

# Galileo Low Cost Air

Agency User Guide



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## Methods of completing a Low Cost Air booking

Each time a booking is made with an airline, passenger names and details are required to be entered. Users have the opportunity of completing these details in 3 different ways when using the Galileo Low Cost Air system:

- **Manually entering the passenger details**
- **Moving the Bar & Par from the Galileo Client Files**
- **Using information from an existing Galileo PNR**

This guide has been written using the first method with additional notes throughout the document mentioning additional information for users applying the alternate methods.

### **CrossCheck Travel Users – Special Note**

CCT users may upload a client file, add a passive segment, receive and end the PNR to obtain a record locator, before following the existing booking method in GLCA to add the flights.

## Air Shopping

### Navigation Tips

The browser's back button is disabled. Use the progress links or the "orange back button" at the bottom of each page to move backwards during the booking process.



There are 6 consecutive screens displayed in the booking process.

- **Search**
- **Select Flights**
- **Review**
- **Passengers**
- **Payment**
- **Confirmation**

Throughout the booking process, users can jump back to any previous screens until the last screen is displayed. If going back to a previous screen is required, all selections previously answered will be retained.

This guide refers to each step of the booking process by the screen name.

## STEP 1 – THE SEARCH SCREEN































The SEARCH page provides you with all the tools to search for fares and flights to meet your traveller's needs.

A basic search only requires the following:

- The “From” and “To” points of each part of the itinerary
- Date of travel
- Number of adults/children & infants travelling

Search

New booking file  Existing booking file

No	From	To	Date & time	Airline	Max no of stops
1	SYD 		 AnyTime 		2 
2			 AnyTime 		2 
3			 AnyTime 		2 
4			 AnyTime 		2 
5			 AnyTime 		2 

Adults :  Children :  Infants :

Corporate :

### To & From

Next to each Airport dialogue box is a decode icon. Selecting this will display a list of Australian and New Zealand destinations alphabetically. Either type in the 3 letter code or use the decode facility.

### Time

The search screen defaults to “AnyTime”. Using this default will result in every flight available being displayed. Selected blocks of time can be selected from the pull down menu. The actual time zones are displayed and slightly overlap. Selecting a specific time will prevent flights, departing from outside the time range, from displaying.

### Airline

The system default is blank which allows all airlines to display. Typing in a two letter airline code will only return that single airlines availability results.

### Maximum Stops

The system returns direct flights only by default (if applicable). Changing this option to 1,2,3 will allow the system to return flights that have a transit point (and change of flight number) but only on the same airline.

### New/Existing booking file

#### Air shopping

Search

New booking file  Existing booking file

Booking file :  Last name :

By default the system will create a new Galileo PNR each time a booking is made. Changing this radio button to existing will refresh the screen allowing agents to type the Record locator or surname of the passenger. Enter the details and click search. GLCA will display the PNR above the search criteria. The existing PNR must be displayed before searching for flights.

### Corporate Accounts

If your agency has Corporate Accounts setup in GLCA, select the relevant Corporate Account from the “Corporate” drop down menu before beginning your search.

By nominating the corporate account, GLCA will include all your corporate account’s particulars such as private fares, LCC logons, client files, and Galileo Fee Manager (GFM) fees.



The screenshot shows a web interface with a search area. On the left is an orange "Reset" button. To its right is a "Corporate:" label followed by a dropdown menu. The dropdown menu is open, showing three options: "None" (highlighted in blue), "None", and "Evans". Below the search area is a dark blue banner with the Galileo by Travelport logo.

Once you click SEARCH, GLCA begins to search for the best fares and availability by signing into Galileo and also logging onto the Low Cost Carrier (LCC) websites with your agency’s credentials.

### Notes regarding Existing Bookings and Children

If you are adding flights to an existing, live Galileo booking file, GLCA will display the PNR above the search criteria. GLCA will also nominate the number of adults and infants travelling. Not Children.

If one of the passengers in the existing PNR is a child, you will need to manually update the number of adult/s and children as the GLCA can only see non-infants as adults. Please ensure that the passenger types are correct before searching.



## STEP 2 – THE SEARCH RESULTS SCREEN

The SEARCH RESULTS page provides you with the list of flight and fare combinations that are available and match your search requirements.

Each requested routing is displayed individually and can be viewed by scrolling down the screen.

Fares will be grouped by “Family” as shown below Super Saver for Qantas has checked the availability on S/V/L/R/M classes, when chosen Galileo Low Cost Air will book the cheapest applicable.

Brisbane-Sydney			Previous day Wednesday 15 Aug 2007 Next day									
			Airline :									
			Fare basis : Mini Deal Saver NSXO Super Saver Flexi Saver Fully Flexible Corporate Plus Business Fully Flexible									
Flight	Depart	Arrive										
OF501	06:00	07:30										
OF605#	06:05	11:20		319	369	416		723		674	429	
OF605#	06:05	11:50		319	369	416		723		403	1042	
OF605#	06:05	12:20		319	369	416		723		403	1042	
OF605#	06:05	12:50		319	369	416		723		403	1042	
OF605#	06:05	10:50		319	369	416		723		403	1042	
OF951#	06:15	09:35		349	389	427		661		899	824	
OF951#	06:15	09:45		349	389	427		661			824	
OF951#	06:15	10:25		349	389	427		661		899	824	
OF951#	06:15	10:50		349	389	427		661			824	
OF951#	06:15	11:25		349	389	427		661			824	
OF503	06:30	08:00		119	154	173		309		674	429	
DJ202	06:30	08:00			151		241	261		322		
OF609#	06:50	11:50		319	369	416		723		403	1042	
OF609#	06:50	13:20		319	369	416		723		403	1042	
OF609#	06:50	12:50		319	369	416		723		403	1042	
OF609#	06:50	13:50		319	369	416		723		403	1042	
OF609#	06:50	11:20		319	369	416		723		403	1042	
OF609#	06:50	12:20		319	369	416		723		403	1042	
DJ204	07:00	08:30		91			241	261		322		
OF505	07:00	08:30				173		309		674	429	

Sydney-Ballina			Previous day Monday 20 Aug 2007 Next day				
			Airline :				
			Fare basis : Blue Saver JetSaver JetFlex Flexi Saver Fully Flexible Corporate Plus				
Flight	Depart	Arrive					
DJ943	09:50	11:05	81		221	281	342
JQ166	10:50	12:05		81	201		

If a routing has too many fare combinations to fit horizontally along the screen, GLCA will allow you to access the other fares by selecting the “Page 2” etc. option on the right of the routing results.

Sydney-Auckland			Previous day Wednesday 15 Aug 2007 Next day										Page 12
			Airline : LA  LA   LA NZ LA NZ  NZ   LA										
			Fare basis : QEESP226 Red e-Deal SEELE223 Super Saver Blue Saver VEEFX223 Smart Saver MEEFX222 Flexi Saver Fully Flexible Fully Flexible Flexi Saver Fully Flexible DEEEV223 Corporate Plus										
Flight	Depart	Arrive											
OF502#	06:35	14:50		213		288				556			
NZ700	07:00	12:00					334		409		559		
OF163	07:15	12:10		339		414				682			
OF415#	08:00	16:15		256		288				556			
OF47#	09:10	17:30		213		288				556			













Indirect flights are nominated by a # to the right of the flight number. To view the transfer point/s and connecting flight number/s, just place your mouse over the displayed flight number.

Sydney-Auckland		
Airline : LA		
Fare basis : QEESP226		
Flight	Depart	Arrive
OF502#	06:35	14:50
NZ700	07:00	12:00
OF163	QF502 15 Aug SYDBNE 06:35 08:00 QF115 15 Aug BNEAKL 09:50 14:50	
OF415#	08:00	16:15

### Important Tip

The fare costings displayed onscreen is in the one currency and is the total inclusive cost of that routing, base fare, sales tax, airport taxes, credit card fees (if applicable) and any other charges.

If however a fare costing is displayed onscreen in red, GLCA has not validated the routing/taxes and therefore these cost will be provide after the fare is selected. The final price for that routing will be given on the next page.

Perth-Auckland			Previous day Wednesday 15 Aug 2007 Next day									
Flight	Depart	Arrive	Airline :            									
			Fare basis :	Red Deal	e-Saver	Super Saver	Smart Saver	Flexi Saver	Fully Flexible	Fully Flexible	Flexi Fare	Business
OF590#	06:20	21:20		406	556			855				2352
OF590#	06:20	21:20		406	556			855				2352
OF762#	09:05	23:30		406	556			855				2352
OF762#	09:05	23:30						855				2352
OF642#	09:50	23:30		601	718			1014				2496
OF802#	11:20	00:55(+1)		406	556			855				2352
NZ176	19:25	05:45(+1)				557	707		878	1006	1466	1790

# : Non-direct flights; All prices are per adult and are an estimate only. The validated price for red fares may increase substantially. The validated price will be displayed on the next page.

To select the fare/s and flight/s for your traveller, click the fare costing so it is highlighted and then select CONTINUE.

### STEP 3 – THE REVIEW SCREEN

The REVIEW page provides a summary of the flight/s and fare/s chosen, broken down to a summary of flights selected, then each flights pricing, then fare displays, and then fees and charges.

The SELECTED FLIGHTS section displays a breakdown of the traveller's itinerary, GLCA provides the fare costing for your traveller/s over that routing.

In the situation where there are multiple adults/children/infants travelling on the one booking, the PRICE DETAILS section displays the total amount applicable for each passenger type. e.g. If there are 2 adults travelling GLCA will display the total fare amount applicable for the 2 adults.

This fare costing is the final cost for that fare and includes the base fare, sales tax, ticketable taxes, credit card fees and any other charges.

[Search > Select flights > Review](#)

Note: the fare selected has changed due to routing for farequoted segment 1.

Selected flights					
Flight	Date	Sector	Time	Fare basis	
QF590	WED 15 AUG 07	PER-ADL	0620 1040	KIX	
QF752	WED 15 AUG 07	ADL-SYD	1240 1500	KFLEXT	
QF189	WED 15 AUG 07	SYD-AKL	1620 2120	KFLEXT	
NZ101	MON 20 AUG 07	AKL-SYD	0700 0830	TSAVER	
JQ301	SAT 25 AUG 07	SYD-AVV	0630 0805	JetFlex	
DJ287	THU 30 AUG 07	MEL-PER	0605 0810	Fully Flexible	
QF480	WED 05 SEP 07	PER-MEL	0610 1145	NSXO	
QF432	WED 05 SEP 07	MEL-SYD	1230 1350	NSXO	

#### Price details

QF-PER AKL		Currency in AUD
Airfare including airport fees, taxes and other charges		
2 Adult		2806.18
1 Child		1033.09
1 Infant		177.36
Total		4016.63

NZ-AKL SYD		Currency in AUD
Airfare including airport fees, taxes and other charges		
2 Adult		727.36
1 Child		280.68
1 Infant		33.00
Total		1041.04

JQ-SYD AVV		Currency in AUD
Airfare including airport fees, taxes and other charges		
2 Adult		402.00

Agency service fee		Currency in AUD
Service charge including taxes		20.00

Total amount		Currency in AUD
Total		414.41
Estimated amount in default currency.		

If the agency collects service fees via Galileo Fee Manager, GLCA will display the fees chargeable to the traveller in the AGENCY SERVICE FEE section. Galileo Fee Manager will only evaluate the flights sold by GLCA. If adding to an existing booking, re-evaluate the booking in Galileo when the GLCA process is complete.

The ESTIMATED TOTAL area displays the total itinerary costing for the entire travelling party including all ticketable taxes, surcharges and fees in the agents local currency.

Fares in other currencies will be converted from the foreign currency and displayed in the agent's local currency using the Galileo BSR rates.

The FARE RULES can be displayed if required by expanding the + symbol next to each segment.

+ AVV-PER - JetFlex	OUTBOUND FLIGHT: JETFLEX FARE RULES 1.1 This Booking is refundable if your original booking was made as a JetFlex fare, a refund fee* will apply. A refund will not be applicable if you have upgraded to a JetFlex fare from another fare or if it is requested after the day of your original scheduled departure. 2.1 Subject to availability and payment of all applicable amounts, changes can be made to your Booking as follows. 2.2 Your new fare will be at least the amount of the fare you originally purchased, and may be more. At the time your Booking is changed you must pay the difference (if any) between the fare you originally purchased and the fare available on the date of the change. 2.3 Date, time, origin, destination and Passenger name changes may be made by telephoning
---------------------	---

Low Cost Airlines require acknowledgement that the passenger has had the rules explained. When selling Virgin Blue, Jetstar or Freedom, agents need to accept the fare rules on behalf of the passenger by checking this box.

+ PER-CBR,CBR-SYD - J	<input type="checkbox"/> Passenger has accepted these rules and understand that this fare carries restrictions
-----------------------	--

To enter the passenger's details press CONTINUE.

## STEP 4 – THE PASSENGERS SCREEN

The PASSENGERS page is where all the passenger-specific details including name, title, frequent flyer information, and passenger contact details are entered.

When using an existing booking most of the information will pre-populate. Add any additional information such as passenger's title and children and/or infants date of birth information before selecting continue.

Refer to Appendix A for information regarding moving a BAR/PAR Host Client file from the Passenger screen.

Search > Select flights > Review > Passengers

**Adults (First passenger is the lead passenger)**

Last name*	First name*	Title*	Airline	Frequent flyer card & no.
evans	nina	Miss	QF	QF 12345678
			DJ	DJ 123456
			NZ	NZ 4545454
			JQ	JQ 1234568
			QF	Select 55555555
evans	josh	Mr	DJ	Select
			NZ	NZ 99999999
			JQ	Select

**Children**

Last name*	First name*	Title*	Date of birth*	Airline	Frequent flyer card & no.
evans	milson	Mr	15/08/90	QF	QF 12312312
				DJ	Select
				NZ	NZ
				JQ	Select

**Infants**

Last name*	First name*	Title*	Date of birth*
evans	jake	Select	01/03/05

**Contact details**

When creating a new booking, GLCA will automatically generate an OSI to any GDS airline included in the itinerary, advising your passenger's contact details.

### Phone numbers

GLCA will use the following format: SI.XX\*CTC (PHONE NUMBER)

Where:

- XX = carrier code
- (PHONE NUMBER) = phone number advised in GLCA phone fields

As many GDS airlines require phone numbers to be advised in specific formats, it is recommended that these formats be included in GLCA.

e.g. In the instance that the airline requires phone numbers to be added using format:

SI.QF\*CTC B SYD 0412999999

Agents should type "B SYD 0412999999" in the GLCA phone fields.

**Passenger contact details**

Phone:\*

Alternative phone:\*

### Email addresses

If the itinerary includes LCC travel, the final booking confirmation will be emailed from the LCC to the email address listed in the CONFIRMATION EMAIL field. GLCA will display the agents email address stored in the agents profile on the passenger screen. These can be changed if required.

Passenger email:	<input type="text"/>
Confirmation email: *	<input type="radio"/> Passenger: <input checked="" type="radio"/> Agent: <input type="text" value="nina.evans@galileo.com"/>

The passenger email address is only mandatory if the radio button is changed..

### Address

GLCA will add the agency address automatically, but this can be altered to the passengers address if required.

When using an existing PNR that contains a W. Written address, the data from the PNR will pre-populate. Check the Agency Address option to remove the passengers details and reinsert the agency address if required.

### Frequent Flyer

The Mileage membership info has been grouped by airline for each passenger. Select the Airline Program operator from the pull down menu list then enter the membership number.

## STEP 5 – THE PAYMENT SCREEN

The PAYMENT page is broken into sections for each merchant.

GLCA will display the GDS and LCC flight/s and airfare/s due separately.

If the passenger will use the same form of payment for all charges, fill in the payment details in the first payment section and then select the “DUPLICATE THE SAME DETAILS FOR OTHER PAYMENTS” option.

Search > Select flights > Review > Passengers > Payment

GDS						Currency in AUD
Flight	Date	Sector	Time	Fare basis		
OF590	WED 15 AUG 07	PER-ADL	0620 1040	KIPOX		
OF752	WED 15 AUG 07	ADL-SYD	1240 1500	KIPOX		
OF189	MON 20 AUG 07	SYD-AKL	1620 2120	LSUPERT		
IZ7	SAT 25 AUG 07	AKL-MEL	0730 0920	HFLEXI		
Select:	CREDIT			Airfare including airport fees, taxes and other charges:		5402.74
Card type: *	AMERICAN EXPRESS					
Card number: *						
Name of card holder: *						
Card valid until: *						(mm/yy)
<input type="checkbox"/> Duplicate the same details for other payments						

JetStar						Currency in AUD
Flight	Date	Sector	Time	Fare basis		
JO146	THU 30 AUG 07	AVV-PER	1430 1635	JetFlex		
Select:	CREDIT			Airfare including airport fees, taxes and other charges:		1203.00
Card type: *	AMERICAN EXPRESS					
Card number: *						CW / CID number * <input type="text"/>
Name of card holder: *						
Card valid until: *						(mm/yy)
Reference: *	EVANS	NINA				

Virgin Blue						Currency in AUD
Flight	Date	Sector	Time	Fare basis		
DJ436	WED 05 SEP 07	PER-SYD	0050 0650	Fully Flexible		
Select:	CREDIT			Airfare including airport fees, taxes and other charges:		1803.00
Card type: *	AMERICAN EXPRESS					

GLCA assumes payment will be made using a credit card and has applied any credit card surcharges (where applicable). If the traveller/ is pays by cash, GLCA will remove the credit card fees automatically.

If using an existing PNR with a form of payment included, or selected a Client File, on the passenger screen, which contains a form of payment, GLCA will automatically populate the PAYMENT screen with these details.

### Important Tip

Changing the payment type will refresh the screen, wait for the refresh to be completed before continuing

Each merchant allows one form of payment only. When completed, select BOOK to book the flights.

## STEP 6 – THE CONFIRMATION SCREEN

The passenger's itinerary has been booked and a Galileo PNR has been created with all the details. All GDS flights are held live (HK status) in the Galileo system and the LCC carrier segments will be shown as passive (AK status).

No matter what flights you've booked, you are now able to print an itinerary for your passenger from Galileo or use the Viewtrip link at the bottom of the page.

Search > Select flights > Review > Passengers > Payment > Confirmation

Confirmation								Print preview
Galileo booking file:		W94SWY						
Name of passenger(s):		EVANS/NINAMISS, EVANS/JOSHMR, EVANS/MILSONMR, I/EVANS/JAKEMR						
Itinerary								
Flight	Date	Sector	Time	Fare Basis	Reference	Status		
QF400	WED 15 AUG 07	MEL-SYD	0600 0720	SPXO	W94SWY	HK3		
NZ700	MON 20 AUG 07	SYD-AKL	0700 1200	VRSAVER	W94SWY	HK3		
EK419	SAT 25 AUG 07	AKL-SYD	1550 1715	LOWNZ1	W94SWY	HK3		
Payment due								
<b>QF-MEL SYD</b>						<b>Currency in AUD</b>		
Type :						CASH		
Total :						462.64		
Balance :						462.64		
<b>NZ-SYD AKL</b>						<b>Currency in AUD</b>		
Type :						CASH		
Total :						1574.14		
Balance :						1574.14		
<b>EK-AKL SYD</b>						<b>Currency in AUD</b>		
Type :						CASH		
Total :						1209.04		
Balance :						1209.04		

(+/-n) n-displays the number of days from the displayed date. You must issue tickets for GDS segments. Check Q/10 for booking files that require ticketing.  
Click on the itinerary : [Check booking in Viewtrip](#)

### Queuing

In addition to being placed on the agents nominated Galileo queue as per your GLCA profile setup, itineraries that include GDS flights are updated with ticketing deadline of today's date in the Galileo booking file and placed Queue 10.

Display the PNR in Galileo, add a commission and electronic/paper ticketing modifiers and issue the ticket/s.


Separate filed fares will exist for each GDS segment. Review and changes these filed fares and refile if it suits the travellers needs.

If the itinerary only contains LCC flights GLCA places the AK segment PNR on the agents nominated the booking file as being ticketed only.



## Appendix A

### CLIENT FILES (Bars & Pars)

If your agency uses Client Files, these can be accessed by clicking the  icon to the right of the first passenger's surname.

After clicking the Client File icon, GLCA will open another browser window which will display the default BAR name as nominated in your Agency/Corporate account setup. If this BAR name is not the one required, simply delete the default BAR name & replace with the appropriate BAR.

Type the PAR name in the PAR field and then click SEARCH and GLCA will return all PARs with a similar name.

Click the radio button to the left of the required PAR, followed by the SELECT button and GLCA will automatically move the Client File details into the booking and populate the PASSENGER page.

**Search**

BAR:       PAR:

**Search results**

1

**Select PAR**

EVANS

**Selected PAR details**

Name	Phone no.	Frequent flyer details
1EVANS/NINAMISS	P.SYDM*0410 030 814	M.QF3225922,M.SQ8080424309

Add any additional data required and, press the SUBMIT button.

#### Important Tip

If you change anyfv of the client file information in GLCA in the booking process such as phone number – this will only be sent to the Low Cost Carrier – The Client File will be moved as it is without any changes into the Galileo PNR.

## APPENDIX B

### Cross Check Travel Users

A Client file may be uploaded from CrossCheck Travel saving the agent the need to enter all the data manually into the Galileo Low Cost Air web site.

Select Upload from CCT in the normal manner, then switch to Galileo. A segment is required before ending the booking process, so add these now, then receive and end the booking to obtain a record locator. Add a passive tour if there aren't any real segments to be added.

Ensure the PNR is Ignored or ended again before switching to Galileo Low Cost Air. Use the Existing Booking File feature on the search screen.

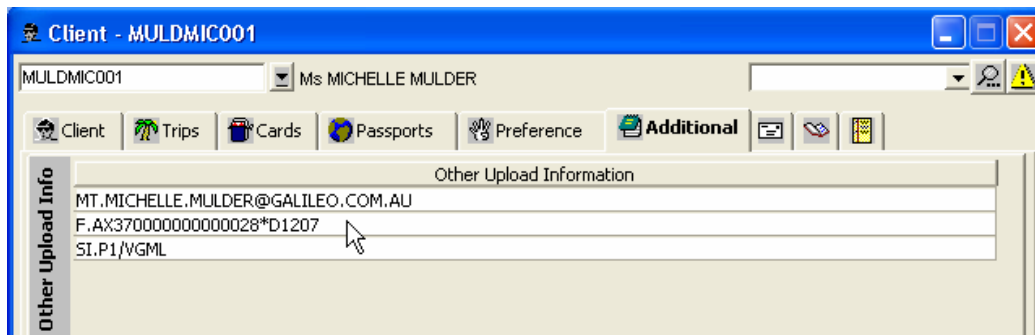
After the GLCA process is complete redisplay the booking in Galileo to see the additional segments.

Ensure the number in party is correct before ending the PNR to obtain the record locator.

Only the first two phone fields will merge into Galileo Low Cost Air.

Phones						
Type	Area	Number	Ext.	City Code	Comments	Primary
A		0402158792		SYD		<input type="checkbox"/>
H	02	9391 4000		SYD		<input type="checkbox"/>

Additional information that Low Cost Carriers require on their websites can be added to Other Upload Information, such as Email address, Form of Payment and any Meal requests.



Address Fields from CCT upload to the host as either Written or Delivery. (W. or D.)

Galileo Low Cost Air will read the Written address from the host. The Delivery address is ignored.

Care needs to be taken with CCT Client Files to ensure that Invoice/Mailing Addresses from CCT are not altered when updating CCT to get the wanted address to load as Written.

As you are performing the upload without Air segments it will be necessary to add meal request and other SSRs after booking has merged across from Galileo Low Cost Air. Retrieve booking in Galileo, switch to CCT and redisplay the Client File. Select Upload and then deselect information that has already been uploaded. This will then update the PNR, ready for ticketing and download.