# GALILEO FEE MANAGER

GalileoDesktop Integration – Galileo Fee Manager

The Remarks, Fees and Service Information area of the Viewpoint Itinerary screen has been design to display the fees information and provide access to various aspects of the Galileo Fees Manager.

By expanding this area the names and values of the fees associated with the current booking file are shown.

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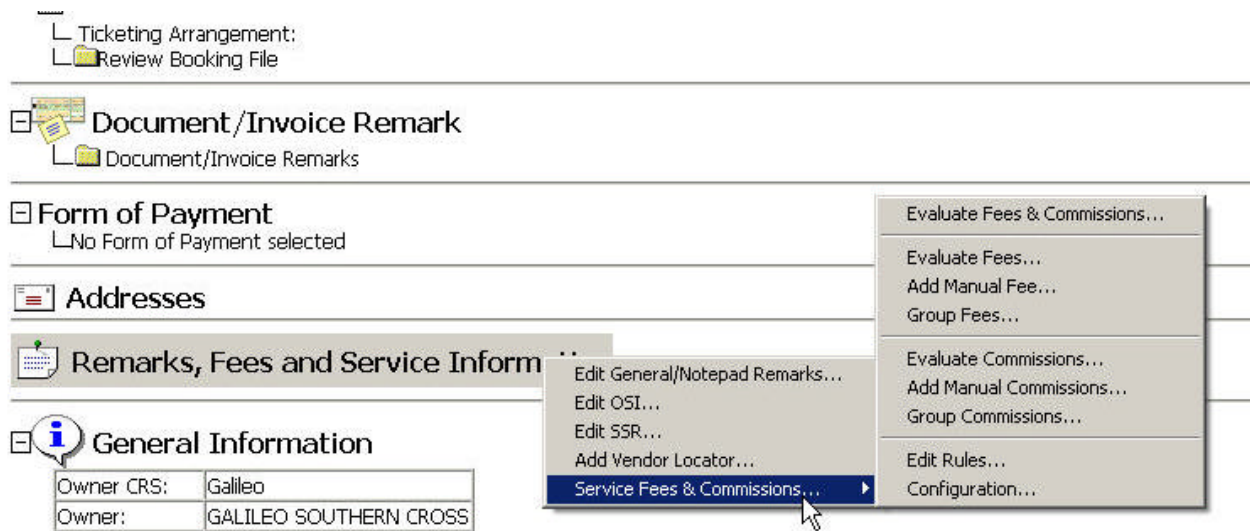
A user can right click on the Remarks, Fees and Service Information heading to display a menu with the following options:

- Evaluate Fees & Commissions
- Evaluate Fees
- Add Manual Fee
- Group Fees
- Evaluate Commissions
- Add Manual Commission
- Group Commissions
- Edit Rules

Currently only the Fees system has been activated. The Commissions options and the Edit Rules function should be ignored by consultants.
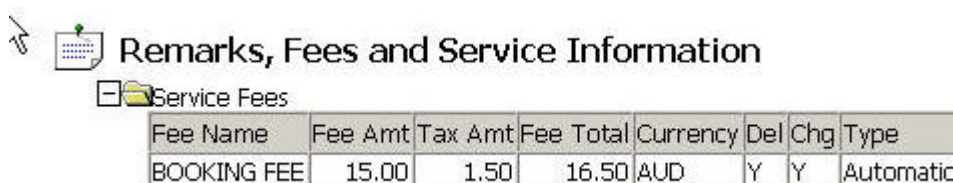
Evaluating Fees

Selecting the first option to, Evaluate Fees & Commissions, or the second option, Evaluate Fees, sends a command to the server and requests the server to evaluate any applicable fees for the current booking file.

The fees are returned and embedded into the booking file as Notepad (NP.) and Document Itinerary (DI.) entries.

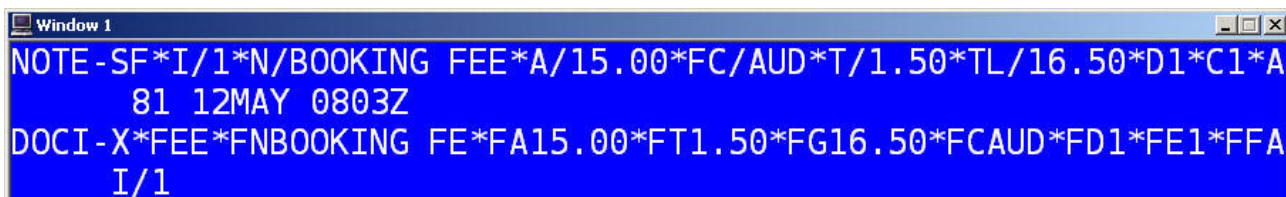In Viewpoint the Fees will appear as per the example below.

This same fee will appear in Focalpoint as shown below:

Manual Fees

A user is able to add a manual fee to a booking file. By selecting the "Add Manual Fee…" a Viewpoint window is launched and the user is prompted to enter the data:

- Fee Name
- Fee Amount
- Fee Tax
- Total – This field will auto populate from the Amount and Tax fields.
- Currency
- Changeable – if ticked a user is able to change values
- Deletable – if ticked a user is able to change values

Example screen display – Add Manual Fee

In Viewpoint the manual fees will appear as per the example below.

Remarks, Fees and Service Information

Service Fees

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
BOOKING FEE	15.00	1.50	16.50	AUD	Y	Y	Automatic
MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Y	Y	Manual

Group Fees

This option allows a user to group fees together into a single entry.

By selecting the "Group Fees" option a Viewpoint window is launched and the user is present with a summary screen of the fees applied to the booking file.

By ticking the box the user is placing that fee into a group, they are then prompted to add a group name.

Example screen display – Group Fees

Below is an example of fees before grouping:

Service Fees						
Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
BOOKING FEE	15.00	1.50	16.50	AUD	Y	Y	Automatic
MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Y	Y	Manual
COURIER FEES	2.00	.20	2.20	AUD	Y	Y	Automatic
COURIER FEES	2.00	.20	2.20	AUD	Y	Y	Automatic

Below is an example of grouping together the Courier fees.

GALILEO
Fee Manager
Group Fees

	Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Type
☐	MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Manual
☐	BOOKING FEE	15.00	1.50	16.50	AUD	Automatic
☑	COURIER FEES	2.00	.20	2.20	AUD	Automatic
☑	COURIER FEES	2.00	.20	2.20	AUD	Automatic

Group Name : GROUP EXAMPLE   Group Selected AUD Fees

Following is the result of the grouped fees

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
BOOKING FEE	15.00	1.50	16.50	AUD	Y	Y	Automatic
MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Y	Y	Manual
GROUP EXAMPLE	4.00	.40	4.40	AUD	N	N	Group

The last field in the display now shows the word "Group". If Fees are re evaluated the group will be undone and the individual fees will be itemised again.

Deleting and Amending Fees

Fees can be removed or changed from a PNR if the fee allows this.
The second and third last columns indicate if this editing or deleting is possible,

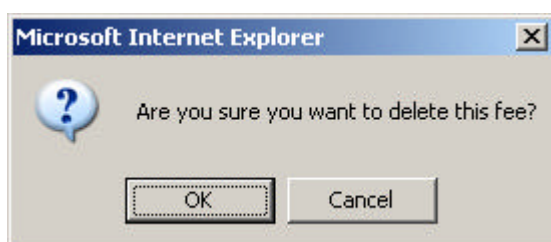In the below example there are two Courier Fees.

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
BOOKING FEE	15.00	1.50	16.50	AUD	Y	Y	Automatic
MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Y	Y	Manual
COURIER FEES	2.00	.20	2.20	AUD	Y	Y	Automatic
COURIER FEES	2.00	.20	2.20	AUD	Y	Y	Automatic

As Courier Fees are both Deleteable and Changeable, users can delete one and change the other by right clicking on the individual fees.

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
BOOKING FEE	15.00	1.50	16.50	AUD	Y	Y	Automatic
MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Y	Y	Manual
COURIER FEES	2.00	.20	2.20	AUD	Y	Y	Amend Fee...
COURIER FEES	2.00	.20	2.20	AUD	Y	Y	Delete Fee...

When choosing the delete option a warning will display. Click OK to confirm.

Microsoft Internet Explorer

Are you sure you want to delete this fee?

OK   Cancel

When choosing the Amend fee option, users are presented with another Viewpoint screen to edit the amount of the fee.

Type in the new amount and tax to be paid. In the below example the remaining courier fee is increased to $8.00

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
BOOKING FEE	15.00	1.50	16.50	AUD	Y	Y	Automatic
MANUAL FEE EXAMPLE	10.00	1.00	11.00	AUD	Y	Y	Manual
COURIER FEES	8.00	.80	8.80	AUD	Y	Y	Automatic

Semi Automated Fees.
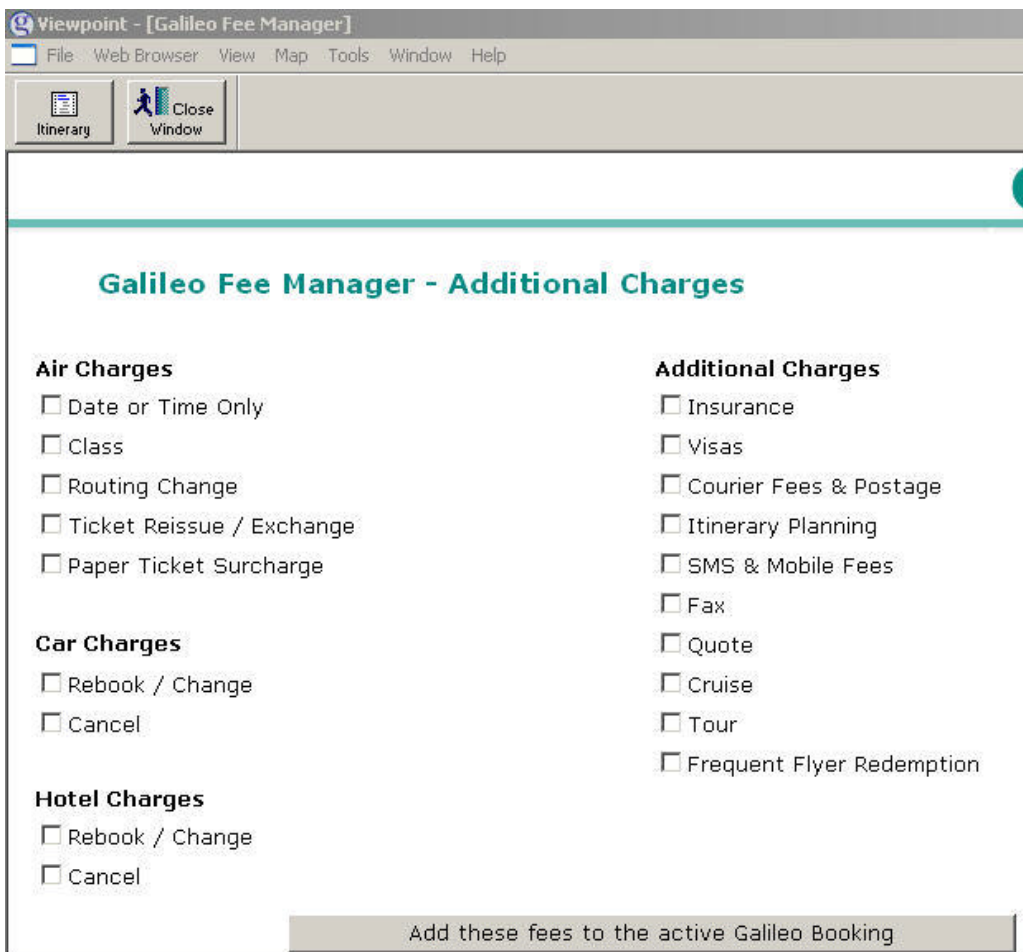
As the Galileo Fee Manager is unable to see the history of the PNR, some fees and charges need to be added manually by the user. Short cuts have been added to the CustomViewpoint Toolbar to add these fees in a semi automated way.

For example, Changing the Class of travel is a service that the will result in a ticket reissue occurring. While this fee is fixed on a per customer basis, Viewpoint cannot see that a segment has been changed. Users will need to tell Viewpoint that an additional fee for reissue needs to be collected.

A new feature on the CustomViewpoint Toolbar is available to add these fees.

Selecting this icon will launch a Viewpoint window designed to add additional fees.

Galileo Fee Manager - Additional Charges

Air Charges
- ☐ Date or Time Only
- ☐ Class
- ☐ Routing Change
- ☐ Ticket Reissue / Exchange
- ☐ Paper Ticket Surcharge

Car Charges
- ☐ Rebook / Change
- ☐ Cancel

Hotel Charges
- ☐ Rebook / Change
- ☐ Cancel

Additional Charges
- ☐ Insurance
- ☐ Visas
- ☐ Courier Fees & Postage
- ☐ Itinerary Planning
- ☐ SMS & Mobile Fees
- ☐ Fax
- ☐ Quote
- ☐ Cruise
- ☐ Tour
- ☐ Frequent Flyer Redemption

Add these fees to the active Galileo Booking

In this example the "Courier Fees and Postage" option is selected.

A notepad is added to the PNR and the additional fees are added to the PNR.

An historical notepad is added to the PNR with a "GFM:" prefix.

When the "Add these fees to the active Galileo Booking" button at the bottom of the window is selected, the fees are added automatically, and the window will close itself.