Apollo® for Travel Professionals with Viewpoint™

Study Guide – Part 1

Galileo
by **Travelport**

Get Started in Viewpoint™

Study Guide

Galileo
by **Travelport**

Acknowledgement:
This document was developed by Galileo Training Services.
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Contents

Before you begin booking in the Apollo® system, you first need to understand the Apollo® platform in the context of the Galileo Desktop^{SM}.

Using Galileo Desktop^{SM} you have access to both Viewpoint™ and Focalpoint® (through 'terminal windows'). In addition to discussing the features of Galileo Desktop^{SM}, this module explains how to sign on and off, access Apollo Front Page News^{SM}, online help and how to manipulate the appearance of the Viewpoint™ itinerary window.

Module Objectives

Upon completion of this module, you will be able to:

- Differentiate between Apollo®, Focalpoint®, Viewpoint™ and Galileo Desktop^{SM}.

- Launch Viewpoint™.

- Sign on to Apollo® using Viewpoint™.

- Navigate Front Page News^{SM}.

- Identify and describe the Viewpoint™ itinerary window components.

- Access Viewpoint™ Help.

- Enter native (cryptic) Apollo® commands using terminal windows.

- Explain and use agent assembly areas (AAAs).

- Sign off of Apollo® without exiting Viewpoint™.

- Sign on to Apollo® when Viewpoint™ is already running.

- Sign off of Apollo® and exit Viewpoint™.

- Customize the Itinerary window.

- Change Viewpoint™ to a minimum or maximum view.

Apollo®, Focalpoint®, Viewpoint™ and GalileoDesktop^{SM}

Apollo® is the name of the Computerized Reservations System (CRS) on which you will be making travel reservations.

Focalpoint® is an application that integrates Windows®–based technology with the Apollo® CRS on your computer.

Viewpoint™ is an application that uses the intuitive graphics of a Windows®-based interface to make booking through the Apollo® system easy. With Viewpoint™, you don't need to remember command codes/cryptic formats. The graphics on the screen will help you through what you need to do.

GalileoDesktop^{SM} is the name of the application that integrates both Viewpoint™ and Focalpoint®.

You will use GalileoDesktop^{SM} on your PC to make reservations in the Apollo® CRS using the Viewpoint™ application.

Launch Galileo Desktop^{SM}

You will use GalileoDesktop^{SM} to sign on to the Apollo® system.

Note: Your agency set-up may automatically open the GalileoDesktop^{SM} application when you boot your PC.

To start GalileoDesktop^{SM}, use the following steps.

1. From your desktop, double-click on the GalileoDesktop^{SM} icon.

The GalileoDesktop^{SM} Logon window appears.

Note: Depending upon your options settings, this screen may not appear.

2. Click the Start Galileo Desktop button.

The Sign On dialog appears.
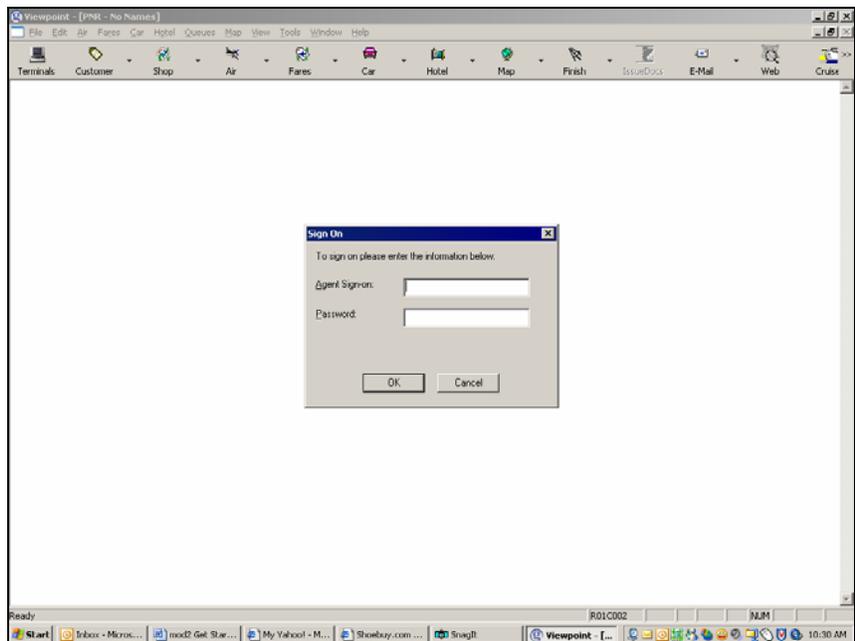
Sign on to Apollo® using Viewpoint™

You sign on to the Apollo® system using an agent sign-on and password. Your agency manager or secondary authorizer assigns your agent sign-on.

Passwords are six to ten characters in length and must be changed every 90 days. Apollo® prompts you when you need to assign yourself a new password.

To sign on to the Apollo® system using Viewpoint™, use the following steps:

1. Type your agent sign-on in the Agent Sign-on text box, and press Tab.

    Note: Your agent sign-on appears in capital letters Do not include the "SON/" portion of the format that is part of your Focalpoint sign-on.

2. Type your password in the Password text box, then click OK, or Enter.

    Note: Asterisks appear instead of your password.

After your agent sign-on and password are verified, the Front Page News^{SM} appears.
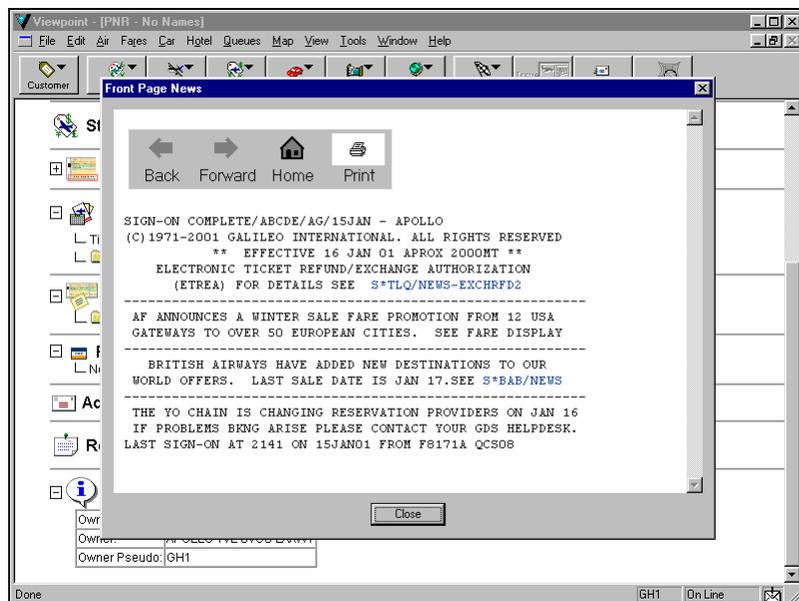
Navigate Front Page News^{SM}

Front Page News™ automatically appears after you sign onto the Apollo® system. It can include new Apollo® information, vendor promotions, or important industry or government news. Front Page News^{SM} usually directs you to where you can find more information about the news item.

You can display more information on a particular news item when the item appears in blue text.

To navigate through Front Page News^{SM}, use the following steps.

1. Click the text displayed in blue.

    Note: Your pointer will change and the blue text will become underlined as shown in the example below:
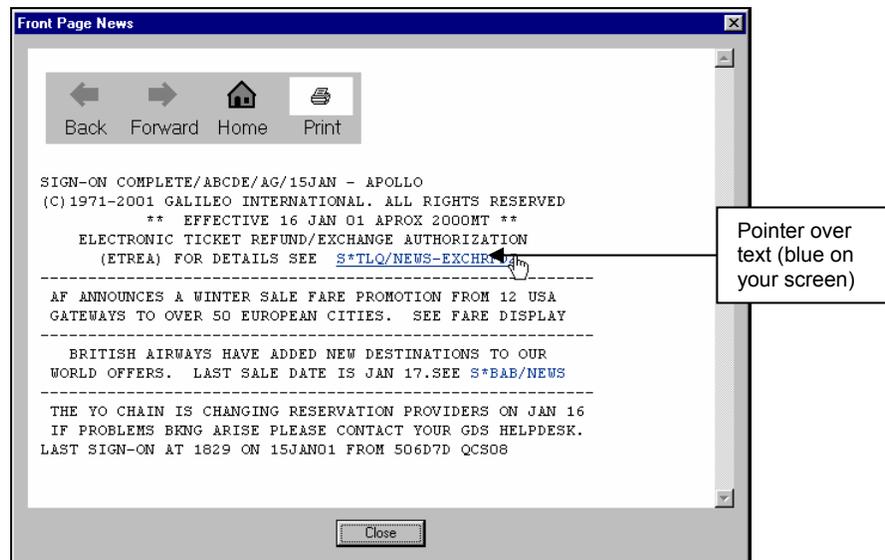
The text in the Front Page News^{SM} dialog box changes.
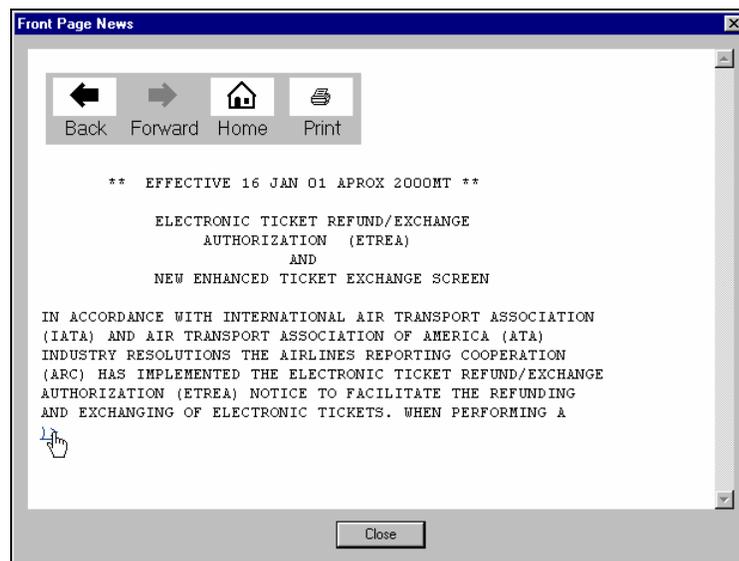
You can click the Back, Forward, and Home buttons to navigate through the pages you've already displayed. Click the Print button to print the current page.

2. To close the Front Page News^{SM} dialog box, click Close or Enter.

The Front Page News^{SM} dialog box closes. If Viewpoint™ Hints are turned on, the Viewpoint Hint dialog box displays What's New in the GalileoDesktop^{SM}.
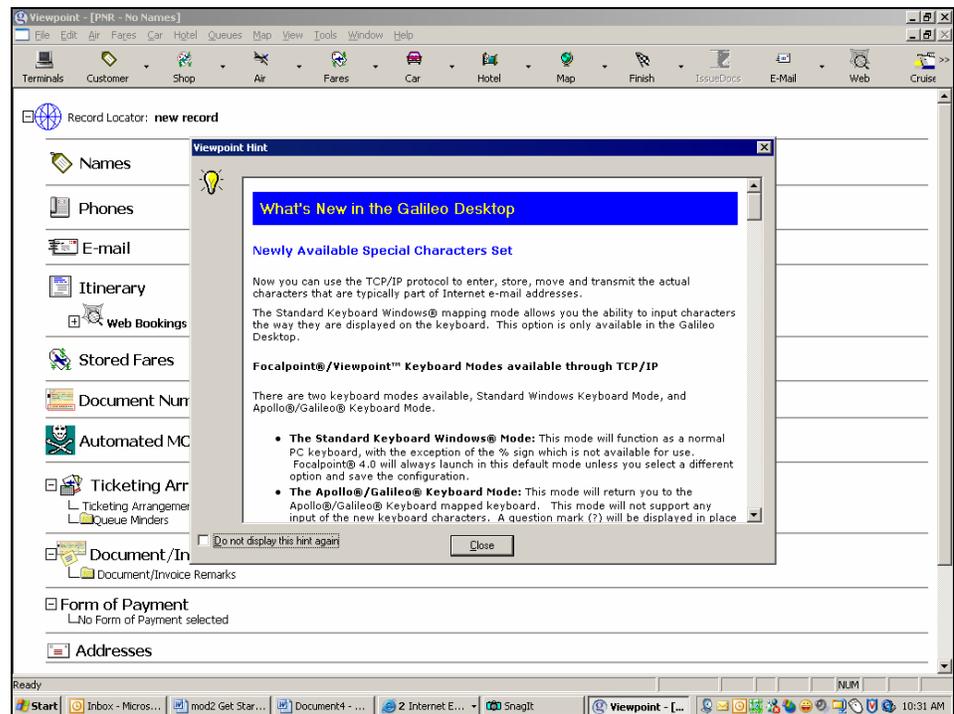
Note: To prevent the What's New in GalileoDesktop^{SM} topic from appearing each time you launch Viewpoint™, click the Do not display this hint again checkbox in the lower left corner of the dialog box (Keyboard: Press Alt+D).

3. To close the Viewpoint Hint dialog box, click Close.
Keyboard: Press Alt+C

The Viewpoint Hint dialog box closes and the Viewpoint™ itinerary window appears.
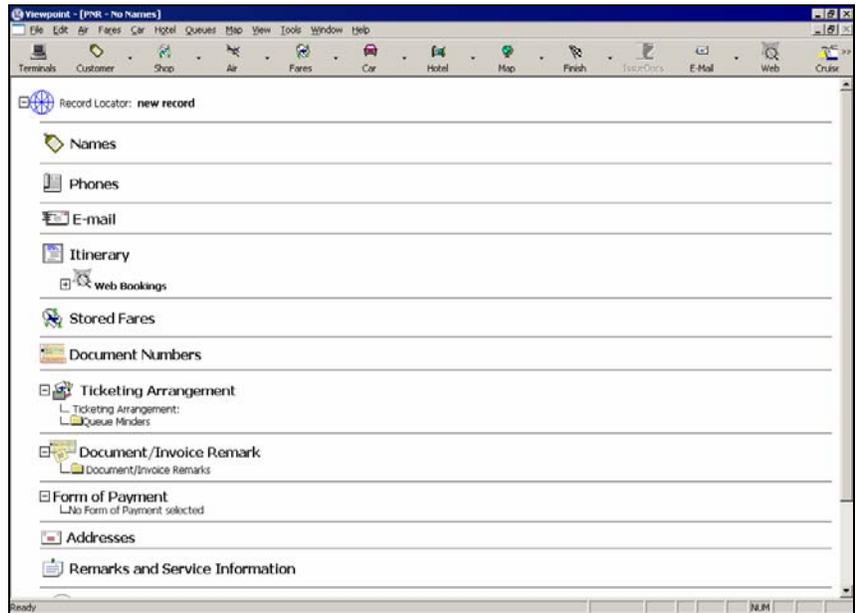
You are now live in Viewpoint™ and ready to work.

Note: If you do *not* use Viewpoint™ for 120 minutes, Apollo® automatically signs you out and you lose any unfinished transactions.

Viewpoint™ Itinerary Window

The Viewpoint™ itinerary window is the window from which you will do most of your work. As you perform the various tasks to create a travel record, or PNR (Passenger Name Record), information is added to this window.

The itinerary window has several parts.

- Title Bar—displays the customer's name if you've retrieved a PNR or entered a name. Displays 'No Names' when working with a new record.

- Menu Bar—contains the commands for booking travel information.

- Toolbar—buttons that enable easy access to the same functions as those on the menu.
  - For example, clicking the down-arrow on the Air toolbar button will display the same commands as pressing Alt+A (to access the Air menu).
  - When you click the toolbar button itself, the most frequently used dialog request is displayed. For example, if you click the Air button, Air Availability appears.

- Customer/Itinerary Information—displays air, car, hotel, and ticketing information.

- Status Bar—displays helpful prompts, pseudo city code, system status, and when a message is waiting.
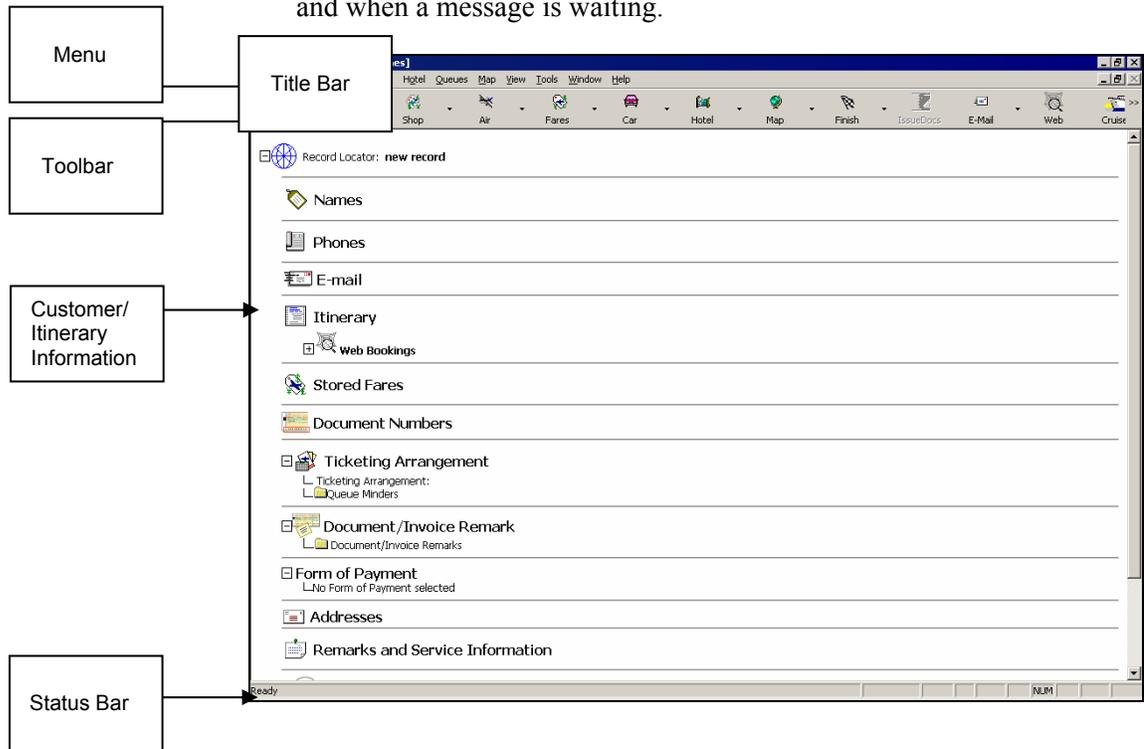
Access Help

Online Help is your resource for Viewpoint™ content and procedures. It is available whenever you need it.

There are two ways to access Viewpoint™ Help. The method you use depends on whether you need context-sensitive (specific) help or general help. Once you have accessed Help, you can navigate to any part of the Help system regardless of which method you used to display it.

Help appears in a separate window. It has several parts:

- Toolbar—buttons that control the display and printing of the topic in the Viewpoint Help dialog box.

- Command Tabs—used to determine the method of accessing help information: table of contents, index search, or word/phrase search.

- Topic Access Area—area that lists the Help topics that you can display. Double-click to open a specific book or to display a topic.

- Help Topic area—Area in which the Help information is displayed. Click on blue, underlined text to change the Help topic displayed.

Toolbar

Command Tabs

Topic Access Area

Help Topic Area
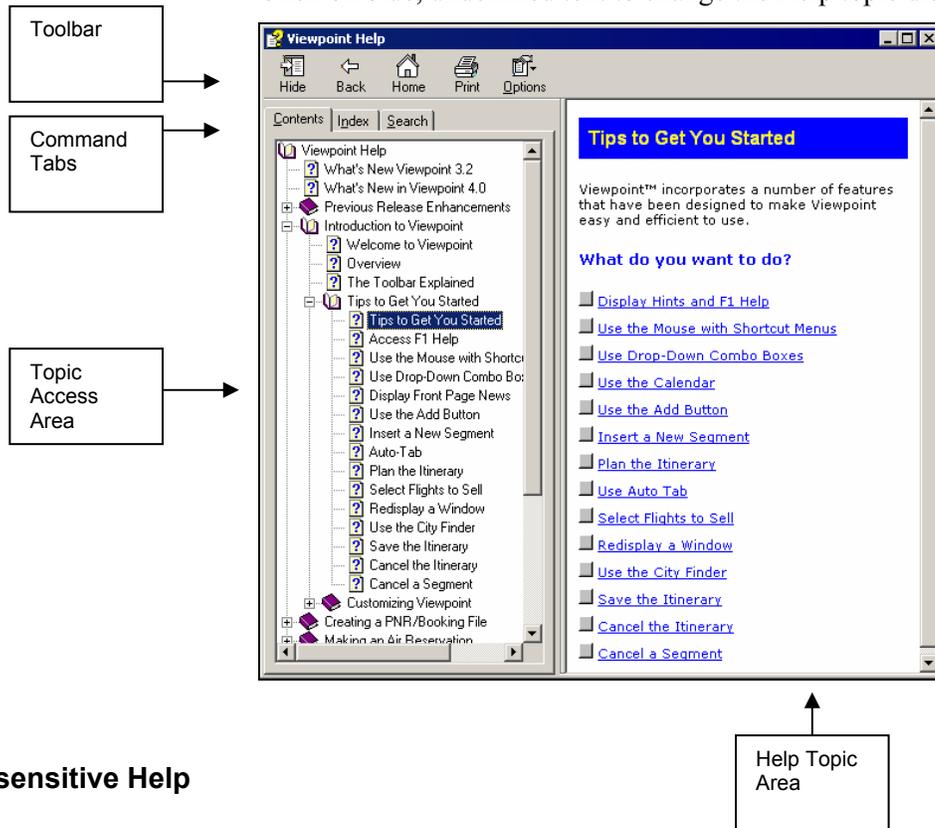
Context-sensitive Help

Display context-sensitive Help when you are working with a specific dialog box, window, or field and need immediate help.

Context-sensitive Help is specific to the activity you are performing, for example, booking a car. If you want more information about one of the dialog boxes or windows, the help that you will want to see should be specific to the dialog box you are looking at.

To display context-sensitive help, use the following steps.

1. Press the F1 key.

The Viewpoint Help dialog box appears displaying the topic specific to the window or dialog box currently displayed. In the example below, you were looking at the Car Availability Basic Fields tab. F1 displayed the matching topic.
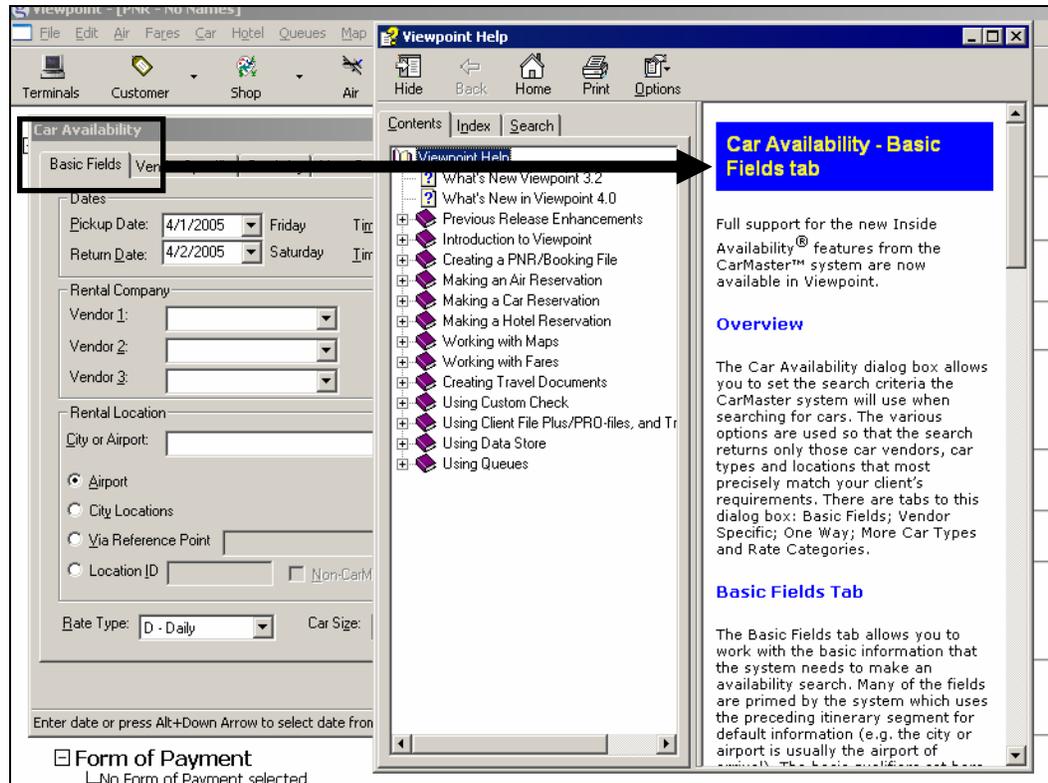
2. To close the Viewpoint Help dialog box, click the close button (⊠).
Keyboard: Press Alt+F4

Practice

Sign on to Viewpoint™ and display the itinerary window. Display context-sensitive help. What Help topic appears?

_____

How-to Help

How-to Help is also available within Viewpoint™. How-to Help focuses on how to perform specific tasks. It is not context-sensitive, however, if you display context-sensitive help, or display help from the Help menu, you can use the Table of Contents to find How-to help.

To access How-to help in Viewpoint™, use the following steps.

1. From any window, press F1.

Context-sensitive Help for that window appears.
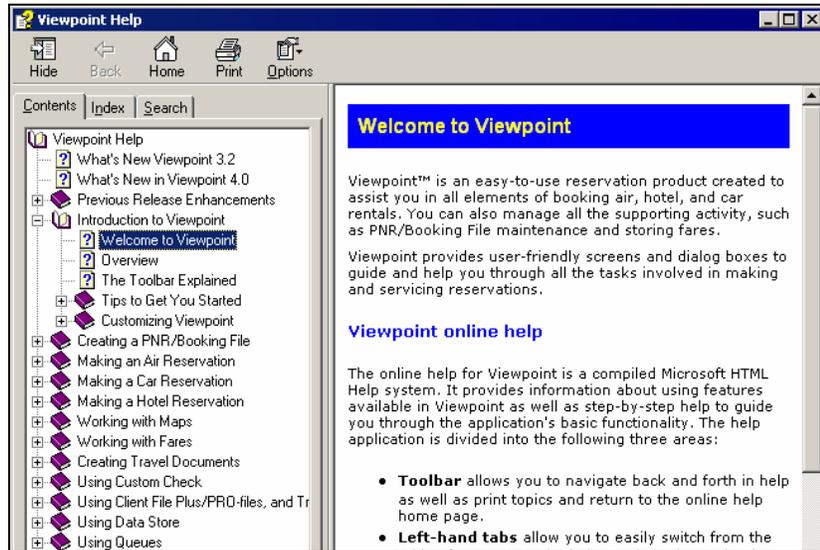
2. On the left side is the Table of Contents.
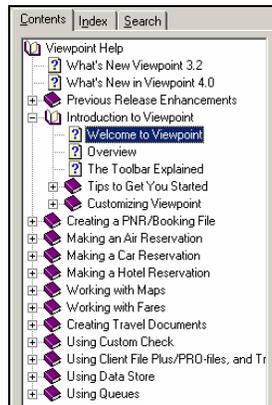
3. Click (+) to expand the subject you are looking for, for example, Making a Car Reservation.
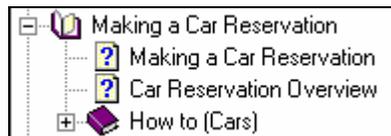
4. Now click (+) to expand the topic How to (Cars) and select the help file page entitled How to (Cars).
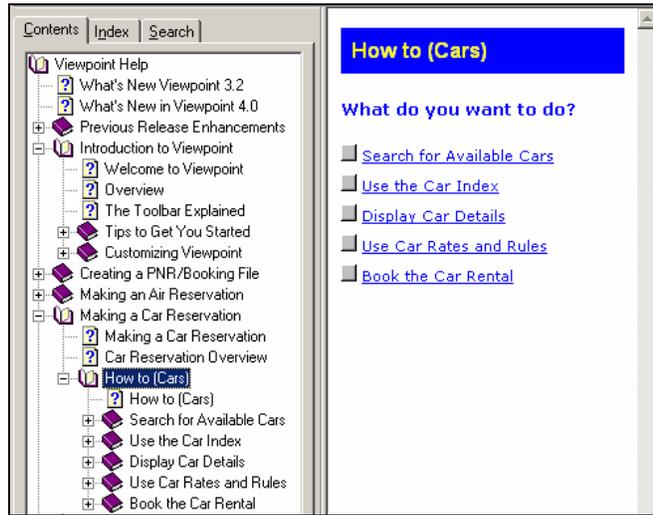
With the How to (Cars) topic displayed, you can click the link that matches the help you need.

5. Once you find the topic you are looking for, display it to view the Steps.
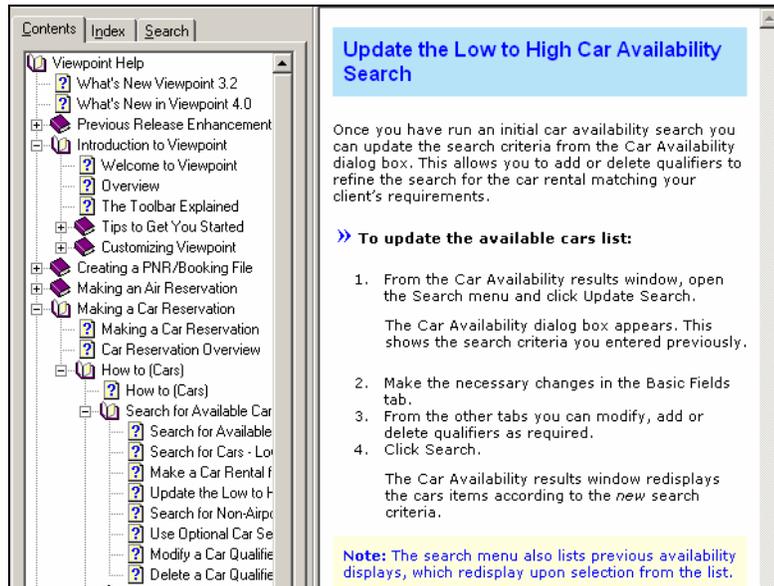
The color of the How-to topic header is different from other topics.

Practice

Display context sensitive help for the Viewpoint™ itinerary window. Now, find How-to Help for a topic about requesting air availability for multiple carriers. What How-to Help topic did you find?

Display General Help

If you aren't working in a specific part of Viewpoint™, or if you are *not* sure how to begin a task, access general Help.

To display generic help, use the following steps.

1. On the Help menu, click Contents.
    Keyboard: Press Alt+H, C

    The Viewpoint Help dialog box appears.
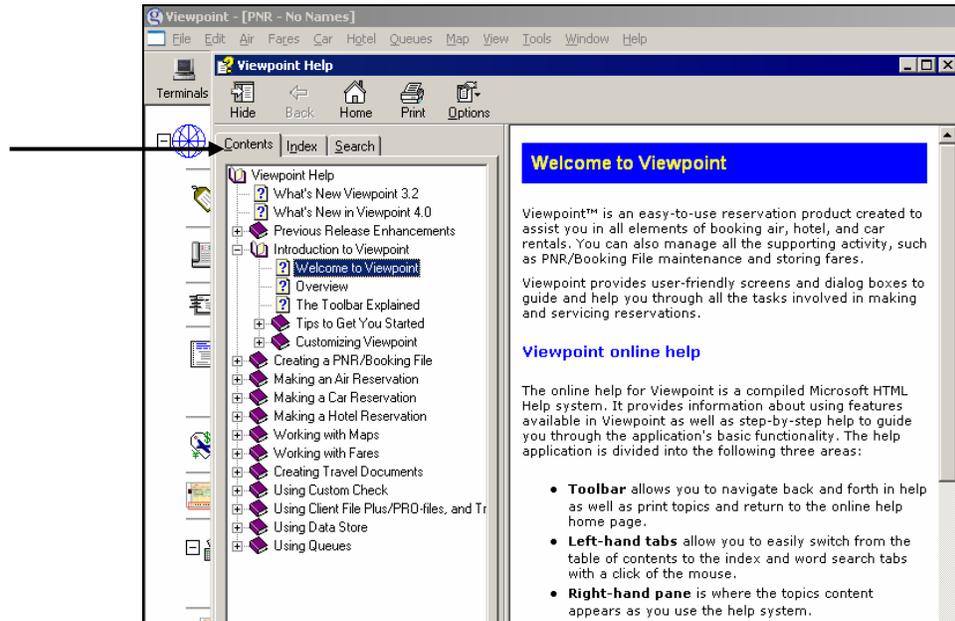
2. Search for help in one of the following ways:
    − Click the Index tab.
       You can search the Index for the topic you are looking for. Type a few letters or a word into the keyword field to help you find the topic you are looking for more quickly.
    − Click the Search tab.
       Type a few words into the keyword field, and click the List Topics button.
    − Look at the Table of Contents.
       Open the contents for the topic you are interested in learning about.

3. To close the Viewpoint Help dialog box, click the close button ().
    Keyboard: Press Alt+F4

Practice

Display general help. Then answer the following questions.

1. Use the Viewpoint Help Content tab and look up the glossary definition for 'AAA'. What does it stand for?

_____

2. Use the Viewpoint Help Search tab and search for 'AAT'. What does it stand for?

_____

Apollo® Formats

Viewpoint™ in the GalileoDesktop^SM offers you the ability to perform nearly every task that you may have been performing in Apollo®, or another CRS system using cryptic formats. Although Viewpoint™ offers intuitive graphics, there are some tasks that will require the user of cryptic formats.

In GalileoDesktop^SM you have the ability to access Apollo® through Focalpoint® using the Host Terminals button on the Viewpoint™ itinerary window.
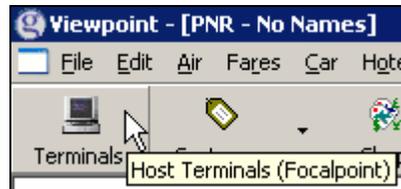
If you have been a Focalpoint® user, the appearance of the Host Terminals window is an enhanced version of the Focalpoint® window you may currently be using.
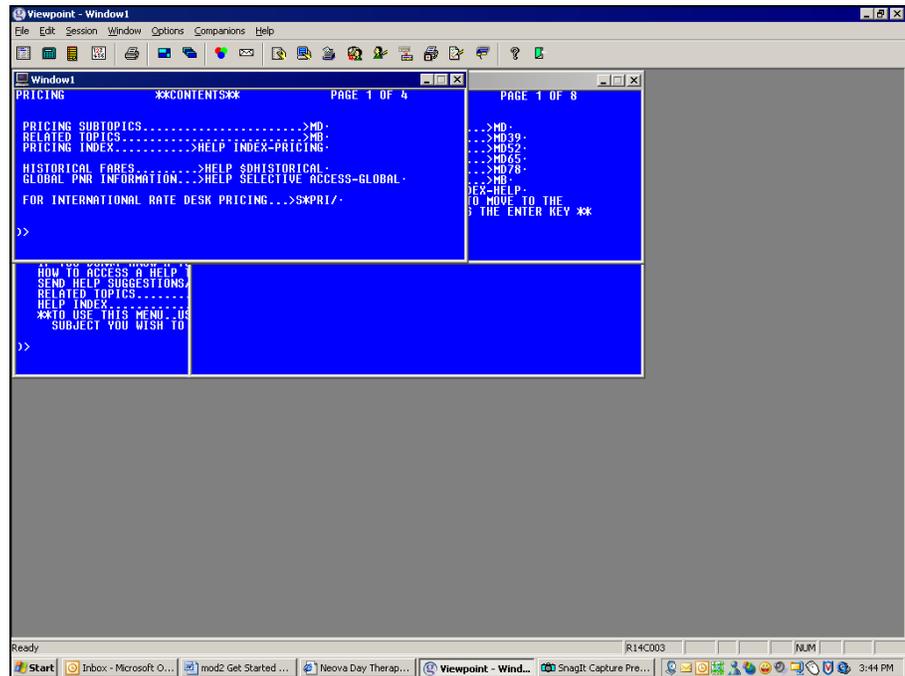
Enter Cryptic Apollo® Formats

Use cryptic Apollo® formats for those functions that are *not* available in Viewpoint™.

To access the terminal entry window, complete the following steps:

1. From the Viewpoint Itinerary Window, click the Terminals button.
    Keyboard: Press Alt+W, T

    The Host Terminals (Focalpoint) window opens.

2. Type the native (cryptic) Apollo® format and press Enter.

    The result from your format is displayed.

3. To return to Viewpoint™, click the Return to Itinerary button.
    Keyboard: Press Ctrl+G

Agent Assembly Areas

You can work in five Agent Assembly Areas (AAA's) . The areas are identified as A, B, C, D, and E. All five work areas can be active with PNRs if necessary. However, only one PNR can be active in any single work area. After signing on to Viewpoint™, you will work in Area A until you change to another area.

Area A	Area B	Area C	Area D	Area E
Jones	Garcia	Brown		
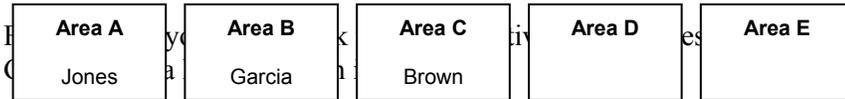
Before you sign out of Viewpoint™, all AAA's must be free of incomplete PNRs (records *not* yet saved).

Change Agent Assembly Area (AAA)

Change the Agent Assembly Area when you want to work with more than one PNR simultaneously.

To change the Agent Assembly Area, use the following steps.

1. From the Tools menu, click Change Work Area.
   Keyboard: Press Alt+T, W

2. Select from the dropdown list, A, B, C, D, E.
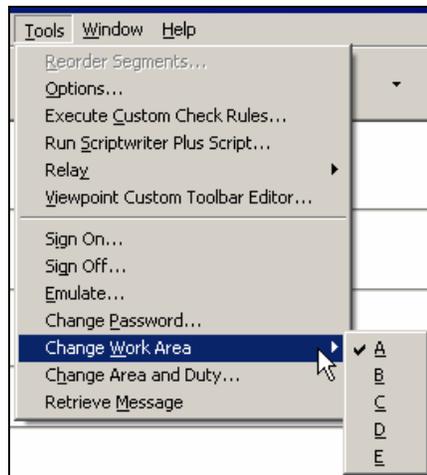
Note: This is the only way to change work areas in Viewpoint™.

A dialog box similar to the one below confirming the Agent Assembly Area change appears:
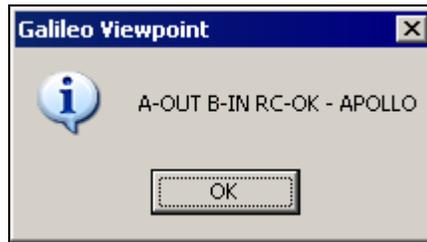
3. Click OK to confirm the switch.
   Keyboard: Press Enter

Sign Off of Apollo® *without* Exiting Viewpoint™

Just as with other CRSs, when you leave your desk for an extended period of time, you should sign off of the system. Signing off of the system prevents others using your ID to book reservations.

If you are leaving your desk *but* plan on returning to it later in the day you will want to sign off *without* closing Viewpoint™. This will enable you to quickly sign back on when you return to your desk.

To sign off of the system without closing Viewpoint™, you use the Tools menu.
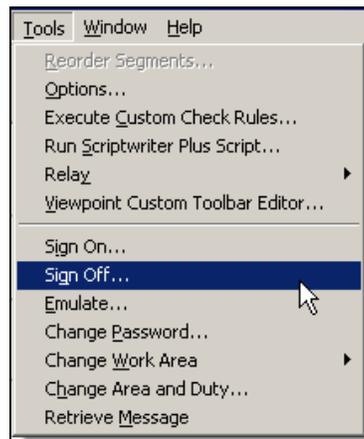
To sign off of the Apollo® system without exiting Viewpoint™, use the following steps.

1. From the Tools menu, click Sign Off.
   Keyboard: Press Alt+T, G.

The Galileo Viewpoint dialog box appears.

2. Click OK or press Enter.

You are signed off of the Apollo® system. The following Viewpoint™ message appears.
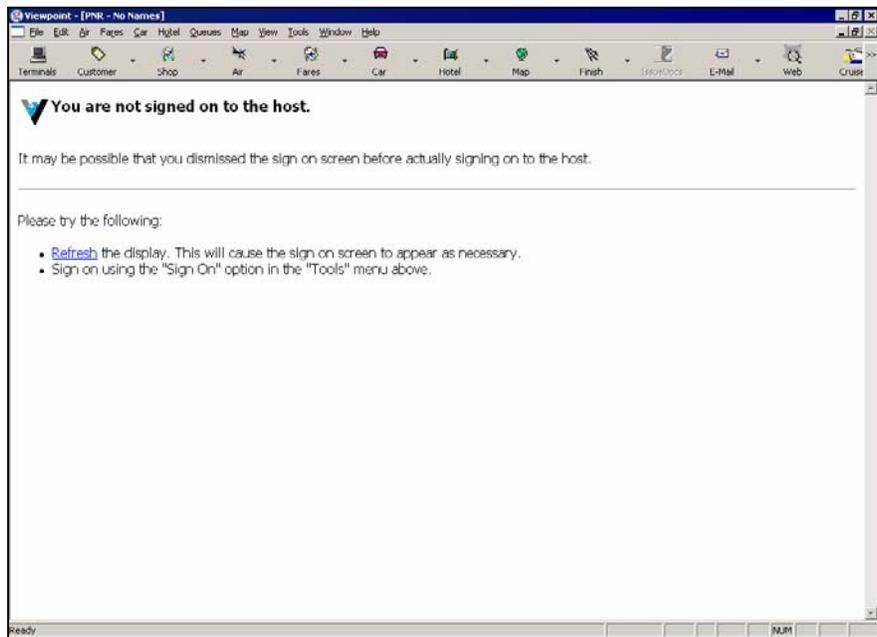
Sign onto Apollo® when Viewpoint™ is Running

When you sign off of the Apollo® system *without* closing Viewpoint™, you can quickly sign back on without having to re-launch Viewpoint™.

To sign on to Apollo® when Viewpoint™ is running, you use the Tools menu.
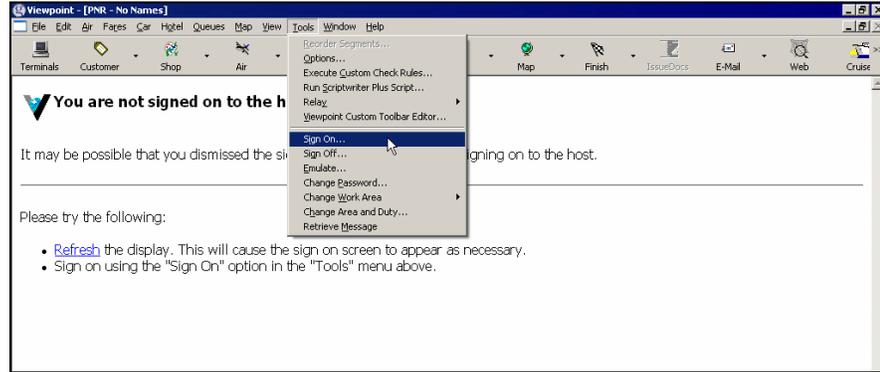
To sign on to the Apollo® system when Viewpoint™ is already running, use the following steps.

1. From the Tools menu, click Sign On.
    Keyboard: Press Alt+T, I.

    The sign-on dialog box appears.
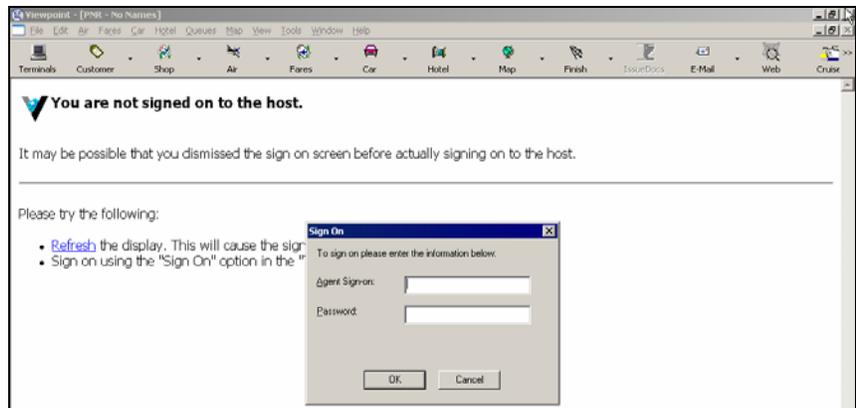
2. Type your agent sine in the Agent Sign-on text box, and then press Tab.

    Note: Your agency manager or secondary authorizer assigns your agent sine.

3. Type your password in the Password text box, then press Enter or click OK.

Sign Off and Exit Viewpoint™

When you are ready to leave for the day or no longer want to use the Apollo® system for the day, you will want to sign off of Apollo® and exit Viewpoint™.

To sign off of the system and exit Viewpoint™, you use the File menu or Customer button drop-down menu.
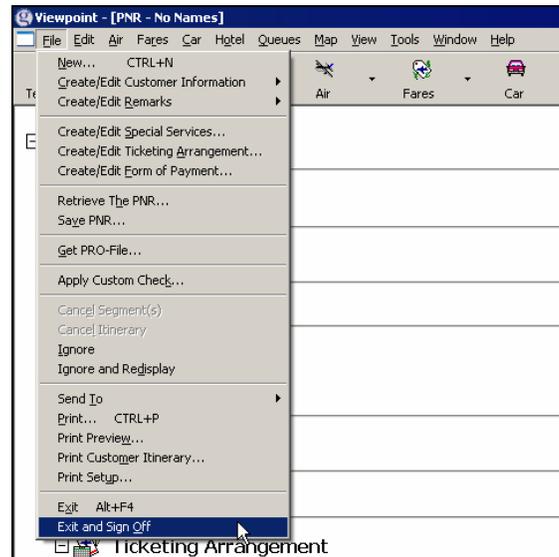

To exit Viewpoint™, use the following steps.

1. From the File menu, click Exit and Sign Off.
   Keyboard: Press Alt+F, O.

   The Galileo Viewpoint dialog box appears.

2. Click OK or press Enter.

   Viewpoint™ closes and you are returned to your desktop or other application that is still running.

Customize the Itinerary Window

You can customize various parts of Viewpoint™ to suit the way you work, including the order that PNR information appears in the itinerary window.

To customize Viewpoint™, you use the Viewpoint Options dialog box. You access the Viewpoint Options dialog box from the Tools menu.
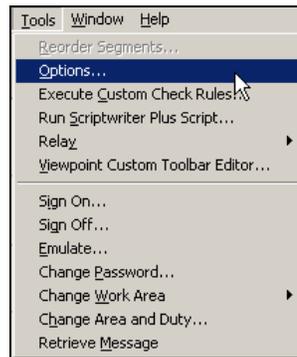
Each tab on the dialog box allows you to customize a part of Viewpoint™. This section focuses only on the PNR tab.
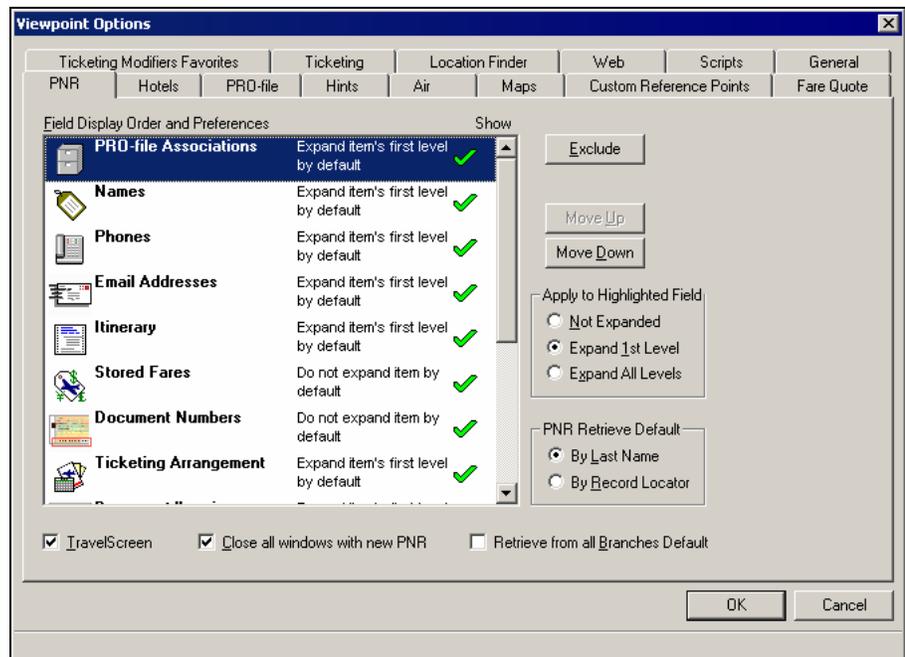
Using the PNR tab, you can change the order of how PNRs information appears in the Viewpoint™ Itinerary window. You can change the following:

- PNR fields that display.
- Order of PNR fields display.
- Default levels at which fields display (expanded or collapsed).
- Use of TravelScreen™.

- Close all open windows with a new PNR.

Viewpoint™ defaults to a specific order and certain level of PNR detail.

The following screen shows that by default, the first three fields on the itinerary window are Names, Phones, e-mail and Itinerary. Also, notice that Phones is expanded, enabling you to see the different phone numbers.
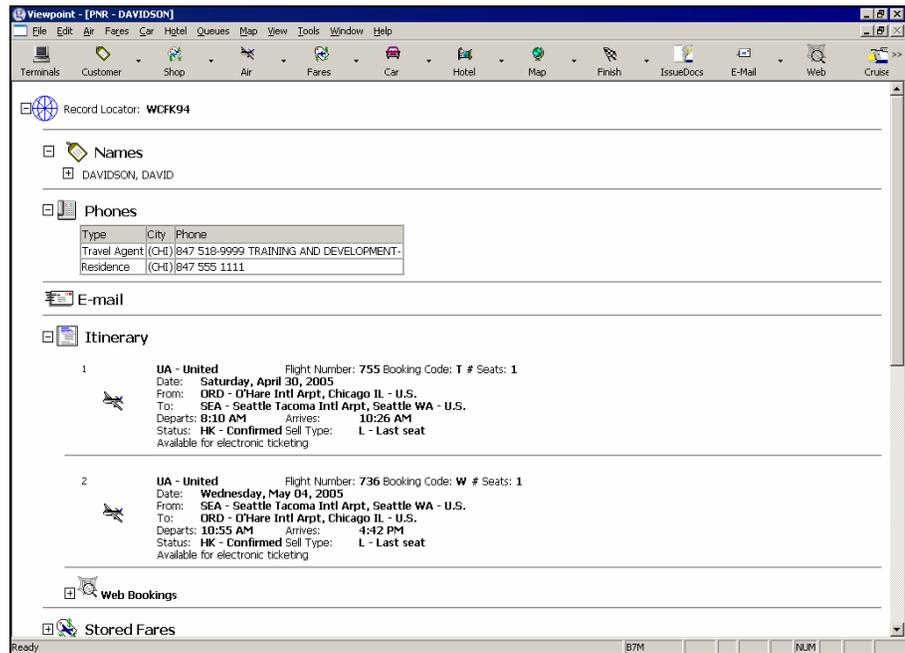
You can change the order of the PNR fields and level of detail displayed. In the example below, the Phones field is collapsed, the e-mail field is *no* longer visible, and you can see the Ticketing Arrangement field. This view is just another way of looking at the PNR fields.
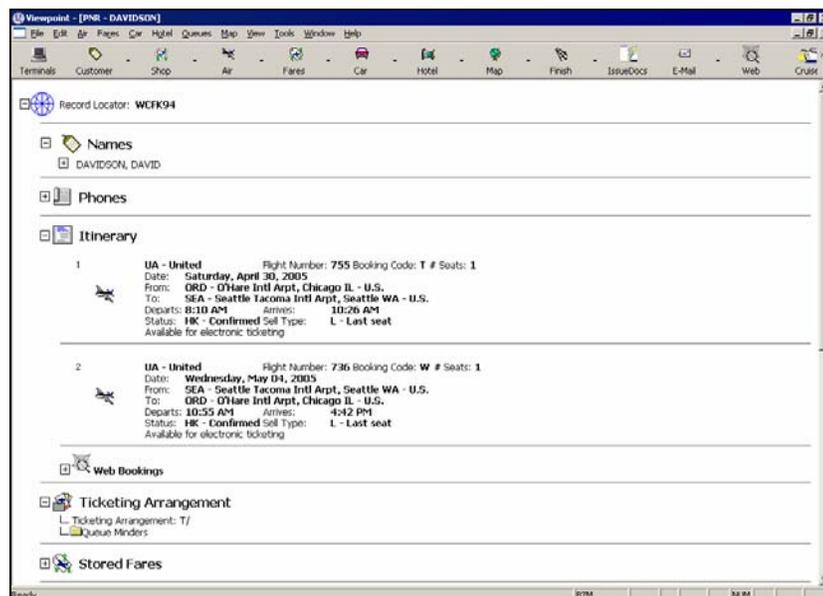
To change the itinerary options, go to Tools/Options and the PNR tab.
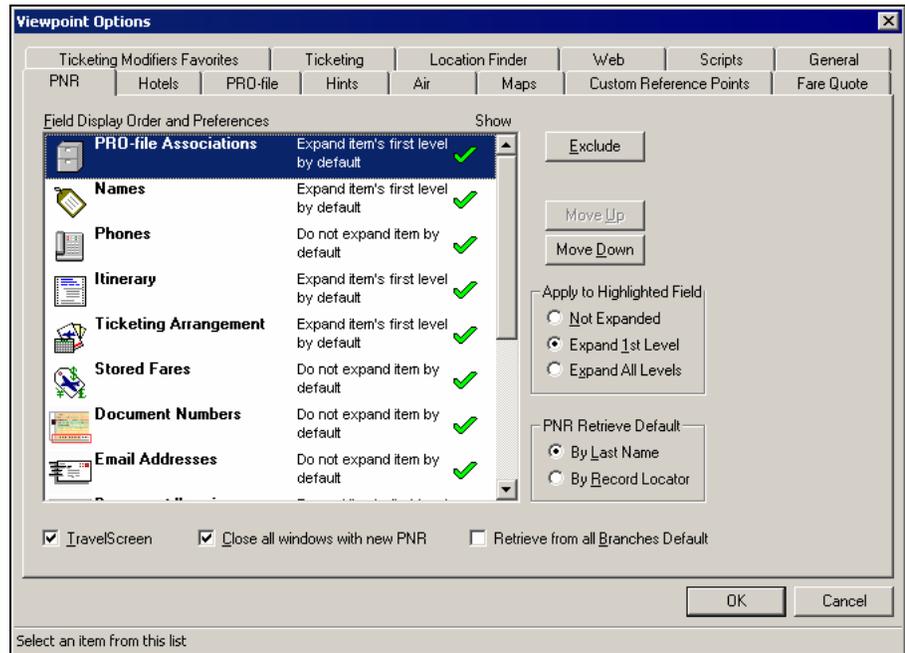
The PNR tab displays the fields in the order in which they will display on the itinerary window. A text description indicates the level at which a field displays. A checkmark indicates the fields selected to display on the itinerary window.

In the previous example, all fields are selected for display and will be expanded to the item's first level by default.

Use the options on the right side of the display window to change a field's itinerary display characteristics.

The Apply to Highlighted Field area applies file expansion.

You can set the PNR Retrieve Default to show retrieve By Last Name or By Record Locator. The option below is set to retrieve By Last Name.

There are three checkboxes at the bottom.

1. When active, TravelScreen™ preferences are applied instantly to air, car and hotel availability displays, editing the displays to the client's requirements.

2. When checked, the second closes all windows when a new PNR is created.

3. When checked, the third option sets your PNR retrieve function to Retrieve from all Branches by default. This sets the default for the Retrieve PNR dialog (shown below). When you display this dialog, Last Name is pre-selected.
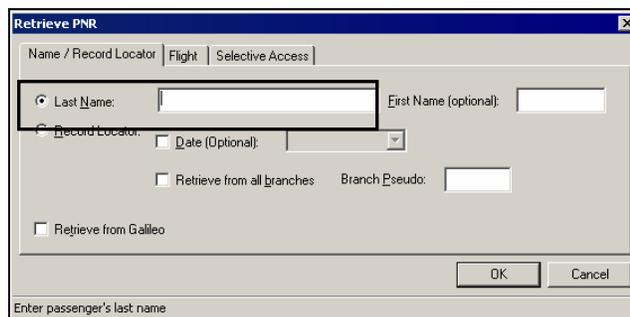
To change the way Viewpoint™ displays a PNR, use the following steps.

1. From the Tools menu, select Options.
    Keyboard: Press Alt+T, O

    The PNR tab of the Viewpoint Options dialog box appears.

2. Click to highlight the field that you want to change.
    Keyboard: Use the Up and Down arrow keys to *highlight* the field.

3. Do one or more of the following:
    −   To remove a field from the itinerary window, click Exclude.
        Keyboard: Press Alt+E
    −   To redisplay a field that was removed from the itinerary window, click Include.
        Keyboard: Press Alt+I
    −   To change the position of the field, click Move Up or Move Down.
        Keyboard: Press Alt+U or Alt+D.
    −   To change the level at which the field displays, click one of the buttons:
        •   Not expanded—to display the field fully collapsed.
            Keyboard: Press Alt+N
        •   Expand to 1st Level—to display the first level.
            Keyboard: Press Alt+1
        •   Expand to All Levels—to display the field fully expanded.
            Keyboard: Press Alt+X
    −   To apply TravelScreen preferences, select the TravelScreen check box.

- To close all windows with a new PNR, select the Close all windows with a new PNR check box.
- To retrieve from all branches, select Retrieve From All Branches.

4. Click OK to apply your changes.
Keyboard: Press Enter.

The itinerary window refreshes with your changes in effect. The changes remain in effect until you change them.

Practice

Make the following display changes to your itinerary window.

1. Display Phones *after* the Itinerary.

2. Do not show Profile Associations.

3. By default, do not expand Ticketing Arrangement.

Change to a Minimum or Maximum View

By default, Viewpoint™ displays the maximum amount of information on all of the windows you work with, including the itinerary window, air availability window, and hotel availability window.

Below is an example of a trip with several segments appearing in maximum view on the Itinerary window.
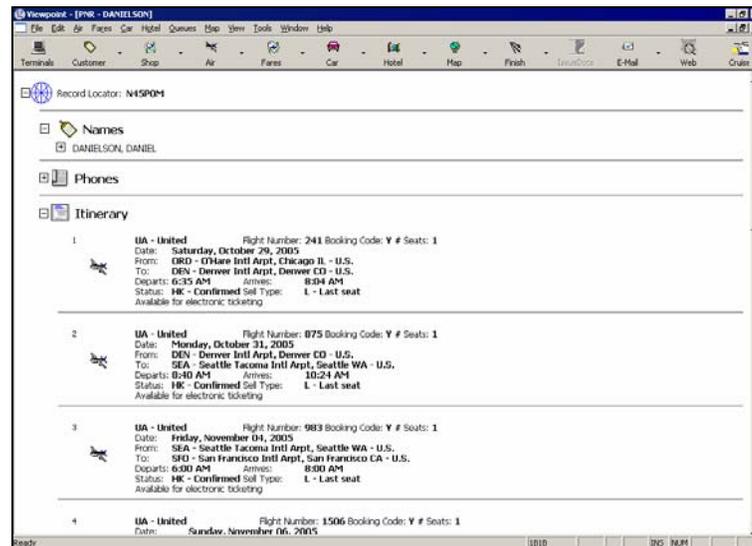
You can change the view to a minimum view. For example, if you are working with an itinerary that contains a number of air and hotel segments, you might want to change the view to the minimum so that you can see more segments at once.

Change to a Minimum View

To change to a minimum view, select Minimum from the View menu available on nearly every dialog, as shown below (Keyboard: Press Atl+V, N)…
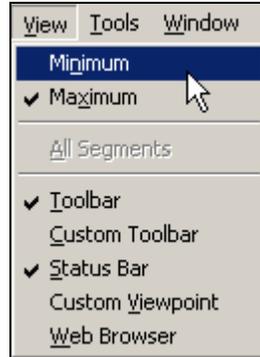
…and the itinerary window changes to a minimum display.

Itinerary fields are reduced to one or two lines.
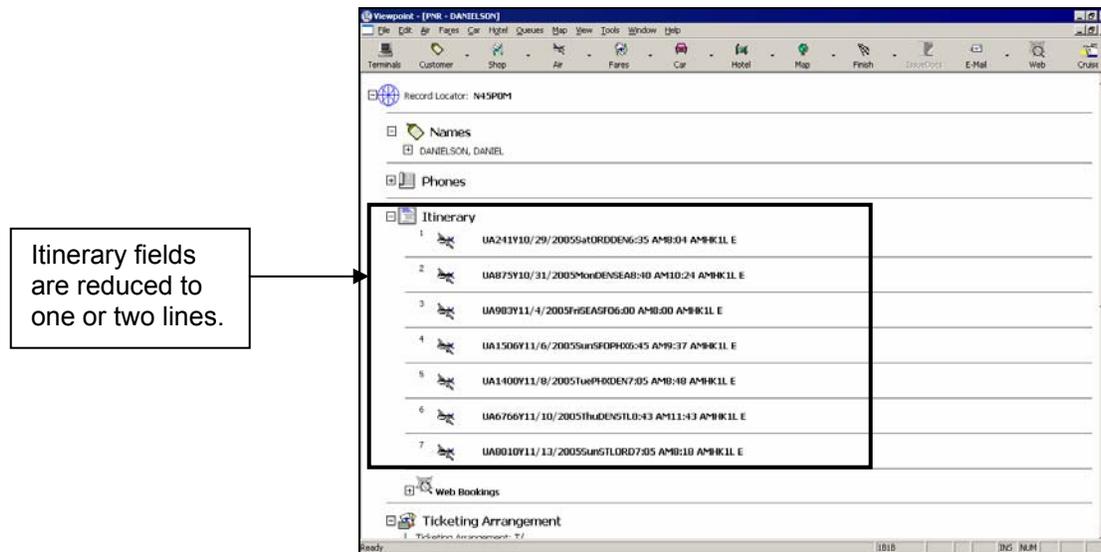
To change back to a maximum view, select Maximum from the View menu (Keyboard: Press Alt+V, X).

Your selection, minimum or maximum, applies to all Viewpoint™ windows. It remains in effect until the next time you change it.

Summary

In this module, you have learned how to:

- Differentiate between Apollo®, Focalpoint®, Viewpoint™ and Galileo Desktop^{SM}.

- Launch Viewpoint™.

- Sign on to Apollo® using Viewpoint™.

- Navigate Front Page News^{SM}.

- Identify and describe the Viewpoint™ itinerary window components.

- Access Viewpoint™ Help.

- Enter native (cryptic) Apollo® commands using terminal windows.

- Explain and use agent assembly areas (AAAs).

- Sign off of Apollo® without exiting Viewpoint™.

- Sign on to Apollo® when Viewpoint™ is already running.

- Sign off of Apollo® and exit Viewpoint™.

- Customize the Itinerary window.

- Change Viewpoint™ to a minimum or maximum view.

Sell Air from Schedules in Viewpoint™

Study Guide

Galileo
by **Travelport**

Acknowledgement:
This document was developed by Galileo Training Services.
Customer feedback is important to us. Please take a few minutes to send any
questions or comments to us at training.development@galileo.com

4/07

Contents

The Apollo® system provides you with availability to all participant airlines. This module describes Apollo® airline participation levels and covers the traditional process to build a PNR, i.e. sell flights, enter passenger information, price itinerary, store the fare, and save the PNR.

We will discuss another way to build a PNR by shopping for fares first and then selling flights in the Sell Air from Fares in Viewpoint module.

Module Objectives

Upon completion of this module, you will be able to:

- Identify airline participation levels in the Apollo® system.

- Describe Apollo availability assumptions.

- Build a PNR in Apollo using the traditional steps:
  1. Display air availability.
  2. Sell flights.
  3. Build a PNR with required fields.
  4. Price the PNR at Best Buy.
  5. Store the fare in the PNR.
  6. Save the PNR.

Airline Participation Levels

Before you begin selling air in Viewpoint, you need to know that airlines offer their flights and services through the Apollo® system at three different levels. An airline's participation level determines your real-time access to flight inventory, booking capabilities and special services such as wheelchairs.

The following table lists these levels and their description.

Participation Level	Description
Full	Airline offers current availability and booking capability.
Booking	Airline does *not* offer current availability, but does offer booking capability.
Schedule	Airline does *not* offer current availability and does *not* offer booking capability.

Inside Link®

Galileo International offers Inside Link® to full participation airlines. Inside Link® connects Apollo® directly to the airline's reservation system.

The following table lists Inside Link features, their availability symbols, and description.

Feature	Symbol	Description
Inside Availability®		Airline shows its actual inventory in Apollo® availability. When you request availability, Apollo® sends a message to airline requesting current inventory status on flights that will appear. When you sell a seat, you reduce airline's actual inventory.
Last Seat Availability™		Airline reduces its actual inventory when you book it through Apollo®. When you sell a seat on a flight, Apollo® sends request to airline for confirmation. Airline guarantees booking.
Display Option Link		Ability to view data in airline's reservation system. Data includes availability, schedules, seat maps, fare information.
Guaranteed Sell	N/A	Airline guarantees a booking made through Display Option Link, even though booking does *not* reduce actual inventory.
Positive Acknowledgement	N/A	Airline returns its record locator to Apollo® system once their system establishes PNR. Record locator then attaches itself to Apollo® PNR. **Note:** Inside Availability® and Last Seat Availability™ participants provide Positive Acknowledgment.

Apollo® Availability Assumptions

You can check flight availability for your customer in Apollo® using basic air availability. You first need to know the assumptions the Apollo® system makes about the flights that display on the screen.

To sell a flight, you must know which airlines have service between the cities of travel, what flights they offer, and whether those flights have space available. In addition, you may need details about the flights, such as the type of aircraft flown and in-flight meal service.

Many different flights and combinations of flights can appear in air availability. When you request air availability, flights appear based on the following defaults:

- Nonstop flights appear first, followed by direct and connecting flights (based on the shortest time it takes to get from origin to destination).

- Applicable flights of *all* participant airlines appear.

Air Availability

Because you have a customer who is driven by flight schedules, your first step is to check flight availability. Viewpoint™ allows you to display basic, carrier specific, and link option availability for participating carriers. You can add itinerary segments to the Itinerary Planner as you collect information from your customer. All availability request modifiers are available via a tabbed dialog box. You can use air availability to sell flights and to get more detailed information about the flights.

General Availability

General availability provides a list of airline flight schedules and availability based on the Apollo® availability assumptions.

To display general availability, use the following steps.

1. Click the Air toolbar button.
   Keyboard: Press: Alt+A

   The Air Availability Request dialog box appears.

2. Today's departure date automatically appears. You can change the date by typing over the old date.

    You can enter dates in several formats including MM/DD/YY and DDMMM. For example, October 6, 2005 can be entered 10/06/05, 06OCT, or 6OCT.

    You can also click the down arrow in the Date field to access the calendar. To select a new date, click the date, and then click the OK button.

    Press Tab to move to the next blank box, Departure City.

3. Enter the Departure City and Arrival City. Type either a code or name for an airport or city.

    Note: The Find City or Airport dialog box appears when you enter a name instead of a code in the Departure City field. You can use it to get airport codes.

    You can spell out the city or use the city code when the Auto-Tab feature is *not* checked. If you have the Auto-Tab feature checked, you can use three letter city codes *only*.

    Click the checkbox to the right of the Departure City or Arrival City to indicate the request is to include multi-airport locations, those associated by IATA standards.
    Keyboard: Tab to the checkbox and press the Spacebar.

4. Enter the Time (departure or arrival).

    The default Time is set to 8:00AM. You can overtype the default by entering 24HR or AM/PM entries. For example, to enter 5:00 PM you could type 5P, 5PM, 1700, or 17:00.

5. Select by Departure or by Arrival by clicking the down arrow and clicking your choice.
    Keyboard: Tab to this text box and use the Up and Down arrow keys to highlight your choice.

    This identifies which time the flight search should be based on, departure or arrival. The default is by Departure.

6. To specify airlines to Include, Exclude, or Include Only, tab to the Airlines 1 text box.

    Enter up to three airlines in the 1, 2, and 3 Airline text boxes. Then, indicate whether the airlines you entered should be included in the search or excluded from the search by clicking Include or Exclude. The default is Include Only.
    Keyboard: Press Alt+N or Alt+X.

7. Click the drop down arrow in the Flight Type field to select the flight type, such as non-stop.

8. Select Connecting Cities to Include or Exclude.

9. Select First Availability to search for a flight in markets that are sold out of specific classes of service.

10. Click the Add button to add the first segment to the Itinerary Planner.
    Keyboard: Press Alt+A

    After a segment is added, the Departure City and Arrival City automatically reverse. If travel is to cities beyond, you can easily over-type the Arrival City information.

    Most PNRs include multiple air segments. Viewpoint™ allows you to check availability for several segments with one search request. You must add each itinerary segment to check availability for all segments of your itinerary. Again, when finished typing the segment details, click Add.

    Here is a sample of a completed Air Availability dialog box for a round trip Montreal CA to Mexico City MX.

11. Click the Search button to view availability.
    Keyboard: Press Alt+S

The air availability for all segments appears. Up to 16 availability options display for each segment requested.
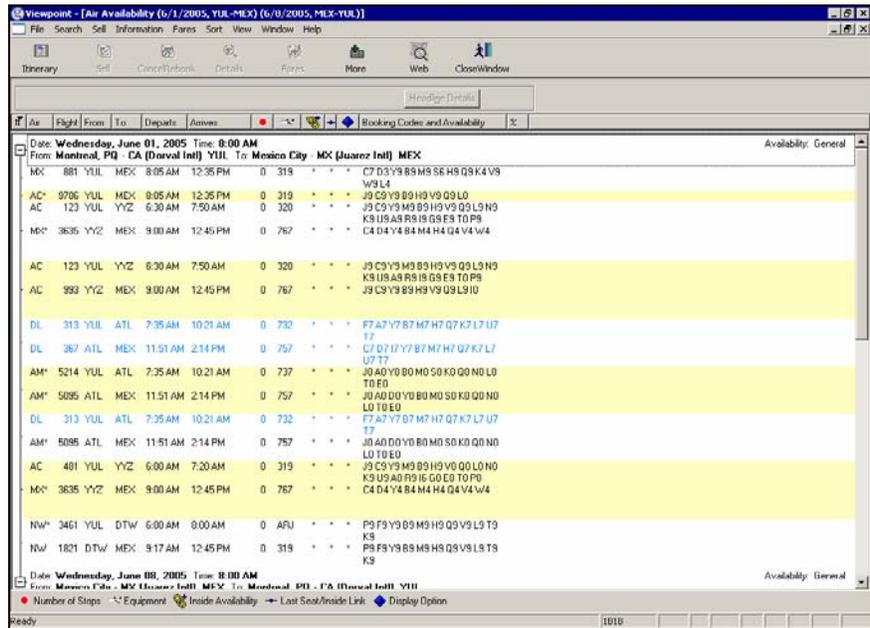
You can scroll up and down through the availability window to view more options. To move up and down the availability display, use the scroll bars at the side of the display (Keyboard: use the Up and Down arrow keys).

The Viewpoint™ Air Availability display lists the flight information in rows and columns. You can sort the flights by clicking any of the column headers. For example, click the Air column header to sort the flights by the two-digit carrier code.

If more flights are available that aren't in the display, the More button on the toolbar will be available. Click it to display the additional flights. Keyboard: Press Alt+C, G

Note: Inside Link participant level appears with an asterisk (*) under the appropriate columns that are identified by symbols on the bottom of the window.

12. To close the Air Availability display, click the Close Window button. Keyboard: Press Alt+F, C

Practice

Access the Air Availability Request dialog box. Complete the general air availability request for the following scenario:

Your customer would like to travel from Toronto (YYZ) to San Francisco (SFO) four months from today. He would like flights departing around 1:00 p.m. His return to Toronto will be five days after his arrival in San Francisco. He would like to leave San Francisco around 5:00 p.m. on Air Canada.

Find City or Airport

Once you have accessed the Air Availability dialog box, you can use the Find City or Airport feature to locate airport codes. This reduces the need to remember airport codes for infrequently used destinations

The Find City or Airport dialog box appears when you:

- Enter a name for a location instead of a code in the Departure City field, e.g., Honolulu instead of HNL.

- Complete the Air Availability dialog box and *no* check mark appears in the Auto-Tab box.

You can also view attractions and suburban cities in addition to airports, other travel ports, and IATA cities.   There is a Find field to type in a location name. This becomes a "nearest city" tool for air requests. For example, you can identify "Mayo Clinic" as an air destination. The City Finder will show the three Mayo Clinics. You then select a specific clinic and the nearest airport appears.

Once the Find City or Airport dialog box appears, you can enter additional locations in the Find field to request alternate searches.

Here is an example of a response showing the three Mayo Clinic locations with nearest airports.

Display flight details

When you want more information regarding the flight, such as type of equipment, number of stops, level of participation, you can display details about the flight(s) from availability.

To display flight details, use the following steps.

1. Click a segment to select it. The segment is highlighted.
   Keyboard: use the Up and Down arrow keys to highlight the first segment.

   To highlight additional segments, hold the Ctrl key down as you click subsequent segments.
   Keyboard: Press and hold the Ctrl key down. While holding the Ctrl key down, use the Up and Down arrow keys and press the Spacebar to highlight additional segments.

The following screen shows an example of one segment (in this case a connection) selected.
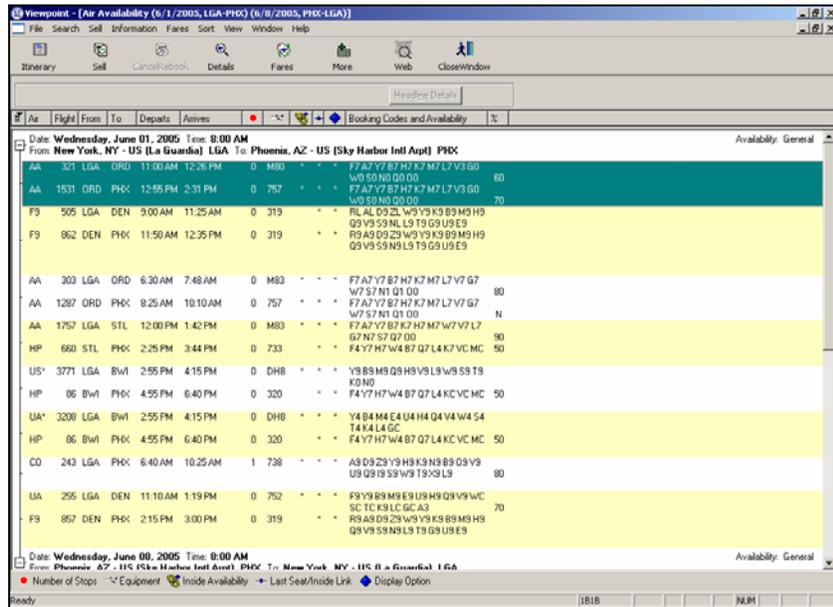
2. Click the Details button.

The Availability Details window appears with details for the first segment of the connection.
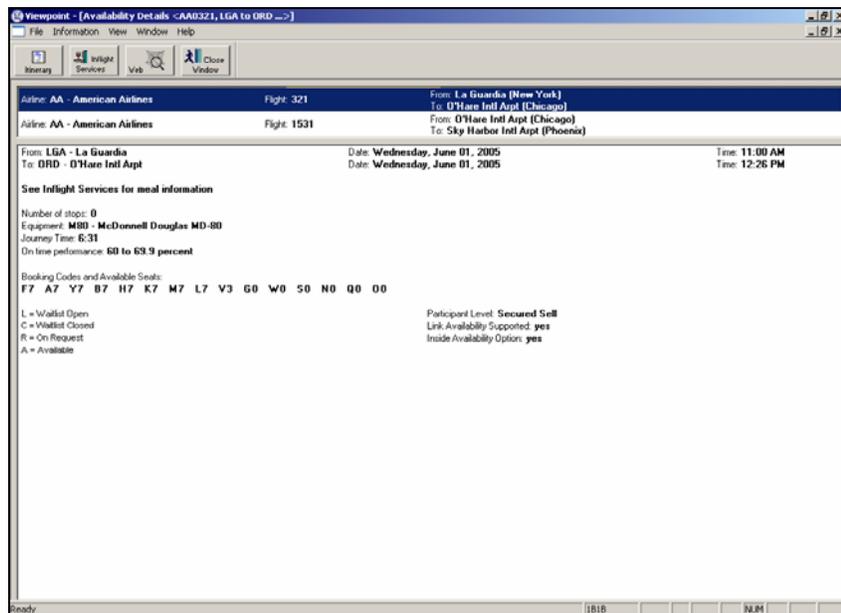
Notice carriers and cities are decoded, and if present, additional classes of service appear. Also, link participation levels are further explained.

3. To close the window, click the Close Window button.

Practice

Access the Air Availability Request dialog box for general availability.

Use the following scenario to complete the general availability display:

1. Six months from today, your customer would like to fly one-way, non-stop from Mexico City to Orlando. She would like flights departing after 10:00 a.m.

2. Display the flight details for the departure closest to 10:00 a.m.

Carrier Specific/Link Option Availability

Carrier Specific/Link Option Display allows you to view schedule information directly in the airline's reservation system. Currently there are very few airlines that participate at this level and the majority service international destinations.

When a carrier participates as Display Option Link (indicated by asterisk (*) under Blue Diamond column on General Availability screen) you *must* use Carrier Specific/Link Option Availability to see the most accurate availability information. Unlike the general availability request, you can add *only* one segment to a carrier specific/link option itinerary.

To request carrier specific/link option availability, use the following steps.

1. Click the down arrow on the Air toolbar button.
   Keyboard: Press: Alt+A

   The Air menu appears.
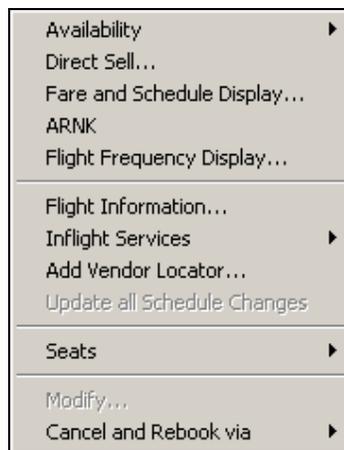
2. Click Availability on the Air menu.
   Keyboard: Press: A

3. Click Carrier Specific/Link Option Display…
   Keyboard: Press: C

The Carrier Specific Air Availability Request dialog box appears.

Note: Carrier specific availability is limited to one leg at a time.

4. Enter the departure date.

   Note: Today's departure date automatically appears. You can change the date by typing over the old date, or using the calendar. To access the calendar, click the down arrow and select a new date, click the date, then click the OK button.

5. Type the mandatory segment details in each box: departure city, arrival city, time, and airline. Type either a code or name for an airport, city or airline. Tab to the next blank box. Continue to type the information in the blank boxes. Both codes and names are acceptable entries for airlines and cities.
   a. When multiple airports serve a city, *or* if you are *not* sure of a correct code or name, click the arrow to the right of the box to open the Find City or Airport dialog box.
   b. Enter the location in the Find field.
   c. Click the arrows to open the options available for the location.
   d. Click the OK button.

6. Specify flight type and/or connecting cities.

7. Click the Add button to add the segment to the Itinerary Planner.

   Note: After a segment is added, the Departure and Arrival City *do not* automatically reverse and the Add button is disabled.

8. Click the Search button to view availability.
   Keyboard: Press Alt+S

   The air availability for the requested airline appears.

Sell Flights

You are at the next step in the sell process based on schedules. After determining which flights are best for your customer, you are ready to sell the flights.

There are several ways to sell air segments through Viewpoint™.

- Sell from General Availability or from carrier specific/link option availability.
- Direct sell.

Sell from Availability

You can sell flights directly from General Availability or a carrier specific/link option availability display. Remember that you can add *only one* segment to a carrier specific/link option itinerary.

To reference sell flights, use the following steps.

Caution: Since you are booking in the live system, all segments *must* be canceled during training or your agency is subject to unwanted charges.

1. Take one of the following actions.
   a. To sell one flight segment, click to highlight the segment.
      Keyboard: Use the Up and Down arrow keys to highlight the segment.
   b. To sell multiple flight segments, such as round trip:
      − Click the line for the first segment.
      − Press the CTRL button (on the side of your keyboard) and hold it down.
      − Click the line for each additional segment.
        Keyboard: Use the Up and Down arrow keys to highlight the first segment. Press and hold the Ctrl key down. Use the Up and Down arrow keys to highlight the next segment and press the Spacebar.

2. When all desired segments are highlighted, click the Sell button from the toolbar.
   Keyboard: Press Alt+S, F

The Air Sell dialog appears.
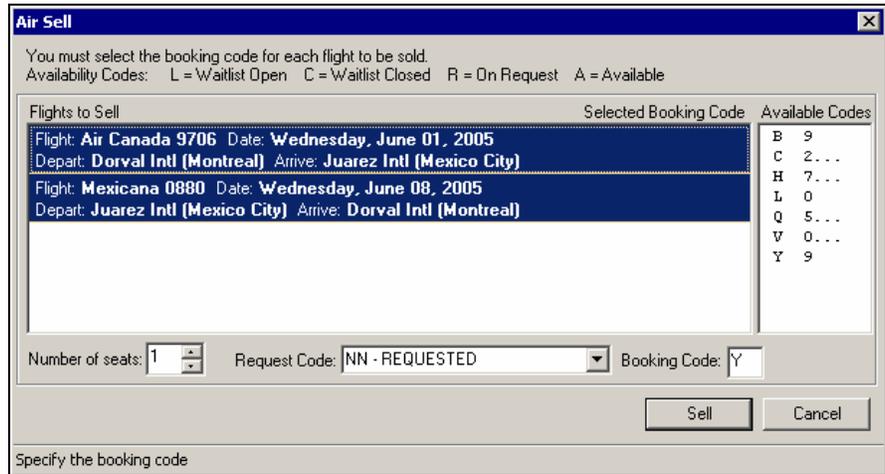
3. To change the number of seats, click the up or down arrows in the Number of seats field.
   Keyboard: Press Alt+N and then type a number.

4. To change the Request Code, click the down arrow to display a list and click your choice.
   Keyboard: Press Alt+E and then use the Up and Down arrow keys to scroll through the list.

5. Type Y (coach) in the Booking Code field.
   Keyboard: Press Alt+B, then type the booking code.

If booking class is:	Then:
Same for all segments **Note:** All segments are automatically highlighted.	Select specific code. This code is applied to all segments.
Different for each segment	Click first segment, then click specific code. Repeat this procedure for each segment. **Note:** After clicking first segment, highlight is removed from all other segments.

6. To sell the segment(s), click the Sell button.
   Keyboard: Press Alt+S

The sell response appears in the Vendor Summary window.
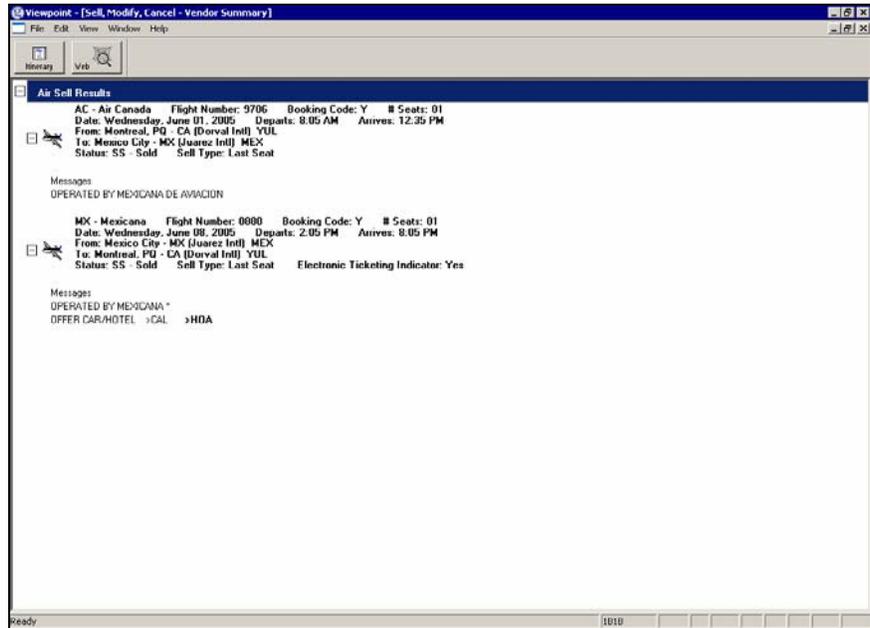
7. Click the Itinerary button to close the Vendor Summary window and return to the itinerary window.
Keyboard: Press Alt+W, 1

The sold segments now appear in the Itinerary window.
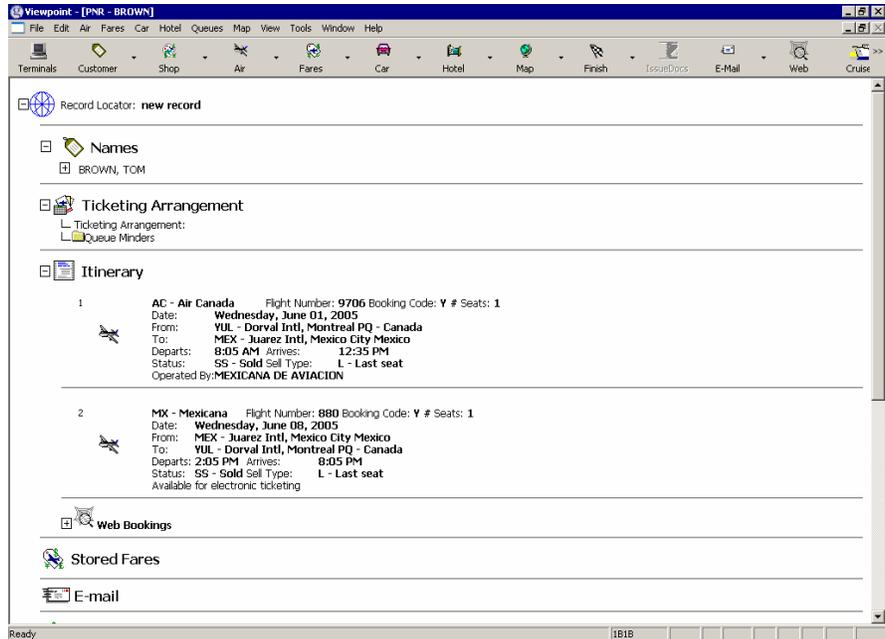
Practice

Access the Air Availability Request dialog box for general availability.

Display general availability for your customer who wants to fly round-trip from Vancouver to Edmonton 4 months from today with return flights to Vancouver 7 days after her arrival in Edmonton.

1. From the one general availability display, sell one Y class seat on the earliest departure from:
    a. Vancouver to Edmonton, *and*
    b. Edmonton to Vancouver.

Note: You will use these segments in the next practice.

Direct Sell

Direct sell a flight when you know the airline and flight number your customer wants. The direct sell dialog box allows you to request flights, as well as book passive or open segments.

Add a passive segment to an Apollo® PNR when you have booked the flight directly with the airline.

Add an open segment when your customer is not sure when to travel.

To direct sell a flight, use the following steps.

1. Click the Air button down arrow and select Direct Sell from menu. Keyboard: Press Alt+A, D

    The Air Direct Sell dialog box appears.
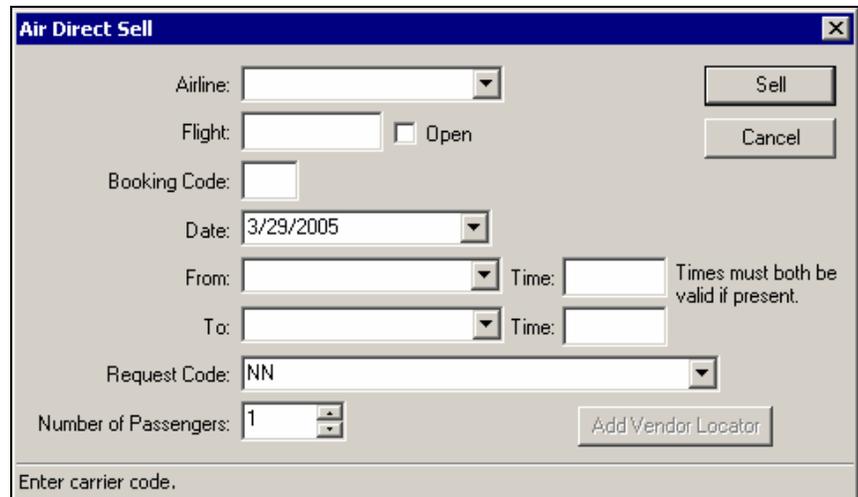
2. Complete the Air Direct Sell dialog box using the guidelines in the following table.

In this field:	Type:
Airline	Airline code or name.
Flight	Flight number. **Note**: If selling an open-air segment for ticketing, click open.
Booking code	Desired booking code.
Date	Default is today's departure date. Type over date or use calendar to change date.
From	Code or name for a departure airport or city. If multiple airports serve a city, select one from city finder list.
Time	Departure time or leave blank. If left blank, time is filled in automatically.
To	Code or name for an arrival airport or city. If a city is served by multiple airports, select one from city finder list.
Time	Arrival time or leave blank. If left blank, time is filled in automatically.
Request Code	Default is requested (NN). Click Down arrow to view a list of action codes.
Number of Passengers	Default is 1. If more than one passenger, type over 1 or click Down arrow to select number from a list.

3. You are now ready to complete the sell. Click the Sell button.
   Keyboard: Press Alt+S

   The sell response appears in the Vendor Summary window.
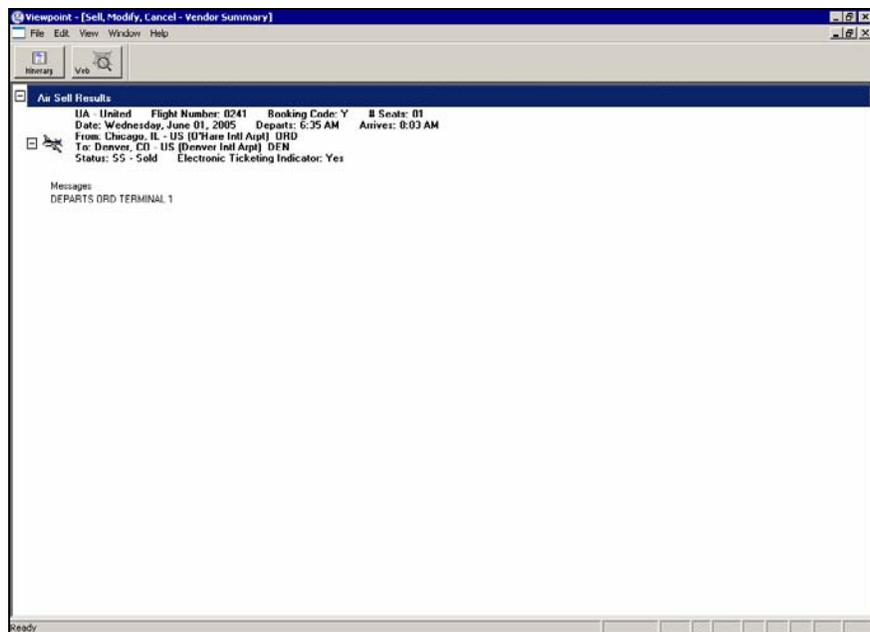
Note: An alert message appears when the air sell is unsuccessful.

Passenger Name Record

You are now at step 3, building the Passenger Name Record. A Passenger Name Record or PNR contains a record of passenger reservations and associated information. A PNR has an itinerary for one or more passengers and specific types of information maintained in passenger data fields. The passenger data fields fall into two categories:

- Mandatory PNR fields.

- Optional PNR fields.

Apollo® does *not* let you save the PNR *unless* it includes all mandatory information.

Mandatory Fields

The following table lists the five mandatory fields and their description.

Field	Description
Name	Name of each customer for whom reservation is made. Can enter up to nine names in a PNR.
Phone	Customer phone number. Include more than one phone number.
Ticketing	Date to issue travel documents (such as air or train tickets).
Received	Name of person who requested reservation, e.g., name of customer, secretary, or another agent.
Itinerary	Actual reservations. Can contain air, car, hotel, cruise, tour, or rail reservations; *or* any combination of these.

Add Customer Information

When you don't have a profile created for a customer that you can move information from to start the PNR, you can add the PNR fields individually. This section describes how to complete a PNR by adding the following fields:

- Name

- Phone

- Address (Optional)

- Ticketing

- Received

- Form of payment

Note: For detailed information on profiles see this module: Add Agency, Company, and Traveler Information.

You use the Customer Information dialog box to enter this information. You can access the tabs in any order.

Here is an example of the Customer Information dialog box with the tabs.

Note: Before you can enter Frequent Flyer information, you must first enter a name and save it to the Itinerary.

To add PNR customer information, use the following steps.

1. Click the Customer toolbar button.
    Keyboard: Press Alt+F

    Note: If you have already started to build a PNR and you press the Customer button, the New PNR warning screen appears.

The Customer Information dialog box appears.

2. To add the Name field:
   a. Type the last name of the first passenger (required).
   b. Type the first name and passenger's title (e.g., Mr., Ms., etc.)
   c. Add any name field remarks (e.g., child age 10 years) (optional).
   d. If the customer is under two years old, click the Infant check box.
      Keyboard: Press Alt+I
   e. Click Add. The name details transfer to the lower box.
      Keyboard: Press Alt+A
   f. If there are additional passengers on this PNR, repeat steps a. through d.

   Note: You must enter at least one name in the PNR Name field. Each PNR can hold up to nine names. For most corporate customers, you should book one customer per PNR. There are times however, when customers who are traveling together want to be booked in the same PNR.

3. Click the Phone tab.
   Keyboard: Tab to the Name tab, then press the Right arrow key twice.

The Phone tab appears with your agency phone number displayed.

Note: You should always enter the agency phone number first, because Apollo® automatically sends the first three Phone fields to all carriers in the itinerary. There may be times when an airline will want to call you regarding your customer's flight.

To add the agency phone field as is, just Click Add.

If you want to append your name at the end of the phone number

Tab 3 times to the Phone number and hit the End key on your keyboard, type your name, and then click Add.
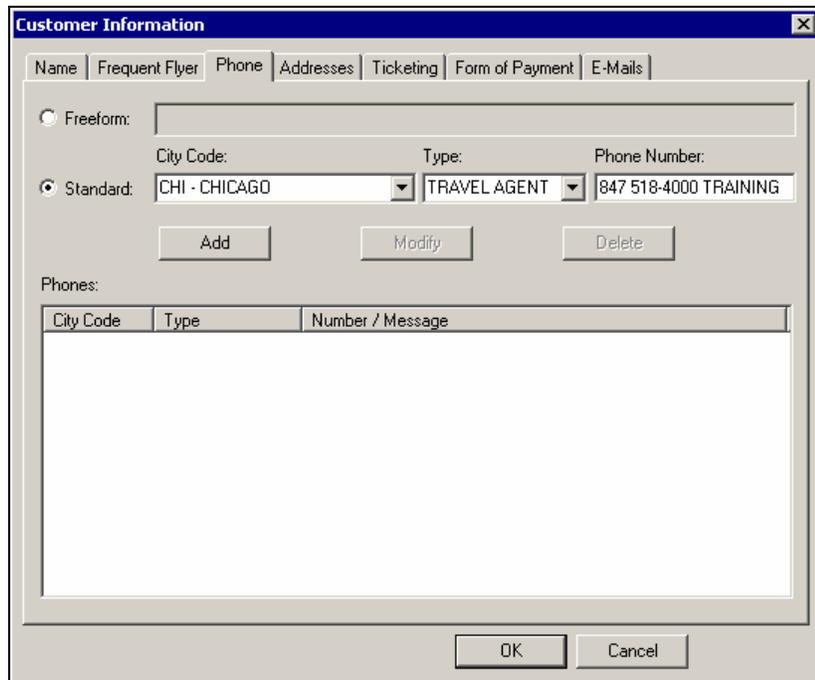
4. To add another Phone field:
    a. Type the 3-character City Code for the customer contact (e.g., Chicago – CHI) or click the down arrow to select a code from the Find City or Airport dialog box.
    b. Type the first letter of the contact type or select a type from the drop-down list.

The following table lists the contact types and their description.

Contact type	Description
Travel agency	Identifies phone contact as a travel agency. Considered airline's primary contact.
Business	Business phone for advising schedule or fare changes.
Residence	Residence phone for advising schedule or fare changes.

Contact type	Description
Accommodation	Hotel phone for you or airline to advise any changes in flight schedule.
No contact	*No* phone number available.
Fax	Fax phone for sending an itinerary or other form of information.
Email address	Email address for sending an itinerary or other form of information.
Mobile	Mobile phone for advising schedule or fare changes.
Cell	Cell phone for advising schedule or fare changes.

   c. Type the phone number.

   d. Click Add.
      Keyboard: Press Alt+A

      The phone details transfer to the lower box and now you are ready to add another phone number.

5. Click the Addresses tab to add the customer or delivery addresses. This is an optional field.
Keyboard: Tab to the Name tab, then press the Right arrow key twice.

The Addresses tab appears.
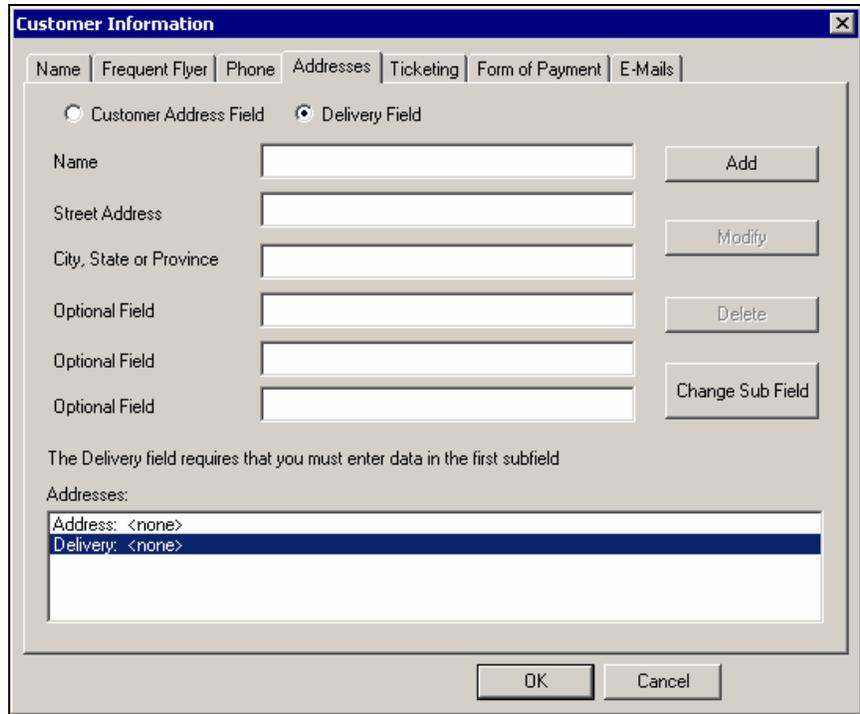
Apollo® reads the address for your customer from the Address field *or* the Delivery field, for purposes of billing, delivery, or both. Apollo® generally references the Address field for billing and the Delivery field for delivery.

You might *only* include one of these fields in a PNR, but may choose to use both under the following circumstances:

- The billing address is different than the delivery address.

- Additional delivery instructions exist, such as leave with front desk.

6. To add an address field:
   a. Type the customer's address and delivery address information, tabbing from field to field.
   b. Click Add to transfer the address details to the lower box.

7. Click the Ticketing tab.

The Ticketing tab appears.

The Ticketing field identifies one of the following:

- Date to issue ticket.

- Acknowledgment that ticket *has* been issued.

Unlike Name and Phone fields, where the PNR will accept multiple names and phone numbers, the Ticketing field is a single-item field. You can enter only *one* Ticketing field in a PNR.

8. Use the guidelines in the following table to add the ticket information. Depending on the ticketing type you select, the Ticketing tab will display additional required and optional fields.

Ticket Type	Required Information	Optional Information
TAU	Date	Remarks, Branch office code
TAW	Date, Time, and/or Account	Remarks, Branch office code
TL	Time, Date, or Pick-up at airport 30 minutes prior to departure	Remarks, Airport, Airline
T	N/A	N/A
Other/Manual	T/ (automatically filled in)	Freeform text after T/
None	N/A	N/A

9. Click the form-of-payment type from the list on the left side, e.g. Credit Card, Check/Cheque, Cash, Other, or None.

The Form Of Payment tab appears.

10. Select the Form of Payment.

   Note: If you select Credit Card type, complete the Vendor, Card Number, and Expiration fields.

11. Click OK.

   The fields that you completed appear in the Itinerary window.

Price Itinerary

After building the PNR, you are at the next step, pricing the itinerary to quote the total fare to your customer.

Note: You can also price the itinerary *without* building the entire PNR. However, Apollo requires the Name field to store the fare.

Apollo® Pricing Assumptions

Apollo® makes several assumptions when you price an itinerary. These assumptions are defaults used by Apollo®. When you price an itinerary Apollo:

- Quotes the fares for all passengers.

- Assumes all passengers are adults.

- Prices all air segments *except* waitlist, ARNK, and auxiliary segments.

- Prices all segments at the lowest fare for the class of service booked.

- Considers flights with layovers of *less* than four hours domestic or 24 hours international as connections.

- Considers flights with layovers of four hours or more or 24 hours or more international as stopovers.

Price at Best Buy

You price an itinerary at Best Buy to ensure your customer gets the lowest fare for the flight he/she wants. Apollo displays the lowest available fare for the itinerary booked.

To price an itinerary at Best Buy, use the following steps.

1. Click the Fares toolbar button down arrow and select Fare Quote. Keyboard: Press Alt+R, F

The Fare Quote dialog box appears with three tabs: Name, Flights, and Other.
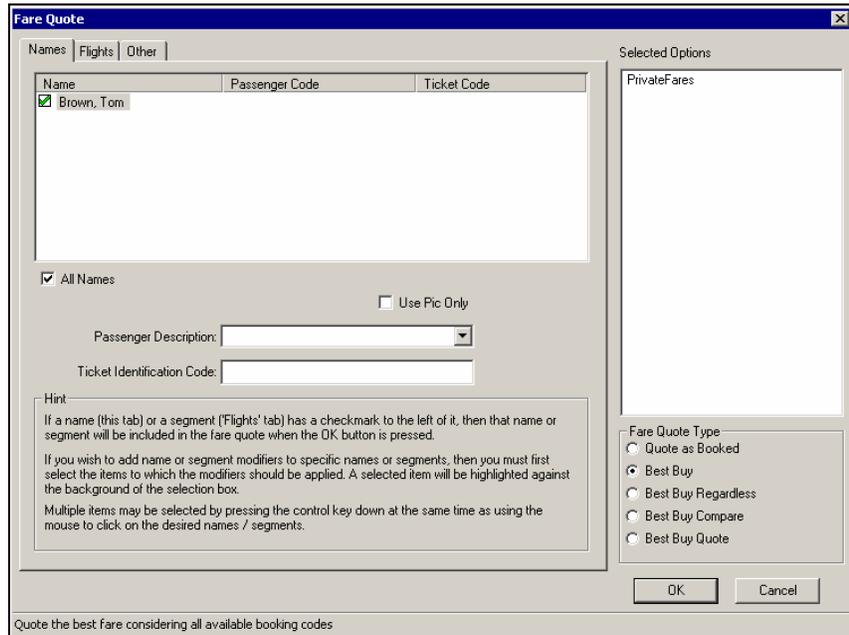
2. On the Name tab, Best Buy is already selected as the default. Click OK.

3. Take one of the following actions.
   a. If the assumptions on the Names tab are correct, go to Step 4.
   b. If you need to override the assumptions on the Names tab, use the guidelines in the following table.

To price:	Do this:
Specific passengers	Click All Names to remove checks from all passengers, then click specific name you want to price.
Specific passenger description	Click Passenger Description down arrow and select desired description.
Ticket code	Tab to Ticket Code box and type ticket code.

The Selected Options text box displays the options you have selected. The list builds up as you add entry lines. Whenever you change a fare option, the entry line in this list is updated automatically.

You can work directly with the entry lines by highlighting them in the list. To remove or reset an entry to its default value, press Delete.

4. To identify flights to be included in the quote, the fare and booking codes
    to be used, flight modifiers, and to integrate PrivateFares™, click the
    Flight tab.
    Keyboard: Tab to the Flights tab and press the Right arrow key.

    The Flights tab appears.
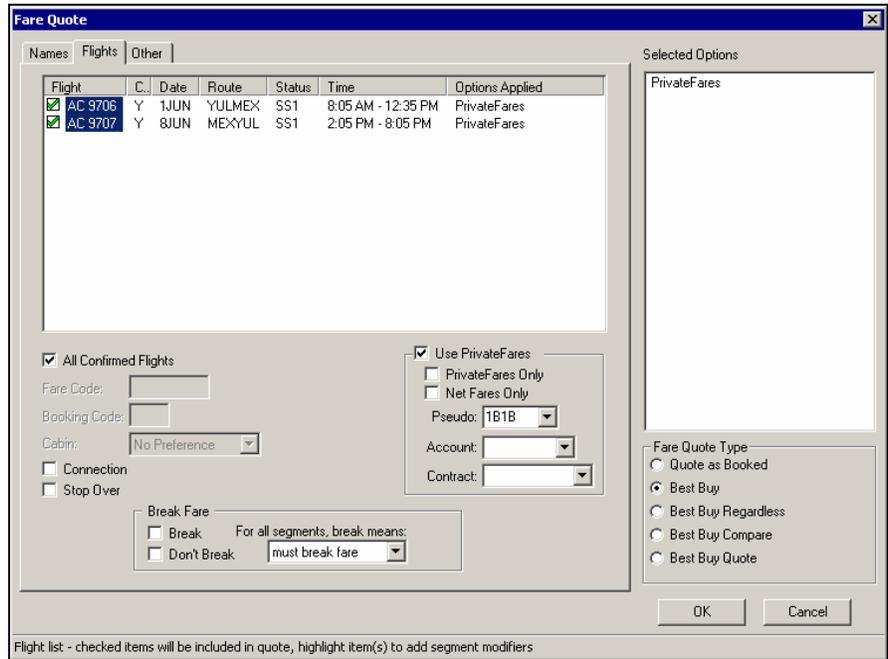
5. Take one of the following actions:
    a. If the assumptions on the Flights tab are correct, go to Step 6.
    b. If you need to override the assumptions on the Flights tab, use the
        guidelines in the following table to complete the fields.

In this field:	Do this:
All Confirmed Flights	Click to remove check mark from all flights, then check specific flight you want to price.
Fare Code	Enter a fare basis code for selected flight. This narrows quote to one fare.
Booking Code	Enter booking code to override actual booking class of itinerary and quote a fare assuming itinerary is booked in class specified. **Note:** You can use this qualifier *only* if you have specified a carrier.

In this field:	Do this:
Cabin	Enter cabin type to fare quote *only* those fares applicable to specified cabin. **Note:** You can use this qualifier only if you have specified a carrier.
Connection	Check to force a connection with next flight in itinerary.
Stop Over	Check to force a stop over with next flight in itinerary.
Break Fare	Check to indicate when fare must/must *not* be broken and when fare must *only* break at destination city of segment.
Use PrivateFares	Check to use PrivateFares™ for fare quote.
PrivateFares Only	Check to use PrivateFares™ *exclusively* for fare quote.
Pseudo	If required change the Pseudo City for which the PrivateFares™ apply. Possible if you have Selective Access™ or a joint agency agreement.
Account	Enter or select Account Code of private fare.
Contract	Enter or select Contract Code to identify contractual fare agreement you have with account above.

6. To add additional qualifiers applicable for the fare (e.g. currency, penalty percentage, taxes, or commissions), click the Other tab.
    Keyboard: Tab to the Other tab and press the Right arrow key.

    The Other tab appears.

If the assumptions on the Other tab are correct, go to Step 7.

If you need to override the assumptions of the Other tab, use the guidelines in the following table to complete the fields.

| In this field:	Click to:
Alternative Currency	Select from a list fares filed in this currency, *without* affecting currency of quote.
Quote in USD	Quote fare in US dollars.
Quote in CAD	Quote fare in Canadian dollars.
Quote in Euro Currency	Quote fare in euro currency.
Quote in Local/National Currency	Quote fare in local currency.
No Minimum Stay	Exclude fares with minimum stay restrictions.
No Maximum Stay	Exclude fares with maximum stay restrictions.
No Advance Purchase	Exclude fares with advance purchase requirements.
Price as if Booked Today	Price Fare Quote as if booked today.
Exempt All Taxes	Display base fare. By default passengers are *not* exempt from ticketing taxes.
Exempt the Following Specific Taxes	Work with basic tax exemption information needed to make a fare quote. Tax information applies to whole itinerary. Some passengers (such as government officials and diplomats) may be exempt from country and airport taxes. **Note:** You may use these qualifiers *only* as whole itinerary qualifiers.
Code	Select from a list countries for which passenger has airport tax exemption.
Applies to Country	Indicate if passenger is also exempt from country taxes (for country identified).
Add>>	Add specified country tax code to list opposite. Added tax codes also appear in Overall Itinerary Options list below.
Delete<<	Delete a selected tax code from list.
Penalty Tolerance	Enter a percentage to exclude fares with a cancellation penalty higher than percentage.

In this field:	Click to:
Sell City and Ticket City	Indicate if ticket is to be sold or issued in a country other than that of the agency location. Must include city of sale and city of ticket issue in fare quote request. If sale and ticketing is to take place in same country, identify Sell City. If sale is to take place in one country, and ticketing in another, enter codes in both Sell City and Ticket City fields.
Plating Carrier	Include plating carrier so that any passenger facility charge may be calculated.
Ticketing Date	Enter a date to display fares which may be sold/ticketed at a future date. System default assumes that you are issuing ticket today. If you are *not*, you may include a future ticketing date as fares may change during next IATA Rate of Exchange (ROE) period.
Commission	Enter commission amount or percentage that should apply to quote.

7. Click OK to get the fare quote.
    Keyboard: Press Enter.

The Fare Quote results appear.
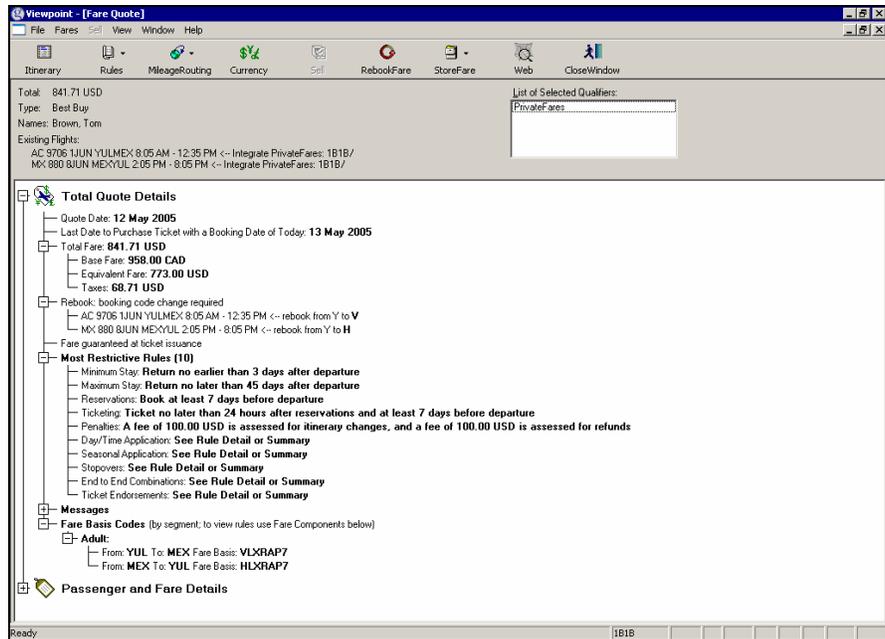
Each fare quote result provides additional information regarding the total fare quote and information specific to the passenger. Click the plus or minus symbols in the display to expand or collapse the information.

The Total Quote Details gives you the total fare for all passengers and all segments in the itinerary. To view the fare quote for each passenger, click the plus symbol to expand the Passenger and Fare Details.

8. Click the Rebook Fare toolbar button.

The Best Buy fare quote appears with a Rebook Successful message box.
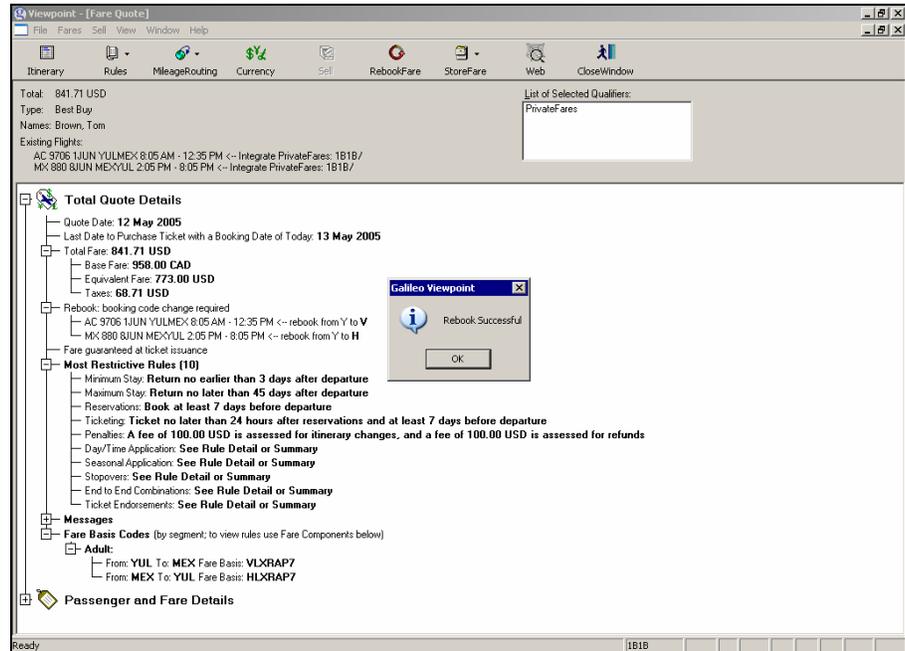
9. Click OK.

10. Click the Itinerary button to return to the Itinerary.

Store the Fare

The next step is to store the fare quoted to the customer for the booked itinerary. Viewpoint™ makes it easy for you to store a fare into a PNR. By storing the fare quote, you create an Automatic Ticketing Fare Quote (ATFQ) field in the PNR. It prepares the PNR for ticketing and keeps the pricing information readily accessible.

In order to store the fare, you must enter a customer name in the PNR.

After displaying a fare quote, you can store the fare from the:

● Fare Quote window.

● Itinerary window.

After you have stored the fare, you can view it the Stored Fares section on the Itinerary window as you see below.
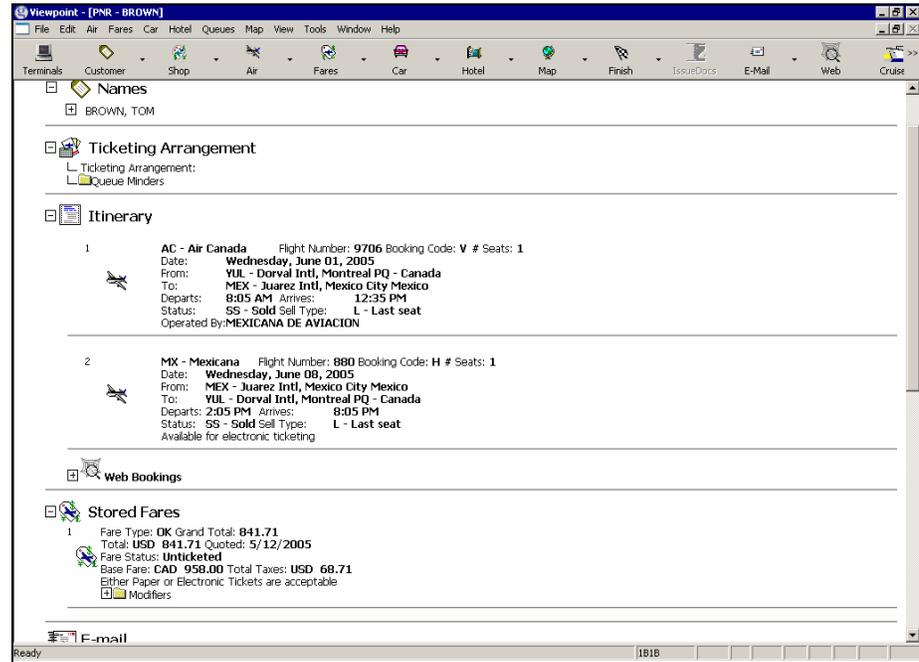
Store Fare from Fare Quote

After you have entered a customer name and sold at least one air segment, you can store the fare from the Fare Quote window.

After displaying the fare quote, to store the fare in the PNR use the following steps.

1. Click the Store Fare toolbar button and select Store Now.
    Keyboard: Press Alt+F, S

    Viewpoint™ displays a message box confirming that the fare was stored successfully.
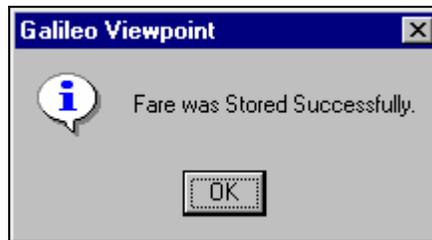
    Note: If you have *not* yet added the Name field to the PNR before storing the fare, you receive the following message UNABLE TO FIND SPECIFIED NAME.

2. Click OK to close the confirmation dialog box and return to the Fare Quote window.

Note: Sometimes certain data must be present, such as a validating carrier, before you can store a fare. When this occurs, a prompt appears requesting the required information. Type the required information and click OK.

3. Click either Close Window *or* Itinerary to close the Fare Quote window and return to the Itinerary window. The Fare Quote appends to the Stored Fare section on the itinerary window.

Store Fare from Itinerary Window

You can also store the fare from the Itinerary window after displaying a fare quote.

Use the following steps to store a fare quote in the PNR.

1. Click the Fare toolbar button and select Add Stored Fare from the menu.
   Keyboard: Press Alt +R, O

   The Add Stored Fare dialog box appears with the Best Buy fare.
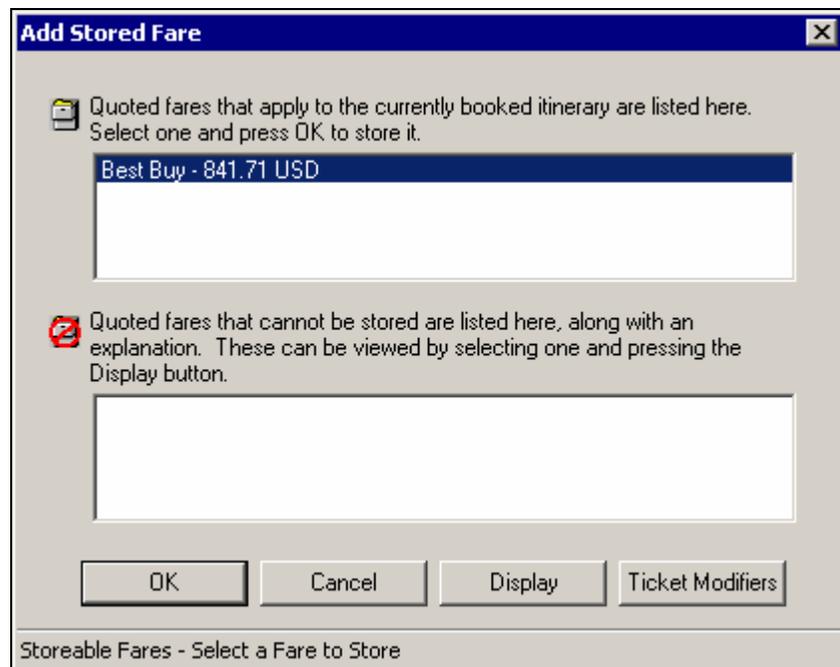
2. Click OK.
   Keyboard: Press Enter.

   Note: Be sure you have a Name field in the PNR.

A message box appears advising you that the fare was stored successfully.

3. Click OK.
    Keyboard: Press Enter.

    The Itinerary appears with the stored fare.
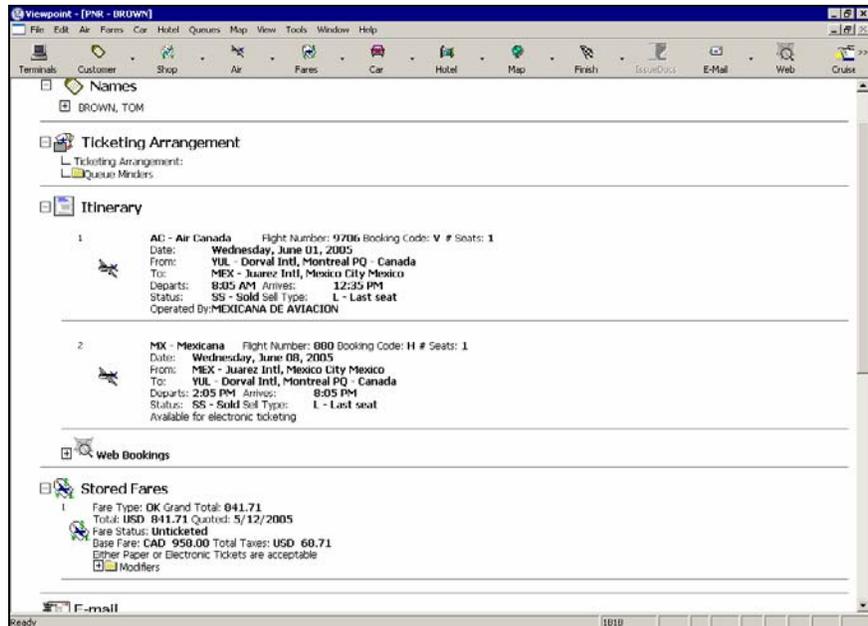
Practice

1. Sell a round-trip itinerary for your client, Sandy Solomon, from Boston to Tampa, departing 4 months from today and returning 10 days after the departure from Boston. Sell 1 'Y' class seat on the desired flight.

2. After selling the segments, display the itinerary, then price at the Best Buy and rebook the segments at the least expensive available airfare.

3. The Fare Quote dialog box appears. The customer now has several questions regarding the fare rules. Display a fare rules summary for the first segment.

4. Store the fare and return to the Itinerary.

5. Expand the stored fare so that you can view the stored fare summary.

6. Ignore the transaction. **Caution:** You must ignore the transaction or your agency is subject to unwanted charges.

Save the PNR

The final step is to save the PNR. You save the PNR when it is new or if you have made changes to an existing PNR.

There are two ways to finish working on a PNR:

- Save it (End transact).

- Ignore it.

When you save a PNR, you're telling Apollo® to save the new or changed data you've entered in the PNR. Apollo® performs a series of checks to make sure the required information has been entered and it is in the proper order. When a new PNR is saved, it is filed in the central database of the Apollo® system. At that point, the PNR is assigned a unique identification code called a record locator. The assigned record locator never changes, no matter how often the PNR is modified.

To save the PNR, use the following steps.

1. Click Finish from the toolbar and select Save PNR.
   Keyboard: Press Alt+F, V

The Save PNR dialog appears.
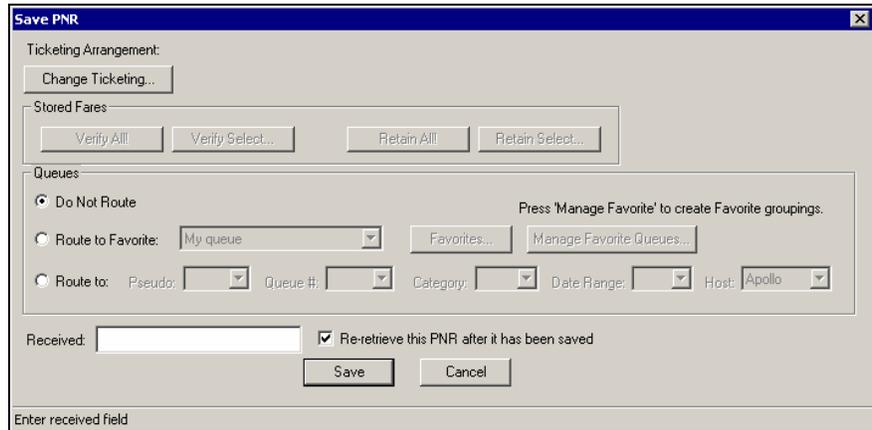
2. If you want to change the ticketing arrangements, click the Change Ticketing button.
Keyboard: Press Alt+H

3. If you do *not* want the PNR redisplayed after it has been saved, click the 'Re-retrieve this PNR after it has been saved' check box.
Keyboard: Press Alt+T and then press the Spacebar.

4. If you want to verify or retain the fare, complete the Stored Fares section.

5. If you want the PNR to be placed onto a Queue, complete the Queues section.

6. In the Received field, type the name of the person making the request.

7. To save the PNR, click Save.

The PNR is saved in the central database of the Apollo® system.

Ignore a Transaction

You can disregard an action or series of actions that you performed on a PNR by ignoring the transaction. When you ignore a PNR, you are telling Apollo® to "ignore" rather than save the information you just entered in either a new or existing PNR. This is an important practice to remember if you've sold the wrong flights or your customer changes their mind about the flights you just sold. All information you entered will be lost.

You ignore transactions from the itinerary window. To ignore what you have just sold, use the following steps.

1. Click either the Customer or Finish button on the toolbar.
Keyboard: Press Alt+F

2. Do one of the following:
   − To ignore changes and the PNR, click Ignore.
     Keyboard: Press I
   − To ignore changes and redisplay the previous version of the PNR, click Ignore and Redisplay.

Keyboard: Press D

Since you are ignoring a newly created PNR, Apollo® responds with the following dialog box.
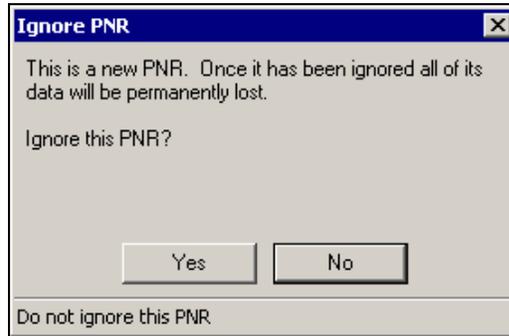
3. Click Yes to confirm ignore.
    Keyboard: Press Alt+Y

Practice

Ignore the PNR with the Vancouver to Edmonton itinerary.

Summary

In this module you have learned how to:

- Identify airline participation levels in the Apollo® system.

- Describe Apollo availability assumptions.

- Build a PNR in Apollo using the traditional steps:
  1. Display air availability.
  2. Sell flights.
  3. Build a PNR with required fields.
  4. Price the PNR at Best Buy.
  5. Store the fare in the PNR.
  6. Save the PNR.

Sell Air from Fares
in Viewpoint™

Study Guide

4/07

Contents

Today's customers expect you to offer them the best fares and still meet their schedule demands. For many travel counselors this may mean shifting a traditional practice and shopping for fares *before* accessing flight schedules.

Viewpoint™ provides you with several tools to efficiently shop for fares. These tools are based on Apollo® tariff display for participating airlines that fly between a city pair. Using these tools, you can also view fare rules.

This module covers how to use the following tools to shop for the best fare for your customer:

- Galileo Optimal Shopping
- Low Fare Shopping Tool
- Calendar Shopping Tool
- Tariff Display

Module Objectives

After completing this module, you will be able to find the best fare for your customer using:

- Galileo Optimal Shopping.
- Low Fare Shopping Tool.
- Calendar Shopping Tool.
- Tariff Display.

Viewpoint™ Fare Shopping Tool Comparison

Because Viewpoint™ includes multiple fare shopping tools, it's important that you understand the suggested criteria for when to use each tool.

Tool	Application	Itineraries Handled	Includes PrivateFares	Fares Returned
Galileo Optimal Shopping	North America *only*	One-way, round-trip, open-jaw, circle trip	Yes, including ATPCO filed Airline Private Fares and Agency Private Fares	Average of 12 with max of 27 pricing options with average of 250 different itineraries
Low Fare Shopping Tool	North America and International	One-way, round-trip, open-jaw, circle trip	Yes	Up to 10 itinerary options
Calendar Shopping Tool	North America *only*	One-way and round-trip	Yes	Multiple fares and flight availability
Tariff Display	North America and International	One-way and round-trip	Yes	All fares between city pair

Galileo Optimal Shopping

Let's begin with Galileo® Optimal Shopping, the newest shopping tool in the suite of Viewpoint™ fare shopping products. This tool:

- Integrates ATPCO-filed public and Agency Private fares with flight schedules.

- Finds up to an average of 12 with max of 27 pricing options and can return up to 250 different itineraries.

Although Optimal Shopping returns a large quantity of options, it allows you to customize your fare search with pricing and availability modifiers to narrow the search and more quickly match your customers' needs. In addition, it quotes one-way, round-trip, open-jaw, and circle-trip itineraries with up to eight planned origins/destinations.

When to Use

Because Optimal Shopping does *not* accommodate international itineraries, you should use this tool *only* with North American itineraries. In addition, because of the large number of fares Optimal Shopping returns, it is especially helpful in servicing customers who frequently shop the Internet for fares.

Note: Your agency must subscribe to Optimal Shopping.

Search for Fares

To use Galileo Optimal Shopping to search for fares, use the following steps.

1. Click the Shop toolbar button. (Galileo Optimal Shopping tool is the default).
   Keyboard: Press Alt+R, G

   The Optimal Shopping Tool dialog box appears.

   Note: Because we are shopping for fares prior to booking an itinerary, the dialog box does *not* include an air itinerary. In the *Price Itinerary in Viewpoint*™ module you will learn how to use Optimal Shopping to shop for comparison fares and flights when you have an air itinerary booked.

Segment Specific Information Area

2. Complete the dialog box using the guidelines in the following tables.

In this field:	Enter:
Travel Date (mandatory)	Date of travel, if *not* filled in by default. Use a past date to access historical fares.
Departure City (mandatory)	Departure city or airport code. **Note:** If you are familiar with three-letter airport codes, check the Auto Tab box and Viewpoint will automatically tab to the next box after you type the correct code. Otherwise, leave the box unchecked and you can search for the airport code by typing the first few letters of the city name and using the down arrow to access the City/Airport code finder.

In this field:	Enter:
Arrival City (mandatory)	Arrival city or airport code. You can spell out the city or use the city code when the Auto-Tab feature is checked.
All airports	Check mark next to Departure and/or Arrival City to search for all airports associated with city.
Time	Departure or arrival time. Set adjacent field to by Departure or by Arrival as appropriate.
Earliest Time/Latest Time	Different times to narrow or increase search window. Searches for flights two hours prior to departure/arrival time and up to midnight of departure day. **Note:** Changing these defaults will help you narrow the search by schedule and allow you to better service customers who have time requirements.
Flight Type	Type of flight for segment, such as direct flights or non-stop flights *only*. Default is to search for all types of flights.
Cabin	Cabin type for segment. When you use this qualifier, Viewpoint quotes *only* those fares applicable in specified cabin.

Airlines Area

In this field:	Enter:
Airlines 1, 2, 3	Up to 3 airlines to include or exclude from search request. If you know carrier code, you can enter it. You can also use drop down list to select a carrier.
Include/Exclude	Check mark to either include or exclude airline from search.

Connecting Cities Area

In this field:	Enter:
Connecting Cities 1, 2, 3	Up to 3 connection cities to include or exclude in Shop request. If you know city/airport code, you can enter it. You can also use drop down list to use City/Airport finder.
Include/Exclude	Check mark to either include or exclude city from Shop request.

Misc. Fares Information Area

In this field:	Enter:
Sell City	Selling city when outside country of origin.
Ticket City	Ticketing city when outside country of origin.
Quote Regardless of Availability	Check mark to view all fares regardless of availability.
Booked Routing Only	Check mark to view all fares for booked routing only.
Penalty Tolerance	Percentage to indicate amount of penalty passenger will tolerate for a fare, e.g. 100% is non-refundable.
No Minimum Stay	Check mark to exclude fares with minimum stay restrictions.
No Maximum Stay	Check mark to exclude fares with maximum stay restrictions. **Note:** Select both the No Minimum Stay and No Maximum Stay check boxes to obtain fares with no minimum/no maximum stay.
No Advance Purchase	Check mark to exclude fares with advance purchase requirements.

PrivateFares Area

In this field:	Enter:
Pseudo	Pseudo city for which PrivateFares™ apply. This is possible if you have Selective Access™ or a joint agency agreement.
Account	A code that may be attached to an airline or agency private fare. An agent is required to enter the account code to display, shop for, or price at the private fare. .

Currency Information Area

In this field:	Enter:
Quote in USD	Check mark to see fares quoted in USD.
Quote in CAD	Check mark to see fares quoted in CAD

Passenger Information Area

Note: By default, Viewpoint™ displays adult fares.

In this field:	Enter:
Name	Passenger name. When passenger names exist within itinerary, they appear here.
Number of Passengers	Number of passengers. If you have *not* yet started a PNR, you can select number of passengers. Otherwise, number of passengers defaults to number in PNR.
Use PTC Only	Check mark to see fare for *only* selected passenger type code.
Description	Use drop-down list to select a passenger type. When several passengers exist, highlight passenger name in Name area and select applicable passenger type.

3. Add segments to the itinerary planner:
   a. Click Add to place the segment in the Itinerary Planner.
      Keyboard: Press Alt+A
   b. Repeat steps 1-3 to add other segments.
      Note: If you need to cancel, modify, or delete information or a segment click the following button:
      − Cancel to cancel a request.
      − Delete to delete a flight segment in the Itinerary Planner.
      − Modify to modify a flight segment in the Itinerary Planner.

4. Click Search to search for fares.
   Keyboard: Press Alt+S

Galileo Optimal Shopping results appear.
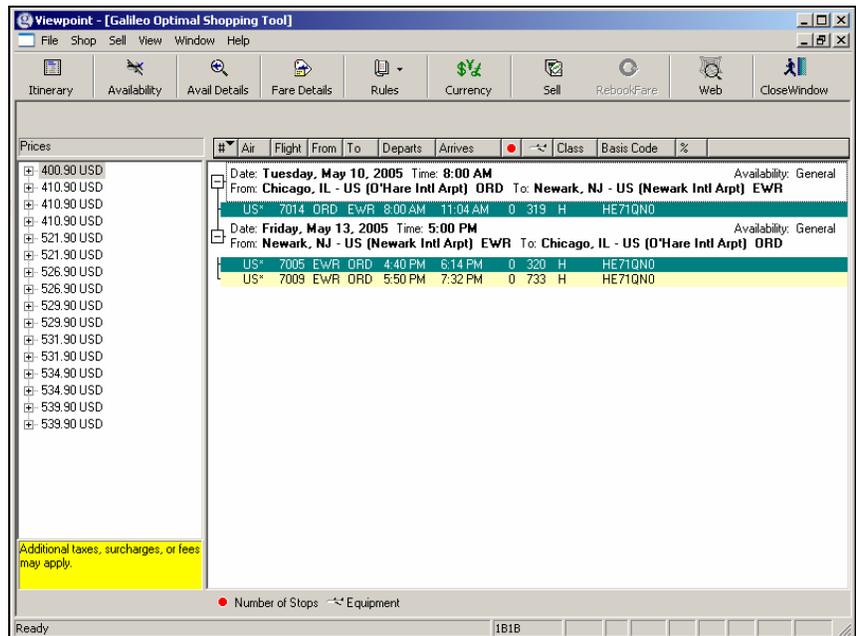
The results show multiple fare options for each request, including both published and negotiated fares (Airline Private Fares), and it identifies the available flight or flights which can be used to qualify for the fare. When you select a fare option Viewpoint shows you the applicable flights for that fare.

From Galileo Optimal Shopping you can work with the returned fares (e.g., convert fares into an alternative currency) and sell a selected fare or fares using identified booking codes.

Note: To update or view a new shop quote, select Update Quote or New Quote from the Shop menu. You can also right click a flight and select the type of update you want from the drop-down list.

View Information

To view information in the Optimal Shopping response, use the following steps.

1. In the left-hand pane, click a fare to highlight it.
   Keyboard: Use the Up and Down arrow keys to select a fare.

   The flight availability details in the right pane change. The details relate to the fare highlighted in the left pane. The booking code that appears with each flight availability is the booking code that applies to the selected fare.

2. To view more details use the buttons on the toolbar.

The following table lists the toolbar button options.

Use this button:	To:
![Availability button] Availability	View air availability for selected fare.
![Avail Details button] Avail Details	View availability details for selected fare/flight, including booking codes, available seats, frequency, sell agreements, and meal summaries. Can also use ![Inflight Services button] button from availability details display to view inflight services.
![Fare Details button] Fare Details	View fare details, including total quote details and passenger fare information, for selected fare.
![Rules button] Rules	View detailed or rule summary, which includes the most restrictive rules that apply to fare selected in fare list.
![Currency button] Currency	Convert selected fare to and from Neutral Units of Currency (NUCs).
![Sell button] Sell	Sell selected flight(s).

Sell Flights and Store Fare

To sell flights and store the fare, use the following steps.

1. Select one or more flights in the display and then click the Sell button.
Keyboard: Press Alt+E

   Note: You can select multiple flights from Galileo Optimal Shopping by pressing the Ctrl key and clicking the required flights.

The Air Sell request dialog box appears.

The booking code defaults to the booking code needed to qualify for the fare shown in the shopping tool.

2. Enter the number of seats you want to sell for each flight (defaults to the number of seats in the original request).
   Keyboard: Tab to the Number of seats.

3. Click Sell.
   Keyboard: Press Alt+S

   The Air Sell Results Vendor Summary display opens showing sold flights. Depending upon your settings, you may have to click (+) to view flight information.

4. Click the Itinerary button to return to the Itinerary.

5. Select Add Stored Fare from the Viewpoint™ Fares menu.
   Keyboard: Press Alt+R, O

The Add Stored Fare dialog box appears with the quoted fare, allowing you to either display the fare information or store the fare.
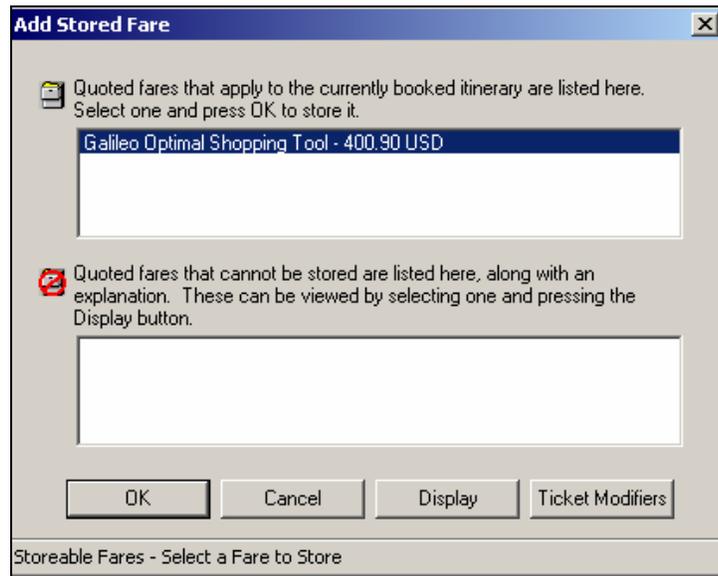
6. Click OK to store the fare.
   Keyboard: Tab to OK and press Return.

7. Take one of the following actions:
   a. If the passenger name(s) has been added to the PNR, go to step 8.
   b. If the passenger names have not been added to the PNR, you receive the following alert message.
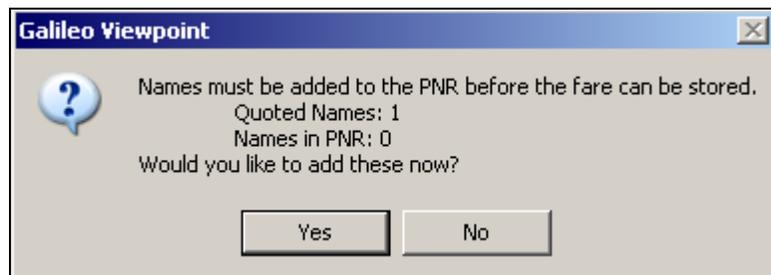
   c. Click Yes and the Customer Information dialog box appears.
   d. Add the Names, then Click OK. The Add Stored Fare screen reappears with confirmation of the fare amount stored.

8. Click OK.
   Keyboard: Tab to OK and press Return

   The fare confirmation prompt disappears and the stored fare appears in the itinerary.

Practice

Use Viewpoint™ Optimal Shopping to perform the following tasks.

1. Your customer Mr. Ralph Otero and his wife want to fly from Boston to Orlando on Monday, 06 June and return on Sunday, 12 June. They don't want any of the flights to depart before 8:00 AM, would prefer non-stop flights, and want to ensure the fare is the cheapest possible. Customize the flight times, flight type, and search logic to reflect the Otero's preferences before searching for itinerary options for the Otero trip. Note the flight options and fares returned.

2. Now let's change the search criteria and search for itinerary options again. Select New Quote from the Viewpoint Shop menu and accept the default settings for the flight times and flight types. Make sure the Search Logic is set to Cheapest Fare. Note the flight options and fares returned when the search criteria is expanded.

Low Fare Shopping Tool

Let's continue exploring the Viewpoint™ shopping tools and examine the Low Fare Shopping tool. This tool:

- Integrates ATPCO-filed public and private fares and also agency private fares with flight schedules.

- Also quotes one-way, round-trip, open jaw, and circle trip itineraries with up to eight planned origins/destinations.

- Finds up to 10 itinerary options for each request.

- Accommodates both North American and international itineraries.

When to Use

Because the Low Fare Shopping Tool accommodates both domestic and international itineraries, you can use this tool to easily service customers with international destination needs.

The Low Fare Shopping tool allows you to tailor the search screen with availability and pricing modifiers, so it's a great tool to use when your customer is equally concerned about both price and schedule.

Search for Fares

To use Low Fare Shopping Tool to search for fares, use the following steps.

1. Click the Shop toolbar menu and select Low Fare Shopping Tool.
   Keyboard: Press Alt+R, H

   The Basic tab appears.

   Note: Because we are shopping for fares prior to booking an itinerary the dialog box does *not* include an air itinerary. In the *Sell Air from Schedules in Viewpoint*™ module you will learn how to use Low Fare Shopping to shop for comparison fares and flights when you have an air itinerary booked.

2. Complete the Basic dialog box using the guidelines in the following tables.

   Segment Specific Information Area

In this field:	Enter:
Travel Date (mandatory)	Date of travel, if *not* filled in by default. Use a past date to access historical fares.
Departure City (mandatory)	Departure city or airport code. **Note:** If you are familiar with three-letter airport codes, check the Auto Tab box and Viewpoint will automatically tab to the next box after you type the correct code. Otherwise, leave the box unchecked and you can search for the airport code by typing the first few letters of the city name and using the down arrow to access the City/Airport code finder.

In this field:	Enter:
Arrival City (mandatory)	Arrival city or airport code. You can spell out the city or use the city code when the Auto-Tab feature is checked.
All airports	Check mark next to Departure and/or Arrival City to search for all airports associated with city.
Time	Departure or arrival time. Set adjacent field to by Departure or by Arrival as appropriate.
Earliest Time/Latest Time	Different times to narrow or increase search window. Searches for flights two hours prior to departure/arrival time and up to midnight of departure day. **Note:** Changing these defaults will help you narrow the search by schedule and allow you to better service customers who have time requirements.
Flight Type	Type of flight for segment, such as direct flights or non-stop flights *only*. Default is to search for all types of flights.
Cabin	Cabin type for segment. When you use this qualifier, Viewpoint will quote only those fares applicable in specified cabin.

Airlines Area

In this field:	Enter:
Airlines 1, 2, 3	Up to three airlines to include or exclude from search request. If you know carrier code, you can enter it. You can also use the drop down list to select a carrier.
Include/Exclude	Check mark to either include or exclude from airline search.

Connecting Cities Area

In this field:	Enter:
Connecting Cities 1, 2, 3	Up to three connection cities to include or exclude in Shop request. If you know city/airport code, you can enter it. You can also use the drop down list to use the City/Airport finder.
Include/Exclude	Check mark to either include or exclude city from Shop request.

PrivateFares Area

In this field:	Enter:
Use PrivateFares	Checkmark to include PrivateFares in your request. **Note:** This check box is *only* available if PrivateFares™ is enabled at your agency. PrivateFares™ in Low Fare Shopping Tool applies to the entire itinerary and supports both agency and airline private fares.
PrivateFares Only	Checkmark to submit request for *only* PrivateFares™. If you select Use PrivateFares and PrivateFares Only is unchecked, response includes private or published fares.
Pseudo	Pseudo city for which PrivateFares™ apply. This is possible if you have Selective Access™ or a joint agency agreement.
Account	Account code for agency private fare. Account code identifies who PrivateFares™ agreement is with (e.g. a company).
Contract	Contract code you have with the account above. *Not* applicable for airline private fares and optional for agency private fares. When you enter contract code, it is saved and appears in drop-down list.

Any private fare that appears in the Low Fare Shopping Tool response window appears with the # symbol to the left of the fare.

Basic Fare Information Area

In this field:	Enter:
Maximum Fare	Maximum fare the customer is willing to pay. Use Maximum Fare to quickly locate fares for cost conscious customer. Qualifier narrows search for fares with a cap of whatever value you enter. Amount entered applies to entire itinerary and includes all passengers in request. Enter a numeric value (whole numbers). Result returns fares at or below value entered. For example, if you are including three passengers in your request, enter 300.00 when you do *not* want to spend more than 100.00 per passenger. **Note:** If a fare *cannot* be found, an alert message appears with lowest available fare.
Sell City	Selling city when outside country of origin. Sell City identifies airport city where sale takes place and determines currency payment.
Ticket City	Ticketing city when outside country of origin.
Plating Carrier	Plating carrier so that any Passenger Facility Charges will be included in calculation.
Electronic Tkt or Paper Tkt Only	Checkmark to indicate which ticket type applies.

Here is an example of the Basic tab completed for a Halifax to Orlando round trip with a maximum fare of $600. The mandatory fields (dates and departure/arrival cities) were completed and the optional maximum fare was populated.

3. Click the Other tab.
   Keyboard: Tab to the Basic tab and press the Right arrow key.

   The Other tab appears for the same trip.

The Other tab allows you to include qualifiers such as number of passengers, passenger descriptions, tax and penalty information, and currency modifiers.

4. Complete the other dialog box using the guidelines in the following tables.

Passenger Information Area

Note: By default, Viewpoint™ displays adult fares.

In this field:	Enter:
Name	Passenger name. When passenger names exist within itinerary, they appear here.
Number of Passengers	Number of passengers. This text box appears *only* when the Name field of a PNR does *not* exist. If you have *not* yet started a PNR, you can select number of passengers. Otherwise, number of passengers defaults to number in PNR.
Description	Use drop-down list to select a passenger type. When several passengers exist, highlight passenger name in Name area and select applicable passenger type.

Tax Information Area

In this field:	Enter:
Exempt All	Checkmark to select Exempt All. When you select this check box, *no* other tax-exempt information is required, and other text boxes and buttons in this section are disabled.
Exempt Specific	Checkmark to select Exempt Specific. When you select this check box, you can identify specific tax codes for exclusion in the quotes using the following steps. 1. Enter code. 2. When you select Applies to a Country, you alert Apollo whether tax code is an individual code or applies to a country. 3. Click Add >> or Delete << to add tax codes or delete them from tax planner section of request window.

Penalty Information Area

In this field:	Enter:
No Minimum Stay	Check mark to exclude fares with minimum stay restrictions.
No Maximum Stay	Check mark to exclude fares with maximum stay restrictions. **Note:** Select both the No Minimum Stay and No Maximum Stay check boxes to obtain fares with no minimum/no maximum stay.
No Advance Purchase	Check mark to exclude fares with advance purchase requirements.
Penalty Tolerance	Percentage to indicate amount of penalty passenger will tolerate for a fare, e.g. 100% is non-refundable.

Currency Information Area

In this field:	Enter/Select:
Alternate Currency	Select an Alternate Currency from the drop down box. Use to search for fares filed by a carrier in a different currency. The response *only* returns fares when they are filed in the desired currency.
Quote in USD	Checkmark to see fares quoted in USD.
Quote in CAD	Checkmark to see fares quoted in CAD.
Quote in Euro Currency	Checkmark to see fares quoted in Euro. Applies to countries that are currently using EUR.
Quote in Local/National Currency	Checkmark to see fares quoted in Local/National currency. Applies to countries whose fares are filed in local/national currency for sale in that country.

5. Click Search.
   Keyboard: Press Alt+S.

The following screen shows the response to the Halifax/Orlando request.

```
Viewpoint - [Low Fare Shopping Tool]                                    _ □ X
  File  Shop  Sell  View  Window  Help                                  _ ⑤ X

   ▣        ✕        ⊕        ↪        ▣ ▾      $¥       ▧        ▨        ⅄
 Itinerary  Availability  Avail Details  Fare Details  Rules  Currency  Sell  Web  CloseWindow

                        List of Selected Qualifiers:  Maximum Fare: 600          ▾

Fares                  ✈ | Air | Flight | From | To | Departs | Arrives | ● | ⌁ | Class | Basis Code | % |
 ⊞ 494.50 USD           Date: Wednesday, August 03, 2005  Time: 8:00 AM                    Availability: General
 ⊞ 530.89 USD           From: Halifax, NS - CA (Halifax Intl)  YHZ  To: Orlando, FL - US (Orlando Intl Arpt)  MCO
 ⊞ 549.04 USD            CO*  2505  YHZ  EWR  6:30 AM  7:40 AM  0  ERJ  V    VLR14TN
 ⊞ 553.04 USD            CO   1592  EWR  MCO  8:45 AM  11:29 AM 0  739  V    VLR14TN   60
                         CO*  2430  YHZ  EWR  3:10 PM  4:30 PM  0  ERJ  V    VLR14TN
                         CO   1792  EWR  MCO  6:20 PM  9:17 PM  0  757  V    VLR14TN   60
                         CO    873  YHZ  EWR  9:20 AM  10:28 AM 0  735  V    VLR14TN
                         CO    492  EWR  MCO  12:55 PM 3:35 PM  0  757  V    VLR14TN   60
                         Date: Tuesday, August 09, 2005  Time: 8:00 AM                     Availability: General
                         From: Orlando, FL - US (Orlando Intl Arpt)  MCO  To: Halifax, NS - CA (Halifax Intl)  YHZ
                         CO     76  MCO  EWR  4:35 PM  7:20 PM  0  757  V    VLR14TN   40
                         CO*  2854  EWR  YHZ  8:35 PM  11:36 PM 0  ERJ  V    VLR14TN
                         CO   1493  MCO  EWR  12:30 PM 3:10 PM  0  739  V    VLR14TN   50
                         CO    872  EWR  YHZ  5:30 PM  8:34 PM  0  735  V    VLR14TN
                         CO    193  MCO  EWR  6:30 AM  9:07 AM  0  757  V    VLR14TN   80
                         CO*  3206  EWR  YHZ  11:45 AM 2:40 PM  0  ERJ  V    VLR14TN

Additional taxes, surcharges, or
fees may apply.

                        ● Number of Stops  ⌁ Equipment

Ready                                                          1B1B          INS
```

Multiple fare options appear, including both published and negotiated fares, and it identifies available flight(s) that qualify for the fare. The first flights for each city pair header appear highlighted for a quick sell.

Note: To select a different flight, click it. To select additional flights, hold down the Ctrl key and click the desired flights.

From the display you can work with the returned fares or sell a selected fare using identified booking codes.

Note: To update or view a new shop quote, select Update Quote or New Quote from the Shop menu. You can also right click a flight and select the type of update you want from the drop down list.

View Information

To view information in the Low Fare Shopping response, use the following steps.

1. In the left-hand pane, click a fare to highlight it.
   Keyboard: Use the Up and Down arrow keys to select a fare.

   The flight availability details in the right pane change. The details relate to the fare highlighted in the left pane. The booking code shown with each flight availability is the booking code that applies to the selected fare.

2. To view more details use the buttons on the toolbar.

   The following table lists the toolbar button options.

| Use this button:	To:
Availability	View air availability for selected fare.
Avail Details	View air availability details for selected fare/flight, including booking codes, available seats, frequency, sell agreements, and meal summaries. Can also select **Inflight Services** button from availability details display to view inflight services.
Fare Details	View fare details, including total quote details and passenger fare information, for selected fare.
Rules	View detailed or rule summary, which includes the most restrictive rules that apply to fare selected in fare list.
Currency	Convert selected fare to and from Neutral Units of Currency (NUCs).
Sell	Sell selected flight(s).

Sell Flights and Store Fare

To sell flights and store the fare, use the following steps.

1. Select one or more flights in the display and then click the Sell button.
   Keyboard: Press Alt+E

   Note: You can select multiple flights by pressing the Ctrl key and clicking the required flights.

   The Air Sell request dialog box appears.

The booking code defaults to the booking code needed to qualify for the fare shown in the shopping tool.

2. Enter the number of seats you want to sell for each flight (defaults to the number of seats in the original request).
   Keyboard: Tab to the Number of seats.

3. Click Sell.
   Keyboard: Press Alt+S

   The Air Sell Results Vendor Summary display opens showing sold flights. Depending upon your settings, you may have to click (+) to view flight information.

5. Click the Itinerary button to return to the Itinerary.

6. Select Add Stored Fare from the Viewpoint™ Fares menu.
   Keyboard: Press Alt+R, O

The Add Stored Fare dialog box appears with the quoted fare, allowing you to either display the fare information or store the fare.
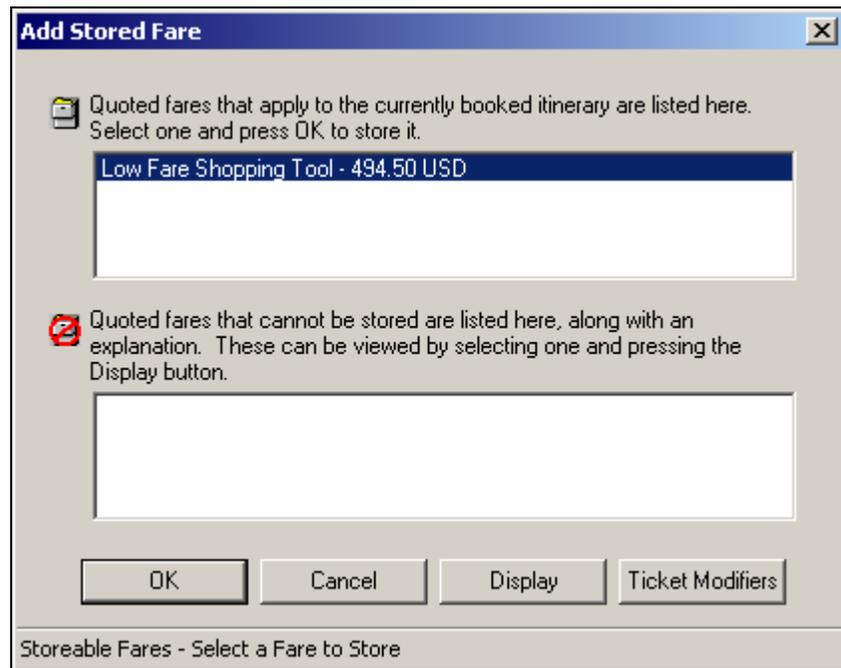
7. Click OK to store the fare.
   Keyboard: Tab to OK and press Return.

8. Take one of the following actions:
   a. If the passenger name(s) has been added to the PNR, go to step 9.
   b. If the passenger names have not been added to the PNR, you receive the following alert message.
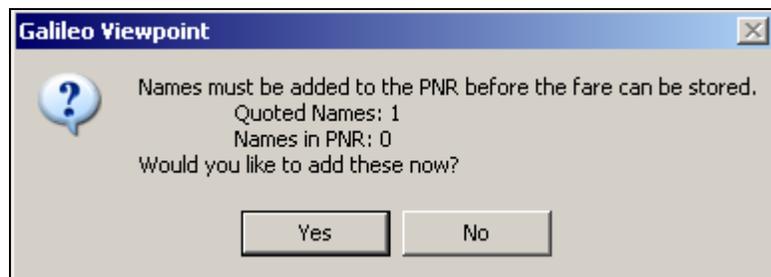
   Click Yes and the Customer Information dialog box appears.
   c. Add the Names, then Click OK.
      The Add Stored Fare screen reappears with confirmation of the fare amount stored.
   d. Click OK.
      Keyboard: Tab to OK and press Return
      The fare confirmation prompt disappears and the stored fare appears in the itinerary.

Practice

1. Use Low Fare Shopping to look for fares for the following itinerary:
   a. Sandy Solomon
   b. London Heathrow (LHR) to Mexico City (MEX)
   c. Departure date 5 months from now
   d. No Maximum stay
   e. No Minimum stay
   f. Maximum fare 500.00
   g. Quote in Euro dollars

   Use the defaults for remaining information

2. Use Low Fare Shopping to look for fares for the following itinerary:
   a. Jeri Gamis
   b. Denver (DEN) to Montreal CA (YUL)
   c. Departure date 5 months from now
   d. Flight must arrive by 11:00 in the morning

   Use the defaults for remaining information.

Calendar Shopping Tool

Next, let's explore the Calendar Shopping Tool. This tool:

- Integrates ATPCO-filed public and private fares and also agency private fares with flight schedules.

- Finds multiple itinerary options for each request.

However, the Calendar Shopping Tool response is different from both the Optimal Shopping and Low Fare Shopping tools as it incorporates fares in low-to-high order with a calendar against which fares are validated. A fare is valid for a specific date on the calendar if it appears in bold. For example, if the highlighted fare is *only* valid for Tuesday or Wednesday travel, those days appear in bold.

In addition, the Calendar Shopping tool quotes one-way and round-trip itineraries.

When to Use

Because Calendar Shop let's you validate fares against dates, it's ideal to use when servicing customers who are more interested in the lowest fares versus traveling on specific dates.

Also, remember that Calendar Shop does *not* handle international itineraries. You should *only* use it for travel in North America.

Finally, because very low fares sell out quite quickly, Calendar Shop is most useful when your customer is requesting flights with some lead time, versus trying to get a fare for a last minute trip.

Search for Fares

To use Calendar Shopping Tool to search for fares, use the following steps.

1. Click the Shop toolbar button and select Calendar Shop Tool.
   Keyboard: Press Alt+R, L

   The Calendar Shop Request dialog box appears.

Note: To hide the additional options area, click the << Options button. The basic dialog box appears.

2. Enter the Departure and Arrival cities.

3. Select Round Trip or One Way. The default is Round Trip.
   Keyboard: Press Alt+R or Alt+O.

4. Enter the Number of Passengers. The default is one.
   Keyboard: Press Alt+P, and then use the Up and Down arrow keys to select another number.

5. Enter a Travel Date. You can type the Travel Date or click the Travel Date arrow to display a calendar from which you can select a date.
   Keyboard: Press Alt+D, and then enter the travel date.

6. Enter the Maximum Fare your client is willing to pay.
   Keyboard: Press Alt+X, and then enter the maximum fare.

7. To request PrivateFares™, click Use PrivateFares. This option is automatically selected if you are authorized for airline PrivateFares™. Select it if you want to use for agency PrivateFares™.
   Keyboard: Press Alt+V

8. To request *only* PrivateFares™, click PrivateFares Only.
   Keyboard: Tab to the PrivateFares Only check box and press the Spacebar.

9. To change the pseudo city for which the PrivateFares™ apply, type a pseudo city or select one from the list. This is possible only if you have Selective Access™ or a joint agency agreement. You can have up to three pseudo cities.
   Keyboard: Tab to the first Pseudo Cities text box and type one or use the Up and Down arrow keys to select one, if a list is available.

10. Type or select an account code for an agency private fare. The account code identifies who the PrivateFares™ agreement is with (e.g. a company). You can enter up to three different account codes.
    Keyboard: Tab to the account field and type an account code.

11. Type or select the contract code. The contract code identifies the contractual fare agreement you have with the account above.
    Keyboard: Tab to the Contract Code text box and enter the code.

12. Click Search.
    Keyboard: Press Alt+S

The Calendar Shop tool response window appears. The following screen shows the response for a Chicago (ORD) to Los Angeles (LAX) request.
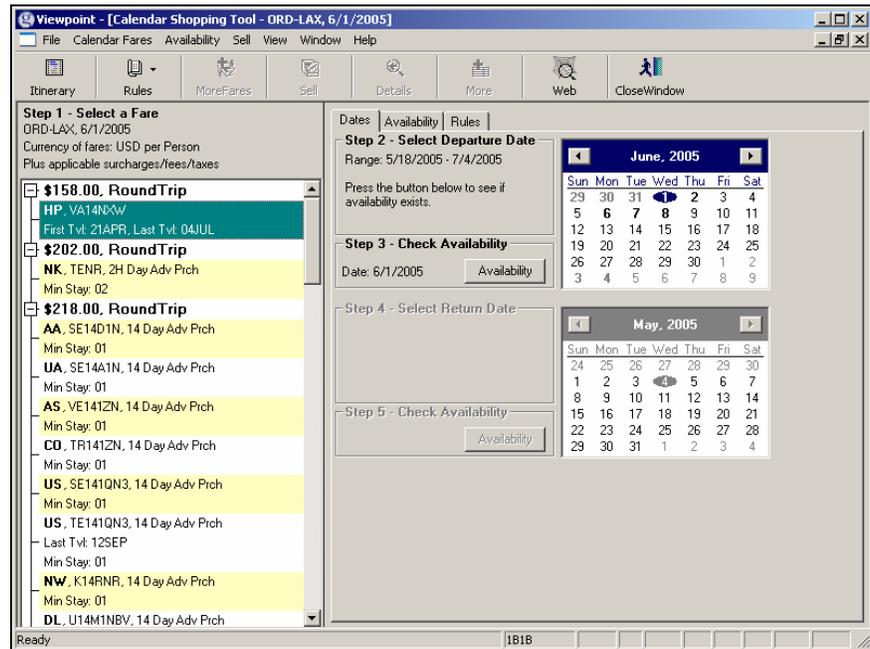

Validate Fares and Dates

To validate fares and dates, use the following steps.

1. Select a fare by clicking the carrier and fare basis code listed below a fare value.
    Keyboard: Use the Up and Down arrow keys to highlight a fare.

2. Do one of the following to select/validate the departure date:
    a. If the date you entered *does* display in bold, click Availability to search for flights for the selected date.
    b. If the date you entered *does not* display in bold, click on any boldfaced date on the calendar to change the travel date to a valid travel date for the fare you selected. Then click the Availability button to search for available flights for the selected date.

    If there is an available flight either Viewpoint displays availability for the flight (one-way itinerary) or the return flight calendar becomes available (round-trip itinerary).

    If there is *no* available flight, Viewpoint™ displays a dialog box informing you that no available flights could be found.

The following screen shows an example of flight availability for the outbound portion of a selected fare.
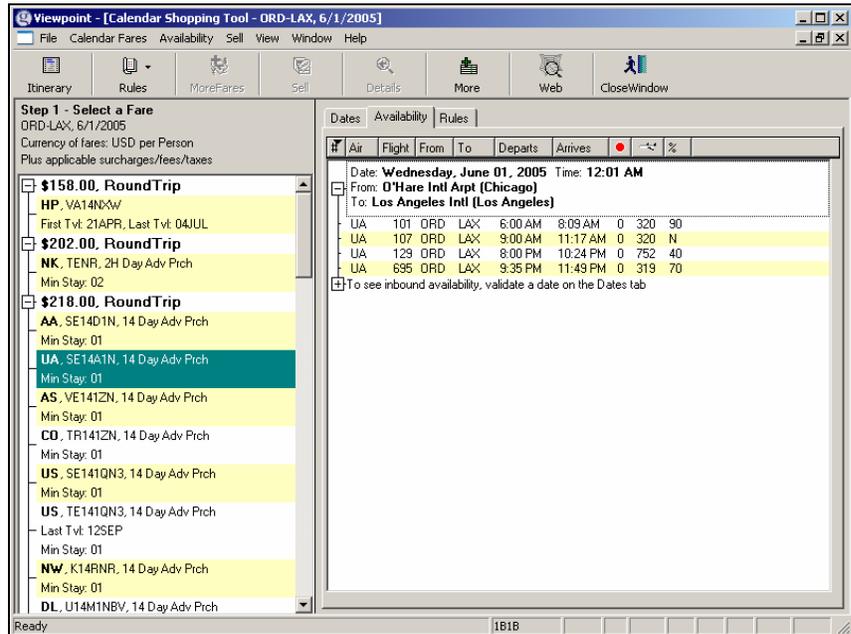
3. If this trip is a:
   a. Round-trip itinerary, select a Return date by clicking a boldfaced date on the return (second) calendar. Then click the Availability button to search for available return flights.
   b. One-way itinerary, continue to step 4.

4. You can use the toolbar to display rules summaries or detailed rules text, display flight information, or sell segments.

Sell Flights and Store Fare

To sell flights and store the fare, use the following steps.

1. Select one or more flights in the Availability display and then click the Sell button.
   Keyboard: Press Alt+S, F

   Note: Once you've selected flights, but prior to selling, you can right click your mouse and select Quick Quote. This practice allows you to provide the most accurate fare total to your customer, since fares included in the Calendar Shopping tool *only* include USD total taxes.

The following Quick Quote response screen includes the lowest available fare, which includes not only the USD total taxes but also other taxes and surcharges.

The Air Sell request dialog box appears.
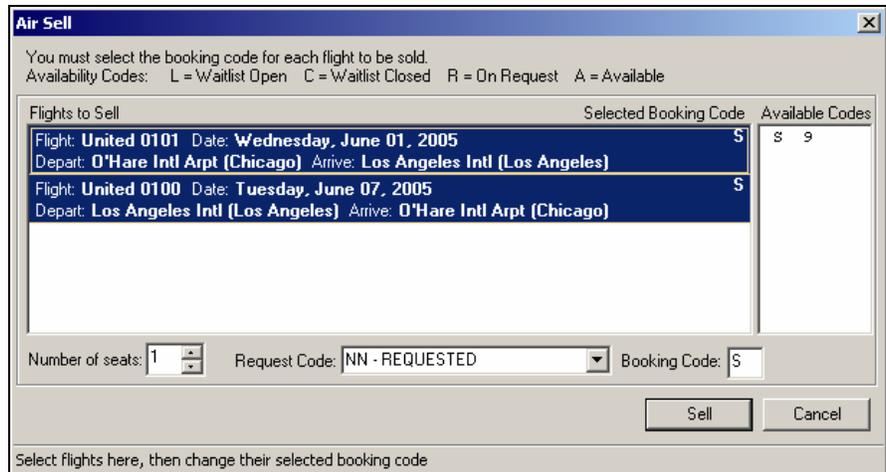
The booking code defaults to the booking code needed to qualify for the fare showing in the shopping tool.

2. Enter the number of seats you want to sell for each flight (defaults to the number of seats in the original request).
   Keyboard: Tab to the Number of seats.

3. Click Sell.
   Keyboard: Press Alt+S

   The Air Sell Results Vendor Summary display opens showing sold flights. Depending upon your settings, you may have to click (+) to view flight information.

4. Click the Itinerary button to return to the Itinerary.

5. Select Fare Quote from the Viewpoint™ Fares menu.
   Keyboard: Press Alt+R, F

The Fare Quote dialog box appears.
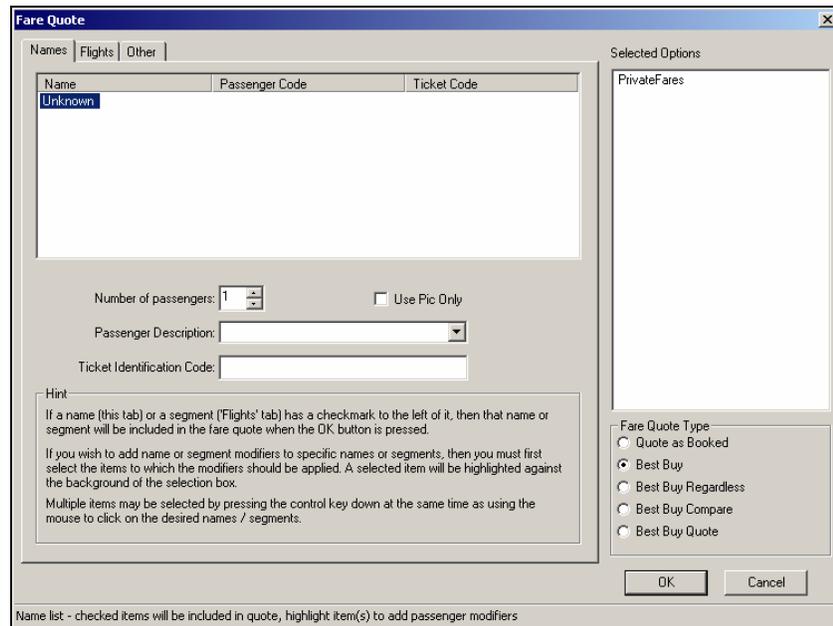
6. Select Quote as Booked and then click OK.
    Keyboard: Press Alt+Q, then tab to OK and press Return.

    The Fare Quote results appear.

7. Click the Store Fare toolbar and select Store.
    Keyboard: Press Alt+R, S, S

8. Take one of the following actions:
    a. If the passenger name(s) has been added to the PNR, go to step 5.
    b. If the passenger names have not been added to the PNR, you receive the following alert message.
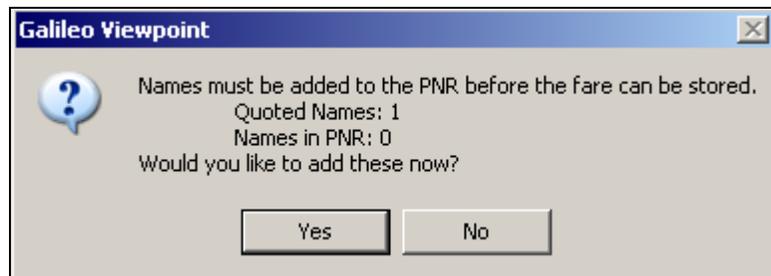
    Click Yes and the Customer Information dialog box appears.
    c. Add the Names, then Click OK. A prompt appears advising you the fare was stored successfully.

9. Click OK on the fare confirmation prompt to return to the Itinerary.
    Keyboard: Tab to OK and press Return.

Practice

1. Use Calendar Shopping Tool to search for flights for the following itinerary:
   Four months from now departure
   From Toronto (YYZ) to Atlanta (ATL).
   Round trip
   300 maximum fare
   1 person

2. Select and validate availability for the first carrier listed below the third fare amount.

3. Select and validate availability for a return date a week or more later.

Tariff Display

Finally, let's examine Tariff Display, which lists fares filed by participating airlines between a given city pair. The default tariff display shows both normal and excursion adult fares for participating airlines. You can also request validated or historical fares.

Search qualifiers allow you to tailor the tariff request and override the defaults. You can request a tariff display for either round-trip fares *or* one-way fares.

When to Use

Because Tariff Display allows you to view fares without access to availability, the tool is best used when you *only* want information about the fares or airlines for a specific market. It may be especially useful if a customer wants an estimate of the typical fares for a city pair. You can request a tariff display for both North American and International destinations.

Search for Fares

To request a tariff display, use the following steps.

1. Click the Fares toolbar button down arrow and select Tariff Display.
   Keyboard: Press Alt+R, T

The Tariff Display Request dialog box appears.

2. Type the information in the appropriate boxes:
   a. Departure City and Arrival City (required). Type the city code or click the down arrow to select the city from the Find City/Airport dialog box.
   b. Travel Date (optional). Overtype the existing date or click the down arrow to select a date from the calendar.
   c. Enter other options such as Airlines, PrivateFares, or Restrictions.

   Note: To hide the additional options area, click the << Options button.

   The Tariff Display Request dialog box appears.

3. Click Search to display the fares list.
   Keyboard: Press Alt+S

The Tariff Display appears.
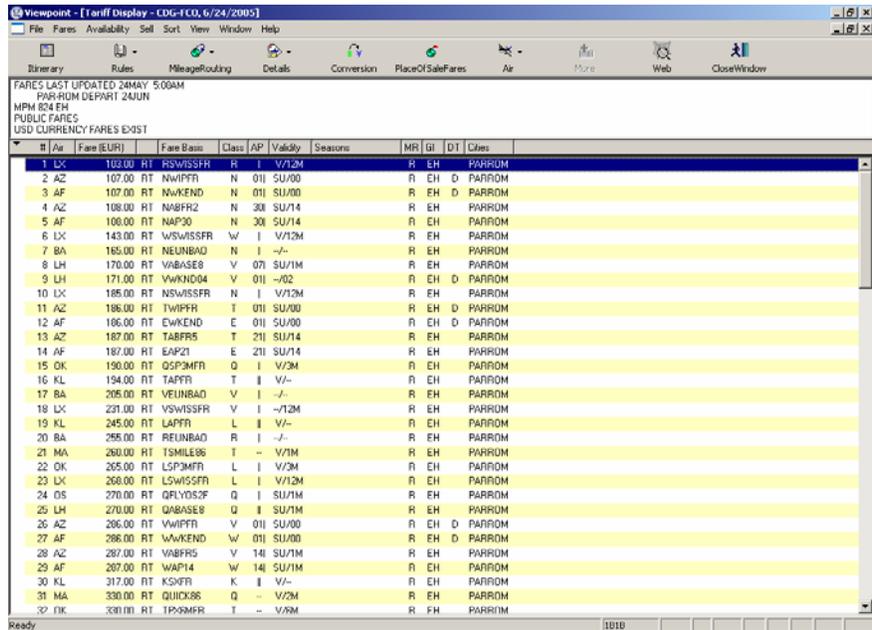
The top message area includes the date and local time of the last fare update, the original request, and default type of fares that appear. The currency appears in the local currency of the country where the tariff display originates. Since our example originates in Paris, the currency is the EUR.

Display Fare Rules

From a tariff display, you can view detailed or summary rule information.

To view fare rules from a tariff display, use the following steps.

1. Click the fare.
   Keyboard: Use the Up and Down arrow keys to highlight the fare.

2. Click the Rules toolbar button and select either Detailed or Summary.
   Keyboard: Press Alt+R, R, D or Alt+R, R, S

The Air Fare Rules View window appears. The following screen shows detailed fare rule information for the Mexico City to Tokyo round trip.
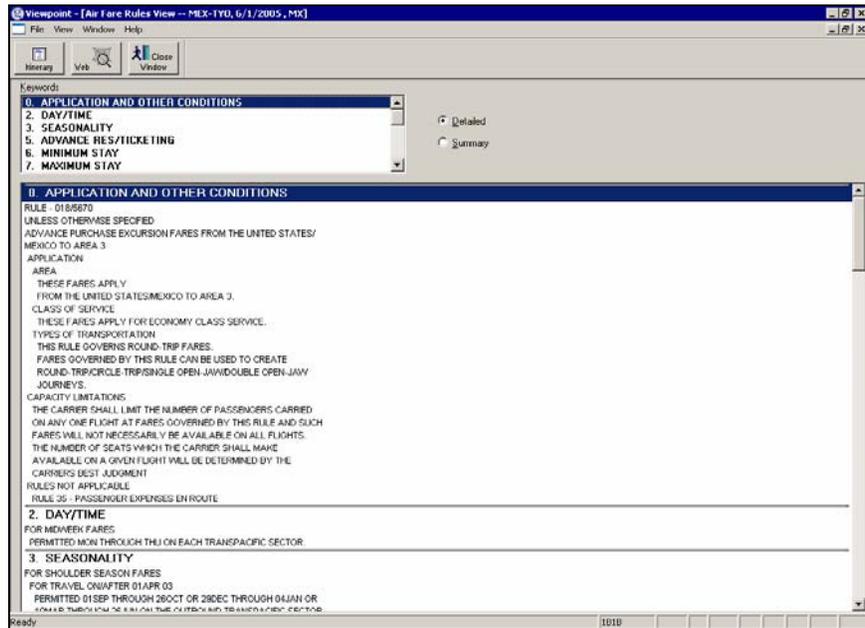
Practice

1. Request a tariff display from San Francisco (SFO) to Washington, Dulles (IAD) three months from today on United Airlines and American Airlines.

2. Display a fare rules summary for the least expensive United Airlines airfare.

Display Mileage or Routing

From a tariff display, you can also view routing and mileage information for a fare.

To view routing or mileage information, use the following steps.

1. Click the fare.
   Keyboard: Use the Up and Down arrow keys to highlight the fare.

2. Click Mileage Routing toolbar button and select Mileage or Routing.
   Keyboard: Press Alt+R, M or Alt+R, O

The selected fare expands and the mileage or routing information appears. The following screen shows routing information for a Mexicana fare from Mexico City to Tokyo.
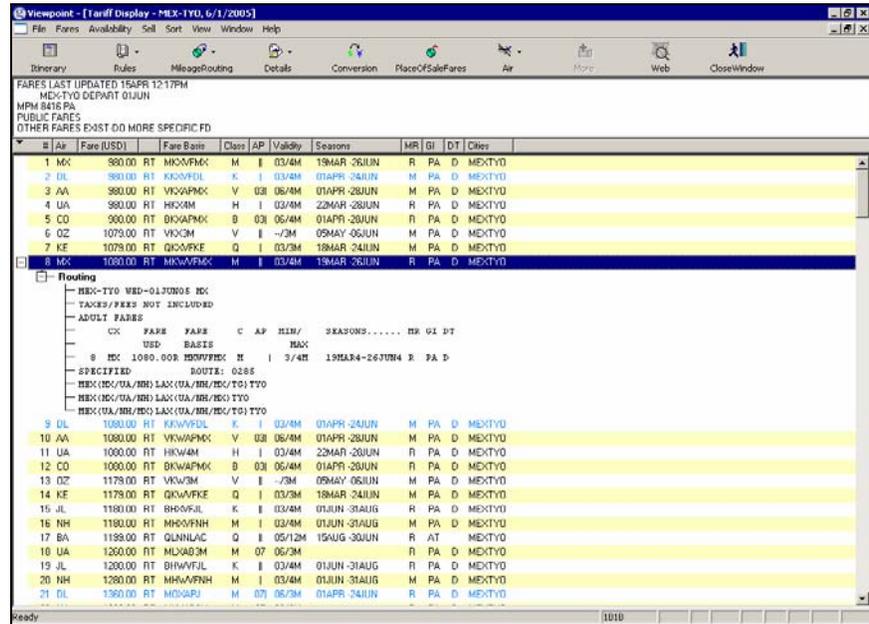
Convert Currency

From a tariff display, you can convert the fare into a different currency.

To convert a fare into a different currency, use the following steps.

1. Click the fare on the Tariff Display.
   Keyboard: Use the Up and Down arrow keys to highlight the fare.

2. Click the Conversion toolbar button.
   Keyboard: Press Alt+R, C

   The Currency – Bank Selling Rate dialog box appears.

3. Type the three-letter currency code or click the down arrow and select a currency from the list.
   Keyboard: Type the three-letter code or press the Up and Down arrow keys to scroll through the list.

4. Click the Convert button.
   Keyboard: Press Alt+C

   The fare is converted. The following screen shows the currency conversion of the fare to Japanese Yen for the Mexicana fare from Mexico City to Tokyo.
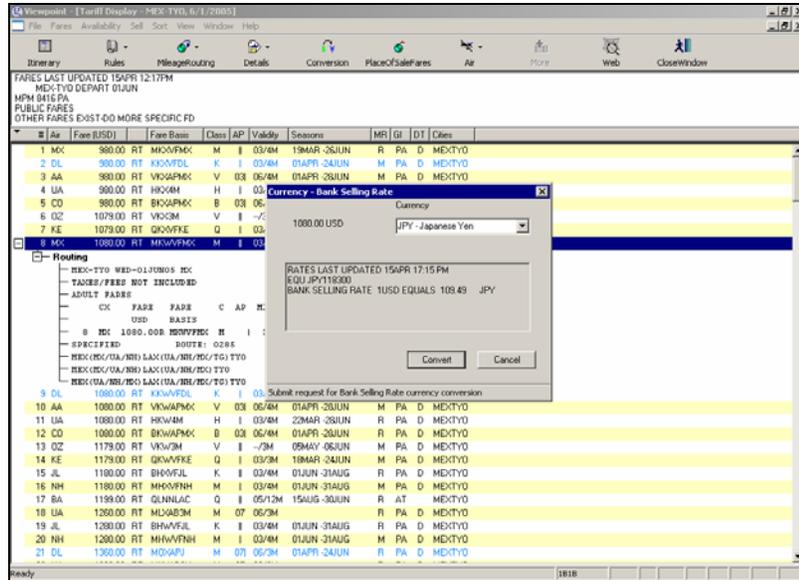
5. Click Cancel.
   Keyboard: Tab to Cancel and press Enter.

Practice

1. Request a tariff display from Chicago (ORD) to Manila (MNL) three months from today.

2. Select the third fare listed, and display the mileage or routing.

3. Convert the fare into Philippine Pesos.

Summary

In this module, you learned how to find the best fare for your customer using:

- Galileo Optimal Shopping.
- Low Fare Shopping Tool.
- Calendar Shopping Tool.
- Tariff Display.

Price Itinerary in Viewpoint™

Study Guide

4/07

Contents

Galileo 360° Fares provides quick and accurate pricing for a maximum of 16 air segments and eight fare break points for North American and international itineraries. The Apollo® system updates fares three times a day, ensuring accurate fare quotes.

Viewpoint provides you with several options to shop for a lower fare for a booked itinerary. The module, Build a PNR in Viewpoint™, showed you how to store a fare *without* ticketing modifiers. In this module you will learn how to store a fare with ticketing modifiers.

Module Objectives

Upon completion of this module you will be able to:

- Shop for a lower fare for a booked itinerary.
- Store a fare with ticketing modifiers.

Shop for a Lower Fare for a Booked Itinerary

After you sell the flights, you can price an itinerary as booked or you can use Viewpoint pricing options. These tools let you obtain different types of pricing based on your customer's current itinerary. After selling flights, you can shop for a lower fare using the following pricing tools:

- Galileo Optimal Shopping
- Low Fare Shopping Tool
- Best Buy options.

Galileo Optimal Shopping

Galileo® Optimal Shopping prices booked North American itineraries, including the United States, Canada, Puerto Rico and the US Virgin Islands, allowing you to customize fare/flight searches based on your customer's travel needs and priorities. Galileo Optimal Shopping integrates flight schedules with ATPCO-filed public and Agency Private fares, to find up to 150 itinerary options for each request. It quotes one-way, round-trip, open-jaw, and circle-trip itineraries with up to eight booked segments.

Note: Your agency must subscribe to Optimal Shopping.

Search for lower fares

To use Galileo Optimal Shopping to search for lower fares, use the following steps.

1. Sell the air segments, use Best Buy or Quote as Booked to obtain a fare quote and add the Name field to the PNR.
Note: If you used Best Buy rebook the flights.

2. Click the Shop toolbar button. (Galileo Optimal Shopping tool is the default).
Keyboard: Press Alt+R, G

The Optimal Shopping Tool dialog box appears.

Note: PNR air segments appear in the Itinerary Planner within the request window. You can modify these segments by highlighting a segment and changing the date or city pair information in the applicable fields. Additionally, you may delete the segments by highlighting one or more segments and selecting Delete.

3. You can change any of the search parameters by using the guidelines in the following tables. However, if your customer's travel dates and cities are already defined do not alter those fields. Also, if your customer specifically wants direct or non-stop flights you will want to change the Flight Type to reflect that request.

Segment Specific Information Area

| In this field:	Enter:
Travel Date (mandatory)	Date of travel on booked itinerary.
Departure City (mandatory)	Departure city or airport code on booked itinerary. **Note:** If you are familiar with three-letter airport codes, check the Auto Tab box and Viewpoint will automatically tab to the next box after you type the correct code. Otherwise, leave the box unchecked and you can search for the airport code by typing the first few letters of the city name and using the down arrow to access the City/Airport code finder.
Arrival City (mandatory)	Arrival city or airport code on booked itinerary. You can spell out the city or use the city code when the Auto-Tab feature is checked.
All airports	Check mark next to Departure and/or Arrival City to search for all airports associated with city.
Time	Departure or arrival time. Set adjacent field to by Departure or by Arrival as appropriate.
Earliest Time/Latest Time	Different times to narrow or increase search window. Searches for flights two hours prior to departure/arrival time and up to midnight of departure day. **Note:** Changing these defaults will help you narrow the search by schedule.
Flight Type	Type of flight for segment, such as direct flights or non-stop flights *only*. Default is to search for all types of flights.
Cabin	Cabin type for segment. When you use this qualifier, Viewpoint will quote only those fares applicable in specified cabin.

Airlines Area

In this field:	Enter:
Airlines 1, 2, 3	Up to three airlines to include or exclude from search request. If you know carrier code, you can enter it. You can also use drop down list to select a carrier.
Include/Exclude	Check mark to either include or exclude airline from search.

Connecting Cities Area

In this field:	Enter:
Connecting Cities 1, 2, 3	Up to three connection cities to include or exclude in Shop request. If you know city/airport code, you can enter it. You can also use drop down list to use City/Airport finder.
Include/Exclude	Check mark to either include or exclude city from Shop request.

Misc. Fares Information Area

In this field:	Enter:
Search Logic	Criteria for selecting fares and itineraries from cheapest to luxury. Use this criteria to narrow your fare search. **Note:** The following Viewpoint™ screen explains this criteria in more detail.

Galileo Viewpoint

Cheapest Fare - returns itinerary options starting with the lowest fares, regardless of how many stops or how long the trip will take.
Fastest Route - returns itinerary options with the fastest routes, regardless of cost.
Leisure Fare - returns itinerary options for travelers who want a low price but will pay a higher fare for more convenient direct routes.
Business Fare - returns itinerary options for travelers who are more flexible on price and less flexible on arrival and departure time.
Unlimited Search - returns itinerary options that meet traveler needs for fast direct routes, avoiding long layovers, carrier changes, transfers, and stopovers.

OK

Sell City	Selling city when outside country of origin.
Number of Pricing Solutions	Number of itineraries returned from 10 to 150.
Ticket City	Ticketing city when outside country of origin.
Quote Regardless of Availability	Check mark to view all fares regardless of availability.
Booked Routing Only	Check mark to view all fares for booked routing only.
Penalty Tolerance	Percentage to indicate amount of penalty passenger will tolerate for a fare, e.g. 100% is non-refundable.
No Minimum Stay	Check mark to exclude fares with minimum stay restrictions.
No Maximum Stay	Check mark to exclude fares with maximum stay restrictions.
No Advance Purchase	Check mark to exclude fares with advance purchase requirements.

PrivateFares Area

In this field:	Enter:
Pseudo	Pseudo city for which PrivateFares™ apply. This is possible if you have <u>Selective Access™</u> or a joint agency agreement.
Account	Account code for agency private fare. Account code identifies who PrivateFares™ agreement is with, e.g. a company.

Currency Information Area

In this field:	Enter:
Quote in USD	Check mark to see fares quoted in USD.
Quote in CAD	Check mark to see fares quoted in CAD.

Passenger Information Area

Note: By default, Viewpoint™ displays adult fares.

In this field:	Enter:
Name	When passenger names exist within itinerary, they appear here.
Number of Passengers	If you have *not* yet started a PNR, you can select number of passengers. Otherwise, number of passengers defaults to number in PNR.
Use PTC Only	Check mark to see fare for *only* selected passenger type code.
Description	Passenger type from drop-down list. When several passengers exist, highlight passenger name in Name area, and then select applicable passenger type.

4. Click Search to search for fares.
    Keyboard: Press Alt+S

Galileo Optimal Shopping tool results appear.

Best Buy Fare
Quote

The results show multiple fare options that you can compare against the
existing fare quote. The options returned in Optimal Shopping include
both published and negotiated fares (Airline Private Fares), and identify
the available flight or flights which can be used to qualify for the fare.
When you select a fare option Viewpoint shows you the applicable
flights for that fare.

From Galileo Optimal Shopping you can work with the returned fares
(e.g., convert fares into an alternative currency) and sell a selected fare or
fares using identified booking codes.

Note: To update or view a new shop quote, select Update Quote or New
Quote from the Shop menu. You can also right click a flight and select
the type of update you want from the drop-down list.

View information

To view information in the Optimal Shopping response, use the following
steps.

1. In the left-hand pane, click a fare to highlight it.
    Keyboard: Use the Up and Down arrow keys to select a fare.

    The flight availability details in the right pane change. The details relate
    to the fare highlighted in the left pane. The booking code that appears
    with each flight availability is the booking code that applies to the
    selected fare.

2. To view more details use the buttons on the toolbar.

The following table lists the toolbar button options.

Use this button:	To:
	View air availability for selected fare.
	View availability details for selected fare/flight, including booking codes, available seats, frequency, sell agreements, and meal summaries. Can also use button from availability details display to view inflight services.
	View fare details, including total quote details and passenger fare information, for selected fare.
	View detailed or rule summary, which includes the most restrictive rules that apply to fare selected in fare list.
	Convert selected fare to and from Neutral Units of Currency (NUCs).
	Sell selected flight(s).

Rebook flights and store fare

To rebook flights and store the fare, use the following steps.

1. Select one or more flights in the display and then click the Sell button. Keyboard: Press Tab on the highlighted fare, use the Up and Down arrow keys to select a flight(s), then press Alt+E, S.

   Note: You can select multiple flights from Galileo Optimal Shopping by pressing the Ctrl key and clicking the required flights.

The Air Sell request dialog box appears.

The booking code defaults to the booking code needed to qualify for the fare shown in the shopping tool.

2. Enter the number of seats you want to sell for each flight (defaults to the number of seats in the original request).

3. Click Sell.
    Keyboard: Alt+S

   The Cancel Flight Segments dialog box appears.

Existing itinerary flights appear highlighted. Recently sold flights are tagged as New.

5. Click OK to cancel the highlighted flights.
    Keyboard: Press Return

6. Click the Itinerary button to return to the Itinerary.

7. Select Add Stored Fare from the Viewpoint™ Fares menu.
   Keyboard: Press Alt+R, O

   The Add Stored Fare dialog box appears with the quoted fare, allowing you to either display the fare information or store the fare. Notice the original quoted fare in the second window, which cannot be stored, because the flights were cancelled.
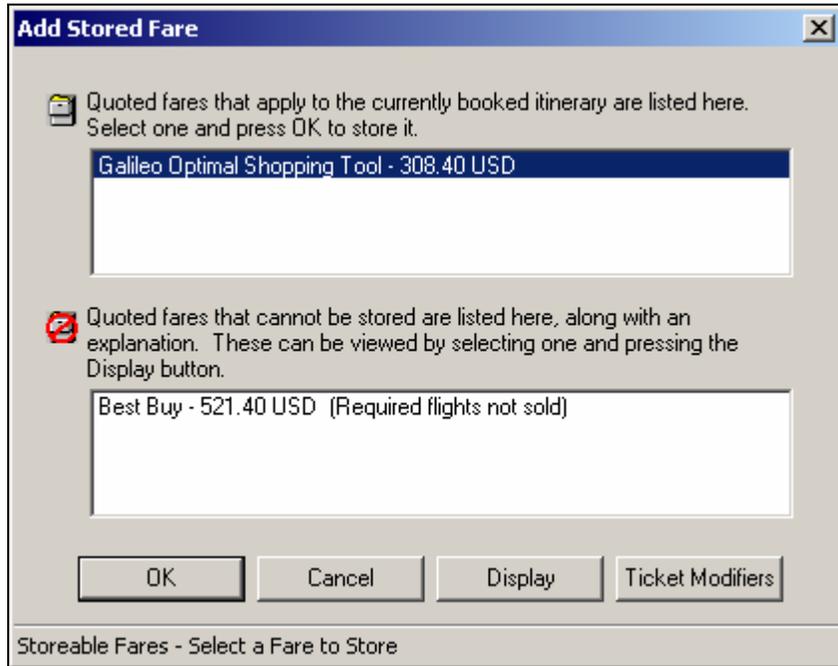
8. Click OK to store the fare.
   Keyboard: Tab to OK and press Return.

   The fare confirmation appears.
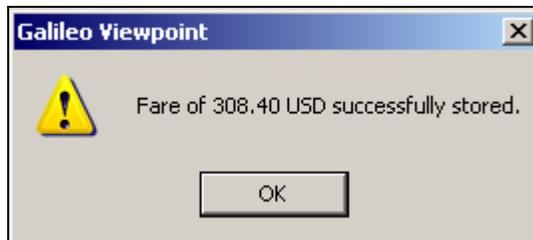
10. Click OK.
    Keyboard: Tab to OK and press Return

11. The fare confirmation prompt disappears and the stored fare appears in the itinerary.

Practice

Your customer, Sam Davis, wants to fly round trip from Chicago (ORD) to Newark (EWR).

1. Use General Availability to search for flights, then sell the air segments in Y class.

2. Obtain a fare quote using Best Buy, rebook the flights and add the Name field to the PNR.

3. Use Optimal Shop to search for a lower fare. Sam wants non-stop flights, so be sure to include this request in the Flight Type.

4. Once you've located a lower fare rebook the flights and store the lower fare.

5. Ignore the PNR.

Low Fare Shopping Tool

Low Fare Shopping tool integrates ATPCO-filed public and private fares and also agency filed private fares with flight schedules. This tool also quotes one-way, round-trip, open-jaw, and circle-trip itineraries with up to eight planned origins/destinations.

You can view up to 10 itinerary options for each request and Low Fare Shopping tool accommodates both North American and international itineraries.

Search for lower fares

To use Low Fare Shopping Tool with a booked itinerary, use the following steps.

1. Sell the air segments, use Best Buy or Quote as Booked to obtain a fare quote and add the Name field to the PNR.
   Note: If you used Best Buy rebook the flights.

2. Click the down arrow next to the Shop toolbar button and select Low Fare Shopping Tool.
   Keyboard: Press Alt+R, H

The Low Fare Shopping Tool dialog box appears. The Itinerary Planner area reflects the existing Toronto (YYZ) to Paris (CDG) segments.
Note: You can click these segments to view departure and arrival details.

3. You can change any of the search parameters by using the guidelines in the following tables. However, if your customer's travel dates and cities are already defined do not alter those fields. Also, if your customer specifically wants direct or non-stop flights you will want to change the Flight Type to reflect that request.

Segment Specific Information Area

In this field:	Enter:
Travel Date (mandatory)	Date of travel, if *not* filled in by default.
Departure City (mandatory)	Departure city or airport code. **Note:** If you are familiar with three-letter airport codes, check the Auto Tab box and Viewpoint will automatically tab to the next box after you type the correct code. Otherwise, leave the box unchecked and you can search for the airport code by typing the first few letters of the city name and using the down arrow to access the City/Airport code finder.
Arrival City (mandatory)	Arrival city or airport code. You can spell out the city or use the city code when the Auto-Tab feature is checked.
All airports	Check mark next to Departure and/or Arrival City to search for all airports associated with city.
Time	Departure or arrival time. Set adjacent field to by Departure or by Arrival as appropriate.

In this field:	Enter:
Earliest Time/Latest Time	Different times to narrow or increase search window. Searches for flights two hours prior to departure/arrival time and up to midnight of departure day. **Note:** Changing these defaults will help you narrow the search by schedule.
Flight Type	Type of flight for segment, such as direct flights or non-stop flights *only*. Default is to search for all types of flights.
Cabin	Cabin type for segment. When you use this qualifier, Viewpoint will quote *only* those fares applicable in specified cabin.

Airlines Area

In this field:	Enter:
Airlines 1, 2, 3	Up to three airlines to include or exclude from search request. If you know carrier code, you can enter it. You can also use drop down list to select a carrier.
Include/Exclude	Check mark to either include or exclude from airline search.

Connecting Cities Area

In this field:	Enter:
Connecting Cities 1, 2, 3	Up to three connection cities to include or exclude in Shop request. If you know city/airport code, you can enter it. You can also use drop down list to use the City/Airport finder.
Include/Exclude or Include Only	Check mark to either include or exclude or include only from Shop request.

PrivateFares Area

| In this field:	Enter:
Use PrivateFares	Checkmark to include PrivateFares in your request. **Note:** This check box is *only* available if PrivateFares™ is enabled at your agency. PrivateFares™ in Low Fare Shopping Tool applies to entire itinerary. Supports ability to obtain both agency and airline private fares.
PrivateFares Only	Check mark to submit request for *only* PrivateFares™. If you select Use PrivateFares and PrivateFares Only is unchecked, response includes private or published fares.
Pseudo	Pseudo city for which PrivateFares™ apply. This is possible if you have [Selective Access™](#) or a joint agency agreement.

In this field:	Enter:
Account	Account code for agency private fare. Account code identifies who PrivateFares™ agreement is with (e.g. a company).
Contract	Contract code you have with account above. *Not* applicable for airline private fares and optional for agency private fares. When you enter contract code, it is saved and appears in drop-down list.

Any private fare that appears in the Low Fare Shopping Tool response window appears with the # symbol to the left of the fare.

Basic Fare Information Area

| In this field:	Enter:
Maximum Fare	Maximum fare customer is willing to pay. Use Maximum Fare to quickly locate fares for cost conscious customer. Qualifier narrows search for fares with a cap of whatever value you enter. Amount entered applies to entire itinerary and includes all passengers in request. Enter a numeric value (whole numbers). Result returns fares at or below value entered. For example, if you are including three passengers in your request, enter 300.00 when you do *not* want to spend more than 100.00 per passenger. **Note:** If a fare *cannot* be found, an alert message appears with lowest available fare.
Sell City	Selling city when outside country of origin. Sell City identifies airport city where sale takes place and determines currency payment.
Ticket City	Ticketing city when outside country of origin.
Plating Carrier	Plating carrier so that any Passenger Facility Charges will be included in calculation.
Electronic Ticket Only	Check mark to *only* consider fares applicable to electronic ticketing.
Paper Ticket Only	Check mark to *only* consider fares applicable for paper ticketing.

Here is an example of the Basic tab completed for the Toronto to Paris round trip with a maximum fare of $1200. The mandatory fields (dates and departure/arrival cities) were completed and the optional maximum fare was populated.

4. Click the Other tab.
   Keyboard: Tab to the Basic tab and press the Right arrow key.

   The Other tab appears for the same trip.

The Other tab allows you to include qualifiers such as number of passengers, passenger descriptions, tax and penalty information, and currency modifiers.

5. Complete the other dialog box using the guidelines in the following tables.

Passenger Information Area

Note: By default, Viewpoint™ displays adult fares.

In this field:	Enter:
Name	Passenger name. When passenger names exist within itinerary, they appear here.
Number of Passengers	Number of passengers. This text box appears *only* when PNR Name field does *not* exist. If you have *not* yet started a PNR, you can select number of passengers. Otherwise, number of passengers defaults to number in PNR.
Description	Use drop-down list to select a passenger type. When several passengers exist, highlight passenger name in Name area and select applicable passenger type.

Tax Information Area

In this field:	Enter:
Exempt All	Check mark to select Exempt All. When you select this check box, *no* other tax-exempt information is required, and other text boxes and buttons in this section are disabled.
Exempt Specific	Check mark to select Exempt Specific. When you select this check box, you can identify specific tax codes for exclusion in quotes. Use the following steps. 1. Enter code. 2. When you select Applies to a Country, you alert Apollo whether tax code is an individual code or applies to a country. 3. Click Add >> or Delete << to add tax codes or delete them from tax planner section of request window.

Penalty Information Area

In this field:	Enter:
No Minimum Stay	Check mark to exclude fares with minimum stay restrictions.
No Maximum Stay	Check mark to exclude fares with maximum stay restrictions. **Note:** Select both the No Minimum Stay and No Maximum Stay check boxes to obtain fares with no minimum/no maximum stay.

| In this field:	Enter:
No Advance Purchase	Check mark to exclude fares with advance purchase requirements.
Penalty Tolerance	Percentage to indicate amount of penalty passenger will tolerate for a fare, e.g. 100% is non-refundable and 0 is no penalty.

Currency Information Area

In this field:	Enter/Select:
Alternate Currency	Alternate Currency from drop down list. Use to search for fares filed by a carrier in a different currency. Response *only* returns fares when they are filed in desired currency.
Quote in USD	Check mark to see fares quoted in USD.
Quote in CAD	Check mark to see fares quoted in CAD.
Quote in Euro Currency	Check mark to see fares quoted in Euro. Applies to countries that are currently using EUR.
Quote in Local/National Currency	Check mark to see fares quoted in Local/National currency. Applies to countries whose fares are filed in local/national currency for sale in that country.

6. Click Search.
    Keyboard: Press Alt+S.

    The following screen shows the response to the Toronto/Paris request.

Multiple fare options appear, including both published and negotiated fares, and it identifies available flight(s) that qualify for the fare. The first flights for each city pair header appear highlighted for a quick sell. Unlike Optimal Shopping, the display does *not* compare against the existing fare quote.

Note: To select a different flight, click it. To select additional flights, hold down the Ctrl key and click the desired flights.

From the display you can work with the returned fares or sell a selected fare using identified booking codes.

Note: To update or view a new shop quote, select Update Quote or New Quote from the Shop menu. You can also right click a flight and select the type of update you want from the drop down list.

View information

To view information in the Low Fare Shopping response, use the following steps.

1. In the left-hand pane, click a fare to highlight it.
    Keyboard: Use the Up and Down arrow keys to select a fare.

    The flight availability details in the right pane change. The details relate to the fare highlighted in the left pane. The booking code shown with each flight availability is the booking code that applies to the selected fare.

2. To view more details use the buttons on the toolbar.

The following table lists the toolbar button options.

Use this button:	To:
Availability	View air availability for selected fare.
Avail Details	View air availability details for selected fare/flight, including booking codes, available seats, frequency, sell agreements, and meal summaries. Can also select **Inflight Services** button to view inflight services from a flight/availability details display.
Fare Details	View fare details, including total quote details and passenger fare information, for selected fare.
Rules	View detailed or rule summary, which includes the most restrictive rules that apply to fare selected in fare list.
Currency	Convert selected fare to and from Neutral Units of Currency (NUCs).
Sell	Sell selected flight(s).

Rebook flights and store fare

To rebook flights and store the fare, use the following steps.

1. Select one or more flights in the display and then click the Sell button.
   Keyboard: Press Alt+E

   Note: You can select multiple flights by pressing the Ctrl key and clicking the required flights.
   The Air Sell request dialog box appears.

The booking code defaults to the booking code needed to qualify for the fare shown in the shopping tool.

2. Enter the number of seats you want to sell for each flight (defaults to the number of seats in the original request).
   Keyboard: Tab to the Number of seats.

3. Click Sell.
   Keyboard: Press Alt+S

   The Cancel Flight Segments dialog box appears.

Existing itinerary flights appear highlighted. Recently sold flights are tagged as New.

4. Click OK to cancel the highlighted flights.

5. Click the Itinerary button to return to the Itinerary.

6. Select Add Stored Fare from the Viewpoint™ Fares menu.
   Keyboard: Press Alt+R, O

The Add Stored Fare dialog box appears with the quoted fare, allowing you to either display the fare information or store the fare. Notice the original quoted fare in the second window, which cannot be stored, because the flights were cancelled.
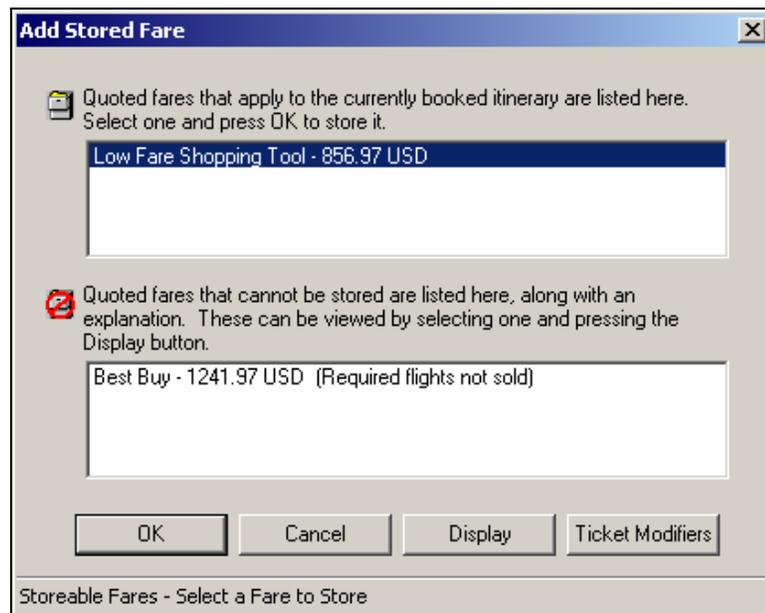
6. Click OK to store the fare.
   Keyboard: Tab to OK and press Return.

The fare confirmation appears.

7. Click OK.
   Keyboard: Tab to OK and press Return.

8. The fare confirmation prompt disappears and the stored fare appears in the itinerary.

Practice

You customer, Sandy Solomon, wants to fly from London Heathrow (LHR) to Madrid (MAD) with a departure date 5 months from now.

1. Use General Availability to search for flights, then sell the air segments in Y class.

2. Obtain a fare quote using Best Buy, rebook the flights and add the Name field to the PNR.

3. Use Low Fare Shopping Tool to look for flights with:
   a. No maximum stay
   b. No minimum stay
   c. Maximum fare 500.00
   d. Quote in Euros

4. Once you've located a lower fare rebook the flights and store the lower fare.

5. Ignore the PNR.

Best Buy Options

Although you've learned how to obtain fare quotes using Quote as Booked and Best Buy in the *Selling Flights from Schedules* module, you will now learn to use the additional Best Buy options to search for lower fares.

The following table lists the Best Buy pricing options and when to use them.

Select:	When you want:
Best Buy	Lowest price for booked itinerary.
Best Buy Regardless	Lowest price for booked itinerary even if class of service is *not* available.
Best Buy Compare	Lowest price for booked itinerary and comparison to price as booked.
Best Buy Quote™	Lowest price for booked itinerary and up to six alternate itineraries with lower fares.

Best Buy

As you've probably noticed through your experience with the Best Buy pricing option, it prices the booked itinerary at the *lowest available* fare, and indicates what class of service the segments *must be* booked in to obtain the Best Buy fare. Remember that this pricing function is only looking for fare alternatives on the flights you have booked.

Apollo® validates all fare rules and responds with the lowest fare available for the booked flights. The Total Fare Details includes an alert message indicating a lower fare is available by rebooking the existing flights in a different class of service.

The following screen shows an example of a Best Buy fare quote.

Best Buy Regardless

Best Buy Regardless prices the booked itinerary at the lowest fare *regardless* of whether or *not* that fare is available.

Apollo® validates all fare rules and responds with the lowest fare for the booked flights whether or not the class of service is available. The Total Quote Details includes an alert message indicating a lower fare is available by rebooking the existing flights in a different class of service.

The following screen shows an example of a Best Buy Regardless fare quote.
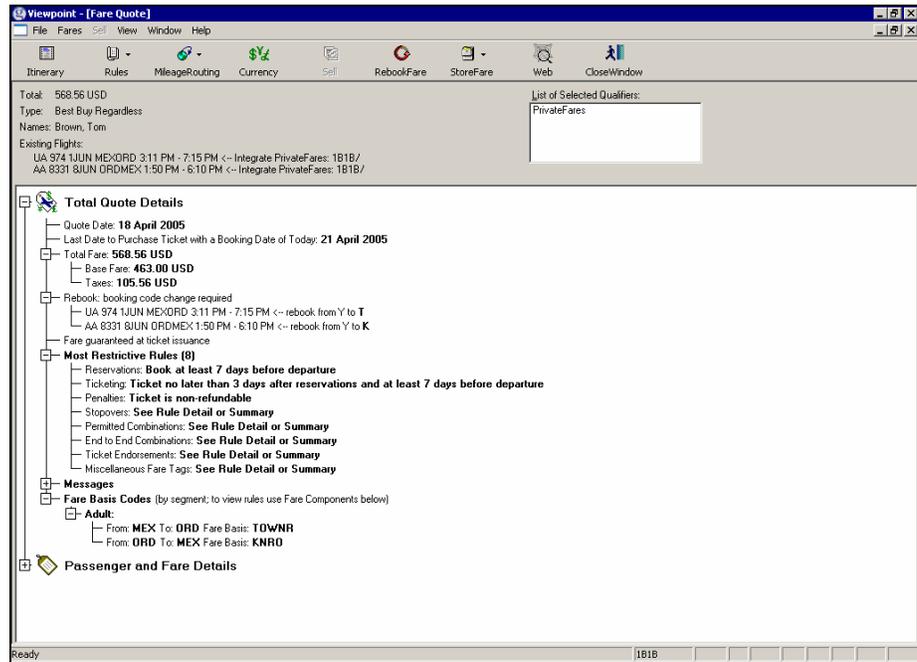
Note: If you try to rebook from a Best Buy Regardless fare quote, a prompt similar to the following appears advising you that the Best Buy Regardless of Availability is for informational purposes only.
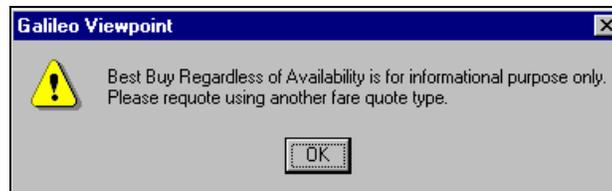
Best Buy Compare

Best Buy Compare works the same way as Best Buy. It prices at the lowest fare available based on the booked itinerary, and then it compares the best buy compare price to the standard fare quote. The difference is shown on the response as a saving.

Apollo® validates all fare rules and responds with the lowest fare available for the booked flights. The Total Fare Details includes an alert message indicating a lower fare is available by rebooking the existing flights in a different class of service. It also gives the fare for the booked class of service.

The following screen shows an example of a Best Buy Compare fare quote.
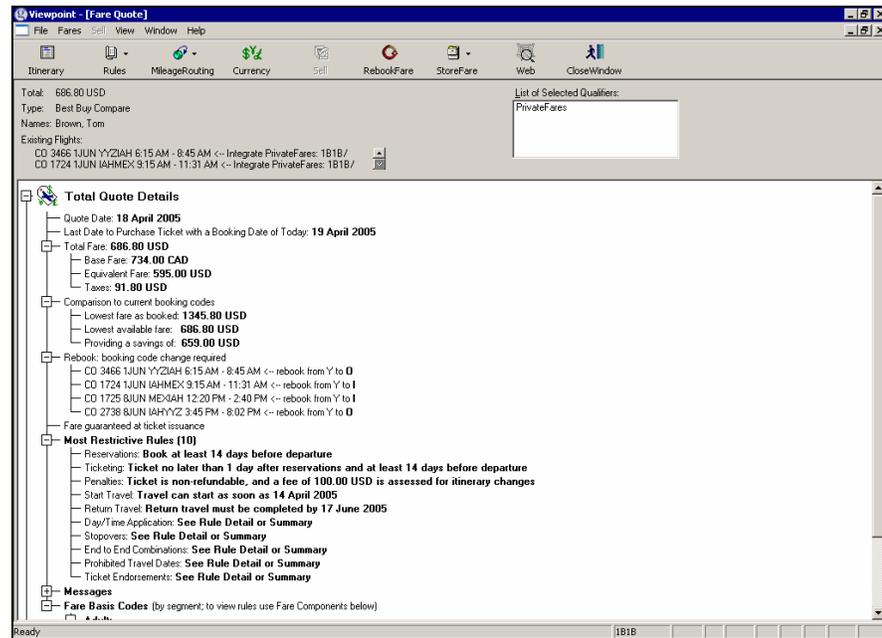
Best Buy Quote™

Best Buy Quote™ prices the current itinerary at the lowest available fare. It then quotes up to six *alternate* itineraries with lower fares, even if they exist on other airlines, and can include non-stop, direct or connecting flights.

You can view details of each alternate option by clicking the option directly in the Options text box.

Best Buy Quote™ Parameters

The following parameters apply to Best Buy Quote™.

- You can request Best Buy Quote™ on itineraries with up to 8 segments.

- You can request up to 4 passenger types.

- Unless specified otherwise,

- Best Buy Quote™ searches for alternate flight schedules up to 4 hours before and after the departure time of the original flight for each origin/destination in the booked itinerary. The search does *not* go beyond midnight.

- Preference is given to coach class while searching for alternate itineraries.

- Information for each flight is checked against availability.

If you selected Best Buy Quote as the Fare Quote Type, an additional tab appears on the Fare Quote dialog box: Routing and Availability Options.

To consider specific airlines, maximum flight time changes, or cabin class in the search for alternate fares, click this tab.
Keyboard: Tab to the Availability Options tab and press the Right arrow key.

The Routing and Availability Options tab appears.
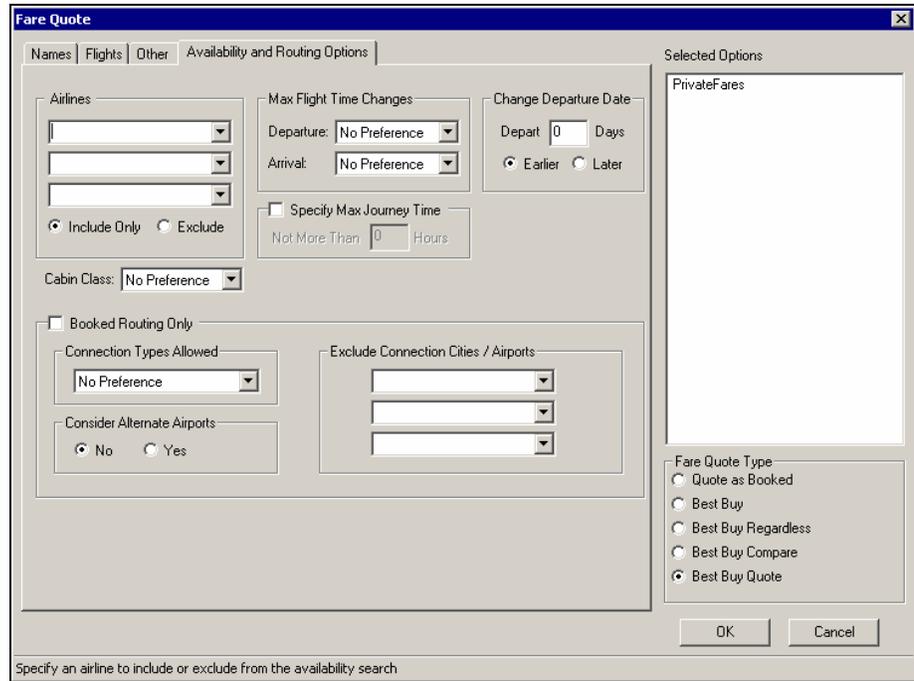
To complete this tab, use the guidelines in the following table.

In this field:	Do this:
Airlines	Select up to three airlines to include or exclude from request.
Include Only /Exclude	Click desired option. Airlines selected will be included or excluded from request.
Cabin Class	Change cabin class preference.
Maximum Flight Time Changes	Determine maximum for flight changes at arrival and departure. Choose *no* preference, use existing time changes requirements, or up to 24 hours.
Change Departure Date	Request a different departure date other than one booked. Specify number of days to vary from booked date. Specify if departure day entered is to be earlier or later than booked departure day.
Specify Max Journey Time	Click to enable maximum journey time restrictions. Specify maximum allowed journey time.

In this field:	Do this:
Booked Routing Only	Click to accept and use routing of current booking.
Connection Types Allowed	Select type of connection to be used for quote.
Excluded Connection Cities/Airports	If desired, specify up to three airports to be excluded from quote.
Consider Alternate Airports	Click Yes to specify that alternate airports are to be used for the quote.

Note: Alternative fare options are listed in the Options text box in the upper left of the window. Select one of the alternative fares before clicking the Rebook Fare button.

The following screen shows an example of a Best Buy Quote™ fare quote.

List of alternative options

Rebook flights and store fare

After displaying the fare quote with multiple pricing options, use the following steps to rebook flights and store the fare.

1. Enter the passenger name in the Customer Information dialog box.

2. Select the pricing option you want by clicking it.

3. Click the Rebook Fare toolbar button to sell new flights/fares and cancel the existing itinerary.

4. Click the Fares toolbar button and select Add Stored Fare.

5. Click Store Fare toolbar button to save and store the new fare.

    A prompt appears advising you that the fare was stored successfully.
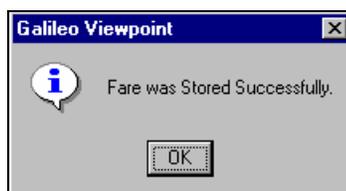
6. Click OK.

    The Fare Quote screen reappears.

7. Click Itinerary to return to the PNR.

Practice

Your customer, Cynthia Dawes, wants to fly round trip from Miami to Mexico City.

1. Sell the air segments in Y class and obtain a fare quote using Best Buy Quote.

2. Rebook the flights in the lowest available fare.

3. Add the customer name and store the fare.

4. Ignore the PNR.

Store a Fare with Ticketing Modifiers

You can store the fare with ticketing modifiers so the appropriate ticketing information appears on issued documents.

To store a fare with ticketing modifiers, use the following steps.

1. Click the Store Fare toolbar button and select Add Ticket Modifiers. The Ticketing Modifiers dialog box appears with several tabs. Here you can choose ticketing modifiers to determine how to issue a document.

The Favorites tab includes the most commonly used ticketing modifiers. Commonly used modifiers from the other tabs are organized on this one tab so you can quickly store fares. In addition to these modifiers, you can customize the Favorites tab to add *your* most commonly used ticketing modifiers, based on your business needs.

The following ticketing modifier options appear on the Favorites tab:

Click this option:	To specify:
Credit Card	Credit card as form of payment. Select credit card vendor from drop down list, enter credit card number and expiration date (month and two-digit year) into text boxes.
Cheque/Check (FCK)	Cheque/check as form of payment.
Issuance	Override of issuance of all documents to linked devices. Select from drop down list.
Alternate ticket override	Override of either Electronic or Paper ticket default. Select from drop down list.
Plating Carrier (C)	Plating/validating carrier to validate fare. Select from drop down list.
Commission (Z)	Commission as percentage or amount. Enter value or amount and click option to indicate if amount is a percentage or an amount.
Ticket Designator (GTD)	Ticket designator information on ticket. Enter ticketing designator into box.
Endorsement Box (EB)	Freeform endorsements/restrictions text in boxes.

2. To store the fare for issuance of itineraries and invoices only, with or without specific segments, click the Invoice/Itinerary tab.
Keyboard: Tab to the Invoice/Itinerary tab and press the Right arrow key.

The Invoice/Itinerary tab appears.
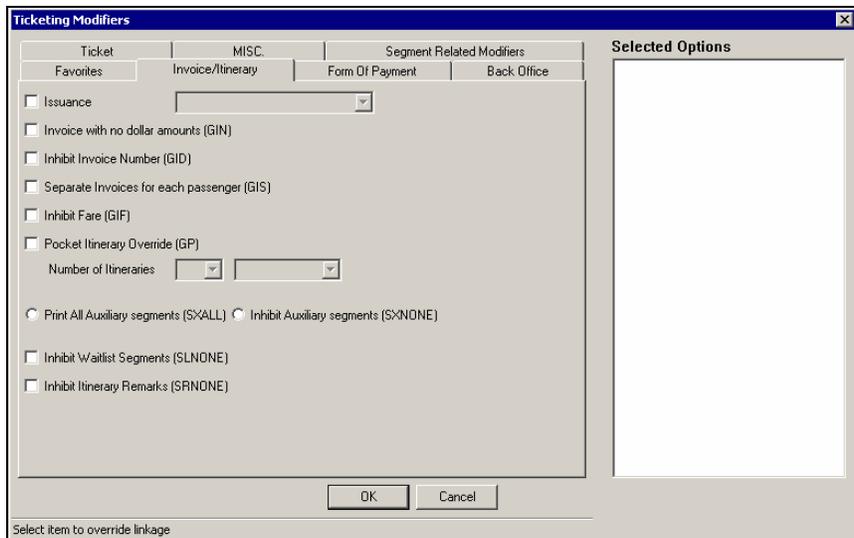
The following table describes the Invoice/Itinerary tab options.

Click this option:	To:
Issuance	Override the issuance of all documents to linked devices. Select from drop down list.
Invoice with no dollar amounts (GIN)	Suppress all invoice amounts.
Inhibit Invoice Number (GID)	Issue an itinerary/invoice *without* decrementing invoice numbers.
Separate Invoices for each passenger (GIS)	Issue a separate itinerary/invoice for each passenger.
Inhibit Fare (GIF)	Issue an itinerary invoice for dues and paids *only*.
Pocket Itinerary Override (GP)	Issue a pocket itinerary by overriding ADP options table. Enter number of pocket itineraries customer wants. Select where you want pocket itinerary to print: HOST (H) or STP (S).
Print all Auxiliary segments	Select either Print Auxiliary segments (SXALL) or Inhibit Auxiliary segments (SXNONE). If you select Print Auxiliary segments, *only* auxiliary segments will appear on invoice/itinerary. If you select Inhibit Auxiliary Segments, auxiliary segments on invoice/itinerary are suppressed.
Inhibit Waitlist Segments (SLNONE)	Exclude waitlisted segments.
Inhibit Itinerary Remarks (SRNONE)	Exclude itinerary remarks.

3. To store the form-of-payment type, click the Form Of Payment tab. Keyboard: Tab to the Form Of Payment tab and press the Right arrow key.

The Form Of Payment tab appears.

The following table lists the Form Of Payment tab options.

Click this option:	To specify:
Credit Card	Credit card as form of payment. Enter detail information in following fields: • Non system credit card (FCC): Select to enter a credit card number with *no* expiration date. • Vendor: Use drop down arrow to select credit card vendor. • Number: Enter credit card number. • Expiration Date: Enter expiration date (month and two-digit year). • Approval Code: Enter credit card vendor approval code. • Extended FOP: Select if customer wants extended payment option. • Customer Reference Number: Enter customer reference number supplied by credit card company or corporation. • OK: Some credit cards require you to append OK to end of credit card number. If OK is required, OK checkbox becomes available. You must check this box before you can send credit card number for approval. • Card ID (CID): Enter credit card ID.

Click this option:	To specify:
Cheque/Check (FCK)	Cheque/check as form of payment.
Cash (FS)	Cash as form of payment.
Other	Another form of payment. Use drop down list to select other form of payment. Use text box to enter information that may be required for form of payment selected.

4. To request itinerary or accounting document, click the Back Office tab.
   Keyboard: Tab to the Back Office tab and press the Right arrow key.

    The Back Office tab appears.
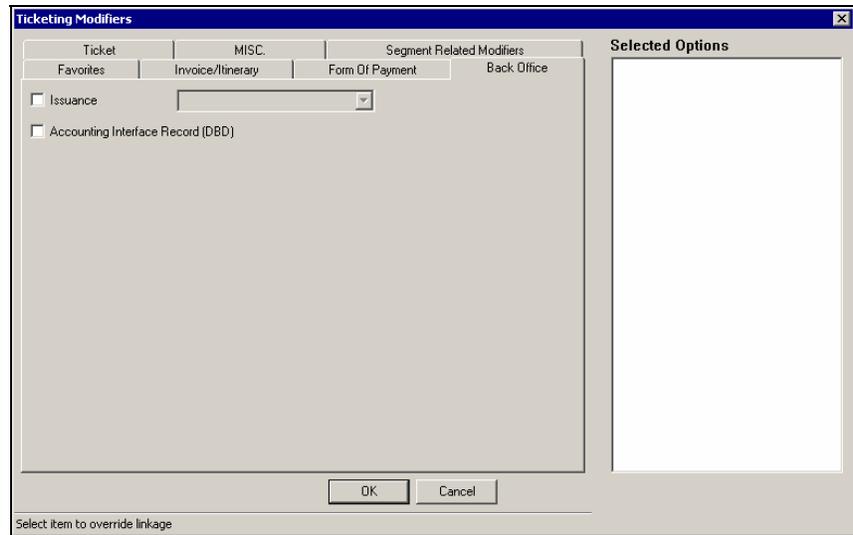
    The Back Office tab allows you to specify how to issue the ticket, as well as where and how to send the interface.

    The following table describes the Back Office tab options.

Click this option:	To:
Issuance	Override the issuance of all documents to linked devices. Select from drop down list.
Accounting Interface Record (DBD)	Generate an accountable ticketing interface record.

5. To store the more commonly used ticket modifiers, endorsements and ticket designators, click the Ticket tab.
    Keyboard: Tab to the Ticket tab and press the Right arrow key.

The Ticket tab appears.
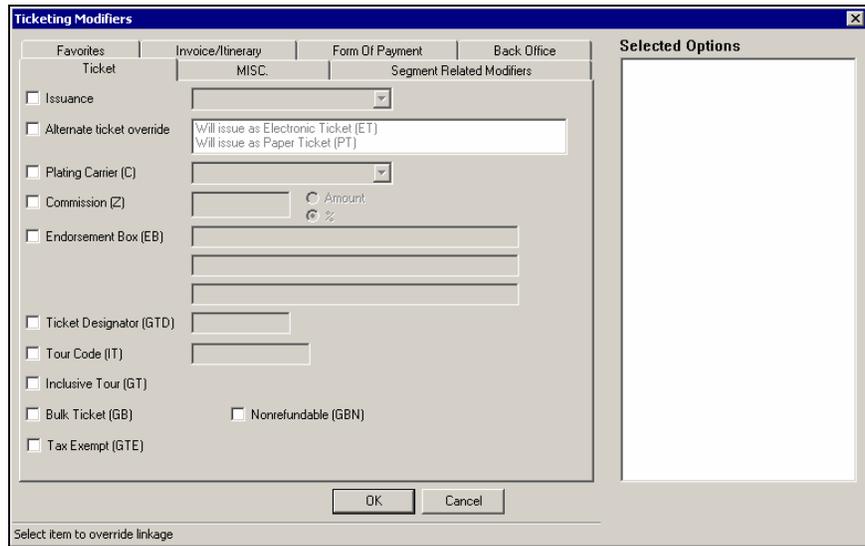
The Ticket tab allows you to add information that will appear on the ticket. This includes carrier override, commission, alternate ticket, issuance override, endorsement box, ticket designator, tour code, inclusive tour, bulk tickets, free ticket and tax exempt. The following table describes the Ticket tab options.

Click this option:	To specify:
Issuance	Override the issuance of all documents to linked devices. Select from drop down list.
Alternate Ticket Override	Override of Electronic or Paper ticket. Select Will issue as Electronic Ticket (DLD) or Will issue as Paper ticket (PT)
Plating Carrier (C)	Plating/validating carrier to validate fare. Select from drop down list.
Commission (Z)	Commission as a percentage or an amount. Enter commission value or amount into box. Click either Amount or % to identify type of commission.
Endorsement Box (EB)	Any endorsements/restrictions applicable to ticket. Enter freeform endorsements or restrictions text in fields.
Ticket Designator (GTD)	Ticket designator information on ticket. Enter text in field.
Tour Code (IT)	Tour code on ticket. Enter text in field.
Inclusive Tour (GT)	Inclusive tour ticket.
Bulk Ticket (GB)	Bulk inclusive tour ticket.
Tax Exempt (GTE)	Ticket as tax exempt.
Nonrefundable (GBN)	Non refundable bulk inclusive tour ticket.

6. To store additional ticket modifiers (e.g. NVB/NVA dates, net remit, baggage allowance, etc.), click the MISC tab.
Keyboard: Tab to the MISC tab and press the Right arrow key.

The MISC tab appears.
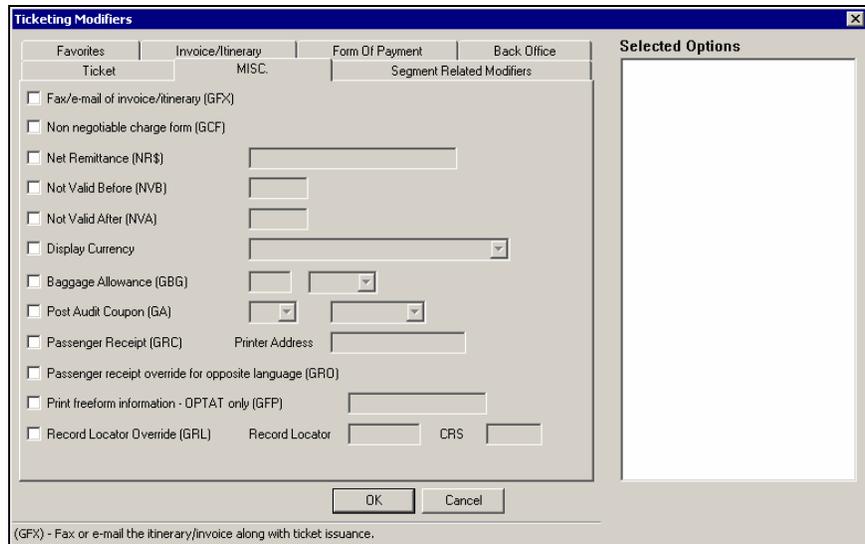
The MISC tab makes it possible to provide additional miscellaneous information for ticketing. The following table describes the MISC tab options.

Click this option:	To:
Fax/email of invoice/itinerary (GFX)	Fax or e-mail the itinerary/invoice when ticket is issued. An additional fill-in format dialog box will appear when you click OK. **Note:** You must be linked to an itinerary printer or you will *not* see fill-in format dialog box.
Non negotiable charge from (GCF)	Issue a non negotiable charge form.
Net Remittance (NR$)	Indicate that usage is dependent upon local BSP net remittance scheme. Enter net remit amount into text box.
Not Valid Before (NVB)	Show not valid before date that applies to document. Enter Not Valid Before date as DDMMM into box provided. **Note**: Segment selection is *not* currently available for NVB, NVA options.
Not Valid After (NVA)	Show not valid after date that applies to document. Enter Not Valid After date as DDMMM. **Note**: Segment selection is *not* currently available for NVB, NVA options.
Display Currency	Print fare in currency selected if local currency is different from above. Select from drop down list.

Click this option:	To:
Baggage Allowance (GBG)	Indicate baggage allowance. Indicate if baggage allowance is by weight or by number of pieces. **Note:** Segment selection is *not* currently available for GBG option.
Post Audit Coupon (GA)	Issue post audit coupons, overriding ADP options table. Enter number of audit coupons in box.
Passenger Receipt (GRC)	Issue a passenger receipt for an electronic ticket. Enter printer address for GRC in box.
Passenger receipt override for opposite language (GRO)	Issue a passenger receipt in opposite language for electronic tickets.
Print freeform information - OPTAT only (GFP)	Print freeform text onto Form Of Payment box on ticket. Enter freeform text in box.
Record Locator Override (GRL)	Specify vendor record locator. If you make this selection, you must specify vendor record locator and computer reservation code. Record: Locator: Enter Record Locator for GRL. CRS: Enter Computer Reservation Code for GRL.

7. Click OK.
   Keyboard: Press Enter.

Practice

Your customer, Kim Yu, wants to fly round trip from Chicago to Montreal.

1. Sell the air segments in Y class and obtain a fare quote using Best Buy.

2. Rebook the flights in the lowest available fare.

3. Add the customer name and store the fare with the following ticketing modifiers:
   a. Check as form of payment.
   b. A tour code (IT) of 1234566789.

4. Ignore the PNR.

Summary

In this module you learned how to:

- Shop for a lower fare for a booked itinerary.
- Store a fare with ticketing modifiers.

Work with PNRs Viewpoint™

Study Guide

4/07

Contents

Customers change their travel plans often. Viewpoint™ makes it easy to change PNRs to accommodate customer needs.

Module Objectives

Upon completion of this module you will be able to:

- Retrieve a PNR.

- Change the Name, Frequent Flyer, Phone, Address, Ticketing, and Form of Payment information.

- Add and reorder air segments.

- Add ARNK segments.

- Modify air segments.

- Cancel specific segments or an entire itinerary.

Retrieve PNRs

After you save a PNR, you can retrieve it to view it or make changes.

You can retrieve a PNR using its record locator or by the first traveler's last name. If you choose to retrieve the PNR by last name, you can optionally enter additional information such as the departure date or flight number to narrow your search in the event there is more than one PNR with the same last name.

You will use the Retrieve PNR dialog box to retrieve a PNR.

This dialog box has three tabs:

- Name/Record Locator—used to retrieve a PNR by last name or record locator.

- Flight—used to retrieve a PNR by airline, flight, date, and last name.

- Selective Access—used to retrieve a PNR from another pseudo with Selective Access™.

The next section documents the most common methods of retrieving a PNR: by last name or by record locator.

Retrieve by Name

To retrieve a PNR by name, use the following steps:

1. Click the Customer toolbar button and select Retrieve PNR.
    Keyboard: Press: Alt+F, H

    The Retrieve PNR dialog box appears.

2. Type the last name of the first traveler in the Last Name text box.

    Note: If you are *not* sure how to spell the customer's last name, or are only sure of the first few letters of the name, use a partial spelling plus a wildcard (*) to display the PNR (e.g., "For*").

    Optionally, you can complete the First Name text box to improve the search in the event there is more than one PNR with the same last name.

    You can also use the Date checkbox to enter the date of departure. Use the drop down calendar to view the current month.

    Retrieve from all branches: If you have Selective Access™ agreements, click this checkbox to retrieve from all branch offices associated to your pseudo city.

Branch Pseudo: Enter the pseudo city of a specific branch office associated to your pseudo city. If you have Selective Access™ you can enter an alternative pseudo city.

3. Click OK.
   Keyboard: Press Enter.

   If *only* one PNR matches the traveler name you entered, the PNR is retrieved from the Apollo® system and appears on the itinerary window.

   If you are retrieving a PNR by name, and more than one PNR matches what you entered, the Similar Names List dialog box appears.
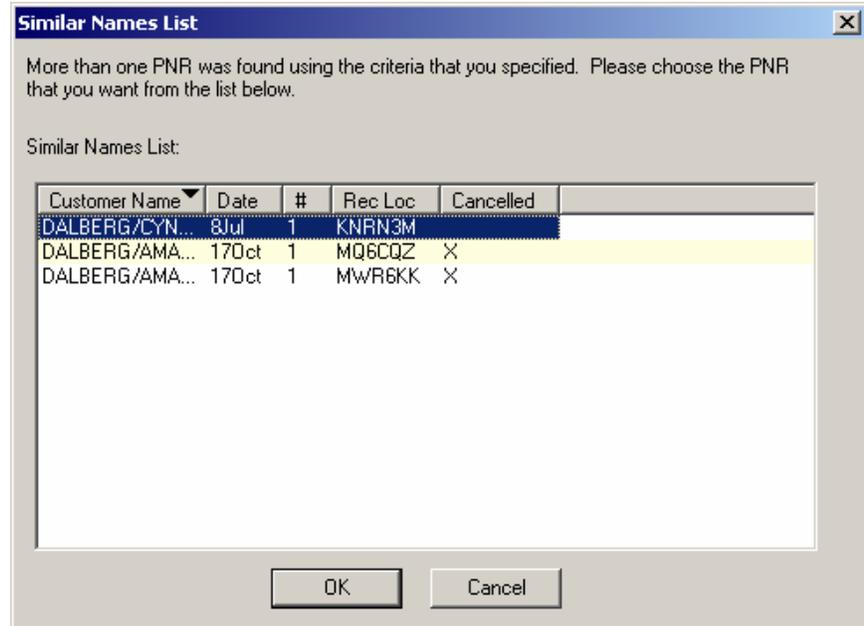
4. To select a PNR from the Similar Names List, double-click it.
   Keyboard: Use the Up and Down arrow keys to highlight the PNR, and then press Enter.

Retrieve by Record Locator

Retrieving a PNR by record locator is the most direct way of retrieving a PNR because a PNR's record locator is unique within the Apollo® system.

To retrieve a PNR by record locator, use the following steps:

1. Click the Customer button and select Retrieve PNR.
   Keyboard: Press: Alt+F, H

   The Retrieve PNR dialog box appears.

2. Click the Record Locator radio button.
   Keyboard: Press Alt+R

The Retrieve PNR dialog box changes, displaying *only* the Record Locator text box.


3. Type the record locator, and then click OK.
   Keyboard: Press Enter.

   The PNR is retrieved from the Apollo® system and appears on the itinerary window.

Change PNR Fields

If a PNR contains the wrong information, such as a misspelled name or incorrect phone number, you can easily correct it. You can easily change or delete PNR data.

Change Customer Information

Changing customer information is similar to adding it. You use the same dialog box as you do when you add customer information.
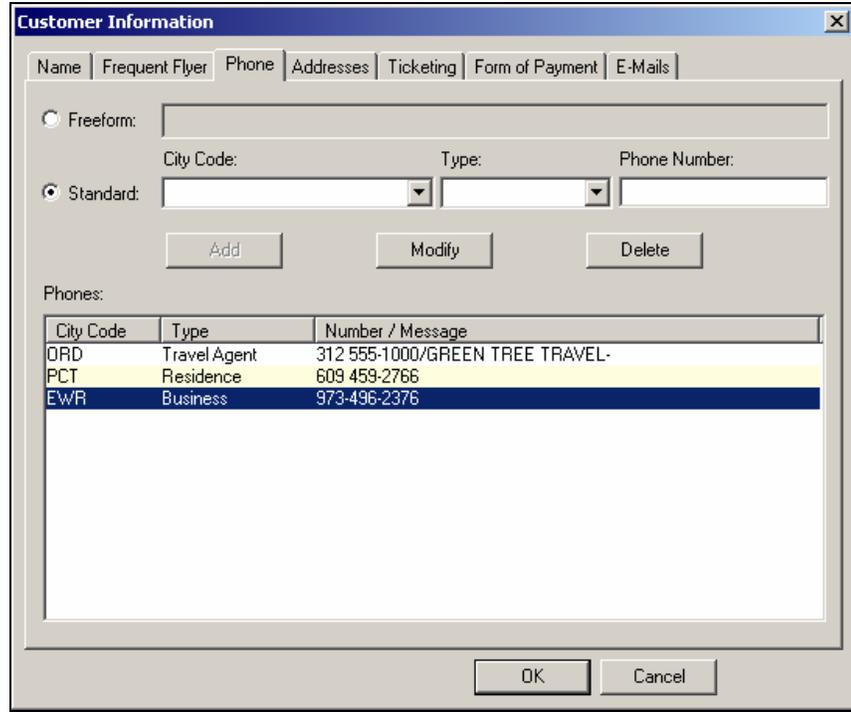

You can directly display the Customer Information tab that contains the information to be changed by selecting it from the menu. For example, to change a phone number you would select Phone from the Create/Edit Customer Information menu.
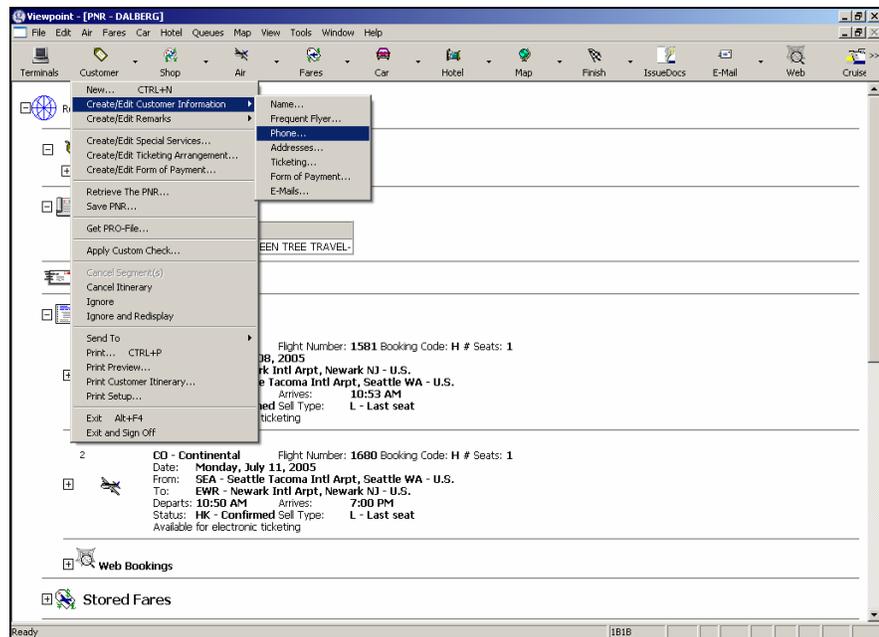
You can also directly access a Customer Information tab using the shortcut menu. To display a shortcut menu, move the pointer over the information that you want to change and *right-click*. Below is another example of accessing the Phone tab.
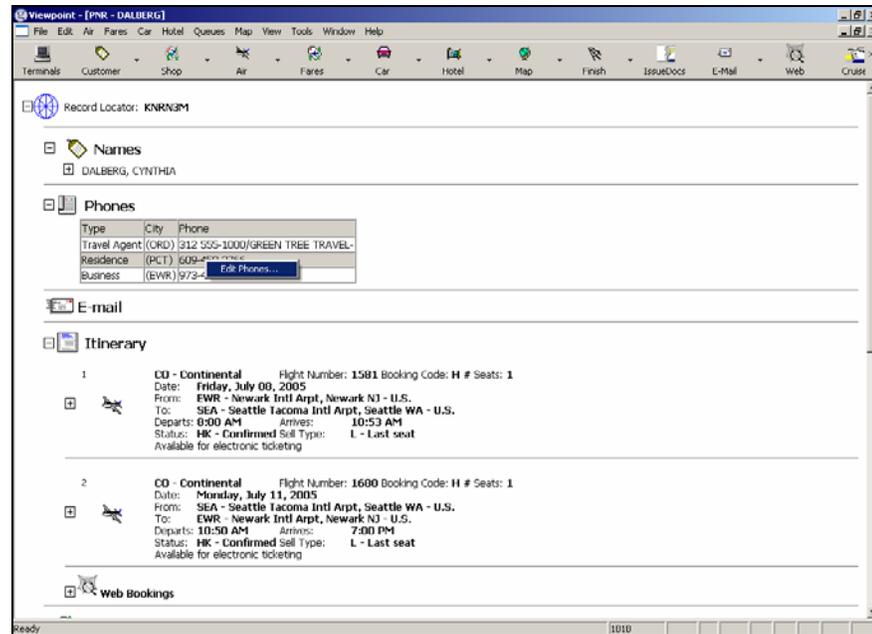
To change customer information, use the following steps.

1. Click the Customer toolbar button and select Create/Edit Customer Information.
   Keyboard: Press: Alt+F, C

2. Select the appropriate menu option.
   Keyboard: Use the Up and Down arrow keys to highlight the option and press Enter.

   The Customer Information dialog box appears.

3. Make one or more of the following changes:
   a. To add a name, frequent flyer information, phone, or address:
      – Type the information in the appropriate text boxes.
      – Click Add.
        Keyboard: Press Alt+A
   b. To modify a name, phone, or address:
      – Click the line of information (in lower half of dialog box) to be changed.
        Keyboard: Use the Up and Down arrow keys.
      – Change the information in one or more of the text boxes.
      – Click Modify.
        Keyboard: Press Alt+M
   c. To modify the ticketing or form of payment, simply make the appropriate change.

4. Click OK.
   Keyboard: Press Enter.

Practice

Create a new PNR for your client, Ms. Christine Barrozzo, who lives and works in your city. Add her name and work telephone number, 555-1717. Add your agency telephone number as well.

1. Display Chris' name on the itinerary window.

2. Add Chris' home telephone, 581-8282.

3. Change Chris' work telephone to 555-2179.

4. Ignore the PNR.

Add and Reorder Air Segments

To keep an itinerary in city and date sequential order, you may need to add or resequence air segments in the itinerary or add an ARNK segment.

Insert a New Segment

A customer may add a side trip to an existing itinerary, or fly into one city and then continue the journey from a different city.

To add an air segment, use following steps.

1. On the itinerary window, click the segment that the new segment is to follow.
   Keyboard: Use the Up and Down arrow keys to highlight the segment.

   Note: If you need to insert a segment before the first booked segment, select the first booked segment, add the new segment, and then reorder the segments.

2. Book the air segment.

   The new air segment appears after the selected segment.

   Note: To insert a segment before the 1st segment, right-click the Itinerary header, and add the new segment.

   Make sure you verify the ATFQ field after inserting a new segment.

Add ARNK Segments

When a customer decides to fly into one city and then continue the journey by flying out of another city, the journey between those two cities that is *not* flown is called the surface portion or ARNK (*arrival not known*.)

An ARNK segment is a placeholder in the itinerary. In an itinerary where a traveler is flying into one city and out of another, the cities are *not* considered sequential. An ARNK is needed to account for the surface portion of the trip.

To add an ARNK segment to your itinerary, use the following steps.

1. Display the itinerary.

2. Highlight the segment *before* the ARNK by clicking it.
    Keyboard: Use the Up and Down arrow keys to highlight the segment

3. Click the Air button, and select ARNK.
    Keyboard: Press Alt+A, K

    An Arrival Not Known automatically appears in the appropriate place in the itinerary.
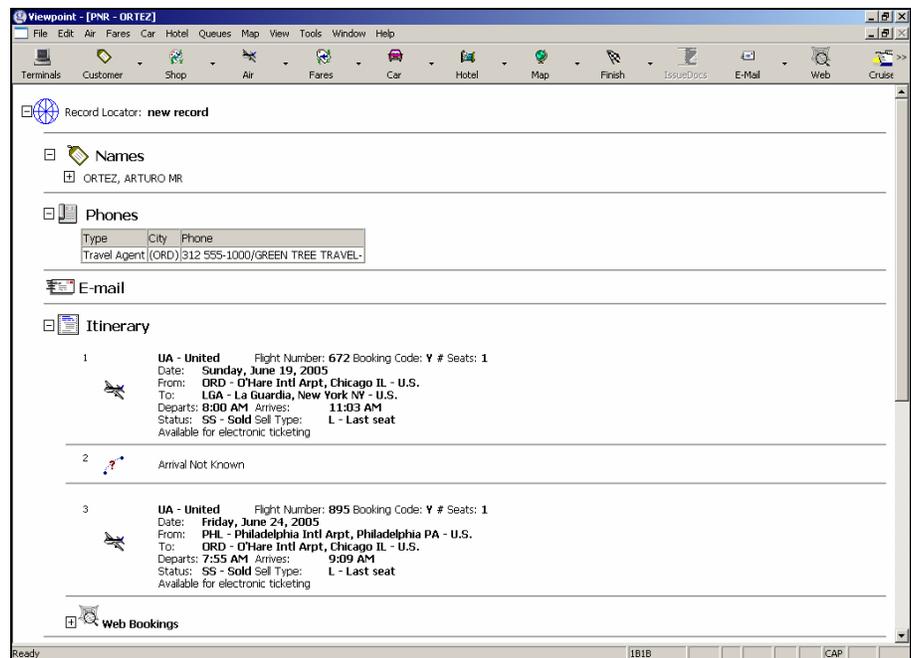
Practice

Use the following scenario to add an ARNK segment to an itinerary.

1. Six months from today, your customer wants to fly from Washington Dulles to Los Angeles on United Airlines. He plans to return to Washington Dulles from San Francisco 10 days later. Your customer commented that he prefers non-stop flights in the afternoon.

2. Search for availability.

3. From a single availability display, sell 'Y' class seats for both segments of his itinerary.
    a. from Washington Dulles to Los Angeles, *and*
    b. from San Francisco to Washington Dulles

4. After you have successfully sold the air segments, display the itinerary.

5. Insert an ARNK segment after your Los Angeles arrival segment.

6. Once completed, ignore the transaction in Viewpoint™.

Reorder Segments

You can change the order of segments in an itinerary. This is useful for itineraries where the segments are *not* in sequential order.

You use the Reorder Segments dialog to change the order of the segments. You can move any segment up or down using the buttons on the dialog.
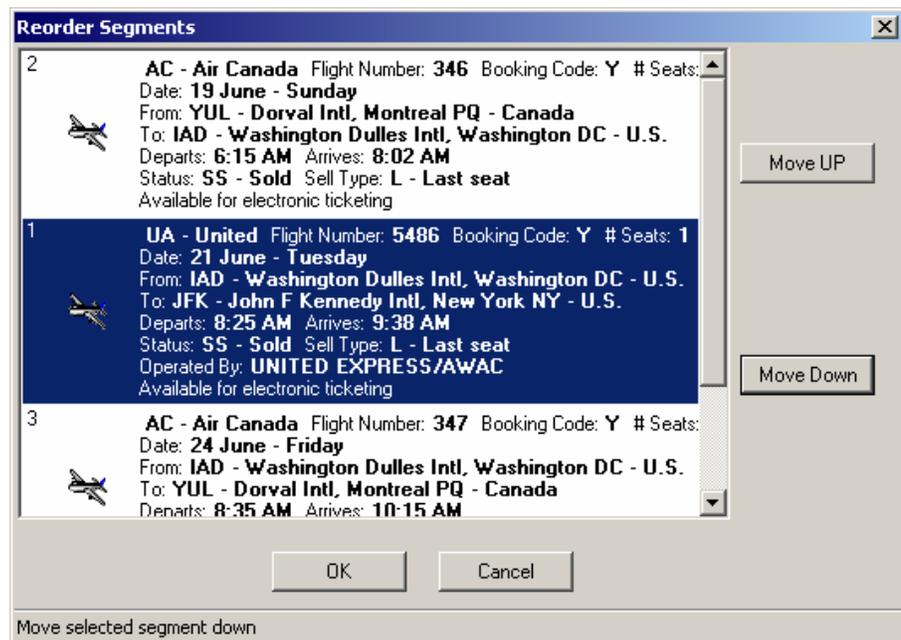
As you reorder segments within the Reorder Segments dialog, the segment's original sequence number is retained. The sequence numbers are changed after you OK the changes. In the example above, the first segment on the itinerary was moved after the second segment.

To reorder itinerary segments, use the following steps.

1. On the itinerary window, right-click any air segment.
   Keyboard: Use the Up and Down arrow keys to highlight a segment.

   The segment is highlighted.

2. Select Reorder Segments from the menu.
   Keyboard: Press Alt+T, R

   The Reorder Segments dialog box appears.

3. Click the segment you want to move.
   Keyboard: Use the Up and Down arrow keys to highlight the segment.

   The segment is highlighted.

3. Click Move Up or Move Down to change the placement of the highlighted segment.
   Keyboard: Tab to Move Up or Move Down and press Enter.

The segment is moved up or down.

Note: You can click and drag the segment within the Reorder Segments dialog box instead of using the Move Up and Move Down.

4. Click OK.
   Keyboard: Tab to OK and press Enter.

The segments are reordered on the itinerary window.

**Note:** Make sure you verify the ATFQ field after reordering segments.

Practice

1. Book any round trip from San Francisco to Calgary, AB, Canada for six months from now. Insert a one-way segment on United from Los Angeles to San Francisco after the first segment (San Francisco-Calgary) 5 months from now.

2. Reorder the segments so that the Los Angeles to San Francisco segment displays first.

Modify an Air Segment

Once you have booked an air segment, you can modify the status, time, class, or date. Modify an air segment after you have booked the itinerary and your customer needs to make changes or if a schedule change necessitates a status or time change.

To modify a booked air segment, use the following steps.

1. Highlight the segment to be modified by clicking it.
   Keyboard: Use the Up and Down arrow keys to highlight the segment

2. Click the right mouse button. Then click Modify on the menu.
   Keyboard: Press Alt+A, M

The Modify Air Segments dialog appears with the first air segment highlighted.

3. If modifying other than the first segment, click the segment you are modifying to highlight it.
    Keyboard: Use the Up and Down arrow keys to highlight the segment

4. In the lower section of the dialog display, click the type of change, then type the associated information in the blank box.
    Keyboard: Press Alt+'access key' where 'access key' is the underlined character of the change.

The following screen shows the departure date of the return flight changing from August 25 to August 26.

5. To complete the modification, click the OK button.
    Keyboard: Press Enter

    The Air Results window appears with the flight details and any messages the air vendor sends. Any subsequent Air Sell Results refer to the remaining air segments. To view the details, click the plus (+) sign to expand the information.

Practice

Access the General Air Availability Request dialog box in Viewpoint™. Use the following scenario to modify a sold air segment:

1. Your customer wants to fly one-way from Philadelphia to Denver on US Airways, departing three months from today. Add the flight to the Itinerary Planner.

2. Search for availability.

3. Sell one 'Y' class seat on the earliest departure from Philadelphia to Denver.

4. Display the itinerary.

5. The customer now decides to fly first class (F). Modify the segment that was just booked to reflect 'F' class.

Cancel Segments

You may need to cancel all or part of an itinerary when a customer's plans change or if a better flight becomes available.

You can select one or more segments to cancel, or cancel all segments.

Cancel Selected Segments

Cancel selected segments when your customer *no* longer needs part of the itinerary.

To cancel specific segments, use the following steps.

1. On the itinerary window, click the segment to be canceled. To select more than one segment, hold the Ctrl key down after selecting the first segment and click another segment.
   Keyboard: Use the Up and Down arrow keys to highlight a segment. To select more than one *consecutive* segment, hold the Shift key down, then use the Up or Down arrow key to highlight additional segments.

   The segment or segments are highlighted.

   Click the Customer button on the toolbar and select Cancel Segment(s).
   Keyboard: Press Alt+F, E

2. The selected segment or segments are cancelled and the Sell, Modify, Cancel – Vendor Summary dialog appears confirming the cancellation.

   Note: You can also:
   − Right-click the segment on the itinerary window and select Cancel Segment(s) from the shortcut menu.
   − Press the Delete key once segments to be cancelled have been highlighted.

Practice

Book any round trip from Dallas to Puerto Vallarta six months from now. . Cancel only the second segment, Puerto Vallarta to Dallas.

Cancel all Segments

Cancel all segments when your customer cancels the trip.

To cancel all segments, use the following steps.

1. Click the Customer button on the toolbar and select Cancel Itinerary.
   Keyboard: Press Alt+F, L

   The Galileo Viewpoint confirmation dialog box appears.
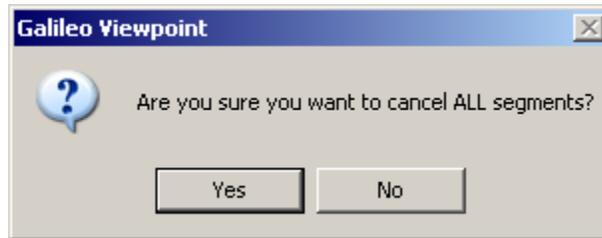
2. Click Yes.
   Keyboard: Press Alt+Y

   All segments are cancelled and the Sell, Modify, Cancel – Vendor Summary dialog appears confirming the cancellation.

Cancel and Rebook

Using Viewpoint™ you can easily cancel and rebook an air segment. Cancel and rebook one segment at time. Cancel and rebook a segment when your customer requests a change.

To cancel and rebook an air segment, use the following steps.

1. On the itinerary window, right-click the segment to be canceled and rebooked.
   Keyboard: Use the Up and Down arrow keys to highlight a segment.

   The segment is highlighted.

2. Click the Air toolbar button and select Cancel and Rebook via, and then select one of its options, e.g., General Availability, etc.
Keyboard: Press Alt+A, R (G, C, D, or F)
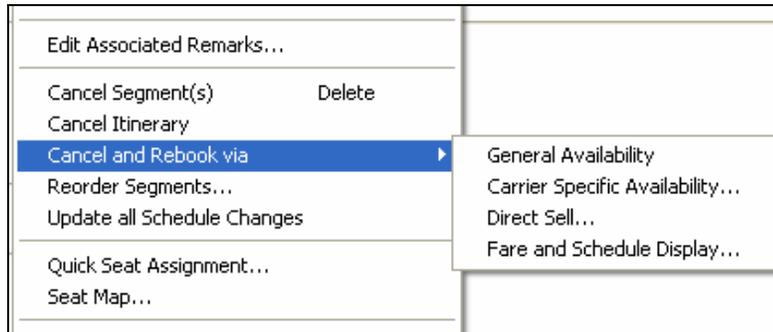
The corresponding dialog box appears.

3. Complete the requested dialog and sell the new air segment.

The new air segment replaces the existing segment.

Summary

In this module you learned how to:

- Retrieve a PNR

- Change the Name, Frequent Flyer, Phone, Address, Ticketing, and Form of Payment information.

- Add and reorder air segments.

- Waitlist air segments for the host airline (United) and other airlines.

- Cancel specific air segments or an entire itinerary.

Notes