

# Galileo Low Cost Air

Agency Administrators Guide v1.8



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## Revision History

Revision	Status	Date	Update Summary
1.8	4 <sup>th</sup> Release	05 Mar 07	Service Fee section added



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## Introduction

This document will provide you with the instructions to manage your agency data within Galileo Low Cost Air including the creation and suspension of Agents and loading corporate account specific information.

There are two levels of access to the system:

Account	Description
Agent/Admin	<p>This level of account allows adding and deletion of users, resetting passwords, and creating corporate accounts.</p> <p>Usually there is only one person in the office with this level of access. Users can amend other users to have this level of access also.</p> <p>Agent/Admin can create bookings also.</p>  <p>When logged on Agent/Admin staff have 4 links in the top right corner.</p>
Agent	<p>Staff with agent level of access can only create bookings.</p>  <p>When logged in Agent staff have only two links in the top corner.</p>

My Profile	This link will display the individual's profile. This is where agents can change their password, change their email address or default departure city.
Logout	This link displays at all times and should be used when leaving the system.
Air Shopping	This link will take the user to the Air Shopping module. By default Air Shopping is displayed when an Agent/Admin logs in.
Agency management	This link is used to create users and corporate accounts. Select Air Shopping when complete to return to the shopping module. This document only refers to the Agency Management section.

## Agency Management

### Navigation Tips

The back button is disabled – so use the links feature to navigate.



The cancel button will take you back to any search list that you have created i.e. search for users or corporate search functions require a minimum of a wildcard \* to initiate a search.

There are 6 sections of the Management area.


- **Agency**
- **User**
- **Supplier**
- **Corporate**
- **Service Fee (Only displayed if enabled) \* NEW**
- **Surcharge**
- **Booking file Finishing**

Agency management > Agency

**Agency** | User | Supplier | Corporate | Service Fee | Surcharge | Booking file finishing

Clicking on the names will display that section of the Management module.

## Agency

**Galileo Low Cost Air**



[My profile](#) | [Logout](#) | [Air shopping](#) | [Agency management](#)

**Agency - A00002 Galileo By Travelport**  
[Agency management](#) > [Agency](#)

**Agency** | [User](#) | [Supplier](#) | [Corporate](#) | [Service Fee](#) | [Surcharge](#) | [Booking file finishing](#)

Account ID :	A00002
Agency name:*	<input type="text" value="Galileo By Travelport"/>
Address line 1:*	<input type="text" value="680 GEORGE STREET"/>
Address line 2: *	<input type="text" value="SYDNEY"/>
State/region :	<input type="text" value="NSW"/>
Post code :	<input type="text" value="2000"/>
Country:*	<input type="text" value="AUSTRALIA"/>
Phone number:*	<input type="text" value="61"/> <input type="text" value="02"/> <input type="text" value="93914000"/>
Fax number :	<input type="text"/> <input type="text"/> <input type="text"/>
Administrator name:*	<input type="text" value="MARK HOPF"/>
Administrator email ID:*	<input type="text" value="mark.hopf@galileo.com"/>
Administrator phone number:*	<input type="text" value="61"/> <input type="text" value="2"/> <input type="text" value="93914000"/> Extn : <input type="text"/>
Alternate contact name :	<input type="text" value="Nina Evans"/>
Alternate contact phone number:	<input type="text" value="61"/> <input type="text" value="2"/> <input type="text" value="93914000"/> Extn : <input type="text"/>
Alternate contact email ID :	<input type="text" value="nina.evans@galileo.com"/>
IATA number :	<input type="text" value="99999992"/>
BAR :	<input type="text" value="CORPORATE"/>
Enable client file :	<input type="text" value="Yes"/>
Default airport :	<input type="text" value="SYD"/>
Service fee tool:	<input type="text" value="Service fee module"/>
Currency:*	<input type="text" value="Australian Dollars"/>
Taxes on surcharge :	<input type="text" value="10.00"/> (%)
Remarks :	<input type="text"/>
Default no of stops in search page:	<input type="text" value="1"/>
Default shopping PCC:	<input type="text" value="4CB"/>
Default booking PCC:	<input type="text" value="4CB"/>
Default profile PCC:	<input type="text" value="4CB"/>

Fields marked "\*" are mandatory


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Your agency details will be set up for you by Galileo Southern Cross. This section describes the key features of the agency details. When your account is established, please check these details to ensure accuracy.

Feature	Description
Account ID	This number is generated by the system. It cannot be changed.
Agency Name Address lines Phone	Your agency's name, address and phone and email – this data will be used in the booking process.  This data will be preset. Please ensure the details are correct.

Administrator Name Email Phone	These details are mandatory but for Galileo Southern Cross staff. The Administrators details should be listed correctly. Please ensure details are correct.
Alternate Administrator Name Email Phone	These details are optional. It is recommended that larger agencies list an alternate contact with their details in this area. The Administrators details should be listed correctly. Please ensure details are correct.
IATA Number	Please add your IATA number here including check digit.
BAR and Enable client file	If you use Client files, these can be enabled by checking this box. Enter your agency BAR in this Bar field if you use one. GLCA is capable of moving Bars and Pars only if this section is completed.
Default airport	This airport code will appear in the “from” search box in the air shopping function – this also be configured per user.
Currency	This will be the default currency the fares will be displayed on the search results, so for example a fare is returned from a Low Cost carrier in NZD the fare will be converted to AUD – the correct currency will be provided in your pricing and payment page.
Service fee tool	You can select from the following options: <ul style="list-style-type: none"> <li>- None, if you do not wish to display your agency service fees in GLCA</li> <li>- Service fee module, if you would like to use the Galileo Low Cost Air internal Service Fee Module</li> <li>- Galileo Fee Manager, if you wish to use the Galileo Fee Manager product (Licence Fees apply), which can be used for managing complex service fee pricing models. Please contact your Galileo Account Executive for further information on Galileo Fee Manager prior to activating this option.</li> </ul>
Taxes on surcharge	If you charge a surcharge using credit cards to pay for service fees, this field will calculate the GST on the surcharge. The GST percentage amount needs to be added here.
Remarks	If you have any agency specific remarks then these can be used on the booking file finishing function.
Default Shopping PCC	If you use multiple PCCs, these will appear in this drop down list. This PCC assigned here will be used by GLCA. The Shopping PCC tells the system which PCC contains your fares.
Default	If you use multiple PCCs, these will appear in this drop down list. This PCC

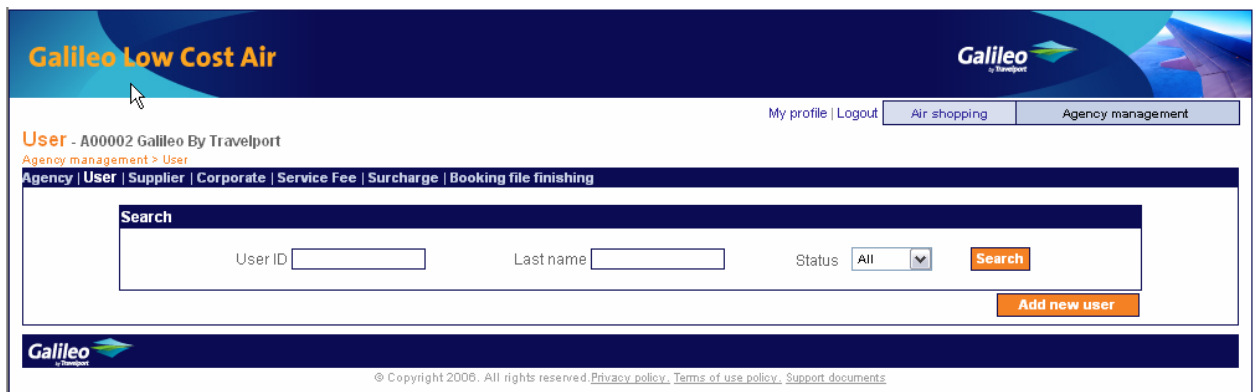
<p>Booking PCC</p>	<p>assigned here will be used by GLCA. The Booking PCC tell the system which PCC the PNR is to be made in.</p>
<p>Default Profile PCC</p>	<p>If you use multiple PCCs, these will appear in this drop down list. This PCC assigned here will be used by GLCA. The Profile PCC tells the system which PCC the Client File Bars/Pars are in. This field is mandatory regardless to whether the agent uses Client Files or not.</p>



## User

Add staff users via the user's module. Users can also be modified or deactivated.

Selecting User will display the search screen.



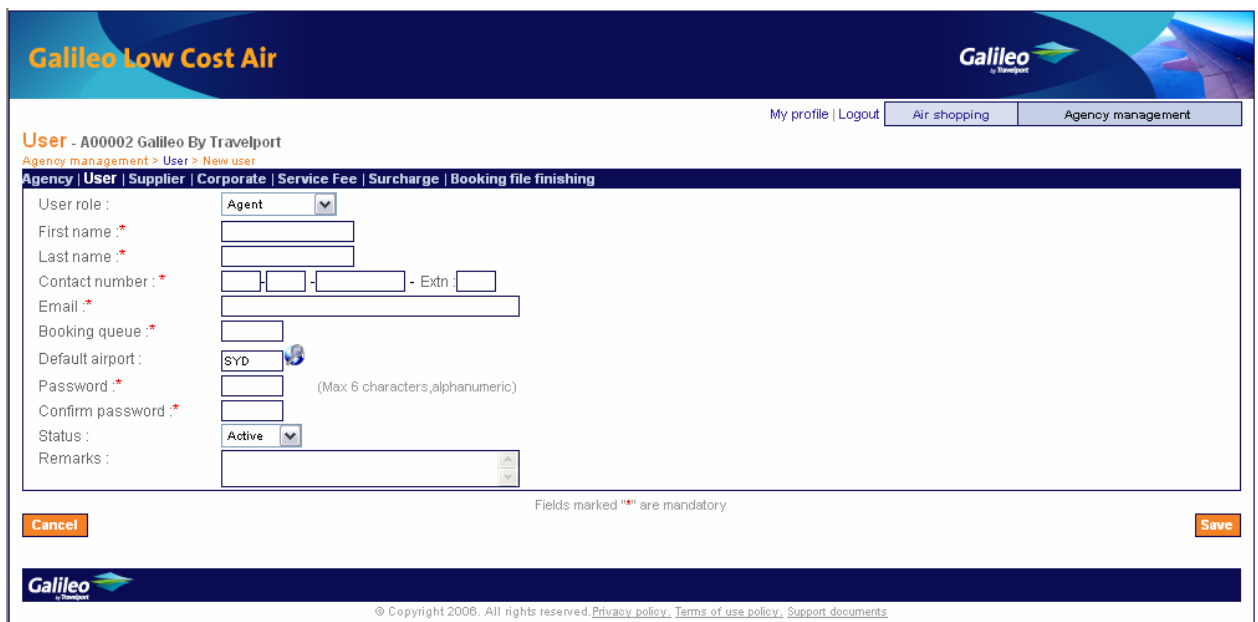
If you wish to modify or suspend an existing user you can enter part of the user's name followed by an \* and click Search.

Alternatively type an \* only, then select Search to obtain a full listing.

From the displayed results clicking on the name will display the individual's account.

## Creating a User

Choose Add New User to create a new account. When chosen the following will display.



Feature	Description
User Role	The default will be <b>agent</b> which will only give access to the shopping function. <b>Agent/Admin</b> will give administrator access. It is recommended that at least two people per agency are setup as Administrators.
Name Phone Email	Add your agent's name, phone and email – these will be used in the booking process.
Booking Queue	All GLCA bookings made by this account will appear on this nominated queue.
Default airport	This airport code will appear in the "from" search box in the air shopping function – this will override what is in the agent details.
Password	The password is set during setup but will expire when first used. The password must be 6 digits long and contain Alpha and Numeric. It is case sensitive but not required.
Status	Active - the user can access the site. Inactive – the user is unable to access the site. Locked – the user has locked the password, the password will need to be changed and unlocked.
Remarks	When an individual makes a booking additional remarks can be added to the PNR via this section.

Complete all the fields and click Save to create an account. The System will display the user id. Once created a user cannot be deleted.

**Resetting a password:** When an agent forgets their password, an Agent/Admin user will need to display the account using the search method, type a new password twice, and change the status bar from Locked back to Active.

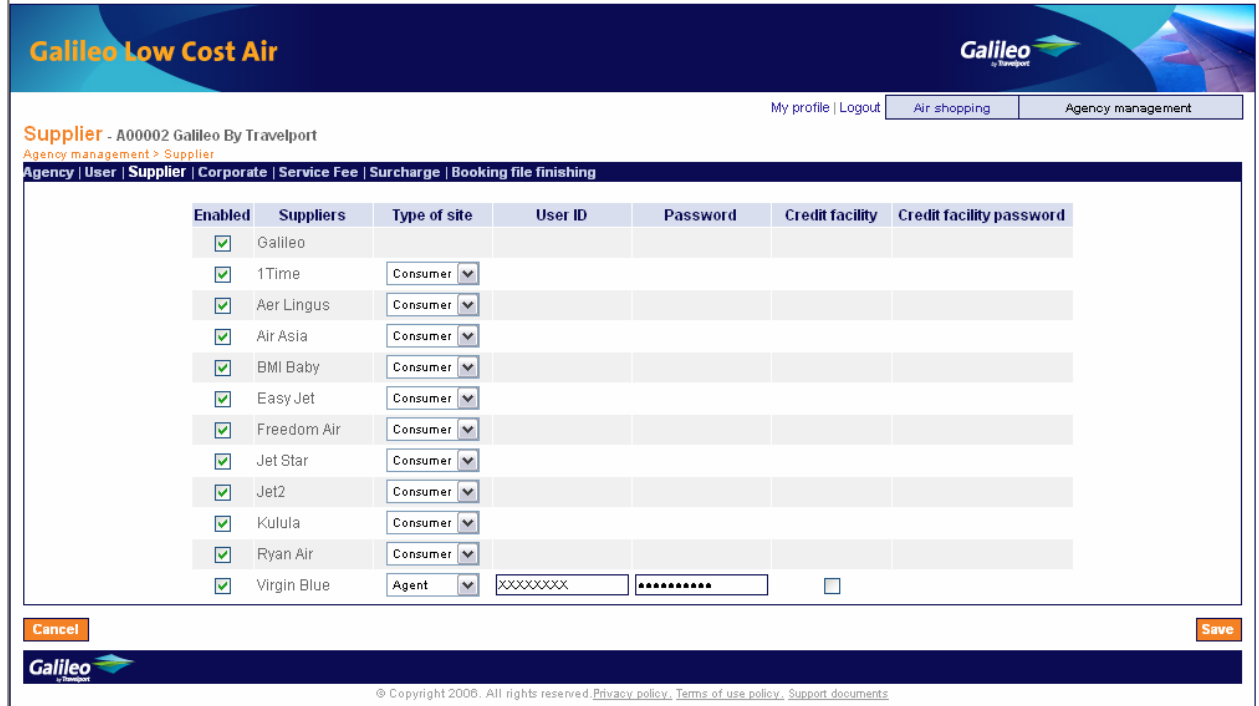
**Suspending a user:** As this is a website that can be accessed over the Internet, it's highly recommend that former staff have their account switched to Inactive. An Agent/Admin user will need to display the account using the search method, and change the status from Active to Inactive. It is also recommended to change the password.

**Galileo Service Centre Staff are not able to reset a password or activate an Agency user.**

Galileo Service Centre Staff are able to reset an Agency/Admin account that has been locked but will not change an Inactive Admin account to Active without written authorisation from the Owner/Manager of the agency.

## Supplier

Place a tick in the **Enabled** box for each airlines that your want to have display in the Galileo Low Cost Air system. Leaving this blank will stop GLCA from searching that airline.



**Galileo Low Cost Air**

My profile | Logout | Air shopping | Agency management

**Supplier** - A00002 Galileo By Travelport  
 Agency management > Supplier

Agency | User | **Supplier** | Corporate | Service Fee | Surcharge | Booking file finishing

Enabled	Suppliers	Type of site	User ID	Password	Credit facility	Credit facility password
<input checked="" type="checkbox"/>	Galileo					
<input checked="" type="checkbox"/>	1Time	Consumer				
<input checked="" type="checkbox"/>	Aer Lingus	Consumer				
<input checked="" type="checkbox"/>	Air Asia	Consumer				
<input checked="" type="checkbox"/>	BMI Baby	Consumer				
<input checked="" type="checkbox"/>	Easy Jet	Consumer				
<input checked="" type="checkbox"/>	Freedom Air	Consumer				
<input checked="" type="checkbox"/>	Jet Star	Consumer				
<input checked="" type="checkbox"/>	Jet2	Consumer				
<input checked="" type="checkbox"/>	Kulula	Consumer				
<input checked="" type="checkbox"/>	Ryan Air	Consumer				
<input checked="" type="checkbox"/>	Virgin Blue	Agent	XXXXXXXX	*****	<input type="checkbox"/>	

Cancel Save

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The **Type Of Site** will default to Consumer. If you do not have an arrangement with the low cost carrier then GLCA will shop against the consumer website.

If the agency has Agent login credentials with a low cost carrier, change the **Type of Sale** to Agent.

Enter the agencies Low Cost Carrier login credentials as normally entered in the websites.

If the Virgin Blue Password contains capital letters, then ensure is typed here in the same format.

If your agency does not provide a **Credit Facility** with the airline then do not check credit facility. If you have a credit facility checking with box will display room for the credit facility password.

The User Ids and passwords typed here are for general sales. Refer to the Corporate section of this manual for entering additional Virgin Blue and JetStar account details.

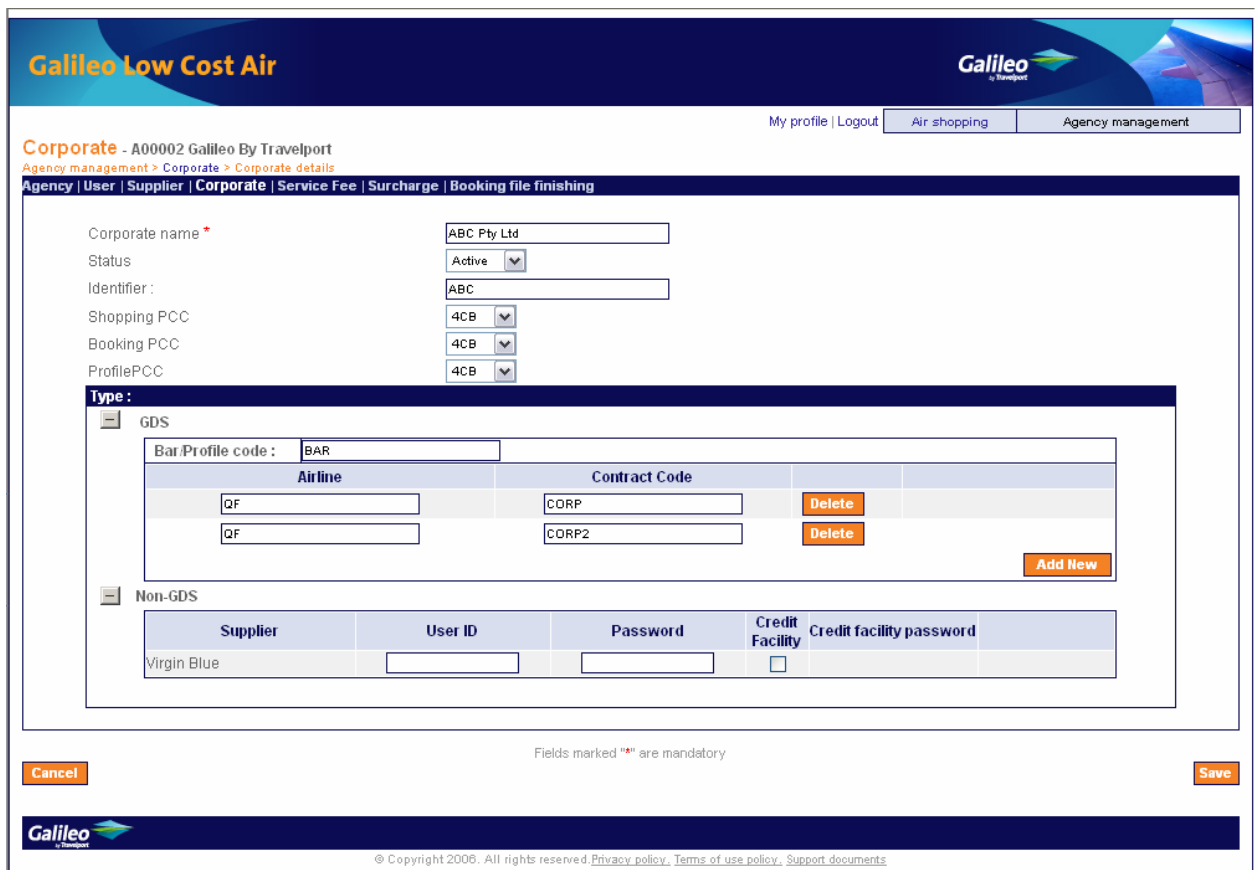
## Corporate

*\*This information is only relevant if you make bookings for corporate accounts with a different pseudo, a unique low cost Airline user id and password, and separate credit facility, have GDS private fares or use Galileo Fee manager*

If you wish to modify or suspend an existing corporate you can enter part of the corporate name and click Search.

Alternatively type an \* then select Search to obtain a full listing. From the displayed results clicking on the name will display their account.

Choose Add New to create a new corporate account. When chosen the following will display.



**Galileo Low Cost Air**

My profile | Logout | Air shopping | Agency management

**Corporate** - A00002 Galileo By Travelport  
 Agency management > Corporate > Corporate details

Agency | User | Supplier | **Corporate** | Service Fee | Surcharge | Booking file finishing

Corporate name \*   
 Status   
 Identifier :   
 Shopping PCC   
 Booking PCC   
 ProfilePCC

**Type :**

GDS

Bar.Profile code :

Airline	Contract Code	Delete
<input type="text" value="QF"/>	<input type="text" value="CORP"/>	<input type="button" value="Delete"/>
<input type="text" value="QF"/>	<input type="text" value="CORP2"/>	<input type="button" value="Delete"/>

Non-GDS

Supplier	User ID	Password	Credit Facility	Credit facility password
Virgin Blue	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

Fields marked "\*" are mandatory

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The corporate function enables your agents to book their corporate clients through the Galileo Low Cost Air for both the GDS and non GDS (Low Cost Carriers). Multiple corporate accounts using multiple PCCs can be created.

### Non GDS

Similar to the agent logins – a corporate login can be stored. Once the corporate accounts are stored the corporate accounts will appear on the air shopping page and the agents can select which corporate account they choose to shop with.

Selection of the corporate account will automatically login into the low cost carrier site using the corporate login credentials, so that the bookings are created under that corporate account.

If no account is selected then it will default to the supplier settings for the shopping process.

### GDS

You may store specific corporate contract codes, Galileo Fee Manager identifiers and Corporate BAR. All this data is optional.

Feature	Description
Corporate Name	This is free format and will appear on the drop down menu of the Air Shopping screen.
Status	Active - Account that are active will appear on the Air Shopping screen pull down menu. Inactive – Accounts that are inactive will not appear on the Air Shopping screen. Accounts cannot be deleted once created.
Identifier	This is data about the corporate account.
GFM ID:	This is only used by Galileo Fee Manager. This field will trigger the corporate fees instead of the generic fees. This field is not mandatory.
Shopping PCC	If you use multiple PCCs, these will appear in this drop down list. This PCC assigned here will be used by GLCA. The Shopping PCC tells the system which PCC contains your fares.
Booking PCC	If you use multiple PCCs, these will appear in this drop down list. This PCC assigned here will be used by GLCA. The Booking PCC tell the system which PCC the PNR is to be made in.
Profile PCC	If you use multiple PCCs, these will appear in this drop down list. This PCC assigned here will be used by GLCA. The Profile PCC tells the system which PCC the Client File Bars/Pars are in. This field is mandatory regardless to whether the agent uses Client Files or not.
GDS Corporate BAR	This will appear on the booking process.

GDS contract codes	The corporate accounts that have negotiated private fares are accessed by providing a corporate code, these can be stored and will be used in the shopping process.
Non GDS	Low Cost Carriers may provide specific accounts for select Corporates. If you have a corporate account with a Low Cost Carrier and have a different user id and password, enter it here. If the corporate does not have a unique account id then leave this section blank and the agency default details will be used.

## Service Fees

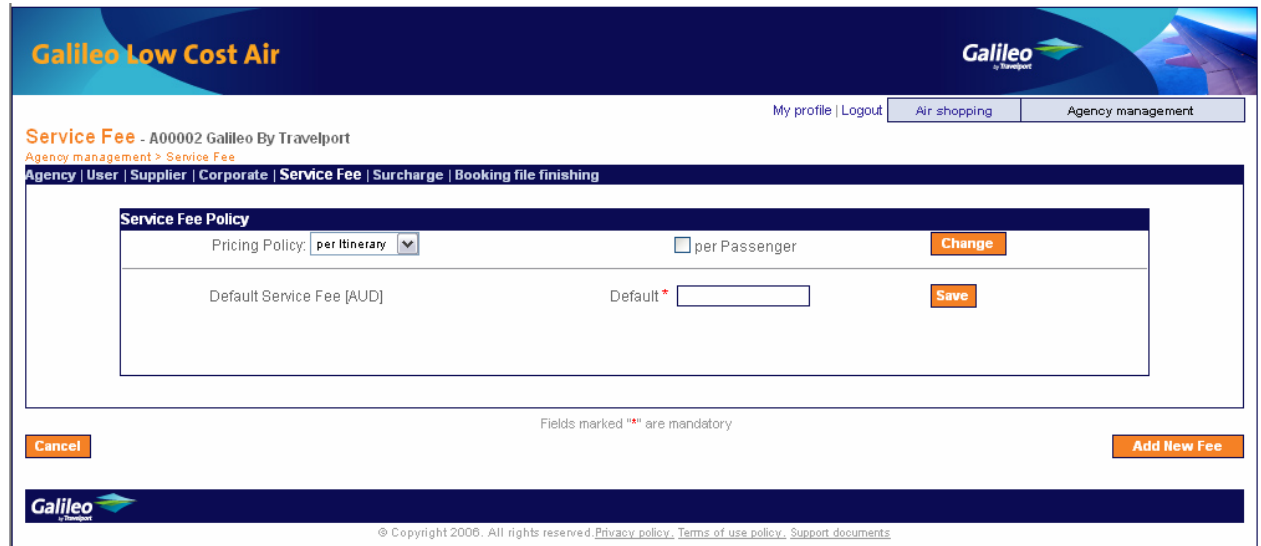
*\*You must first enable the “Service Fee Module” on the Agency page.*

The service fee amount is displayed on the Review page and Payment page during the booking process. Service fees can be configured based on your specific service fee pricing model. The following is a summary of how the service fee rules can be applied:

- **per Itinerary** – the default service fee will be added to the itinerary, irrespective of the number of passengers or the itinerary items
- **per Segment** – a zone specific service fee will be applied if applicable, otherwise the default service fee per segment will be applied.
- **per Flight** – a zone specific service fee will be applied if applicable, otherwise the default service fee per flight will be applied
- **per Itinerary per Passenger** – the default service fee will be applied for each passenger, subject to the passenger types & number of passengers
- **per Segment per Passenger** – a zone specific service fee will be applied if applicable, otherwise the service fee per segment per passenger will be applied for each passenger, subject to the passenger types & number of passengers.
- **per Flight per Passenger** – a zone specific service fee will be applied if applicable, otherwise the service fee per flight per passenger will be applied for each passenger, subject to the passenger types & number of passengers.

The following section provides further information on configuring service fees.

## Service fee policy



**Galileo Low Cost Air**

Galileo by Travelport

My profile | Logout | Air shopping | Agency management

**Service Fee** - A00002 Galileo By Travelport

Agency management > Service Fee

Agency | User | Supplier | Corporate | **Service Fee** | Surcharge | Booking file finishing

**Service Fee Policy**

Pricing Policy:   per Passenger

Default Service Fee [AUD] Default \*

Fields marked "\*" are mandatory

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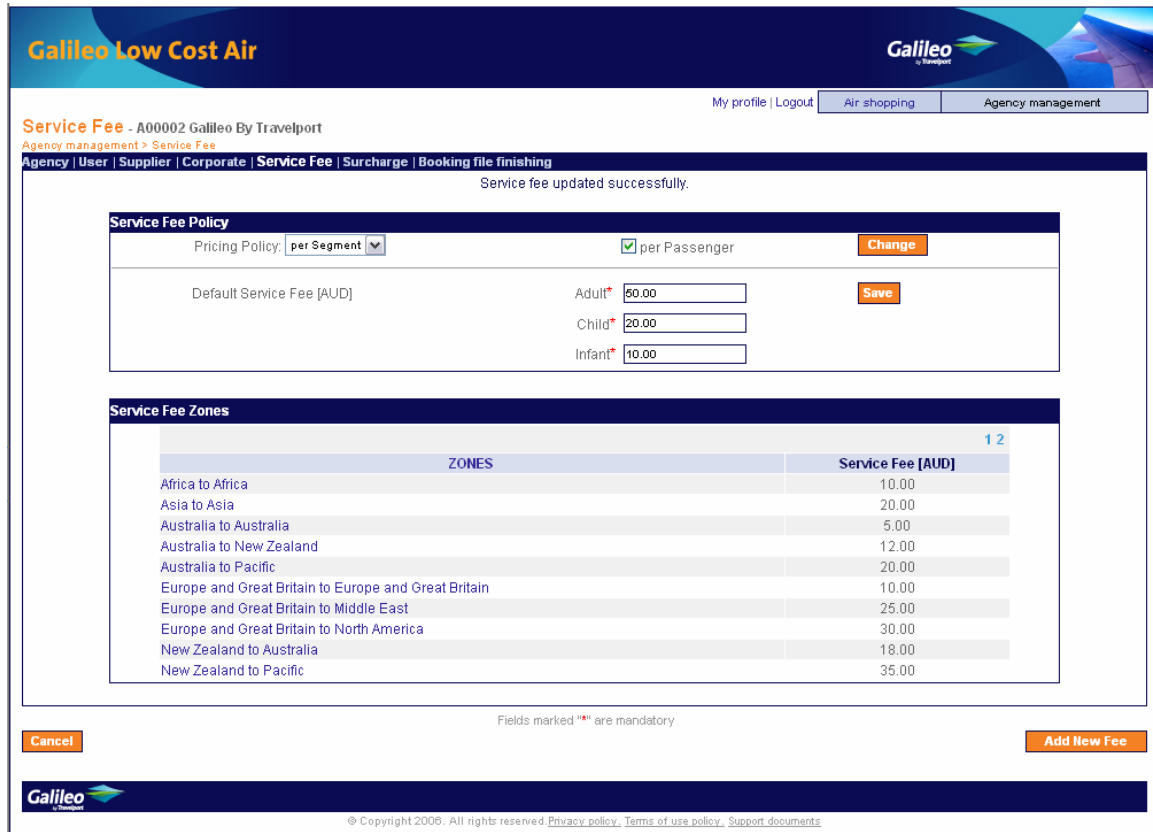
You will be required to enter the default service fee values for your agency.

Feature	Description
Pricing policy	The "Pricing policy" drop-down includes the following options: <ul style="list-style-type: none"> <li>per Itinerary (default) – entire booking with any number of carriers, segments and flights</li> <li>per Segment – each origin/destination segment, irrespective of connecting flights</li> <li>per Flight – each flight segment, counting each connecting flight separately</li> </ul>
Per passenger	Select the "per Passenger" checkbox option to apply the above pricing policies to each individual Traveller. If left unchecked, then the pricing policies will be applied on a per booking basis, irrespective of the number of Travellers.
Default service fee	Subject to the "per Passenger" option being selected: <ul style="list-style-type: none"> <li>Default: enter the default value for the entire itinerary</li> </ul> Or <ul style="list-style-type: none"> <li>Adult, Child, Infant: enter the default value for each passenger</li> </ul>



### Service fee zones

Section is only displayed subject to the 'per Segment' or 'per Flight' pricing policy being selected.



Galileo Low Cost Air

My profile | Logout | Air shopping | Agency management

Service Fee - A00002 Galileo By Travelport  
 Agency management > Service Fee

Agency | User | Supplier | Corporate | **Service Fee** | Surcharge | Booking file finishing

Service fee updated successfully.

**Service Fee Policy**

Pricing Policy:   per Passenger

Default Service Fee [AUD]

Adult\*

Child\*

Infant\*

**Service Fee Zones**

ZONES	Service Fee [AUD]
Africa to Africa	10.00
Asia to Asia	20.00
Australia to Australia	5.00
Australia to New Zealand	12.00
Australia to Pacific	20.00
Europe and Great Britain to Europe and Great Britain	10.00
Europe and Great Britain to Middle East	25.00
Europe and Great Britain to North America	30.00
New Zealand to Australia	18.00
New Zealand to Pacific	35.00

Fields marked "\*" are mandatory

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The Service fee zones section provides a list of all existing service fee zone pairs and the associated values. If the "per Passenger" option is checked, then the value is the adult service fee.

To add a new service fee rule, click the "Add new fee" button.

To modify an existing service fee rule, click the required zone hyperlink.

### Add New Fee

This section is only displayed subject to the 'per Segment' or 'per Flight' pricing policy being selected.

**Galileo Low Cost Air**


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**Service Fee** - A00002 Galileo By Travelport


[Agency management](#) > [Service Fee](#)

[Agency](#) | [User](#) | [Supplier](#) | [Corporate](#) | **[Service Fee](#)** | [Surcharge](#) | [Booking file finishing](#)

From Zone	To Zone	Passenger Type	Amount [AUD]
Australia <input type="text"/>	Australia <input type="text"/>	Adult*	<input type="text" value="20.00"/>
		Child*	<input type="text" value="20.00"/>
		Infant*	<input type="text" value="0.00"/>

Fields marked "\*" are mandatory

[Cancel](#)
[Save](#)




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Feature	Description
From Zone	Select the required zone from the drop down list
To Zone	Select the required zone from the drop down list
Amount	Subject to the "per Passenger" option being selected: <ul style="list-style-type: none"> <li>• Default: enter the value for the entire itinerary</li> </ul> Or <ul style="list-style-type: none"> <li>• Adult, Child, Infant: enter the value for each passenger</li> </ul>

## Surcharge

*\*This information is only relevant if you have enabled a Service Fee Tool on the Agency page*

**Galileo Low Cost Air**



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**Surcharge** - A00002 Galileo By Travelport  
Agency management > Surcharge

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Enable	Card name	Type	Value
<input checked="" type="checkbox"/>	American Express	Percentage <input type="text" value="v"/>	<input type="text" value="2.00"/>
<input checked="" type="checkbox"/>	Diners Club	Percentage <input type="text" value="v"/>	<input type="text" value="1.00"/>
<input checked="" type="checkbox"/>	Master Card	Percentage <input type="text" value="v"/>	<input type="text" value="3.00"/>
<input checked="" type="checkbox"/>	Visa Card	Percentage <input type="text" value="v"/>	<input type="text" value="5.00"/>

[Cancel](#)
[Save](#)


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All valid credit cards that the agency accepts, as forms of payment for service fees, must be enabled, even if there is no surcharge applicable to credit card.

If a surcharge applies to these credit cards then you can added these fees as a percentage or fixed amount.

## Galileo Booking File Finishing

Booking file finishing enables data to be added to every booking file created by the agency.



This data may be added as

- NP. Notepad
- RI. Itinerary remarks
- DI. Document/Invoice remarks
- P. Phone field data

The fields can be made up of:

1. General data e.g.

**RI. THANKYOU FOR BOOKING WITH GALILEO TRAVEL**

2. Dynamic data – data that is generated from the GLCA for example adding the fare data as a notepad remark.

**NP. <carrier><routing> <Fare basis><Fare currency>Adult base <adult base>  
tax < adult tax> total < adult total>**

This would generate the a note pad remark made up of text and fare data. e.g.

**NOTE-DJ SYD MEL SYD BLUE SAVER ADULT BASE 90.00 TAX 9.00 TOTAL 99.00**

## Dynamic Data Fields

Flight and Pricing	Other
Supplier	Credit Card Type
Carrier	Credit Card Number
Non GDS Reference	Credit Card Expiry Date
Routing	Credit Card Holder Name
Fare Currency	Credit Card Surcharge Base
Fare Basis	Credit Card Tax
Adult Base Fare	Credit Card Surcharge Total
Adult Tax	Estimated Total
Adult Total Fare	Estimated Total Currency
Child Base Fare	Agency Remarks
Child Tax	Bar
Child Total Fare	Par
Infant Base Fare	Corporate Name
Infant Tax	Carrier Contract Code
Infant Total Fare	Corporate Identifier
Total Segment Fare	Corporate GFM ID
Base Fare	Agents First Name
Tax	Agents ID
Credit Card Fee	Agents Last Name
Payment Method	Agent Remarks