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For additional copies of this User Guide, please contact your Galileo account executive.

Galileo Number GN 745/4.0
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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.

<table>
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<th>E-Ticket Record Status</th>
<th>Exchange</th>
<th>Refund</th>
<th>Void</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPEN</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>The ET flight coupon is eligible for all coupon status updates</td>
</tr>
<tr>
<td>ARPT</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>The operating carrier has secured the ET coupon prior to the scheduled departure</td>
</tr>
<tr>
<td>UNVL</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Indicates that the validating carrier has determined that the coupon is no longer available for use as ticketed. The coupon may only be exchanged.</td>
</tr>
<tr>
<td>CKIN</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The passenger has made his presence known to the operating carrier</td>
</tr>
<tr>
<td>LFTD</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The passenger has boarded the aircraft</td>
</tr>
<tr>
<td>SUSP</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The validating carrier has restricted the use of the ET flight coupon</td>
</tr>
<tr>
<td>IREG</td>
<td></td>
<td></td>
<td></td>
<td>The operating carrier’s control is being extended beyond the normal 48 hour period provided for under Airport Control, Check In or Lifted/Boarded</td>
</tr>
<tr>
<td>EXCH</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The value of the ET coupon has been used as payment for a new transaction</td>
</tr>
<tr>
<td>FLWN USED</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The journey associated with the ET flight coupon has been completed</td>
</tr>
<tr>
<td>RFND</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The unused value of the ET flight coupon has been returned/remitted to the passenger</td>
</tr>
<tr>
<td>VOID</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>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.</td>
</tr>
<tr>
<td>CLSD</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The validating carrier has determined that the coupon is not available for use</td>
</tr>
<tr>
<td>REMV</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>The validating carrier has removed e-ticketing data from their system when the ticket has been fully used.</td>
</tr>
</tbody>
</table>
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 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:

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:

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:

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:

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.

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

![Search Result Example](image-url)
Search Result Example #2 –

This search resulted in a conjunction ticket and multiple page report example.

- The conjunction ticket is indicated by the green dot to the right of the ticket number.

- The number of pages is shown on the top right side of the report, with arrows to use to page through the report.

- Total number of items appears on the top left hand side of the report.
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 result.
Changing the Password –

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

![Change Password Screen](image)
Once the Old and New Passwords have been added, the approval screen is returned, confirming that the password has been changed.

**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.