



# What's New in Galileo Desktop 2.1

## Asia Pacific Release

Prepared by: Abigail Lee  
Product Marketing – Asia Pacific



### **Disclaimer**

This guide should be used for guidance purposes only and should not be relied upon as taxation or legal advice, nor used in substitution for obtaining your own taxation or legal advice. No reliance may be placed on the information contained in this document. Galileo disclaims all representations made in this guide, including but not limited to representations as to the quality and accuracy of the information contained in this document. This guide is subject to change without notice. Neither the whole nor any part of this document shall be disclosed to any party in any form without the written consent of Galileo International.

### **Trademarks**

Galileo International may have patents or pending patent applications, trademarks copyrights, or other intellectual property rights covering subject matter in this document. The furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property rights except as expressly provided in any written license agreement from Galileo International. All other companies and product names are trademarks or registered trademarks of their respective holders.

### **Copyright**

© 2008 Galileo International. All rights reserved. All Travelport logos and marks as well as all other proprietary materials depicted herein are the property of Travelport and/or its subsidiaries. © Copyright 1999-2008. All rights reserved. Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or non-disclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Galileo International. In Australia and New Zealand Galileo by Travelport operate as Galileo Southern Cross.

# Contents

<b>WHAT'S NEW IN GALILEO DESKTOP 2.1.....</b>	<b>5</b>
PLATFORM VERSION .....	5
<i>Focalpoint®</i> .....	5
<i>Viewpoint®</i> .....	5
PNR/BOOKING FILE.....	5
<i>Expanded SSR Freeform Field</i> .....	5
CAR .....	5
<i>Masking of Car Customer ID numbers</i> .....	5
<i>CarMaster® eVouchers</i> .....	5
HOTEL .....	5
CUSTOM TOOLBAR & VIEWPOINT SCRIPTS 2.0.1 ASIA PACIFIC RELEASE .....	6
<i>Detailed function description</i> .....	6
<b>PREVIOUS RELEASE (2.0) ENHANCEMENT .....</b>	<b>8</b>
WHAT'S NEW IN FOCALPOINT® 4.0 .....	8
PROGRAMMABLE KEYS .....	8
CUSTOMIZATION .....	8
<i>Focalpoint Toolbar</i> .....	8
<i>Scripting</i> .....	8
<i>Edit Colors</i> .....	8
<i>Edit Font</i> .....	8
<i>Window Drop Down Menu</i> .....	9
<i>Shortcut Changes</i> .....	9
WHAT'S NEW IN VIEWPOINT® 4.0 .....	10
AIR.....	10
<i>Preferred Seating</i> .....	10
<i>Mileage Check</i> .....	10
CAR .....	10
<i>Enhanced Description and Request Display</i> .....	10
<i>Approximate Total</i> .....	10
<i>Enhanced Delivery and Collection</i> .....	10
HOTEL .....	10

<i>Hotel Leisure Rates</i> .....	10
<i>Best Available Rate Indicator</i> .....	11
DOCUMENT PRODUCTION.....	11
<i>Electronic Ticket Indicators</i> .....	11
<i>Automated MCO (Galileo Only)</i> .....	11
<i>Interline Ticketing Agreement (Galileo Only)</i> .....	11
<i>Bulk Ticketing Modifier (Galileo Only)</i> .....	11
FARES/PRICING.....	11
<i>Personal Geography Modifier</i> .....	11
<i>PTC Enhancements</i> .....	11
<i>Private Fares</i> .....	11
PNR/BOOKING FILE.....	12
<i>Re-Associate Itinerary Remarks</i> .....	12
<i>SSRs</i> .....	12
VIEWPOINT OPTIONS.....	12
LANGUAGES .....	12
<b>GALILEO DESKTOP VERSIONS COMPARISON.....</b>	<b>13</b>
<b>GALILEO DESKTOP VERSIONS COMPARISON.....</b>	<b>13</b>
GD 1.0 → 2.0 → 2.1 .....	13
APPENDIX A .....	15
APPENDIX B .....	16

# What's New in Galileo Desktop 2.1

## Platform Version

### Focalpoint®

Galileo Desktop 2.1, Focalpoint version is 5.10.00.0112.

### Viewpoint®

Galileo Desktop 2.1, Viewpoint version is 5.10.00.0112.

## PNR/Booking File

### Expanded SSR Freeform Field

To better support the recently released documentation SSRs, the free text field has been expanded to 180 characters, where required.

## Car

### Masking of Car Customer ID numbers

Car suppliers are given the ability to 'mask' the Customer ID number in their segment sell response, in order to protect the confidentiality of the personally identifiable information associated with the Customer ID number. Viewpoint and Focalpoint® will support this masking feature.

### CarMaster® eVouchers

An eVoucher is an electronic, paperless confirmation of payment for the car rental, similar to an airline e-ticket. EVouchers will enable elimination of paper vouchers for car rentals, and reduce cost and improve efficiencies for agencies and car rental vendors.

## Hotel

In the hotel availability and complete availability screens, "approximate total" has been renamed to "complete price".

## Custom Toolbar & Viewpoint Scripts 2.0.1 Asia Pacific Release

Updates and new addition to the script library are available in the APAC Custom Viewpoint Scripts 2.0.1 & Custom Toolbar install. The software gives option to install by two Regions:

- 1) Asia
- 2) Pacific : In pacific region there are 2 countries:
  - a. Australia
  - b. New Zealand

### Detailed function description

**1) Custom Viewpoint Scripts display:** Viewpoint Scripts display is now available on both viewpoint and Focal point.

**2) Time Zone Converter:** This is a new Script. This script is available under the information services. This script can also be executed from the viewpoint custom toolbar.

The script allows the user to enter city codes for up to 5 cities. The user must enter at least one city.

The specify date & time textboxes should initially display the current date & current time of the current PCC.

The current Radio time button should be selected by default. If the user selects Current time and input the City code and clicks calculate button, the script should display the

- i. Current Local time, day, date.
- ii. Time Difference between the times of each of the 5 cities and GMT/UTC.
- iii. Time difference between the times of each of the 5 cities and the local time.

If the user selects specify date and time, changes the time and date and then clicks calculate button, the script should display the:

- iv. Specified Local Time, Day and Date
- v. Time Difference between the times of each of the 5 cities and GMT/UTC for the specified time on the specified Date.
- vi. Time Difference between the times of each of the 5 cities and the specified local time on the specified Date.

**3) Viewpoint Custom Toolbar for ASIA Region:** The Viewpoint Custom Toolbar is available on both Viewpoint and Focalpoint. It should be displayed horizontally at the top of the screen.

- 4) Three Months calendar for Asia Region:** The three months calendar from Focalpoint is available at the right hand side of the screen in Focalpoint. The calendar should show:
- i. Current Month
  - ii. Current + 1 month
  - iii. Current + 2 month.
- 5) Viewpoint Custom Toolbar for Pacific:** The Viewpoint custom toolbar has new updated shortcut buttons as well as button images.
- 6) CVP Version Number:** Custom Viewpoint 2.0.1 APAC release version text is shown at the lower right hand corner of the window:
- 7) Custom Viewpoint Script (View trip):** This script is available under the document production link.
- 8) Fixing of Current Unfixed Known Issues:**  
**For these issues the following files has been modified.**

File Name	Location
passive.html	C:\fp\swdir\CustomViewpoint\gscScripts/ passive.html
reall.html	C:\fp\swdir\CustomViewpoint\gscScripts/ reall.html
etkt.html	C:\fp\swdir\CustomViewpoint\gscScripts/ etkt.html
enett.js	C:\fp\swdir\CustomViewpoint\gscScripts/ enett.js
gscfrontpage.html	C:\fp\swdir\CustomViewpoint\ gscfrontpage.html
Cryptic.js	C:\fp\swdir\CustomViewpoint\gscScripts/ Cryptic.js

## Previous Release (2.0) Enhancement

The following information are meant for GD1.0 users upgrading GD2.1 to note the carried forward of GD2.0 functions and features into GD2.1.

### What's New in Focalpoint® 4.0

#### Programmable Keys

- The Programmable keys now have an additional selection for COM Scripts.
- The key entries for some of the Programmable Keys have changed. They are listed in the Edit Key list. Some existing Pkeys may not convert over to the Pkeys in Focalpoint® 4.0.
- Newly created Pkeys are available immediately. You do not have to re-launch Focalpoint®.

#### Customization

##### Focalpoint Toolbar

The Focalpoint® Toolbar has been enhanced with tool tips so now when you mouse over a toolbar button a tool tip is displayed saying what the toolbar button is. The Focalpoint® tool bar is a standard toolbar. You can relocate it anywhere on the screen. The shortcut for the Focalpoint® toolbar is Ctrl+T.

##### Scripting

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

##### Edit Colors

The editing of colors for Focalpoint® 4.0 has been enhanced to include 48 different set colors and an option select from a color spectrum to customize individual color settings for both the text and the background display. The Edit color display is separate from the display showing the different color options. Edit Colors is located under the Options drop-down menu. You may also define custom colors using the Edit Colors dialog box.

##### Edit Font

There is now an option to edit the font of the Focalpoint® windows. The font editor allows you to change the font from a list of fonts, font style and the size of the font. It is located under the Options drop-down menu. There are over 40 different fonts to choose from.



## Window Drop Down Menu

The default number of windows displayed in Focalpoint® is four. There is no limit to 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. To move from window to window, continue to use the Ctrl+1, Ctrl+2, etc. shortcut.

## Shortcut Changes

Description	Old Shortcut	New Shortcut
<b>Copy</b>	Ctrl + Ins	<b>Ctrl + C</b>
<b>Paste</b>	Alt + ins	<b>Ctrl + V</b>
<b>Month View</b>	Ctrl + V	<b>Ctrl + M</b> The month view has been enhanced to where you can now view multiple months by dragging the side of the calendar to view up to twelve months at one time.
<b>Notepad</b>	Ctrl + P	<b>Ctrl + N</b> Notepad replaces Scratchpad.
<b>Calculator</b>	Ctrl + C	<b>Ctrl + Q</b> Now Windows® Calculator.
<b>Print All Windows</b>	Ctrl + X	<b>Ctrl + P</b> Print Active Window still remains as Ctrl + B
<b>Zoom</b>	Ctrl + Z <b>Note:</b> This shortcut is still available	<b>Ctrl+ Ctrl- (plus or minus)</b> These options may be used in addition to Ctrl + Z. The size of the window and text can be increased or decreased by holding down the Ctrl key and the plus key (+) to increase the size or the Ctrl key and the minus key (-) to decrease the size. This option is only available when multiple font sizes are stored in Focalpoint® for the font used. For example, the font ANSI-8x12 is stored in only one size, so Ctrl+ and Ctrl- will not work; Ctrl+Z is the better option. Go to Options, Edit Font to determine if your font has multiple sizes.
<b>Carriage Return</b>	carriage return ( \ )	<b>Ctrl + J</b>
<b>Toggle between Focalpoint® and Viewpoint™</b>		<b>Ctrl + G</b>
<b>Run a browser script</b>		<b>Ctrl + Shift + R</b>
<b>Return to Itinerary</b>		<b>Ctrl + G</b>

## What's New in Viewpoint® 4.0

### Air

#### Preferred Seating

The seat map now displays preferred seating for the following conditions, when the airline returns the indicator:

- Open
- Saved
- Locked
- Smoking
- Handicap

#### Mileage Check

Agents can determine total permitted mileage for pricing.

### Car

#### Enhanced Description and Request Display

The car availability request dialog and description display are redesigned for easier navigation.

#### Approximate Total

The approximate total rate is added to the Car Availability screen. This information appears for Inside Availability® participants.

#### Enhanced Delivery and Collection

Agents can send specific instructions relating to where a car is to be delivered to the customer and from where a car is to be picked up by the car supplier.

**Note:** An agreement or contract with each car company is required before they will accept the Delivery and Collection fields from the user.

### Hotel

#### Hotel Leisure Rates

Agents can obtain better qualified rates by adding the number of adults and children – with associated ages, number of rooms, extra adult and child beds, and cribs when making an availability request. The rules display has also been enhanced to display the breakdown of this information.

## Best Available Rate Indicator

The Hotel Availability screen contains a “Best Available Rate” indicator, when returned from the property. Best Available Rate is a marketing program in which a hotel chain guarantees that the same rates available via their web site or by calling the property directly are available via Apollo/Galileo. These suppliers are identified with an exclamation point (!) in Hotel Availability.

## Document Production

### Electronic Ticket Indicators

An electronic ticket indicator appears on the Air Availability screen indicating that flights are eligible for electronic ticketing.

### Automated MCO (Galileo Only)

Agents can build, display, issue, modify, and copy automated Miscellaneous Charge Orders (MCOs).

### Interline Ticketing Agreement (Galileo Only)

Agents can override the interline ticketing agreement at ticketing, allowing the issuance of a paper ticket. They can also validate if an interline ticketing agreement exists without doing a fare quote or issuing a ticket.

### Bulk Ticketing Modifier (Galileo Only)

The two check boxes under the inclusive tour and bulk inclusive tour check boxes have been replaced by one check box entitled "Inclusive Tour (IT/IT\*PC)" and one check box entitled "Bulk Inclusive Tour (BT/BT\*PC)".

## Fares/Pricing

### Personal Geography Modifier

Carriers may file fares containing geographic conditions in the fare rules. The new pricing modifier allows agents to enter specific geographic conditions applicable to the PTC, along with other pricing modifiers.

### PTC Enhancements

Viewpoint supports three-character Passenger Type Codes (PTCs). These replace the PIC codes. Agents can enter discount modifiers in addition to a PTC code when doing a fare quote or using one of the shopping tools.

### Private Fares

Agents can quote fares using Private Fares account codes. This enhancement is also available in Low Fare Shopping tool.

## PNR/Booking File

### Re-Associate Itinerary Remarks

Associated remarks can now be reassociated through Viewpoint.

### SSRs

The following new Special Service Requests (SSRs) are now available through Viewpoint:

- Primary Document Information (DOCS)
- Secondary Document Information (DOCO)
- Address Information (DOCA)
- Electronic Payment (EPAY)
- Check-in Information for Resident fares (CKIN)

## Viewpoint Options

The following new options are available on the Tools Options dialog box:

- Database Options: a new tab that allows switching between the default MS Access database and a Remote SQL Server database for local travel information tables.
- General Options: enhanced email default selections.
- Ticketing Options: a new section that allows default issuance type selections for MCOs (Galileo system).

## Languages

Viewpoint is now also available in Bahasa Melayu and Thai bringing the total to 23 languages.

## Galileo Desktop Versions Comparison

GD 1.0 → 2.0 → 2.1

Functions / Features	GD 1.0	GD 2.0	GD 2.1
Focalpoint	V4.00	V5.00	V5.10
Viewpoint	V4.00	V5.00	V5.10
Point-and-Click (Galileo Only)		▲	▲
Language parity and rewrite	▲	▲	▲
Languages	18	23	23
Replacement of the VP command window	▲	▲	▲
Ability to run JAVA scripts with FP or any other COM compatible scripting tool.	▲	▲	▲
Silent Install	Broken	Broken	▲
Low Fare Shopping (Point-and-Click)		▲	▲
<b>Viewpoint Platform:</b>			
<b>Booking File</b>			
- Re-Associate Remarks		▲	▲
- APIS enhanced fields		▲	▲
- Electronic Payment (EPAY)		▲	▲
- Expanded SSR freeform field to 180			▲
<b>Air</b>			
- Show preferred Seating		▲	▲
<b>Car</b>			
- Rewrite of Description		▲	▲
- Inside Availability Approx Total		▲	▲
- Delivery and Collection		▲	▲
- Masking of Car ID numbers			▲
- Car eVoucher support			▲
<b>Hotels</b>			

Functions / Features	GD 1.0	GD 2.0	GD 2.1
<ul style="list-style-type: none"> <li>- Hotel Leisure Rates</li> <li>- Hotel Approx. Total Plus</li> <li>- Best Rate Indicator</li> </ul>		▲	▲
<p><b>Document Production</b></p> <ul style="list-style-type: none"> <li>- Electronic Ticket Indicator</li> <li>- Automated MCO's</li> <li>- Interline Agreement for Ticketing</li> <li>- Update to Inclusive/Bulk Tour</li> <li>- IT ticket modifier field to 15 characters</li> </ul>		▲	▲
<p><b>Fares</b></p> <ul style="list-style-type: none"> <li>- Mileage Check</li> <li>- Best Buy by cabin when fare quote (Galileo Only)</li> </ul>		▲	▲
<p><b>Install</b></p> <ul style="list-style-type: none"> <li>- Electronic updates to bug fixes and enhancements</li> </ul>	Broken	Broken	▲
<b>Point-and-Click Platform (Galileo Only):</b>			
<ul style="list-style-type: none"> <li>- Air</li> <li>- Car</li> <li>- Hotel</li> <li>- Fares</li> </ul>		▲	▲
<b>Customisation:</b>			
<ul style="list-style-type: none"> <li>- Menus and Toolbars</li> <li>- Com Objects</li> <li>- Connection Points</li> <li>- XML Updates</li> <li>- Updates to the SDK</li> </ul>		▲	▲
Custom Viewpoint screen if adjusted, setting is now saved			▲
Location of Custom Toolbar can be configured by user via the Tools Menu on the General Tab			▲
Option to display Low Fare Shopping dialog from list of choices in the Custom Toolbar Editor			▲
Handling of HCM locking fix when network breaks			▲

## Appendix A

### 2.1 Changes / Enhancements

1. Point and Click window can be access via the normal shortcut keys to view a terminal window. For example CTRL+5.
2. If the Point and Click window is minimized it is restored when using the shortcut keys to view (CTRL+5)
3. Point and Click user guide is updated to current version.
4. Custom Viewpoint was added to the Tools Options Menu in Focalpoint so the scripts can be view in Focalpoint.
5. If you adjust the Custom Viewpoint screen, the setting is now saved
6. The location of the Custom Toolbar can now be configured by user via the Tools Menu on the General Tab.
7. The Viewpoint shortcut option to display the Low Fare Shopping dialog was added to the choices in the Custom Toolbar editor.
8. The Custom Viewpoint scripts for client file build and profile build were updated to change the passport host format from the PSPT SI/SSR field to the DOCS field.
9. You can now configure Desktop to boot to the terminal window without the desktop sign in prompt. This allows startup script to control the host sign in for automated apps.
10. Fixes to control inappropriate entries in the change passport dialog prevents a “looping” error condition with the change password function.
11. Ask Travelport was added to the default toolbar.
12. The Galileo eCruise toolbar button was removed from the default Apollo toolbar.
13. ACC modifier area were configured and commented out for future enhancement when host is ready.
14. Install screen now shows links to the supports languages for “What’s new” page.
15. Custom Toolbar Tools Menu option now working with the exception of two issues. 1) The Edit Custom Toolbar option needs to read the configured path 2) If the user types in a new path it needs to prompt with the message that Viewpoint needs to be closed and reopened to see the changes (this message displays ok when the different radio buttons are selected).
16. Trailing spaces are not truncated so users should be able to add blank profile and remark lines again like in desktop 1.01
17. Install option of whether items are backed up was moved to before previous version was uninstalled.
18. Silent Install was fixed to work with the selected SQL options.
19. SQL install options updated to include same options that are under tools menu.
20. HCM locking fix helps handling when there are network breaks.
21. Best buy by cabin added to fare quote on 1G
22. Expanded SSR freeform field to 180
23. Masking of car id numbers
24. Car evoucher support

## Appendix B

### 2.1 Corrected Problem Tickets

Problem Ticket Number	Brief Description
PT 8104325	The outdated "Click Point" user guide was replaced with the latest "Point and Click" guide.
PT 7233335	Fare Quote option to price in CAD on fare quote dialog.
PT 8112099	Installation on 64 Bit Windows does not setup icon correctly in Control Panel
PT 7837712	Some records are not able to be displayed via Point and Click (masked fields)
PT 7848238	Supported Point and Click format :FS2PRG17FEBLON now supports more than one passenger
PT 7236116	Inappropriate error message
PT 7820644, 7829105 & 7829238	Companion menu malfunctioning with the corresponding item on the toolbar. Now removing an item from the toolbar will remove from companion's menu.
PT 7815346	Incorrect name for the column
PT 7987142	Point and Click - beyond 331 request user message changed to "Invalid Date"
PT 7987493	Point and Click - day of week indicator when displaying an itinerary *R did not match
PT 7995759	Point and Click - day of week indicator when displaying an itinerary *R did not match
PT 7867492	CF1 and SF1 locking with pkeys
PT 7865453	custom viewpoint loses focus during bookings
PT 7217527	discount modifiers IP IF AD fixed
PT 8056946	Desktop freezes if you tab past or change the segment status code field in the cancel/rebook via direct sell area.
PT 8013152	Expansion of ticket modifier field for IT to 15 characters
PT 8025094	Entry in Point and Click causes run time error. FSDXB10JANLON++-BUSNS20JANDXB++-FIRST
PT 8011467	custom viewpoint windows size not saved
PT 7881461	ctrl keys to go to Point and Click window
PT 7820605	Closing FP with Point and Click Active and help window open causes fatal error
PT 7949828	unable to boot up straight to the FP window without prompts
7987132	Point and Click does gives unsupported format with same day avail
7278945	Unable to fare quote using Spanish Resident PTC code via Low Fare Shopper.
7935273	Hotel description is not correct on complete avail screen
none	Install screen - text when hovering Quick Tips area needs updating - refers to additional software section which was removed
PT 7245818	Desktop does not store age correctly for PTC
PT 7929168	Help updated with new options on Names Tab of Low Fare Shopper (ACC pricing)



PT 8152236	P&C was stripping off trailing spaces from terminal commands. This was affecting some host entries.
PT 8129305	unable to price with name select and different PTC codes - 1G
PT 8147191	Setting need to be maintained on a Low Fare Shopper - request update
PT 7660762	FA10 with Low Fare Shopper gives Invalid discount modifier
PT 8129373	INVALID discount modifier with name select – fixed
PT 8164282	Multiple passenger fare quote not storing for all psgrs. fixed