

Galileo FeeNett

User Guide





Galileo FeeNett User Guide

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About this User Guide

This document is designed to help you use Galileo FeeNett to charge your agency's service fees to a customer's credit card. Before you can use Galileo FeeNett you must have completed the following:

- Registered with eNett by going to www.enett.com and clicking **NEW USER?** Ensure that you accurately record your PCC when registering with eNett. If you have multiple PCC's and wish to use Galileo FeeNett within each PCC, you must register them all with eNett.
- Completing the Direct Debit Request forms that eNett will send you upon registration
- Downloaded the Galileo FeeNett Software from <http://support.galileo.com/gsc/feenett.htm> (please note you must have Viewpoint 3.0 or Galileo Desktop to be able to use this software)

PNR requirements

To launch Galileo FeeNett you must have an open booking file with a record locator and at least one active segment (air, hotel, car or passive). If you attempt to launch Galileo FeeNett without these requirements you will be prompted to end your booking or add segments before proceeding.

Launching Galileo FeeNett

From within your open and ended PNR (in either Viewpoint or Focalpoint windows) click on the Galileo FeeNett Icon on the customisable toolbar.



Viewpoint - [Booking File - TESTGALILEO]

File Edit Air Fares Car Hotel Queues Map View Tools Window Help

Terminals Customer Shop Air Fares Car Hotel

Travel Agent: (STB) 02 9551 1000 GALILEO PROJECT TESTING

E-mail

Remarks, Fees and Service Information

Vendor Locators

Carrier	Record Locator	Date	Time
Amadeus	YASNDR	21/06/2005	12:03 AM

Itinerary

1 **QF - Qantas Airways** Flight Number: 429 Booking Code: Y # Seats: 1
 Date: **Tuesday, 21 February 2006**
 From: **SYD - Sydney Kingsford Smith Arpt, Sydney NS - Australia**
 To: **MEL - Tullamarine Arpt, Melbourne VI - Australia**
 Departs: **11:30 AM** Arrives: **1:00 PM**
 Status: **HK - Confirmed** Sell Type: **O - Secure sold**
 Available for electronic ticketing

2 **QF - Qantas Airways** Flight Number: 412 Booking Code: Y # Seats: 1
 Date: **Wednesday, 22 February 2006**
 From: **MEL - Tullamarine Arpt, Melbourne VI - Australia**
 To: **SYD - Sydney Kingsford Smith Arpt, Sydney NS - Australia**
 Departs: **7:30 AM** Arrives: **8:50 AM**
 Status: **HK - Confirmed** Sell Type: **O - Secure sold**
 Available for electronic ticketing

Click on this icon, the Galileo FeeNett window opens and pre-populates with information from the PNR:

- First passenger name
- Credit card if present in TMU or FOP
- Record Locator and agent sign on
- Service Fees if Galileo Fee Manager has been used



The screenshot shows the Galileo FeeNett application window with the following fields and values:

Section	Field	Value
Credit Card Details	Name on Card	AGENT TESTGALILEO
	Type	Mastercard
	Number	5123456789012346
	Expiry Date	05 Mth 2013 Year
	Security Code	
Booking File Details	Passenger Name	AGENT TESTGALILEO
	Record Locator	R4FKK0
	Agent ID	N896910
	Reference	
Totals	Total Fees \$	0.00
	Total GST \$	0.00
	Subtotal \$	0.00
	Total Payable \$	

Additional interface elements include a 'SUBMIT DETAILS' button at the bottom center and a 'Confirm' button next to the Total Payable field. The Fee Details section contains the text: "No Fees found in booking file - please provide details manually".

Notice the credit card details have come through from the FOP and there is a field to enter the security code (last 3 digits on the signature panel of the card) for added security. This helps prove that the card was present at the time of the transaction and is an important precaution in preventing credit card fraud. If there was no form of payment, enter the credit card details in the blank fields.

Adding Service Fee Total to be Charged

In this instance Galileo Fee Manager has not been used to calculate the fees and therefore no fee information is present in the PNR. Galileo FeeNett returns a blank field for the fee values that you can now manually complete.



The screenshot shows the Galileo FeeNett application window. It has two tabs: 'Fee Details' (selected) and 'Configuration'. The window is divided into four main sections:

- Credit Card Details:**
 - Name on Card: AGENT TESTGALILEO
 - Type: Mastercard (dropdown)
 - Number: 5123456789012346
 - Expiry Date: 05 Mth, 2013 Year
 - Security Code: (empty field)
- Fee Details:**
 - No Fees found in booking file - please provide details manually
- Booking File Details:**
 - Passenger Name: AGENT TESTGALILEO
 - Record Locator: R4FKK0
 - Agent ID: N896910
 - Reference: EL SERVICE FEES
- Totals:**
 - Total Fees \$: 50.00
 - Total GST \$: 5.00
 - Subtotal \$: 55.00
 - Total Payable \$: 55.00** (with a 'Confirm' button next to it)

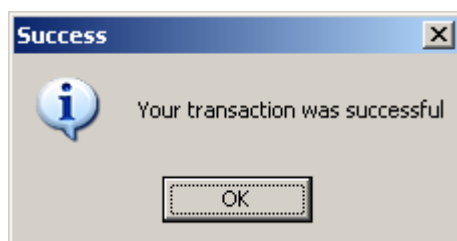
At the bottom center of the window is a large button labeled 'SUBMIT DETAILS'.

Add the service fee value and any GST and click 'Confirm'.

The reference field on the left hand side can be used, as this will show up on a Diners or Amex statement and can also be used as a search field on the eNett reports.

Submitting Charge

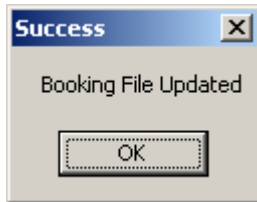
Click 'SUBMIT DETAILS', and the following message is returned indicating the card has been successfully charged.



Click 'OK'

The message returned indicated the receipt information has been written back into the PNR.





Close the Galileo FeeNett window to return to the booking file.

Viewpoint - [Booking File - TESTGALILEO]

File Edit Air Fares Car Hotel Queues Map View Tools Window Help

Terminals Customer Shop Air Fares Car Hotel

General/Notepad Remarks

Nr.	Qualifier	Remark
1	H*	GFNR:05062163 *55*54.46*0.54*0.05*5.00*CCF

Itinerary

1 **QF - Qantas Airways** Flight Number: 429 Booking Code: Y # Seats
 Date: **Tuesday, 21 February 2006**
 From: **SYD - Sydney Kingsford Smith Arpt, Sydney NS - Austra**
 To: **MEL - Tullamarine Arpt, Melbourne VI - Australia**
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 Status: **HK - Confirmed** Sell Type: **O - Secure sold**
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 Date: **Wednesday, 22 February 2006**
 From: **MEL - Tullamarine Arpt, Melbourne VI - Australia**
 To: **SYD - Sydney Kingsford Smith Arpt, Sydney NS - Austra**
 Departs: **7:30 AM** Arrives: **8:50 AM**
 Status: **HK - Confirmed** Sell Type: **O - Secure sold**
 Available for electronic ticketing

Web Bookings





Reading the Galileo FeeNett Receipt

In Focalpoint the receipt looks like this:

NOTE-H**GFNR:E001234 *55*54.46*0.54*0.05*5.00*CCF

GFNR:E001234 = the eNett transaction ID or receipt number

55 = The gross amount charged to the credit card

54.46 = the net amount transferred to the agents bank account (gross less applicable MSF)

0.54 = MSF

0.05 = GST on MSF

5.00 = GST charged on the service fee

CCF = the credit card detail was found in the FOP in the PNR

(CCT = from TMU, CCO = cc overridden in some way, CCM = manually entered)



Using Galileo FeeNett and Galileo Fee Manager Together

Galileo Fee Manager enables the agent to evaluate the content of a PNR against a set of predetermined agency fee rules, held in an online database. The rules engine then writes the applicable service fee amounts back into the PNR. Galileo FeeNett is able to read these amounts and auto-populate the Galileo FeeNett window – no double entry!

After evaluating your fees, click on the Galileo FeeNett icon.

The screenshot shows a software interface with a menu bar (File, Edit, Air, Fares, Car, Hotel, Queues, Map, View, Tools, Window, Help) and a toolbar. The main area is divided into sections:

- Service Fees:** A table with columns: Fee Name, Fee Amt, Tax Amt, Fee Total, Currency, Del, Chg, Type. One row is visible: DOM ITN, 28.18, 2.82, 31.00, AUD, Y, Y, Automatic.
- Itinerary:** A list of flight segments.
 - Segment 1: QF - Qantas Airways, Flight Number: 429, Booking Code: Y, # Seats: 1. Date: Tuesday, 21 February 2006. From: SYD - Sydney Kingsford Smith Arpt, Sydney NS - Australia. To: MEL - Tullamarine Arpt, Melbourne VI - Australia. Departs: 11:30 AM, Arrives: 1:00 PM. Status: HK - Confirmed, Sell Type: 0 - Secure sold.
 - Segment 2: QF - Qantas Airways, Flight Number: 412, Booking Code: Y, # Seats: 1. Date: Wednesday, 22 February 2006. From: MEL - Tullamarine Arpt, Melbourne VI - Australia. To: SYD - Sydney Kingsford Smith Arpt, Sydney NS - Australia. Departs: 7:30 AM, Arrives: 8:50 AM. Status: HK - Confirmed, Sell Type: 0 - Secure sold.
- Web Bookings:** A section with a globe icon.

The Service Fee information appears in the Fee Details section and can be deselected if not required.

The screenshot shows the Galileo FeeNett window with the following sections:

- Fee Details:** A table with columns: Include, Name, Fee Amt, Tax Amt. One row is visible: DOM ITN, 28.18, 2.82.
- Credit Card Details:** Name on Card: AGENT TESTGALILEO, Type: Mastercard, Number: 5123456789012346, Expiry Date: 05 Mth 2013 Year, Security Code: [empty].
- Booking File Details:** Passenger Name: AGENT TESTGALILEO, Record Locator: R4FKK0, Agent ID: N896910, Reference: [empty].
- Totals:** Total Fees \$: 28.18, Total GST \$: 2.82, Subtotal \$: 31.00, Total Payable \$: 31.00. A 'Confirm' button is next to the Total Payable amount.

A 'SUBMIT DETAILS' button is located at the bottom of the window.

Click 'Confirm' to total the amounts and then 'SUBMIT DETAILS'



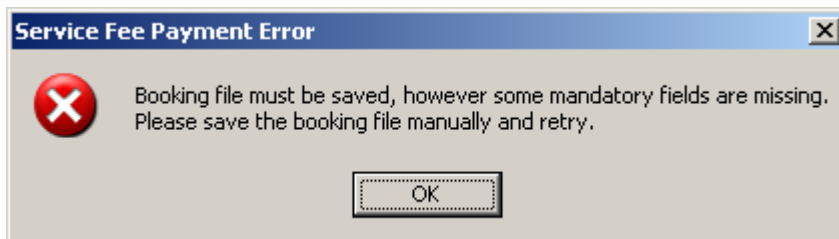
Troubleshooting

The most common error responses are those generated because you don't have the booking file details required (Record locator and segments), your agency is not registered with eNett, or simultaneous changes have occurred.

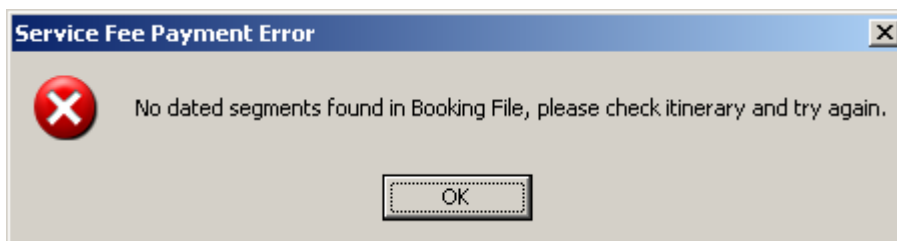
No Booking File Open:



Booking file not ended (no record locator):




No segments in booking file:



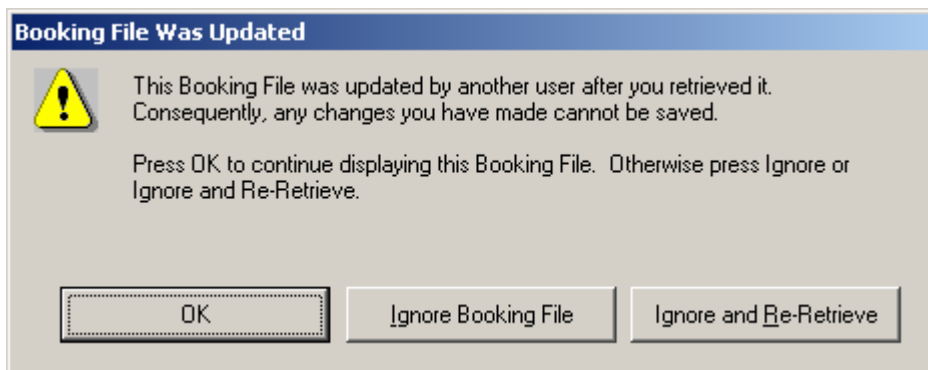
Agency not registered with eNett





Go to www.enett.com and complete registration with eNett, make sure to accurately record your PCC. If you are already registered with eNett and receive this message, please call eNett on 03 9618 8999 and

Simultaneous Changes error:



The credit card was charged successfully, but when Galileo FeeNett tried to write the receipt information back into the PNR, it had been updated by another user.

Select Ignore and Re-Retrieve so the receipt information can be entered.

Simultaneous Changes error:

