



Galileo Fee Manager

Frequently Asked Questions

1. **What is Galileo Fee Manager (GFM)?**

Galileo Fee Manager (GFM) is a tool developed by Galileo International and Open Jaw Technologies in the UK to enable agents to electronically store predetermined service fee rules and then automatically apply the appropriate rules to any particular booking. The rules can be generic across the agency, or additional/separate rules tables can be created for specific corporate accounts. The applicable fees are added to the booking file as NP items and as DI's which can be downloaded to a back office system. GFM fees download to CrossCheck Travel saving time and minimising errors in re-entering the information.

2. **Why would I use GFM instead calculating my fees manually?**

Manually calculating fees is subjective and can potentially be open to interpretation by different consultants, and in a reduced commission environment, this can have detrimental effects on revenue streams for agents. GFM applies the fees you have set **consistently** across your PNR's, giving the manager and consultants comfort that under or over charging won't occur, and revenue streams are maintained. GFM also writes the fee information into the PNR in a consistent format that can be interpreted by a back office system for accounting and reporting. It takes 2 – 3 seconds to 'evaluate fees' in a PNR and record the information, vs a minute or more to manually calculate the various charges that might apply to any one PNR.

3. **What is the contract period?**

To order GFM, there is a simple addendum to your existing Galileo Subscriber Agreement that must be completed – this is linked to the term of your current Subscriber Agreement. The contract period is initially for 6 months, and you may exit the GFM contract with 30 days notice after the initial six month period has expired.

4. **What is the difference between this and Galileo FeeNett?**

Galileo Fee Manager (GFM) automatically calculates the service fees applicable to an itinerary based on a set of rules determined by the agency. Galileo FeeNett is the means by which the agency can process the charge to the customer's credit card for the service fees and have the funds remitted to the agency's nominated bank account.

Galileo FeeNett is available in Australia only.

5. **Do I have to use Galileo FeeNett too?**

No, but it does make sense to! GFM is independent of Galileo FeeNett and can be used on it's own to calculate your service fees and add the detail to the PNR. If you are also using Galileo FeeNett, the service fee items placed in the PNR by GFM will be displayed in the Galileo FeeNett window and can be edited before submitting to eNett. The products are designed to work together but one does not depend on the other.

6. **Do I have to have the latest Galileo software?**

No, GFM is designed to work with the Galileo Desktop (latest software) and Viewpoint 3.0.

7. **Do I have to have a PNR open?**

Yes, you must have a PNR with at least one booked segment (air, hotel, car) – a record locator is not necessary for the product to work. You must also have access to the internet from the terminal that is being used.





8. What types of fees might I use GFM for?

GFM is available with a standard library air, hotel and car segment fee rule types. Simply select the fee rules you wish to apply from our order form, and nominate the amount you wish to charge your customers. These can be applied on a 'per itinerary', 'per segment' and/or 'per person' basis. GFM can apply fees in two ways:

A. Segment related fees - calculating fees based on the content of the face of the PNR.

B. Non-segment related - e.g. date or time changes, the sale of insurance, organising a visa etc. (GFM comes with a separate icon on the Galileo Desktop or Viewpoint 3 Custom Toolbar to help automate calculating fees for any additional services the agent may have performed.)

There are 16 unique additional Non-Segment related fee types available in the standard library. Additionally, Galileo can create customised fee rules over and above those described here and charges separately for this service.

9. Should I evaluate my fees before or after ticketing?

GFM can be used to evaluate fees at anytime in the booking process. You might evaluate fees as part of the quoting process prior to ticketing, and then evaluate fees again after changes have been made to the original booking. Each time you evaluate fees; GFM erases the previous fees and applies a complete set of fees based on the content of the PNR as it is at that point in time.

10. Can a fee be amended or deleted?

As part of the process to set up your fee structure, you will be asked to decide if you want a fee to be amendable or changeable once it has been applied to the booking. If you choose 'Yes', a consultant can delete or amend a fee once the PNR has been evaluated. If a fee is deleted, a historical notepad is added to the booking file noting this. If a fee is amended and then the PNR is re-evaluated by the rule engine, the original fee and amount will be re-applied.

11. Do GFM fees automatically download to CCT?

Yes, all GFM fees in the booking file download to the trip file if you have CCT3.0.4f. In order for CCT to recognise your fees the fee name in GFM and the fee name in the CCT fee rules table must be identical. Should you download a fee that CCT does not recognise, you will be prompted to add the fee name to the CCT fee rules table (Options, tables, fee rules). The new fee is only added to CCT once and then is saved for any future downloads. If you have a previous version of CCT3.0, please visit http://support.galileo.com/gsc/crosscheck_travel.htm and download the required updates, alternatively please contact your account executive.

12. What does GFM cost?

There is a one-time set up fee for GFM that is based on the standard fee library you wish to apply in your agency (from our generic library of rules) and up to 16 customised additional service fee rules (for activities that are not reflected in the PNR). This set-up fee is applied per Pseudo City Code and is \$250 + GST. If you have specific rules we haven't catered for we will build those for you at an hourly rate over and above the generic costs.

When using the product, the cost is \$0.20 + GST per 'evaluation' and is billed monthly on your Galileo invoice. There is a minimum usage of 75 'evaluations' per month, or \$15 + GST.

13. How do get my service fee rules set up?

Contact your Galileo account executive and they will guide you through selecting the rules that are most appropriate for your agency, from our Service Fee Rules order form. This must then be forwarded via email to gscgfm@galileo.com and the signed contract faxed to +61 2 9391 4006. The normal processing time is 7 – 14 days.





14. Can I write my own service fee rules?

Low level computer programming skills are required to accurately write rules in Galileo Fee Manager. As a result, GSC will write any customised rules required for an hourly rate. Please contact your account executive to discuss your requirements in more detail.

15. What if I want to change/amend/delete a service fee rule?

To permanently change the dollar value of a currently used fee, call the Galileo Service Centre and they will make the change for you, please note there is a charge of \$15 per call for this service. To add a new rule or delete an existing one, contact your Account Executive.

16. How do I install Galileo Fee Manager?

When you complete the Galileo Fee Manager contract your account executive will direct you to a web link to download and install the Galileo Fee Manager software. This software will not work until your PCC has been set up and the fees have been activated. If you do install the software prior to completing the GFM order form and contract you will receive an error message and should contact your account executive to assist with the next steps.

17. Who do I call if my rules do not appear to be working correctly?

You will be asked to thoroughly test all rules initially and confirm that they are applying correctly to your PNR's. Should you have a problem in the future, for example, the Fees appearing are not what you expect to see, or an existing fee amount needs to be changed, please call the Galileo Service Centre for assistance. Please note Galileo Fee Manager calls are chargeable at \$15 per call and the cost will appear on your monthly bill from Galileo. If the problem exists with the rule engine itself a credit will be raised against the charge.

