



Document Producer Plus SMS

Version 6

User Guide

June 2012

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1. Introduction

1.1. Copyright Information

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1.2. The User Prompt Guide

This prompt guide aids the user in the following:

- 🌐 How to access the application from the Galileo Desktop application.
- 🌐 How to successfully utilise the application for the travel consultant.
- 🌐 Provides various screen shots to assist in the application usage.
- 🌐 How to personalise the application to your user details.

1.3. Technical Support & Call Logging

For any technical issues or support, please log a support call on the Travelsoft Support website:

- 🌐 <https://www.travelsoft.co.za/support>

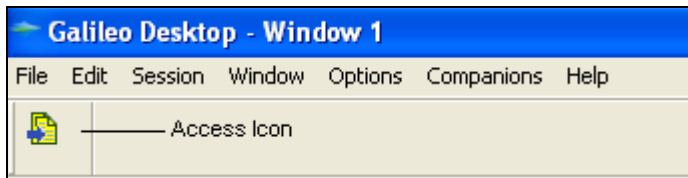
2. The Document Producer Application

This section provides a description of how to access the Document Producer application. It also identifies the menu options shown in the application and provides a basic step by step breakdown of functionality for each menu option.

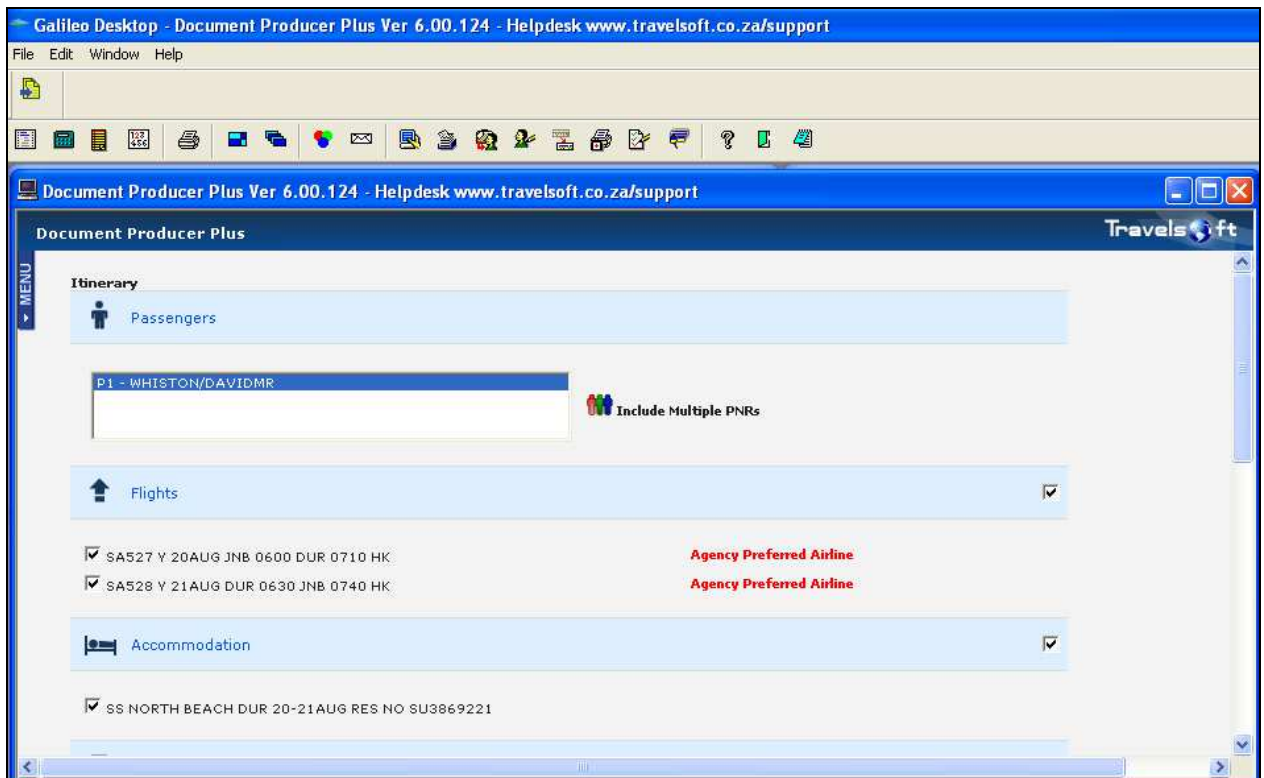
2.1. Accessing the Document Producer Application

The application is an integrated Galileo Desktop add-on which is accessed as follows:

- 1 Open the Galileo Desktop application.
- 2 Retrieve the required PNR.
- 3 From the Galileo Desktop terminals screen:
Click on the program Access Icon on the Viewpoint toolbar, as shown below:



- 4 The Document Producer screen will then display.



3. SMS Functionality

This section provides a description of how to utilise each of the menu options available in the application.

3.1. SMS Menu Option

This menu option is used to generate travel text messages to the travellers mobile phone. The SMS has two sub functions being:

1. Itinerary Tab - Used to generate messages with PNR Itinerary data.
2. General Messages Tab - Used to generate a typed message.



3.1.1. Itinerary Tab

The process on how to use the Itinerary tab is as follows:

- 1. Insert the Travellers` mobile number in the CELL NO field.
To copy the message to a second person, insert the Copy persons name and mobile number in the CC Field.
To send messages to an international mobile number insert the number in the international mobile number format: +449445551234

Passengers	
<input checked="" type="checkbox"/> P1 - WHISTON/DAVIDMR	CELL NO <input type="text" value="0828505166"/> <input type="button" value="STORE TRAVELLER"/>
<input type="checkbox"/> CC - <input type="text" value="ANN SMITH"/>	CELL NO <input type="text" value="0792251234"/>

- 2. To store the travellers mobile number into the system, click on the STORE TRAVELLER button. The Name filed in Galileo must have a Title, Firstname and Surname for the store traveller to work: WHISTON/DAVIDMR

Search Traveller:

- 1. To search for a stored travellers number, type the first 3 characters of the surname into the SEARCH TRAVELLER box.
- 2. The system will list all the stored travellers:

SEARCH TRAVELLER	WHI
SEARCH TRAVELLER	WHISTON 8TA DAVID MR >> 0815015532
SEARCH TRAVELLER	WHISTON DALUCI MISS >> 0720797446
	WHISTON DAVID MR >> 0828505166
	WHISTON DEAN MR >> 0760742467
	WHISTON MICKEY MISS >> 0727534195
	WHISTON MTN DAVID MR >> 0782285789

- 3. Select the correct traveller from the list. The message will then be sent to this travellers mobile number.
- 4. EMERGENCY CONTACT NUMBERS:
will include your office after hours or emergency number in the SMS message.
Select None if you dont want to add the information.

EMERGENCY CONTACT NUMBERS +27 82 850 5166

PNR Segments:

- All the segments in the PNR will be shown in the associated in sections according to the segment types as shown below.
- A Plus sign **+** on the right of the screen indicates that there is more information relating to the segment. Click on the Plus sign to show the additional details.
- Flights

Flights

- SA527 Economy 20AUG Departs Johannesburg 0600 Arrives Durban 0710 Confirmed
- SA528 Economy 21AUG Departs Durban 0630 Arrives Johannesburg 0740 Confirmed
- 1A Vendor Locator YOWUJB
- P1 Mileage Membership BA5001358 SA340692

Free Text

SEND PRE-TRIP SEND POST-TRIP **SMS FLIGHT DETAILS**

Flights (Segment Expanded)

SA527 Economy 20AUG Departs Johannesburg 0600 Arrives Durban 0710 Confirmed

SEAT	MEAL	OTHER
P1 <input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input checked="" type="checkbox"/> DT <input type="checkbox"/> AT <input type="checkbox"/> CI <input checked="" type="checkbox"/> TK

E-Tickets

Electronic Ticket **LOAD E-TICKETS**

- WHISTON/DAVIDMR SA Ref No YOWUJB Ticket No 0839901488214 APPEND IATA NO
- SA527 Economy 20 Aug Departs Johannesburg 0600 Arrives Durban 0710 Confirmed
- SA528 Economy 21 Aug Departs Durban 0630 Arrives Johannesburg 0740 Confirmed

SEND PRE-TRIP SEND POST-TRIP **SMS ETICKET DETAILS**

Accommodation

Accommodation

- Southern Sun North Beach Durban 20-21AUG Single ZAR1600.00 Res No SU3869221 Tel No 031-3327361

SMS HOTEL DETAILS

Vehicle

Vehicle

- Avis Group C KING SHAKA INTERNATIONAL KING SHAKA INT APT DURBAN 20AUG 0800 Res No 410661672A2 PEXP Tel 27 32 4367800

SMS VEHICLE DETAILS

Other

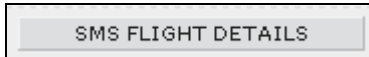
Other

- 20Aug **Avis Point To Point/cf-2a5464553**

SMS OTHER DETAILS

Message Button Functionality:

- Each item that is checked under a section will be included in the SMS message generated.
- The buttons under each section on the right hand side of the screen will generate messages for that specific section only:



- Send all selected Flights Details.



- Send E-Ticket Details for each selected Ticket



- Send Hotel Details for each selected Hotel Segment.



- Send Vehicle Details for each selected Car Segment.



- Send Details for each selected Other Segment.

- The buttons at the bottom of the screen function as follows:



- Send all checked sections on the screen.
- This is the same as clicking each of the above buttons individually.



- Send all the checked sections as one SMS Message.

- After the SMS message has been sent you will receive the following message:



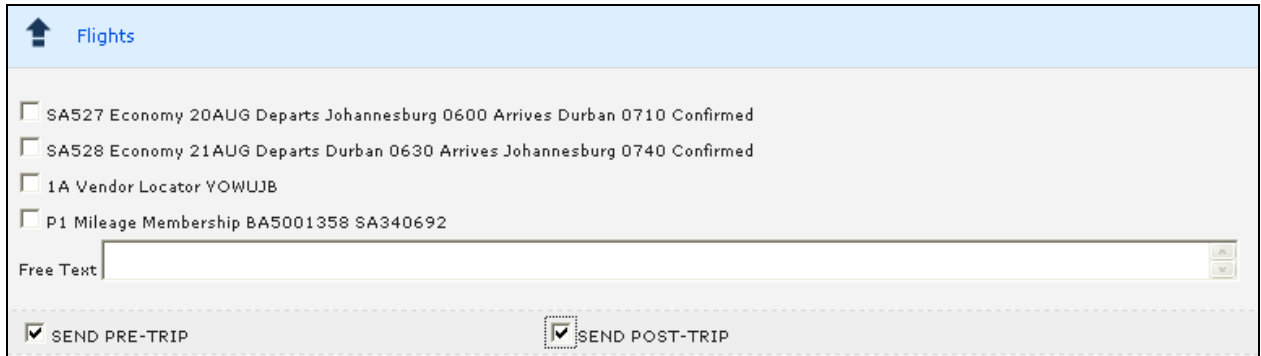
Send Pre-Trip & Post Trip Message Functionality:

- A Pre-Trip and Post-Trip message can also be scheduled, by checking the following buttons on the screen when sending a message:

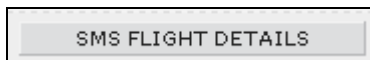


- A Pre-Trip message will be sent an hour before the first flight segment departure time.
- A Post-Trip message will be sent at the arrival time of the last flight segment in the itinerary. (Time Differences are taken into account on these messages)

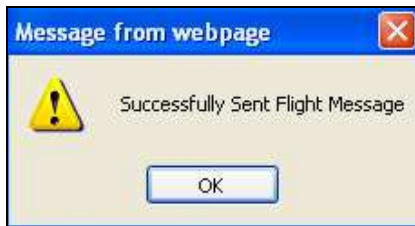
- These messages can also be sent on there own without sending a Flight or E-Ticket SMS.
- Un-Tick all the boxes in the section, and then tick the SEND PRE-TRIP and/or SEND POST-TRIP boxes.



- Then select the SMS FLIGHT DETAILS button to schedule these messages:



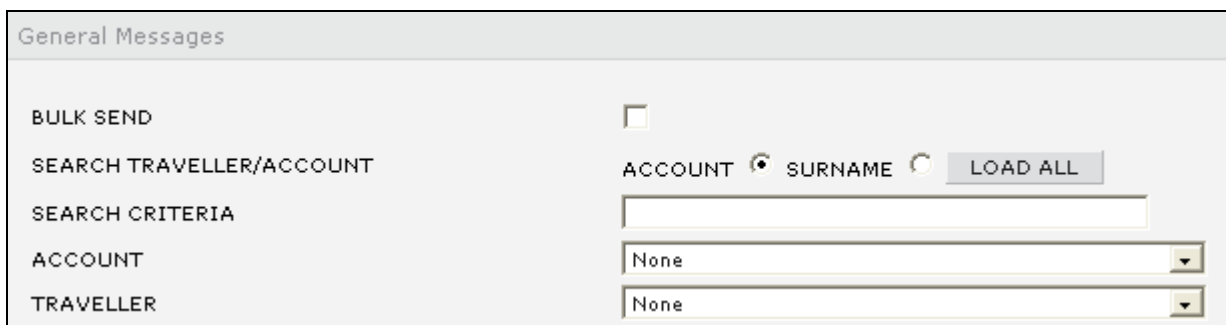
- After the message has been scheduled you will receive the following message:



3.1.2. General Message Tab

The General Message tab is used to send typed SMS message, the process on how to use the General Message tab is as follows:

- The top section is a search facility used to search for a stored Traveller that you want to send a message to.
- You are able to search by account or traveller surname:



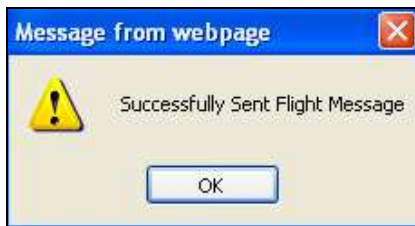
- Once the traveller is selected, type your message in the Message Details filed, and then click SEND MESSAGE.
- For a General Message you can also add the mobile number and traveller name manually, if you don't want to use the serach facility.

Insert the mobile number in the CELL NUMBER field.
Insert the travellers name in the NAME field.

- Type your message in the Message Details filed, and then click SEND MESSAGE.

Traveller Details	
CELL NUMBER	<input type="text" value="0828505166"/>
NAME	<input type="text" value="MR JONES"/>
Message Details	
MESSAGE (Message sent as typed)	<input type="text" value="Dear Mr Jones, Your visa is ready for collection."/>
<input type="button" value="SEND MESSAGE"/>	

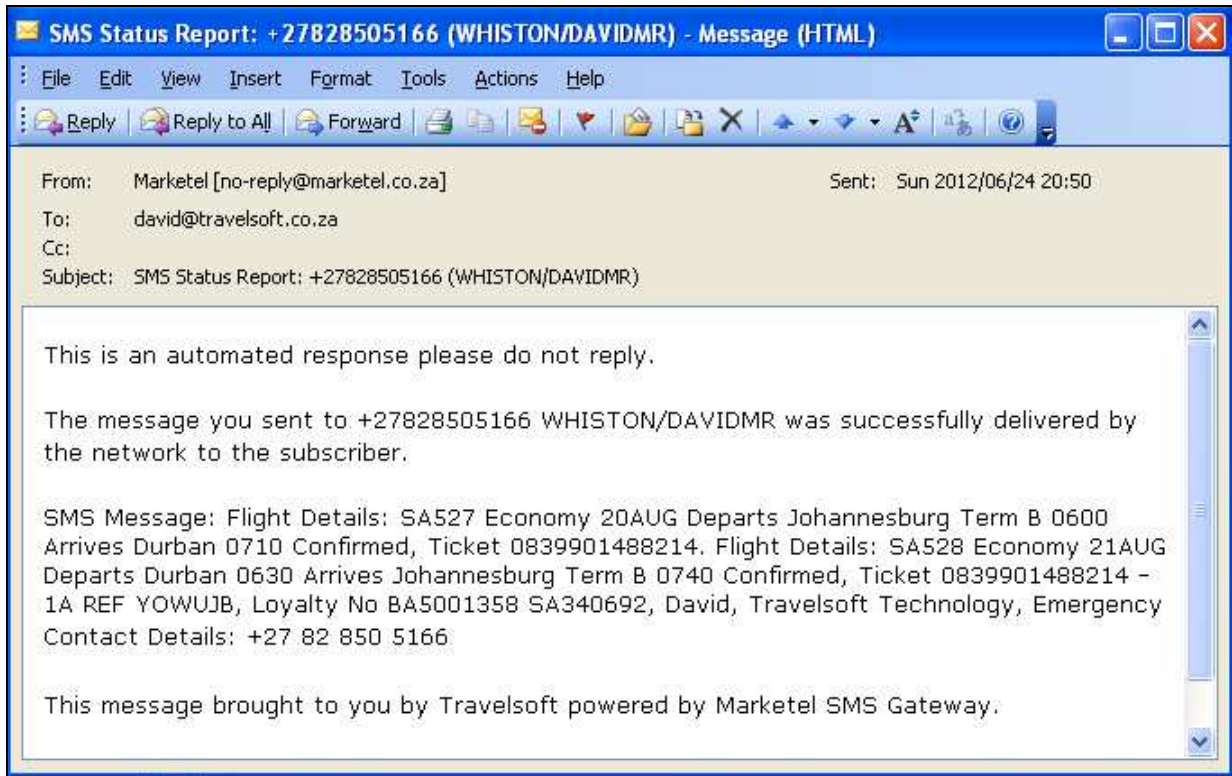
- After the SMS message has been sent you will receive the following message:



3.1.3. SMS Delivery Reports

The system will send you a delivery report to your email for every message generate. The email address that is used is the email address stored in the Configuration tab.

- A sample of the email delivery report is below:



3.1.4. SMS Replies

If a person replies to the received SMS Message, an email will be send back to you which will include the reply text that the person replied with.

3.2. SMS User Not Valid Message

The new version of the SMS in Document Producer Plus is activated by Galileo GTID (Galileo Terminal ID). Each users GTID needs to be activated in order to use the SMS function in the system

- If the following "User Not Valid For SMS Usage" message is received when accessing the SMS function, it means that your GTID is not Activated.



- If you receive a "User Not Valid for SMS Usage" message when accessing the SMS function. It means that you Galileo GTID is not active for this function. Please send us your Galileo Pseudo Code and Galileo GTID so we can activate it.

You can obtain your Galileo GTID by doing the following entry in Galileo:

>+J and enter

The response will be:

The Terminal Identifier is EX1Z1E

- Once you have your GTID, open our support website:

<https://www.travelsoft.co.za/support>

- Select "Submit a ticket"
- Complete the screen as shown below, and submit the Ticket:

Submit a ticket

[Travelsoft Support site](#) > [Travelsoft Helpdesk](#) > Submit a ticket

Please use the form below to submit a ticket. Required fields are marked with *

Name: *

E-mail: *

Category: *

Priority: *

Agency Name: *

Pseudo Code: *

Subject: *

Message: *

Submit ticket

- As soon as we receive the Ticket, your GTID will be activated for SMS Usage, and you will receive an email confirmation that it is done.

3.3. Consultant Configuration Menu Option

This option is used to update or modify user details which are inserted onto the documents generated. The process on how to set your user details is as follows:

- Select the Configuration option on the menu bar.
- On the following screen update your personal details:

Document Producer Plus

Configuration Low Cost Carriers Vatable Taxes Default Template

MENU

Consultant Configuration

CONSULTANT NAME	David
CONSULTANT SURNAME	Whiston
CONSULTANT DESIGNATION	Travel Consultant
PHONE NUMBER	+27 11 615 0393
FAX NUMBER	+27 11 615 0393
CONSULTANT EMAIL ADDRESS	david@travelsoft.co.za
CONSULTANT USER ID(Initials)	DW
PSEUDO CODE	3U59

- Select the ADD/UPDATE button to save the new details.

ADD/UPDATE

- You will need to close the application before the new details take effect.
- Only modify the information fields shown above as the rest of the fields are system settings which may effect the operation of the application if modified.

4. How to add booking segments not booked in Galileo

This section provides examples of Galileo entries of how to add segments not booked in Galileo into your booking file.

4.1. Passive Segments

It is important to structure your passive segment entries as close to proper GDS segment as possible. Passive segments added using the following entries will be identified by the system:

Air Segments

> 0T6123Y11AUGJNBCPTAK1/17001810

T6	1 TIME
JE	MANGO

Car Segments

>0CARZIBK1JNB10JUL-12JUL GROUP A/ARR-0900/DT-1000/SI-AVIS POINT TO POINT
VCHR 999999/RT-ZAR500.00/CF-ZA1234567890

Hotel Segments

>0HTLZZBK1JNBIN03JUN-OUT04JUNA1D/W-CITY LODGE PINELANDS *PINELANDS*021
339 0962/RT-ZAR900.00/CF-CONFIRM NO/NM-PAX NAME

Text Entries

>RT.T/16MAY*FREE TEXT/DT-ZAR550.00/SI-FREE FORMAT/CF-ABC123456

The text entries can be used to insert any information onto the itinerary, such as tours, transfers and even hotel or car segments not reserved through the GDS.

TUR Segments

0TURZZBK1JNB28SEP-FREE FORMAT TEXT/G-FREE FORMAT/SI-FREE FORMAT/RT-
ZAR550.00/CF-ABC123456