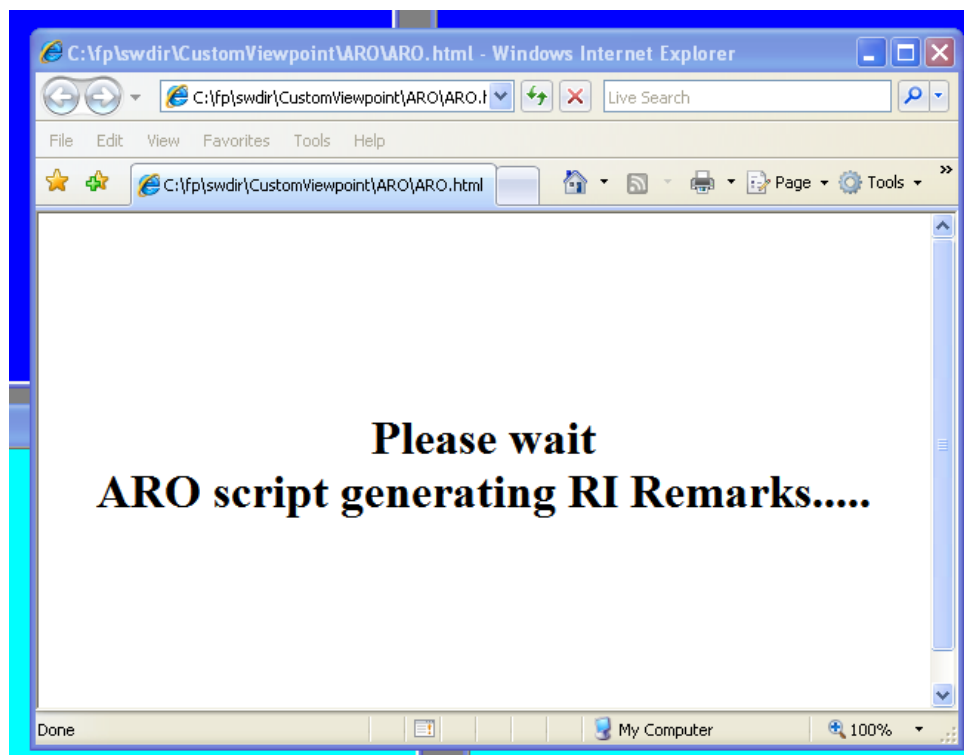

Figure 6

1.7. Telephone number for city/airline code XXX, XXX, XXX, XX, XX are temporary unavailable in the moment.

This message is displayed if the user clicks on the ARO Custom Toolbar button and application does not find the ARO Telephone number for city/airline code then application prompts below mentioned collective message.

Figure 3

Click "Close" button to close the message window. After that application proceeds to generate RI remark with respect to that find the ARO Telephone number.

[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 helpdesk team through eCS.

1.8. RI Remarks has been generated successfully

This message is displayed when ARO functionality finished.

Figure 4

Click on "Close" button to close the message window and then page would be closed.

2. Messages returned by the ARO application when agent executes the command TKPDTD or TKPDID on focal point window

2.1. Please wait, ARO script generating RI Remarks

This message is displayed when agent types host entry command (TKPDID or TKPDTD) on Focal Point, if the PNR have all the required information then ARO application runs. When ARO functionality finished, screen is automatically closed. And after that command TKPDTD or TKPDID will be processed by host.
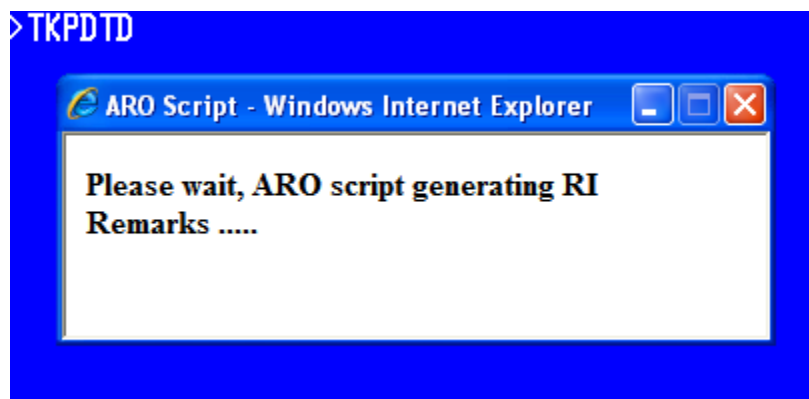
Figure 5

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 would be displayed.

2.2. Telephone number for city/airline code XXX, XXX, XXX, XX, XX are temporary unavailable in the moment.

This message is displayed if application does not find the ARO Telephone number for city/airline. Then application prompts this collective message.
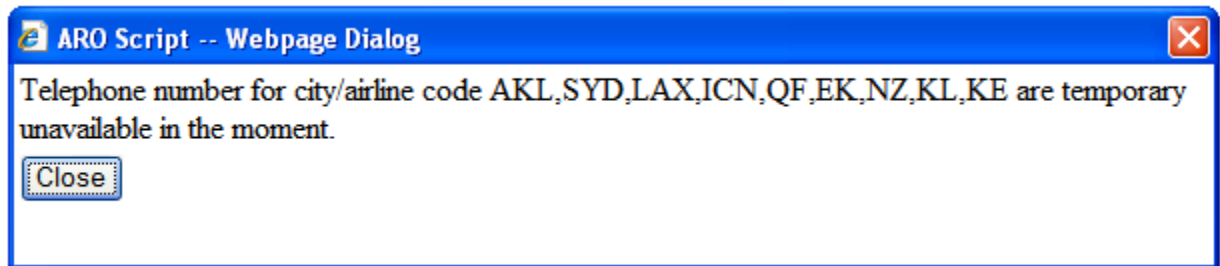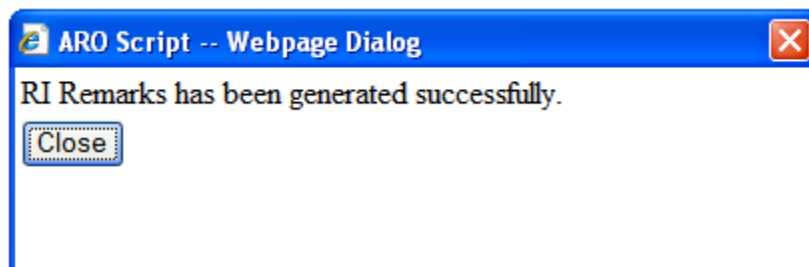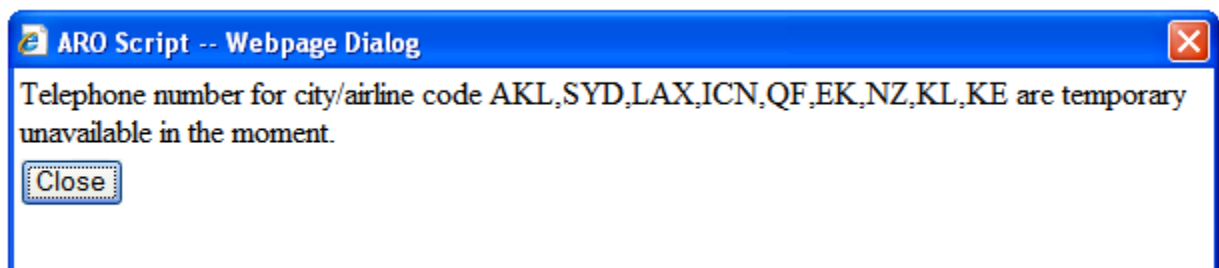

Figure 7

Click "Close" button to close the message window. After that application proceeds to generate RI remark with respect to that find the ARO Telephone number, then command TKPDTD or TKPDID will be processed by host.

Finally, an itinerary (with respect to TKPDID) with RI remarks is expected to be 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.]

3. Functionality details of the ARO application

When agent types host entry command (TKPDID or TKPDTD) on Focal Point window Galileo Desktops or clicks on the custom toolbar button, then script should perform the following tasks:-

- Checks if user has signed on in Galileo Desktop
- Checks if a PNR is retrieved
- Checks if at least one air segment is found in the current PNR
- Checks if every air (disregards booking status code)/open air segment and stores the ARO information of departure city under associated remark in an array
- Updates any existing ARO RI remarks in PNR if it is different from our master list (GC*900/901/902). Please find samples as below:-

Sample 1 - If there is 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
```

And if application finds CX office number in HK is **98765432109** in our master list. Then application will search **"AIRLINE OFFICE NUMBER CX HONG KONG"** in exiting RI remark with respect to segment and will update RI remarks. After updation, it will be 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
```

And if application finds CX office number in HK is **98765432109** in our master list. Then application will search **"AIRLINE OFFICE NUMBER CX HONG KONG"** in exiting RI remark with respect to segment and will update RI remarks (1st found) associated with segment and delete rest all. After updation, it will be 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 ARO application, a valid PNR is required. A valid PNR contains the following information:

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

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

1) Go to Internet Explorer → Click **Tools** → Click **Internet Options**
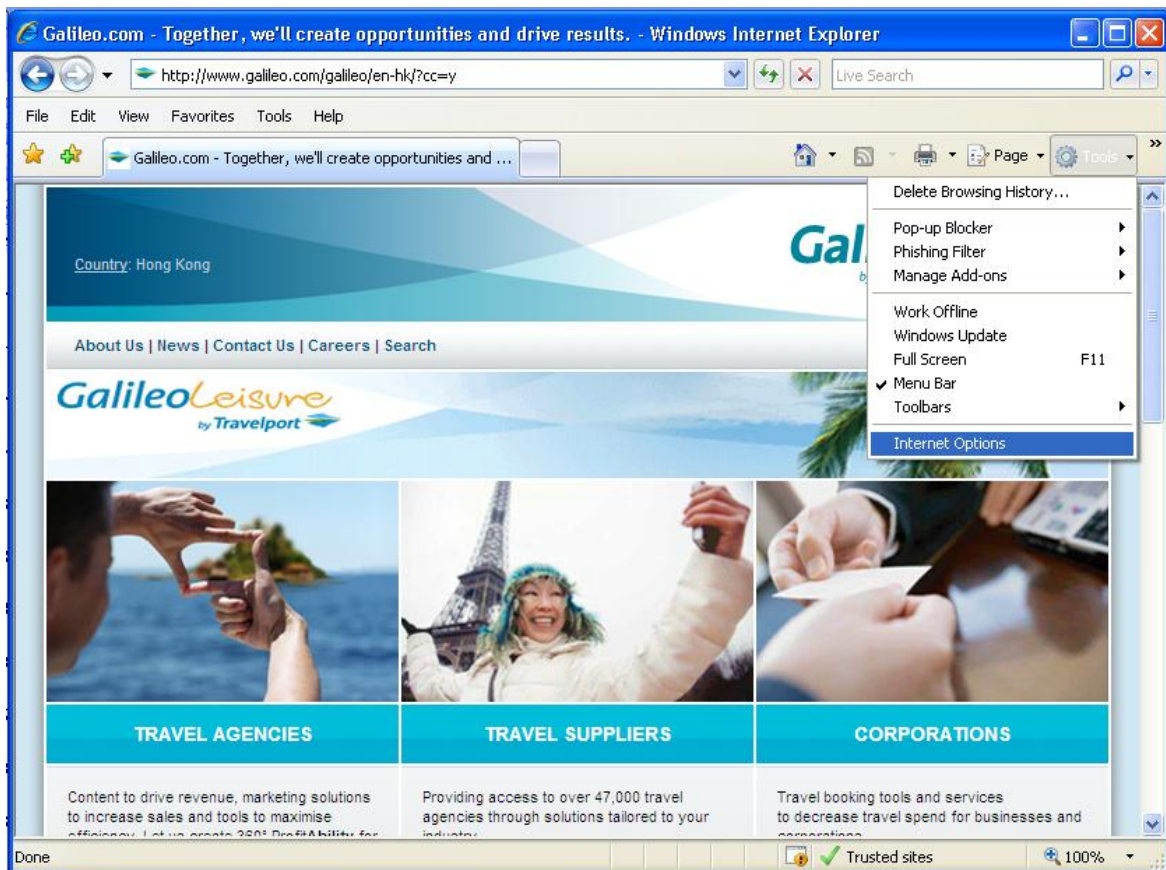
2) Click the **Advanced** tab → Scholl to the **Security** section → Check the box
"Allow active content to run in files on My Computer*" → Click **OK**
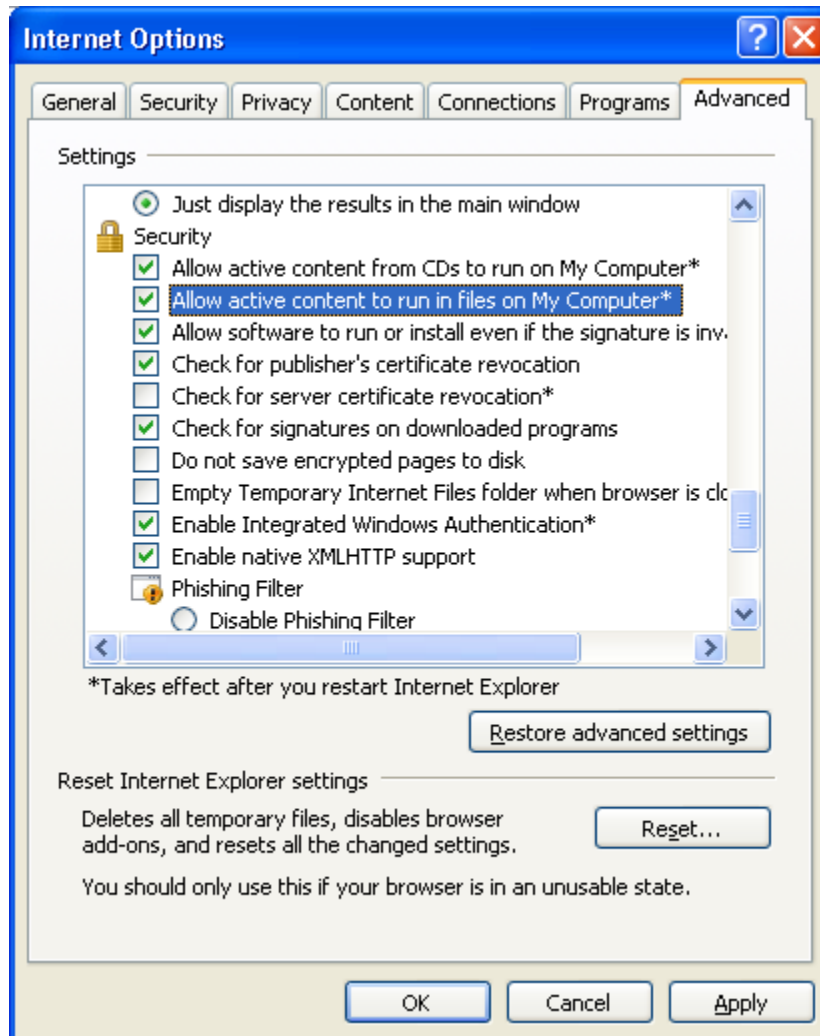
*Remember to restart your Internet Explorer after you change the above security setting.