



galileo
the **viewpoint**
way
3.0

Custom Viewpoint User Guide



Custom Viewpoint™ User Guide

Extract from Galileo the Viewpoint Way (v3.0)

Disclaimer

The information contained in this document is subject to change without notice. Galileo system enhancements, changes to airline functionality and reservations procedures may require alterations to occur from time to time. Individual and company names used in the examples within this guide are for training purposes only and do not represent any commitment on their behalf.

Trademarks

This training guide may refer to the following registered trademarks, trademarks or service marks of Galileo International:

- Galileo®
- Globe Device® logo
- CarMaster™
- Claim PNR™
- Custom Check™
- Fare Quote Planner™
- Focalpoint®
- Focalpoint Relay™
- FocalpointNet™
- Galileo e-Agent™
- GlobalFares™
- Inside Availability™
- Inside Link™
- Interactive Sell™
- Last Seat Availability™
- Past Date Quick™
- PrivateFares™
- PrivateFares II™
- Queue Manager™
- RoomMaster™
- TravelScreen™
- Viewpoint™
- Viewpoint™ logo
- Galileo® ViewTrip

Microsoft, Windows and Internet Explorer are registered trademarks of the Microsoft Corporation.

© Copyright Southern Cross Distribution Systems Pty. Ltd. (Galileo Southern Cross) 2001- 2002

This document shall only be used in connection with the work for which it is provided. Neither the whole nor any part of this document shall be disclosed to any party in any form without the written consent of Southern Cross Distribution Systems Pty. Ltd.

Prepared by: Solutions Services Department, Sydney - Australia.
Author: Jamie Paterson
This Issue: 30 August, 2002

Southern Cross Distribution Systems Pty. Ltd. ACN 007 067 567

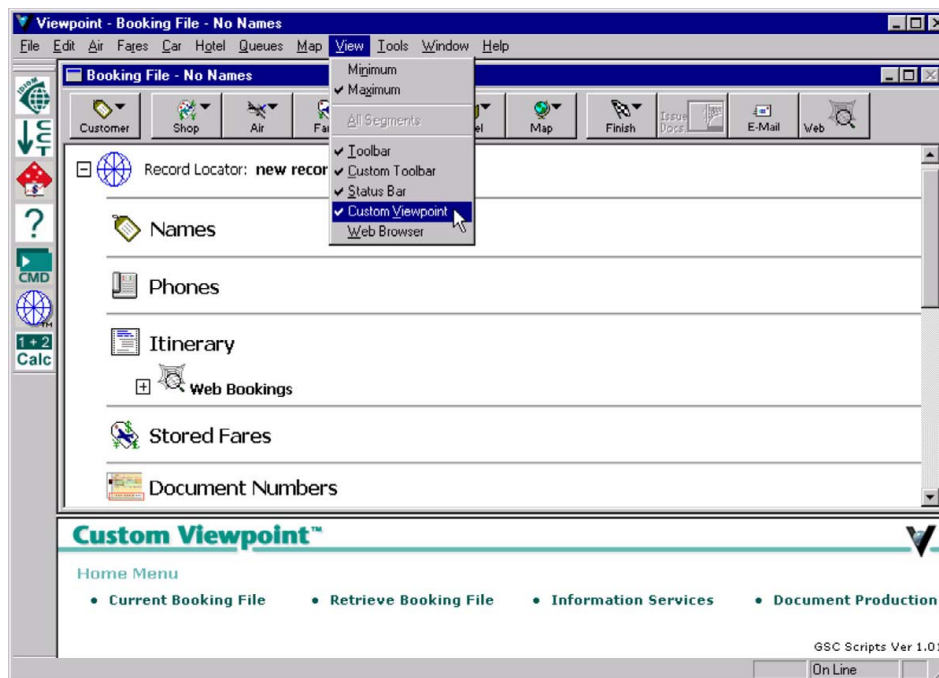
Table of Contents

What is Custom Viewpoint?	4
Hints	4
Navigating Custom Viewpoint	5
Current Booking File	6
History	7
Divide Booking File	8
Vendor Remarks	9
Update SSR/Seats	13
Passive Segments	15
Associated Remarks	18
Copy Booking File	19
Retrieve Booking File	20
Recent Bookings	20
Claim Booking File	21
Past Date Booking	22
Information Services	24
Weekly Briefing	24
Credit Card Approval	25
Airline Reference	26
Airport Reference	26
Minimum Connecting Time	27
Timatic	28
Local Time	29
Tax Tables	29
Document Production	30
Print Host Itinerary	30
TINS Report	31
Void Tickets	32
E-Ticket Operations	34

What is Custom Viewpoint?

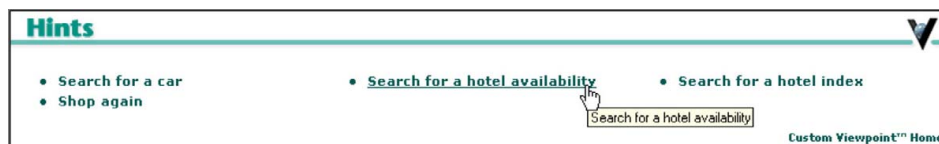
Custom Viewpoint contains a generic script library that compliments Viewpoint functionality. Galileo Southern Cross have tailored Custom Viewpoint scripts for Australian and New Zealand travel agents. This includes scripts for building and updating booking files, accessing information services, and document production.

The Custom Viewpoint screen can be turned on/off by clicking the **View** menu and selecting **Custom Viewpoint**.



Hints

Aside from the suite of scripts, the Custom Viewpoint screen also displays **Hints**. Hints appear at various stages of the booking process, providing screen tips and shortcut links to build the booking file.

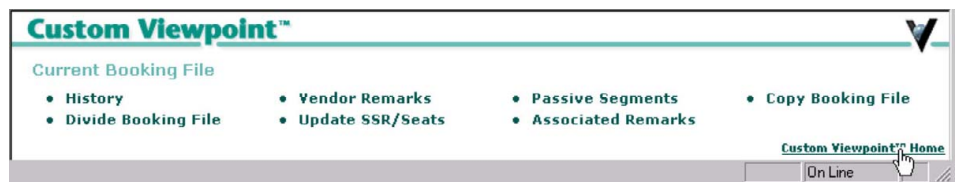


Navigating Custom Viewpoint

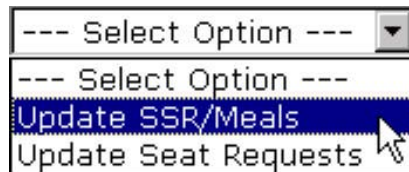
Custom Viewpoint scripts are accessed by selecting the inbuilt hyperlinks. The scripts are listed under the following categories:



You can return to the Custom Viewpoint main index by selecting the **Custom Viewpoint Home** button, locate bottom left of screen.

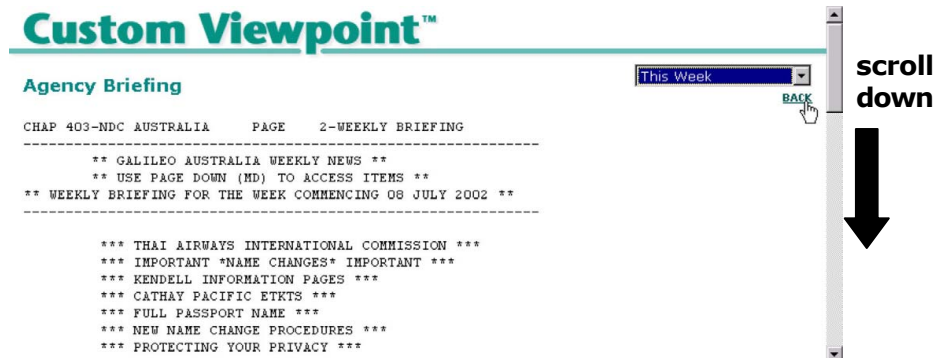


Many of the Custom Viewpoint scripts themselves have several options, which can be selected using the main drop down menu on the top right of screen.



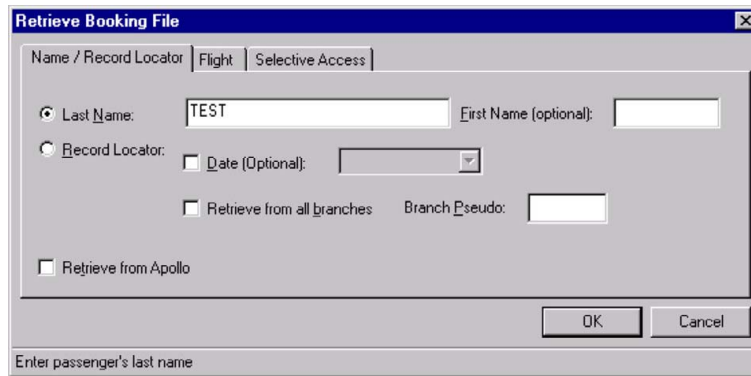
The script input fields are displayed when you select an option. Some options include displaying booking file data. This data is “scraped” from the Galileo host and will be similar in format to the Galileo Command Window.

However you will not have to enter “Move Down” (MD) commands as the data scrapping has already activated the further information, adding the data in a continuous stream. Simply use the scroll bar to scan through the data to the input fields.



Current Booking File

Please note the following message will appear if you select any Current Booking File script when no booking file is open. Select **OK** and the **Retrieve Booking File** screen will appear.

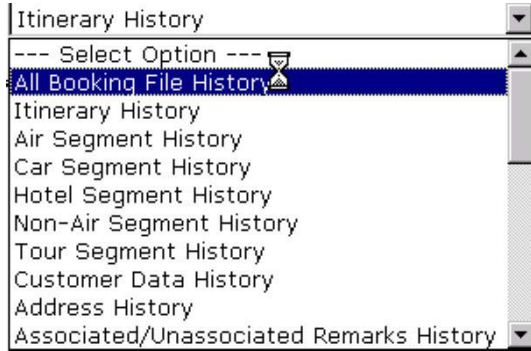


The following scripts are available when you select the Current Booking File button:



History

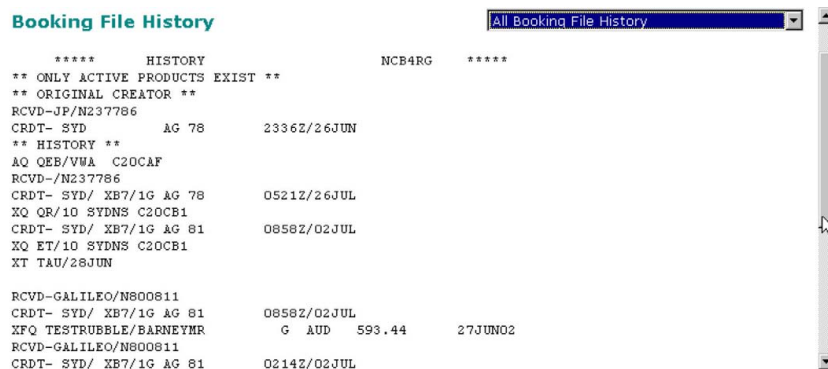
You can display **All Booking File History** or any part of the history. Select an option from the drop down menu.



Note:

Selecting All Booking File History may take much longer to display as their may be may Galileo host screens for the script to “scrape”. Whilst the data is being gathered the cursor will intermittently appear as an hourglass.

You may have to scroll down to view all of the data.



Divide Booking File

When one or more passengers in a booking wishes to change their travel arrangements from the rest of the party, the booking must be divided. After the booking is divided the passenger(s) who wish to change are retrieved and the booking amended as required.

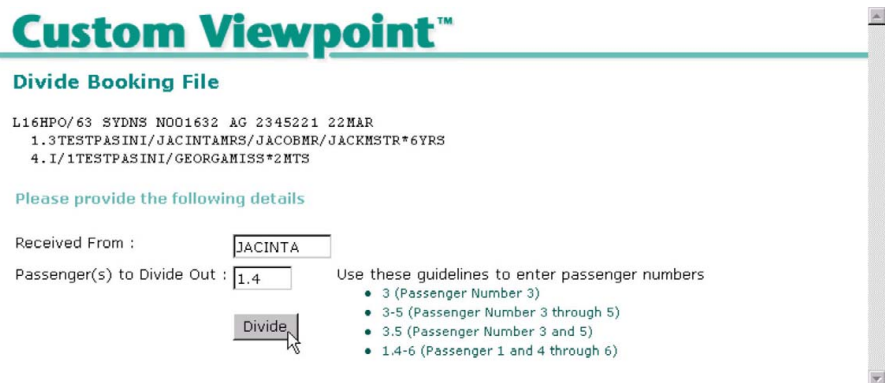
It is not possible to reduce the number of passengers in a booking file. Should this be necessary the passenger(s) should be divided out and then their itinerary cancelled.

Hotel & Car Segments

Only air segments will be divided in the divide procedure. If the Booking File contains Hotel or Car Segments these will remain in the original Booking File. Therefore, new hotels/cars may need to be booked on the new Booking File and the previous segments modified. In the case where a passenger is to be cancelled, ensure that this passenger is the one divided out so that the hotels/cars remain with the original Booking file and may then only need to be modified.

Take the following steps to divide a booking file:

1. Retrieve the booking file.
2. Select the Custom Viewpoint **Current Booking File** button and select **Divide Booking File**. The Divide Booking File screen displays the names field from the booking file.
3. Add a **Received From** name and select the numbers of the passengers you wish to divide out of the booking file as per the guidelines described on the screen.



4. The following confirmation message will appear and prompts you to retrieve the booking file that you wish to amend.



Note:

Remember to add TCP information (as an OSI) to each of the booking files if required. A flight change must be made immediately after the divide process for your message to generate to the airline(s).

Vendor Remarks

Any messages or requests to vendors (not covered by the 4-letter SSR codes) can be sent as a Vendor remark. All remarks, both outgoing and incoming will be stored in the Booking File for reference. The maximum permitted characters in this field is 180.

The following options are available in the Vendor Remarks script:



Note:

Deleting a Vendor Remark will **NOT** produce any outgoing message. You must send an additional cancellation message using the normal format.

Add AIR Vendor Remark

Enter airline two-character code and free text (up to 180 characters), then select **Add Vendor Remark**.

Custom Viewpoint™

Vendor Remarks Add AIR Vendor Remark

Please provide the following details

Vendor Code : *

Free Text : *

Add Vendor Remark

The vendor remarks will now be displayed. The new vendor remark may not necessarily be the last on the list, so do not add again otherwise you will be duplicating the message.

The input fields are retained, awaiting further vendor remark entries.

Vendor Remarks Add AIR Vendor Remark

VENDOR REMARKS

VRMK-VI/AAF *AF2670Y/NSST - AIRPORT CHECK IN ONLY 0416Z 22MAR

2. VO/ASQ *THIS IS A TEST VENDOR REMARK 0500Z 18JUL

3. VI/ASQ *ADTK1GTOSQ BY 12OCT OTHERWISE WILL BE XXXX 0417Z 22 MAR

4. VI/ASQ *FFP NO. INVALID X PLS CHK N ADV 0535Z 22MAR

Please provide the following details

Vendor Code : *

Free Text : *

Add Vendor Remark

Car / Hotel Vendor Remarks

Car and Hotel vendors have specific queues which any vendor remarks must be forwarded on. The Car / Hotel Vendor Remarks scripts automatically look-up the appropriate vendor queue for most vendors.

Take the following steps to enter a Car Vendor Remark:

1. Select Vendor Type as Car Vendor, then enter a two-character Car Vendor code.
2. Click the **Lookup Queue** button. This will add the correct queue details into the Vendor Queue box. Additional fields will also appear.
3. Enter Free Text (up to 180 characters) and Received From details and select **Add Vendor Remark and Queue Booking to Vendor**.

4. The following message appears to advise that the booking file has been queued to the vendor. Select **OK**. The script window closes and a new Viewpoint itinerary window appears.



Note:

A Vendor Remark will not transmit if there is no segment present containing the specific car or hotel vendor.

Deleting Vendor Remarks

Deleting a Vendor Remark will **NOT** produce any outgoing message. You must send an additional outgoing vendor remark advising of the cancellation of the earlier remark.

Vendor remarks are sent when the booking file is saved (End Transaction), therefore you may delete a vendor remarks prior to saving. It is not advisable to delete vendor remarks that have already been sent as this may only create confusion at a later point.

Take the following steps to delete a Vendor Remark:

1. Select **Delete an Existing Vendor Remark** from the drop down menu. The vendor remarks will display.
2. Enter the number of the vendor remark and select **Delete**.



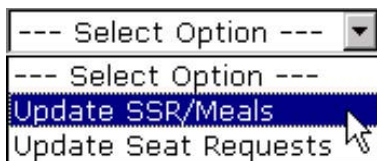
Update SSR/Seats

When SSR and Seat requests are sent to an airline, you are placing a request (status code NN). The airline needs to check that it can support the request and then replies by changing the requests status code (if successful to KK), which places the booking file into an agency queue.

An item that is yet to be confirmed by the airline will have a status of Pending Need (status code PN). This will not be able to be updated.

A successful request now has to be acknowledged by the agent, by again changing the status code, now to HK.

The following options appear on the drop down for the script:



Update SSR/Meals

When Update SSR/Meals is selected from the drop down, all the SSR's are displayed. To update a specific SSR:

1. Select the segment and passenger numbers that the SSR applies to.
2. Enter the SSR / Meal code.
3. Click **Update**.
4. The SSR will show a status of HK. Now proceed with additional SSR updating or Close Window.

```

P 1. TESTPASINI/JACI| BBML NO 1
      BSCT PN 1
P 2. TESTPASINI/JACO| VGHL NO 1
S 6. SQ 0317 Y 22NOV LHR SIN
P 1. TESTPASINI/JACI| BBML KK 1
      BSCT PN 1
P 2. TESTPASINI/JACO| VGHL KK 1
S 9. SQ 0231 Y 25NOV SIN SYD
P 1. TESTPASINI/JACI| BBML KK 1
      BSCT PN 1
P 2. TESTPASINI/JACO| VGHL KK 1
    
```

Please provide the following details

Segment Number(s) : Use these guidelines to enter passenger / segment numbers

Passenger Number(s) :

SSR / Meal Code :

- 3 (Passenger/Segment Number 3)
- 3-5 (Passenger/Segment Number 3 through 5)
- 3.5 (Passenger/Segment Number 3 and 5)
- 1.4-6 (Passenger/Segment 1 and 4 through 6)
- or blank for passenger 1 all segments

Update Seat Requests

When Update Seat Requests is selected from the drop down, seating information is displayed for all segments. To update a specific Seat Request:

1. Select the segment and passenger numbers of the Seat Request.
2. Click **Update**.
3. The Seat Information will show a status of HK. Now proceed with additional Update Seat Requests or Close Window.

```

P 1. TESTPASINI/JACI| BBML NO 1
          BSCT PN 1
P 2. TESTPASINI/JACO| VGML NO 1
S 6. SQ 0317 Y 22NOV LHR SIN
P 1. TESTPASINI/JACI| BBML HK 1
          BSCT PN 1
P 2. TESTPASINI/JACO| VGML KK 1
S 9. SQ 0231 Y 25NOV SINSYD
P 1. TESTPASINI/JACI| BBML KK 1
          BSCT PN 1
P 2. TESTPASINI/JACO| VGML KK 1
    
```

Please provide the following details

Segment Number(s) : Use these guidelines to enter passenger / segment numbers

Passenger Number(s) :

SSR / Meal Code :

- 3 (Passenger/Segment Number 3)
- 3-5 (Passenger/Segment Number 3 through 5)
- 3.5 (Passenger/Segment Number 3 and 5)
- 1.4-6 (Passenger/Segment 1 and 4 through 6)
- or blank for passenger 1 all segments

Passive Segments

Car, Hotel and Tour segments to your Galileo booking file that have been booked outside the Galileo system, can be added as “passive” segments.



All fields should be completed if possible. Fields marked with an asterisk (*) are mandatory.

Passive Hotel without RoomMaster Code

Passive Segments Hotel without RoomMaster Code

Passive Hotel without RoomMaster Code

Booking Details

Check In Date : 10FEB * Check Out Date : 11FEB *
 City Code : SYD * Number of Rooms : 1

Hotel Details

Hotel Name : RANDWICK LODGE *
 Hotel Address : 211 AVOCA STREET
 City : RANDWICK
 State / Province : NSW
 Post Code : 2031
 Phone Number : 02 9310 0700

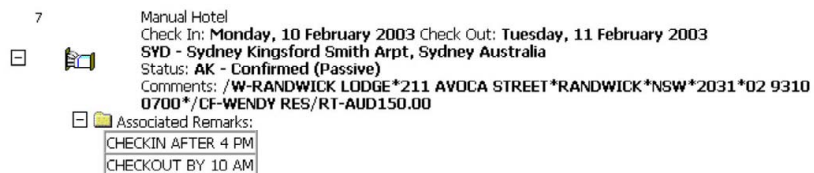
Rate Details

Daily Rate : 150.00
 Currency : AUD
 Confirmation Number : WENDY RES

Additional Remarks

CHECKIN AFTER 4 PM
 CHECKOUT BY 10 AM

The created passive hotel segment will appear in the Viewpoint itinerary.



Passive Hotel with RoomMaster Code

Custom Viewpoint™

Passive Segments

Hotel with RoomMaster Code

Passive Hotel with RoomMaster Code

Booking Details

Check In Date : 10FEB * Check Out Date : 11FEB *
 City Code : SYD * Hotel Chain Code : LM *
 Room Type : ROHCOR * Number of People : 1

Hotel Details

Hotel Property Number : 93523 *

Rate Details

Daily Rate : 130.00 *
 Currency : AUD
 Confirmation Number : JULIE RES

Additional Remarks

CHECKIN 4 PM
 CHECKOUT BY 10 AM

Create Passive Hotel

Passive Car

Custom Viewpoint™

Passive Segments

Car

Passive Car

Booking Details

Pick Up Date : 20FEB * Pick Up Time : 0900 *
 Drop off Date : 24FEB * Drop Off Time : 0900
 City Code : MEL * Car Vendor Code : ZE

Car Type : Standard 4 door Automatic With A/C

Rate Details

Daily Rate : 87.00 Currency : AUD
 Drop off Charge : Currency :

Corporate ID Num : 9876098

Confirmation Number : 23459876

Other Information

Special Service Information :

Additional Remarks

INCLUDES CDW PAI AND TAX

Create Passive Car

The created passive car segment will appear in the Viewpoint itinerary.

Itinerary

1



Manually Booked Car
 Pickup: Thursday, 20 February 2003 MEL - Tullamarine Arpt, Melbourne Australia
 ZE - Hertz Corporation
 Comments: 24FEBSDAR/ARR-0900/DT-0900/CD-987654/CF-29384756/RT-AUD87.00
 Status: AK - Confirmed (Passive)

Associated Remarks:

INCLUDES CDW PAI AND TAX

Passive Tour

Passive Segments

Tour

Passive Tour

Booking Details

Tour Date : 12FEB * City Code : SYD *

Number of People : 1

Name of Tour : SYDNEY HARBOUR DUCK TOUR *

Pick Up Time : 1000

Pick Up Location : DARLING HARBOUR

Drop Off Time : 1230

Drop Off Location : DARLING HARBOUR

Confirmation Number : 4567321

Name of Tour : SYDNEY HARBOUR DUCK TOUR *

Pick Up Time : 1000

Pick Up Location : DARLING HARBOUR

Drop Off Time : 1230

Drop Off Location : DARLING HARBOUR

Confirmation Number : 4567321

Additional Remarks

TOUR INCLUDES LUNCH

Create Passive Tour

The created passive tour segment will appear in the Viewpoint itinerary.

Itinerary

1



TUR - Tour Package

Date: **Wednesday, 12 February 2003**

City: **SYD - Sydney Kingsford Smith Arpt, Sydney Australia**

Comments: **SYDNEY HARBOUR DUCK TOUR**



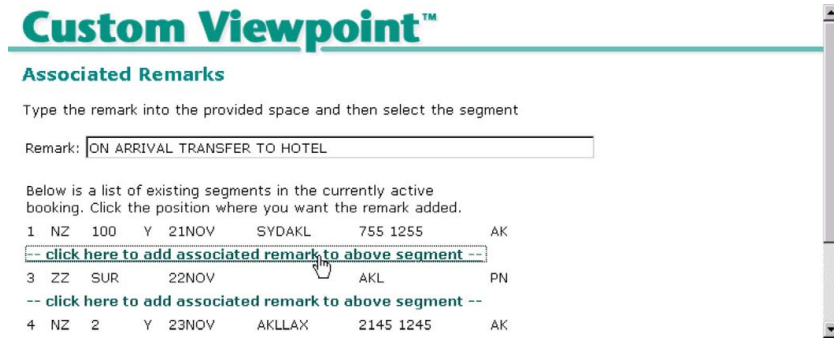
Associated Remarks:

PICK UP TIME : 1000
PICK UP LOCATION : DARLING HARBOUR
DROP OFF TIME : 1230
DROP OFF LOCATION : DARLING HARBOUR
CONFIRMATION NUMBER:4567321
TOUR INCLUDES LUNCH

Associated Remarks

Associated Remarks are additional comments that you may add to enhance a clients itinerary. They are associated to a booking file segment, whereas unassociated remarks may be added at the conclusion of an itinerary.

To add Associated Remarks to a booking file segment type the remark, then select the button under the relevant segment.



The following confirmation message will appear. Select **OK**.



The created Associated Remark will appear in the Viewpoint itinerary below the relevant segment.



Copy Booking File

The Copy Booking File function clones most or part of a booking file. This is particularly useful when you need to book a specific itinerary for several passengers. It is also useful for quickly creating a new booking file when all the booking file data is already held in a current booking file and the same passenger wishes to make another trip on a later occasion.

Condensed (default) View

Copy Booking File * Denotes a required field

Booking File Fields

All Booking File Data
 Selected Booking File Data

Segment Select

All Segments
 Selected Segments

Received By: *

Expanded View

Copy Booking File * Denotes a required field

Booking File Fields

All Booking File Data
 Selected Booking File Data

Name
 Received By
 Phone
 Address
 Special Service Requests
 Other Service Information
 General Remarks
 Form of Payment

Segment Select

All Segments
 Selected Segments

1	<input checked="" type="checkbox"/> 24/11/2002 Air New Zealand 16	Auckland Intl Arpt	Intl Tahiti Faaa	Confirmed (Passive)
2	<input type="checkbox"/> 24/11/2002 QF	Intl Tahiti Faaa	HTL	Confirmed (Passive)
3	<input type="checkbox"/> 26/11/2002 ZE	Intl Tahiti Faaa	CAR	Confirmed (Passive)
4	<input checked="" type="checkbox"/> 03/12/2002 Air New Zealand 69	Intl Tahiti Faaa	Auckland Intl Arpt	Confirmed (Passive)

Received By: *

Note:

The new booking file is in create mode and needs to be completed and saved. The original booking file is automatically saved and ended.

Retrieve Booking File

Please note the following message will appear if you select any Retrieve Booking File script when a booking file is open. Select **OK** and the booking file will be ignored.

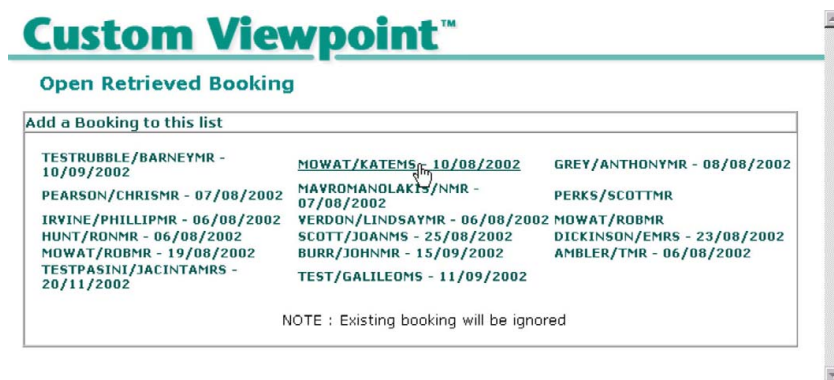


The following scripts are available when you select the Retrieve Booking File button:



Recent Bookings

This script remembers booking files previously open in Viewpoint. Up to 30 previous booking files will be displayed. Select a booking file name to retrieve it.



Note:

Booking files retrieved and displayed only in the Galileo Command Window and Focalpoint, will not appear on the list. The booking **MUST** have been displayed in Viewpoint. If a specific booking file does not appear on the list, select **Add a Booking to this list** and the Retrieve Booking File screen will appear.

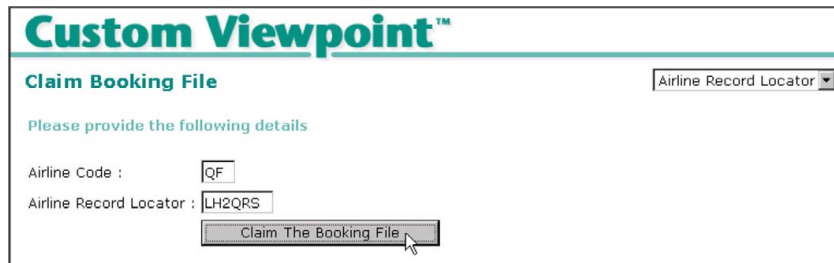
Claim Booking File

This function allows an airline to hand over a PNR made directly in their system to an agent. Airlines currently subscribing to Claim PNR include Aer Lingus, Alitalia, Austrian Airlines, British Airways, KLM, Lufthansa, Olympic Airways, Sabena, Swissair and United Airlines.

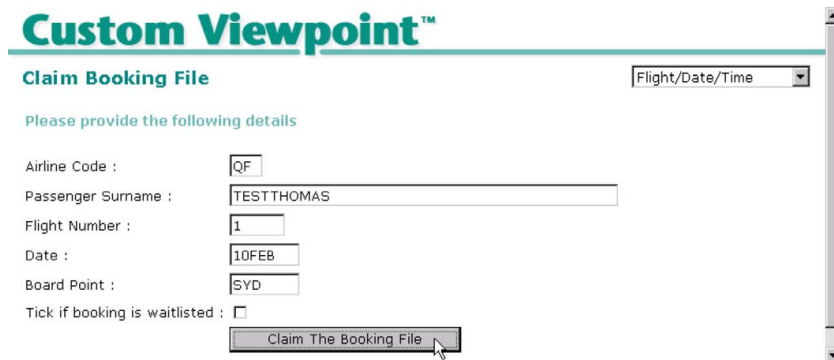
The following drop down options are available:



Retrieval by Airline Record Locator



Retrieval by Flight/Date/Time



Past Date Booking

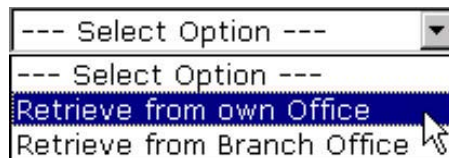
Past Date Booking retrieval or Past Date Quick (PDQ) provides access to past date Booking Files which have been purged from the Galileo Central system. A booking file is purged 24 hours after the last sector date.

Past Date Booking Retrieval Access

- Booking Files that have been purged in the previous 60 days may be immediately available on your selected agency queue.
- Large booking files and booking files 61 days to 13 months from purge date will be placed on an agency queue of your choosing within 24 hours.

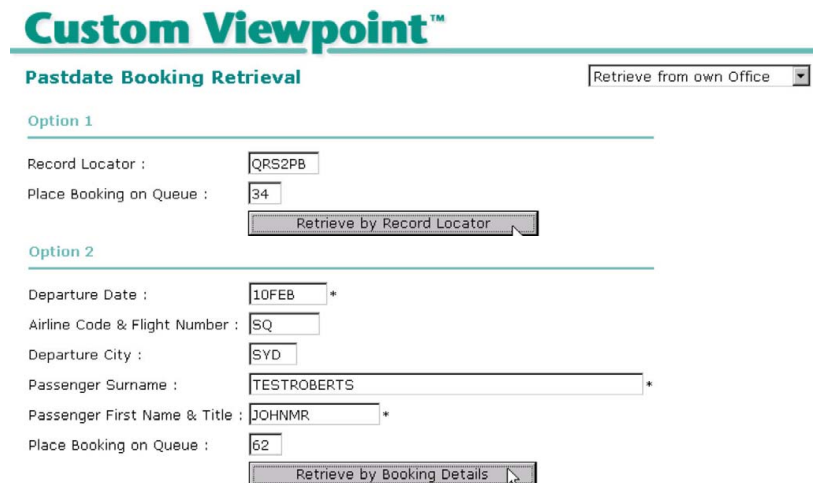
Take the following steps to retrieve a past date booking file:

1. Use the drop down menu to select either:



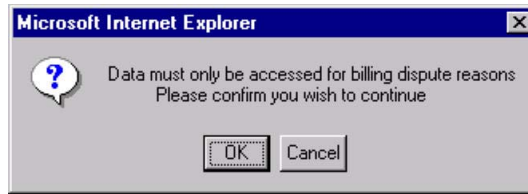
To Retrieve from Branch Office you must be “linked” to the branch office. Please contact the Service Centre for assistance.

2. The following options are available:

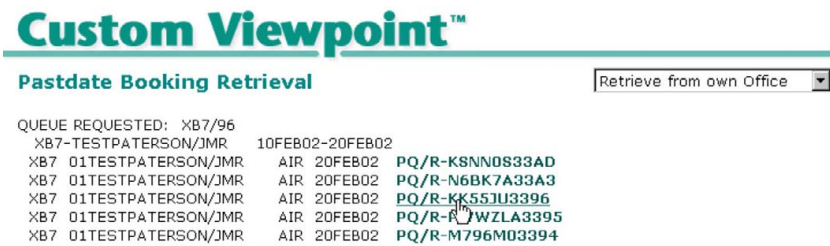


3. If you do not have the Record Locator, complete as many fields as possible in Option 2. Fields marked with an asterisk (*) are mandatory.

- When you have completed mandatory fields and selected either **Retrieve by Record Locator** or **Retrieve by Booking Details**, the following message will appear:



- Select **OK**, and a list of booking files matching the criteria will appear.



- Select a link next to a booking file. The response will read: **PDQ BF ON QUEUE**. The booking file will be available on the requested queue within 24 hours.

Note:

- Retrieval entries may display a similar names list. One or more names may appear on the list even when an exact match exists.
- Once a Past Date Booking has been retrieved in Queue, it will be available for 7 days after retrieval or until removed (QR).

Information Services

The following scripts are available when you select the Information Services button:



Weekly Briefing

Galileo Southern Cross compiles a Weekly Briefing, which advises travel agents of enhancements and issues in the Galileo system. It is recommended reading for all travel agents.

The script enables viewing and printing of the Weekly Briefing without needing to make Galileo host commands and numerous Move Down (MD) entries.

Up to three consecutive weeks of briefings are available via the Custom Viewpoint script. The options from the drop down are:



Note:

- Whilst the Weekly Briefing is being gathered, the cursor will intermittently appear as an hourglass.
- Use your scroll down to read the entire briefing.



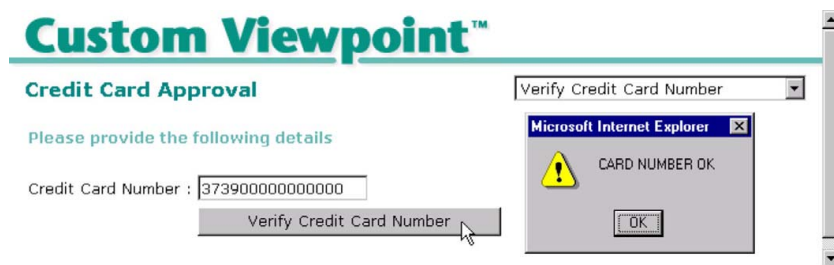
Credit Card Approval

The following options are available from the drop down:



Verify Credit Card Number

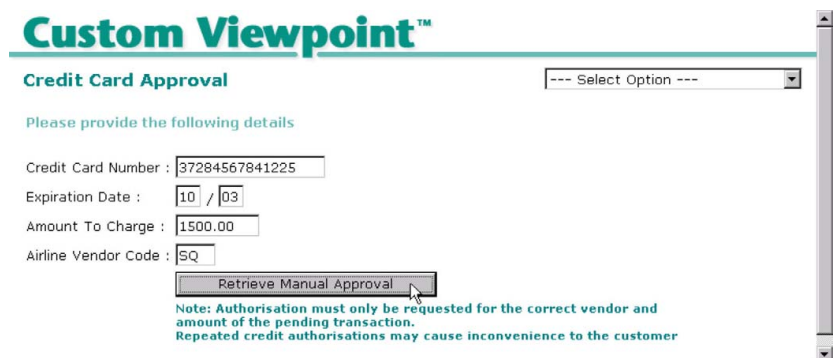
This entry verifies a valid credit card number **only**. If the number is not valid the response will prompt you to check the number or that the card is not valid for use in Galileo.



Retrieve Manual Approval Number

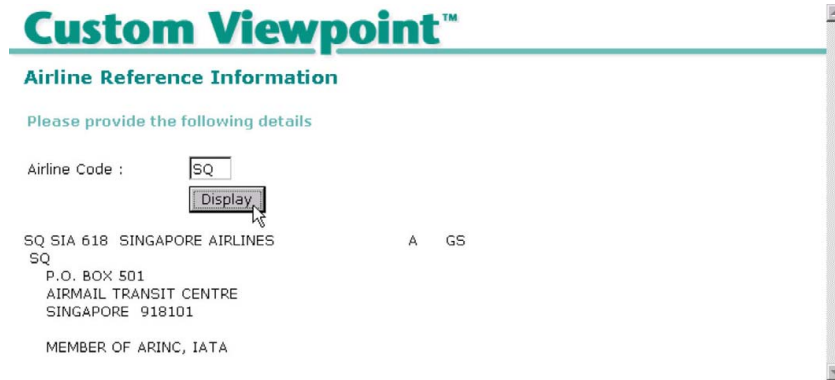
Very Important: Authorisation must only be requested for the correct vendor and amount of the pending transaction. Repeated credit authorisations may cause inconvenience to the customer.

All fields are mandatory. The authorisation code may be used for hand written tickets, and IATA documents **only**.



Airline Reference

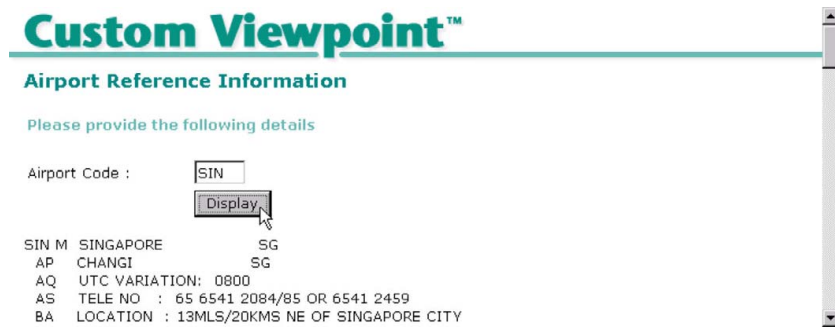
The Airline Reference display, accessed by carrier two-character code, gives the carrier's 3-digit IATA documentation code, head office address and memberships of communication networks.



Airport Reference

The Airport Reference display, accessed by airport's three-character code, provides detailed airport information.

Scroll to the end of display to see when the information was last updated.



Minimum Connecting Time

Minimum connecting times (MCT's) have been established for transfer between international flights, between domestic flights, and between international and domestic flights within the same terminal, between terminals or between airports of the same city. MCT's have also been established between the services of various airlines taking into consideration all the necessary transfer formalities.

For availability displays which involve connecting flights the MCT has already been taken into consideration. However on occasions you may need to construct an itinerary using different availability screens which involve connections.

In this case you will need to check that any flights that are booked are in line with agreed MCT's. Failure to do so could involve additional expense for the client and the carriers.

Custom Viewpoint™

Minimum Connecting Times

Please provide the following details

Cities Origin : Connecting : * Destination :

Carriers Inbound : Outbound :

Connection Type

DCTBNE-DI*DJMH:OSYD:DKUL

MINIMUM CONNECT TIME TABLE BNE			
STANDARD TIMES			
DOM TO DOM	:30	DOM TO INTL	1:15
INTL TO DOM	1:15	INTL TO INTL	:50

Local Time

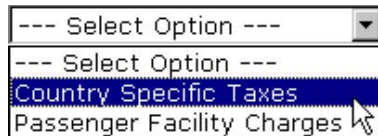
The local time of another city is available by typing the city code and selecting Display Time.

The resulting display gives the current local time, the current Greenwich Mean Time (GMT/UTC), and the difference between the local time and GMT/UTC.



Tax Tables

Galileo is able to provide a description of all ticketable and non-ticketable taxes for all countries. The following options are available from the drop down:



Country Specific Taxes



Note:

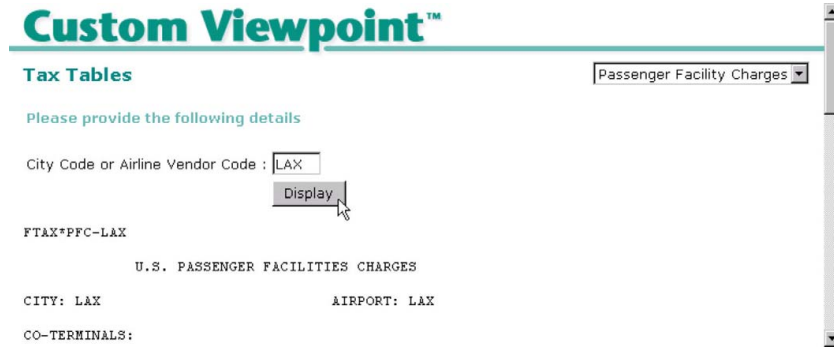
Additional applicable taxes may be described within “EU” for European Union.



Passenger Facility Charges

Passenger Facility Charges (PFC's) are taxes relevant to itineraries which include cities in the U.S. You may check when PFC's are applicable to an airline by entering the Airline two-character code.

The PFC amount is dependant upon the city, therefore enter the three-character city code to obtain the relevant information.



Document Production

The following scripts are available when you select the Document Production button:



Print Host Itinerary

When you select the Print Host Itinerary button, a request is immediately sent to print the Galileo itinerary.

The following message will appear to acknowledge that the itinerary has been sent to the printer.



TINS Report

The TINS report provides a summary of all automated and electronic ticket issues and automated refunds. This report lists the validating airline code, ticket number, passenger name, fare, tax, commission, and form of payment for each document issued.

Galileo retains the data for the last 31 days of ticket issues.

WANDA TRAVEL		TINS REPORT		23 JUL 02		
CURRENCY CODE	AUD	IATA NUMBER	02311111			
A/L	TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
	081E1663504677	BUSHELL/RICHARDM	1998.00	238.16	5.00	CHEQUE
	081E1663504678	HODGKINSON/LANCE	360.00	80.79	5.00	CCC/AX
	081E1663504679	DAVEY/ALLANMR	339.00	88.18	5.00	CHEQUE
	081E1663504680	CASSIMATIS/IRENI	380.00	67.08	5.00	CHEQUE
	125 3590145289	HANNON/ROBERTHR	347.00	63.50	9.00	CCC/VI
	125 3590145290	HANNON/SUSANMRS	347.00	63.50	9.00	CCC/VI

The type of ticket will be indicated in the column immediately after the airline numeric code on the left hand side.

- A ticket with no character displayed is a normal paper ticket.
- E** Indicates an electronic ticket issue.
- P** Indicates a paper ticket issued after electronic ticketing has failed.

E-Tickets

It is important to note that the TINS report will show ticket numbers out of sequence. This is due to the fact that electronic tickets will have a different number range to paper tickets.

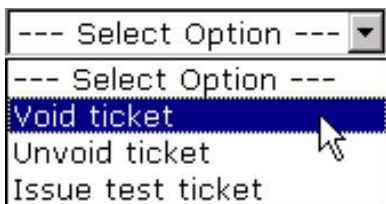
If the electronic ticketing system fails after a ticket number has been allocated an automatic void message is generated to the airline. The ticket number will be reported as void on the TINS report and be followed by the paper ticket number that the system defaulted to.

Automated Refunds

On the TINS report the refund amount totals will be shown in the fields **Total Cash Refunds** and/or **Total Credit Refunds** at the foot of the report. However, the system will ignore the refund data when calculating the **Nett Amount Payable**.

Void Tickets

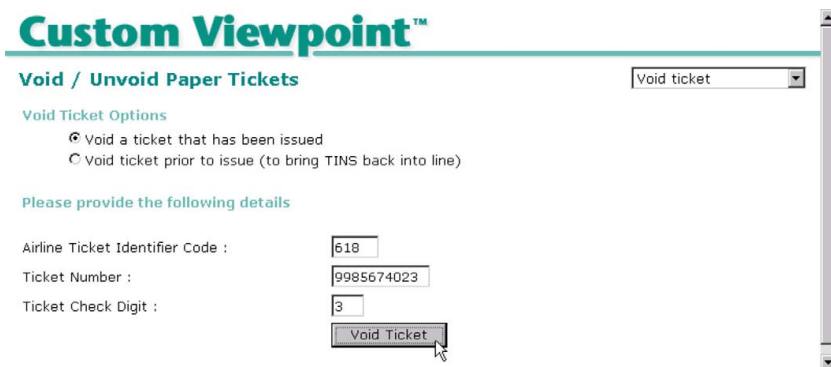
The following options are available from the drop down:



Void Ticket after issue

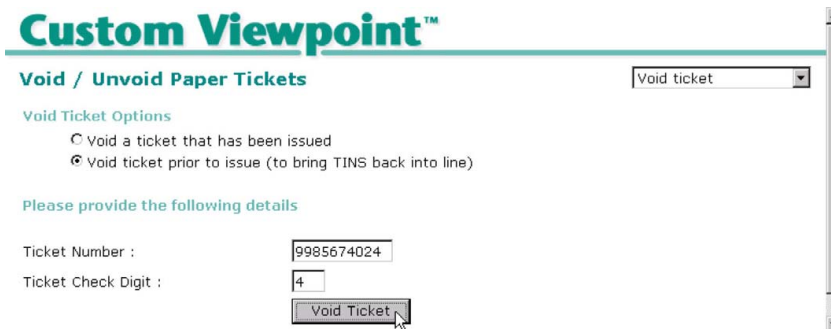
Paper tickets can only be voided within the same BSP reporting period. Beyond this period tickets will need to be refunded or issued in exchange for a new ticket.

E-Ticket transactions may be voided at any time within the same BSP reporting period. However, individual carriers can override this and restrict the voiding function. You will need to refer to the validating carrier for their guidelines.



Void Ticket prior to issue

Void ticket prior to ticket being printed. Applies to paper tickets only. For instance the stock may be damaged.



Test Tickets

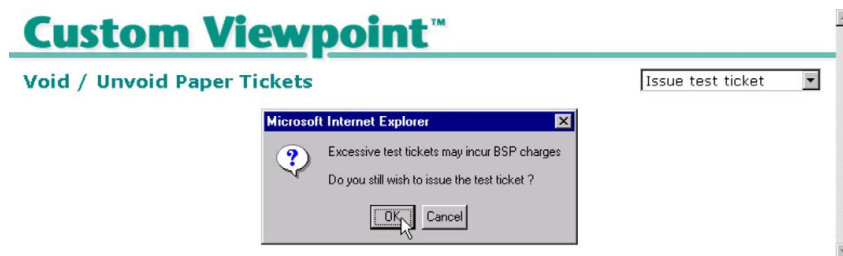
It may be necessary to generate a test paper ticket for the purposes of aligning ticket stock in the printer.

Note:

- Ticket will appear on TINS report as Void.
- Default plating carriers used to print a test ticket are Qantas in Australia and Air New Zealand in New Zealand.

Very Important

Test Tickets should only be used to align paper ticket stock. Remember that excessive void tickets will incur a charge from BSP.

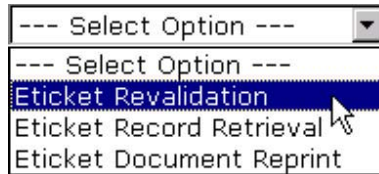


The following message will confirm that a test ticket has been sent to the printer:



E-Ticket Operations

The following options are available from the drop down:



E-Ticket Revalidation

E-Tickets can be revalidated for schedule changes only by the office of original issue or by a branch office. The revalidation process can only take place by displaying the E-Ticket from the Booking File.

The revalidation entry is passed to the airline database which will check the status of the flight coupons and determine whether the ticket can be revalidated. A message will be displayed either confirming or denying the action.

Custom Viewpoint™

E-Ticket Eticket Revalidation

Please provide the following details

Segment Number : *

Airline Ticket Identifier Code : *

Ticket Number : *

Coupon Number : *

Not Valid Before Date :

Not Valid After Date :

Note : Not all carriers allow E-Ticket Revalidation

Itinerary

1. UA 1213 Y 21FEB LAXAKL HK1 2025 *0820 O* E FR

E-Ticket Information

```

TKT: 016 9900 059293      NAME: TEST/TESTMR
ISSUED: 13AUG02          FOP:CASH
PSEUDO: OXA1 PLATING CARRIER: UA ISO: AU IATA: 02345221
  USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
  OPEN UA 1213 Y 20FEB LAXAKL 2025 OK YOX          1
FARE: USD 2102.00 TAX:  4.70 AY TAX:  24.80 US TAX:  5.70 XF
TOTAL: AUD 3974.20
LAX UA AKL Q5.00 H2097.00YOX NUC 2102.00 END ROE1.
00 5.70XF LAX3
    
```

Note:

- Unless you revalidate the E-Ticket, the Viewpoint E-Ticket Display (within Document Numbers) will not be updated with the new flight details.
- When the revalidation entry is accepted by the airline the following message will be returned: **Electronic Ticket Revalidated**

- If E-Ticket Revalidation is not permitted by the carrier, the following message will be returned: **Unable to Process Electronic Revalidation Transaction Not Supported**
- Only one coupon can be revalidated at a time.
- No E-Ticket documentation is generated after revalidation entry. The E-Ticket support documents should now be reprinted.

E-Ticket Record Retrieval

Occasionally an E-Ticket may not display in the booking file. This can occur when multiple E-Tickets have been issued or booking files have been divided.

Note:

- The Plating Carrier Code (eg.QF) is mandatory. The minimum number of search criteria is two with the Plating Carrier being one.
- Not all carriers will support all methods.

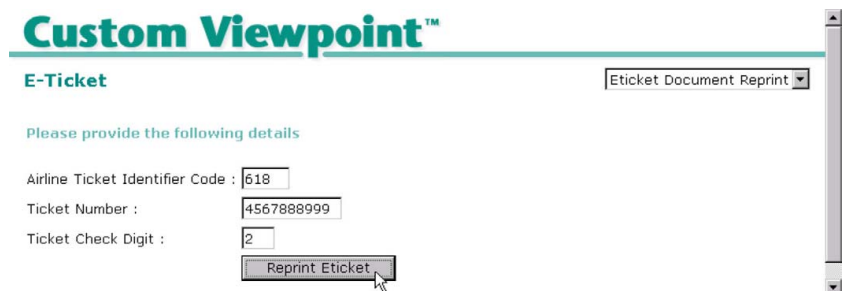


E-Ticket Document Reprint

Once an electronic ticket number has been assigned it is possible to reprint the Supporting Documents.

Note:

All Supporting Documents will be reprinted, there is no option to reprint a specific single document.





Australian Service Centre: 1300 555 000

New Zealand Service Centre: 0800 425 453

**please remember to have your pseudo city code ready to quote to our
service centre specialists**

how can you find out more about who we are and what we offer?

By visiting our website: www.galileo.com.au or www.galileo.co.nz

Or contacting our sales offices at:

new south wales

Level 6, 35 Grafton Street
Woollahra NSW 2025
Telephone: 02 9391 4000
nsw@galileo.com

queensland

Level 3, Mineralogy House
135 Wickham Terrace
Brisbane QLD 4000
Telephone: 07 3230 5800
qld@galileo.com

Shop 7, 120 Collins Avenue
Edgehill, Cairns QLD 4870
Telephone: 07 4032 1575
qld@galileo.com

victoria

Level 4, 607 Bourke Street
Melbourne VIC 3000
Telephone: 03 9629 4566
vic@galileo.com

south australia

Level 10, CML Building
45 King William Street
Adelaide SA 5000
Telephone: 08 8231 4733
vic@galileo.com

western australia

Level 15, 256 Adelaide Terrace
Perth WA 6000
Telephone: 08 9223 7100
wa@galileo.com

new zealand

Level 4, Citibank Centre
23 Customs Street
East Auckland NZ
Telephone: 09 358 4944
nz@galileo.com

Level 1, 829 Colombo Street
Christchurch NZ
Telephone: 03 379 0545
nz@galileo.com

Level 6
Travel and Tourism House
73-89 Boulcott Street
Wellington NZ
Telephone: 04 801 8174
nz@galileo.com