



## Galileo FeeNett QuickTips

### Set up:

1. Register with eNett ([www.enett.com](http://www.enett.com))
2. Download and install Galileo FeeNett software (<http://support.galileo.com/gsc/feenett.htm>)

### Using Galileo FeeNett:

1. Have an open PNR with active segments and a Galileo record locator
2. Click on the Galileo FeeNett icon on your customisable toolbar
3. Check cc details are correct if populated from TMU or FOP, manually edit or enter if not
4. Add total amount you wish to charge, checking GST amount.
5. click **Confirm**
6. If an Amex or Diner's transaction, enter free format text in the reference field (this will show up on your customer's credit card and can assist in reconciliation)
7. Click **Submit**
8. Wait for confirmation your transaction was successful, click **OK**
9. Wait for confirmation that the booking file was updated, click **OK**
10. Close the Galileo FeeNett window by right clicking in the top right corner
11. Check the receipt details have been entered as notepad items

### Trouble Shooting

1. Always end and retrieve you booking before launching Galileo FeeNett. This helps prevent simultaneous changes errors
2. Once the successful transaction message is displayed your charge has been applied to the credit card, even if the receipt details are unable to write back in to the PNR (comms disruption or simultaneous changes are generally the cause)
3. You can always check that a charge was processed by going to [www.enett.com](http://www.enett.com), logging on with your ECN, user name and password, and checking the FFS transaction report for the day.

