Agency Private Fare Ticketing Companion

Reference Guide

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Background & Solution

During the beta launch of Agency Private Fare in Asia Pacific, it was identified that the Net fare level prints on the ticket. Galileo has developed a robotic scripting tool that can be used in conjunction with the Agency Private Fares Graphical User Interface Solution. This solution provides agents with a streamlined alternative to manually building a fare and ensures any nett or selling fare is printed on a ticket at the gross fare level, which is a BSP requirement in many markets, including Australia. The application works for both Viewpoint and Focalpoint.

Multiple Form of Payment (FOP) – This version of the Ticketing Companion only supports SINGLE form of Payment. Multiple Form of Payment will be included in the next released version.

The Agency Private Fare Ticketing Companion is a desktop robotic application which can be installed on any Microsoft platforms. It develops in Microsoft Visual Basic environment. Desktop XML API (Solution 2A) is used as the program interface with Galileo HOST.

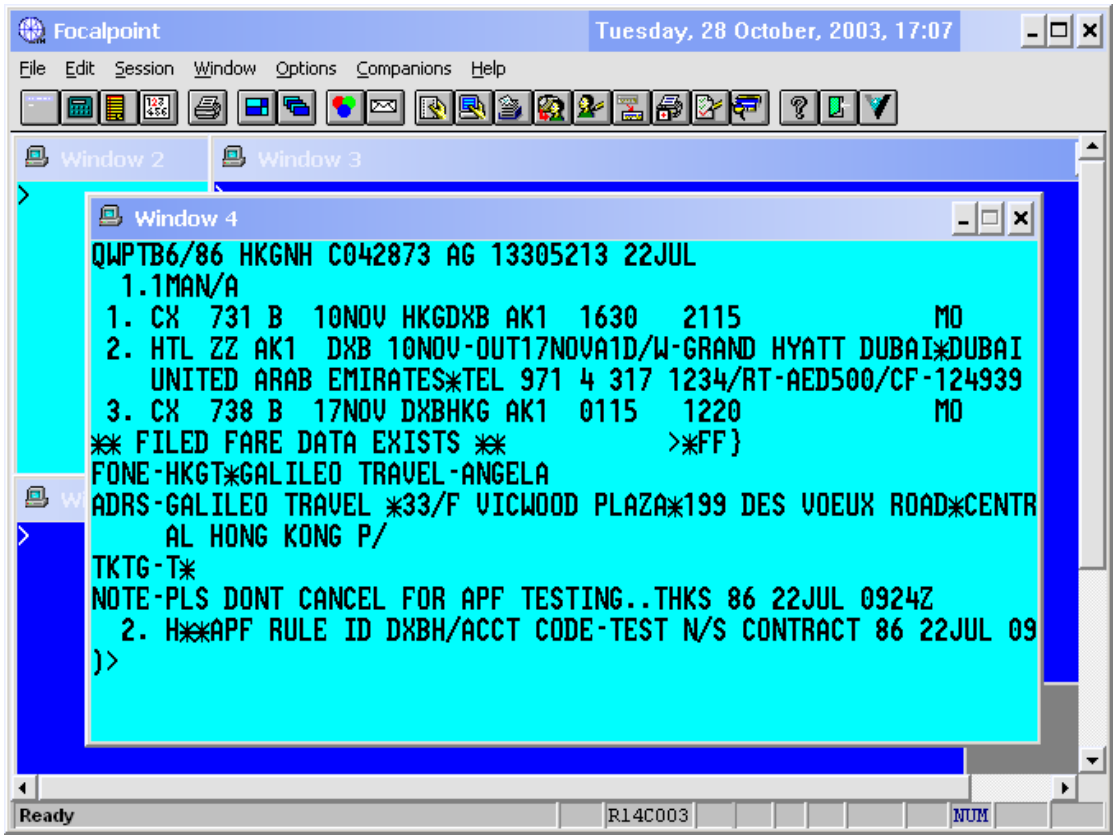
Objective

The objective of this document is to provide an overview of what the Ticketing Companion can provide including screen shots of the system.

Agency Private Fare Ticketing Companion

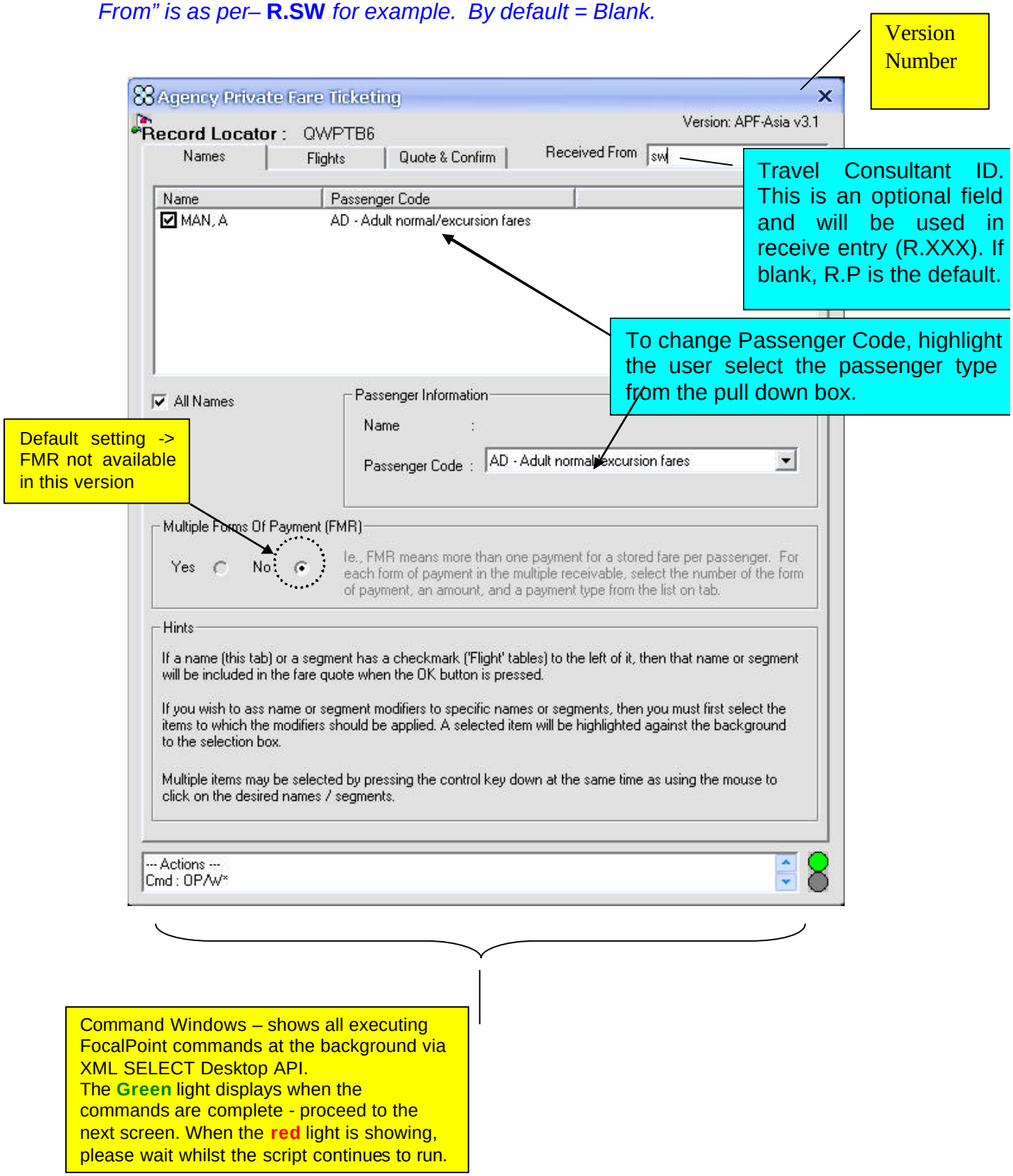
Before starting the main program, the Ticketing Companion Script will check that an existing record locator (or PNR) is displayed and active in FocalPoint. If not, the following message pop-up boxes will appear:

Ensure a PNR is displayed before executing the program. For example,

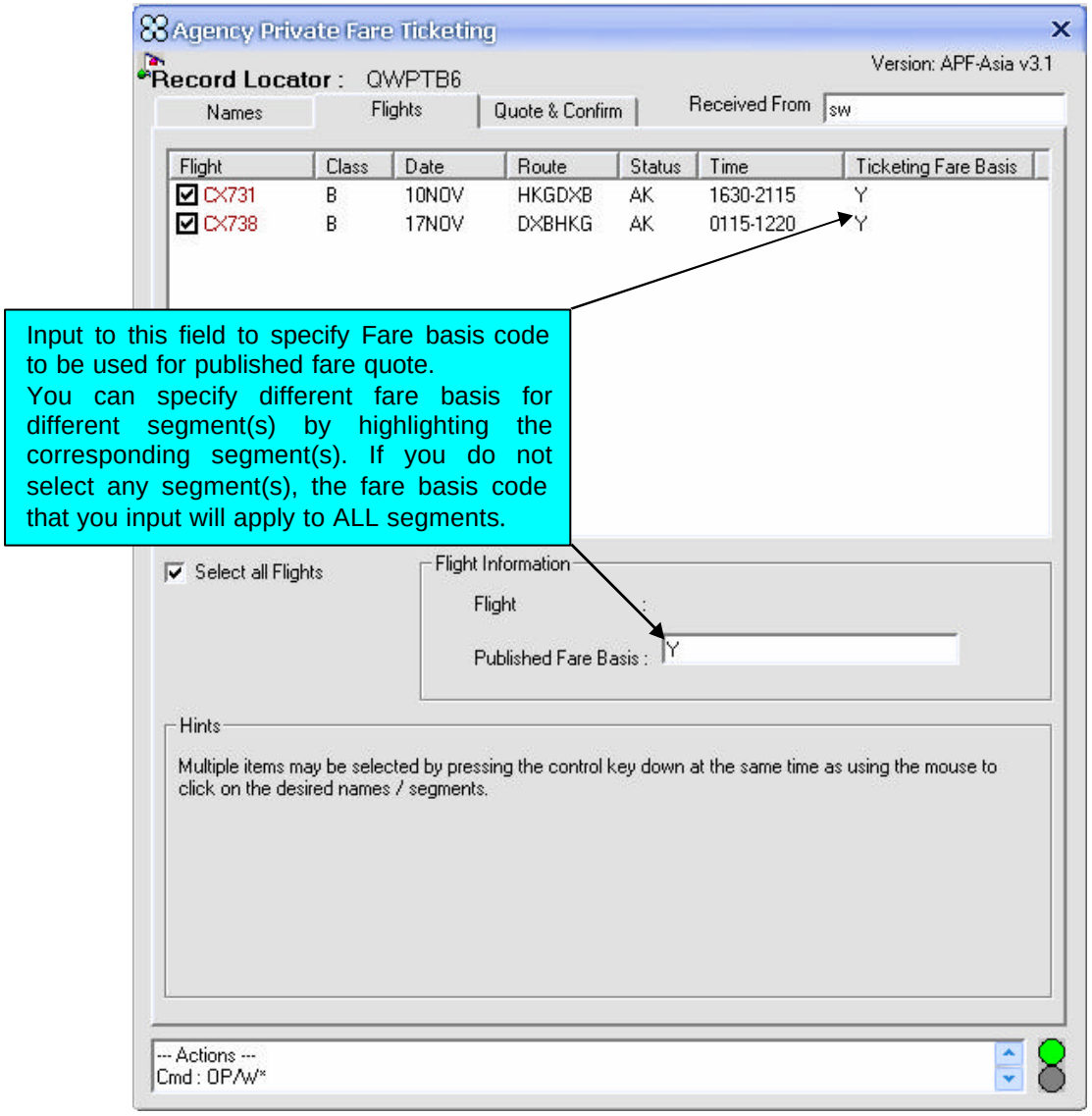


Click on your Start menu and select ? All Programs ? APF ? APF to launch the program.

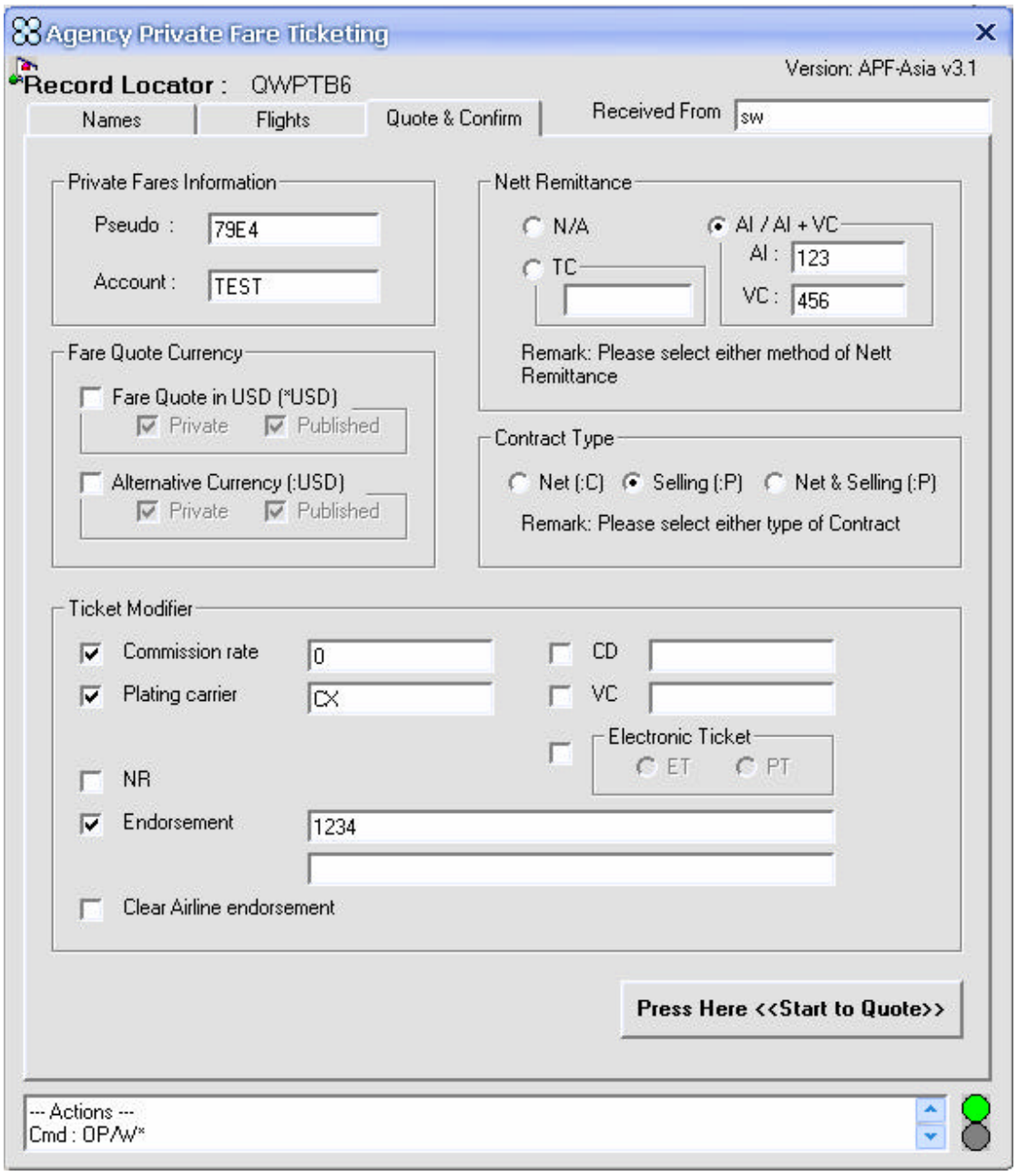
Names *tag - displays all passengers from the existing PNR. Highlight passenger and select passenger code for each passenger. The "Received From" is as per–* **R.SW** *for example. By default = Blank.*



Flights *tag - displays all flights from the existing PNR. Click on the selection check boxes to select required segments for the fare quote. All flight segments are selected by default.*

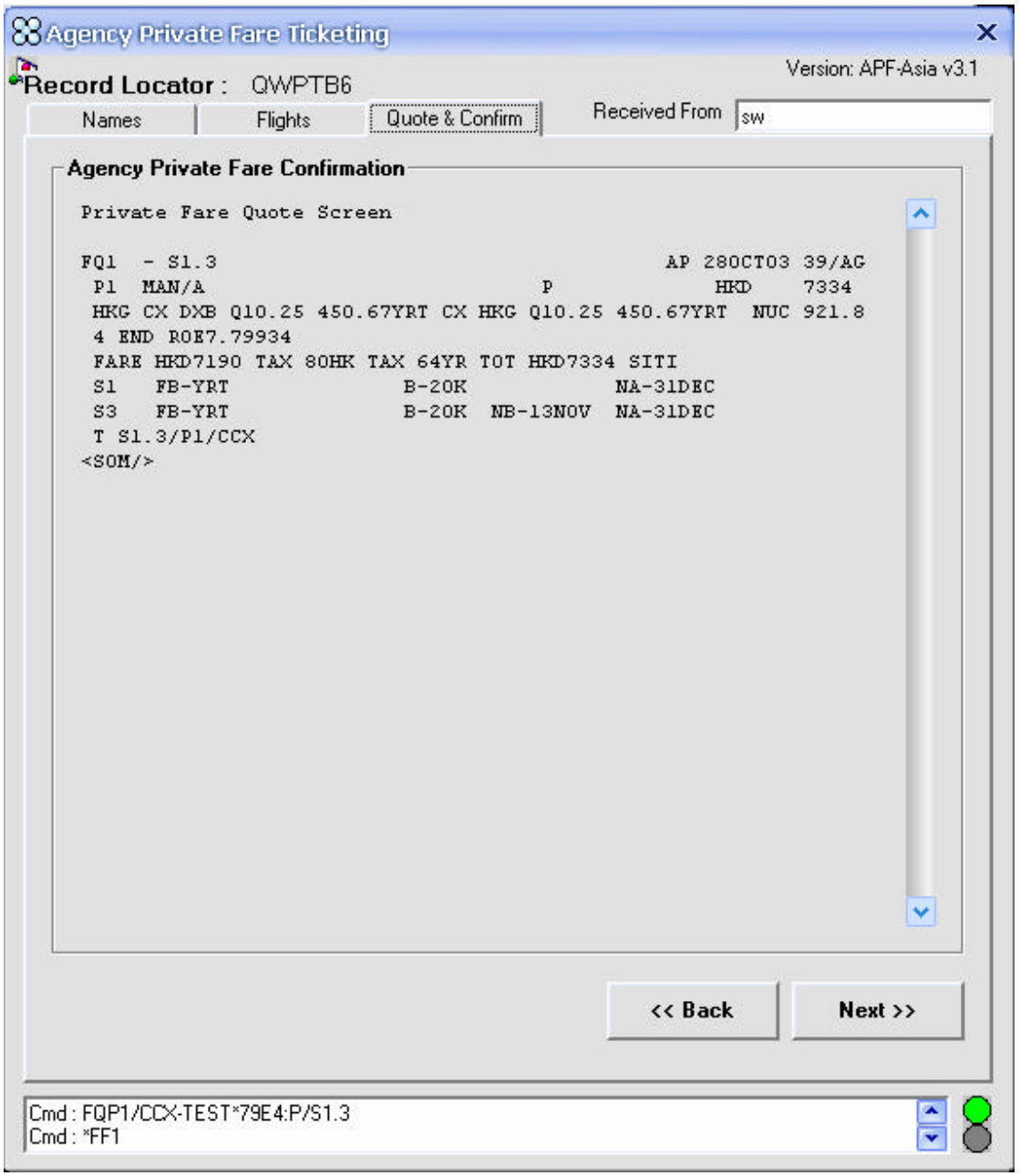


Quote & Confirm *tag - displays all other important information. Eg., Deal code, Tour code, Contract types, commission rate, plating carrier …, etc. Please ensure that all applicable fields are entered before fare quoting.*

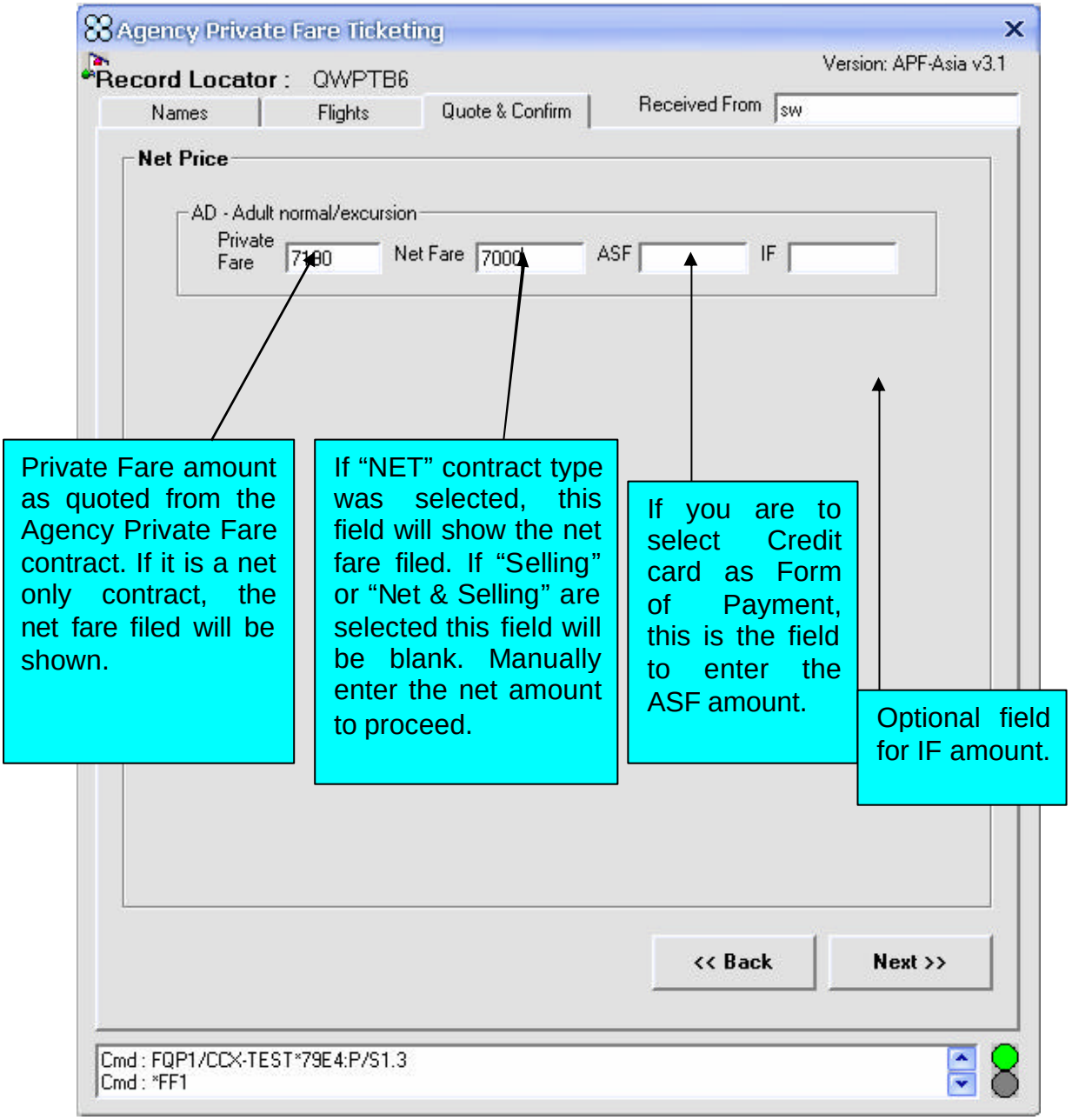


Click on **<<Start to Quote>>** to start fare quote process.

The script now returns Agency Private Fare data for confirmation. Click **NEXT** to continue on or **BACK** to cancel.



This next screen allows you to input the NF, ASF and/or IF Ticket modifiers. Click **NEXT** to continue or **BACK** to cancel.

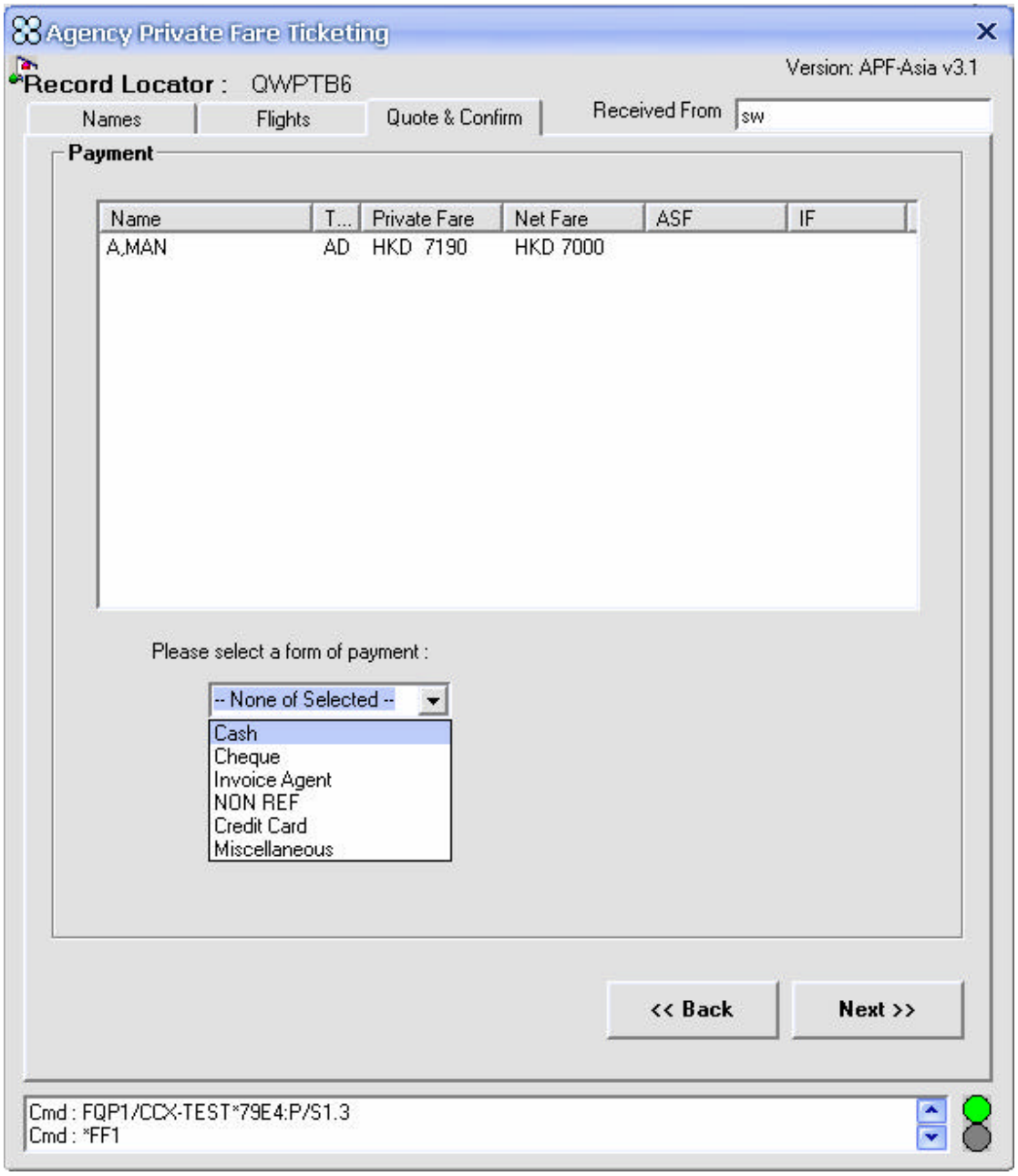


The results shown in this screen will be dependant on the contract type selected in the previous stage. If ***Net* (:C)** is selected, the net fare will display in both the Private Fare cell and Net Fare cell automatically. If ***Selling,*** or ***Net & Selling* (:P)** is selected, the Net Fare cell will be blank in both instances. You will need to manually enter the net fare before you can proceed. All amounts shown above are examples only.

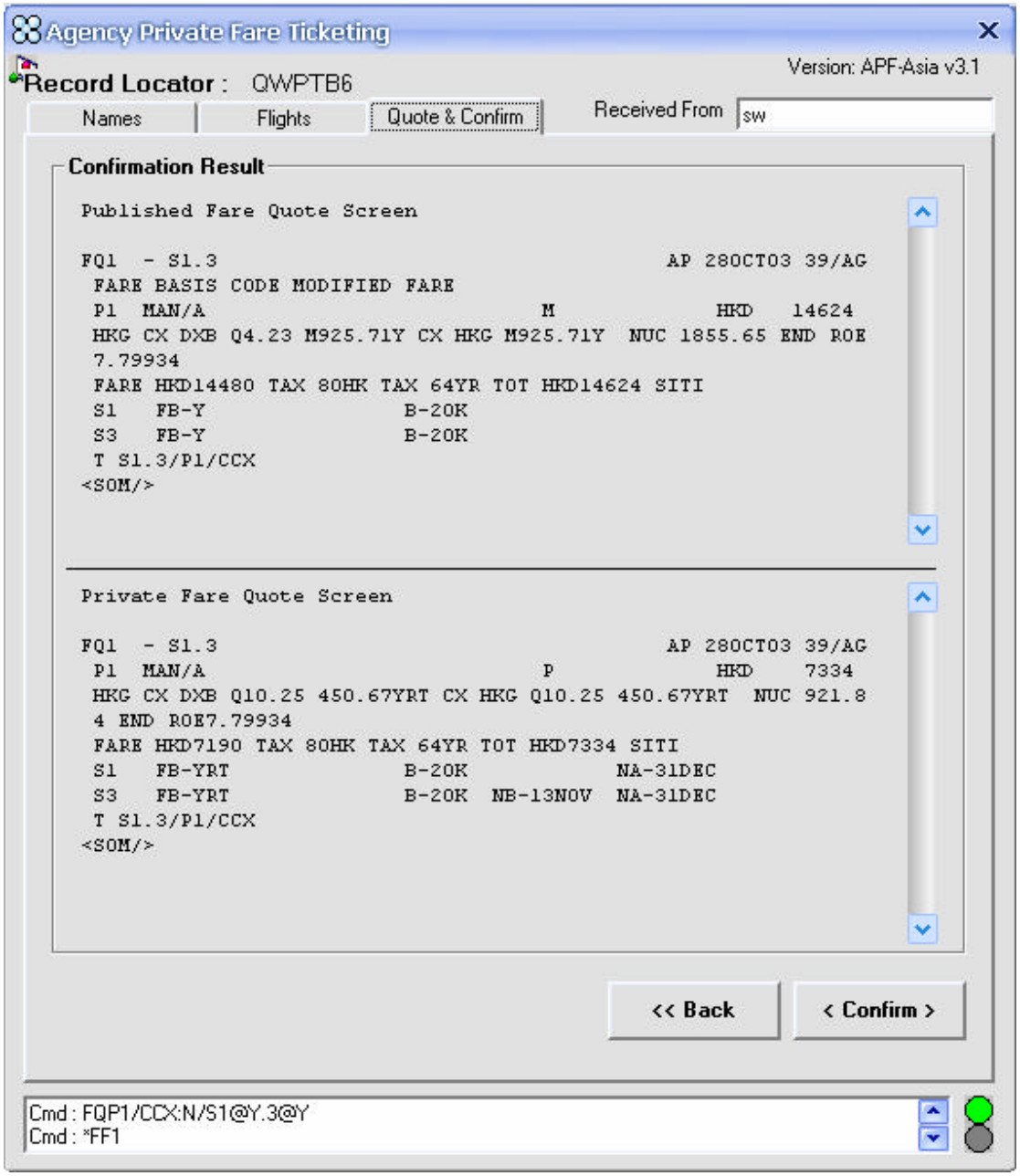
- **Private Fare** – the private fare is retrieved as filed in the Agency Private Fare contract.

- **Net Fare** – Displays the 'net' amount as filed in the Agency Private Fare contract. Please note that if using a credit card as Form of Payment, the NF value must be set to zero.
- **ASF** – Actual Selling Fare (if Form of Payment = Credit Card).
- **IF** – Invoice Fare Modifier.

Select payment method. Click **NEXT** to continue or **BACK** to cancel. Eg., Cheque.

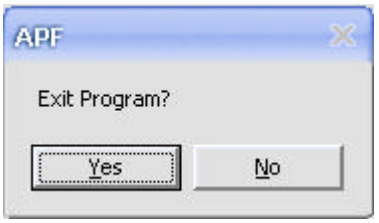


Final Screen - Published Fare quote + Private Fare Quote for review. Click **CONFIRM** to proceed and process or **BACK** to cancel.



ALL DATA ACCEPT message box indicates NO errors have occurred during the fare quote process. Click **OK** to acknowledge.

EXIT PROGRAM message box gives you two options. Click '**YES'** to terminate the program (you need to do this to proceed to ticket a new booking file) or click '**NO**' to fare quote within the *same* booking file displayed.

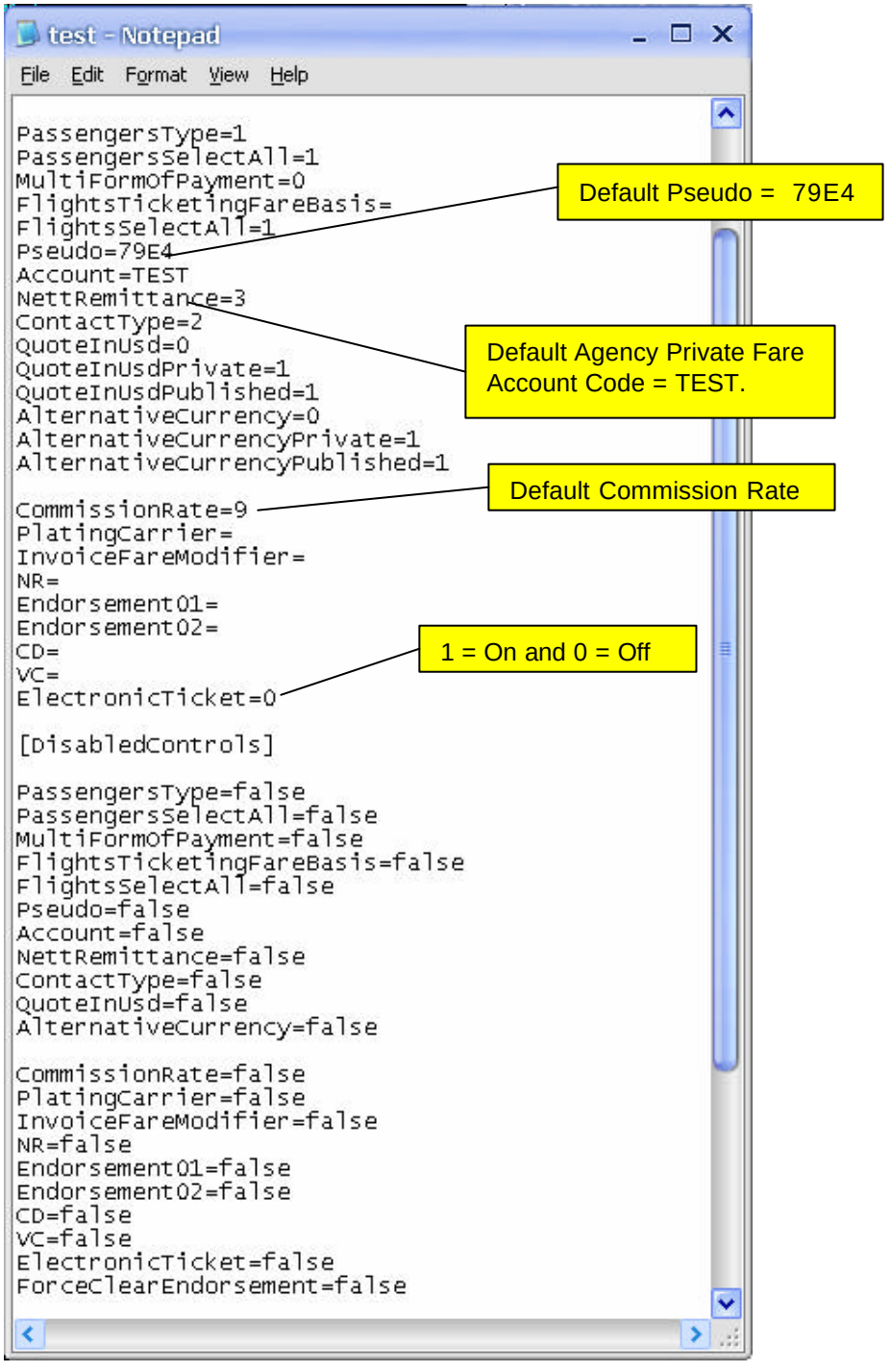


For any error responses returned during the fare quote process, the program will roll everything back to the beginning (i.e., FX? command will be issued for cancellation).

Change of Default setting

Localization is what we try to achieve. Some of the default parameters may not be suitable for all users. Under **Quote & Confirm** tag (ref to Page 6 above), parameter settings can be changed by amending respective fields found in the **test.ini** file located under **C:\Program Files\APF** by default. You can amend fields to suit your office requirements e.g. add your office PCC, set a default airline just to name a few.

For Example, open **test.ini** with a text editor:



Technical Requirements

i) Support Client:

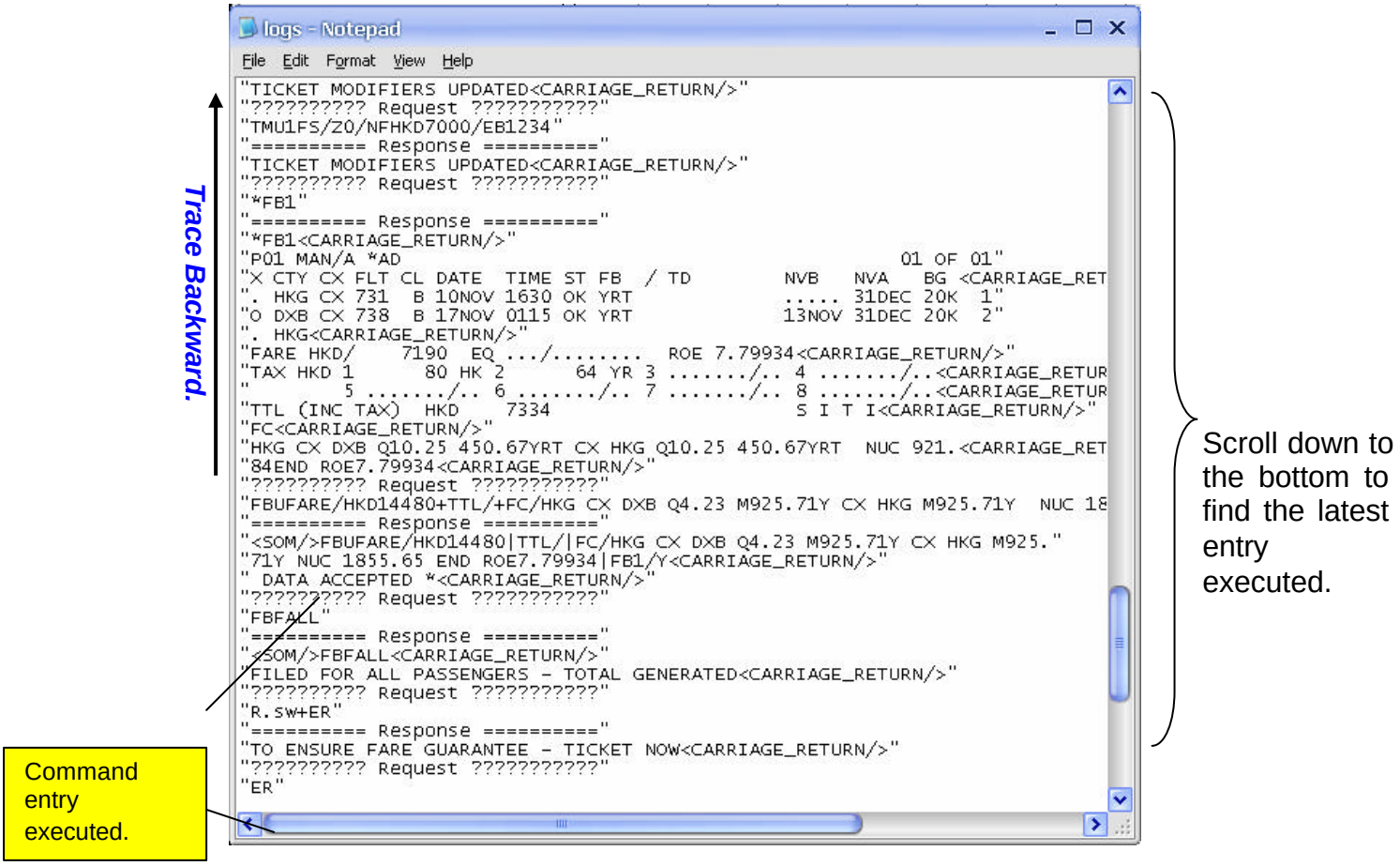
WINDOWS

- Windows 95/98
- Windows ME
- Windows 2000 – Prof, Server, Adv Server.
- Windows XP

ii) Client's Operating System – Language Independent.

Troubleshooting

For easy troubleshooting, a log file is created after you first execute the program. The file is located under **C:\Program Files\APF** by default. It is automatically named **logs.txt**. The file captures all entries utilised during the program execution which can be used for troubleshooting if the need arises due to errors. The log file size will increase over time, we recommend deleting the file from time to time to save storage space.



Acknowledgement:
This document was developed by Galileo Asia LLC.
If you have any issues using this application please contact the Galileo Service Centre
Australia 1300 555 000 New Zealand 0800 425 453
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