Email Field Formats in Focalpoint.

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 .... Galileo entry to add
  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).

  MT.JOE.TRAVELLER@AOL.COM .... Galileo entry to add
  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.
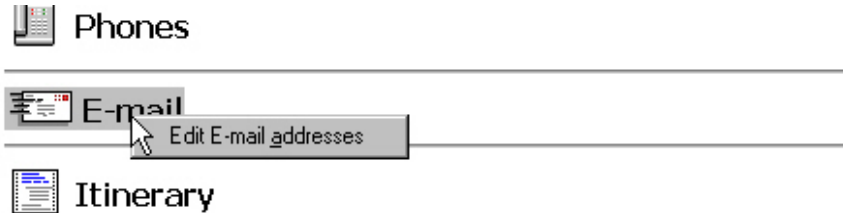
  MC.**1**@HERE IS YOUR NEW ITINERARY – HAVE A GREAT TRIP .... Galileo entry to add
  MC.1@CHANGE EMAIL COMMENT FIELD NUMBER 1...................... Galileo entry to change
  MC.1@ .... Galileo entry to delete

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.
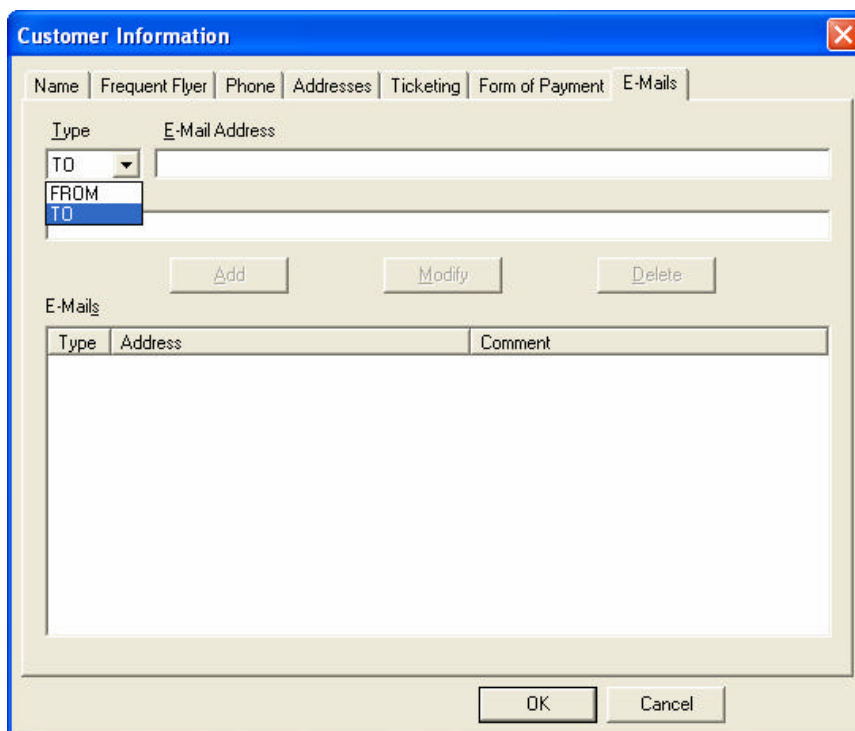
Display of New Email Field in Viewpoint™

The new field is displayed on the main itinerary page in Viewpoint™ 4.01

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.
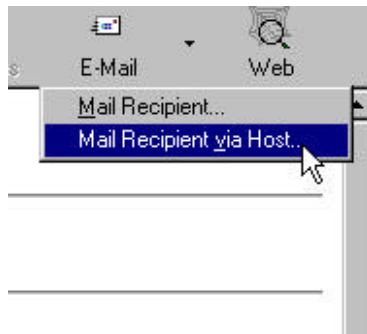

Please refer to the document "Galileo Desktop-Special Characters" for more information regarding changing modes and special characters.
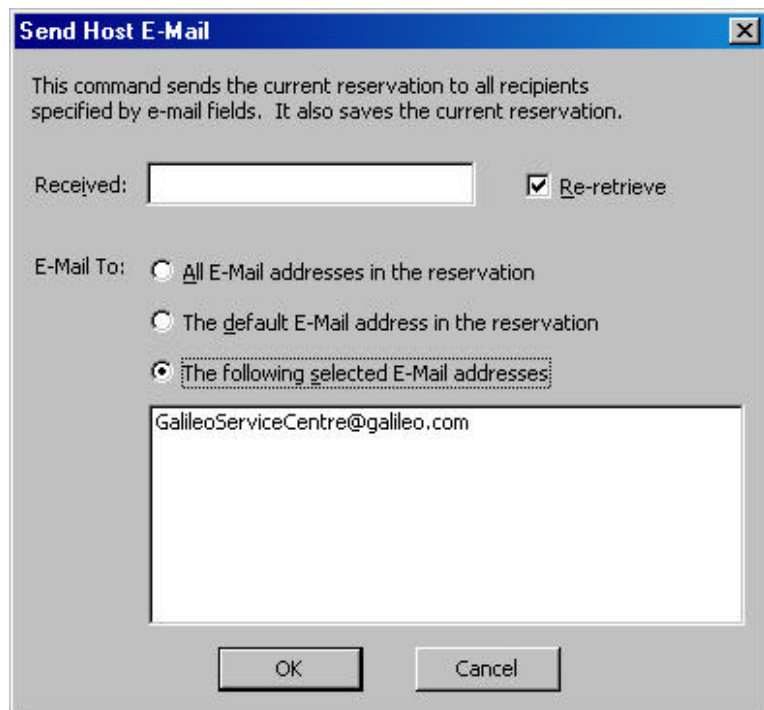
Sending an Email via the Host from Viewpoint.

From the Mail Icon select the side arrow to pull the menu down and choose "mail reciepient via host.

You have the choice to:

Send to all MT. addresses.
OR
Send to the First Email MT.1
OR
Send to the following

Sending an Email via the Host from Focalpoint.

The Basic Formats are:

- **EM**.......... end record and send an Email to the <u>default</u> address in the PNR/BF Email Phone Item. (Default will be the *first* Email item within the Email Field)
- **EMALL**.... end record and send an Email to <u>all</u> addresses contained in the PNR/BF Email Items within the Email Field
- **ERM** .... end record, send an Email to the <u>default</u> address in the PNR/BF Email Item, and re-retrieve the PNR/BF

Formats for Using a Specific Email Address:

A specific Email address item can be included in the format, versus using the default (first Email Item). A format also provides the ability to issue an Email for ALL Email Items within the Phone Field.

When requesting a *specific* Email address item, the entire Phone Field is interrogated. You must enter the Phone Field item number that the Email address is on, not if it is the 2nd or 3rd Email Phone Item.

- **EM2**...........end record, send an Email to 2nd Email Field item contained in the PNR/BF.
- **EM1.3.5**.....end record, send an Email to 1st, 3rd, and 5th Email Field Item numbers.
- **EM3-5.8** ....end record, send Email to 3rd, 4th, 5th, and 8th Email Field Item numbers.
- **ERM2** ....end record, send an Email to the 2nd Email Field item number in the PNR/BF, and re-retrieve the PNR/BF.