

# Galileo Low Cost Air

Frequently Asked Questions v1.8



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## Revision History

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

## Frequently Asked Questions

### **What can I book on Galileo Low Cost Air (GLCA)?**

Domestic, Australian and Trans Tasman airlines, available via Galileo GDS plus Low cost carriers (Low Cost Carriers) via their web sites. Current Low Cost Carrier available are Jetstar, Virgin Blue and Freedom Air.

### **Can I book Low Cost Carriers in the GDS**

Yes. Low Cost Airlines partially participate in the Galileo GDS system as instant purchase airlines.

As they are instant purchase only, bookings cannot be created in Galileo and ticketed later. Normal Fare Quoting and issuance of tickets against an agency's IATA stock does not occur. Virgin Blue and Jetstar do not provide all available content in the GDS. There may also be a price difference between the GDS and the airline websites.

### **Why would I use GLCA?**

GLCA saves you time by allowing you to compare and book flights and fares from multiple content sources simultaneously. As GLCA displays fully inclusive fare values which include the base fare, GST, ticketable taxes and airline credit card fees, you'll be able to quickly and accurately compare the real cost to your travellers.

Plus at the end of the process, GLCA creates a single Galileo booking file with every flight segment included.

### **Can I use an existing booking file to add a new segment via GLCA?**

Yes! In addition to creating new booking files, GLCA gives you the ability to add extra flights to the end of an existing itinerary in any current, live Galileo booking your agency has access to.

### **Can I book infant-only bookings and unaccompanied minors?**

The Low Cost Carriers websites do not allow unaccompanied minor or infant only bookings so these bookings must be made direct with the Low Cost Carriers or in Galileo.

### **What about changes and cancellations?**

Changes are not permitted in GLCA. Changes to existing bookings can be made as per your current procedures.

Extra flight segments can be added to existing bookings; however bookings cannot be cancelled or amended through GLCA. You will need to make changes or cancellation of GDS segments in the Galileo booking file or go to the Low cost carrier website for non GDS segments

### **Will I obtain the same Low Cost Carriers fare and flight availability via GLCA as I would booking direct on the Low Cost Carriers website?**

Yes! All Low Cost Carriers availability/fare data is returned directly from the same Low Cost Carriers website your agency currently uses.

### **What sort of fares can I book?**

GLCA gives you access to both the public and privately negotiated fares that you currently have access to via Galileo or the Low Cost Carriers websites where travel is with the same carrier and class.

### **Why are the fares displayed on GLCA for the Low Cost Carriers slightly more expensive than on the Low Cost Carriers website?**

Most Low Cost Carriers charge a per person credit card fee, so GLCA has added this to the search results.

However, if the customer is not using their credit card then this credit card surcharge fee will be removed if the cash option is selected where the supplier allows this on the Payment details page.

### **How does Galileo Low Cost Air quote GDS segments?**

Galileo Low Cost Air uses the basic fare quote entry (FQ) and will therefore quote the lowest fare valid in that class.

### **Are the fares guaranteed?**

Once booked, the Low Cost Carriers will email an acknowledgement with the Low Cost Carriers booking file reference and fare details for your passenger's itinerary.

GDS sold fares are guaranteed when the ticket is issued on either a "G" or "A" fare quote status. Refer to GC\*403/33 for further details.

### **Is my passenger guaranteed to travel on the flights booked?**

Once booked, the Low Cost Carriers will email an acknowledgement with the Low Cost Carriers booking file reference confirming the flight details for your passenger/s.

GDS sold flights are guaranteed when an "O", "S", or "G" link sell indicator is received and displayed in the GDS PNR along with an airline vendor locator.

### **When do I need to issue a ticket?**

As Low Cost Carriers flights are booked direct with the airline, there's no need for you to issue any ticket!

As GDS flights (eg. QF, NZ, ZL, XR) are booked through Galileo, you will need to issue or organize the issuance of tickets for these segments. To make this process simple for you, GLCA has already fare quoted the fares separately, placed a ticketing deadline of the current day in the booking file, and placed the booking file on your Galileo Ticketing Queue (Queue 10).

All you now need do is retrieve the PNR, add commission modifier and issue the tickets. Alternatively you can delete the individual fare quotes and refile with additional segments.

### **What happens if I get successful low cost carrier booking but my GLCA booking file fails?**

You will need to recreate the Galileo booking file with the passive segments.

### **What should I do if a low cost carrier does not return any availability results?**

First check directly through Internet Explorer that the Low Cost Carriers website is returning an availability display, as it may be temporarily off-line. If the airline website returns results, please contact the Galileo Service Centre.

### **What if my I forget my username and/or password?**

Your **agency administrator** can reset your password. Agents have only 5 attempts to login in correctly. 5 unsuccessful attempts at logging on, will cause your user profile will be locked automatically. If your account locks, the agency administrator will be able to reset and unlock your password.

### **Can the CCT profile be uploaded to GLCA?**

First you must create a new Galileo Booking File using the traveller profile in CCT. Note that a passive segment must exist before you can end the booking file. You can then go to Galileo Low Cost Air and add to an existing booking file. All the relevant traveller data from the booking file, such as name and phone, will be displayed during the booking process.

### **If I have a Virgin Blue credit note can I use the system to redeem this voucher?**

Galileo Low Cost Air does not support the credit note and voucher payment methods. Please proceed to the airlines trade website to complete these types of bookings.

### **Can you use Galileo FeeNett in GLCA?**

Galileo FeeNett can only be used from Galileo Desktop. After the booking has been completed in GLCA, display the booking in Galileo and then activate FeeNett in the normal manner.

### **Can you manually put in your Service Fees into GLCA?**

Galileo Low Cost Air provides you two options for managing service fees. You can use the Galileo Low Cost Air internal Service Fee Module or the standalone Galileo Fee Manager product. If you wish to use Galileo Fee Manager, which is ideal for managing complex service fee pricing models, then please contact your Galileo Account Executive.

### **Do you have to be on Galileo Desktop to have GLCA? Do I need to upgrade from Viewpoint 3.0 & Focalpoint?**

Galileo Low Cost Air can be used from any computer that has Internet Explorer and Internet connection. When GDS bookings are created, access Galileo to issue tickets and change GDS segments in the normal manner regardless of the version of Galileo installed in your office.

### **What versions software do I need when using GLCA?**

Galileo Low Cost Air works best on Internet Explorer 5.5 or above using a monitor which is optimised for 1024x768 resolution.

### **How does this download into CCT? What does it populate?**

Passive segment information can be already be downloaded to CCT from the host. After the GLCA booking process is complete, display the PNR in Galileo and download the booking in the normal manner.

### **How does the software know we have a Virgin Blue or Jetstar Account?**

During the administration setup of GLCA, the agency manager adds the Jetstar & Virgin Blue account details. These are then automatically used during the booking process

### **How do I get my commission from Virgin Blue?**

Virgin Blue commissions are calculated in the normal manner as if using their web site directly and delivered to the agency in the normal manner.

### **Is the \$10 Jetstar fee included?**

Yes, the JetStar \$10.00 fee is included in the displayed price. This commission is then returned to the agency via the established JetStar method.

### **Is the credit card surcharge fee Low Cost Carriers included?**

The credit card surcharge fee is added to the fare matrix display automatically. Agents that have an invoice account can request to pay instantly via credit card, or select Cash to use the invoice method. When Cash is chosen on the Payment page, the amount owing will be reduced by the credit card surcharge amount.

### **Can the CCT profile be uploaded to GLCA?**

First you must create a new Galileo Booking File using the CCT Client Profile in CCT. Upload your client file in the normal manner. Add some segments to then receive and end the booking. Note that a simple passive segment can exist to end the booking file. Once you have a record locator, you can then go to Galileo Low Cost Air and add to an existing booking file. All the relevant passengers data from the booking file, such as name and phone, will be displayed during the booking process.

### **How do our corporate passwords work?**

When making the GLCA booking, select the correct Corporate from the drop down menu first, and the corporate passwords will automatically be used instead of the generic agency account.

### **It's \$1.50 per passenger per person. Am I paying \$1.50 on the GDS segment?**

No. GDS segments do not attract the transaction fee. Only tickets sold on

### **Why doesn't the system do an instant purchase of the GDS segments?**

GDS segments can be combined with other segments and issued later depending on the fare rules. The GDS flights are not always required to be ticketed same day.

### **Do I still receive rebates on the GDS segment?**

GDS segments created by the GLCA system are accounted for in the same manner as GDS segments created directly in the Galileo system.

### **On the select flight screen why is the dollar value missing from a specific column?**

This simply means that there is no availability for that fare on that flight.

### **Does the Flight search screen include all taxes?**

The Search Results screen will display the fare in Blue/Black and all ticketable taxes to the whole dollar. On occasions, the system will display fare basis only in Red. This may occur when the system is unable to confirm the transiting taxes of flights that have a transiting point. After selecting the required flights GLCA will do a final fare quote and display the exact amount including cents.

### **How do our queues work in Galileo?**

Each agent is allocated a GLCA account. All bookings made by the account are queued to the individuals queue number and also added to queue 10.

### **Why doesn't it do the commission modifier?**

GDS segments can to be ticketed as part of an International ticket. As different airlines and different agencies have different levels of commission, each travel agent will need to manually add this information.

### **Does it display and sell Private Fares?**

Yes. Private fare codes are loaded into the corporate section of the GLCA by the agent administrator. Refer to the Administration guide for these procedures.

### **How do I add my nett remit codes and ticketing modifiers for GDS segments?**

When issuing GDS tickets the commission modifier needs to be added in the normal manner. Additional ticketing modifiers can be added at this time, including Tour and Nett Remit codes if applicable.

### **Can I still queue the GDS segments to my preferred ticketing centre for ticket issuance?**

Yes. After the GLCA booking process is complete, display the booking in the Galileo system and queue in the normal manner.

### **Can we add frequent flyers numbers?**

Yes. GLCA has the ability to accept frequent flyer numbers during the booking process.

### **Can I add meal requests and other SSRs?**

GLCA does not have the ability to add an SSR. Low Cost Carrier do not accept them.

Complete the booking process in GLCA and then display in the booking in the Galileo system. Add the SSRs in the normal manner for the GDS airlines that do accept meal requests and other service information.

### **How do I add the Virgin Blue Promo code?**

The Promo code is only required when booking DJ directly in the Galileo Host system. As bookings are created via their web interface with the Virgin Blue user id, the GDS promo code is not required and does not need to be added to the booking later.