Document Converter User Guide

Version 10.1.1

Release Date: 19Mar10

Travelport

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1. Document Converter

1.1 Introduction

The product is to convert the Print Text file name of E ticket document from a generic to a specific structure file name and save into a specific folder under a specific path.

Document Converter Version 10.1.1 supports following types of files:

- Agent Coupon
- Credit Card Charge
- Passenger Receipt
- Audit Coupon
- Exchange Authorization Form
- Refund Notice
- Unconverted MIR file

Document Converter Version 10.1.1 supports following output formats of files:

- DOC
- TXT
- PDF
- RTF

Default Location of Application:
C:\Document_Converter\Bin

Default Locations of Folders:
MIR Input Directory: C:\DOCUMENT CONVERTER INPUT
Output Directory: C:\DOCUMENT_CONVERTER_OUTPUT\OUTPUT
MIR ARCHIVE Directory: C:\DOCUMENT_CONVERTER_OUTPUT\MIR ARCHIVE
LOG Directory: C:\DOCUMENT_CONVERTER_OUTPUT\LOG
Unconverted MIR file: C:\DOCUMENT CONVERTER UNCONVERTED

Note – All default locations of Application & Folders will be created by application automatically during installation process.

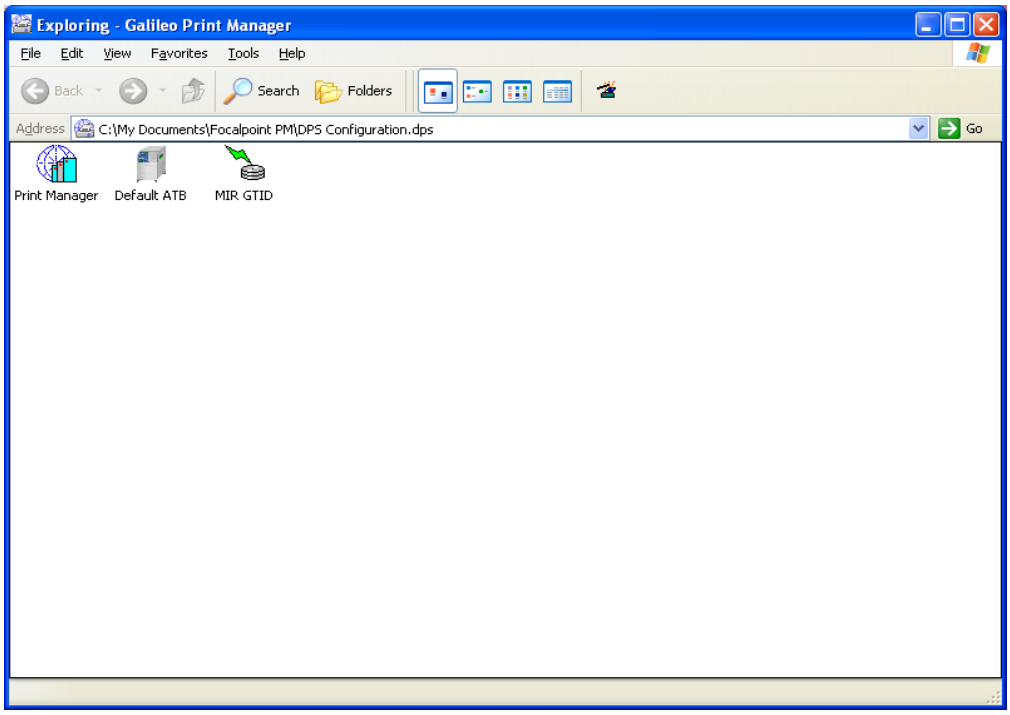
1.2 Minimum Software Requirements

- Operating System: Windows 2000 and above
- Adobe Acrobat Reader 6.0
- iTextSharp.dll v4.1.2.0
- Microsoft office 2000 and above
- Email Client
- .Net Framework 2.0 (Installed by Document Converter setup)
- Galileo Desktop 2.0 and above
- Galileo Print Manager 4.0.00

1.3 Configure an output device in GPM

Before you run document converter, you need to configure your output device to "MIR to Disk" in Galileo Print Manager (GPM).

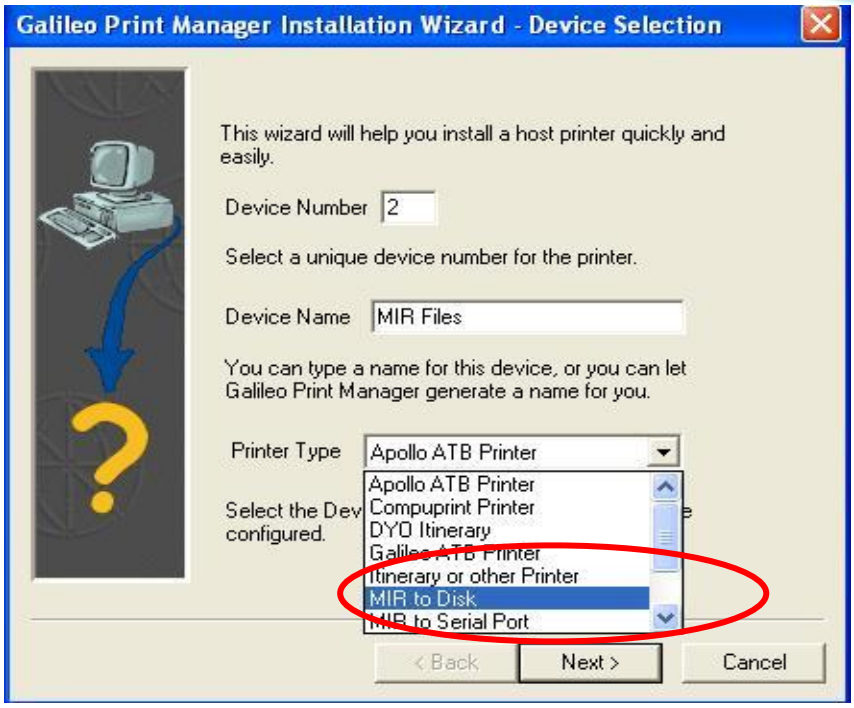
Step 1 - Open the Galileo Print Manager Configuration, click "Start" -> "All Programs" -> Galileo Print Manager -> Configurations



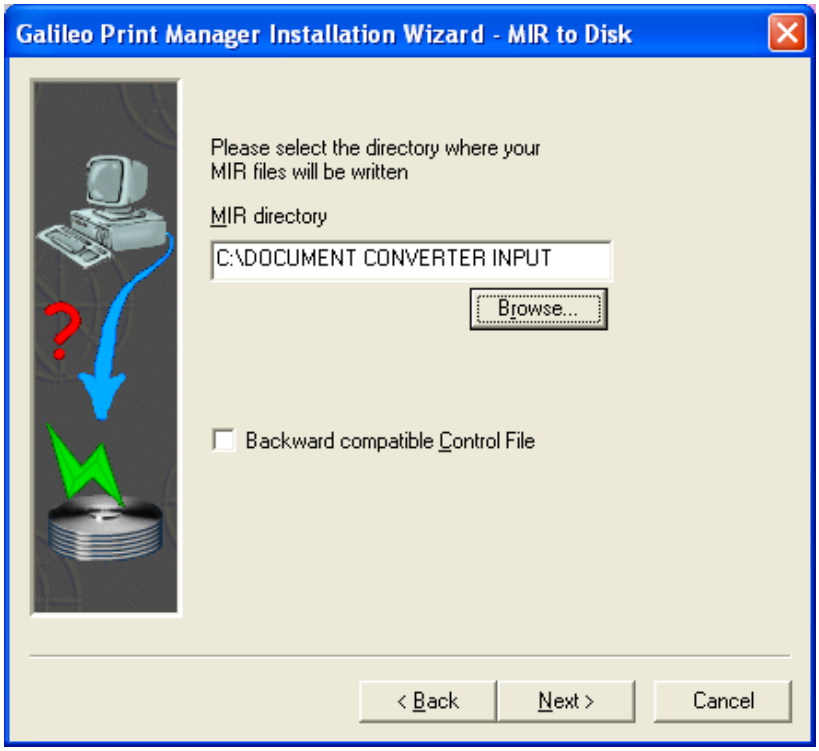
Step 2 - Right click on the space area and search New -> Device and you will find the Galileo Print Manager Installation Wizard – Device Selection

Device Number – type the FPM number which shows on Galileo Printer Manager, GTIDs tab
Device Name – type MIR Files
Printer Type – Select MIR to Disk

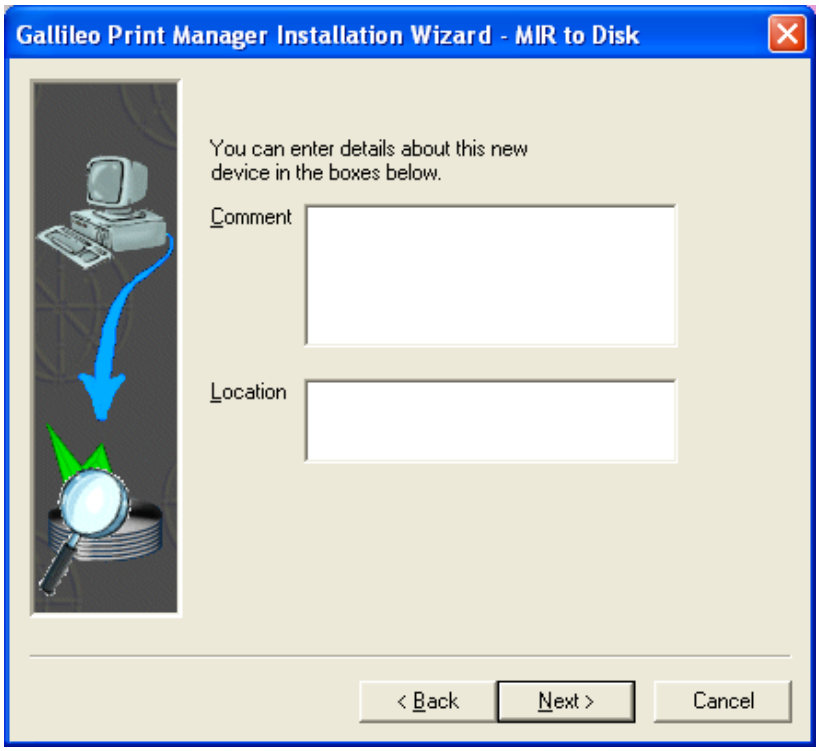
Then click on "Next"



Step 3 – Browse the MIR directory and select C:\DOCUMENT CONVERTER INPUT or your designated Document Converter Input folder within the network

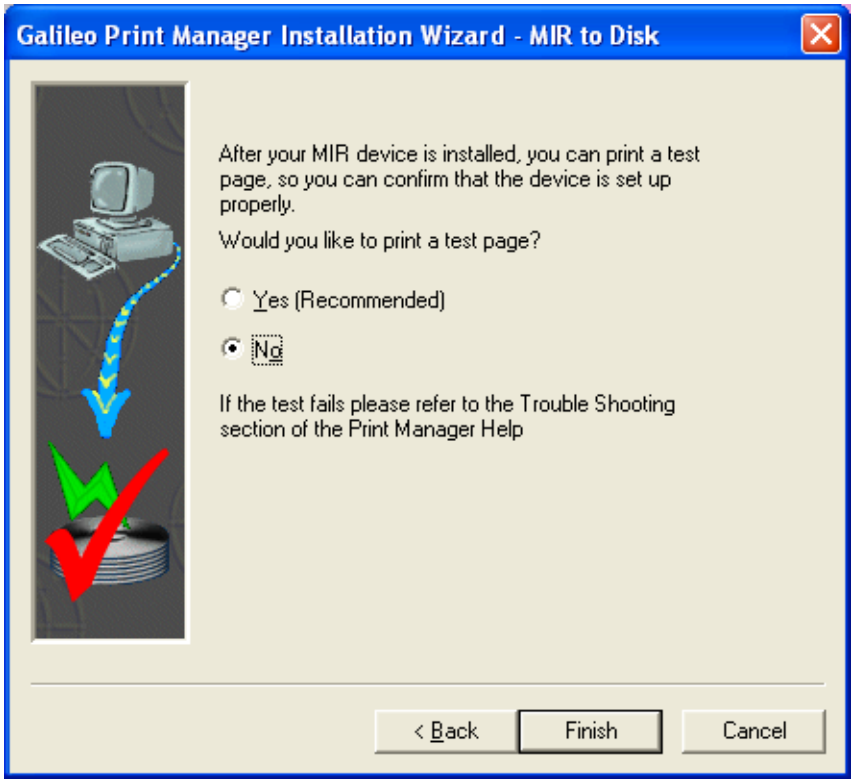


Then click on "Next"



Then, click on "Next"

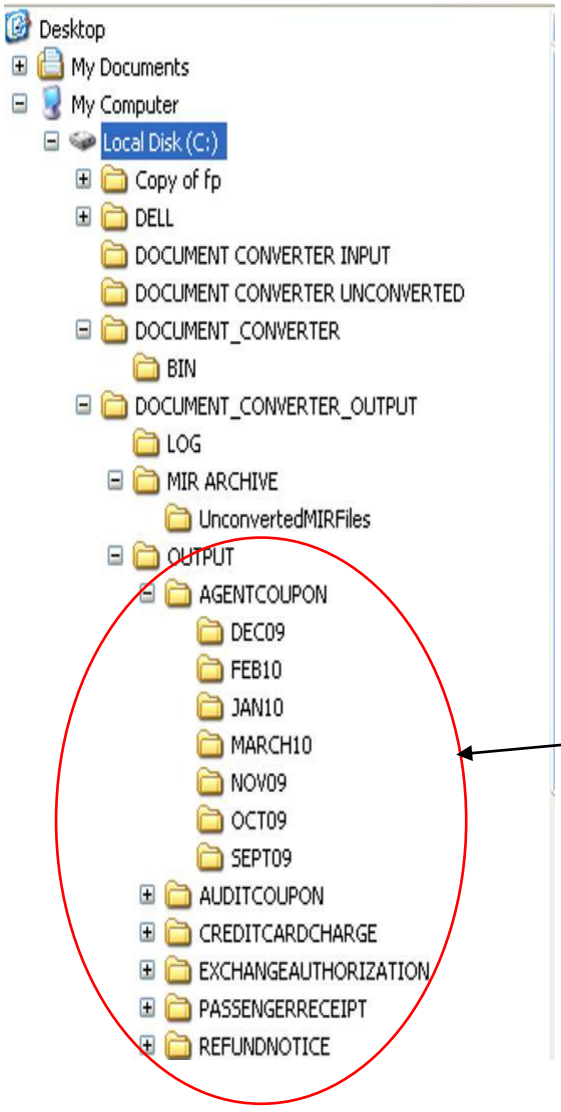
Step 4 - select "Yes" to print a test page or "No" not to print a test page



Then, click on "Finish" and the setup is completed.

Should you have any problems to divert print text file to MIR file, please contact your Account Manager.

Folder View



Coupon type folders and month subfolders will be created automatically while the first coupon is converted.

1.4 Standard naming convention of files

- ***Agent Coupon***
  AG-<Tkt number without check digit>-<last 3 digit of conj tkt if applicable>-<3-char numeric airline code>-<pax name>-<Record locator>-<YYYYMMDDHHMMSS>.DOC

- ***Credit Card Charge Form***
  CF-<PaxName>-<Rloc>-<3-char numeric airline code+tkt number without check digit>-<last three digit of conjunction ticket if applicable>-<YYYYMMDDHHMMSS>.DOC

- ***Passenger Receipt***
  PR-<PaxName>-<3-char numeric airline code+Tkt number without check digit>-<last three digit of conjunction ticket if applicable>-<YYYYMMDDHHMMSS>.DOC

- ***Audit Coupon***
  AU-<Tkt number without check digit>-<last 3 digit of conj tkt if applicable>-<3-char numeric airline code>-<pax name>-<Record locator>-<YYYYMMDDHHMMSS>.DOC

- ***Exchange Authorization Form***
  EX-<Tkt number without check digit>-<last 3 digit of conj tkt if applicable>-<3-char numeric airline code>-<pax name>-<YYYYMMDDHHMMSS>.DOC

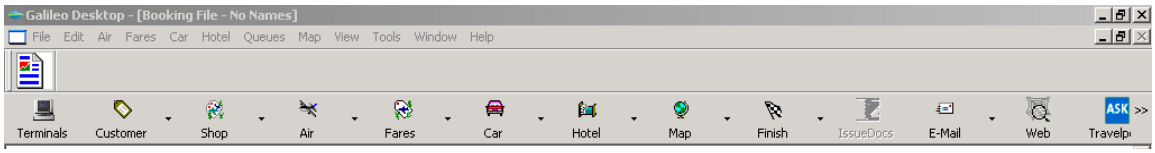
- ***Refund Notice***
  RN-<Tkt number without check digit>-<last 3 digit of conj tkt if applicable>-<3-char numeric airline code>-<pax name>-<YYYYMMDDHHMMSS>.DOC

- ***Unconverted MIR file***
  <XXXXXGAL>.MIR

1.5 Launch Document Converter

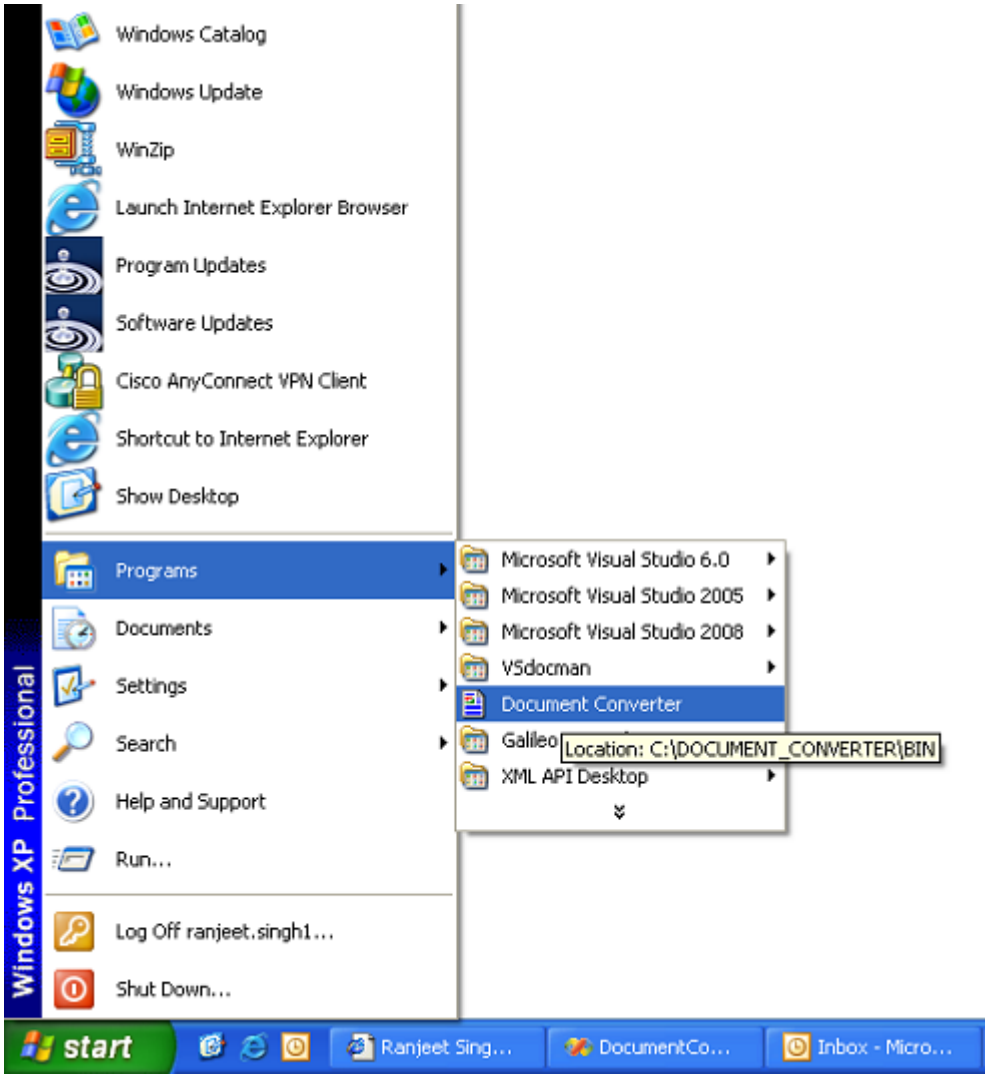
You may launch the Document Converter by:-

1) Clicking the icon on Custom ViewPoint Toolbar



or

2) Clicking **Start** ---> **Program** ---> **Document Converter**

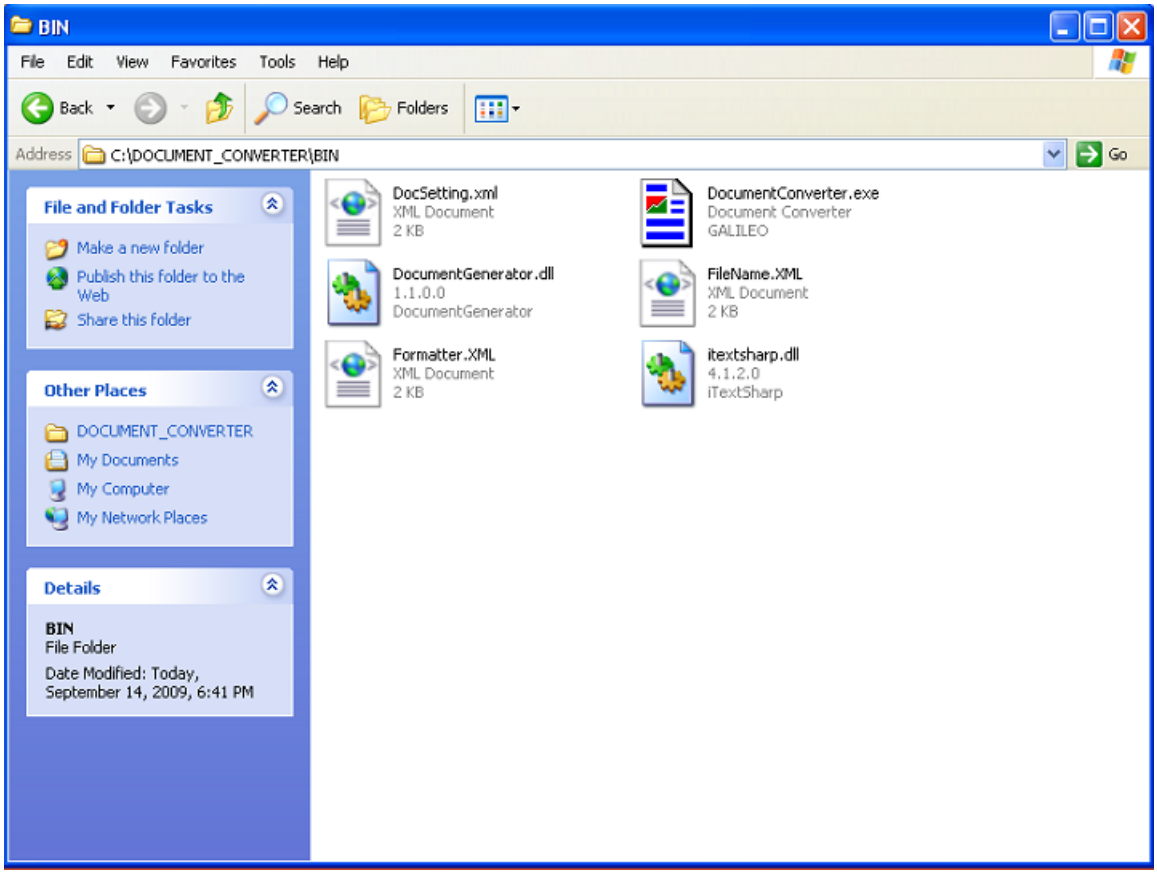


or

3) Clicking the shortcut on desktop.

or

4) Clicking the DocumentConverter.exe in BIN folder.
Location - C:\DOCUMENT_CONVERTER\BIN

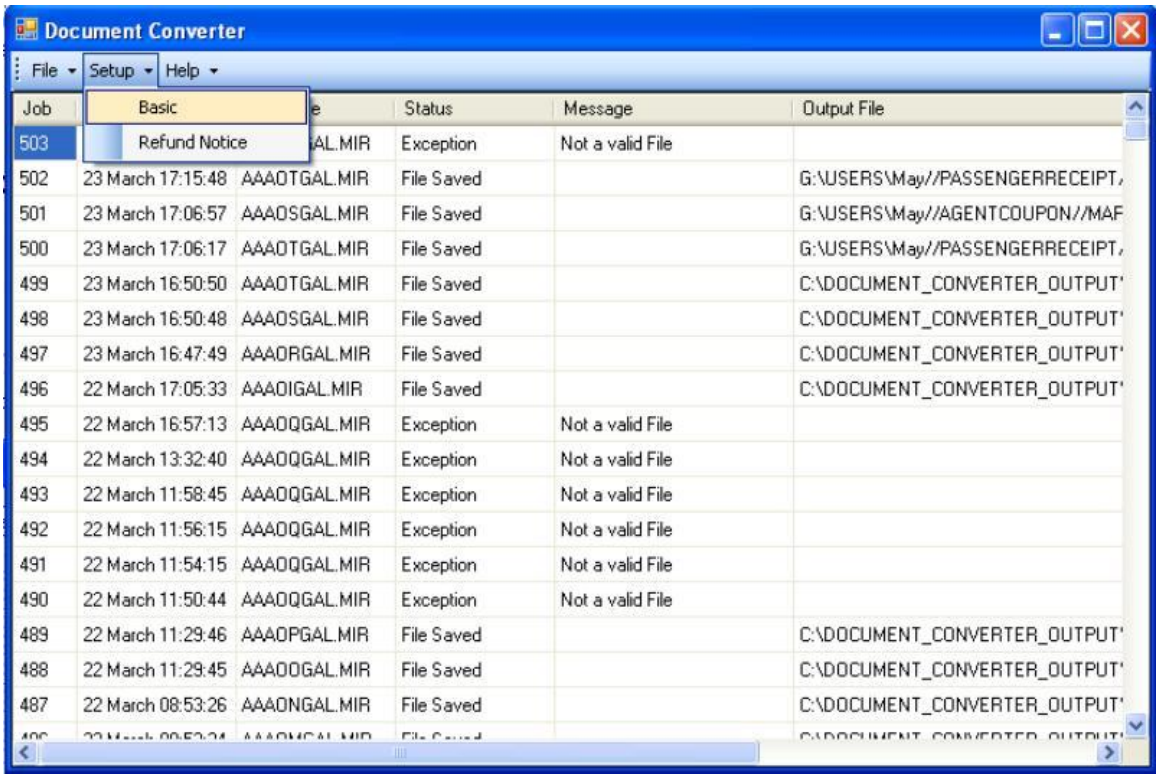


After Document Converter is launched, a job file screen will be displayed (refer to 1.9)

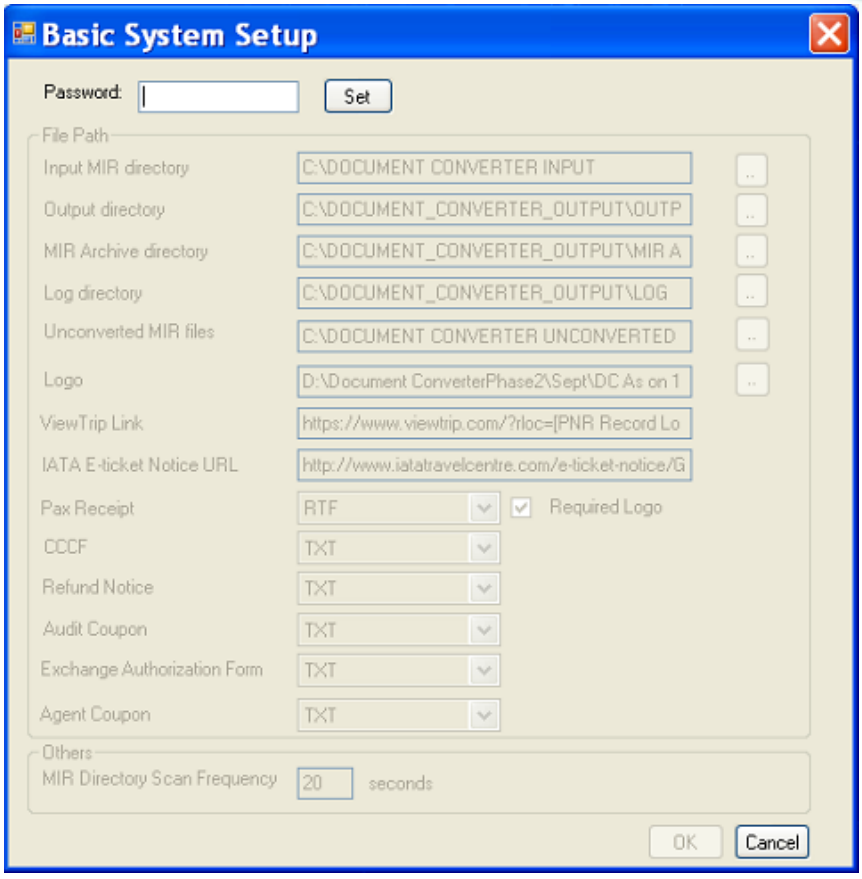
1.6 Configure System Setup

The Basic System Setup Menu can be accessed through the log file screen. You can configure the directory of all file paths, company logo, IATA E-ticket notice URL and output file format of each document in this menu.

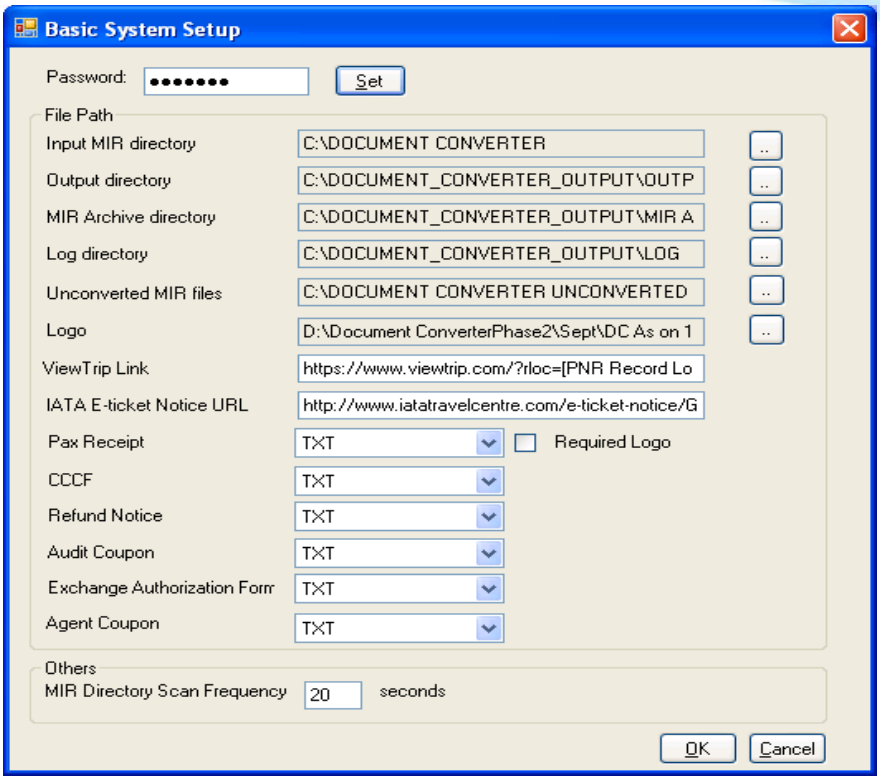
** Please contact your Account Manager if you want to change your configuration in the System Setup table. **



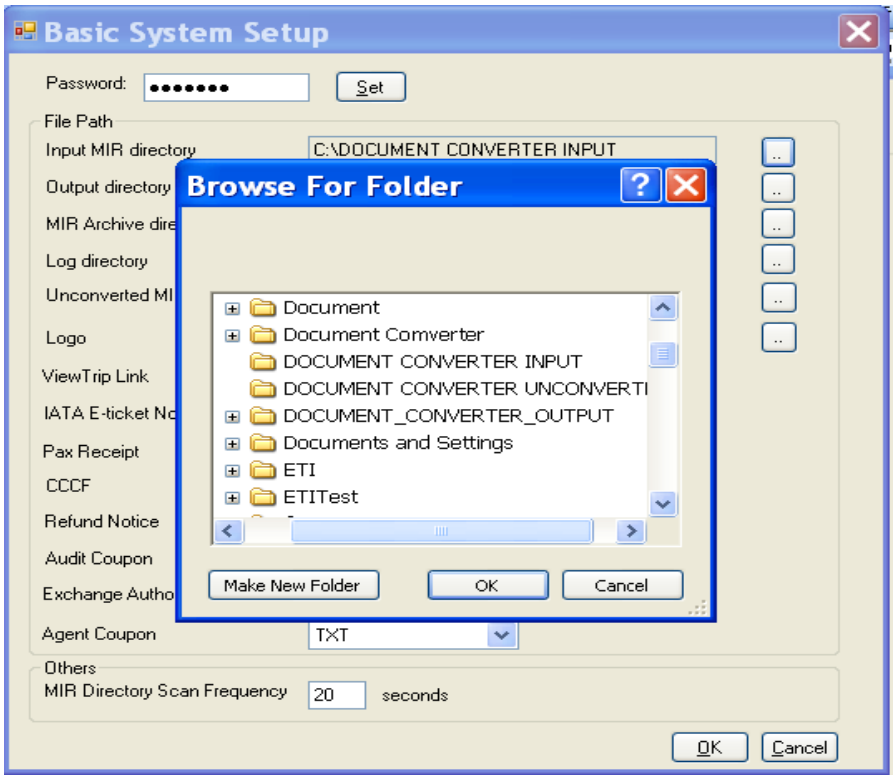
Click on "Setup" button on the log file screen or press ALT+S button. The submenu is opened. Click on "Basic" submenu or press ALT+B and the following table will be displayed.



- In the above table, only Password text box, "Set" button & "Cancel" button are enabled on loading.
- Input password in the password text box then click on "Set" button. All fields will be enabled if the password is matched. (Please contact your local Galileo Helpdesk team for any updates)
- If the password is not match then all fields remain disabled.

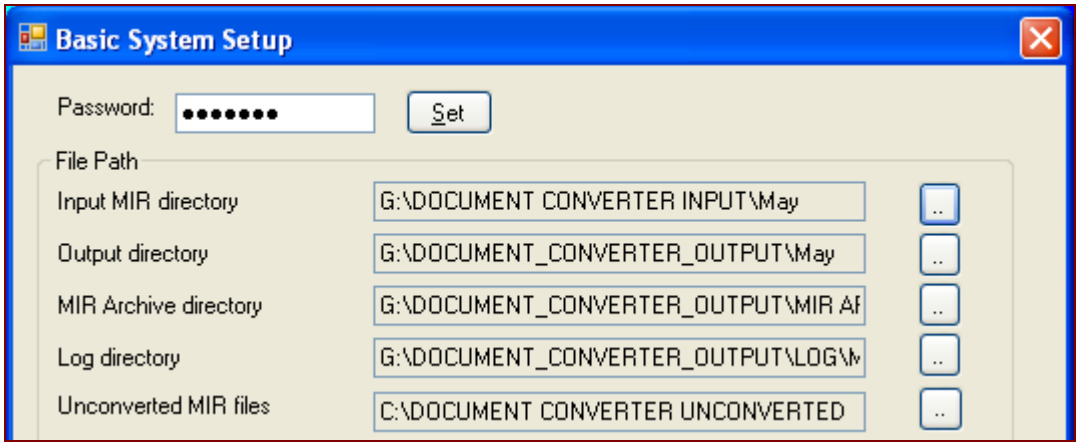


a) To define directory path, select the corresponding button next to directory text box and a "Browse for Folder" screen is popped up.



b) Then, you choose desired folders one by one & click on "OK" button, folder paths will be auto updated in the text boxes.

If you want to add the company logo on a document, please note the company logo size is limited to width 150 pixels and height 100 pixels in .jpg or .bmp format.

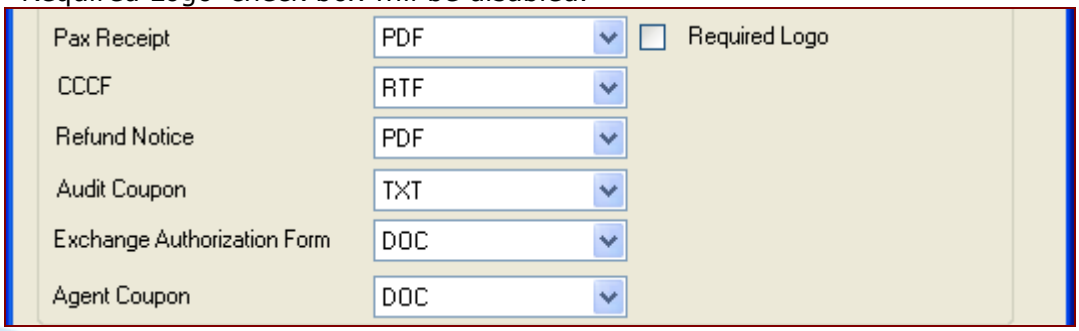


c) View Trip Link path is pre-defined and please do not change it.

d) The IATA E-ticket Notice URL currently is http://www.iatatravelcentre.com/e-ticket-notice/General/English/ and it can be updated when IATA changes the location of notice.

e) You can choose the output file format of each document from the combo box below. Four types of file format are DOC, TXT, RTF & PDF. By default, TXT is selected.

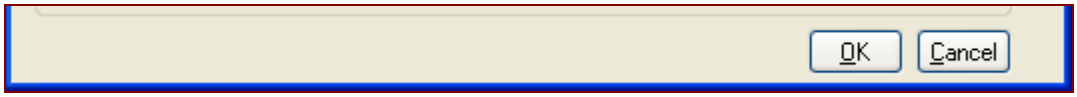
f) If you want to append a company logo on every passenger receipt, please click the 'Required Logo' check box. Please note only DOC or RTF or PDF file can support company logo. If you choose TXT as default for passenger receipt, the 'Required Logo' check box will be disabled.



g) To define the interval time of file conversion, enter a value in MIR Directory Scan frequency text box.

h) After all details are configured, please click on "OK" button or press ALT+O. The setting file will be updated and Basic System Setup window is closed.

i) Click on "Cancel" button or press ALT+C to ignore all updates and close the Basic System Setup window.



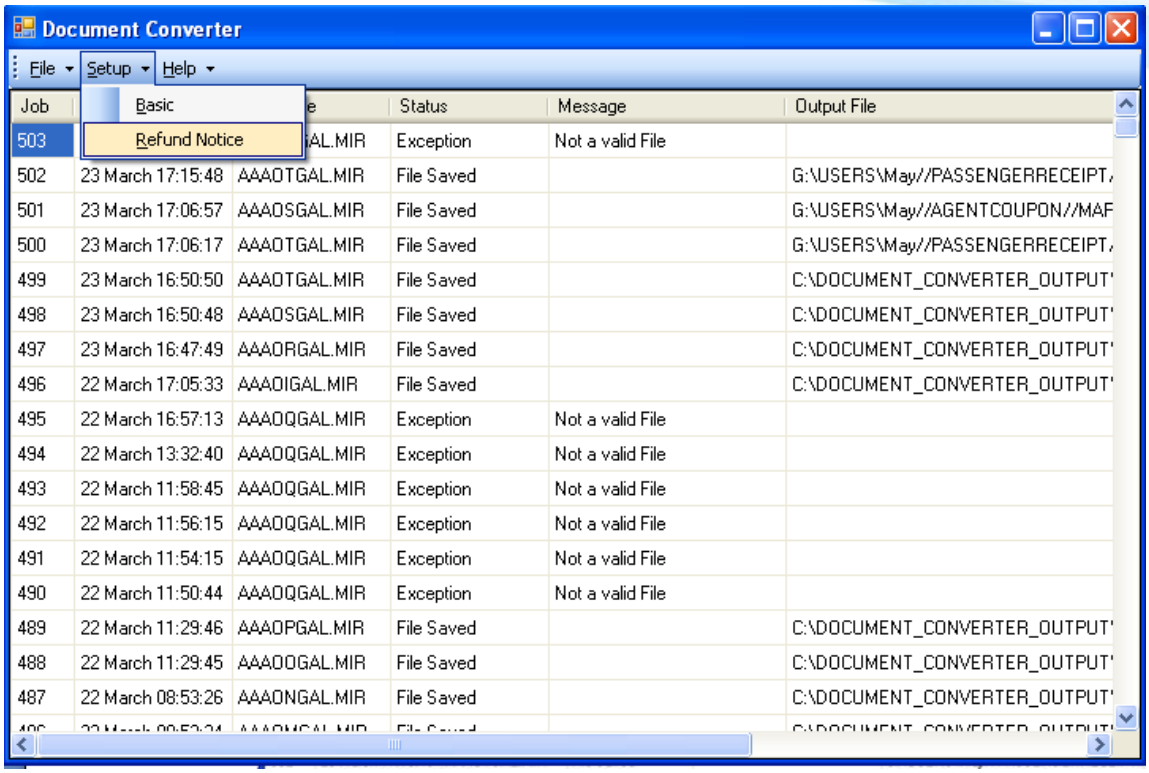
1.7 Configure Refund Notice Setup Menu

The Refund Notice Setup menu can be accessed through the log file screen. To enable the application to convert a refund notice MIR file and create the standard naming file, you have to define the position of "Row No." and "Starting Character" of following events on the setup menu.

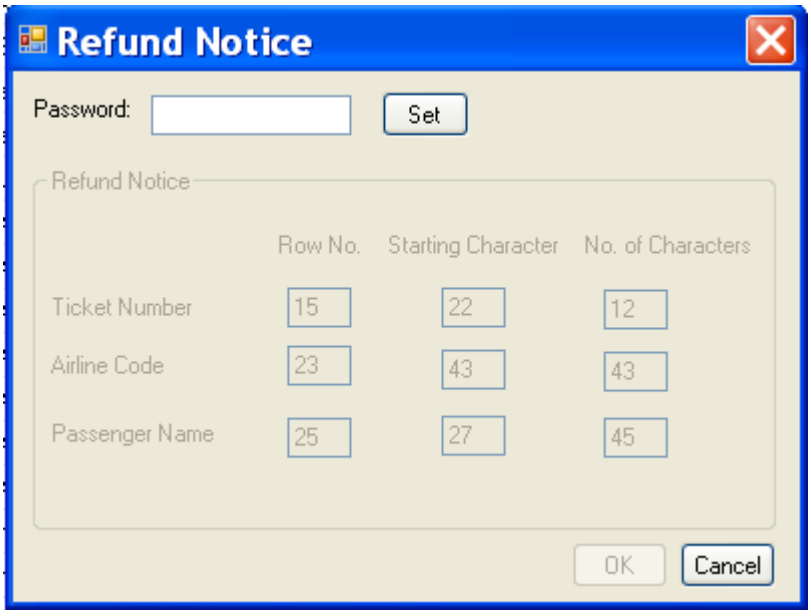
- Ticket Number
- Airline Code
- Passenger Name

Click on "Setup" menu or press ALT+S button, submenus is opened then click on "Refund Notice" submenu or press ALT+R.

** Please contact your Account Manager if you want to change your configuration on the Refund Notice table **



The following screen will be displayed.

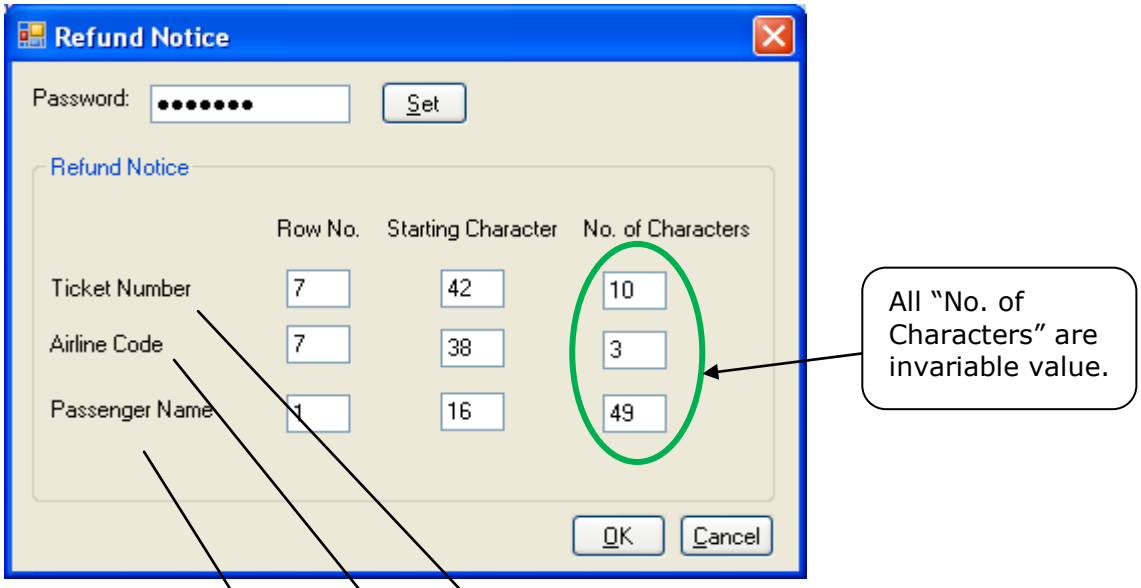


- Only Password text box, "Set" button & "Cancel" button are enabled on loading.
- Input password in the password text box then click "Set" button. All fields will be enabled if password is matched.
- If password is not matched then all fields remain disabled.

On the Refund Notice setup menu, "Row No.", "Starting Character", "No. of Characters", "Ticket Number", "Airline Code" and "Passenger Name" are arranged on a grid pattern.

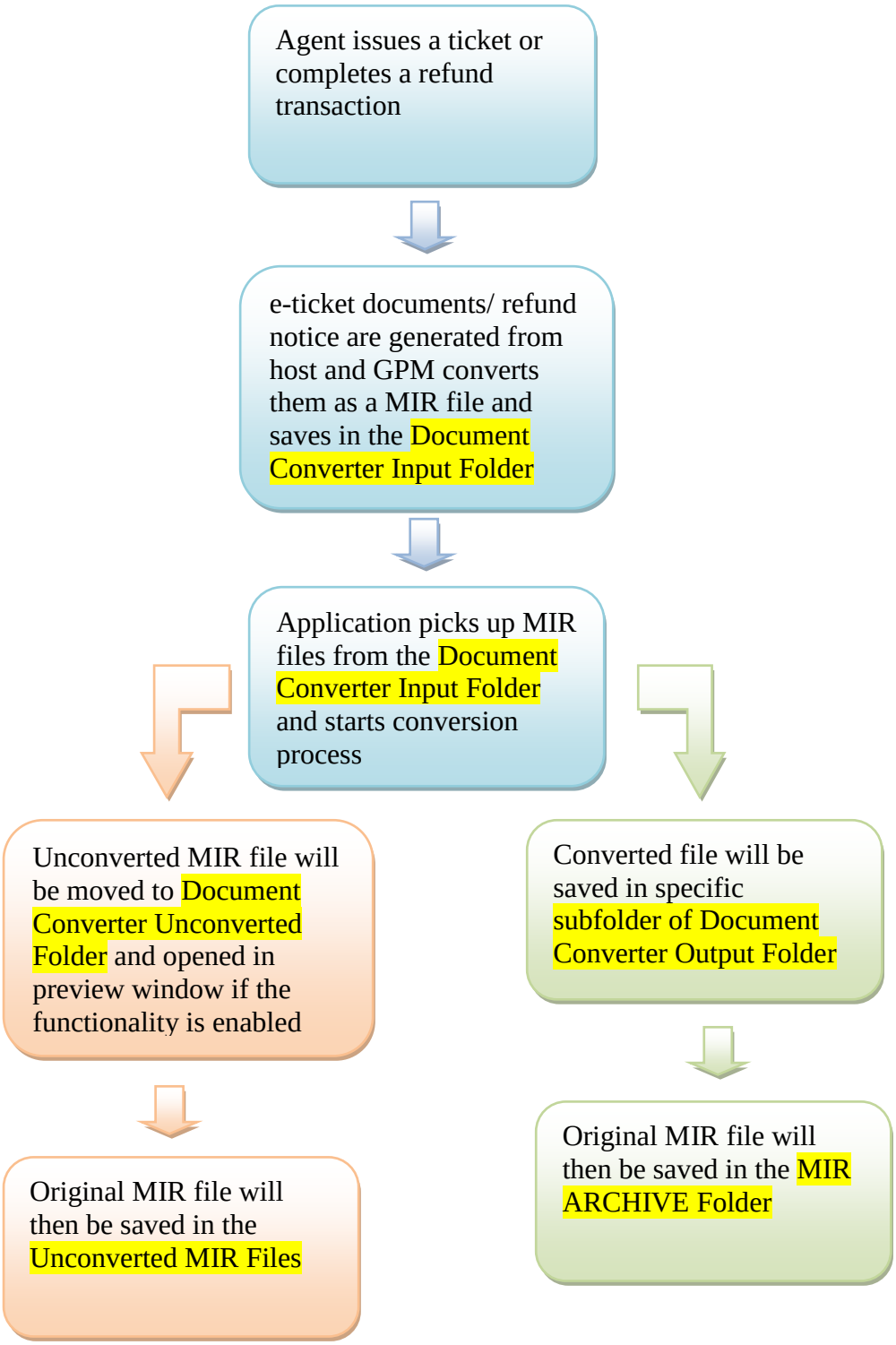
You have to update the value in each text box with numbers only. Please note that the no. of characters of ticket number, airline code and passenger name is 10, 3 and 49 respectively. They are invariable values and please do not change them.

To find out the position of "Row No." and "Starting Character" of each event, firstly, you have to print a copy of refund notice. Secondly, look for the first row and first character on the document. Then, locate the event and count from 0 towards the end as illustrated below.




```
          1         2         3         4         5         6
01234567890123456789012345678901234567890123456789012345678901234567890123456789
0 AUTOMATED REFUND
1 PASSENGER NAME  BABY/BISMIMRS                      BSP AUSTRALIA
2                                                    CAMPUS TRAVEL NSW TIC
3 AIRLINE   QANTAS AIRWAYS LIMITED  DATE 21SEP0
4                                                    AU
5 CURRENCY   AUD  TOUR CODE                         02357655
6 REFUND COMPUTATION  PCT COMM  0.00    REFUNDED DOCUMENTS
7                                      081 3360510817 1
8 FARE PAID   102.65
9 FARE USED     0.00
10 FARE RFND   102.65
11 CANX FEE    102.65
12 TAX RFND     22.36
13 CASH         22.36          AIRLINE AUTHORITY  0812LXOV2NWPT
14 CREDIT                      CARD NUMBER
15 TAX1    7.99 QR  TAX2    3.00 WG
16 TAX3   11.37 UO  TAX4                ORIGINAL TICKET NUMBER EXCHANGE
17 TAX5             TAX6
18 TAX7             TAX8
19 REMARKS
```

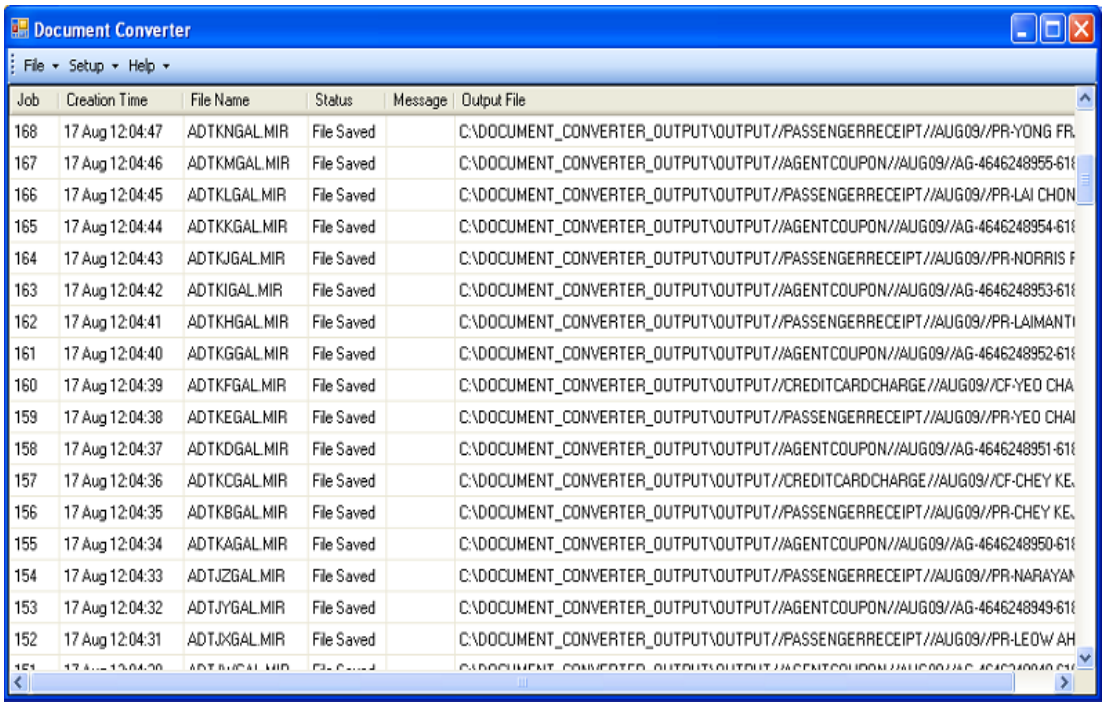
1.8 Document Converter Conversion Process



1.9 Get started

After launch the application by clicking the Document Converter icon, you will find the following log file screen which shows the complete converted/unconverted transaction details such as job count number, creation time, file name, status message and output file name in grid.

NOTE – The application will be stopped running if this screen is closed and all MIR files will be held in the Document Converter Input Folder. Those MIR files will be converted whilst the application is re-launched.

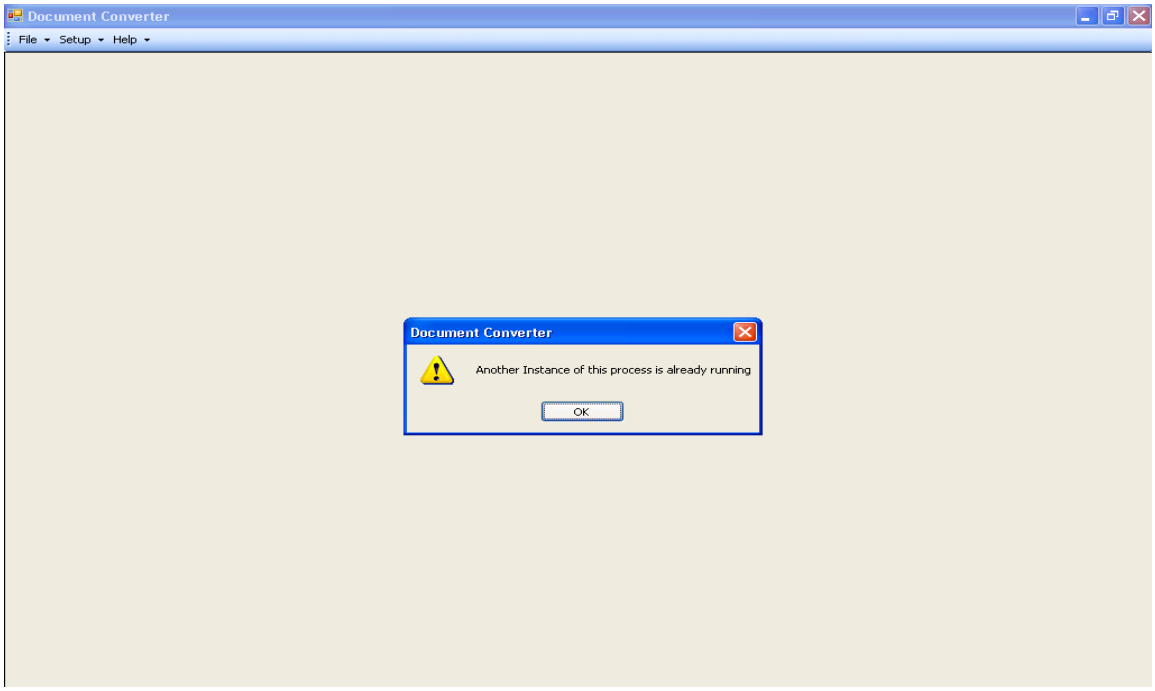


Description of each field:-

- **Job field** - the sequence job number in ascending order.
- **Creation Time field** - the conversion date & time of document.
- **File Name field** – the input/original MIR file name.
- **Status field** - the status information based on following condition:
  If file is successfully converted then "**File Saved**" is displayed, else it shows "**Exception**".
- **Message field** – If file is successfully converted then it is blank. Otherwise, it states the reason why the file is unable to be unconverted, e.g. "Not a valid file" or "Ticket number is not found in the file" etc.
- **Output file** – shows the converted files path details.

Click on the cross at the top right hand corner of log sheet window, a dialog box is popped up to confirm if you are sure to stop running the application. Click on "Yes" to close the application and "No" to remain operation.

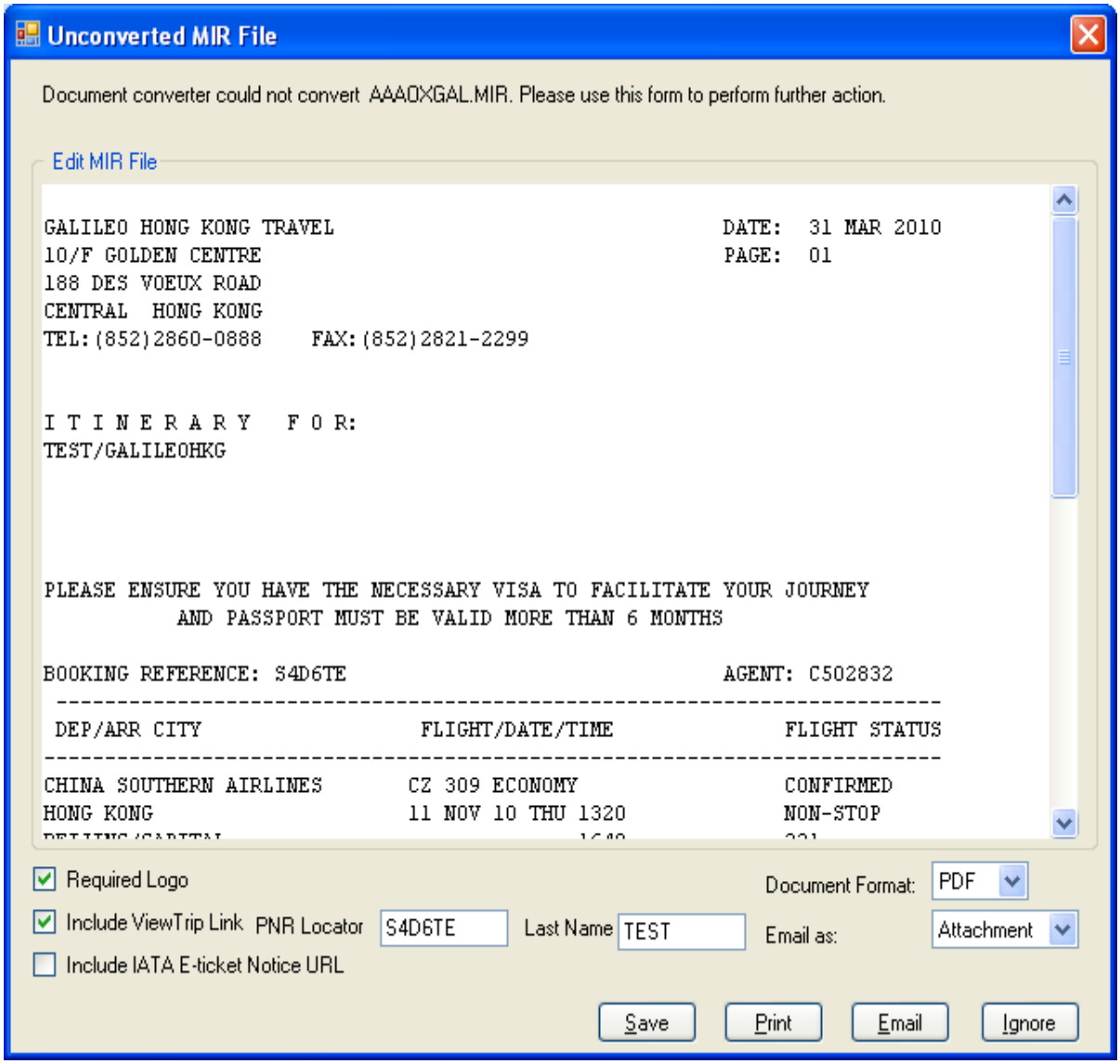
If you attempt to activate the application and it is already running on the same machine, the following dialog box will display. Click on "OK" to exit.



1.9.1 Unconverted MIR File Preview Window

When a new unconverted MIR File is moved to the Unconverted MIR File folder, the application will pick up the file and display it on the Preview Window. Then, you can edit the content of MIR file. Subsequently, you might save it in your PC, or print a copy or to be an attachment or inline text in a new email.

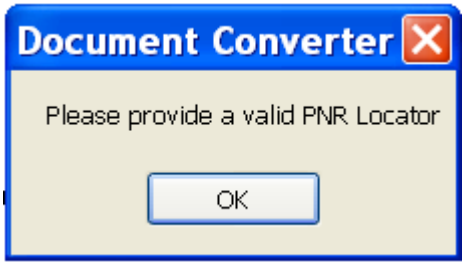
Note: If you want to have this functionality, you have to enable it through the installation process. To get this functionality working properly, you ought to install an individual print device and Galileo Print Manager on your PC. In addition, your print device must not be same as the master device or share with others.



Functions

- The mask will display all Unconverted MIR files one after the other till the last file.
- You are able to
  - add the company logo on the document
  - include the View Trip link on the document
  - include the IATA E-ticket Notice URL on the document
  - choose file format to be saved
  - send the document as email attachment or as inline text in an email
  - save, print, email or ignore (do nothing) the document
- After you complete manual conversion or ignore the file, the Preview Window will be closed automatically. You can retrieve the original MIR file from the "Unconverted MIR files" under "MIR Archive directory" if necessary.
- The options / values are selected on the preview window is as default in next reload.
- If no email client is installed on your PC, the "email" button will be disabled.
- The Required logo check box will be disabled and unchecked if the selected Document Format is "TXT".
- A text box (max length 6) with the label "PNR Locator" is provided next to View Trip Link checkbox and always is blank. You have to enter the PNR Locator manually but it would not validated by the application.
- A text box (max length 48) with the label "Last Name" is provided next to View Trip Link checkbox and always is blank. You have to enter the last name of passenger manually but it would not validated by the application.
- If the "Include View Trip Link" check box is checked and the "Last name" text box is blank, the following message will be displayed. Click on "OK" button, then enter the passenger last name in relevant field and retry.

- If the "Include View Trip Link" check box is checked and the "PNR Locator" text box is blank or the character is less than 6, the following messages will be displayed. Click on "OK" button, then enter the correct PNR Locator in relevant field and retry.



a) To save the document

- A button with the label "Save" is provided. The shortcut for the button would be Alt + S
- Click on the "Save" button, based on the option of Required Logo, View Trip Link & IATA E-ticket notice URL and convert current MIR file to the selected file format. "Save" dialog box is displayed and you are able to save the document in a desired folder.

b) To print the document

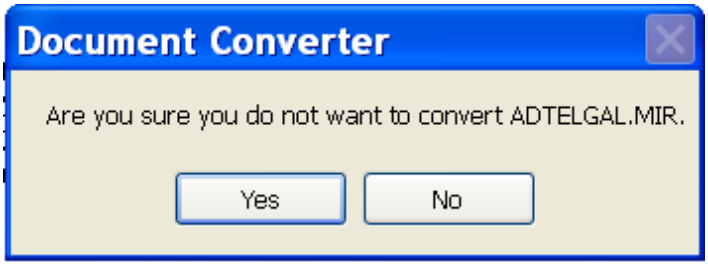
- A button with the label "Print" is to be provided. The shortcut for the button would be Alt + P.
- Click on the "Print" button, based on the option of Required Logo, View Trip Link & IATA E-ticket notice URL and convert current MIR file to the selected file format. The "Print" dialog is displayed and you are able to print document from default/selected printer.

c) To email the document

- A button with the label "Email" is provided. The shortcut for the button would be Alt + E.
- You are able to send email either attach the document or inline message.
- For inline message, it supports HMTL, RICH TEXT or PLAIN TEXT only.

d) Ignore

- A button with the label "Ignore" is provided. The shortcut for the button would be Alt + I.
- When you click on "Ignore" button, the following dialog box is displayed to reconfirm if you do not want to convert the file.



- Click on "No", do nothing and return to the Preview Window.
- Click on "Yes", the file is removed from the Preview Window.

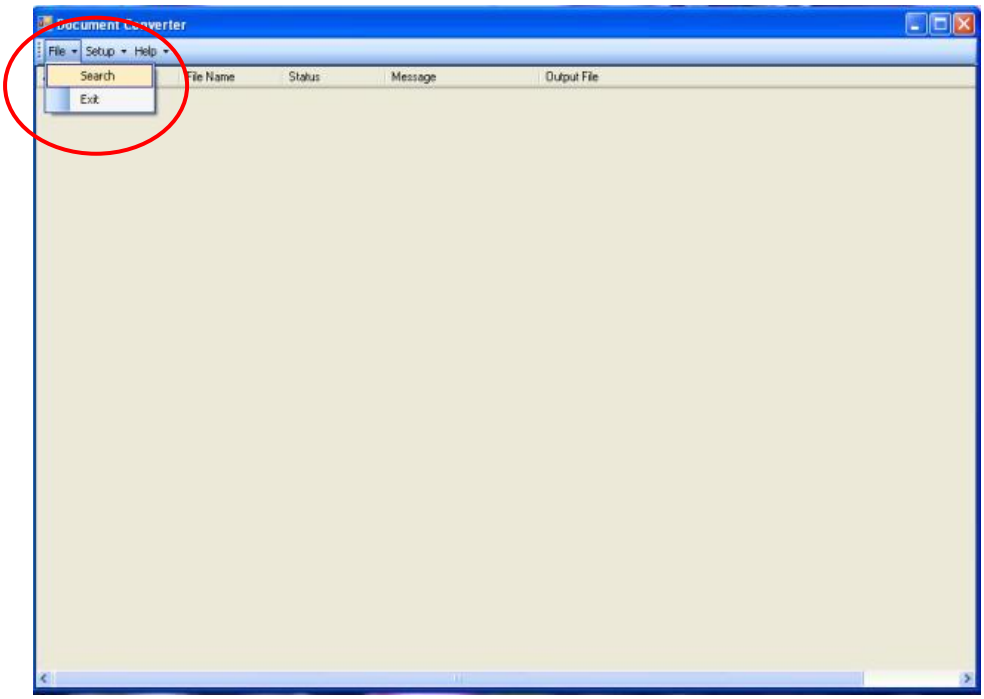
In case there is no more MIR file in the unconverted folder, the Preview Window will be closed & return to Document Converter main window.

1.9.2 Search File

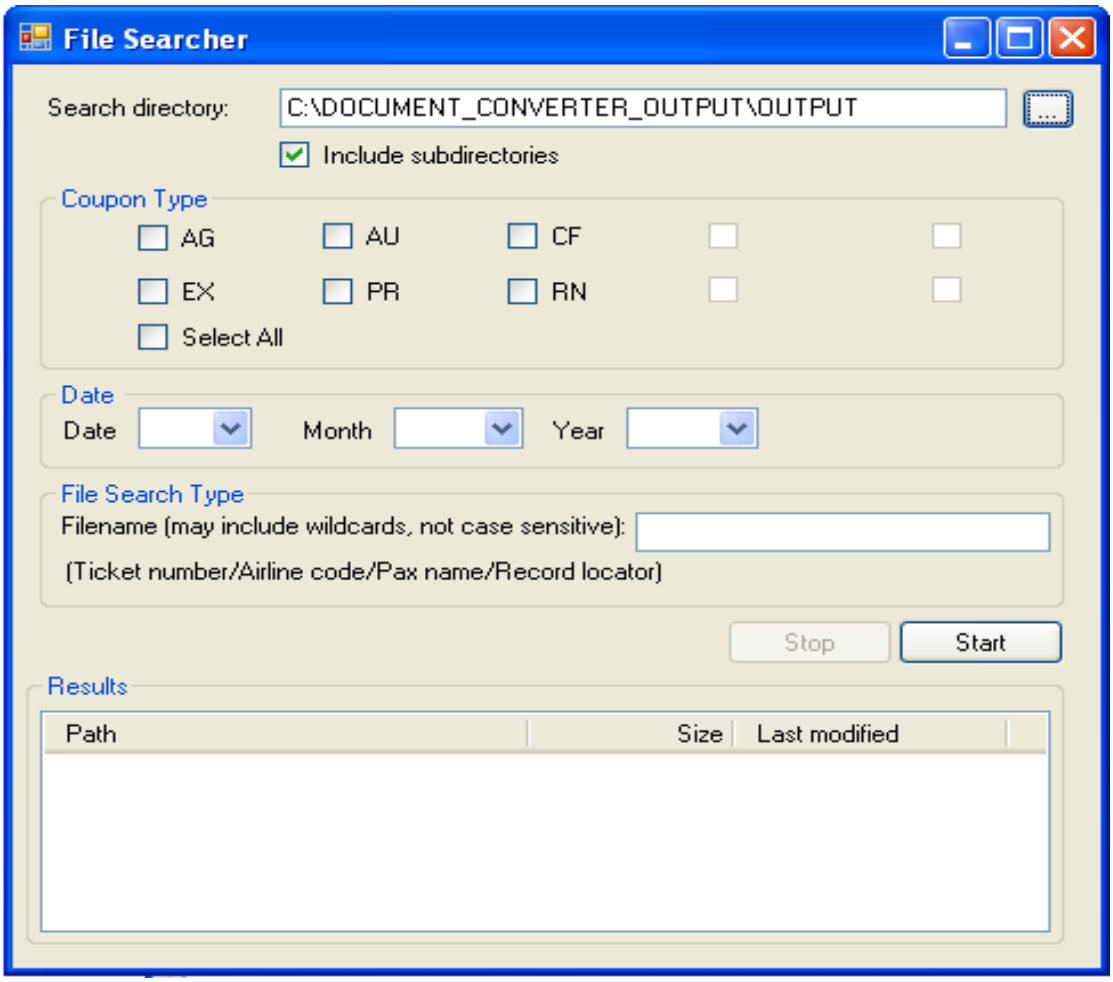
You are able to use the Search Tool to locate and retrieve a particular file from all output folders and its subfolders. The file can be searched on the basis of file name criteria like ticket number, airline code, passenger name, coupon type, record locator and conversion date.

Access Search submenu

- Click on "File" menu then click "Search"
  or
- Press ALT+F button and press ALT+S



The Search submenu table will be displayed.

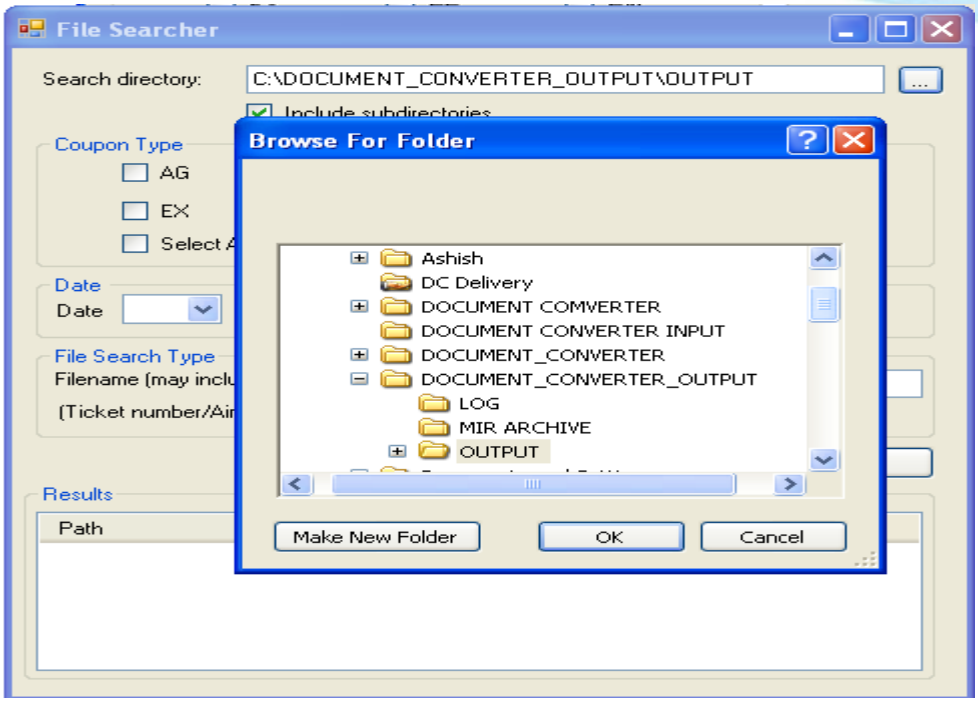


Coupon type codes denote:-

- AG - Agent Coupon
- CF - Credit Card Charge
- PR - Passenger Receipt
- AU - Audit Coupon
- EX - Exchange Authorization Form
- RF - Refund Notice

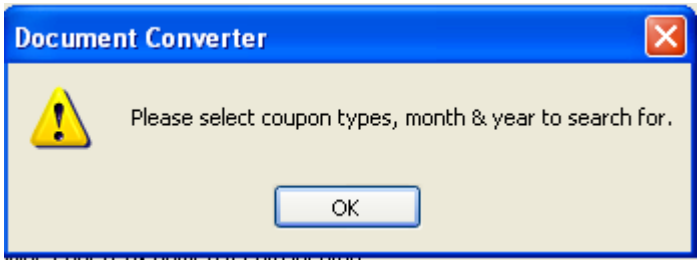
By default, output file folder path is populated in the search directory. If you need to search file from other folders, you can select the corresponding button next to text box and "Browse for Folder" screen is pop up.

The subdirectory is selected by default which application will search file in this level too.

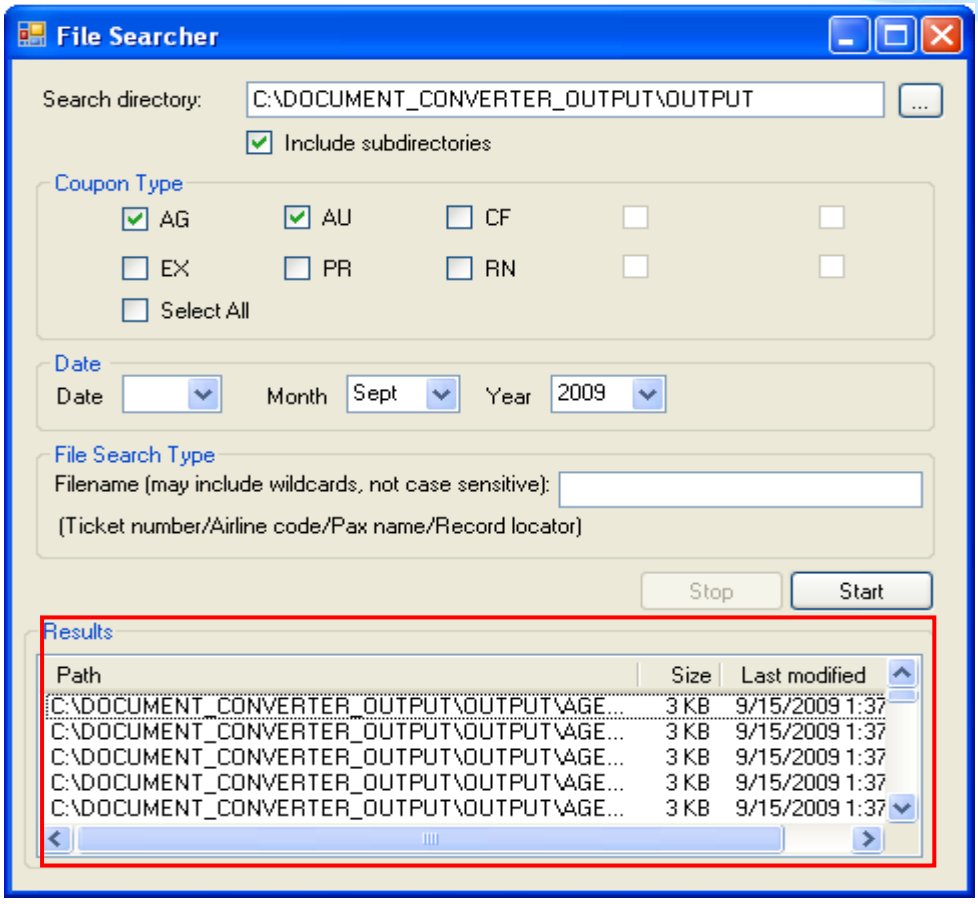


To minimize the processing time, the coupon type, value of month and year are mandatory while file search type is an option. Coupon type allows multiple choices or checks "Select All" for all types.

If coupon type or date is not selected & you click on "Start" button, the following message will be displayed. Click on "OK" button to close the message box and enter the mandatory information and starts again.



Click on "Start" button, searching process starts & results will display in "Results" box as below.



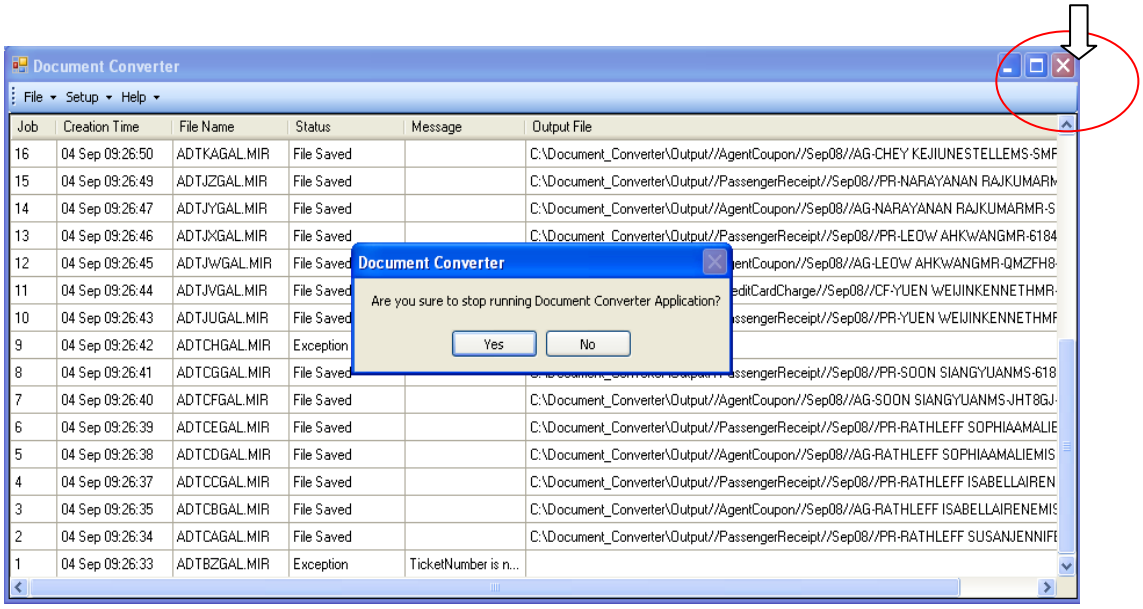
Result display is sorted by ticket number. The farthest ticket number is on the top and the nearest one is at the bottom.

"Stop" button is enabled when the file searching process starts. This button is to stop the searching process.

In case of no record, the following message will be displayed. Click on "OK" button to close the message box.

Exit Search submenu

- Click on "File" menu then click "Exit"
  or
- Press ALT+F button and press ALT+E



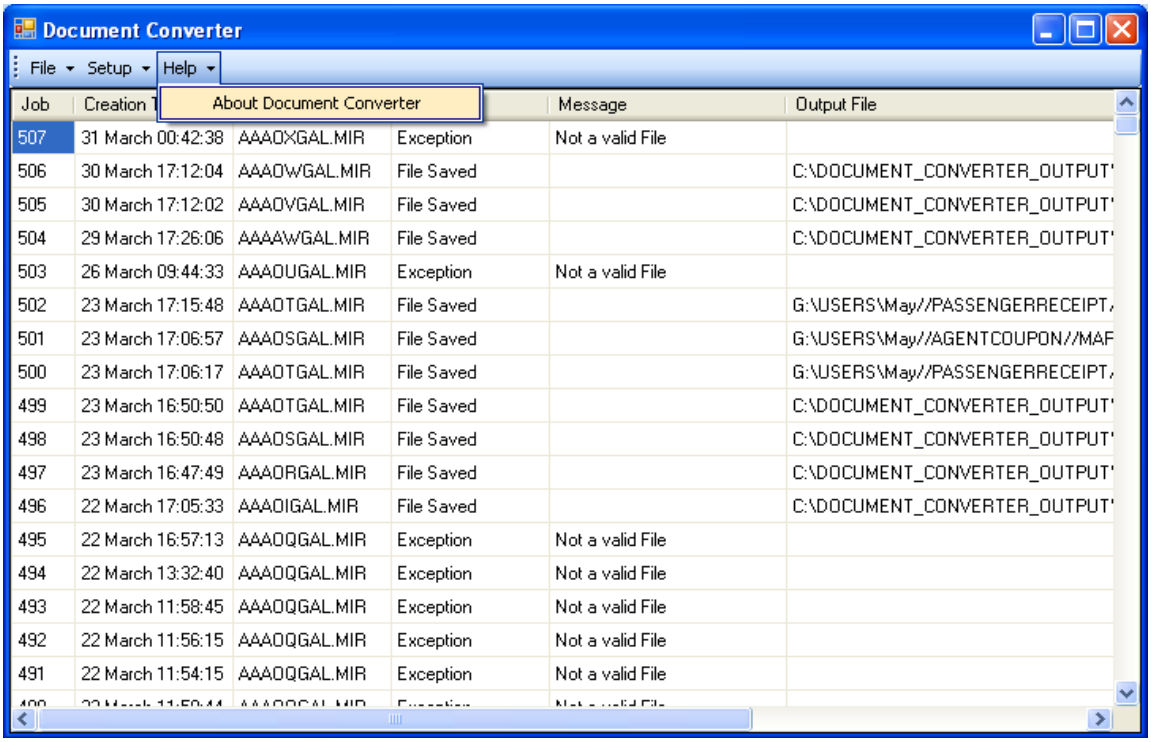
When you attempt to close the application by clicking the cross at the top right hand corner, a dialog box is displayed to reconfirm you want to close the application.

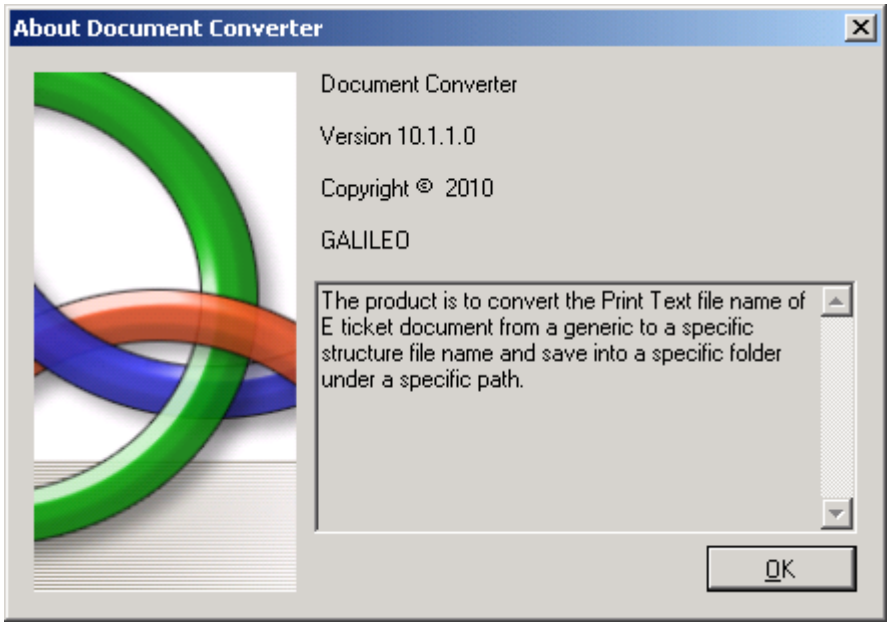
- Click "Yes" button, the application will be closed.
- Click "No" button, the application remains the same.

NOTE – Application will be stopped running if this screen is closed. All MIR files will be held in the Document Converter Input Folder. Those unconverted files will be converted whilst the application is re-launched.

1.9.3 HELP Menu Option

Click on "Help" menu or press ALT+H button, "About Document Converter" submenu is opened. Then click on "About Document Converter" submenu or press ALT+A following screen will be displayed.





- The above screen has version, Copyright & product information.
- Click "OK" button or ALT+O to close About Document Converter window.

2.Queries

For further information, please contact your Account Manager.