



Galileo e-Tracker – User Guide





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Introduction

It is estimated that 4% of all air segments ticketed in the Galileo system remain unused after the date of travel. The passenger may request a refund on the ticketed segment or exchange it for future travel. In addition, you are able to track and manage unused segments using the Galileo system and your back-office system.

The coupon status indicates whether or not the segment has been used. This data is stored in the airline system and *not* in the Galileo system. It can be retrieved using a *TE entry in Focalpoint, but the process of tracking unused segments is complicated and slow because different systems hold the necessary data.

Galileo E-Tracker gives you the ability to record and check all electronic tickets issued on the Galileo system. The current status of tickets may be displayed using extensive search and sort capabilities.

Large reports of up to 5000 coupons may be generated. You may void a ticket if required, and also produce a report in different formats such as XML and CSV. These can be imported into a variety of applications.

Galileo E-Tracker is accessed in a browser environment, and a toolbar button provides easy access from Focalpoint, Viewpoint or Galileo Desktop.

Note: Galileo E-Tracker is also available with Focalpoint Net.

Electronic Ticket Status Codes

The table on the opposite page indicates the possible actions that may be performed on an e-ticket where the status is OPEN, ARPT or UNVL. No actions can be taken on an e-ticket with any other status.

The following status codes are used.

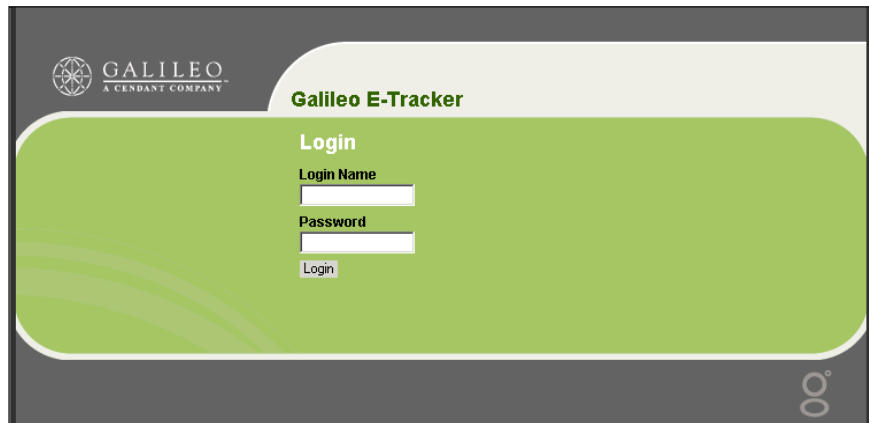
E-Ticket Record Status:	Exchange:	Refund:	Void:	Definition:
OPEN	Y	Y	Y	The ET flight coupon is eligible for all coupon status updates
ARPT	Y	Y	Y	The operating carrier has secured the ET coupon prior to the scheduled departure
UNVL	Y	N	N	Indicates that the validating carrier has determined that the coupon is no longer available for use as ticketed. The coupon may only be exchanged.
CKIN	N	N	N	The passenger has made his presence known to the operating carrier
LFTD	N	N	N	The passenger has boarded the aircraft
SUSP	N	N	N	The validating carrier has restricted the use of the ET flight coupon
IREG				The operating carrier's control is being extended beyond the normal 48 hour period provided for under Airport Control, Check In or Lifted/Boarded
EXCH	N	N	N	The value of the ET coupon has been used as payment for a new transaction
FLWN USED	N	N	N	The journey associated with the ET flight coupon has been completed
RFND	N	N	N	The unused value of the ET flight coupon has been returned/remitted to the passenger
VOID	N	N	N	Cancellation of the entire electronic sale. Void is only applicable when all coupons have a status of O (open for use). A void request is only valid for an original sale transaction or a new ticket issued as a result of an exchange/reissue transaction.
CLSD	N	N	N	The validating carrier has determined that the coupon is not available for use
REMV	N	N	N	The validating carrier has removed e-ticketing data from their system when the ticket has been fully used.

Launching and Working with Galileo E-Tracker

Galileo E-Tracker is a web-based solution and may be accessed using the following URL.

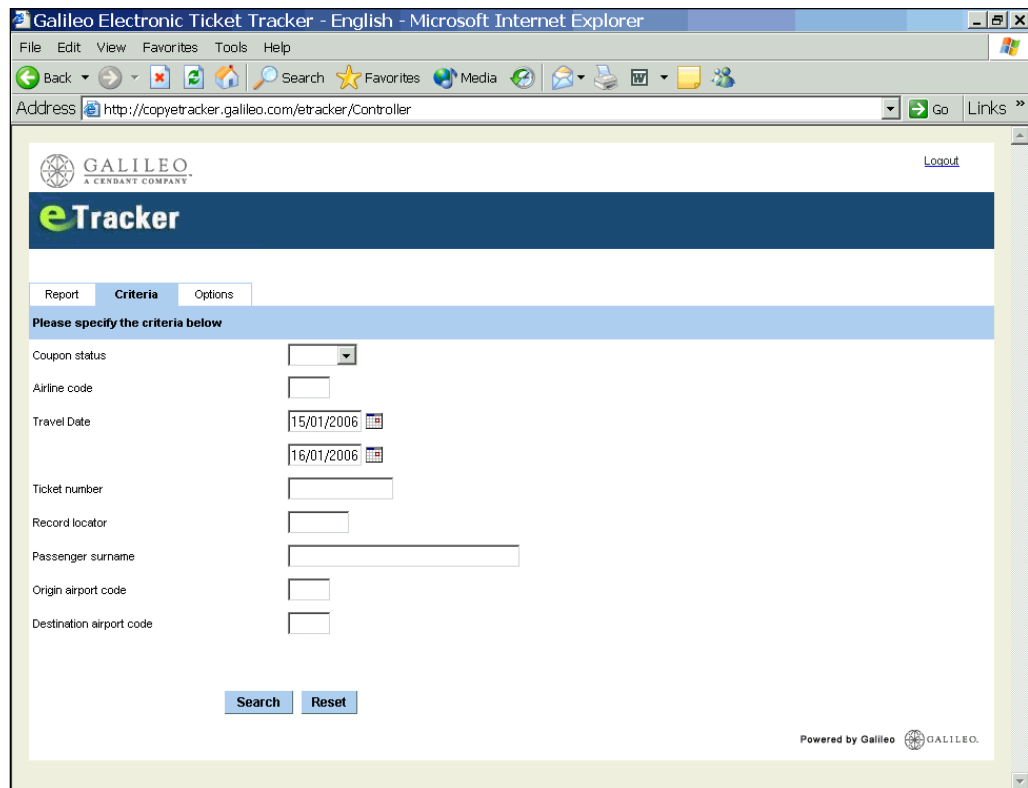
<https://etracker.galileo.com>

Screen response:



Note: Your username and password will be supplied by your Galileo account manager.

Screen response:



Note: The screen may be pre-populated with previously used search criteria.

Search Criteria

The following search qualifiers are available:

- Coupon status
- Airline code
- Travel date range
- Ticket number
- Record locator
- Passenger name
- Origin airport code
- Destination airport code

Screen display:

The screenshot shows the Galileo eTracker interface with the 'Options' tab selected. The 'Pseudo City Codes' field contains '51GD'. Under 'Report file format', the 'CSV' radio button is selected. The 'Lines per page' field is set to '20'. The Galileo logo and 'A CENDANT COMPANY' are in the top left, and 'Logout' is in the top right. The footer says 'Powered by Galileo GALILEO.'

The options tab allows you to specify the following:

- The pseudo city code that you wish to search
- XML or CSV format for an e-ticket report
- The number of lines displayed on a page

Completed screen example, featuring a specified date range:

The screenshot shows the Galileo eTracker interface with the 'Criteria' tab selected. The heading is 'Please specify the criteria below'. Fields include: 'Coupon status' (dropdown), 'Airline code' (text), 'Travel Date' (range from 15/03/2006 to 16/03/2006), 'Ticket number' (text), 'Record locator' (text), 'Passenger surname' (text), 'Origin airport code' (text), and 'Destination airport code' (text). 'Search' and 'Reset' buttons are at the bottom. The Galileo logo and 'A CENDANT COMPANY' are in the top left, and 'Logout' is in the top right. The footer says 'Powered by Galileo GALILEO.'

Note: Applicable travel dates may be selected from the calendar or entered manually using the format DD/MM/YYYY, e.g. 01/09/2005

Sample screen response:

Locator	Name	Ticket Number	Status	Travel Date	Departure Airport	Arrival Airport	Airline	PCC	Issued
RDZXWG	ECKHARDT/DEBRAMR	7242272935037	OPEN	15-MAR-06	JNB	ZRH	LX	OAD	10-FEB-06
			OPEN	16-MAR-06	ZRH	GVA	LX	OAD	10-FEB-06
RDZXWG	ECKHARDT/HARTMUT	7242272936035	OPEN	15-MAR-06	JNB	ZRH	LX	OAD	10-FEB-06
			OPEN	16-MAR-06	ZRH	GVA	LX	OAD	10-FEB-06
KMC6BM	MAHARAJ/VIKASHMR	0832272981196	ARPT	15-MAR-06	CPT	DUR	SA	OAD	16-FEB-06
LFSPWD	YOSLOO/ANGELAMS	0832272981378	EXCH	15-MAR-06	JNB	DUR	SA	OAD	22-FEB-06
LGGGOM	VENTER/FRANCINAM	0832272981379	EXCH	15-MAR-06	JNB	DUR	SA	OAD	22-FEB-06
LGQCKI	DEVAR/CHANTALMS	0832272981380	EXCH	15-MAR-06	JNB	DUR	SA	OAD	22-FEB-06
L63P1C	VERMEULEM/CELEST	0832272981381	EXCH	15-MAR-06	JNB	DUR	SA	OAD	22-FEB-06
KRNX2K	ROBERTSON/LYNNMS	0832272981382	EXCH	15-MAR-06	JNB	DUR	SA	OAD	22-FEB-06
LFZW6Y	LUDICK/TRACYMS	0832272981383	EXCH	15-MAR-06	JNB	DUR	SA	OAD	22-FEB-06
VZKFRK	KAJEE/MOHAMEDMR	0832273032525	ARPT	16-MAR-06	DUR	CPT	SA	OAD	27-FEB-06
MF2LQ2	NAIDU/VIVEGABOOS	0832273032579	ARPT	15-MAR-06	DUR	CPT	SA	OAD	28-FEB-06
M30WG6	MKHONZA/MDOUNZIM	1252273084424	EXCH	15-MAR-06	DUR	JNB	BA	OAD	03-MAR-06

Points to note:

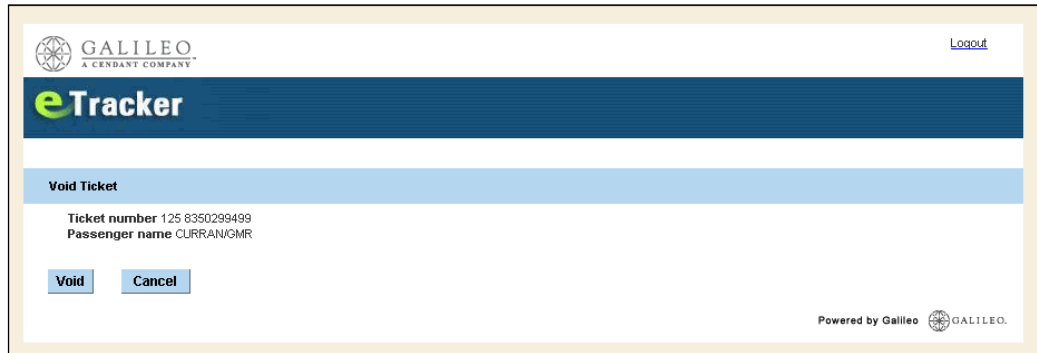
- The grey bar indicates that 115 records are displayed. Use the scrolling function on the right-hand side of the display or amend the selected dates to reduce the screen output.
- Click the appropriate icon at the top-right of the screen to print the report or save it to an Excel spreadsheet.
- Ticket numbers are displayed in date order in which they were issued.

Voiding a Ticket

Take the following steps to void a ticket:

1. Click on the ticket number link to void the ticket if required.

Example response:

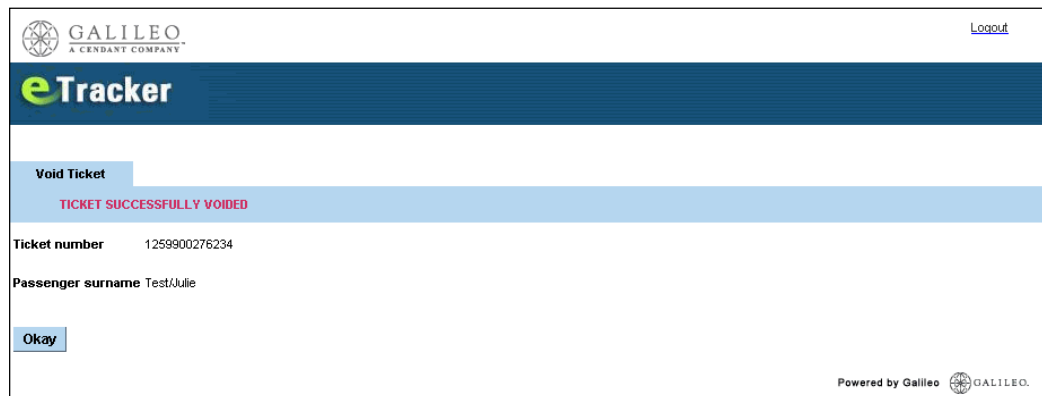


The screenshot shows the Galileo eTracker interface for voiding a ticket. At the top left is the Galileo logo with the text 'GALILEO A CENDANT COMPANY'. To the right is a 'Logout' link. Below this is a dark blue header with the 'eTracker' logo. The main content area has a light blue background with the title 'Void Ticket'. Below the title, the ticket details are listed: 'Ticket number 125 8350299499' and 'Passenger name CURRAN/GMR'. At the bottom of this section are two buttons: 'Void' and 'Cancel'. In the bottom right corner, it says 'Powered by Galileo' followed by the Galileo logo.

Note: Tickets may only be voided within the usual BSP reporting period.

2. Click Void to void the ticket or Cancel to abort the void process.

Example void response:



The screenshot shows the Galileo eTracker interface after a ticket has been successfully voided. At the top left is the Galileo logo with the text 'GALILEO A CENDANT COMPANY'. To the right is a 'Logout' link. Below this is a dark blue header with the 'eTracker' logo. The main content area has a light blue background with the title 'Void Ticket'. Below the title, a red message reads 'TICKET SUCCESSFULLY VOIDED'. Below this, the ticket details are listed: 'Ticket number 1259900276234' and 'Passenger surname Test/Julie'. At the bottom of this section is an 'Okay' button. In the bottom right corner, it says 'Powered by Galileo' followed by the Galileo logo.

Coupon Status

Reports generated by Galileo E-Tracker are built from the status of vendor coupons stored in a centrally managed private database. This enables reports to be generated much more quickly than if Galileo E-Tracker had to access vendor links directly. The database is automatically refreshed on a daily basis so that report data is always up to date.

Note: If you wish to retrieve a coupon status directly from the vendor, click on the coupon status link and the report will be updated within a few seconds.

Reporting

Report Options, as seen below, allows for the report format and number of lines on your report.

The screenshot shows the 'Report Options' tab in the eTracker interface. At the top right, there are links for 'Logout' and 'Change Password'. The 'eTracker' logo is prominently displayed. Below the navigation tabs, the 'Report Options' section is active. It includes a 'report title format' section with radio buttons for 'XML' and 'CSV', where 'CSV' is selected. Below that is a 'Lines per page' section with a text input field containing the number '20'. In the bottom right corner, there is a logo for 'Powered by Galileo Transport'.

Search Tool allows for the selection of ticket data to develop the report

The screenshot shows the 'Search Tool' tab in the eTracker interface. At the top right, there are links for 'Logout' and 'Change Password'. The 'eTracker' logo is prominently displayed. Below the navigation tabs, the 'Search Tool' section is active. It begins with the instruction 'Please enter search details below'. The form is organized into several sections: 'Coupon status' with checkboxes for 'OPEN', 'ARPT', 'UNVL', 'RFTC', and 'LFTD'; 'Non-final ticket statuses' with checkboxes for 'CKIN', 'IREG', 'SUSP', 'USED', 'EXCH', 'FLWN', 'RFND', 'VOID', and 'CLSD'; 'Final-ticket statuses' with checkboxes for 'CKIN', 'IREG', 'SUSP', 'USED', 'EXCH', 'FLWN', 'RFND', 'VOID', and 'CLSD'; 'Pseudo City Codes' with checkboxes for 'X6L' (checked) and 'B6N'; 'Airline code' with a text input field; 'Travel Date From' and 'Travel Date To' with date pickers (01/Jan/2007 and 31/May/2009); 'Ticket number', 'Record locator', 'Origin airport code', and 'Destination airport code' with text input fields; 'Agent Sign On', 'Account Code', 'Date of ticket issue', 'Frequent flyer number', and 'Passenger last name / first name' with text input fields. At the bottom, there are 'Search' and 'Reset' buttons.

The following screen, Search Tool, illustrates all of the available search criteria. Fill in as much information as possible to ensure your report covers your search. See chart below for definitions of each Coupon Status.

Once all of the applicable selections have been made, click on SEARCH. RESET can be used to erase the selections and start over.

[Logout](#) [Change Password](#)

Search Results Search Tool Report Options

Please enter search details below

Coupon status

Non-final ticket statuses

OPEN ARPT UNVL

RFTC LFTD

Final-ticket statuses

CKIN IREG SUSP

USED EXCH FLWN

RFND VOID CLSD

Pseudo City Codes XBL B6N

Agent Sign On

Account Code

Date of ticket issue

Frequent flyer number

Passenger last name / first name

Airline code

Travel Date From 01/Jan/2007

Travel Date To 31/May/2009

Ticket number

Record locator

Origin airport code

Destination airport code

Search Reset

The Search Results tab will reveal the results of the fields selected in a report format. The report can be printed, or saved by clicking on the appropriate icon on the right side of this page.

Each report will be populated with all of the data applicable to the ticket.

- Three new column headings

Fare basis

Ticket value

Tour Code

Any column headings un-populated will be left blank, as in the example below for the tour code.

If the Locator, Name or Ticket Number headers are selected, the order of the information will change.

- Locator – record locators will appear in order
- Travelers names will appear in alphabetical order
- Ticket numbers will be in numeric order

Search Result Example #1 -

The screenshot shows the Galileo eTracker interface. At the top right, there are links for 'Logout' and 'Change Password'. The main header is 'eTracker'. Below it, there are tabs for 'Search Results', 'Search Tool', and 'Report Options'. A 'Number of records: 18' indicator is visible. The table below contains the following data:

Locator	Name	Ticket Number	Tour Code	Status	Value	Fare Basis	Travel Date	Departure Airport	Arrival Airport	Airline	PCC	Issued	
V76LQ6	F SH/IRGTSTONEMR	1259920968014		OPEN	GBP377.10	NLXRCGB900	20-JAN-10	LHR	ORD	BA	X6L	30-OCT-09	
V76LQ6	F SH/IRGTSTONEMR	1259920968015		OPEN	GBP377.10	NLXRCGB900	20-JAN-10	LHR	ORD	BA	X6L	30-OCT-09	
V78EGK	DELTA/TEST	0069920968246		OPEN	GBP596.70	F0000	05-FEB-10	JFK	MCO	DL	X6L	30-OCT-09	
V78EKV	CODESHARE/ONE	2209920968247		OPEN	GBP4681.40	Y77RT030	02-FEB-10	SIN	MUC	MUC	LH	X6L	30-OCT-09
				OPEN	GBP4681.40	Y77RT	04-FEB-10	MUC	GVA	LH	X6L	30-OCT-09	
				OPEN	GBP4681.40	Y	06-FEB-10	GVA	MUC	LH	X6L	30-OCT-09	
				OPEN	GBP4681.40		08-FEB-10	MUC	HKG	LH	X6L	30-OCT-09	
V78JR0	MONDAY/DISCOUNT	1259920968300		OPEN	GBP1068.60	Y2FLBA000	31-JAN-10	FCO	LHR	BA	X6L	30-OCT-09	
V78KS2	THURSDAY/COMMIT	1259920968302		OPEN	GBP1091.60	Y2FLBA000	31-JAN-10	FCO	LHR	BA	X6L	30-OCT-09	
V6M8MMV	CANCEL/REFUNDONE	0010037766538		OPEN	GBP588.10	Y26000	25-JAN-10	ATL	DFW	AA	X6L	30-OCT-09	

◆ = conjunction ticket

Powered by Galileo by transport

Alert -

An agent alert will appear to the right of the Search and Reset buttons at the bottom of the screen whenever the selected data cannot produce a results.

[Logout](#) [Change Password](#)

eTracker

Search Results**Search Tool**Report Options

Please enter search details below

Coupon status	Non-final ticket statuses OPEN <input checked="" type="checkbox"/> ARPT <input type="checkbox"/> UNVL <input type="checkbox"/> RFTC <input type="checkbox"/> LFTD <input type="checkbox"/> Final-ticket statuses CKIN <input type="checkbox"/> IREG <input type="checkbox"/> SUSP <input type="checkbox"/> USED <input type="checkbox"/> EXCH <input type="checkbox"/> FLWN <input type="checkbox"/> RFND <input type="checkbox"/> VOID <input type="checkbox"/> CLSD <input type="checkbox"/>	Pseudo City Codes <input checked="" type="checkbox"/> X6L <input type="checkbox"/> B6N
Airline code	<input type="text"/>	Agent Sign On <input type="text"/>
Travel Date From	<input type="text" value="01/Jan/2009"/>	Account Code <input type="text"/>
Travel Date To	<input type="text" value="31/May/2009"/>	Date of ticket issue <input type="text"/>
Ticket number	<input type="text"/>	Frequent flyer number <input type="text"/>
Record locator	<input type="text"/>	Passenger last name / first name <input style="width: 50px;" type="text"/> / <input style="width: 50px;" type="text"/>
Origin airport code	<input type="text"/>	
Destination airport code	<input type="text"/>	
	<input type="button" value="Search"/> <input type="button" value="Reset"/>	

There were no ticketing records which match the search criteria

Changing the Password –

This screen can be obtained by selecting the Change Password link at the top of any of the screens.

[Logout](#) [Change Password](#)

eTracker

Search Results **Search Tool** Report Options

Please enter search details below

Coupon status **Non-final ticket statuses** Pseudo City Codes XBL B6N

OPEN ARPT UNVL
RFTC LFTD

Final-ticket statuses

CKIN IREG SUSP
USED EXCH FLWN
RFND VOID CLSD

Airline code

Travel Date From

Travel Date To

Ticket number

Record locator

Origin airport code

Destination airport code

Agent Sign On

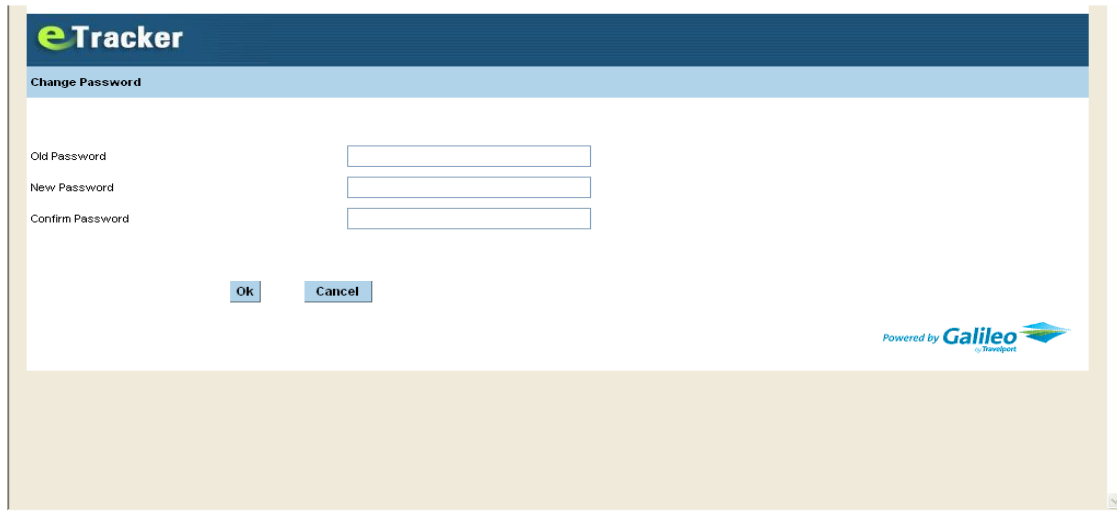
Account Code

Date of ticket issue

Frequent flyer number

Passenger last name / first name /

Once the Old and New Passwords have been added, the approval screen is returned, confirming that the password has been changed.



The screenshot shows the 'eTracker' interface for changing a password. The title bar reads 'eTracker' and the page header is 'Change Password'. The form contains three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the fields are 'Ok' and 'Cancel' buttons. The bottom right corner features the text 'Powered by Galileo Travelport' with a logo.

Voiding a ticket through e-Tracker –

Though this function was introduced through the first version of e-Tracker, it is no longer applicable as all markets now have same day voiding periods. You can request a voided ticket list in the Search Tool screen and have the information attached to those tickets displayed in the Search Results.