GALILEODESKTOP

The Email Fields
&
Special Characters

GALILEO
INTERNATIONAL™

Special Characters

Table of Contents

Overview

Galileo and Apollo Host systems currently operate with a limited set of approved special characters. Only these approved characters are recognized and transmitted through the host systems to Travel Agencies, airlines, non-air vendors and third party entities (e.g. accounting systems, API customers, etc.). All applications are coded against this approved and recognized character set. Interfaces between the various systems assume consistency of these characters and adherence to this standard.

As use of the Internet increases, applications, business processes and systems are increasingly using characters such as the "underscore' that are not part of the current set of approved characters.

We are currently using a special Email Phone Field to enter translator codes to represent two of the requested characters, the "underscore" (_) and "at" (@) symbols. Viewpoint takes those translators (// for @ and -- for _) and converts them to the exact "underscore" and "at" symbols. An email can be generated from Viewpoint, or directly from the PNR/BF, using the email address stored in this Email Phone Field. *This field will remain as it is today. The user will not fvbe required to change their business process.* However, due to AIRIMP character standards that affect the phone fields, it was determined that a new Passenger Name Field (PNR) and Booking File (BF) field was necessary to store Email addresses in order to use the exact characters.

Summary

This document addresses the screen changes and additional functions in Galileo required to support the following:

- Special Character input, storage and display.

- New PNR/BF field to support the newly available characters.

- Retire the End-item and SOM visual character inputs and displays. These characters will be input and displayed as a | (end-item), and > (som) *for users upgrading to the new Galileo Desktop* Application. There will be no change to what is actually stored in a host record, because the hexadecimal value remains the same.

- If lower case letters are entered under Terminal Emulation, they will be filtered out and changed to upper case. When the record is re-displayed, the user will see it in upper case.

- If lower case letters have been entered via Structured Data they will be allowed. If lower case have been entered into material that appears in the Apollo/Galileo systems, it will be displayed in lower case for upgraded TCP/IP Focalpoint 4.0 users. (i.e. A Hotel vendor adds a URL)

PNR/Booking File

The ability for the users to input, store and display the special characters in a PNR/BF will be available with the Galileo Desktop. The screen changes for the PNR/BF are:

- A new field will exist to store Email Addresses and a freeform comment line. We were unable to restrict the Special Characters from being entered into other fields in the PNR/BF within the scope of this project, but their use should be limited to the new Email Field. Any field that allows freeform data will *allow* the characters to be input. As this could have unexpected results, the users should be encouraged to keep the use of Special Characters to the new Email field at this time.

- Along with the ability to enter the Special Characters, we will be retiring the End-item and SOM character inputs and displays. These characters will be input and displayed as a vertical bar (|) for the end-item, and > (som) for the Galileo Desktop *using the standard windows keyboard* only.

Viewing new Email Field in PNR/BF

A new optional PNR/BF Field allows users to enter an Email Address using the exact characters. This new field will be displayed with a tab stop on both the PNR and the BF. It will be the last item in the tab stop displays.

This new field can be entered using the new Galileo Desktop in both Focalpoint and Viewpoint windows. It *will display* in earlier versions of Focalpoint once it has been entered. Therefore, if an office has not upgraded, and displays a PNR/BF from a branch office that has upgraded, they will see the new Email Field. They will not be able to change it, or add to it unless they have the characters available to them.

Display of New Email Field

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.

** EMAIL ADDRESS EXISTS **   >*EM·   Galileo

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

```
EMAIL ADDRESS 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 you Tab and Enter, the field will display in the **Apollo/Galileo Keyboard** Mode as:

```
EMAIL ADDRESS 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
```

The new field will also display on when ***ALL** is used in either Standard or Mapped mode.

Email FROM Entries

To provide the ability for the user to enter their personal Email Address, we have an Email FROM entry. *Only one* Email FROM entry will be allowed per PNR/Booking File. The FROM line will be automatically stored on the *first* line in the Email Field.

The new field will be entered as **MF.** for Galileo.

> **MF.**ANYWHERE TRAVEL@SERVER.COM ....Galileo to add

Change

The change format will be consistent with how other change formats work in each system.

> MF.@AGENCY3@ISP.COM ....Galileo to change
> MF.@ ....Galileo to delete

Minimum/Maximum Characters

The minimum/maximum number of characters per field is 5-125. The system will validate the presence of at least one "@" in the FROM field to signify that it is an Email address.

Galileo Alert Message:

- INVALID EMAIL ADDRESS FORMAT ....For FROM Field

Min/Max for Email Field

Mail FROM address. (**MF.**) There is only one MF entry allowed.

Galileo Alert Message:

- SINGLE ITEM FIELD .... If more than one is entered

Email TO Entries

The Email TO address is used to enter the Email address of a client.

It is entered with an **MT.** for Galileo**.**

> MT**.**VICKI.JOHNSON@GALILEO.COM .... Galileo entry to add

Change

The change format will be consistent with how other change formats work in each system.

> MT.1@VICKI_EICHORN@GALILEO.COM .... Galileo change
> MT.1@.........................…........................... Galileo delete
> /MT.2@JOHN.SMITH@GALILEO.COM .... Galileo Insert after 2

If an Email Address line is CHANGED that has a COMMENT line associated with it, an Alert Message will display to advise the user they may want to change the Comment line.

Galileo Alert Message:

▪ ASSOCIATED COMMENT EXISTS YOU MAY WANT TO DELETE OR CHANGE.

If an Email Address line is DELETED, the Comment line *associated* with that Email Address line will automatically be deleted.

Minimum/Maximum Characters

The minimum/maximum number of characters per field is 5-125. The system will validate the presence of at least one "@" in the TO field to signify that it is an Email address.

Galileo Alert Message:

▪ INVALID EMAIL ADDRESS FORMAT ....For TO Field

Min/Max for Email Field

Mail TO address. (**MT.**) There can be up to 99 MT entries.

Galileo Alert Message:

▪ MAXIMUM 99 EMAIL ADDRESS FIELD ....For TO Field

Email COMMENT field

A freeform comment line can be associated to a specific Email address line. The comment line will be inserted directly below the associated Email address line. The formats are **MC.** for Galileo. *Only one Comment line will be allowed per Email line.*

MC.1 @ITINERARY FOR VICKI'S NOVEMBER TRIP – THANK YOU ....Galileo
to add to TO address line 1.

Change

The change format will be consistent with how other change formats work in each system.

MC.1@CHANGE FREEFORM TEXT .... Galileo - change Comment field #1
MC.1@ .... Galileo to Delete comment #1

Galileo Alert Message:

▪ INVALID EMAIL COMMENT FORMAT.................................... If entered incorrectly
▪ ADD EMAIL ADDRESS FIRST... If the TO address does not exist
▪ CHECK ITEM NUMBER... If the COMMENT Field is *changed*
 for a line number that does not exist

Minimum/Maximum Characters

The minimum/maximum number of characters per field is 5-125.

Galileo Alert Message:

▪ INVALID EMAIL COMMENT FORMAT..For COMMENT Field

Min/Max for Email Field

Mail COMMENT freeform. (**MC.**) This freeform field must be associated to an MT field. One comment field is allowed for each MT address.

Focalpoint Keyboard Mappings

The biggest difference for Focalpoint in the Galileo Desktop application is the change of keyboard mapping to allow users the ability to input characters that cannot currently be entered. The input, storage and display of the newly available characters *will only work with* the new version of Focalpoint.

Focalpoint Keyboard Operating Modes

Each user will have the option to choose between two operating Modes in FP4.0.

- The **Standard Windows Keyboard Mode** (default mode) will function as a normal PC keyboard, with the exception that the % sign will not be available for use. *Focalpoint will launch in this default mode unless this is changed in the Control Panel configuration.*
- The **Apollo/Galileo Keyboard Mode** will return the user to a keyboard that has the current Apollo/Galileo standard keyboard mapping (as shown above).

The change in operating mode can be accomplished through the Control Panel at each set.

Standard Mode

Because certain characters conflict with existing keyboard mappings (for example, accent key is currently 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 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.

Galileo keyboard keys/entries that will be affected are:

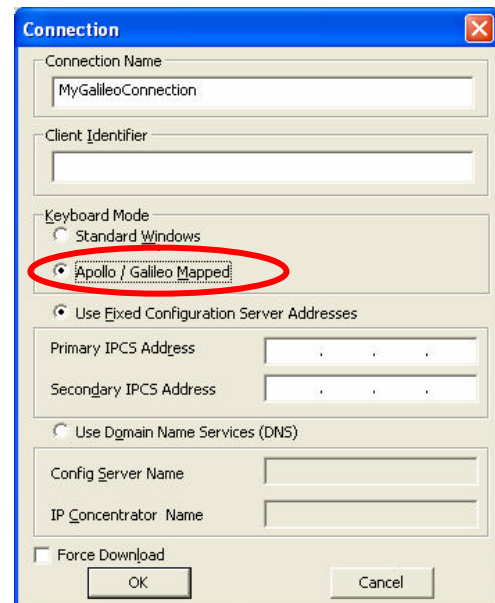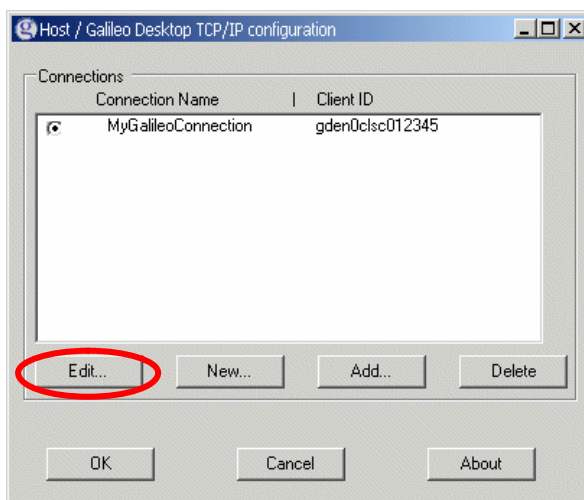| Current Apollo/Galileo Standard Keyboard Mapping for 1G		New Standard Keyboard Mode It will be entered and displayed as:
` key is currently mapped to represent the **som** key	▶	Shift > will display as **>**
+ (shift +) is currently used to represent an **enditem**	**+**	Shift | will display as **|**
} Tabstop		Ctrl+Shift+T
**** Is currently used as a carriage return		CtrlJ or Ctrlj

Apollo/Galileo Mapped Mode

The *Apollo/Galileo Keyboard Mode* will return the User to a keyboard that has the current 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.

Changing Modes

The DEFAULT at installation is always the Standard Windows Keyboard. A change in operating mode can be accomplished by using the Control Panel and is recommended when first using the Galileo Desktop:

1. Open the Control Panel.
2. Double click the Galileo TCP/IP file.
3. If there is more than one connection, select the one to be changed.
4. Select **Edit** and then the Connection Box (see below) appears.
5. In the Keyboard Mode section of the Connection Box select the Apollo/Galileo Mapped option.
6. Click **OK** to complete the change.
7. If Focalpoint® is open it must be closed and reopened for the change to take effect.

Once a change has been made, and saved, it will remain until it is changed again using the same process.

If the Apollo/Galileo Keyboard Mode is selected, the user will *not* be able to *input* the newly available Special Characters. However, if they display a record that contains the special characters they will *see* most of those characters, but cannot change them.

If the new Email Field has been entered in the Standard Windows Keyboard Mode, and the user switches to the Apollo/Galileo Mapped 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 some characters may display as a (?).

Focalpoint 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.

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.

New Email Field in PRO-file and Client Files

The ability is provided for the users to input, store, move and display the characters in a PRO-file/Client File. This functionality will be available by using the new Email Field.

1G CLIENT FILE Display – Standard Keyboard	1V PROFILE DISPLAY – Standard Keyboard
8Y/MT.REBECCA.MARTIN@GALILEO.COM 9Y/MF.D_MOONSOL@AOL.COM	8Y/MT:REBECCA.MARTIN@GALILEO.COM 9Y/MF:D_MOONSOL@AOL.COM

1G CLIENT FILE Display – Apollo/Galileo Keyboard	1V PROFILE DISPLAY – Apollo/Galileo Keyboard
8Y/MT.REBECCA.MARTIN@GALILEO.COM 9Y/MF.D?MOONSOL@AOL.COM	8Y/MT:REBECCA.MARTIN¤GALILEO.COM 9Y/MF:D?MOONSOL¤AOL.COM

Relay Profile Editor has been updated and is included in Galileo Desktop. The new Relay version is 3.5.

Focalpoint 3.5.21

If a agency location that has Focalpoint (3.5.21, etc.) displays a PNR/BF that contains the new Email Field with the newly available characters, those characters will be replaced by a question mark (?).

For example, if a user on 3.5 displays a PNR/BF that was created in 4.0, 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 FP3.5.

Example:

With FP4.0	With Earlier Versions (3.2, 3.5, etc.)
EMAIL ADDRESS AND COMMENTS TO- 1. R_SMITH@AOL.COM	EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH¤AOL.COM
	In **1G** the @ may appear so it could be:
	EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH@AOL.COM

Viewpoint 3.0

Viewpoint 3.0 and earlier will not work with the newly available character set. The new Email field will not be visible in earlier versions of Viewpoint and cannot be entered from Viewpoint 3.0 or earlier. A new version of Viewpoint is included in the Galileo Desktop application, and accommodates the new Email Field and new Focalpoint character set.

ViewTrip

ViewTrip is used behind the scenes to send the Email from the PNR/BF (EM entry) using the new Email Field or the Email Address in the Phone Field.

If an Email Field is entered into a PNR/BF, ViewTrip uses this field as the default for sending an Email when the EM entry is used. If the Email Field does not exist, ViewTrip looks for an Email address in the Phone field. If an Email address exists in both the Phone field and the new Email field, then ViewTrip will use the Email field unless the user specifies that ALL email addresses be used.

Name Changes

When a Name Change is performed on a PNR/BF a message will appear advising them the Name has been changed and they should verify the Email Addresses. They can ignore the message if they choose it will just be for a warning advisory – no action will be required.

Galileo Alert Message:

▪ NAME HAS BEEN CHANGED. PLEASE VERIFY YOUR EMAIL ADDRESSES

MIRs

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