



GALILEODESKTOP

**SMO/NDC
Handbook
Final Copy**



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Galileo Desktop

Galileo Desktop is the new naming convention for a product that incorporates a new release of Viewpoint™ and a 32 bit version of Focalpoint® in an exciting move towards a single desktop application.

Since Viewpoint's first release in early 1999, five iterations of the product have been issued to the market, each containing numerous features and functionality. With the new customization features, Galileo Desktop aggressively moves towards enticing our larger and more sophisticated customers in the use of this application.

Our key competitive edge is that we now provide our customer with the ability to integrate their market and agency-specific business processes into the application. By using standard computer industry technology, and providing our customers with a software development kit (SDK), the process of customizing the application is effortless.





Galileo Desktop Installations

Hardware/Software Requirements

Software Requirements:

Viewpoint™ 4.01 is supported and certified on Windows 2000 SP4, Windows NT Service Pack 6a, Windows Me and Windows XP.

Viewpoint™ 4.01 will use Microsoft Internet Explorer installed on the workstation. The minimum version browser required for the installation of Viewpoint™ 4.01 is Microsoft Internet Explorer 6.0. The install will not work if Internet Explorer 6.0 is not installed, however the Interactive install will provide an option to install Internet Explorer 6.0 from the CD Browser.

This install will also deliver the .NET framework, if it is not present on the desktop.

Hardware requirements:

Memory: 128MB Chip: 266 Mhz

Hard disk space: 200MB during installation, 120MB permanent

The installation for Viewpoint™ 4.01 uses InstallShield version 7.0

Viewpoint™ on Windows 2000 is required to have SP4 (Service Pack 4). This is available in the Additional Software option in the Install CD Browser. When using the Silent Install, and Win 2000 SP4 is not already installed, the installation will abort.

Viewpoint™ 4.01 is fully compatible with Citrix Servers and available for Terminal Service users. Citrix Environments that are supported for Viewpoint™ 4.01:

- NT4.0 Microsoft Terminal Server
- NT4.0 Microsoft Terminal Server with Citrix MetaFrame 1.8
- NT 2000 Terminal Server
- NT 2000 Terminal Server with Citrix MetaFrame 1.8
- NT 2000 Terminal Server with Citrix MetaFrame XP 1.0 & XPe 1.0 both Windows client, and NFuse Portal Server.

Operating System

The install does some primary install checks and if the operating system fails to meet any one of them, the install will abort. The checks performed are:

- Does the user have Administrative Privileges?
- Is the resolution set at 800x600?
- Is the color depth at least 256 colors?
- Is there sufficient disk space?
- The operating system is WinMe or higher. (Win95 and Win98 WILL NOT be supported for VP4.01.)
- The Internet Explorer version is IE6.0. (IE versions prior to 6.0 WILL NOT be supported)

**Browser Version**

Viewpoint™ 4.01 requires that Internet Explorer 6.0 be installed, if there is a version less than 6.0 the Additional Software button is highlighted and text appears advising that a higher version of Internet Explorer is required. The necessary version can be loaded from the Additional Software included in the install.

User level on Windows XP with NTFS

To give the user with only user rights on this installation the required access to the win.ini file and the "FP" folder, the administrator will need to run the SetUserPerms.bat file that is delivered into the FP/SWDIR folder. The product will check for the necessary permissions and will not run without them.



Viewpoint™ 4.01 Install

The installation for Viewpoint™ 4.01 is included in the Galileo Desktop installation. This provides a quicker, easier and less expensive way to deliver Viewpoint™ to Galileo International's customers.

The Viewpoint™ 4.01 installation provides the option to run the install as a silent install or an install with minimum interaction from the user.

Types of Installs

There will be two primary types of installs, an interactive install and a silent install. These installs are available using the Viewpoint™ 4.01 CD, or from a form of electronic distribution.

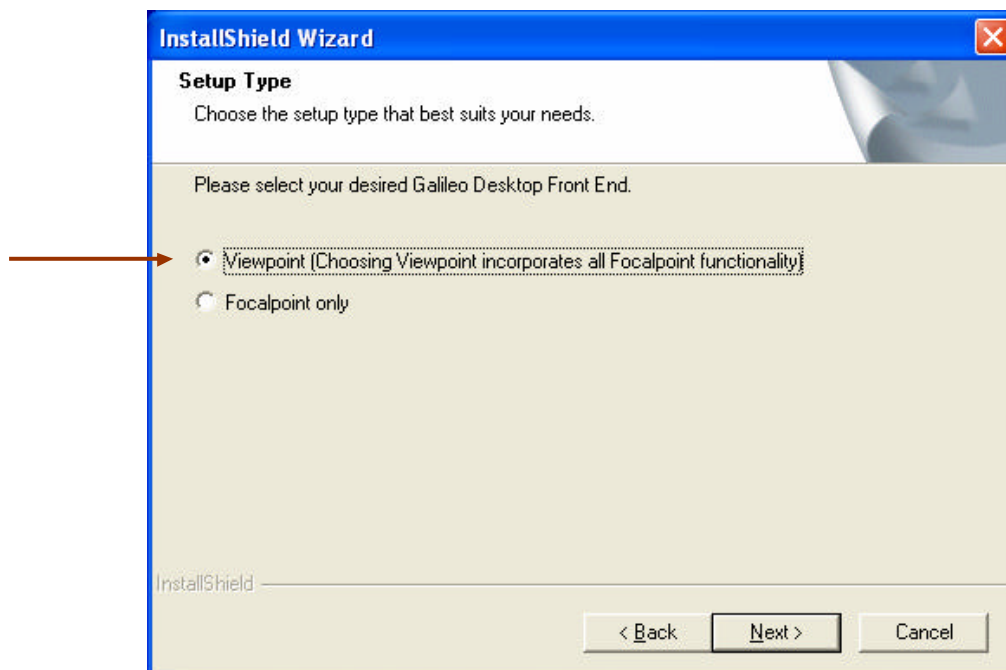
Interactive Install

The interactive install is initiated by one of the following methods:

1. From a CD by selecting a setup executable from the Start Menu and choosing Run
2. By selecting the CD-Drive through Windows Explorer

The interactive install uses the CD Browser to identify that certain pre-requisites exist, and provides the option to load any missing software required to complete the installation. When the pre-requisites are complete the CD Browser will launch InstallShield loading the new version of Viewpoint™ 4.01. The install automatically uninstalls the previous version of Viewpoint™. It is no longer required for the user to remove the older version of Viewpoint™ prior to installing Viewpoint™ 4.01.

The option to *deny* access to Focalpoint is no longer available in the install. This functionality is still controllable through a viewpt.ini setting and the disable menu function in the SDK.

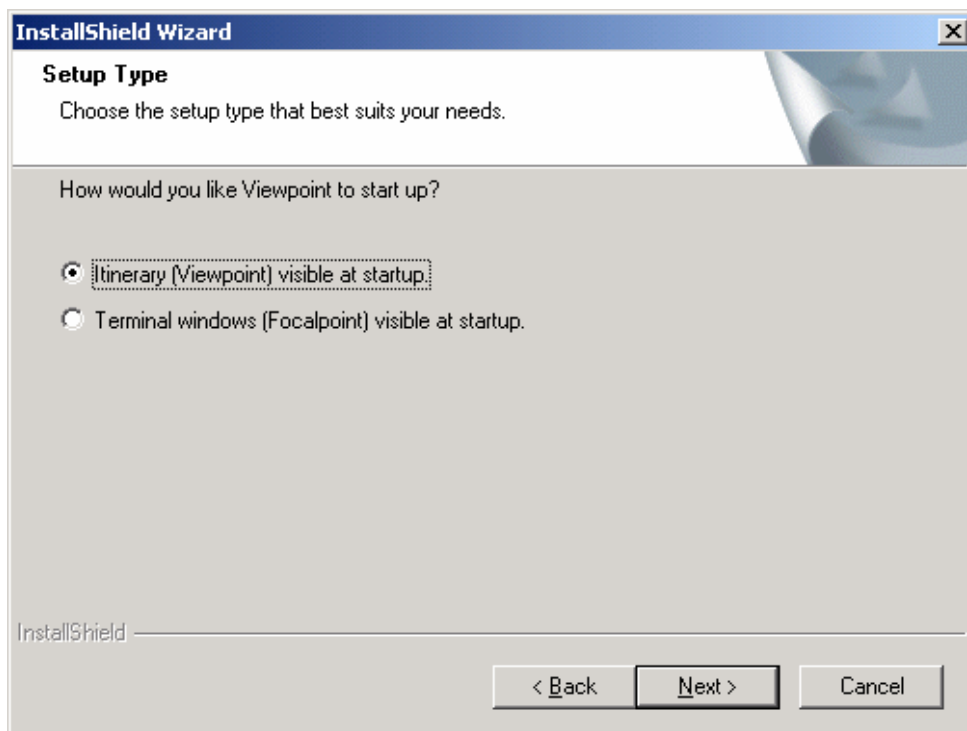




Once the Viewpoint™ with Focalpoint install feature is selected, a display choice needs to be made.

Itinerary (Viewpoint) visible Viewpoint™ will be displayed when you open Galileo Desktop.

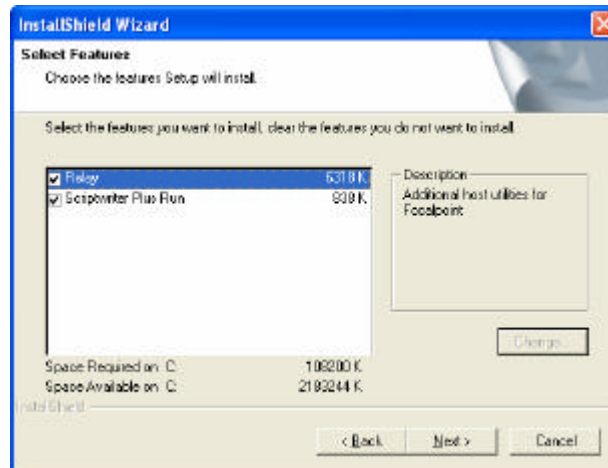
Terminal windows (Focalpoint) visible .. Focalpoint functionality will be displayed when you open Galileo Desktop.



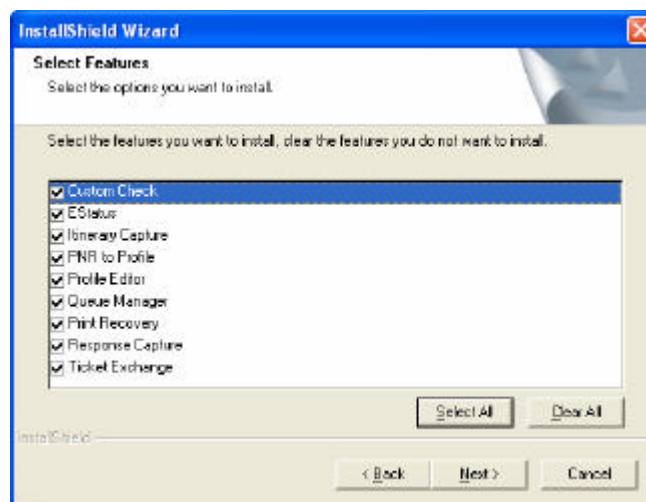


Relay and Scriptwriter Plus Run

- During the installation a “Select Features” screen will display with the options to install Relay and/or Scriptwriter Plus Run. The default for both options is checked (to be installed).



- When the Connection Configuration screen displays the user must type in their Client ID and configuration server addresses. If this is an upgrade, the install will automatically enter the Client ID that previously existed.
- If Relay is selected, a second “Select Features” screen will display with choices that depend on the type of Client ID that was entered in the Connection Configuration screen (Apollo or Galileo).
 - A Galileo client ID (starting with G) will present a selection of either Galileo Relay or Italian Relay.
 - An Apollo client ID (starting with A or W) will present a selection of either Apollo Relay or Canadian Relay.
- The user will then be prompted with a Relay tools list, appropriate for the options you have selected. The default is to install all tools (checked).



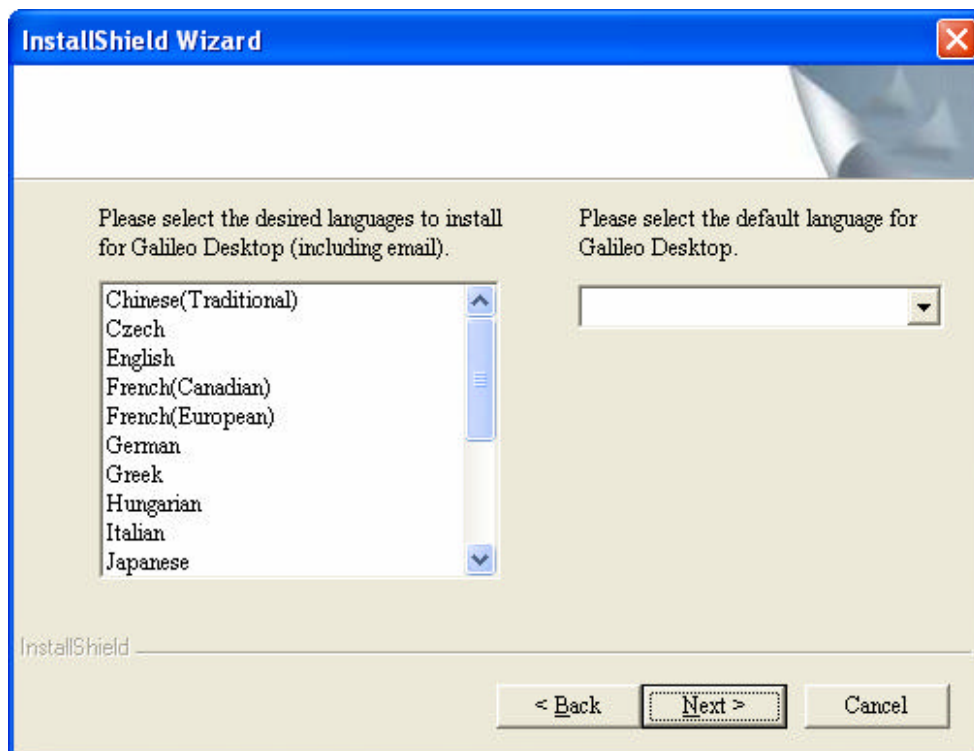


Languages

Galileo Desktop now provides the ability to select from eighteen (18) different languages for both Viewpoint™ and Focalpoint®. This choice is made as part of the installation. The user also has the ability to select a language each time they sign into Galileo Desktop, provided that language is installed.

The following languages are available:

- | | | |
|--------------------------------------|------------------------|-----------|
| Chinese (Traditional and Simplified) | Japanese | Czech |
| Turkish | English | Korean |
| French (Canadian) | French (European) | Russian |
| German | Portuguese (Brazilian) | Greek |
| Portuguese | Spanish (Traditional) | Hungarian |
| Italian | Spanish (modern) | Slovak |
| Arabic (partial translation) | | |





Modifying Software Features

Use the Add/Remove Program in the Control Panel to modify current Galileo Desktop features.

Features that can be modified in the Add/Remove Programs area:

- Focalpoint only / Viewpoint
- If Viewpoint, choice of startup option (Itinerary or Terminal Windows visible)
- Relay or Scriptwriter Plus Run
- Automatically start/do not start
- Language selection
- Internet Options for the Web button
 - a. Allow user to use web browser (disabling will also disable the e-Cruise button)
 - b. Additional web site
 - c. Allow to change web site address
- If Relay, the tools selection list

Modifying Connection Configuration

Use the Galileo TCP/IP Icon in the Control Panel to modify the following options:

- Client Id
- Second connection (5th window)
- Configuration server addressing
- Keyboard mapping selection (Apollo/Galileo keyboard mapped or Standard (all characters) mapped)

Modifying Software Location

If it is necessary to change the software location for Galileo Desktop the user must re-run setup.exe. The existing installation will be uninstalled and the Select Default Location screen will display during installation.

Silent Install

The silent install does not use the CD Browser. It runs automatically from an executable file or when downloading from an electronic link. The silent install runs the same checks for the correct version of Focalpoint®, Internet Explorer and disk space as the interactive install. If one of the requirements is not present the installation will error out. The Agency's IT department should be contacted if this occurs to make sure the workstation is compliant. It is no longer required to remove the older version of Viewpoint™ prior to installing Viewpoint™ 4.01.



Running a Silent Installation for Viewpoint 4.01

The following instructions detail installing Viewpoint 4.01 in a silent mode, for both the installation administration machine and the user's machine. The Silent installation applies only to Viewpoint, not to any pre-requisite software. Therefore, users must have all third-party pre-requisites before running the installation.

Administration Machine

1. Copy the contents of the **resort** folder on the Viewpoint 4.01 Installation CD to a new **resort** folder on the local administration machine.
2. In the new **resort** folder, confirm that there is a setup.exe file and a setup.ini file.

From a command line, run the following command to install in an interactive mode that records the installation configuration. This command creates a setup.iss file.

```
setup.exe /r
```

3. Copy the **setup.iss** file, located in the Windows folder of the administration machine to the **files** folder in the installation structure.
4. In the local resort folder, edit setup.ini to add the following key in the [Application] section.

```
'Host='Apollo' or 'Host='Galileo'
```

User's Machine

5. Copy the installation structure from the local machine to user (agent) machine, or map a drive from the user machine to the administration machine
6. From a command line on the user machine, run the following command for the setup.exe located in the root directory of the **resort** folder:

```
setup.exe /s
```

Note: Steps 5 and 6 can be replaced with a single self-extracting file (.zip, .exe, or .zap) that extracts all of the installation files and runs setup.exe in a silent mode.

7. From the Control Panel, open the **Focalpoint TCP/IP Host Configuration** dialog box, and configure the user's Client ID and Configuration Server.
8. Confirm that the user machine has an identical installation to the installation recorded on the administration machine.

**Install Checks**

The installation will make a number of checks to ensure minimum software requirements are met. These checks are performed by an external application and the results are placed in the vp.ini file. The CD browser reads the results from the vp.ini file. If there are any missing requirements the installation will provide the option to add these requirements from the CD browser. Each menu option will be highlighted, focused with the cursor over the option and descriptive text displayed in a text a box.

Installation and Computer DPI Settings

The computer should be set at a Normal Size DPI (96DPI) to install Galileo Desktop. This setting could be called Normal Size or Small Size depending on the Operating System.

Once the installation is complete the computer can be set to 120DPI (Large Size). The logon screen might be a little bit out of proportion, but it should work fine.

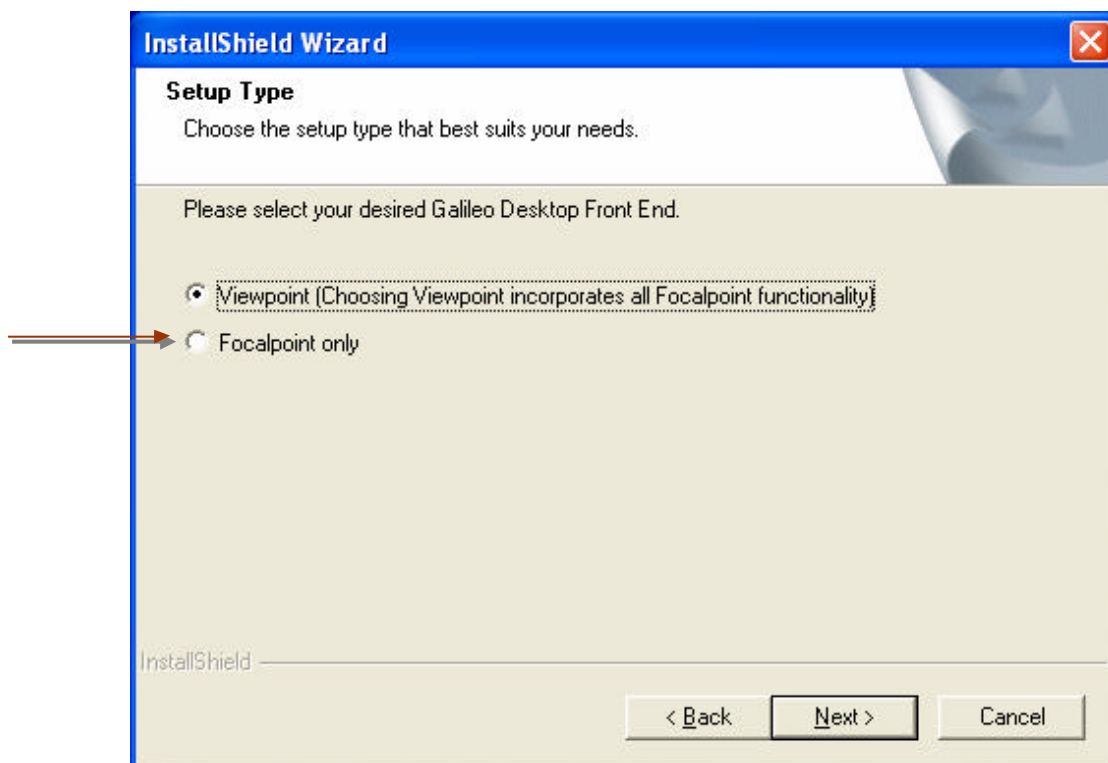


Focalpoint® 4.01 Installation

Focalpoint® 4.01 is a component of the Galileo Desktop install. The user must choose to install either Viewpoint™ 4.01 or Focalpoint® 4.01.

As a precaution, it is recommended to open the Control Panel, Galileo configuration section and write down the Client ID and IP settings prior to installing Focalpoint® 4.01.

Focalpoint® 4.01 can be installed without Viewpoint™ components if desired, by selecting the Focalpoint® button in the Setup Type Window (see arrow below). If this option is selected, only Focalpoint® 4.01 will be available. Viewpoint™ will not be available. Focalpoint® 4.01 will only work with the new versions of Viewpoint™, Relay, Scriptwriter Plus and Web Fares. The Focalpoint installation process will automatically remove any existing old versions of Focalpoint, Viewpoint™, Relay, Web Fares and Scriptwriter Plus Run. The new version of Web Fares requires a separate installation, and it will be bundled separately with the installation software for the appropriate regions.



When Focalpoint® has not previously been installed on the workstation; the Galileo Desktop installation will automatically install Focalpoint® 4.01.

The desktop icon for FP versions 3.0 and 4.01 may need to be manually removed from the desktop. This can be accomplished with a right click and selecting delete.

Focalpoint® should always be configured with 4 windows as the default.

The user will now have eighteen (18) different languages to select from for Focalpoint® 4.01. This selection is available during the installation process, and each time the user signs into Galileo Desktop.



Roll Back Procedures

In the event the user needs to roll back to FP 3.50 from FP 4.0 (Galileo Desktop), the following instructions should be used.

1. Close Focalpoint
2. From the Add/Remove Programs dialog box in the Windows Control Panel, uninstall Focalpoint 4.0 (Galileo Desktop)
3. Install Focalpoint 3.50

In some cases 'boxes' will appear on the Focalpoint Window in place of the Apollo/Galileo mapped characters (e.g.: a box in place of the SOM character).

The cause of this is a Windows font. Fontres.fon is installed with Galileo Desktop, but is not automatically removed if Viewpoint or Focalpoint is uninstalled. This font affects the Apollo/Galileo mapped characters. Therefore, the Fontres.fon file must also be removed.

4. From Windows Explorer, navigate to the Windows Fonts folder on the main hard drive (Drive C in this example)
 - On Windows 98, ME or XP, the Fonts default location is **C:\\Windows\\Fonts**
 - On Windows 2000 and Windows NT, the Fonts default locations is **C:\\Winnt\\Fonts**
5. Delete the **Fontres.fon** file
 - Warning:** Deleting Fontres.fon can possibly cause a problem *if* any other software is installed that also uses this file. If unsure, copy the Fontres.fon file to another folder before deleting it.
6. Restart the computer

What's New in Viewpoint™ 4.01

Functional Differences

In Viewpoint, one way the custom toolbar buttons were activated was with the entry CTRL+1, CTRL+2, etc. Due to a conflict with the Command Window and Focalpoint, this entry has been changed. The new entry to activate a custom button is now CTRL+Shift+1, CTRL+Shift+2, etc.

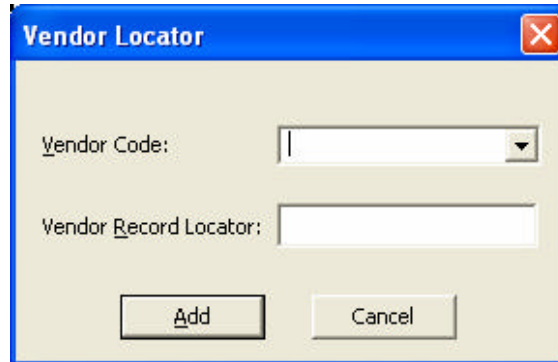
Electronic Distribution

The distribution of Viewpoint™ will be provided electronically to the NDC/SMO's by downloading the software from a web site. The NDC/SMO's will then burn CDs for their customers.

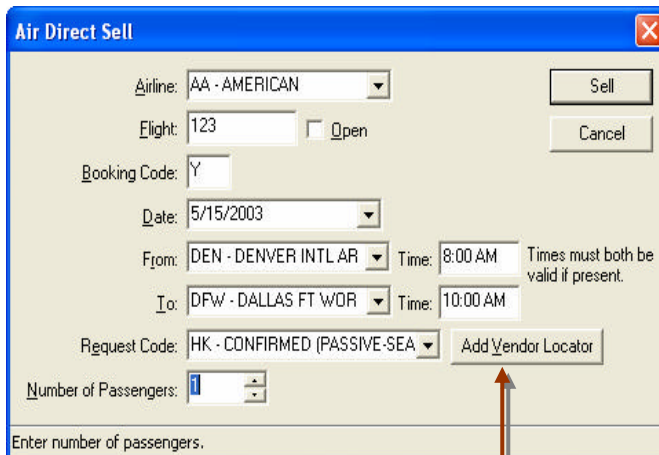


Acknowledgement Field

The Acknowledgement Field contains the vendor record locator that allows users to issue Electronic Tickets on passive bookings. This new functionality enables a Travel Agent to add the Vendor Acknowledgement Record Locator to a PNR/BF. The format updates the General Information area in the main Viewpoint™ Itinerary display. A Vendor Locator is added manually by the user in the format of the two letter vendor code and the 6character vendor record locator. These will be entered in two different Viewpoint™ fields, Vendor Code and Vendor Record Locator.



The “Add Vendor Locator” can be accessed from the Direct Sell Screen, or by right clicking an air segment or the Vendor Locators under the Remarks and Service Information. This is only available for a passive segment.



Vendor Locators

Carrier	Record Locator	Date	Time
American	IHLWPK	5/13/02	4:55 PM
American	IHLWPK	5/13/02	7:44 PM
United	VN3PBC	5/13/02	8:26 PM



Allow Change Segment Status

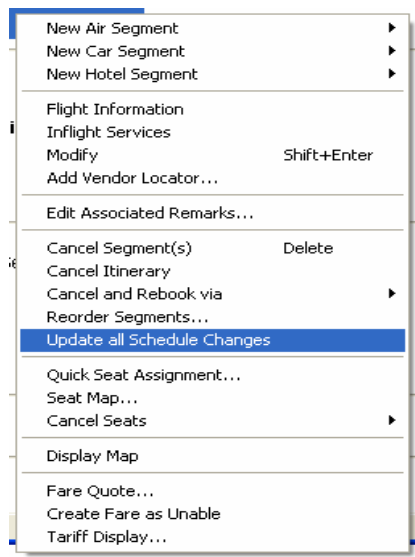
This format allows the ability to do a cancel and confirm in one click for the entire record. This functionality only exists on the Apollo® core. The following list shows the status codes returned and how they will change once the "Update to all schedule changes" is done.

- KK, KL, SC, TK..... Will change to HK
- TL, US, UU Will change to HL
- NO, UC, UN, WK, WL, DL Will be cancelled

Itinerary

1		CO - Continental Date: Wednesday, November 06, 2002 From: CHA - Chattanooga Lovell Fld, Chattanooga TN - U.S. To: MEM - Memphis Intl, Memphis TN - U.S. Departs: 11:25 AM Arrives: 12:00 PM Status: UN - Unable flight does not operate Sell Type: L - Last seat Available for electronic ticketing	Flight Number: 7984 Booking Code: K # Seats: 3
2		NW - Northwest Date: Wednesday, November 06, 2002 From: CHA - Chattanooga Lovell Fld, Chattanooga TN - U.S. To: MEM - Memphis Intl, Memphis TN - U.S. Departs: 11:30 AM Arrives: 12:00 PM Status: TK - Confirmed Sell Type: L - Last seat Operated By: NORTHWEST AIRLINK Available for electronic ticketing	Flight Number: 5717 Booking Code: H # Seats: 3
3		CO - Continental Date: Wednesday, November 06, 2002 From: MEM - Memphis Intl, Memphis TN - U.S. To: MSY - Louis Armstrong Intl Arpt, New Orleans LA - U.S. Departs: 12:45 PM Arrives: 01:57 PM Status: UN - Unable flight does not operate Sell Type: L - Last seat Available for electronic ticketing	Flight Number: 5795 Booking Code: K # Seats: 3
4		CO - Continental Date: Wednesday, November 06, 2002 From: MEM - Memphis Intl, Memphis TN - U.S. To: MSY - Louis Armstrong Intl Arpt, New Orleans LA - U.S. Departs: 12:40 PM Arrives: 01:53 PM Status: UN - Unable flight does not operate Sell Type: L - Last seat Available for electronic ticketing	Flight Number: 5863 Booking Code: K # Seats: 3

The "Update All Schedule Changes" can be accessed from the Air tool bar drop down menu, Air menu drop down menu and from a sold air segment.





First Availability by Cabin

First Availability by Booking Code allows a user to search for a flight in markets that are sold out of specific booking codes. It will find the first available flight within a seven day time period that has the requested booking code open. First availability checks the requested day then 5 days forward and one day backward from the requested date. The first flight to match the request is displayed. First Availability by Booking Code can be done in the General Air Availability Request and CarrierSpecific/Link Option Display.

Air Availability Request

Date: 10/7/2003

Departure City: [] *
Arrival City: [] *
Time: 8:00 AM by Departure
* -All airports
Flight Type: All Types

Airlines:
1: []
2: []
3: []
 Include Exclude
 Include Only

Connecting Cities:
1: []
2: []
3: []
 Include Exclude

First Availability
Booking Code: Y Class: []
Number of Passenger: [] Class: []
Cabin: []

Auto-Tab

Buttons: Add, Modify, Delete, Search, Cancel

Itinerary Planner
Itinerary
Check availability for all legs of your itinerary by adding each segment and then pressing Search.

Specifies whether to search for a specific booking code or any booking code in the same cabin



Include/Exclude/Include Only

To accommodate both definitions of 'Include' on each core, changes to Viewpoint™ Air Availability, Low Fare Shopping tool, and Fare and Schedule Display request dialogues have been made. The current screens contain radio buttons for 'include' and 'exclude'. An additional button for 'Include Only' has been added to these three screens. When the user clicks on these fields, Viewpoint™ sends the request to the host in the following manner:

- **Include:** In the response, include the requested carrier and, in the case of connecting flights, also include other carriers whose services connect to services of the specified carrier.
- **Include Only:** In the response, include only the requested carrier. In case of connections, do not include connecting services of any other carrier(s).
- **Exclude:** Do not show the chosen carrier in the response. (No change to existing logic).

Air Availability Request

Date: 10/7/2003

Departure City: [] *
Arrival City: [] *

Time: 8:00 AM by Departure

Flight Type: All Types * -All airports

Airlines

1 []
2 []
3 []

Include Exclude Include Only

Connecting Cities

1 []
2 []
3 []

Include Exclude

First Availability

Booking Code: Y Class: []
Number of Passenger: [] Class: []
Cabin: []

Auto-Tab

Itinerary Planner

Itinerary

Check availability for all legs of your itinerary by adding each segment and then pressing Search.

Add Modify Delete Search Cancel

Specifies whether to search for a specific booking code or any booking code in the same cabin



Corporate ID Tracking

A new field has been added to the PNR/BF Remarks dialog titled Corporate ID. This dialog is accessed by choosing the Create/Edit Remarks-Corporate ID option from the File drop down menu or the Customer toolbar button.

This new field consists of three sections:

1. A six (6) alpha numeric field to represent the unique Corporate ID assigned by Galileo International.
2. A two (2) alpha field to enter the Country Code. The Local Data list of countries is used to populate this field. Users are able to enter freeform or utilize a drop down option of the countries.
3. A three (3) to five (5) alpha field to enter the Host Agency in that market. The Host Agency will be the National/Multinational Account code, or use the pseudo city if it is not a National/Multinational account.

*An example of the field would be: **PNC001 US CWT***

The screenshot shows a dialog box titled "PNR Remarks" with a standard Windows-style title bar (blue background, close button). The dialog is divided into four tabs: "Associated", "Unassociated", "General", and "Document / Invoice". The "Associated" tab is selected, and it contains a sub-tab labeled "Customer ID/Postscript". The "Unassociated" tab has a sub-tab labeled "Queue Minder", and the "Document / Invoice" tab has a sub-tab labeled "Corporate ID". The main area of the dialog is a light beige color and contains three input fields arranged horizontally. The first field is labeled "ID Number" and is a wide text box. The second field is labeled "Country Code" and is a narrower text box. The third field is labeled "Agency" and is a text box of similar width to the first. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

A validation check is made at the time of input into a PNR/BF to ensure that only valid Corporate ID numbers are entered. If an incorrect Corporate ID number is entered the user will receive an error of 'Invalid Identification Field'.



New Email Field

A new Email Field is now available. In the Standard Keyboard Mode a full range of characters are available. In the Apollo/Galileo Keyboard Mode, only a simple email address can be input.

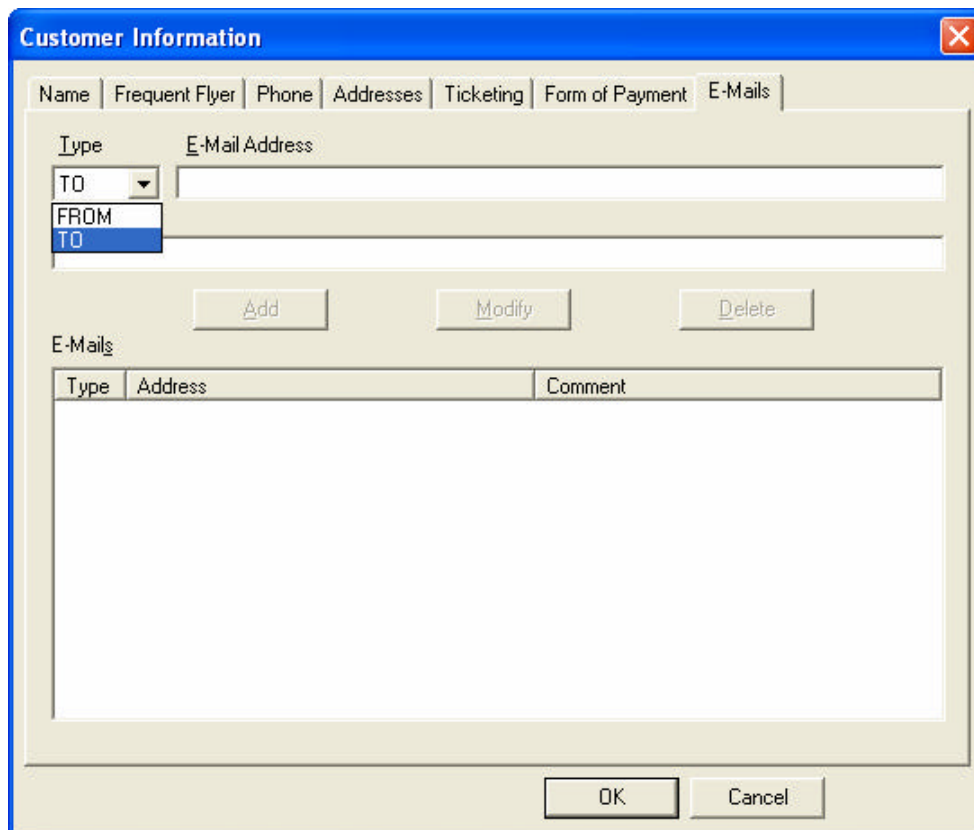
Apollo/Galileo Keyboard Mode: A basic email address that contains only characters available in this mode (the pillow (□) is used to represent an @ sign in Apollo) can be entered using the Email address format.

MT:John.Test□aol.com can be entered in Apollo/Galileo Mode (1V)
MT:John.Test@aol.com 1G format

This new field is displayed on the main itinerary page in Viewpoint™ 4.01 below the Phone field. The location of the Email field can be re-ordered in the itinerary view by moving the Phone field up or down from the Tools/Options, (the Email field will always be under the Phone field).

A right click on the Email field will display the Edit Email Addresses option and then the Customer Information edit screen where the user can add, delete or modify Email addresses and edit Email comments. The Email field can also be accessed from the Customer toolbar button or the File drop-down menu and select the option for Create/Edit Customer Information and then the Email tab. The field will *appear* in both the Standard Windows Mode and the Apollo/Galileo Keyboard Mode. If a character exists in an email address, such as an underscore (_) that is not recognized in the Apollo/Galileo Keyboard Mode, that character will be replaced by a question mark (?) in that display.

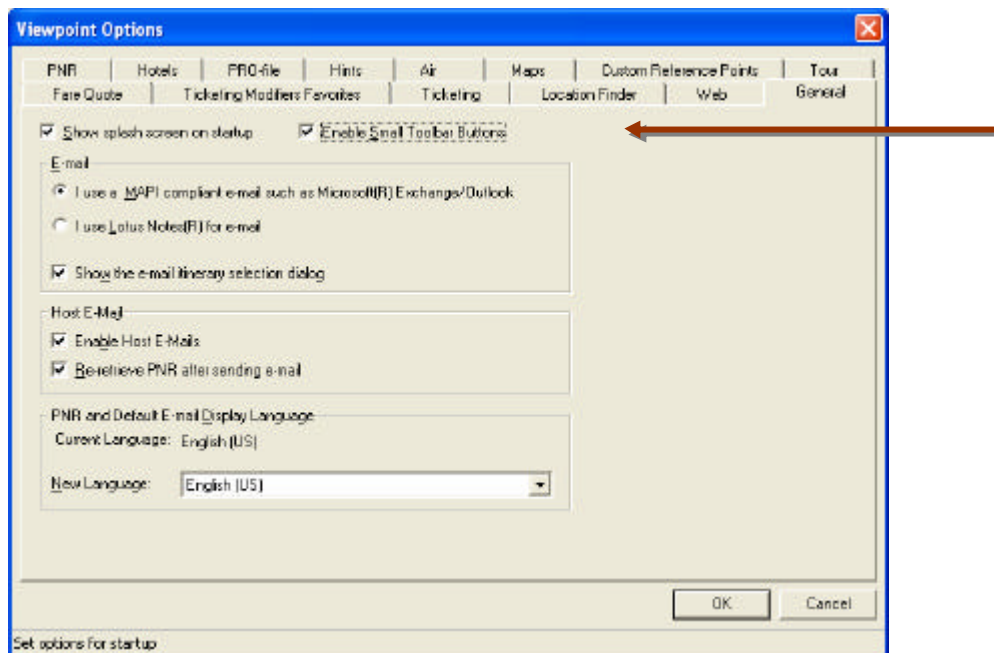
See Page 50 for more in-depth information on this new field.



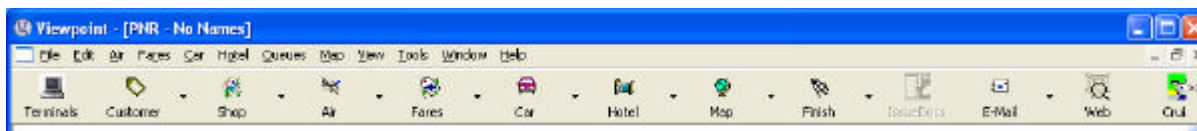


Viewpoint™ Toolbar Buttons

There are two different versions or sizes of icons available for the Viewpoint™ toolbar. The default for the Toolbar is large icons. The default toolbar is now scrollable and the user will see arrows (>>) to indicate that all the buttons do not display on the screen. To make the toolbar icons smaller go to Tools/Options under the General tab and select the checkbox titled 'Enable Small Toolbar Buttons'. Viewpoint™ will need to be closed and restarted to view the change.



Default Toolbar:



The small toolbar buttons have the drop down arrow but do not have any text on the button.



The Viewpoint™ toolbar has a new terminal button (far left) to open the Command Window (Focalpoint®). The Command Window has the Itinerary Button to allow the user to easily toggle back to Viewpoint™. Ctrl+G can also be used to toggle from Viewpoint™ to Focalpoint® and back. The active view will be maximized.

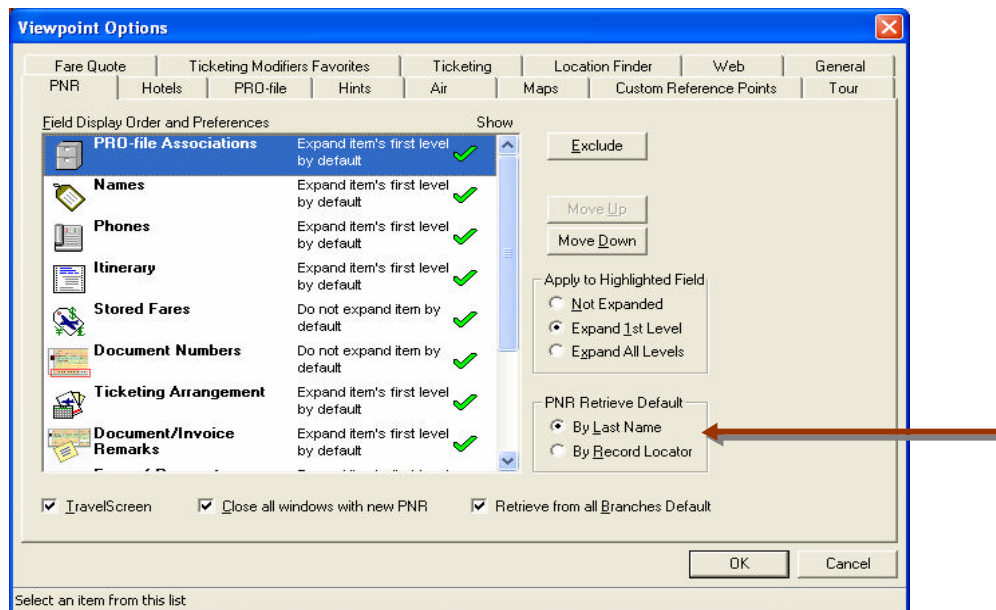
The button functionality has changed. The main button is now a functional button and the small second button (down arrow) contains the drop-down menu.

There is a new e-Cruise button for easy access to the e-Cruise site available on Apollo.



PNR/BF Retrieve Default

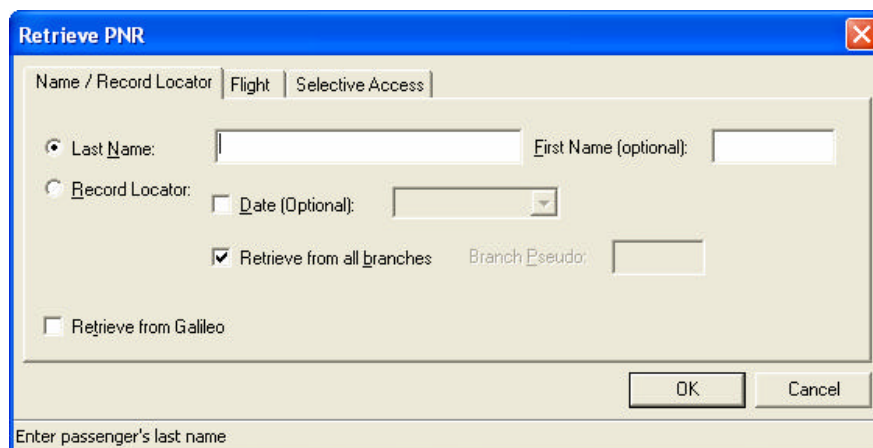
Viewpoint™ provides the ability to use multiple search fields when locating a PNR/BF. The ability to set the default for which search field to be used has been added for two of the specific fields: Name/Record Locator and Retrieve from all Branches. This change is for both Galileo® and Apollo® cores.



Name/Record Locator

For a PNR/Booking File the user can select a radio button to set the PNR/BF retrieve default as either Name or Record Locator. This choice then is reflected when a user chooses to retrieve a PNR/BF. If the default is set for Name, when retrieving a PNR/BF, the focus will be in the box of Last Name. If the default is set for Record Locator the focus will be in the box for Record Locator.

Accelerator keys can be used to allow selecting the radio buttons without using the mouse.





Search all Branches

Under the Tools/Options' PNR tab there is also an option to set the default to 'Always retrieve from All Branches' via a check box. If the checkbox is marked in the Tools/Options it can also be selected from the Retrieve PNR/BF search screen.

Passport and Emergency Contact SSR Fields

The Passport and Emergency Contact SSR fields are already in Viewpoint™ and have now been given a freeform area in order to add pertinent information regarding each field. Edits have also been put in place to ensure that the information is entered in the correct format. This ensures that the correct format is sent to the airlines. When the option for either the Emergency Contact or Passport SSR is chosen, Viewpoint™ will change the fill-in dialog to reflect the following additional fill-in boxes, depending on the choice. All fields are not required; however, if one is not filled in Viewpoint™ will keep the slashes that separate the field, stating that the field is blank.

Specific fields for fill in on Emergency Contact

1. Contact Name: A passenger provided contact name. This field is freeform. This field cannot be more than 20 characters.
2. Country: A drop down list from local data with Country Codes. This field cannot be more than 2 characters.
3. Phone: A field to allow a phone number and freeform information. This field cannot be more than 30 characters. If a contact name is provided a user must fill in the phone field.

GFAK	Code	Name	Flight Info / Status / Remarks
------	------	------	--------------------------------

A maximum of 90 characters are allowed for the entire entry on 1V and 180 characters for 1G. If these amounts are exceeded Viewpoint™ will pop up an error stating that maximum characters have been exceeded.



Add specific fields for fill in on Passport

1. Name on Passport: Last Name /First Name
2. Date of Birth: Day Month Year.
3. Passport Number: Freeform to allow passport number
4. Gender: Male (M), Female (F), Male Infant (MI), Female Infant (FI), a drop down list with the choice will be given.
5. Country of Issue: Two letter Alpha-country name. Use the local data drop down list.
6. Holding multiple passports: A check box will indicate if a traveler is holding multiple passports (e.g.: traveling with an infant).
7. PNR Name: We will have the user indicate the PNR name field by using the same name as populated in the passport name. A -1 is added behind the scenes to indicate the one traveler. The airlines require this -1 so we will always populate it.

GFAX	Code	Name	Flight Info / Status / Remarks
New	PSPT		AA:0142 JFK - LHR / / 123456456/US/15SEP68/JOE/TRAVE

A maximum of 90 characters are allowed for the entire entry on 1V and 180 characters for 1G. If these amounts are exceeded Viewpoint™ will pop up an error stating that maximum characters have been exceeded.



Re-Order TUR segments

The following TUR segment codes now display in detail on the reorder screen:

ZB – Bus, XL – Cancel, XY – Delivery, XE – Excludes, ZF – Forms, ZG – Group,
ZI – Includes, ZN – Insurance, ZL - Land Arrangements, LS – Leisure, ZM - Limousine Service,
XM - Miscellaneous Travel Product, ZP – Package, XF - Processing Fee,
ZR – Railroad, ZS – Supplies, ZW - Software Packages, ZO - Other

These TUR segment codes with the booking detail are readable in the Viewpoint™ Re-order Segment option.

Hotel Inside Shopper

An Inside Shopper function has been implemented that retrieves participating hotel's rates directly from their reservation systems on the initial HOA display. Agents are able to include ID and Frequent Guest numbers in these requests.

A new tab has been added to identify qualifiers to support the new functions. It is called "Inside Shopper" and located between the existing Chains and Negotiated Rates tabs. A chain field precedes each ID or FG number. The selection of a chain is required with each number. The ID number can be up to 10 alphanumeric characters. And the FG number can be 19 alphanumeric characters.

The Focalpoint® implementation of Inside Shopper adds a column for Inside Shopper status: A for available, O for other rates, and C for not available. Viewpoint™ already has a status column that will be used to satisfy this requirement.



The following table lists the expanded text to be shown with the status conditions listed above.

Status Column	Expanded Text
Available	Rates shown are Inside Shopper rates.
See Complete Rates	Try Complete Rates to see if the property has rooms.
Not available for dates requested	Hotel not available for the dates requested.
Not available	Not available. Failed hotel's hold time rules.
Closed to arrival	Closed to arrival on date requested.
Minimum length of stay required	A minimum length of stay is required.
Maximum length of stay exceeded	Maximum length of stay exceeded.
See alternate property.	Sold out. See alternate property rates.
No negotiated rate	Negotiated rates not found. Try Complete Rates to see if the property has rooms.
Sold out	Sold out in RoomMaster. Try Complete Rates to see if the property has rooms.

Viewpoint - [Hotel Availability - DEN 09Aug - 10Aug]

File Information Search Map Sell Split TDS Options View Window Help

Itinerary Complete Description Map Sell More Web Close Window

Dates: Friday, August 09, 2002 - Saturday, August 10, 2002 Nbr Persons: 1
 City: Denver, CO - US (Denver Intl Arpt) DEN List of selected qualifiers: RoomMaster ID = 9171
 Reference Point: DENVER INTL ARPT Total Hotels: 4

Distances in miles

#	Line	Chain	Link	Hotel Name	Address	Cur	Rates	Status	Rmfts	Dist	AAA	Corp	Age
Select from the properties below													
+	1	AJ		AMERISUITES DEN PRK	LITTLETON CO	USD	No negotiated rate	4:00 ... 29 SW	3	1			
+	2	RA		LTD STE DENVER	7020 TOWER ROAD	USD	No negotiated rate	4:00 ... 6 W	3	1			
-	3	RA		LT DEN TECH CTR	ENGLEWOOD CO	USD	No negotiated rate	Credit... 25 SW		2			
Property number: 93353 Chain: Ramada Hotels Location: Located in suburbs Negotiated rates not found. Try Complete Rates to see if the property has rooms. Rate groups:													
+	4	CI		COMFORT INN DENVER	AURORA CO	USD	64.99 - 71.24	Credit... 10 SW	3	C1			

Marked Property
 Featured Property
 Inside Link
 Inside Availability Link
 AAA Rating
 Returned Alternate Availability

Ready 15L2 On Line



Hotel Occupancy

Viewpoint users on Galileo and Apollo now have the ability to increase the existing occupancy levels in Hotel Availability and Sell requests. The user can easily indicate the number of people, up to four, sharing a single hotel room. This allows more accurate room pricing for triple and quad bookings.

Additionally all subsequent screens that identify occupancy level will be programmatically updated.

Note: Not all hotel properties will accept 3 or 4 for occupancy.

The screenshot shows the 'Hotel Availability' dialog box with the following details:

- Rate Categories:** Basic Fields
- Transportation:** Chains
- Property Type:** Inside Shopper
- Property ID:** Negotiated Rates
- Others:** Features
- Selected Options:** Distance <= 010M
- In:** 9/16/2003 Tuesday
- Out:** 9/17/2003 Wednesday
- Nights:** 1
- Location:** City or Airport: [dropdown]
- Location Options:** Airport, Downtown/City, Reference Point [dropdown], Postal Code [dropdown]
- Distance:** Less Than [dropdown] 010
- Direction:** All [dropdown]
- Units:** Miles, Kilometers
- Occupancy:** [dropdown menu open showing 1, 2, 3, 4]
- Currency:** Stored, List [dropdown]
- Buttons:** Search, Cancel
- Footer:** Select the number of guests



Viewpoint™ Customization - Requesting the XML Query Dialogs

This enhancement allows code to intercept the agent filled request dialog before it passes to the host. This allows information to be changed or even rejected before the request is sent to the host. Developers working with agencies are able to request the query XML submitted from every dialog and the ability to modify that request.

For example, a user requests car availability for ZE. After the user clicks on *search*, but before the request is sent to the host, agency code is in place to intercept the request and evaluate it. If the monthly quota had already been met for ZE, it would automatically change to ZI and send it back to Viewpoint™ so the query can be submitted to the host. The agent would be sent a message via the agency code to alert the agent that a change was made to their request.

Viewpoint™ allows Request dialogs to be intercepted by a 3rd party application before the request is submitted to the host.

There are 2 possible outcomes:

- Let the request pass back to Viewpoint™ without any changes so it can be submitted to the host.
- Return the request to the agent (rejecting it) with a message stating why it is being rejected. This means the request would never make it to the host.

A request dialog can be customized with the assistance of the Viewpoint Customization SDK (Software Developers Kit).

An .ini file setting per request screen will control this. It is the agencies decision on which request dialogs to intercept.




New Command Window


The New Command Window in Viewpoint™ will be the new version of Focalpoint® (4.01) that is used with Viewpoint™ or by itself.

Accessing the Command Window

If Viewpoint™ is installed, then Focalpoint® functionality can be accessed in the Viewpoint™ GUI in 3 ways:

1. by clicking the terminal button on the toolbar ().
2. by selecting "Terminal Entry" from the Window drop down menu and
3. through the keyboard short cut (CTRL+G)

To view the Viewpoint™ itinerary main page again...

1. Select the Itinerary icon on the Focalpoint® toolbar ()
2. Under the Windows drop down menu "Return to Itinerary"
3. Use the CTRL+G keyboard shortcut.

Access to the Command Windows can be restricted through customization.

By default four Command Windows will be displayed. Additional windows can be created through File-New, which will display this dialog.



Viewpoint™ Shortcuts

The keyboard shortcut for Viewpoint™ scratchpad is Alt+W then typing the letter P.

The keyboard shortcut to the Terminal window from the Itinerary view is CTRL+G

The keyboard shortcut to the Itinerary view from the Terminal window is CTRL+G



Merchant Model (WEBHTL) Processing

Overview:

The Merchant Model (WEBHTL) program is a new way of selling hotels. The process involves the existing Multi-level rate code process to retrieve special low cost hotel room rates, competitive to the net rates that are currently offered by several on-line services. The net rate functionality, also referred to as the "Web Hotel" rate program, is now available in the US market on the Apollo system, and will be implemented on the Galileo system at a later date.

The Web Hotel rate environment allows Travel Distribution Services (TDS) to utilize a new pricing scheme with Hotel Suppliers to increase the average yield per booking, shifting from a transaction-based environment to a goods-based environment.

In this model TDS gets discounted net rates from hotel suppliers and marks them up to display the new price to the travel agent. In order to book a hotel room using a Web Hotel rate, full payment is required using the travelers credit card at the time of booking. Modifications to the booking are not supported, and if canceled the customer will be charged a hotel cancellation penalty, along with a cancellation fee from TDS. TDS is responsible for charging the consumer's credit card, calculating and collecting from the consumer taxes, paying the net rate to the hotel supplier, and paying a commission to the travel agent.

Viewpoint Functionality:

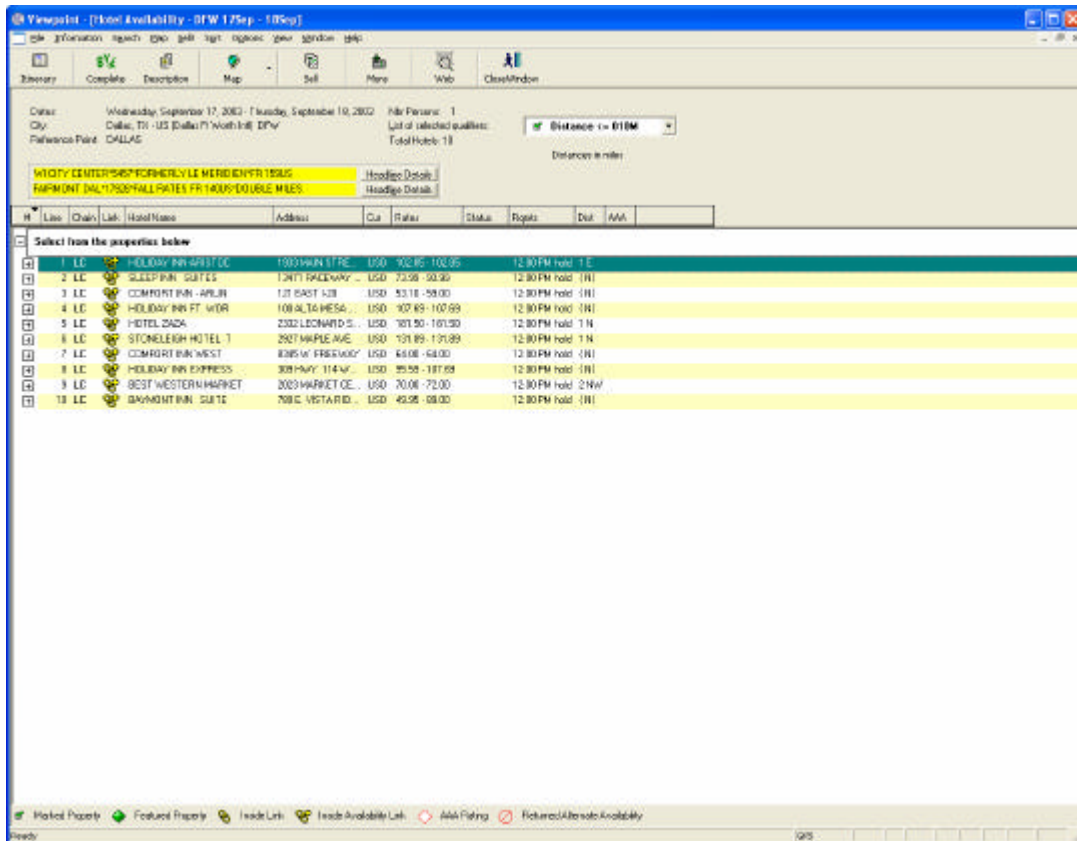
Viewpoint users in the U.S. have access to request WEBHTL rates, availability and the subsequent sell and cancellation of these specially negotiated rates.

Using the Negotiated Rates screen in the Hotel Availability request dialog the rate code is WEBHTL.

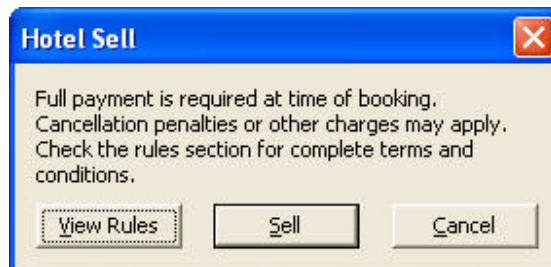
The screenshot shows the 'Hotel Availability' dialog box with the 'Negotiated Rates' tab selected. Under 'Multilevel Rates', the 'Code 1' field is highlighted with a red arrow and contains the text 'WEBHTL'. Below it are 'Code 2' and 'Code 3' fields. A hint box states: 'A Rate Access Code is a negotiated multilevel rate a chain has with a company or agency. You may specify up to 3 codes that apply for a client.' The 'Selected Options' pane on the right shows 'Distance: <= 1010M' and 'Multilevel Code WEBHTL'. At the bottom, there are 'Search' and 'Cancel' buttons. A footer note reads: 'Enter a multilevel rate access code with a maximum of 6 characters.'



The Hotel Availability Response screen will display properties that offer the WEBHTL rates. The agent will still need to access either 'Complete Rates' or the sell button to see the various WEBHTL rates that are offered.



Exclusively in Viewpoint, once the user selects to sell a WEBHTL rate, the following dialog box will appear to advise them that the rate they are about to sell is a **prepaid** rate. The user can proceed with the sell, view the rules or cancel the action.





When Sell is selected again, the Hotel Reference Sell screen appears. The bottom half of the screen provides space for the Credit Card information to be entered. A notice appears by the Sell button advising that Full Payment is required at booking

Hotel Reference Sell

Basic Fields | Rate | Customer | Extra

In: 9/17/2003 Wednesday Out: 9/20/2003 Saturday

Chain: LC - Lodging.com Nbr Persons: 1 Nbr Rooms: 1

Room Master ID: 92771

Booking Code: A01WEB Rate: 84.95 USD 22DOUBLE-DOUBLE-SNDD-SDD

Payment

Credit card Type Number Expires: MM YY

Credit Card CID/CCV Number

Card Holder's Name

Name as it appears on credit card

Card Holder's Billing Address

Street

City Include Apt/Suite/PO Box #

State

ZIP/Postal Code

Country

Full payment required at booking.

Number of rooms

Viewpoint Exclusive Features in selling the WEBHTML fares:

- The ability to 'Get the FOP' from the PNR if it is a credit card to use as a FOP for the WEBHTML booking. All the user needs to do is click on the button (Use Air FOP).
- The capability to get the PNR name and address that exists in the PNR to complete the required address information for the WEBHTML booking. The user just needs to click on the 'Get PNR Name/Addr' button. The Card Holders name will be the first passenger in the first name field. The user can always overtype that information if is not correct. The passenger address field will be taken from the W- address field in the PNR. This can be overtyped if necessary.



Optional modifications of a WEBHTL sold segment are allowed to Billing fields only, and this must be done prior to ending the record (ET). All other sections of the WEBHTL booking are not available for modification.

Hotel Modify

Basic Fields | Rate | Customer | Extra

In: 9/17/2003 Wednesday Out: 9/20/2003 Saturday

Chain: LC - Lodging.com Nbr Persons: 1 Nbr Rooms: 1

RoomMaster ID: 92771

Booking Code: A02WEB Rate: 293.55 USD

Payment

Credit card Type: AX - AMERICAN EXP Number: 3739000000000000 Expires: MM YY: 12 04

Credit Card CID/CCV Number:

Card Holder's Name: JOHN TESTER

Card Holder's Billing Address

Street: 1313 Home Street

Include Apt/Suite/PO Box #:

City: Tucson

State: Arizona

ZIP/Postal Code: 85718

Country: US

Selected Options

Res. Guar. AX373900000000

CD Number WEBHTL

Access Code WEBHTL

Booking Source 14537482

First Name JOHN

Last Name TESTER

Enter Check-In date or press Alt+DownArrow to select dates from Calendar.

The cancellation process for a WEBHTL sold hotel segment *prior* to End Transact (ET) will process the same as any other hotel segment. When canceling a WEBHTL segment after ET, a Viewpoint dialog warning box will appear to advise the user that a cancellation fee will be charged.

Cancel Segments

Warning!!

The following segments have been prepaid. Customer will be charged a cancellation fee.

#	Property Name	In Date
3	BEST WESTERN ATRIUM	25Sep

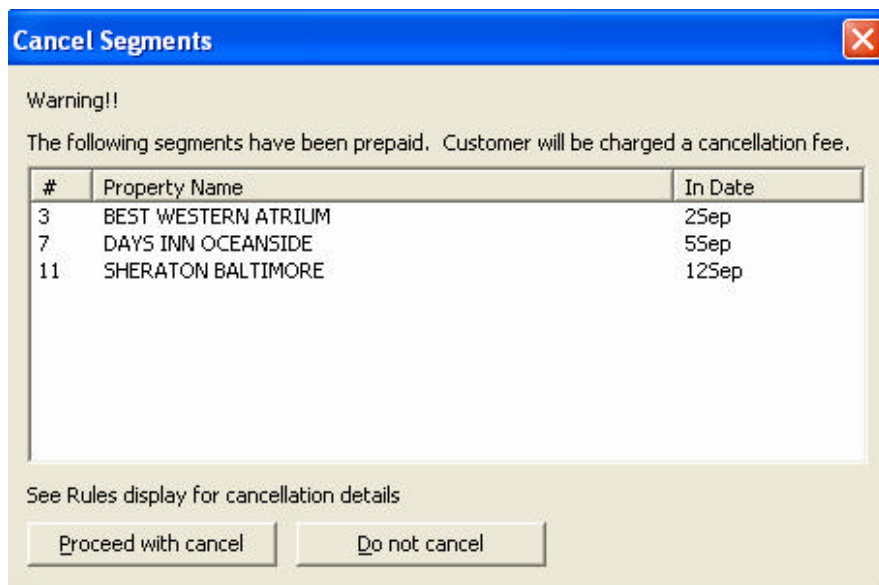
See Rules display for cancellation details



The user will have three options:

1. Proceed with Cancel sends a cancel message to the host
2. Do Not Cancel..... does not send a cancel message and returns the user to the Viewpoint main Itinerary screen
3. View entire rules text..... displays a static sold hotel segment rules summary screen for the customer. The user will need to close out of the HOV screen and then make their selection to get out of the warning box.

When canceling multiple WEBHTML segments, Viewpoint will display the following warning dialog box:



At this point the choice is to cancel all of the hotels or not cancel any of the hotels.

Galileo 360 Fares Optimal ShoppingSM

Overview

Optimal Shopping is a new robust and flexible shopping product for wholly North American (NAFO) itineraries. Available for both booked and unbooked itineraries, Optimal Shopping integrates flight schedules with ATPCO-filed public and private fares, to find up to 150 itinerary options for each shop request. Five distinct search metrics allow users to customize fare and flight searches based on a customer's travel needs and priorities. Optimal Shopping quotes one way, round trip, open jaw, and circle trip itineraries for up to eight booked segments, or eight un-booked origins/destinations. It is currently available to Apollo® users in the USA, Canada, Puerto Rico, and the U.S. Virgin Islands. It is not available on the Galileo core and does not support Agency Private Fares (non-ATPCO filed fares) at this time.



Activation

Optimal Shopping is a billable product for which user must register. Registration is available on the **support.galileo.com** web address. Once a user has registered for the product, the FSHP field in the user's AAT is updated to reflect their participation.

Functional Details

Accessibility

Optimal Shopping is accessed via the SHOP and FARES toolbar, and via the FARES menubar. It appears as a menu item in these bars to users who subscribe to the product.

Request screen

The Optimal Shopping request screen consists of one tab, illustrated as follows:

The screenshot shows the 'Galileo Optimal Shopping Tool' window. It is divided into several sections:

- Segment Specific Information:** Includes Date (1/8/2004), Departure City, Arrival City, Time (5:00 AM), Earliest Time (12:01 AM), Latest Time (11:59 PM), Flight Type (All Types), Cabin (No Preference), and an Auto-Tab checkbox.
- Airlines:** Three dropdown menus for selecting airlines, with radio buttons for 'Include Only' and 'Exclude'.
- Connecting Cities:** Three dropdown menus for selecting connecting cities, with radio buttons for 'Include' and 'Exclude'.
- Misc. Fare Information:** Includes Value Function (Leisure), Sell City, Number of Pricing Solutions (50), Ticket City, and checkboxes for 'Quote Regardless of Availability', 'Booked Routing Only', 'No Minimum Stay', 'No Maximum Stay', 'Penalty Tolerance' (100), and 'No Advance Purchase'.
- Private Fares:** Includes Pseudo (161P) and Account dropdowns.
- Currency Information:** Includes checkboxes for 'Quote in USD' and 'Quote in CAD'.
- Passenger Information:** Includes a table with Name (Unknown) and Passenger Code (ADT - Adult), Number of Passengers (1), and Description (ADT - Adult). There is also a 'Use PTC Only' checkbox.
- Itinerary Planner:** A large empty area with an 'Itinerary' header and a small airplane icon.

At the bottom, there are buttons for 'Add', 'Modify', 'Delete', 'Search', and 'Cancel'. A footer note says 'Specify the departure date for the display'.

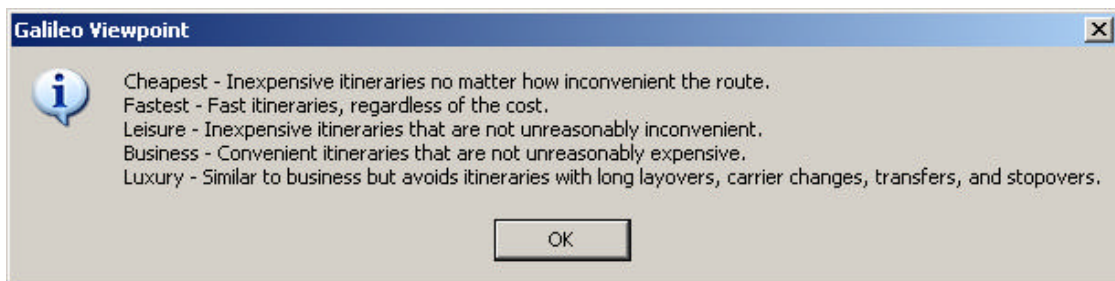


The fields on the screen consist of pricing and availability modifiers, similar to those available in low fare shopping tool. Additionally, and unique to Optimal Shopping, are two new modifiers: 'value function' and 'number of pricing solutions'.

Value functions

Value functions are search metrics that allow users to specify the type of pricing and itineraries they want returned. In essence, value functions are 'heuristics' that represent different kinds of travelers and their travel priorities. Optimal Shopping offers five value functions.

The value function field is in the upper right corner of the request dialogue under the *Misc Fare Information* area, and is accompanied by a box containing a question mark. When the user clicks on the question mark, the user is presented with a box listing the value functions and their definitions, as illustrated below.



The default value function, which is set in the AAT of a pseudo city, appears in this field. Normally, Apollo sets the default value function to 'Leisure', but this can be changed by the user both on a default basis through changing the AAT field in the terminal emulation window, or on a transactional basis in Viewpoint. Only one value function may be used at a time in a single request.

Note: Value functions guide and influence the search for pricing solutions but they are not absolute answers to finding suitable itineraries. Users need to experiment with them to understand how to maximize their value. For example, 'Cheapest' is not always useful as it does not take travel convenience into consideration.



There are two ways to change the Value Function default. Both are via the Terminal Entry window.

- The first way is only available to Galileo International personnel with PR/RC duty codes. The entry is \$-PCC (pseudo city)/DIS, which displays the following text:

```
?$-N17/DIS GALILEO GLOBALFARE
AVAILABILITY MODE DISPLAY TABLE          N AMER      INTL
PRESET AVAILABILITY DISPLAY - US          2           5
ALLOWABLE PRESET AVAILABILITY DISPLAYS 2/ 3/ 5     2/ 3/ 5
ALLOWABLE OVERRIDE DISPLAYS              2/ 3/ 5     2/ 3/ 5
NUMBER OF PRICING SOLUTIONS: 50-150. -   50
SHOP VALUE - S= LEISURE, F=FASTEST, C=CHEAPEST,
                L=LUXURY, B= BUSINESS - S
```

Tab to and overtype the Shop Value field.

- The second way is via the SMS function. This is available to agents signed on as primary authorizers. The entry is SMS/X, where X equals the alpha character for the value function, as shown in the display above. When the SMS/X entry is made, one of two messages appear:
 - DISPLAY TABLE MODIFIED (indicating a successful attempt)
 - SHOP VALUE MUST BE S, F, C, L, or B (indicating an unsuccessful attempt)

Number of pricing solutions

The 'number of pricing solutions' represents the number of alternate itineraries the user wants in response to a shop request. The 'number of pricing solutions' spinner box is located directly under the 'value function' field. Any number between 10 and 150 is valid for this field. Viewpoint pre-populates this box with the default number from the '*Number of Pricing Solutions*' field in the pseudo city's AAT (shown in the illustration above). As a default Apollo sets this number at 50. The default number can be changed by the user via the Terminal Entry window. The number can also be changed on a transactional basis in Viewpoint.

- If a number less than 10 is entered, Viewpoint resets the value at 10 and sends the request through for 10.
- If a number over 150 is entered, Viewpoint resets the value at 150 and sends the request through for 150.

The number entered by the user remains on the screen for subsequent updates to the same request. Once a new quote is requested, Viewpoint re-sets the number in this field to the default number in the AAT.



Similar to value functions there are two ways to change the default number of pricing solutions in the AAT. Both are via the Terminal Entry window.

- The first way is available to Galileo International personnel with PR/RC duty codes. The terminal emulation entry is \$-PCC (pseudo city)/DIS, which produces the following response:

```
?$-N17/DIS GALILEO GLOBALFARE
AVAILABILITY MODE DISPLAY TABLE          N AMER      INTL
PRESET AVAILABILITY DISPLAY - US          2           5
ALLOWABLE PRESET AVAILABILITY DISPLAYS 2/ 3/ 5     2/ 3/ 5
ALLOWABLE OVERRIDE DISPLAYS              2/ 3/ 5     2/ 3/ 5
NUMBER OF PRICING SOLUTIONS: 50-150. -   50
SHOP VALUE - S= LEISURE, F=FASTEST, C=CHEAPEST,
              L=LUXURY, B= BUSINESS - S
```

Tab to the 'number of pricing solutions' field and change the number.

- The second way is again via the terminal emulation SMS function and is available to agents with primary authorization. The entry is SMS/xxx, where xxx equals any numeric between 10 and 150. When the SMS entry is made, one of two messages will appear:
 - DISPLAY TABLE MODIFIED (indicating a successful change)
 - INVALID NUMBER OF PRICING SOLUTIONS (indicating an unsuccessful change).

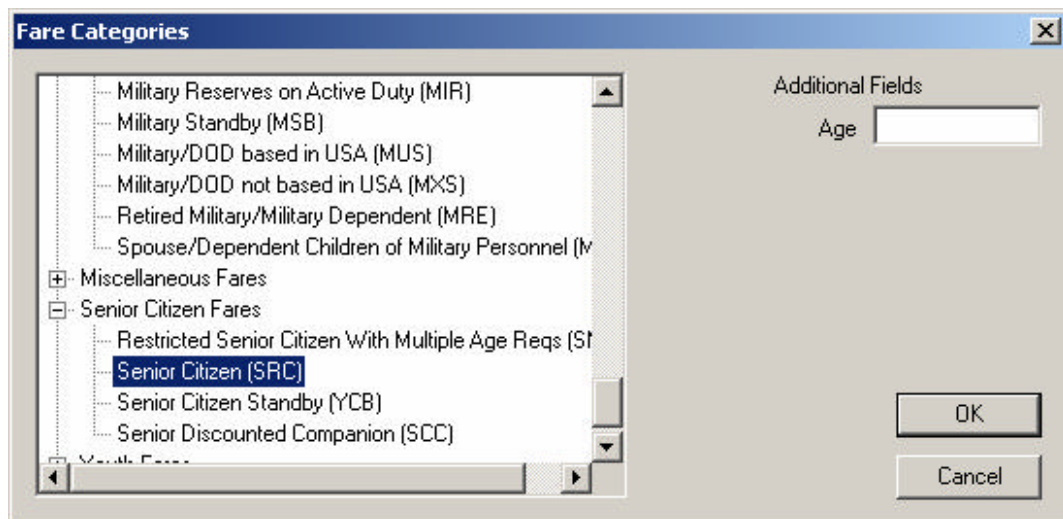
Note: Although a user may request up to 150 pricing solutions, there is no guarantee that the number of solutions requested will be returned. This is because 150 solutions may not exist in the market, or may not be found based on the search criteria used in the request. Optimal Shopping will attempt to find the requested number of solutions but, in doing this, may present illogical itineraries (HNL to OGG via LAX) or back-fill with fares for cabin classes other than the cabin class requested (e.g., user requested 150 solutions at F class. Only 10 F solutions may exist, so Optimal Shopping may back fill with business or coach solutions).

Other fields

- Date - Travel date relevant to the city pair. For unbooked itineraries the default is current date.
- Departure/Arrival Cities – either city or airport codes may be used. If an airport code is entered only flights from that airport are considered in shop searches, unless the 'All Airports' box is checked. If a city code is used, flights from all airports associated to the city are considered in shop searches, regardless of whether the 'All Airports' box is checked or not.
- Time - 5AM is the default preferred time. A control box is associated to this field that allows users to specify whether the preferred time is based on departure or arrival. Departure time is the default.



- Earliest/Latest time – by default, the earliest time is 0001 and latest is 2359. Users may narrow the search to any desired time range.
- Flight types - only three types of flights are currently supported: All types (the default), non-stop only, direct only. There is no option to request specific types of online or interline connecting flights. A question mark appears next to the flight type field. When clicked, a hint appears defining what types of flights are included in the direct category.
- Cabin – users may specify which cabin class they want Galileo Optimal Shopping to consider in the shop search. Cabin definitions are based on industry-standard IATA definitions.
- Airlines - up to three carriers may be specified on an 'include only' or 'exclude' basis
- Connecting cities - up to three cities may be specified on an include/exclude basis
- Private Fares pseudo city and account code fields
- Quotes for alternate itineraries in either USD or CAD
- Passenger Names – the passenger names as shown in the PNR
- Passenger Description (Passenger Type Codes) and age – up to four passenger type codes may be used in a single request. Only one PTC can be assigned to any one traveler. An age may be used with any passenger type. The age field appears when the user clicks on the list box associated to the Passenger Description field, as shown below.



The age field is always enabled on this screen. This is because ages are mandatory for some passenger types (such as seniors, children, youths), and may be required for other passenger types depending on whether an airline has filed an age requirement in a fare rule. If the user designates a PTC that requires an age (such as senior or child) but does not enter an age in the Age field, Apollo's default age is applied to the request.

All ATPCO passenger type codes (PTCs) are present in the list and are defined by the ATPCO industry-standard 3-letter PTC code. Apollo legacy PIC codes do not appear in the list. For example, the 3-letter PTC code for 'Senior Citizen' is shown as SRC, not Apollo's



legacy code of 'SC'. Users, however, may type in a PIC code and it will be processed as long as the host recognizes the code.

- Number of passengers – up to nine names may be included in a single request.
- Use requested PTC Only – limits the search to fares only for the passenger type requested, even though lower adult fares may exist and apply to the itinerary.
- Sell/Ticket City – both airport and city codes are valid entries, but only for airports/cities located in the USA, Canada, Puerto Rico, and the U.S. Virgin Islands.
- Quote regardless of availability – instructs the system to conduct flight searches regardless of whether inventory is available or not.
- Booked Routing Only – allows users to request pricing solutions containing only routings that are identical to the booked routing. This box shows disabled if no booked itinerary is present, or if a user makes modifications to other search criteria (such as modifications to connecting cities).
- No Minimum Stay – when checked, responses contain no fares that have minimum stay rule restrictions associated to them.
- No Maximum Stay – when checked, responses contain no fares that have maximum stay rule restrictions associated to them.
- Penalty Tolerance – when checked, responses do not contain fares that exceed the penalty tolerance specified in the request.
- No Advance Purchase – when checked, responses contain no fares with advance purchase requirements.
- Itinerary Planner box
- Buttons for Add, Modify, Delete, Search, Cancel.
- Auto-Tab checkbox. By default the box is checked.



Response Screen

Below is an example of a response screen. This example illustrates the response to a basic request for one passenger, using the Leisure function and a default of 50 pricing solutions.

Prices	Air	Flight	From	To	Departs	Arrives	Class	Basis Code	%
584.15 USD (Best Buy)									
387.01 USD									
408.36 USD									
459.56 USD									
459.56 USD									
462.56 USD									
462.59 USD									
462.59 USD									
462.59 USD									
464.06 USD									
479.78 USD									
491.26 USD									
491.26 USD									
491.26 USD									
501.46 USD									
502.66 USD									

Additional taxes, surcharges, or fees may apply.

Private Fare • Number of Stops ~* Equipment

Ready 363P NUM

Similar to low fare shopping tool, the left side of the screen contains a 'Prices' column with a list of fares. The right side of the screen displays the flight options applicable to each price.

For presentation on the screen, Apollo sorts prices in low to high order based on fare value. By default the lowest fare is highlighted. For booked itineraries, the first price on the list is always the Best Buy for the itinerary and is accompanied by the verbiage '(Best Buy)'. However, as illustrated in the screenshot above, the Best Buy may or may not be the lowest fare/pricing solution. Optimal Shopping displays fares for other pricing solutions regardless of whether they are lower, equal to, or higher than the Best Buy.

Because the display is in low-to-high order, the most desirable fares may appear at the bottom of the list, depending on what criteria was used in the request. For example, if F cabin was requested and Optimal Shopping backfilled with fares from other cabins, the F fares would most likely be at the bottom of the list since they would be more expensive than fares for other cabins.

For un-booked itineraries, since there is no Best Buy, the lowest fare always appears first as the first pricing solution.



When the Best Buy is highlighted the Availability toolbar is disabled and the Total Quote Details screen containing rebooking information appears on the right.

The screenshot shows the Viewpoint - [Galileo Optimal Shopping Tool] interface. The menu bar includes File, Shop, Sell, View, Window, and Help. The toolbar contains icons for Itinerary, Availability, Avail Details, Fare Details, Rules, Currency, Sell, RebookFare, Web, and CloseWindow. The main window is divided into two panes. The left pane, titled 'Prices', lists various fare options with expand/collapse icons. The top option is '584.15 USD (Best Buy)'. Below the list, a yellow box contains the text: 'Additional taxes, surcharges, or fees may apply.' The right pane, titled 'Total Quote Details', displays a tree view of quote information:

- Quote Date: **15 January 2004**
- Last Date to Purchase Ticket with a Booking Date of Today: **16 January 2004**
- Total Fare: **584.15 USD**
 - Base Fare: **507.90 USD**
 - Taxes: **76.25 USD**
- Rebook: booking code change required
 - AC 292 1AUG LASYYZ 1300 - 2022 <- rebook from Y to Q
 - AC 291 9AUG YYZLAS 1010 - 1201 <- rebook from Y to V
- Sale/Ticketing Indicator: **SITI**
- Fare guaranteed at ticket issuance
- Most Restrictive Rules (9)**
 - Ticket Issuance: **Electronic Tickets Only**
 - Minimum Stay: **Return no earlier than 1st Sunday after departure**
 - Maximum Stay: **Return no later than 30 days after departure**
 - Reservations: **Book at least 14 days before departure**
 - Ticketing: **Ticket no later than 1 day after reservations and at least 14 days before departure**
 - Penalties: **Ticket is non-refundable**
 - Flight Application: **See Rule Detail or Summary**
 - End to End Combinations: **See Rule Detail or Summary**
 - Ticket Endorsements: **See Rule Detail or Summary**
- Messages
- Fare Basis Codes (By segment; to view rules use Fare Components below)

The status bar at the bottom shows 'Ready', '161P', and 'NUM'.



If a booked itinerary is present and a Best Buy is not, or cannot be performed, Viewpoint displays a message to this effect in the header area above the price list. In the illustration below the Best Buy was not performed because the user modified the cities from the booked itinerary prior to submitting the shopping request. (The booked itinerary was **LAS-YYZ-LAS**; the shop request is for **LAX-YYZ-LAS**).

Best Buy not quoted. Origin/Dest cities in request do not match booked itinerary.

Prices	Air	Flight	From	To	Departs	Arrives	Class	Basis Code	%
426.56 USD									
428.06 USD									
459.11 USD									
463.41 USD									
503.93 USD									
503.93 USD									
517.29 USD									
517.29 USD									
534.26 USD									
# 538.11 USD									
# 538.11 USD									
# 538.11 USD									
549.63 USD									
554.26 USD									
# 561.21 USD									
562.96 USD									
562.96 USD									
563.06 USD									

Additional taxes, surcharges, or fees may apply.

Private Fare ● Number of Stops ⚙ Equipment

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For pricing solutions other than the Best Buy:

- If the same flight and fare information applies to a single fare value, the fare value only appears once in the price list. All possible itineraries, or valid combinations of flights associated to that fare value, appear on the right, in the Availability section of the response screen.
- If several pricing solutions exist for the same fare value, but different fare information pertains to any solution, the fare value appears multiple times in the Price list.
- In the illustration below there are 2 occurrences of a \$459.56 fare, 5 occurrences of a \$462.99 fare, 3 occurrences of a \$481.26 fare, etc.

The screenshot displays the Viewpoint software interface for Galileo Optimal Shopping Tool. The main window shows a list of prices on the left and flight details on the right. The price list includes values such as 584.15 USD (Best Buy), 367.01 USD, 409.36 USD, 459.56 USD (highlighted), 459.56 USD, 462.56 USD, 462.99 USD, 462.99 USD, 462.99 USD, 462.99 USD, 464.06 USD, 479.78 USD, # 481.26 USD, # 481.26 USD, # 481.26 USD, 501.46 USD, and 502.66 USD. The flight details section shows two itineraries: one for Sunday, August 01, 2004, from Las Vegas, NV to Toronto, ON, and another for Monday, August 09, 2004, from Toronto, ON to Las Vegas, NV. The flight details table includes columns for Air, Flight, From, To, Departs, Arrives, Class, Basis Code, and %.

#	Air	Flight	From	To	Departs	Arrives	Class	Basis Code	%
Date: Sunday, August 01, 2004 Time: 1:00 PM Availability: General									
From: Las Vegas, NV - US (McCarran Intl) LAS To: Toronto, ON - CA (Lester B Pearson Intl) YYZ									
	CO	1286	LAS	IAH	12:45 PM	6:01 PM	0	757 B	BHE14IP 70
	CO*	3412	IAH	YYZ	6:50 PM	10:56 PM	0	ERJ B	BHE14IP
Date: Monday, August 09, 2004 Time: 10:10 AM Availability: General									
From: Toronto, ON - CA (Lester B Pearson Intl) YYZ To: Las Vegas, NV - US (McCarran Intl) LAS									
	CO*	2876	YYZ	CLE	2:55 PM	4:04 PM	0	ERJ V	VSE14IP
	CO	681	CLE	LAS	5:15 PM	6:31 PM	0	738 V	VSE14IP 80
	CO*	2815	YYZ	CLE	6:15 PM	7:24 PM	0	ERJ V	VSE14IP
	CO	757	CLE	LAS	8:25 PM	9:38 PM	0	738 V	VSE14IP 50



Each fare occurrence has unique characteristics.

- As shown above, the first \$459.56 fare applies to travel on Continental for fare basis BHE14IP outbound and VSE14IP inbound, with an outbound connection via IAH and inbound connections via CLE.
- As shown below, the second \$459.56 fare is also on Continental using the same fare basis codes but with an outbound connections via IAH and inbound connections via MSP.

The screenshot shows the 'Viewpoint - [Galileo Optimal Shopping Tool]' interface. The main window displays a list of fares on the left and detailed flight information on the right. The selected fare is \$459.56 USD. The flight details are as follows:

Air	Flight	From	To	Departs	Arrives	Class	Basis Code	%
		Date: Sunday, August 01, 2004 Time: 1:00 PM Availability: General						
		From: Las Vegas, NV - US (McCarran Intl) LAS To: Toronto, ON - CA (Lester B Pearson Intl) YYZ						
CD	1286	LAS	IAH	12:45 PM	6:01 PM	0 757 B	BHE14IP	70
CD*	3412	IAH	YYZ	6:50 PM	10:56 PM	0 ERJ B	BHE14IP	
		Date: Monday, August 09, 2004 Time: 10:10 AM Availability: General						
		From: Toronto, ON - CA (Lester B Pearson Intl) YYZ To: Las Vegas, NV - US (McCarran Intl) LAS						
CO*	5601	YYZ	MSP	12:05 PM	1:18 PM	0 D95 V	VSE14IP	
CO*	5779	MSP	LAS	2:20 PM	3:38 PM	0 320 V	VSE14IP	

Additional taxes, surcharges, or fees may apply.

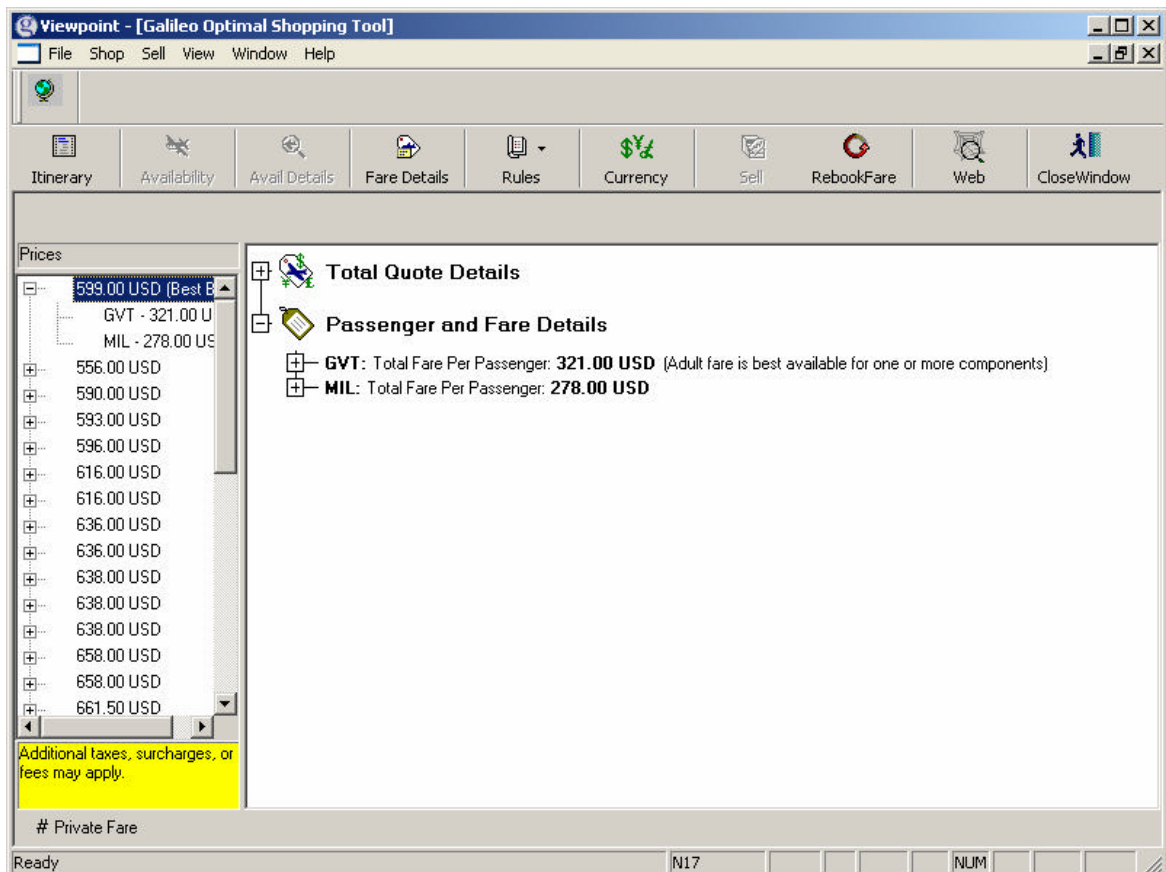
Private Fare ● Number of Stops ~ Equipment

Ready 161P NUM

Users may sort the data on the Availability screen by clicking on a column header. Decoding of symbols used in the column headers is provided on the bottom of the screen.



The prices in the price list reflect the grand total quote for all passengers. Consistent with existing Viewpoint fare quote functionality, prices may be expanded to view the per passenger cost and the passenger type associated with the fare. Per passenger quotes are also viewable under the Fare Details toolbar, Passenger and Fare Details, on the right side of the screen.



- When different PTCs apply to each passenger, Passenger and Fare Details displays the per passenger quote, broken out by PTC.
- When the same PTC is requested for multiple passengers in a query, quotes for the same PTC are condensed and only displayed once in the Passenger and Fare Details area.
- **Example 1:** 4 passengers: 1- MIL, 2-GOV, 3- MIL, 4-GOV. Fares exist for both MIL and GOV PTC types.



In this example only 2 PTCs are involved. Total Quote Details shows the grand total for all 4 passengers based on 2 MIL and 2 GOV fares. Passenger and Fare Details shows one appearance of MIL and one appearance of GOV, accompanied by a per person fare quote for each PTC type.

The screenshot shows the Viewpoint software interface with the following details:

- Prices List:**
 - 1198.00 USD (Best)
 - 1112.00 USD
 - 1180.00 USD** (Selected)
 - GVT - 295.00 U
 - GVT - 295.00 U
 - MIL - 295.00 US
 - MIL - 295.00 US
 - 1186.00 USD
 - 1186.00 USD
 - 1192.00 USD
 - 1272.00 USD
 - 1272.00 USD
 - 1272.00 USD
 - 1276.00 USD
 - 1276.00 USD
 - 1276.00 USD
 - 1316.00 USD
- Total Quote Details:**
 - Quote Date: **30 December 2003**
 - Last Date to Purchase Ticket with a Booking Date of Today: **31 December 2003**
 - Total Fare: **1180.00 USD**
 - Base Fare: **960.00 USD**
 - Taxes: **220.00 USD**
 - Messages
- Passenger and Fare Details:**
 - GVT: Total Fare Per Passenger: **295.00 USD** (Adult fare quoted - best fare for this passenger)
 - MIL: Total Fare Per Passenger: **295.00 USD** (Adult fare quoted - best fare for this passenger)

Additional taxes, surcharges, or fees may apply.

Private Fare

Ready | N17 | NUM

**Example 2:** 4 passengers: 1-SRC, 2-MIL, 3-GVT, 4-C06

If fares exist for all four PTCs, Passenger and Fare Details shows all four PTC types. Total Quote Details show the grand total quote for all 4 passengers.

If fares exist for MIL but no fares exist for the GOV, SRC, CNN, Total Quote Details shows the grand total for all four passengers based on whatever PTC types were used for the pricing solution. Passenger and Fare Details displays all four PTC types used in the request. The GOV, SRC, and CNN PTCs are accompanied by the alert *'Adult fare is best available for one or more components'*.

The screenshot displays the Viewpoint - [Galileo Optimal Shopping Tool] interface. The main window shows the 'Total Quote Details' section with the following information:

- Quote Date: **30 December 2003**
- Last Date to Purchase Ticket with a Booking Date of Today: **31 December 2003**
- Total Fare: **863.50 USD**
- Rebook: booking code change required
- Sale/Ticketing Indicator: **SITI**
- Fare guaranteed at ticket issuance
- Most Restrictive Rules (14)
- Messages
- Fare Basis Codes (by segment; to view rules use Fare Components below)

The 'Passenger and Fare Details' section shows the following information for each PTC:

- SRC:** Total Fare Per Passenger: **219.50 USD** (Adult fare is best available for one or more components)
- MIL:** Total Fare Per Passenger: **205.00 USD** (Adult fare is best available for one or more components)
- GVT:** Total Fare Per Passenger: **219.50 USD** (Adult fare is best available for one or more components)
- C06:** Total Fare Per Passenger: **219.50 USD** (Adult fare is best available for one or more components)

The 'Prices' section on the left shows a list of fares, with the selected fare being **863.50 USD (Best Buy)**. The list includes fares for SRC (219.50 USD), MIL (205.00 USD), GVT (219.50 USD), and C06 (219.50 USD), along with various other fare options ranging from 712.00 USD to 796.00 USD. A yellow highlight is present at the bottom of the Prices list with the text: "Additional taxes, surcharges, or fees may apply."

Passenger and Fare Details always displays the PTC used in the request and the PTC the system actually used to quote the fare.

- If a PTC is entered and the PTC'd fare exists and is used in the quote, that PTC will display in Passenger and Fare Details.
- If the PTC'd fare doesn't exist and the system used a different PTC to produce the quote, both the requested PTC and the PTC used by the system are shown.
- When no PTC is used in the input, the default ADT appears in Passenger and Fare Details.

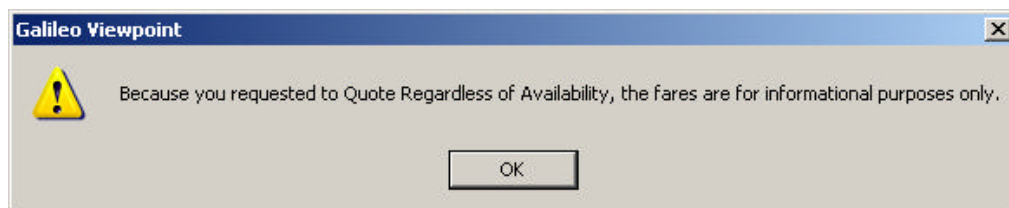


This tree always shows some PTC, regardless of whether a PTC was used in the input or not, and regardless of whether a fare was found for a requested PTC or not. Due to potential space constraints, only the 3-letter code of the PTC appears in this space. The decoded passenger type does not. To decode the PTC the user may return to the request screen, type in the PTC, and the system will decode it.

The response screen contains toolbar buttons allowing users access to:

- Itinerary screen
- Availability
- Availability Details
- Fare Details
- Rules - Detailed and Summary
- **Note:** 'Most Restrictive Rules' is not supported in Optimal Shopping except for the Best Buy.
- Currency
- Sell

Note: Consistent with existing functionality, Sell is inhibited if a user has made a 'Quote Regardless of Availability' shopping request. Since availability is not considered for this type of request, the flight options that are returned are for informational purposes only. The following alert appears if a user attempts to sell a flight options for this type of request:



Consistent with existing logic, the Sell function ensure that if the rebook is unsuccessful, the original itinerary is retained. The Sell transaction utilizes Apollo's highest level of availability with carriers' systems to obtain the new flights. Therefore the flights and availability may not match the cached inventory used by Optimal Shopping when determining pricing solutions. Optimal Shopping is also subject to the current Sell limitation of eight segments.

- Rebook Fare – appears if the user chooses the \$BB.
- Web
- Close Window



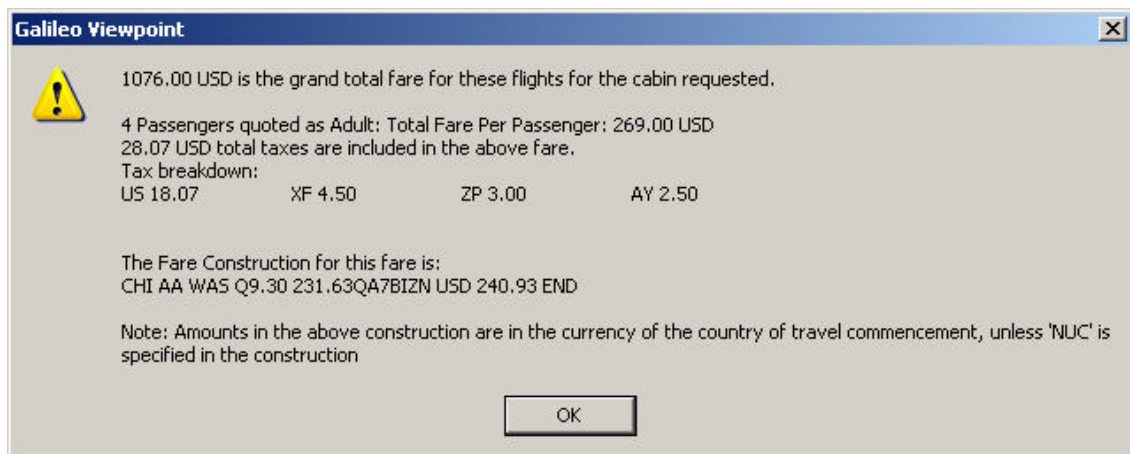
Repricing Itineraries via 'Quick Quote'

In conjunction with Optimal Shopping, Viewpoint users have the ability to re-quote an itinerary in the Galileo 360 Fares System prior to booking flights and storing a fare, using the pricing modifiers and PTCs that Optimal Shopping used to price the itinerary. This is available via the Quick Quote function.

In conjunction with Optimal Shopping, Quick Quote:

- Displays the grand total quote for all passengers
- Identifies the PTCs used to price the itinerary, as well as how many passengers were priced using that PTC.
- Displays the tax breakdown per passenger type

The following is an example of a Quick Quote screen.



Note: Quick Quote is not available for the \$BB option because the \$BB is already a Quick Quote. (Quick Quote is a flight specific Best Buy).

Stored Fare

The Add Stored Fare function works as today. After selling a pricing solution users may go directly to the Add Stored Fare dialogue under the Fares menu or toolbar button, and store the fare.

Other Information/Recommendations for Using Optimal Shopping

Once a user chooses and books a pricing solution from Optimal Shopping, the itinerary must be re-quoted in the Galileo 360 Fares System in order to store the fare.

Because the alternate pricing solutions are not link-statused, there is a possibility that, once a user chooses a pricing solution, a Sell failure may occur. There is also the possibility that some pricing solutions will not price in the Galileo 360 Fares system. This is because Optimal Shopping is a distinct system from the Galileo 360 Fares system, and some nuances may exist between the two systems.



- If a Best Buy fails, other pricing solutions found by Optimal Shopping will appear in the response. If Optimal Shopping cannot return any pricing solutions for a booked itinerary, the Best Buy will not be attempted/returned.
- Agency Private Fares (fares filed in Apollo's APF, PF1, LLPF products) are not considered in any of Optimal Shopping alternate pricing solutions. They are considered, however, for the Best Buy solution if the appropriate account code is used in the shop request. They are also considered when any pricing solution is re-quoted in the Galileo 360 Fares System.
- Even though Optimal Shopping enables a user to request up to 150 different pricing solutions for a given itinerary, due to the complexity of the request, the system may time-out if too many pricing solutions are requested. There are three factors that affect the complexity of a Shopping Services request:
 - Passenger Origin and Destination (actual O&D, not considering connecting cities)
 - Passenger Type Codes
 - Airline Preferences

The following factors also influence the product's performance:

- Requesting a large number of pricing solutions - in some cases this may result in finding more acceptable fares, but in other cases may degrade the quality of the answer returned.
- The stricter the constraint (such as narrowing the departure/arrival times), the more likelihood no solutions, or undesirable ones, will be returned.
- Too many origins/destinations, and too broad a time range can result in lower quality solutions.

The following table is provided to give the user guidelines that will maximize their success in launching Optimal Shopping requests. As the request becomes more complex, the system considers less and less schedule data when creating itineraries for pricing solutions. For example, a simple round trip request with no PTC's might consider 250 schedule options per direction, whereas an itinerary containing 5 origins/destinations and one PTC might only consider 25 schedule options per origin/destination. As a result, Optimal Shopping may be unable to create as many pricing options for complex requests as simple ones, and those that are created may be from a small subset of data. While actual details like these of Galileo processing are proprietary and not meant to be distributed externally, it is important to make the user community aware of the trade-off between the complexity of a request and its resulting response.

Request	Recommendation
1-2 origins/destinations (basic round trip or one way) and 1 PTC	10 – 150 Pricing Solutions
3-4 origins/destinations and 2PTCs	10 – 50 Pricing Solutions
More than 4 origins/destinations and more than 2 PTC's or Any Airline Preference	10 – 20 Pricing Solutions



Focalpoint® 4.01 Overview

Focalpoint® 4.01 is a component of the Galileo Desktop install. The Galileo Desktop installation will remove any previous version of Focalpoint®. The Focalpoint® 4.01 product can be installed without Viewpoint™ if desired. If this method is selected, Viewpoint™ will be hidden and only Focalpoint® 4.01 will be available to the user.

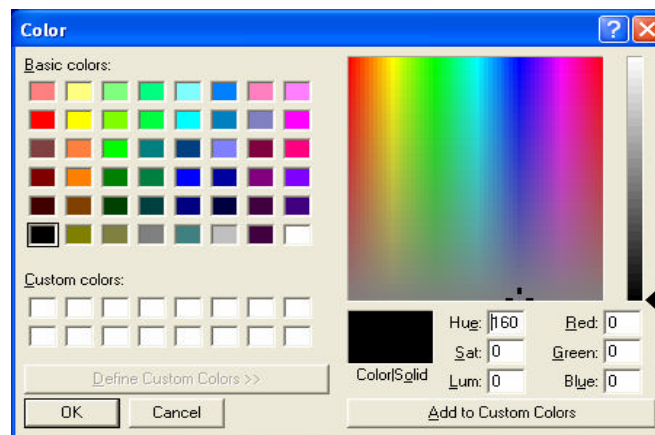
What's New in Focalpoint® 4.01

Focalpoint® 4.01 is now a 32 bit application. This functionality also pertains to the New Command Window in Viewpoint™.

Customization

Colors

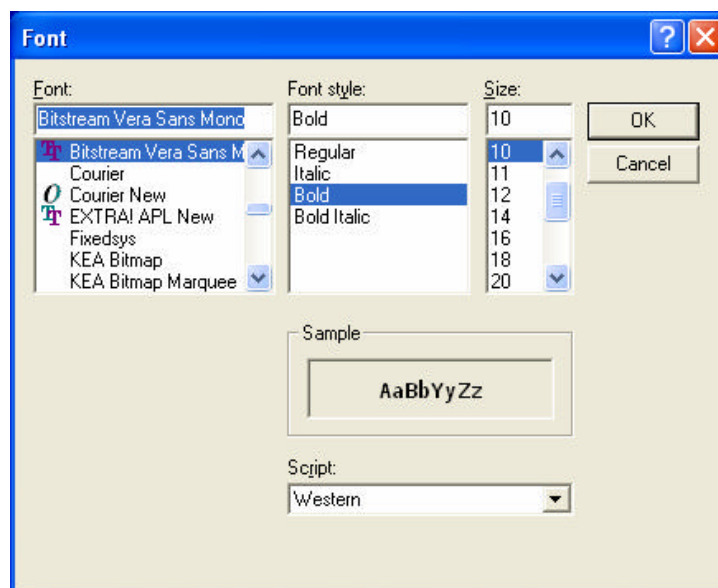
The ability to change colors in Focalpoint® has been enhanced from previous versions. Under the Options menu drop-down select **Edit Colors**. The option exists to change colors for both the foreground and the background. When editing colors there are now 48 set colors to choose from. There is also a Define Custom Colors button which will display a color spectrum grid that allows a customized color to be selected.





Fonts

There is a Font editor that allows changing the size, style and type of font viewed in Focalpoint®. It is located under the **Options** drop-down menu. When in the Font editor there are three options to select from, Font, Font Style and Size. Under Font there are over 40 different fonts to choose from. If the font is a sizable font there will be a list of the different sizes under the Size option. Font Style will allow the font to be bold or italic. After selecting the font of choice select OK and the change to the window display is made, re-launching Focalpoint® is not required.



Windows

The default for the number of windows displayed in Focalpoint® is four. There is no limit on the number of windows that can be created in Focalpoint® and the Command Window. The windows allow for the redirection of responses from one window to another.

The option to Tile the windows is available, but the ability to size them is no longer available. The "Tile" option attempts to arrange the windows so they do not overlap each other (as much as possible). This removes the scroll bars that previously appeared on the windows.

Toolbar

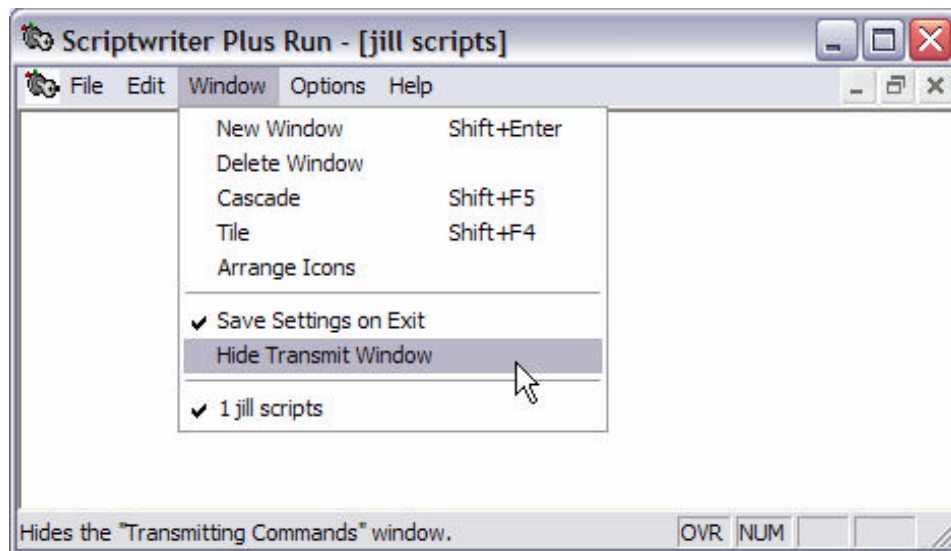
The Focalpoint customizable toolbar icons can be selected from the Configure toolbar editor. The toolbar icons are stored in the Toolbar Artwork folder, however new icons can be created and added to the folder as well.



Scripting

It is possible to use existing Scriptwriter Plus scripts as well as to run JavaScript and other COM scripting languages.

A new functionality is available that allows the user to hide the transmit dialog window during Scriptwriter run. This option appears under the Scriptwriter Plus window.





Functional Differences

Shortcut Changes

1. Printing from Focalpoint® and the Command Windows has been *changed* to the following:
Ctrl+P = Print All windows
Ctrl+B = Print Active window
2. The Microsoft Calculator has replaced the old Focalpoint® calculator and the shortcut to launch the calculator has been changed to **Ctrl+Q**.
3. The shortcut for Month view has been changed to **Ctrl+M**. The Month View has also been *enhanced* so the user can now view multiple months by dragging the side of the calendar to view up to twelve months at one time.
4. Notepad is the Microsoft Notepad and has replaced the old scratchpad. The shortcut for Notepad is **Ctrl+N**.
5. There has been a change to several of the shortcuts in Focalpoint® due to Special Characters or new functionality. The following table shows what the old shortcut was and what the new shortcut is.

Old Shortcut	New Shortcut	Description
Ctrl+Ins	Ctrl+C	Copy
\	Ctrl+J	Carriage Return
Ctrl+V	Ctrl+M	Month View
Ctrl+P	Ctrl+N	Notepad (formerly scratchpad)
Ctrl+X	Ctrl+P	Print All Windows
Ctrl+C	Ctrl+Q	Calculator
Alt+Ins	Ctrl+V	Paste
Ctrl+Z	Ctrl+ Plus or Minus	Zoom (this only applies if the user has changed to a different font selection – if they are using the <i>default</i> font the Ctrl+Z still works)

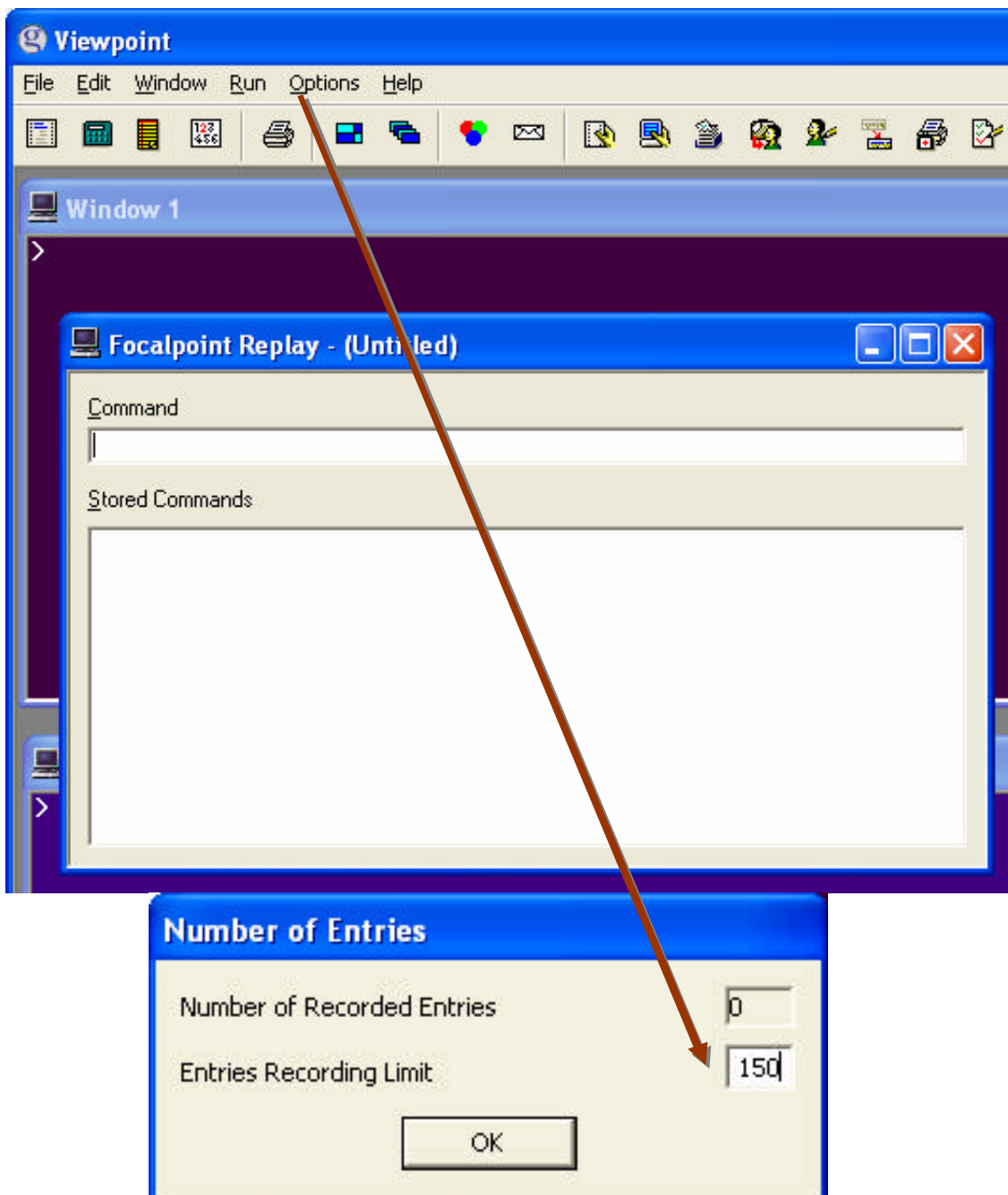
Keyboard Function Change

There has been a change to how the INS/Overtyping mode works on the Apollo terminal keyboard. In keeping with the Windows standard it will now remain in Insert Mode until you press the Insert key again.



Replay

The Replay default has been changed from 50 entries to 150 entries on a new install. This can be changed to any number between 10 and 150. On an upgrade from 3.5, the default will remain at 50 entries.





Programmable Keys

The Programmable Keys for Focalpoint® have been converted to binary XML allowing old Programmable Keys from a previous version of Focalpoint® to be translated into the new Programmable Keys format. There is a compatible Programmable Key editor. If PKeys are stored on a diskette, follow these steps to complete the conversion process:

1. Open a Command window (Click Start, Run, then type CMD, click OK)
2. Change to the Galileo Desktop software folder CD\FP\SWDIR
3. Insert the diskette with your Focalpoint 3.5 Pkey files into the A Drive
4. Type PKCONVERT A:*.ALC C:\FP\DATADIR\PKEYS and enter
Note: If on the Galileo Host type *.CPR instead of *.ALC
5. Remove diskette, the converted Pkeys should now be available.

Several of the PKey commands have been changed. This will not affect the conversion of PKeys from a previous version of Focalpoint® to the current one. The change will only affect how the new PKey commands are entered. The PKey commands that are entered from the list when selecting Find will be the same. However, when in the Command Line many of the shortcuts are now different. The following table shows the changes to the shortcuts.

Old Command Shortcut	New Command Shortcut	Description of Command
\	Ctrl+J	<CR>
CtrlAltTab	ShfTab	<Backtab>
CtrlDown	Down	<Down>
CtrlEnd	End	<End>
CtrlLeft	Left	<Left>
CtrlRight	Right	<Right>
CtrlHome	Home	<Home>
CtrlShf(Window#)	Ctrl(Window #)	<Change#>
CtrlShfAltTab	Tab	<Tab>
CtrlShfB	CtrlB	<Print>
CtrlShfE	CtrlE	<DelLine>
CtrlShfJ	F1	<Help>
CtrlShfL	CtrlL	<EraseEOL>
CtrlShfS	CtrlS	<ClearAll>
CtrlShfW	CtrlW	<Clear>
CtrlShfX	CtrlP	<PrintAll>
CtrlShfZ	CtrlAdd	<ZoomIn>
CtrlShfZ	CtrlSubtract	<ZoomOut>
CtrlUp	Up	<Up>
}	Ctrl+Sft+T	<tabstop> (see note below)

Note: The tabstop command in the Apollo/Galileo Keyboard Mode remains the same as the old shortcut format (}). It has only been changed for the new Standard PC Keyboard Mode.

In the PKey editor it does not matter if using upper or lower case letters since the command is forced upper case unless in Standard Mode. In standard mode Focalpoint® reads both upper and lower case.

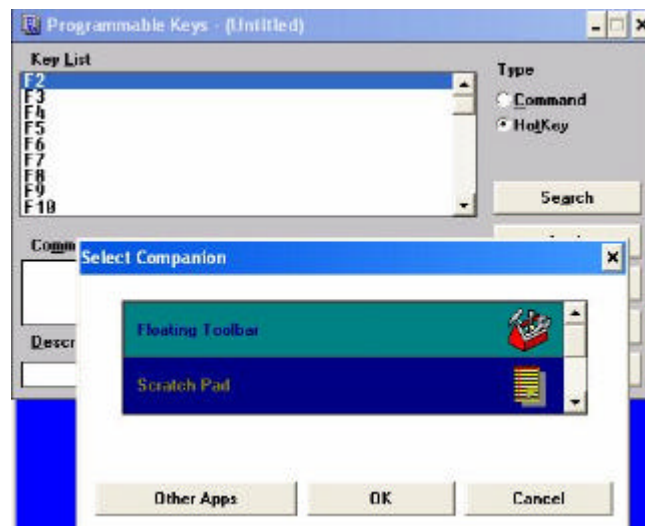


In the PKey editor there is a radio button in addition to the Command, Hot Key, and SW+Script radio buttons titled Browser Script. This radio button allows a compatible script such as JavaScript, VBScript etc. to be entered into a PKey. To enter a compatible script in a PKey, first select the Browser Script radio button and then click on the Find button. Locate where the scripts are stored and select the desired script from the list, click Apply and then OK. Focalpoint® does not have to be restarted.

The PKeys HotKey now functions differently.

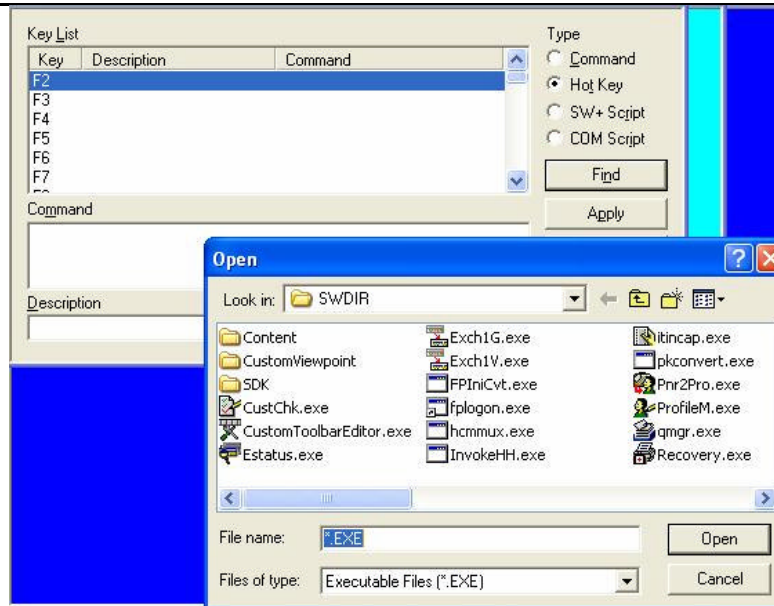
Previous Steps:

1. Click HotKey radio button
2. Click Search button.
3. User is presented with the Companion list with includes the Focalpoint applications (MonthView, ScratchPad, Floating Toolbar, Calculator) and the installed Galileo applications (Relay, Viewpoint, Scriptwriter Plus, Script Library).
4. If a non Galileo application is desired the user can click the "Other Apps" button which will present an open dialog defaulting to the \windows folder.



New Steps:

1. Click HotKey radio button
2. Click Find (instead of the old search) button.
3. You are presented with the SWDIR folder with the default file type of EXE



Scriptwriter Plus Scripts

Scriptwriter **Plus** Run is supported in Focalpoint® 4.01. Scriptwriter Run is not supported. Scriptwriter Plus **Build** will no longer work on a Focalpoint® 4.01 workstation (host table is no longer available). Scripts that need to be modified will need to be modified on a Focalpoint® 3.5 workstation.

There are several hindrances when converting a script where it will not be able to take advantage of the new tools and technologies, there will be multiple windows, no 'back' capability and no way to integrate with the database.

DDE Changes

DDE is supported in Focalpoint 4.01, with the following exceptions:

["Galileo1","ApolloA"] - "TransmitAudit"

["0"->"9", "VisiblePartition"] = "TransmitAudit"

Were documented, but never worked correctly in Focalpoint 3.x. They are implemented as closely as possible in Focalpoint 4.01. They are fired before an entry is sent to the host.

The item ["Galileo1","ApolloA"] - "ConnectionStatus"

Is not implemented in Focalpoint 4.01, as Focalpoint 4.01 generates a LOT of connection status messages, and sending all of them through DDE caused DDE to crash.

The item ["Frame"] = "Menu.MenuItem" is not implemented in Focalpoint 4.01, as Focalpoint 4.01 has no such concept.



Newly Available Character Set

The biggest difference for Focalpoint® 4.01 is the change of keyboard mapping to allow users the ability to input characters that could not previously be entered. The input, storage and display of the newly available characters *will only work* with Focalpoint® 4.01.

Because certain characters conflict with existing keyboard mappings (for example, the accent key was previously mapped to represent a som), the standard Apollo/Galileo Keyboard mapping will be removed to allow the user to enter the actual character. The Standard Keyboard default will now essentially operate as a fully functional PC keyboard. The only character that will *not* be available for use is the percent (%). The plus (+) sign will also cause a problem if entered in Terminal Emulation. The Apollo/Galileo operating system uses the plus sign to represent the end-of-message and everything entered after a plus sign will be ignored by the system.



Apollo keyboard keys/entries that will be affected are:

Current Apollo/Galileo Keyboard Mapping for Apollo (1V)	FP4.01 Standard Windows Mode
	It will be entered and displayed as:
= key is still mapped to represent the display key *	Shift* will display as *
] key is still mapped to represent the dollar key \$	Shift \$ will display as \$
[key is still mapped to represent the pillow key □	Shift @ will display as @
` key is still mapped to represent the som key ▶ now >	Shift > will display as >
, key is still mapped to represent the enditem key ‡ now +	Shift will display as
+ (shift +) was previously mapped to represent the enditem ‡	Shift will display as
; key is still mapped to represent the colon key :	Shift : will display as :
\ can still be used as a carriage return	Ctrl+J or Ctrl+j

Galileo keyboard keys/entries that will be affected are:

Current Apollo/Galileo Keyboard Mapping for Galileo (1G)	FP4.01 Standard Windows Mode
	It will be entered and displayed as:
` key is still mapped to represent the som key ▶ now >	Shift > will display as >
+ (shift +) was previously mapped to represent the enditem +	Shift will display as
\ can still be used as a carriage return	Ctrl+J or Ctrl+j

*Note: We cannot be responsible for any special mapping that is done in the markets that would be specific to that market. We are not always aware of what that might be.

Focalpoint® Operating Modes

Each user will have the option to choose between two operating Modes in FP4.01.

- The Standard Keyboard Windows Mode (*which is the install default*) will function as a normal PC keyboard. Focalpoint 4.01 will always launch in this default mode unless the user selects a different option.
- The Apollo/Galileo Keyboard Mode will return the user to a keyboard that has the Apollo/Galileo Keyboard mapping (as shown in previous chart).

Standard Windows Keyboard Mode (Default)

In an effort to move towards a more Internet compatible environment, the Standard Windows Keyboard Mode is the installation default. The Standard Keyboard default operates as a fully functional PC keyboard. The only character that will *not* be available for use is the percent (%). The plus (+) sign will also cause a problem if entered in Terminal Emulation. The Apollo/Galileo operating system uses the plus sign to represent the end-of-message and everything entered after a plus sign will be ignored by the system. The characters that are available using this mode should ONLY be used in the new Email Field at this time. When special characters (such as @ or _) are entered in other fields of the PNR/BF, it could have unexpected results when printing or issuing documents.



Apollo/Galileo Keyboard Mode

The Apollo/Galileo Keyboard Mode will return the User to a keyboard that has the standard Apollo/Galileo keyboard mapping. This can be done at each individual set in order to provide the ability for each user to choose how they wish to work. The instructions can be found under the Focalpoint® Operating Modes section.

If the Apollo/Galileo Keyboard Mode is selected, the user will *not* be able to *input* the newly available characters. If they display a record that contains the special characters they will see a question mark (?) in place of any characters that are not supported in this mode.

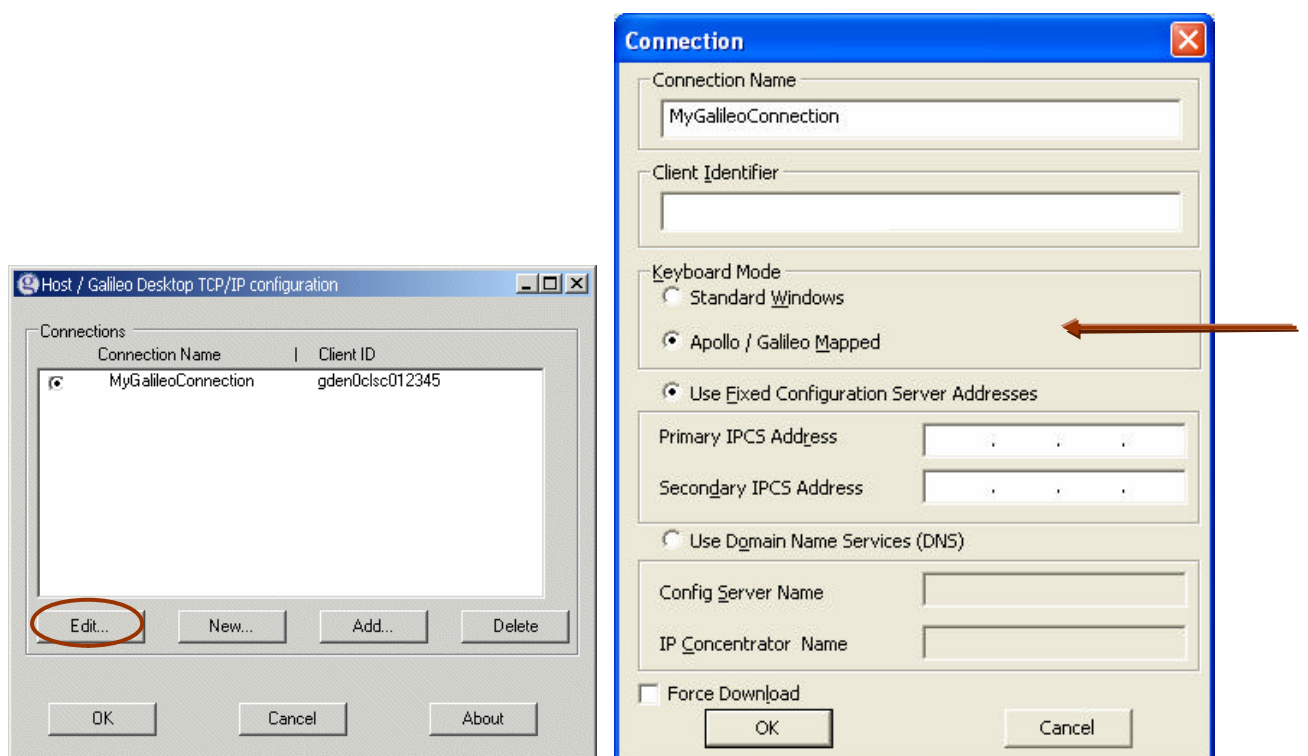
If the new Email Field has been entered in the Standard Windows Mode, and the user switches to the Apollo/Galileo Keyboard Mode they will see the Header advising them that the Email Field exists (EMAIL ADDRESS EXISTS). If they tab and enter they will be able to display the field, but cannot make changes or add anything when the address contains characters not supported. Any characters not recognized by the Apollo/Galileo Keyboard Mode will be displayed as a question mark (?).



Changing the Operating Mode

The DEFAULT is always the Standard Windows Keyboard. A change in operating mode can be accomplished by using the Control Panel:

1. Open the Control Panel.
2. Open the Galileo TCP/IP file.
3. Select Edit and then the Connection Box (see below) appears.
4. In the Keyboard Mode section of the Connection Box select the Apollo/Galileo Mapped option.
5. Click **OK** to complete the change.
6. If Focalpoint® is open it must be closed and reopened for the change to take effect.
7. Once a change has been made, and saved, it will remain until it is changed again using the same process.

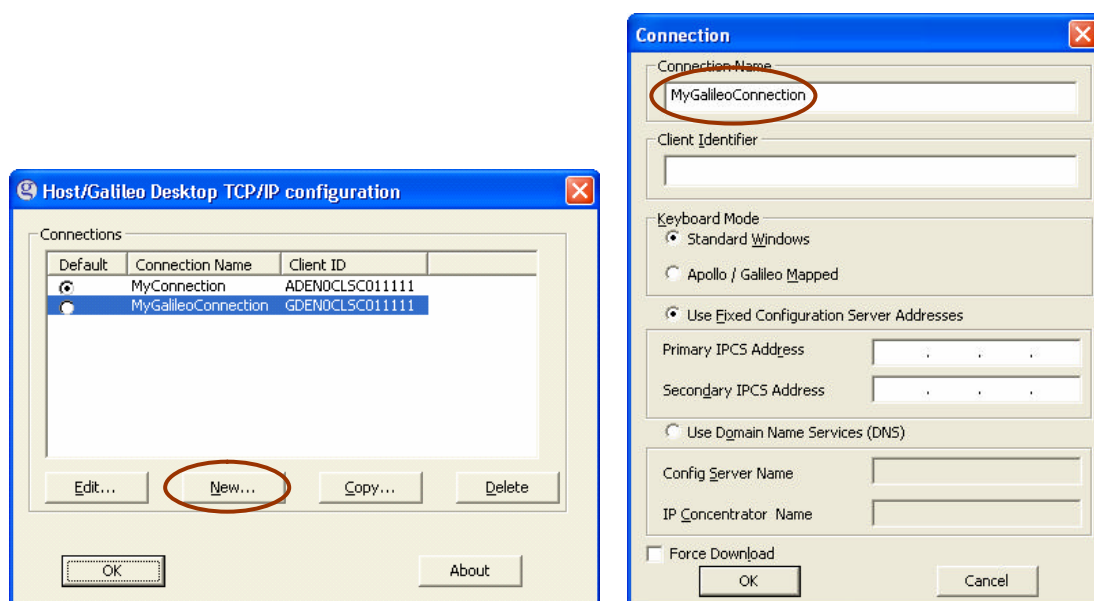




Opening New Windows

In the same Focalpoint® TCP/IP Configuration box used to change between operating Modes, the user can also setup connections for other Focalpoint® windows. This enables them to open another window for a different pseudo city, different host or different mode.

In the configuration box click on the **New** button. The connection window will then appear. Type the name of the new window in the Connection Name field (must be alphanumeric with no spaces). Enter the client identifier for either Apollo® or Galileo®, select the preferred mode and enter the GTIDs for the Primary and Secondary IPCS address.



The user can easily base a new connection on an existing one. Simply select a connection name and click the "Copy" button. The Edit dialog will appear with all the information filled in. The Connection Name will default to "OldName (copy)" and all information can be overridden.

Once the user has added new connection names they need to select the default by selecting the radio button (under the Default header) by the default choice. Then select OK.

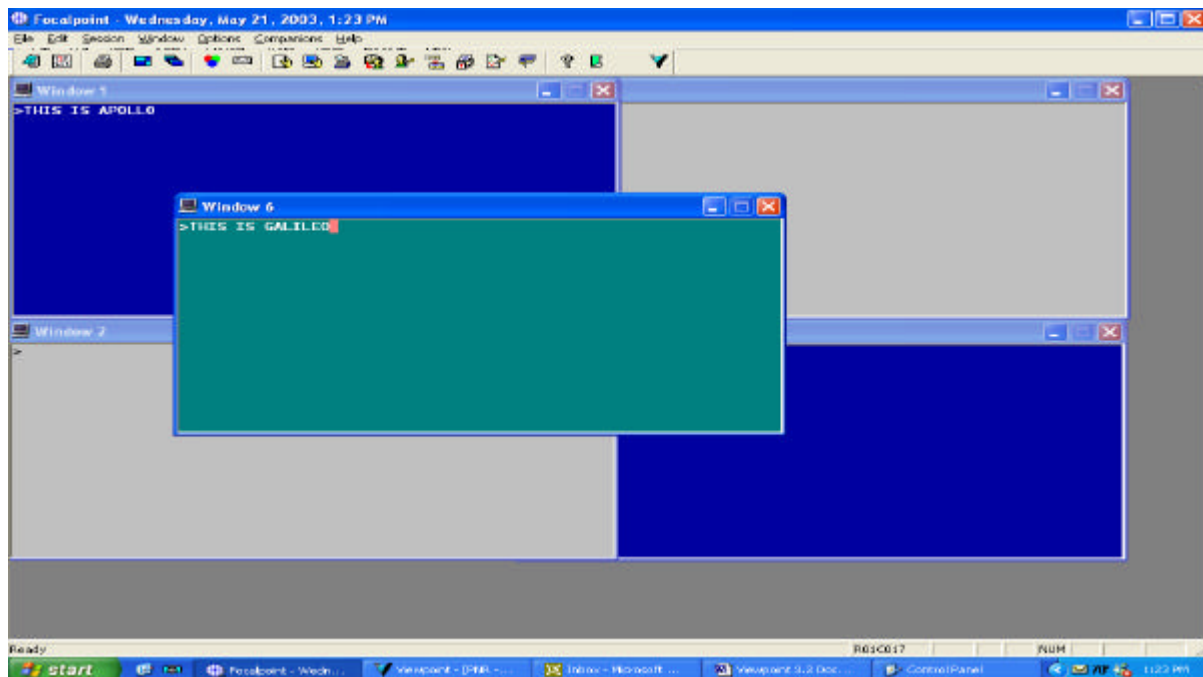
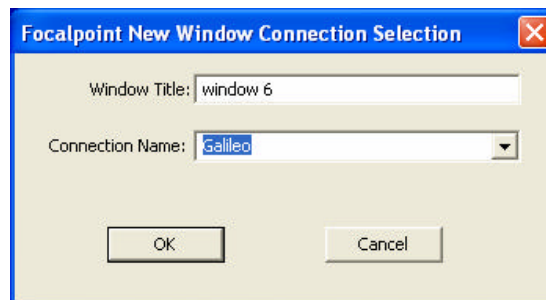
When building new windows there are some important things to keep in mind:

- In the Control Panel/Galileo TCP/IP window the user can build as many connections as they wish, but only two different connections are supported for a user at any given time.
- A different Client ID can be used for each connection (e.g.: one for the Apollo Host and one for the Galileo Host).
- It is possible to have one Client ID for two connections (e.g.: a Client ID that supports two GTIDS). However, if using one Client ID for two connections, they must both be configured with the same keyboard mapping.
- Viewpoint will always point to the *default* connection.



After the configuration has been set up, the user re-opens Focalpoint®. To open a new Focalpoint® window select **File/New Window** which displays the New Window Selection box. Enter the name of the new window in the **Window Title** fill-in box and click on the drop down menu for Connection Name. This functionality will allow the user to have a new window in a different pseudo city on the same host, to have a window on a different host or a window in a different mode.

(e.g. : If using the Apollo® host for the four original windows create a connection for Galileo® and open a new window for the Galileo® host.)



The Tile function for window arrangement is no longer available in Focalpoint.



New Email Field

A new optional Passenger Name Record (PNR)/Booking File (BF) Field allows users to enter an Email Address using the *exact* email characters. The exact characters *must* be used in this field. It will not recognize the translation inputs used in the **Email Phone** Field (e.g. // for a @).

This field can be entered in either Mode with the following guidelines:

Apollo/Galileo Keyboard Mode: A basic email address that contains only characters available in this mode (the pillow (□) is used to represent an @ sign in Apollo) can be entered using the Email address format.

MT:John.Test□aol.com can be entered in Apollo/Galileo Mode (1V)
 MT:John.Test@aol.com 1G format

Standard Windows Mode: An email address using any character on the keyboard with the exception of a percent (%) sign can be entered using the new Email address format.

MT:John_Test@aol.com can ONLY be entered in Standard Keyboard Mode (1V)
 MT:John_Test@aol.com 1G format

This new field is displayed with a tab stop on the face of both the PNR and the BF. It is the last item in the tab stop displays. Because it is a new field, any Screen Scraping programs will need to be updated. *If a location that is not using Galileo Desktop displays a PNR/BF that contains the new Email Field that was input by an office that is using Galileo Desktop, it will display. All locations accessing the users PNR/BF's should be notified that they may begin to see this field.*

Display of New Email Field in Focalpoint®

The new field will display on the face of a PNR/BF with a Tab Stop. A new display entry of *EM will display the field. The field will appear in both the **Standard Windows Mode** and the **Apollo/Galileo Keyboard Mode**. If a character exists in an email address, such as an underscore (_) that is not recognized in the Apollo/Galileo Keyboard Mode, that character will be replaced by a question mark (?) in the display.

*** EMAIL ADDRESS EXISTS***	>*EM.	Apollo (1V)
** EMAIL ADDRESS EXISTS **	>*EM.	Galileo (1G)

When Tab and Enter, the field will display in the **Standard Windows Mode** as:

EMAIL ADDRESSES AND COMMENTS	
FROM-	ANYWHERE.TRAVEL@SERVER.COM
TO-	1.JOE.TRAVELER@AOL.COM
COM-	1.HERE IS YOUR NEW ITINERARY – PLEASE NOTE CHANGES
TO-	2.SUE_SMITH@GALILEO.COM
TO-	3.DAN.JONES@DEN.GALILEO.COM
COM-	3.THANKS DAN – HAVE A GOOD TRIP



When Tab and Enter, the field will display in the **Apollo/Galileo Keyboard Mode** as:

EMAIL ADDRESSES AND COMMENTS	
FROM-	ANYWHERE.TRAVEL□SERVER.COM
TO-	1.JOE.TRAVELER□AOL.COM
COM-	1.HERE IS YOUR NEW ITINERARY – PLEASE NOTE CHANGES
TO-	2.SUE?SMITH□GALILEO.COM
TO-	3.DAN.JONES□DEN.GALILEO.COM
COM-	3.THANKS DAN – HAVE A GOOD TRIP

** Please note that the underscore on number 2 has changed to a question mark (?) because the A/G keyboard mode does not recognize an underscore (_). For Apollo® the @ signs have also changed to a pillow (□). In Galileo® the @ will display.

Earlier Versions of Focalpoint®

If a location that has Focalpoint® (3.0, 4.01, 3.5, etc.) displays a PNR/BF that contains the new Email Field with the newly available characters, those characters could be replaced by a question mark (?). Some translations will be made, for example the @ will be converted to a pillow (□) in 1V.

For example, if a user on FP3.5 displays a PNR/BF that was created in FP4.01, and it contains an Email Field, they will see the PNR/BF header ****EMAIL ADDRESS EXISTS****. They can tab and enter to display that field, but will not see any characters that are not supported in the Focalpoint® version or keyboard mode they are using.

Example:

With FP4.01 Standard Windows Mode	With Earlier Versions (4.01, 3.5, etc.)
EMAIL ADDRESS AND COMMENTS TO- 1. R_SMITH@AOL.COM	EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH□AOL.COM
With FP4.01 Apollo/Galileo Keyboard Mode	In 1G the @ may appear so it could be:
EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH@AOL.COM	EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH@AOL.COM

New Email Field in PRO-file and Client Files

The Email addresses, using the new Email Field format, can be input, stored, moved and displayed in a PRO-file/Client File. The same sort of character display will occur as with the PNR/BF. Any characters not recognized in the Apollo/Galileo Keyboard Mode will be replaced by a question mark (?).

New Email Field and Custom Check

Any Custom Check rules associated with the PNR/BF that must be satisfied at time of End Transact will be enforced with the new EM entry.



Min/Max for Email Field

The new Email Field has three components available:

1. Mail FROM address. (MF: or MF.) There is only one MF entry allowed. It is automatically inserted as the first address in the Email Field.
2. Mail TO address. (MT: or MT.) There can be up to 99 MT entries.
3. Mail COMMENT freeform. (MC: or MC.) This freeform field must be associated to an MT field. It allows for one freeform comment line for each MT address with a maximum of 125 characters.

**Note: The MF and MT entries must include a @ sign in the address to be a valid entry, and must have a minimum of 5 characters and a maximum of 125 characters.

The New Email Field and MIRs

The new Email Field will NOT be sent in the MIR.

Fixed Format Display (BF)

The normal BF Fixed Format display (*FD*R) is not changing. There is a new Fixed Format Display for the Email Field.

Input: `FD*EM`

Display example:

00080090 00390092031 1. REBECCA.MOON@GALILEO.COM



Email Field Formats

As stated previously, there are three components of the Email Field. When entering them directly into Focalpoint® the following formats apply.

- The Mail FROM address should be used to advise the customer who the Email is from and what Email Address to respond back to. If a FROM address is **not** included, the Email will show it is from ViewTrip and will have this message at the top of the email: THIS EMAIL WAS AUTOMATICALLY GENERATED FROM AN UNATTENDED MAILBOX. IF YOU HAVE QUESTIONS PLEASE CONTACT YOUR TRAVEL AGENCY.

MF:JANE.SMITH@TRAVELAGENCY.COM Apollo entry
 MF.JANE.SMITH@TRAVELAGENCY.COM..... Galileo entry
 C:MF:JANE.SMITH@TRAVELAGENCY.COM Apollo entry to change
 C:MF: Apollo entry to delete
 MF.@JOE.TRAVELLER@AOL.COM Galileo entry to change
 MF.@ Galileo entry to delete

- The Mail TO address is used to include the customer's Email Address(es).

MF:JOE.TRAVELER@AOL.COM Apollo entry
 MF.JOE.TRAVELLER@AOL.COM..... Galileo entry
 C:1MT:JANE.SMITH@TRAVELAGENCY.COM Apollo entry to change
 C:1MT: Apollo entry to delete
 MT.1@JOE.TRAVELLER@AOL.COM Galileo entry to change
 MT.1@ Galileo entry to delete

- The Mail COMMENT is used to include one line of freeform information. The Comment line must be associated with an Email TO address line. If the associated TO address is deleted, the Comment will automatically be deleted along with it.

MC:1@HERE IS YOUR NEW ITINERARY – HAVE A GREAT TRIP Apollo entry
 MC.1@HERE IS YOUR NEW ITINERARY – HAVE A GREAT TRIP Galileo entry
 C:1MC:1CHANGE EMAIL COMMENT FIELD NUMBER 1..... Apollo entry to change
 C:1MC: Apollo entry to delete
 MC.1@CHANGE EMAIL COMMENT FIELD NUMBER 1..... Galileo entry to change
 MC.1@ Galileo entry to delete

Once an Email Field has been entered into a PNR/BF, the EM format is used to transmit an Itinerary Email to the address. *The Email Field will take precedence* over any other Email address in the PNR/BF. If the user has an Email address in the Phone Field AND the Email Field, the only way to generate an Email to all addresses is to use the EMALL input.



Display of New Email Field in Viewpoint™

The new field is displayed on the main itinerary page in Viewpoint™ 4.01 below the Phone field. The location of the Email field can be re-ordered in the itinerary view by moving the Phone field up or down from the **Tools/Options**, (the Email field will always be under the Phone field).

A right click on the Email field will display the **Edit Email Addresses** option and then the **Customer Information** edit screen where the user can add, delete or modify Email addresses and edit Email comments. The Email field can also be accessed from the Customer toolbar button or the File drop-down menu and select the option for Create/Edit Customer Information and then the Email tab. The field will appear in both the Standard Windows Mode and the Apollo/Galileo Keyboard Mode. If a character exists in an email address, such as an underscore (_) that is not recognized in the Apollo/Galileo Keyboard Mode, that character will be replaced by a question mark (?) in that display.

