



GALILEO™

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 net 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

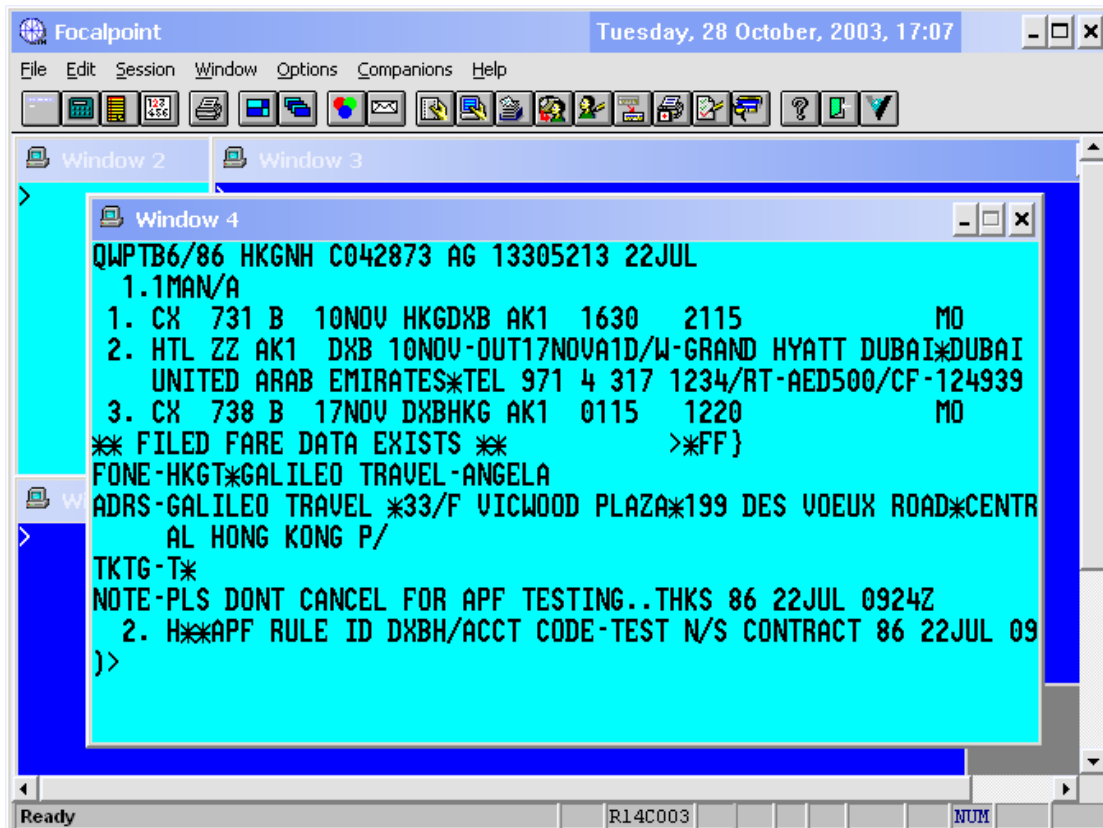
The objective of this document is to provide an overview of what the Ticketing Companion can provide including screen shots of the system.

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.

The screenshot shows the 'Agency Private Fare Ticketing' application window. At the top right, a yellow box labeled 'Version Number' points to the text 'Version: APF-Asia v3.1'. Below the title bar, the 'Record Locator' is 'QWPTB6' and the 'Received From' field contains 'sw'. A table lists passengers, with the first entry 'MAN, A' selected, showing a 'Passenger Code' of 'AD - Adult normal/excursion fares'. A cyan box explains that this code is the 'Travel Consultant ID' and is optional, with 'R.P' as the default if blank. Another cyan box points to the 'Passenger Code' dropdown menu, stating 'To change Passenger Code, highlight the user select the passenger type from the pull down box.' Below the table, the 'All Names' checkbox is checked. A yellow box points to the 'Multiple Forms Of Payment (FMR)' section, where the 'No' radio button is selected, and notes 'Default setting -> FMR not available in this version'. The 'Hints' section provides instructions on how to use checkmarks and modifiers. At the bottom, the 'Actions' bar shows 'Cmd: OP/W*' and a green indicator light.

Command Windows – shows all executing FocalPoint commands at the background via XML SELECT Desktop API. The **Green** light displays when the commands are complete - proceed to the next screen. When the **red** light is showing, please wait whilst the script continues to run.

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.

Agency Private Fare Ticketing

Record Locator : QWPTB6

Version: APF-Asia v3.1

Names | Flights | Quote & Confirm | Received From sw

Flight	Class	Date	Route	Status	Time	Ticketing Fare Basis
<input checked="" type="checkbox"/> CX731	B	10NOV	HKGDXB	AK	1630-2115	Y
<input checked="" type="checkbox"/> CX738	B	17NOV	DXBHKG	AK	0115-1220	Y

Input to this field to specify Fare basis code to be used for published fare quote. You can specify different fare basis for different segment(s) by highlighting the corresponding segment(s). If you do not select any segment(s), the fare basis code that you input will apply to ALL segments.

Select all Flights

Flight Information

Flight : _____

Published Fare Basis : Y

Hints

Multiple items may be selected by pressing the control key down at the same time as using the mouse to click on the desired names / segments.

--- Actions ---
Cmd : DP/W*

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.

Agency Private Fare Ticketing

Version: APF-Asia v3.1

Record Locator : QWPTB6

Names | Flights | Quote & Confirm | Received From sw

Private Fares Information

Pseudo : 79E4

Account : TEST

Fare Quote Currency

Fare Quote in USD (*USD)

Private Published

Alternative Currency (:USD)

Private Published

Nett Remittance

N/A AI / AI + VC

TC

AI : 123

VC : 456

Remark: Please select either method of Nett Remittance

Contract Type

Net (:C) Selling (:P) Net & Selling (:P)

Remark: Please select either type of Contract

Ticket Modifier

Commission rate 0

Plating carrier CX

NR

Endorsement 1234

Clear Airline endorsement

CD

VC

Electronic Ticket

ET PT

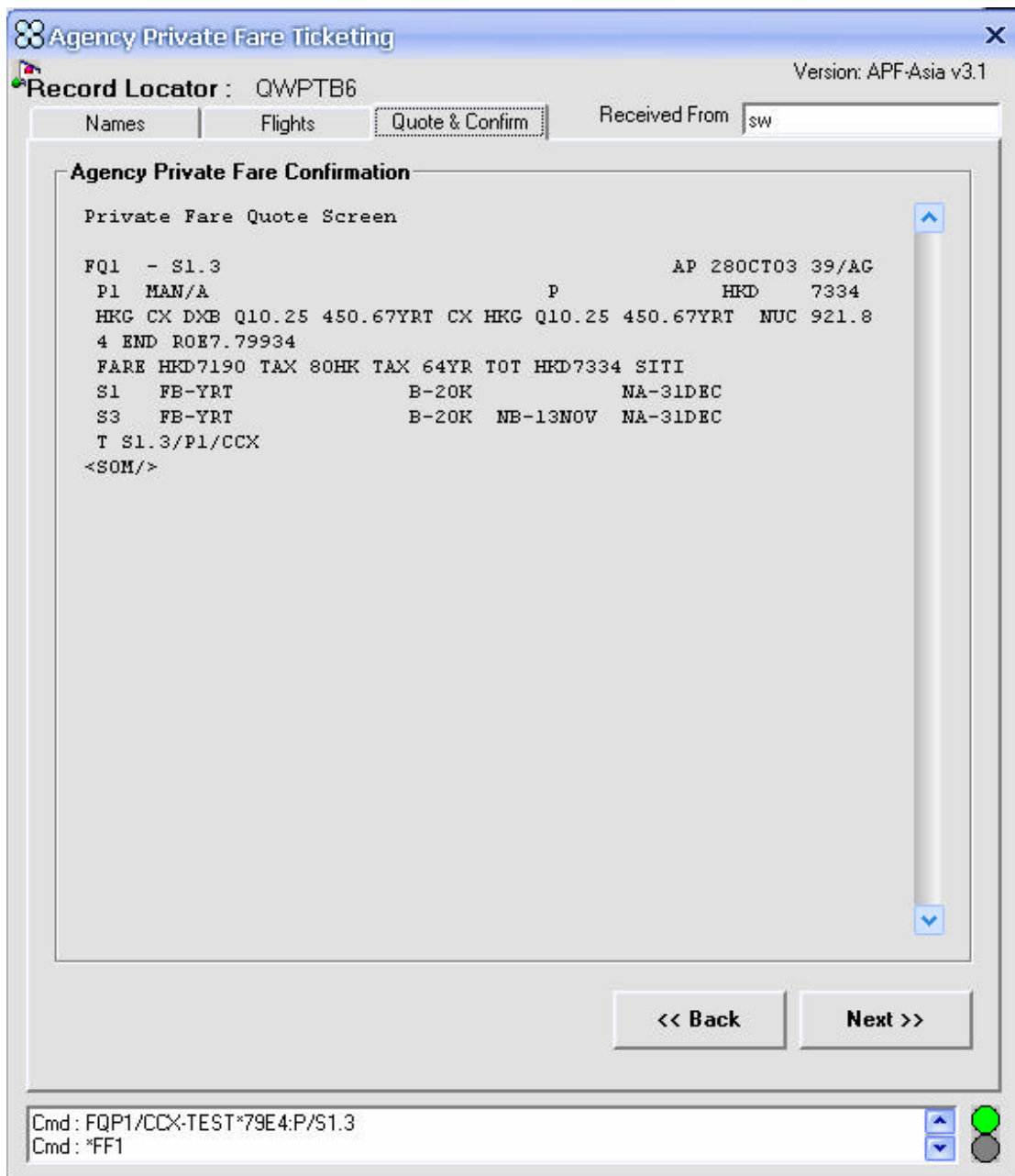
Press Here <<Start to Quote>>

--- Actions ---

Cmd: OP/W*

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.

Agency Private Fare Ticketing

Record Locator : QWPTB6

Version: APF-Asia v3.1

Names | Flights | Quote & Confirm | Received From sw

Net Price

AD - Adult normal/excursion

Private Fare 7100 Net Fare 7000 ASF IF

Private Fare amount as quoted from the Agency Private Fare contract. If it is a net only contract, the net fare filed will be shown.

If "NET" contract type was selected, this field will show the net fare filed. If "Selling" or "Net & Selling" are selected this field will be blank. Manually enter the net amount to proceed.

If you are to select Credit card as Form of Payment, this is the field to enter the ASF amount.

Optional field for IF amount.

<< Back Next >>

Cmd: FQP1/CCX-TEST*79E4:P/S1.3
Cmd: *FF1

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.

Agency Private Fare Ticketing

Record Locator : QWPTB6

Version: APF-Asia v3.1

Names | Flights | Quote & Confirm | Received From sw

Payment

Name	T...	Private Fare	Net Fare	ASF	IF
A,MAN	AD	HKD 7190	HKD 7000		

Please select a form of payment :

-- None of Selected --

- Cash
- Cheque
- Invoice Agent
- NON REF
- Credit Card
- Miscellaneous

<< Back | Next >>

Cmd : FQP1/CCX-TEST*79E4:P/S1.3
Cmd : *FF1

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

Agency Private Fare Ticketing Version: APF-Asia v3.1

Record Locator : QWPTB6 Received From sw

Names | Flights | **Quote & Confirm**

Confirmation Result

Published Fare Quote Screen

```

FQ1 - S1.3                                AP 28OCT03 39/AG
FARE BASIS CODE MODIFIED FARE
P1 M&N/A                                  M                HKD 14624
HKG CX DXB Q4.23 M925.71Y CX HKG M925.71Y NUC 1855.65 END ROE
7.79934
FARE HKD14480 TAX 80HK TAX 64YR TOT HKD14624 SITI
S1 FB-Y                                  B-20K
S3 FB-Y                                  B-20K
T S1.3/P1/CCX
<SOM/>

```

Private Fare Quote Screen

```

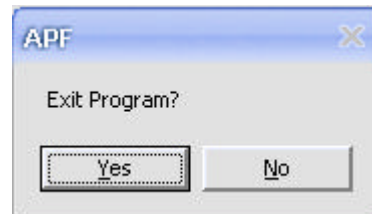
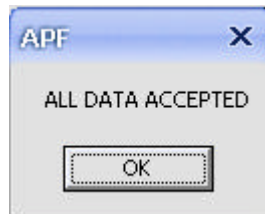
FQ1 - S1.3                                AP 28OCT03 39/AG
P1 M&N/A                                  P                HKD 7334
HKG CX DXB Q10.25 450.67YRT CX HKG Q10.25 450.67YRT NUC 921.8
4 END ROE7.79934
FARE HKD7190 TAX 80HK TAX 64YR TOT HKD7334 SITI
S1 FB-YRT                                B-20K            NA-31DEC
S3 FB-YRT                                B-20K            NB-13NOV         NA-31DEC
T S1.3/P1/CCX
<SOM/>

```

Cmd: FQP1/CCX:N/S1@Y.3@Y ▲
 Cmd: *FF1 ▼ ●

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.

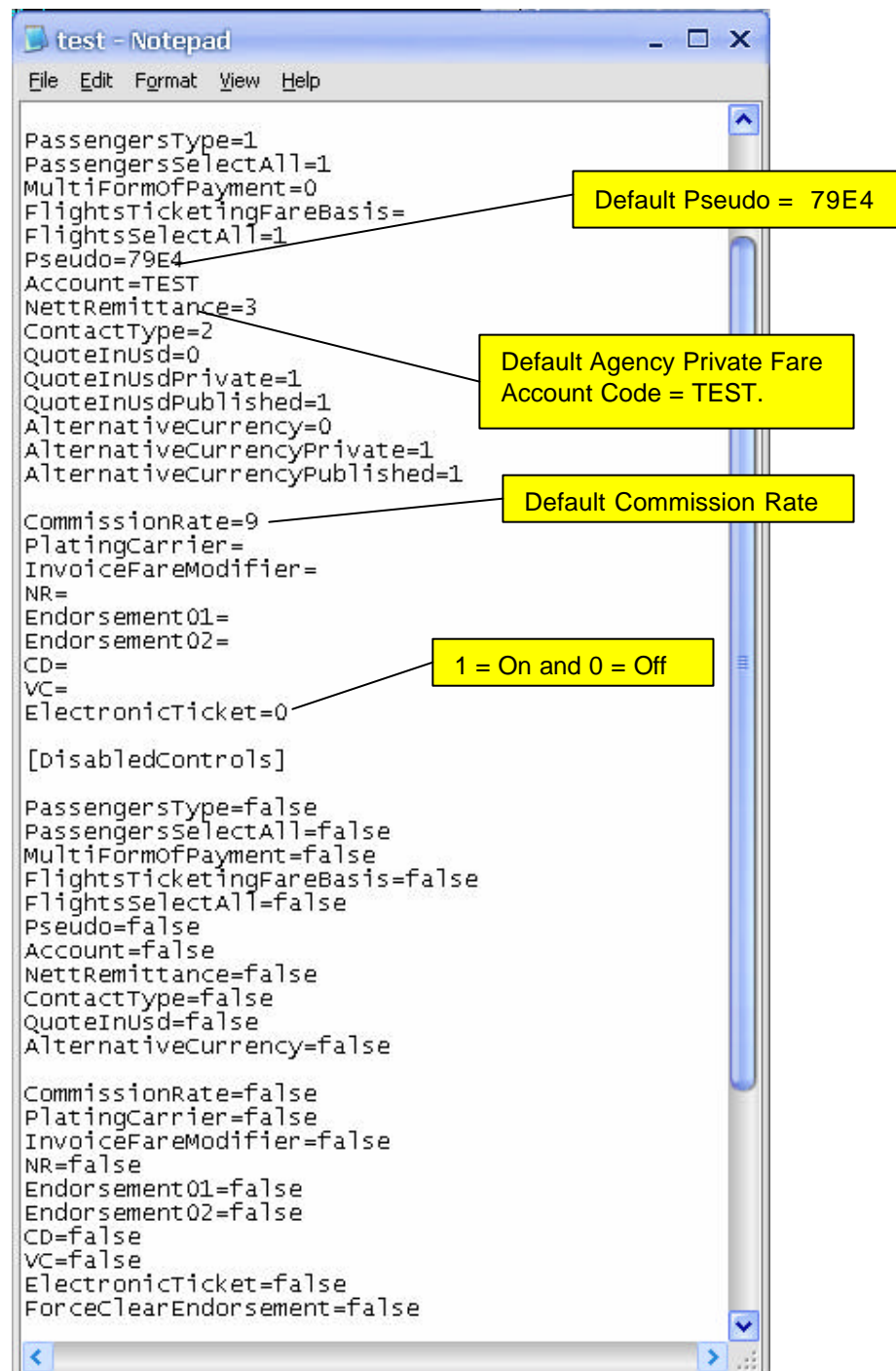


For any error responses returned during the fare quote process, the program will roll everything back to the beginning (i.e., FX? command will be issued for cancellation).

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:



The image shows a Notepad window titled "test - Notepad" with a menu bar (File, Edit, Format, View, Help). The text content is as follows:

```
PassengersType=1
PassengersSelectAll=1
MultiFormOfPayment=0
FlightsTicketingFareBasis=
FlightsSelectAll=1
Pseudo=79E4
Account=TEST
NettRemittance=3
ContactType=2
QuoteInUsd=0
QuoteInUsdPrivate=1
QuoteInUsdPublished=1
AlternativeCurrency=0
AlternativeCurrencyPrivate=1
AlternativeCurrencyPublished=1

CommissionRate=9
PlatingCarrier=
InvoiceFareModifier=
NR=
Endorsement01=
Endorsement02=
CD=
VC=
ElectronicTicket=0

[DisabledControls]
PassengerType=false
PassengersSelectAll=false
MultiFormOfPayment=false
FlightsTicketingFareBasis=false
FlightsSelectAll=false
Pseudo=false
Account=false
NettRemittance=false
ContactType=false
QuoteInUsd=false
AlternativeCurrency=false

CommissionRate=false
PlatingCarrier=false
InvoiceFareModifier=false
NR=false
Endorsement01=false
Endorsement02=false
CD=false
VC=false
ElectronicTicket=false
ForceClearEndorsement=false
```

Annotations in yellow boxes point to specific lines:

- "Default Pseudo = 79E4" points to `Pseudo=79E4`.
- "Default Agency Private Fare Account Code = TEST." points to `Account=TEST`.
- "Default Commission Rate" points to `CommissionRate=9`.
- "1 = On and 0 = Off" points to `ElectronicTicket=0`.

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.

Trace Backward.

```
"TICKET MODIFIERS UPDATED<CARRIAGE_RETURN/>"
"???????? Request ??????????"
"TMU1FS/20/NFHKD7000/EB1234"
"===== Response ====="
"TICKET MODIFIERS UPDATED<CARRIAGE_RETURN/>"
"???????? Request ??????????"
"*FB1"
"===== Response ====="
"*FB1<CARRIAGE_RETURN/>"
"P01 MAN/A *AD                                01 OF 01"
"X CTY CX FLT CL DATE TIME ST FB / TD          NVB NVA BG <CARRIAGE_RET
. HKG CX 731 B 10NOV 1630 OK YRT              ..... 31DEC 20K 1"
O DXB CX 738 B 17NOV 0115 OK YRT              13NOV 31DEC 20K 2"
. HKG<CARRIAGE_RETURN/>"
"FARE HKD/ 7190 EQ .../..... ROE 7.79934<CARRIAGE_RETURN/>"
"TAX HKD 1 80 HK 2 64 YR 3 ...../.. 4 ...../..<CARRIAGE_RETUR
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..<CARRIAGE_RETUR
"TTL (INC TAX) HKD 7334 S I T I<CARRIAGE_RETURN/>"
"FC<CARRIAGE_RETURN/>"
"HKG CX DXB Q10.25 450.67YRT CX HKG Q10.25 450.67YRT NUC 921.<CARRIAGE_RET
"84END ROE7.79934<CARRIAGE_RETURN/>"
"???????? Request ??????????"
"FBUFFARE/HKD14480+TTL/+FC/HKG CX DXB Q4.23 M925.71Y CX HKG M925.71Y NUC 18
"===== Response ====="
"<SOM/>FBUFFARE/HKD14480|TTL/|FC/HKG CX DXB Q4.23 M925.71Y CX HKG M925."
"71Y NUC 1855.65 END ROE7.79934|FB1/Y<CARRIAGE_RETURN/>"
"DATA ACCEPTED "<CARRIAGE_RETURN/>"
"???????? Request ??????????"
"FBFALL"
"===== Response ====="
"<SOM/>FBFALL<CARRIAGE_RETURN/>"
"FILED FOR ALL PASSENGERS - TOTAL GENERATED<CARRIAGE_RETURN/>"
"???????? Request ??????????"
"R.sw+ER"
"===== Response ====="
"TO ENSURE FARE GUARANTEE - TICKET NOW<CARRIAGE_RETURN/>"
"???????? Request ??????????"
"ER"
```

Command entry executed.

Scroll down to the bottom to find the latest entry executed.

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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