



Document Producer Plus

Version 6

User Prompt Guide

January 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.
- 🌐 How to access the application for Galileo Group booking files.

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>

- 🌐 For more details on logging support calls see Section 5 at the end of the document.

1.4. Product Documentation

Product Documentation can be found online at:

<https://www.travelsoft.co.za/documentation.htm>

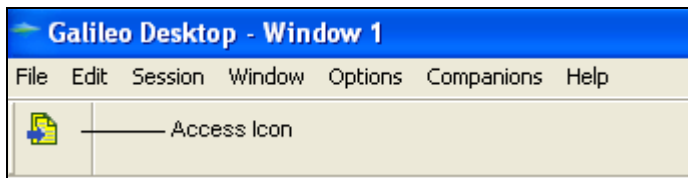
2. The Document Producer Plus Plus Application

This section provides a description of how to access the Document Producer Plus 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.

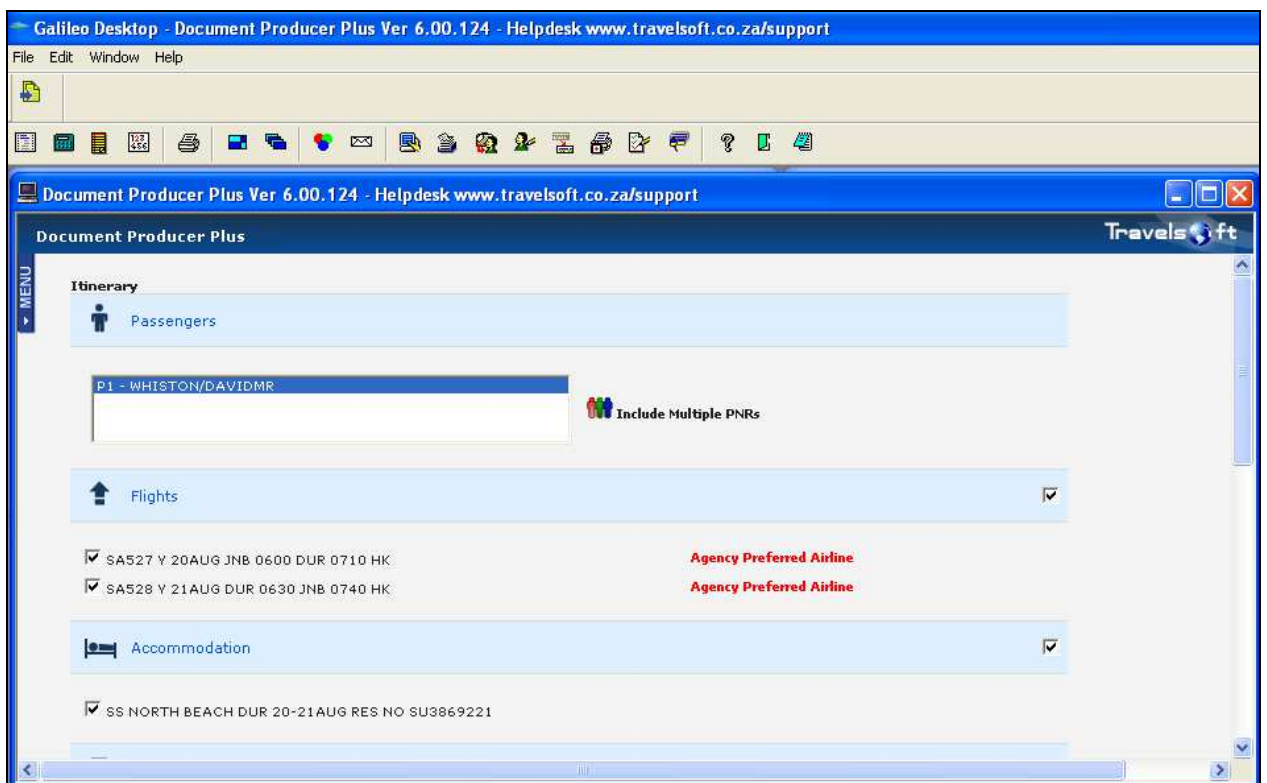
2.1. Accessing the Document Producer Plus Application

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:
- 4 Click on the program Access Icon on the Viewpoint toolbar, as shown below:

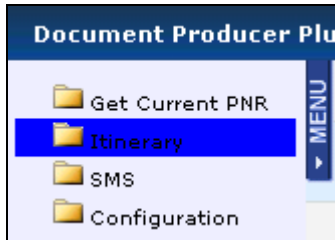


- 5 The Document Producer Plus screen will then display.



2.2. The Menu Options

Click on the blue menu button in the top left corner to expand the application menu. To close the application menu, click on the blue menu button.



The table below identifies and provides a basic description of each menu option.

Menu Option	Functionality Brief
Get Current PNR	This option will refresh the system data with the current PNR details in Galileo.
Itinerary	The most frequently used menu option. This option opens by default when the application starts. This section provides for the creation of itineraries with the option to include electronic ticket receipts at the end of the itinerary.
E-Tkt Receipt	This section provides for the creation of electronic ticket receipts with the options to include extra electronic ticket receipts as well as an itinerary after the electronic ticket receipts.
Confirmation	This section provides for the creation of a booking confirmation, including the filed fare details with the option to add service fee amounts per individual field fare.
Ticket Cover	This section provides for the creation of a ticket cover. A basic flight itinerary is produced on a word document.
Visa Itinerary	This section provides for the creation of a visa itinerary which is normally required by consulates when applying for a passenger's visa.
FF Quote	This section provides for two functions. One provides for the creation of a flight quotation from an existing booking and the other provides for a flight quotation comparison against the existing filed fare in the booking.
Create Quote	This section provides for the creation of a flight quotation and reservation for an itinerary routing inserted by the user.
SMS	This section provides for the creation of SMS messages, both itinerary data and manual typed messages.
Docs	This section provides for the retrieval of Confirmations & Quotations documents stored by the system.
Configuration	This section provides for the administration of the users personalised information details inserted on documentation creation and system default settings and templates.

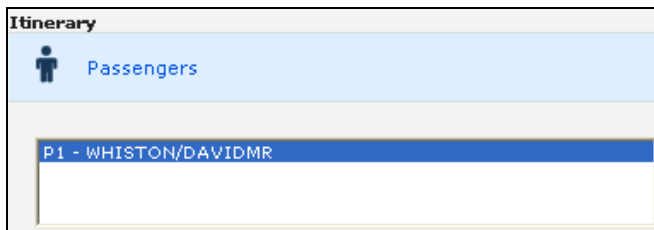
3. Menu Options In Detail

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

3.1. Itinerary Menu Option

This menu option is the default option displayed when the application is opened. The process on how to create an itinerary is as follows:

- Select the traveller or travellers you want to add to the itinerary.

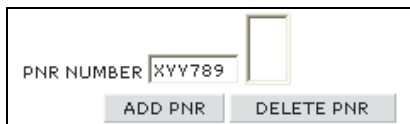


(Optional) Merging Multiple PNRs into one Itinerary:

- To merge other PNRs data into the itinerary, select the Include Multiple PNRs icon:



- This will display the additional PNRs screen:



- Insert the PNR of the additional PNR you want to add to the itinerary, and click ADD PNR.
- To delete an added PNR, highlight the PNR in the list box and click DELETE PNR.

Itinerary Segments:

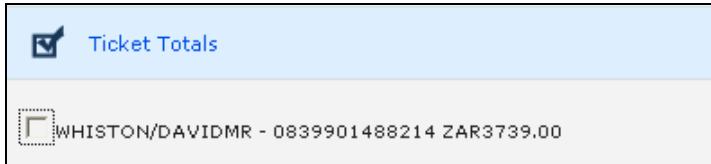
- All Galileo segments in the PNR will be identified and selected by default.
- Untick the itinerary segments that you don't want to include on the itinerary.



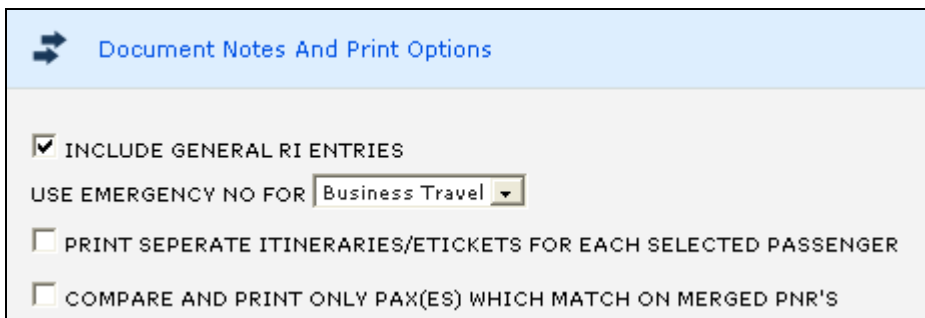
Note: RT entries will also be identified as itinerary segments, so you will need to untick any keep stay RT entries which may be present in the booking file.

Ticket Totals:

- 1 Ticket totals will also be selected by default. If you do not want to show the ticket totals on the document, untick the details as follows:



Document Notes and Print Options:



- 1 INCLUDE GENRAL RI ENTRIES:
will add the PNR RI. entry remarks to the document.
- 1 USE EMERGENCY NO FOR:
will include your office after hours or emergency number on the document. Select None if youdont want to add the information.
- 1 PRINT SEPERATE ITINERARIES/ETICKETS FOR EACH SELECTED PASSENGER:
will generate separate documents for each traveller name selected.
- 1 COMPARE AND PRINT ONLY PAX(ES) WHICH MATCH ON MERGED PNR'S:
when merging multiple PNRs into one itinerary, this option will only add travellers that exist on all the merged PNRs.

Itinerary Notes:

- 1 The system includes generic travel related information and agency terms and conditions which can be added to the document on sellection.
- 1 To access the Itinerary Notes click the ADD ITINERARY NOTES button:



- 1 This will open the system Notes screen where you can select any notes that you want added to the document. The notes screen is sectioned according to various document types that can be generated by the system. You can select any notes form any section to be included on you document that you are creating.
- 1 Select the required notes that you want added to your document:

- Then select the BACK TO ITINERARY button to return to the Itinerary screen:

Itinerary Type:

- The Itinerary offers 3 output formats which can be selected.
- Select the type of itinerary format required as follows:

- Select the CREATE ITINERARY button to generate the itinerary.

- This will open the Document Printing Info screen.

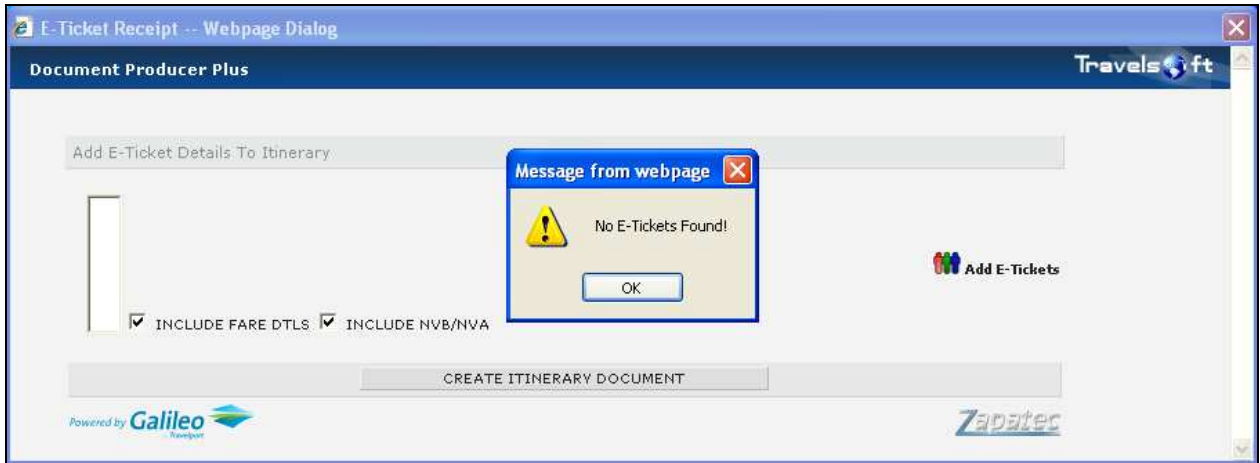
- PRINT HEADING FOR:**
this will default to your set default template in the configuration.
- PRINT TO:**
you can render the document to any of the options listed:
 - MS Word - Output the document into Microsoft Word.
 - MS Outlook - Output the document into an Outlook email.
Microsoft Outlook Required
 - Internet Explorer - Output the document to an Internet Explorer browser screen
- EMAIL ADDRESS:**

This is only used on the MS Outlook option and will use this email address entered as the recipients email address in the MS Outlook message.

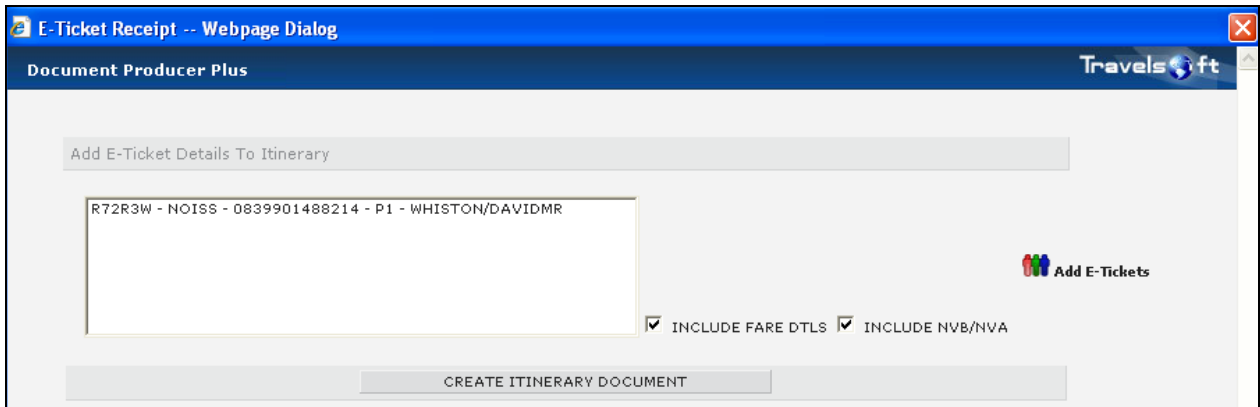
- Click OK to continue.
- The system will check for E-Tickets in the PNR and display the E-Ticket Receipt Screen.

E-Ticket Receipt Screen:

- If no E-Tickets are found the following screen will be displayed, Click OK to continue.



- If E-Tickets are found the following screen will be displayed:



- To include the E-Ticket with the itinerary, select the E-Ticket/s shown, so that they are highlighted blue.
- INCLUDE FARE DTLS:**
this is selected by default, and will add the fare details to the E-Ticket Receipt.
- INCLUDE NVB/NVA**
this is selected by default, and will add the Not Valid Before / After details to the E-Ticket Receipt.

(Optional) Adding Additional E-Tickets to the Itinerary:

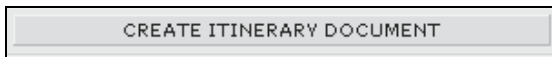
- To add any additional E-Ticket Receipts to the itinerary, select the Add E-Tickets icon:



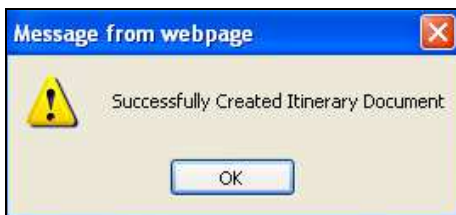
- 3 This will display the additional E-Tickets screen:



- 3 Insert the Ticket Number of the additional E-Ticket you want to add to the itinerary. You can add multiple additional E-Tickets, and they do not have to be included in the current PNR.
- 3 Click ADD E-TICKET, which will add the E-Ticket number to the list box on the right.
- 3 To delete an E-Ticket, highlight the E-Ticket in the list box and click DELETE E-TICKET.
- 3 Select the CREATE ITINERARY DOCUMENT button to generate the itinerary.



- 3 The system will now create the document to the output selected in the Document Printing Info screen, and once completed the following screen will be displayed:



3.2. e-Ticket Receipt Menu Option

The process on how to create electronic ticket receipts is as follows:

- 3 Select the E-Ticket Receipt option on the menu bar.
- 3 The system will retrieve all active generated electronic tickets in the booking file.
- 3 Select the electronic tickets you want to generate electronic ticket receipts for as follows:



Multiple passengers / ticket numbers can be selected.

The system will generate separate electronic ticket receipts for each passenger.

The PRINT SEP DOCS option when ticked will generate separate electronic ticket receipts when multiple ticket numbers is selected for the same passenger.

The INCLUDE FARE DETAILS option will include or exclude the fare details from the generated electronic ticket receipt.

- 3 (Optional) To include additional electronic ticket receipts, select the Add E-Tickets icon:



- 3 This will expand the screen to display the following:

TKT NUM	<input type="text"/>	P1 - LOUW/JANMR	<input type="text"/>
	<input type="button" value="ADD E-TICKET"/>	<input type="button" value="DELETE E-TICKET"/>	

- 3 Enter the additional electronic ticket number that you want to include on the electronic ticket receipt. (A maximum of 6 electronic tickets can be added)
- 3 Select the passenger to which the additional electronic ticket receipt must be added to.
- 3 Select the ADD E-Ticket button to add the electronic ticket number

Itinerary Segments:

- 3 To exclude an itinerary and only generate electronic ticket receipts untick all the itinerary segments.
- 3 To include an itinerary after the electronic ticket receipts leave the itinerary segments ticked that you want to include on the itinerary as follows:

<input checked="" type="checkbox"/>	Flights	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	BA6201 Y 01NOV JNB 0700 DUR 0810 HK	
<input checked="" type="checkbox"/>	BA6214 Y 11NOV DUR 1400 JNB 1510 HK	
<input checked="" type="checkbox"/>	Accommodation	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	SS SUNCOAST HTL TWR DUR 04-05NOV RES NO SU1205592 FULL ACCOUNT VOUCHER T3339901	
<input checked="" type="checkbox"/>	Vehicle	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	IM CDMR DUR PICKUP 01NOV 0810 DROP OFF 03NOV 1700 RES NO 17789599 VOUCHER T90001234	

Note: RT entries will also be identified as itinerary segments, so you will need to untick any keep stay RT entries which may be present in the booking file.

- 3 Select the CREATE ETICKET RECEIPT button to generate the electronic ticket receipts. The electronic ticket receipts will be created in a word document which you can edit before saving or emailing.

3.3. Confirmation Menu Option

The process on how to create a booking confirmation is as follows:

- 3 Select the Confirmation option on the menu bar.
- 3 Select the traveller or travellers you want to add to the confirmation.

- ⓘ (Optional) To include information from multiple booking files , select the Include Multiple PNRs icon:



- ⓘ This will expand the screen to display the following:

- ⓘ Add the PNR number and tick the relevant details from that booking file you want to incorporate into the confirmation.
- ⓘ Select the ADD PNR button.
(This process can be repeated to incorporate multiple PNRs.)

By default the application will generate all the flight segments as booked first followed by the stored filed fares on the confirmation document. If you wish to associate the flights to the related filed fare in that order on the confirmation document simply tick the ORDER FLIGHT OUTPUT BY FILED FARE option.

Itinerary Segments:

- ⓘ Untick the itinerary segments that you don't want to include on the itinerary as follows:

Note: RT entries will also be identified as itinerary segments, so you will need to untick any stay alive RT entries which may be present in the booking file.

Filed Fares:

- Untick the filed fares that you don't want to include on the confirmation as follows:

Filed Fares

FILED FARE 1 BA6211 BA6214/ZAR1161T 740B 317A 104V

- (Optional Service Fees)

To add your service fees to the filed fare click on the icon to expand the filed fares section as follows:

Filed Fares

FILED FARE 1 BA6211 BA6214/ZAR1161T 740B 317A 104V

SERVICE FEES

ADULT (Exc VAT)

- Add the required service fee amount excluding VAT applicable to the filed fare. The application will add the VAT to the service fee amount for domestic bookings. Note: The service fee added will show on the document as a service fee.

Service fee amounts can be added per individual field fare and passenger type. (Added service fee amounts will not be applied to any filed fares incorporated into the confirmation through the Include Multiple PNRs function)

- (Optional Fare Mark Up)

This option is only available if activated for your office in the system configuration. To mark up the filed fare click on the icon to expand the filed fares section as follows:

Filed Fares

FILED FARE 1 BA6201 BA6214/ZAR2597T 2000B 317A 280V

SERVICE FEES

ADULT (Exc VAT)

MARKUP

PERCENTAGE AMOUNT VALUE

- You have the option to mark up the Base Fare by either a percentage value or a specified amount. If no fare mark up is required you can leave the value as 0.00 Note: The fare mark up amount will be added to base fare on the document.

Select the required Mark up option required:

PERCENTAGE AMOUNT VALUE

Depending on the mark up option selected, enter the fare mark up percentage or fare mark up value in the VALUE box. The application will add the VAT to the Fare Mark Up for domestic bookings.

A Fare Mark Up can be added per individual field fare and passenger type.

(Added mark up values will not be applied to any filed fares incorporated into the confirmation through the Include Multiple PNRs function)

Confirmation Notes:

- 1 Tick the document notes that you want to include on the confirmation as follows:

The screenshot shows a 'Document Notes' panel with a list of checkboxes and expandable options. The 'DOMESTIC_TRAVEL_NOTES' checkbox is selected and highlighted with a dashed box. Other checkboxes include RESTRICTIONS, INTERNATIONAL_TRAVEL_NOTES, MEAL_SEAT_FOOTER, ACCOMODATION_FOOTER, VEHICLE_FOOTER, and OTHER_FOOTER. Each item has a '+' icon to its right.

- 2 (Optional) To exclude the actual booking class of the flight segments on the confirmation tick the following option:

EXCLUDE BOOKING CLASS

- 3 Select the CREATE CONFIRMATION button to generate the confirmation. The confirmation will be created in a word document which you can edit before saving or emailing.

3.4. Ticket Cover Menu Option

The basic functionality of this option is to add the flight details onto a word document. The process on how to create a ticket cover is as follows:

- 1 Select the Ticket Cover option on the menu bar.
- 2 Select the traveller you want to add to the ticket cover. (Only one traveller may be selected for this option)
- 3 Untick the itinerary segments that you don't want to include on the ticket cover as follows:

The screenshot shows a 'Passengers' section with a dropdown menu containing 'P1 - LOUW/JANMR'. Below it is a 'Flights' section with a list of flight segments, each with a checked checkbox: 'BA6211 O 17SEP JNB 1125 DUR 1235 HK' and 'BA6214 O 18SEP DUR 1300 JNB 1410 HK'. At the bottom, there is a 'CREATE TICKET COVER' button.

- 4 Select the CREATE TICKET COVER button to generate the ticket cover.

The ticket cover will be created in a word document which you can edit before saving or emailing.

3.5. Visa Itinerary Menu Option

The process on how to create a visa itinerary is as follows:

- 1 Select the Visa Itinerary option on the menu bar.
- 2 Select the traveller you want to add to the visa itinerary.
(Only one traveller may be selected for this option)
- 3 Untick the itinerary segments that you don't want to include on the visa itinerary as follows:

The screenshot shows a software interface for creating a visa itinerary. It features a 'Passengers' section with a dropdown menu containing 'P1 - LOUW/JANMR'. Below this is a 'Flights' section with a checkmark icon in the top right corner. Two flight options are listed, each with a checked checkbox: 'BA6211 O 17SEP JNB 1125 DUR 1235 HK' and 'BA6214 O 18SEP DUR 1300 JNB 1410 HK'. At the bottom of the interface is a button labeled 'CREATE VISA APPLICATION'.

- 4 Select the CREATE VISA ITINERARY button to generate the visa itinerary.
The ticket cover will be created in a word document which you can edit before saving or emailing.

3.6. Filed Fare Quotation Menu Option

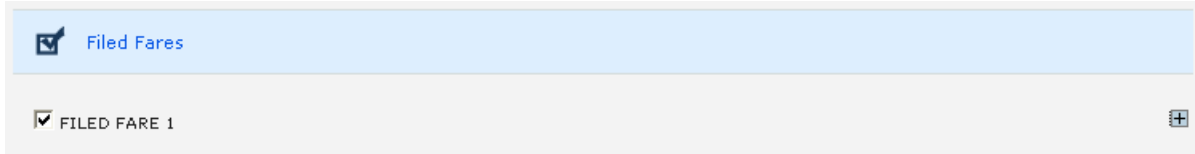
The active Galileo booking file must have a filed fare in order to use this option.
The process on how to create a filed fare quotation is as follows:


- 1 Select the filed fare quotation option on the menu bar.
- 2 Select the traveller or travellers you want to add to the quotation.

The screenshot shows a software interface for creating a filed fare quotation. It features a 'Passengers' section with a dropdown menu containing 'P1 - TRAVELSOFT/DEMOMR'.

Filed Fares:

- 1 Tick the filed fares that you want to include on the quotation as follows:



- 3 (Optional) To add your service fees to the filed fare click on the  icon to expand the filed fares section as follows:



- 3 Add the required service fee amount excluding VAT applicable to the quote routing. The application will add the VAT to the service fee amount for domestic bookings. Service fee amounts can be added per individual field fare and passenger type. Note: The service fee added will show on the document as a service fee.
- 3 Add the required fare mark up percentage or amount applicable to the quote routing. The application will add the VAT to the service fee amount for domestic bookings. Service fee amounts can be added per individual field fare and passenger type. Note: The fare mark up amount will be added to base fare on the document.

3.6.1. Filed Fare Quotation Options

There are two options available which are:

- Option 1: Generating a quotation directly from your filed fares.
- Option 2: Do a pricing comparison against your flight routing in your filed fares based on availability.

1. Creating a quotation directly from your filed fares.

- 3 Select the ADD NOTES AND CREATE QUOTE DOCUMENT button.
- 3 The following screen will be displayed:



Add your quotation notes if required.
 Select your document options if required,

- Select the CREATE QUOTE DOCUMENT button to generate the quotation.
 The quotation will be created in a word document which you can edit before saving or emailing.

2. Do a pricing comparison against your flight routing in your filed fares based on availability.

Search Parameters and Function Options:

SEARCH DIRECT FLIGHTS ONLY	<input type="checkbox"/>	SEARCH FULL FARES	<input type="checkbox"/>
PRIVATE FARE ACCOUNT CODE	<input type="text"/>		
INCLUDE QUOTATION SUMMARY	<input type="checkbox"/>		
ADD NOTES AND CREATE QUOTE DOCUMENT		FARE QUOTE SUPER BEST BUY	

SEARCH DIRECT FLIGHTS ONLY will only search for available direct flights.

By default the system will always search for the cheapest available options.
 SEARCH FULL FARES will only search for non restrictive fares such as full economy, full business or full first class fares based on your filed fare cabin classes.

To incorporate corporate or private fares in the search you can add the PRIVATE FARE ACCOUNT CODE.

INCLUDE QUOTATION SUMMARY will include a pricing summary on the quotation document.

- Select the FARE QUOTE SUPER BEST BUY button.
 The system will search Galileo simultaneously for fares and availability.

- The following results screen will be displayed:

Filed Fare 1 PNR Stored Fare : ZAR1161.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Cabin	Class	
BA - British Airways	JNB - O R Tambo International Arpt	DUR - Durban International	17/09/2007	BA6211	11:25	12:35	Economy	O - Economy	
BA - British Airways	DUR - Durban International	JNB - O R Tambo International Arpt	18/09/2007	BA6214	13:00	14:10	Economy	O - Economy <input checked="" type="checkbox"/>	

Filed Fare 1 Best Buy Option : ZAR 868.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Cabin	Class	
CE - Nationwide Air	JNB - O R Tambo International Arpt	DUR - Durban International	17/09/2007	CE432	16:20	17:30	Economy	Q	
CE - Nationwide Air	DUR - Durban International	JNB - O R Tambo International Arpt	18/09/2007	CE401	06:25	07:35	Economy	U <input type="checkbox"/>	

Filed Fare 1 Best Buy Option : ZAR 937.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Cabin	Class	
CE - Nationwide Air	JNB - O R Tambo International Arpt	DUR - Durban International	17/09/2007	CE416	11:45	12:55	Economy	V	
CE - Nationwide Air	DUR - Durban International	JNB - O R Tambo International Arpt	18/09/2007	CE401	06:25	07:35	Economy	U <input type="checkbox"/>	

Filed Fare 1 Best Buy Option : ZAR 994.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Cabin	Class	
CE - Nationwide Air	JNB - O R Tambo International Arpt	DUR - Durban International	17/09/2007	CE432	16:20	17:30	Economy	Q	
CE - Nationwide Air	DUR - Durban International	JNB - O R Tambo International Arpt	18/09/2007	CE435	18:20	19:30	Economy	V <input type="checkbox"/>	

The **Filed Fare PNR Stored Fare** is the flights and fare that you currently have booked. The **Filed Fare Best Buy Option** is available alternate flight and fares.

- 3 To view the Fare Breakdown select the Fare Breakdown button as described in the create your own quote menu option.
- 3 To view the Fare Rules select the Rules button as described in the create your own quote menu option.
- 3 Select the options that you require.

Best Buy Option : ZAR 6628.00									
Rules									
Fare Breakdown									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Cabin	Class	
SA - South African Airways	JNB - O R Tambo International Arpt	LHR - Heathrow	01/10/2007	SA234	20:10	06:25	Economy	L	
SA - South African Airways	LHR - Heathrow	JNB - O R Tambo International Arpt	30/10/2007	SA235	18:00	07:05	Economy	L	<input checked="" type="checkbox"/>

The **Filed Fare PNR Stored Fare** will always be ticked by default.

- 3 Add your quotation notes and select one of the function options required as described in the create your own quote menu option.

QUOTE ONLY
 BOOK - SAME WORK AREA
 BOOK - DIFFERENT AREAS
 START FROM ACTIVE AREA

EXCLUDE TICKETING DEADLINE
 EXCLUDE BOOKING CLASS

- 3 Select the CREATE QUOTE DOCUMENT button to generate the quotation. The quotation will be created in a word document which you can edit before saving or emailing.

3.7. Create My Own Quote Menu Option

This option allows you to search for flights and fares simultaneously enabling you to create a flight quotation and flight booking from scratch. This option does not require an active Galileo booking file, only the travellers names must be entered into Galileo before using this option. The travellers names must include surname, first name and title. The reason for the traveller names to be present in Galileo is that the application uses the Galileo name field identify the traveller type when searching for fares, as well as uses the names in the generated quotation document. For 1 Time bookings a first name is required.

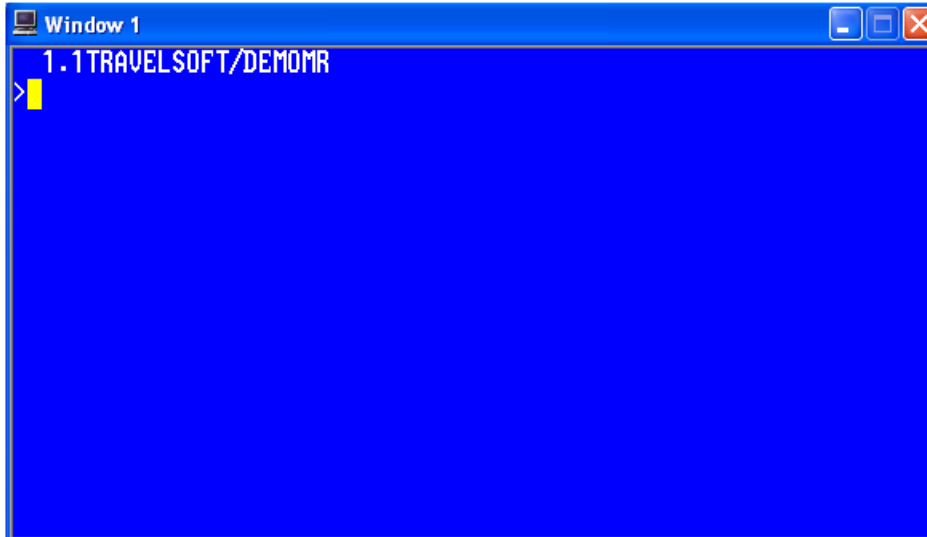
Children and infants will be identified by the passenger type code in the name remarks field, as follows:

Child N.SMITH\JACK MSTR*P-C09

Infant N.I\SMITH\JANE MISS*09FEB07 P-INF

The process on how to create your own quotation is as follows:

- 3 Enter the traveller names for the quote into Galileo.



- ④ Select the create your own quote option on the menu bar.
- ④ Select the traveller or travellers you want to add to the quotation.
- ④ To select multiple names press & hold the ctrl button the keyboard and then select each name with your mouse.

Create Own Quote				
Passengers				
No	Passenger Name	Type	Age	Description
P1	TRAVELSOFT/DEMOMR	ADT		Adult

- ④ Use the following input screen to build and add your itinerary segments:

Create My Own Quote	
FROM	JNB (e.g. JNB)
START DATE	15-06-2011 DD-MM-YYYY
TIME	08:00 APPLY 1 HOUR TIME WINDOW <input type="checkbox"/>
TO	CPT (e.g. LON)
CLASS	Economy
<input type="button" value="ADD FLIGHT SEGMENT"/> <input type="button" value="UPDATE FLIGHT SEGMENT"/> <input type="button" value="DELETE FLIGHT SEGMENT"/>	

The system will automatically search flight times for the entire day unless you tick the "APPLY 1 HOUR TIME WINDOW" option. This will then apply a 1 hour departure time window each way from the time stipulated.

The calendar component can be used to select the start date, which is shown below, or you may manually enter the start date in the following format DD-MM-YYYY

Example: 15 June 2011 must be entered as 15-06-2011

↑ Create My Own Quote

FROM: JNB (e.g. JNB)

START DATE: 15-06-2011 DD-MM-YYYY

TIME: 08:00 APPLY 1 HOUR TIME WINDOW

TO: CPT (e.g. LON)

CLASS: Economy

June, 2011						
Today						
wk	Mon	Tue	Wed	Thu	Fri	Sat Sun
22			1	2	3	4 5
23	6	7	8	9	10	11 12
24	13	14	15	16	17	18 19
25	20	21	22	23	24	25 26
26	27	28	29	30		

ADD FLIGHT SEGMENT UPDATE FLIGHT SEGMENT DELETE FLIGHT SEGMENT

- Select the ADD FLIGHT SEGMENT button to add the required flight sector to the routing table.

From	Date	Time	To	Class	Seats
JNB	20110615	0800	CPT	Y	1A 0C 0I

- Once a sector has been added the routing in the input screen will automatically be reversed.
- Repeat the above process if additional flight sectors are required.
- Below is an example of the routing table with return flights JNB CPT CPT:

From	Date	Time	To	Class	Seats
JNB	20110615	0800	CPT	Y	1A 0C 0I
CPT	20110616	0800	JNB	Y	1A 0C 0I

- To Edit or delete a flight segment from the routing table the process is as follows:
- EDIT - Flight Segments Details:

FROM: JNB (e.g. JNB)

START DATE: 15-06-2011 DD-MM-YYYY

TIME: 08:00 APPLY 1 HOUR TIME WINDOW

TO: CPT (e.g. LON)

CLASS: Economy

ADD FLIGHT SEGMENT UPDATE FLIGHT SEGMENT DELETE FLIGHT SEGMENT

From	Date	Time	To	Class	Seats
JNB	20110615	0800	CPT	Y	1A 0C 0I
CPT	20110616	0800	JNB	Y	1A 0C 0I

- Click on the flight segment to be edited in the routing table so that it is highlighted.
- Modify the segment details using the input screen.
- Click the UPDATE FLIGHT SEGMENT button to modify the details in the routing table.

- DELETE - Flight Segments Details:

FROM	JNB	(e.g. JNB)
START DATE	15-06-2011	DD-MM-YYYY
TIME	08:00	APPLY 1 HOUR TIME WINDOW <input type="checkbox"/>
TO	CPT	(e.g. LON)
CLASS	Economy	

From	Date	Time	To	Class	Seats
JNB	20110615	0800	CPT	Y	1A 0C 0I
CPT	20110616	0800	JNB	Y	1A 0C 0I

- Click on the flight segment to be deleted in the routing table so that it is highlighted.
- Click the DELETE FLIGHT SEGMENT button to remove the details in the routing table.

Additional Quote Options/Parameters:

Additional Quote Options/Parameters

SEARCH FOR SPECIFIED AIRLINE/S SEARCH DIRECT FLIGHTS ONLY SEARCH FULL FARES

PRIVATE FARE ACCOUNT CODE QUOTE IN USD

QUOTE SEGMENT FARES

SEARCH DOWNGRADABLE CLASSES (WHEN NO AVAILABILTY FOUND ON SPECIFIED CABIN CLASSES)

INCLUDE QUOTATION SUMMARY

ADULT SERVICE FEE (Exc VAT)

MARKUP PERCENTAGE AMOUNT VALUE

SEARCH FOR SPECIFIED AIRLINE/S

- To search for specific carriers, enter the carrier code if each field.
- A maximum of 2 carriers can be inserted.
- If the fields are left blank the system will search across all airlines.

SEARCH DIRECT FLIGHTS ONLY

- If selected the system will only search for direct flights on each of the routing legs.

SEARCH FULL FARES

- By default the system will always search for the cheapest available options.
- If this option is selected the system will only search non restrictive fares such as full economy, full business or full first class fares based on your filed fare cabin classes.

PRIVATE FARE ACCOUNT CODE

- Add the private fare account code, if you want the system to include these fare options in the search.

QUOTE IN USD

- This option is only used for markets where multiple fare currencies are utilised within the Galileo system.

QUOTE SEGMENT FARES

- This option is used for domestic routings if one way fare pricing is required.
- The search result will the show one way fares for each leg in the routing table.

SEARCH DOWNGRADABLE CLASSES

- This option will return lower cabin class options in the result if the desired First or Business classes selected in the input screen are not available.

INCLUDE QUOTATION SUMMARY

- This option will include a pricing option summary at the top of the quotation document.

SERVICE FEE

- Add the required service fee amount excluding VAT applicable to the quote routing.
- The application will add the VAT to the service fee amount for domestic bookings.
- Service fee amounts can be added per individual field fare and passenger type.
- Note: The service fee added will show on the document as a service fee.

MARKUPS

- Add the required fare mark up percentage or amount applicable to the quote routing.
- The application will add the VAT to the service fee amount for domestic bookings.
- Note: The fare mark up amount will be added to base fare on the document.

Note: Any Fee or markup added will be applied to all the fare options returned and will be included in the total cost displayed on the screen.

- 🌐 Select the GET FARE QUOTE SUPER BEST BUY button to start the search.
- 🌐 Low Cost Carrier Logins Screen

- This screen will be displayed if the system identifies that Kulula or 1 Time operate on the routing to be quoted.

Low Cost Carrier User Logins

CARRIERS: 1 Time Airlines | SEARCH TEXT:

Description
1 Time Travel Dynamics Login
1Time System Login

PREVIOUS PAGE | NEXT PAGE

JETSETTER GUID

ADD LOGIN CODE TO LIST

Airline Code	Selected User Login	Profile GUID
T6	1Time System Login	

FINISH | DELETE CODE | CLOSE WINDOW

- Select the low cost carrier for which you want to displayed stored logins.
- If many logins are stored you can search for the login required by entering the login description in the SEARCH TEXT field.

- Select the required login from the list.
- Click on the ADD LOGIN CODE TO LIST button to add the login to the login table.
- Repeat the above process to add other low cost carrier logins.

- Click FINISH start the search.
- If no low cost carrier are required in your search, do not add any logins, just click FINISH
- The system will now shop for options based on availability and fares.
- The available flights and fares options returned will be displayed from lowest to highest, as shown below:

Best Buy Option : ZAR 1778.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Class	Rules	Fare Breakdown
MN - Kulula air	JNB - All Airports (JNB / HLA)	CPT - Cape Town International	15/06/2011	MN465	17:10	19:15	Y HLACTP		Economy
MN - Kulula air	CPT - Cape Town International	HLA - Lanseria International Arpt	16/06/2011	MN494	12:15	14:10	Y		Economy

Best Buy Option : ZAR 1796.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Class	Rules	Fare Breakdown
BA - British Airways	JNB - O R Tambo International Arpt	CPT - Cape Town International	15/06/2011	BA6441	06:05	08:15	0		Economy
BA - British Airways	CPT - Cape Town International	JNB - O R Tambo International Arpt	16/06/2011	BA6400	06:15	08:15	0		Economy

Best Buy Option : ZAR 1808.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Class	Rules	Fare Breakdown
MN - Kulula air	JNB - All Airports (JNB / HLA)	CPT - Cape Town International	15/06/2011	MN453	14:55	17:00	Y HLACTP		Economy
MN - Kulula air	CPT - Cape Town International	JNB - All Airports (JNB / HLA)	16/06/2011	MN104	14:35	16:35	Y CPTJNB		Economy

Best Buy Option : ZAR 1840.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Class	Rules	Fare Breakdown
SA - South African Airways	JNB - O R Tambo International Arpt	CPT - Cape Town International	15/06/2011	SA303	06:00	08:10	G		Economy
SA - South African Airways	CPT - Cape Town International	JNB - O R Tambo International Arpt	16/06/2011	SA314	08:00	10:00	L		Economy

Best Buy Option : ZAR 1858.00									
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Class	Rules	Fare Breakdown
MN - Kulula air	JNB - All Airports (JNB / HLA)	CPT - Cape Town International	15/06/2011	MN465	17:10	19:15	Y HLACTP		Economy
MN - Kulula air	CPT - Cape Town International	JNB - All Airports (JNB / HLA)	16/06/2011	MN104	14:35	16:35	Y CPTJNB		Economy

- To view the Fare Breakdown for a specific option, select the Fare Breakdown button.
- A pop up window will be displayed showing the fare details as well as any fee or markup added:

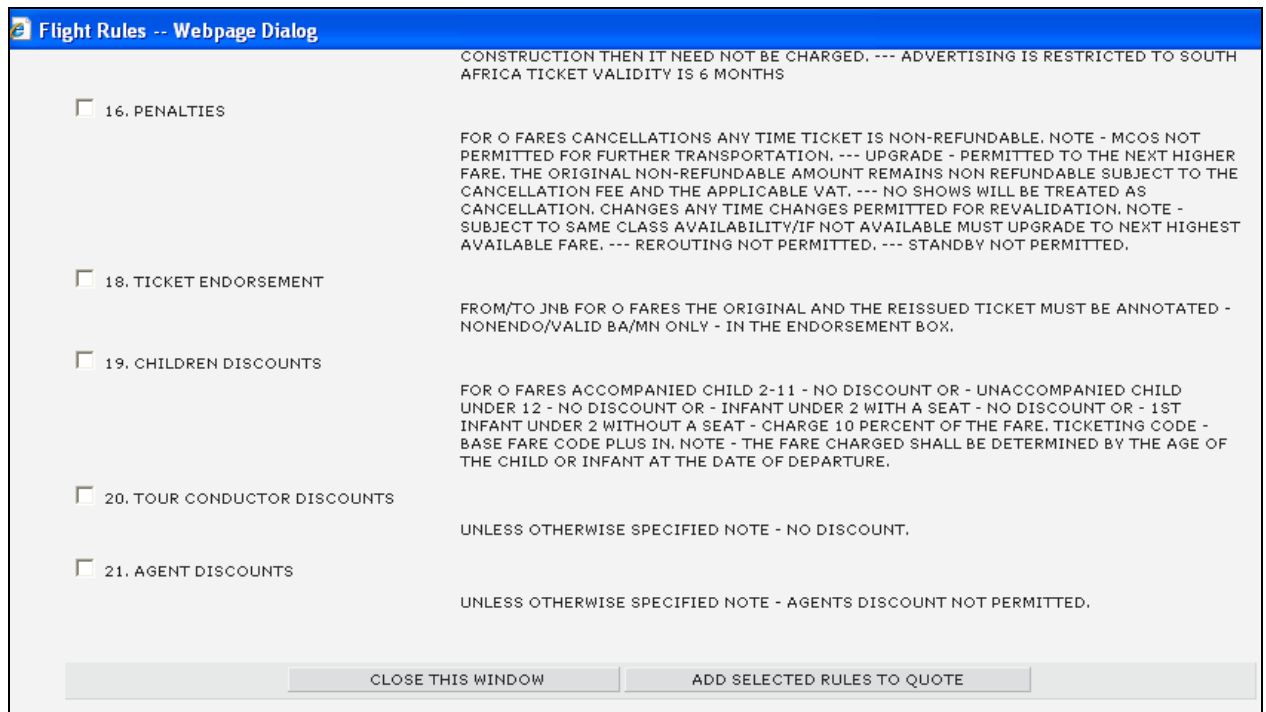
Document Producer Plus		Travelsoft
*** Adult - PT Code : ADT ***		
BASE FARE AMOUNT	ZAR740.00	
VAT ON FARE	ZAR104.00	
AIRPORT TAX	ZAR952.00	
SERVICE FEE	ZAR0.00	
VAT ON SERVICE FEE	ZAR0.00	
MARK UP VALUE	ZAR0.00	
MARK UP VAT	ZAR0.00	
LAST TICKET DATE	20110412	
=====		
TOTAL ZAR1796.00		
=====		
Powered by Galileo		

- To view the Fare Rules for a specific option, select the Rules button.
- **Note:**
- The system cannot display the Fare Rules for selected Private Fares, as well as Kulula.
- The Fare Rules option will be displayed.
- Click OK (Detailed Rules) or Cancel (Summary Rules)

- It is recommended that Detailed Rules are always used.



- Tick the required rule paragraphs that you want added to the quotation for that option, and select the ADD SELECTED RULES TO QUOTE.
- Rules will need to be added for each fare option that you select.



- Select OK to the Rules Added message.



- This will return you to the flight options page.
- Where a flight options are in a drop down box it means that there are multiple flight options available for that fare.

Flight	Departs	Arrives	Class
MN6441	06:05	08:15	Y JNBCPT
MN6441	06:05	08:15	Y JNBCPT
MN6401	07:00	09:10	Y JNBCPT
MN493	09:35	11:40	Y HLACPT
MN6413	09:40	11:50	Y JNBCPT
MN6409	10:40	12:50	Y JNBCPT
MN6417	12:50	15:00	Y JNBCPT
MN6419	14:00	16:10	Y JNBCPT
MN6425	15:00	17:10	Y JNBCPT

- To include an option on your quote, simply tick the option/s required on the screen.

Best Buy Option : ZAR 1548.00				Rules	Fare Breakdown			
Airline	Departs	Arrives	Date	Flight	Departs	Arrives	Class	Cabin
MN - Kulula air	JNB - All Airports (JNB / HLA)	CPT - Cape Town International	15/08/2011	MN6441	06:05	08:15	Y JNBCPT	Economy
MN - Kulula air	CPT - Cape Town International	JNB - All Airports (JNB / HLA)	16/08/2011	MN450	06:00	07:55	Y CPTHLA	Economy

- Repeat the above steps until you have selected all the flight options your require for your quotation. (You will need to add the rules for each option selected)
- To add general quotation notes select the ADD QUOTATION NOTES button, which will display the following screen:

Document Notes

GENERAL_NOTES

DOMESTIC_TRAVEL_NOTES

INTERNATIONAL_TRAVEL_NOTES

HOLDING_FLIGHT_RESERVATIONS

NOT_HOLDING_FLIGHT_RESERVATIONS

- Tick the notes required to be added to the quotation.
- Select the BACK TO FQSBB RESULTS button which will take you back to the flight options page.
- To add Timatic Visa or Health Information to the quotation document, select the required button and complete the screen with the destination requirements.

- Quotation Generation Options

QUOTE ONLY
 BOOK - SAME WORK AREA
 BOOK - DIFFERENT AREAS
 START FROM ACTIVE AREA

EXCLUDE TICKETING DEADLINE
 EXCLUDE BOOKING CLASS
 EXCLUDE FLIGHT NO
 INCLUDE FLIGHT INFO

QUOTE ONLY:

- Will only generate a quotation document.

BOOK – SAME WORK AREA: (See Book Option details below)

- Will generate a quotation document as well as book all the selected flight options in the active Galileo work area.

BOOK – DIFFERENT AREAS: (See Book Option details below)

- Will generate a quotation document as well as book the first 4 selected flight options in next available Galileo work areas (areas B, C, D, E)
- If you select the Start from active area, the first 5 selected flight options will be booked in the next available Galileo work areas starting from the current active work area (areas A, B, C, D, E)

Important Hint

- If you are booking multiple options, it is suggested that you use the (BOOK – DIFFERENT AREAS) option especially when the same flight is being booked in different classes. This will avoid the airline cancelling one of the flight segments for being duplicates.

START FROM ACTIVE AREA:

- Tells the system to start booking the selected flight options in your active or current Galileo work area before moving to the next work area.

(Optional) To exclude the ticketing deadline for each flight option on the quotation, tick the following option:

EXCLUDE TICKETING DEADLINE

(Optional) To exclude the actual booking class of the flight segments on the quotation tick the following option:

EXCLUDE BOOKING CLASS

(Optional) To exclude the flight number on the quotation tick the following option:

EXCLUDE FLIGHT NO

(Optional) To include the flight information such as terminals, flying time on the quotation tick the following option:

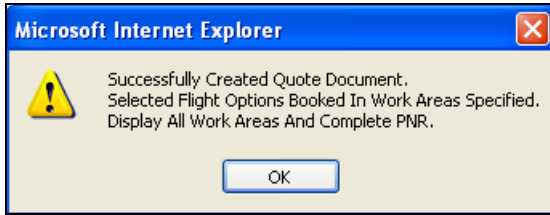
INCLUDE FLIGHT INFO

- 🌐 Select the CREATE AIR QUOTE DOCUMENT button to generate the quotation. The quotation will be created in a word document which you can edit before saving or emailing.

3.7.1. Book Option Details

This section provides a description of how the Book Option functions.

- 🌐 If either the (Book - Same Work Area) or (Book – Different Areas) option is selected when generating the Quote Document, the system will generate the quotation document into Microsoft Word and at the same time in book the selected flight options in Galileo.
- 🌐 Once the Quotation document has been completed you will receive the following message box:



- ④ Select OK
- ④ The following Booking Results page will be displayed:

Booking Results			
AREA BOOKED	SEGMENT	STATUS	INFO
CURRENT	VS0602 N 1 OCT 2007 JNB 2100 LHR 0655	HS	DEPARTS JNB TERMINAL A - ARRIVES LHR TERMINAL 3 *** FLT DEPARTS JNB INTERNATIONAL - ARRIVES LHR TERMINAL 3 *** *** ATTN ALL ** PLSE TAKE DESTINATION TEL CTC NUMBERS ***
CURRENT	VS0601 N 30 OCT 2007 LHR 1755 JNB 0700	HS	DEPARTS LHR TERMINAL 3 - ARRIVES JNB TERMINAL A *FLT DEPARTS LHR TERMINAL 3 - ARRIVES JNB INTERNATIONAL* *** ATTN ALL ** PLSE TAKE DESTINATION TEL CTC NUMBERS *** ADD ADVANCE PASSENGER INFORMATION SSRS DOCA/DOCO/DOCS PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES
CURRENT	SA0234 L 1 OCT 2007 JNB 2010 LHR 0625	HS	DEPARTS JNB TERMINAL A - ARRIVES LHR TERMINAL 1 *ETKT RECEIPT REQUIRED FOR ETKT PAX*
CURRENT	SA0235 L 30 OCT 2007 LHR 1800 JNB 0705	HS	DEPARTS LHR TERMINAL 1 - ARRIVES JNB TERMINAL A *ETKT RECEIPT REQUIRED FOR ETKT PAX* ADD ADVANCE PASSENGER INFORMATION SSRS DOCA/DOCO/DOCS PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES

IMPORTANT NOTE:

It is very important that you verify on the Booking Results page that all the selected flight segments have been successfully been booked in Galileo and show an HS status in the STATUS column.

The AREA BOOKED column on the Booking Results page identifies in which Galileo work area the selected flight segments have been booked.

The SEGMENT column on the Booking Results page shows the flight segments booked.

The INFO column on the Booking Results page shows the flight segments booking information, which is normally displayed in Galileo when booking a flight manually.

- ④ Once you have verified the booking results, return you to the Galileo terminal screens.
- ④ Enter the display record entry in Galileo >*R to display the booked flights, as shown below:

```

Window 1
1.1 TRAVELSOFT/DEMOMR
1. SA 303 G 15JUN JNBCPT HS1 0600 0810 0 E WE
2. SA 334 G 16JUN CPTJNB HS1 1255 1455 0 E TH
NOTE-DP*DOCUMENT NUMBER : R03U59DW91 16 11APR 2146Z
>

```

- Again verify that the flights displayed in Galileo match the successfully booked flights displayed on the Booking Results page, as well as on the quotation document.
- All you need to do now is add your clientfile if required, fare quote the applicable segments and end your booking file.

3.7.2. Flight Booking System Information

- When the book option is selected the system will book the selected flights as follows:

Galileo Carriers (Carriers Available in the Galileo GDS System):

- The system will book these carriers in Galileo.

Kulula.com

- The system will search availability / fares directly with Kulula.
- Flight bookings will made in Galileo as per the normal Kulula functionality on Galileo.

1 Time Airlines

- The system will search availability / fares directly with 1 Time.
- Flight bookings will be made directly in the 1 Time system and return the 1 Time reference locator on the booking results page.
- The bookings will be placed on hold pending payment.
- Payment can be done via the booking results page or on the 1 Time website.
- These bookings can be accessed on the 1 Time website as per normal by the reference locator.

3.8. 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.



3.8.1. Itinerary Tab

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

- 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

- 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:

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

- Select the correct traveller from the list. The message will then be sent to this travellers mobile number.
- 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.

PNR Segments:

- All the segments in the PNR will be shown in the associated in sections according to the segment typeas 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 (Segment Expanded)

<input checked="" type="checkbox"/> 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

<input checked="" type="checkbox"/> Electronic Ticket LOAD E-TICKETS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 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	
<input type="checkbox"/> SEND PRE-TRIP	<input type="checkbox"/> SEND POST-TRIP SMS ETICKET DETAILS

Accomodation

<input checked="" type="checkbox"/> Accommodation	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Southern Sun North Beach Durban 20-21AUG Single ZAR1600,00 Res No SU3869221 Tel No 031-3327361	
SMS HOTEL DETAILS	

Vehicle

<input checked="" type="checkbox"/> Vehicle	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 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

<input checked="" type="checkbox"/> Other	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 20Aug **Avis Point To Point/cf-Za5464553**	
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.

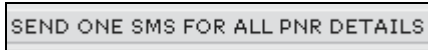
- Send Vehicle Details for each selected Car Segment.

- Send Details for each selected Other Segment.

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

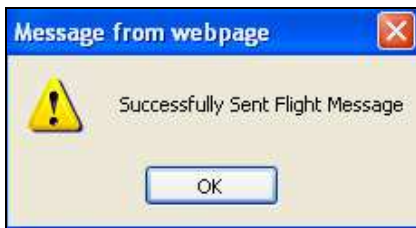


- Send all checked sections on the screen.
- This is the same as clicking each of the above buttons individually.



- Send all the checked sections as one SMS Message.

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

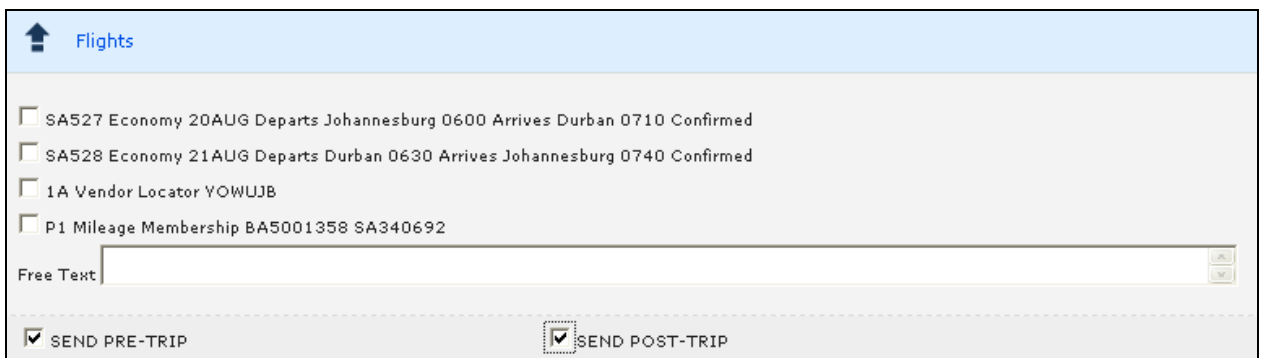


Send Pre-Trip & Post Trip Message Functionality:

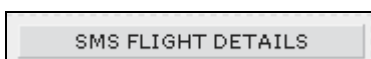
- A Pre-Trip and Post-Trip message can also be scheduled, by checking the following buttons on the screen when sending a message:



- 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:



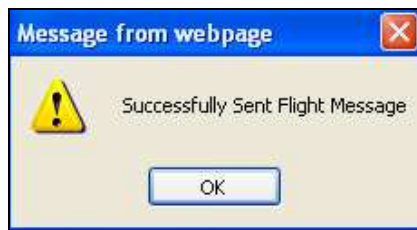
3.8.2. General Message Tab

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 field, 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 search 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 field, and then click SEND MESSAGE.

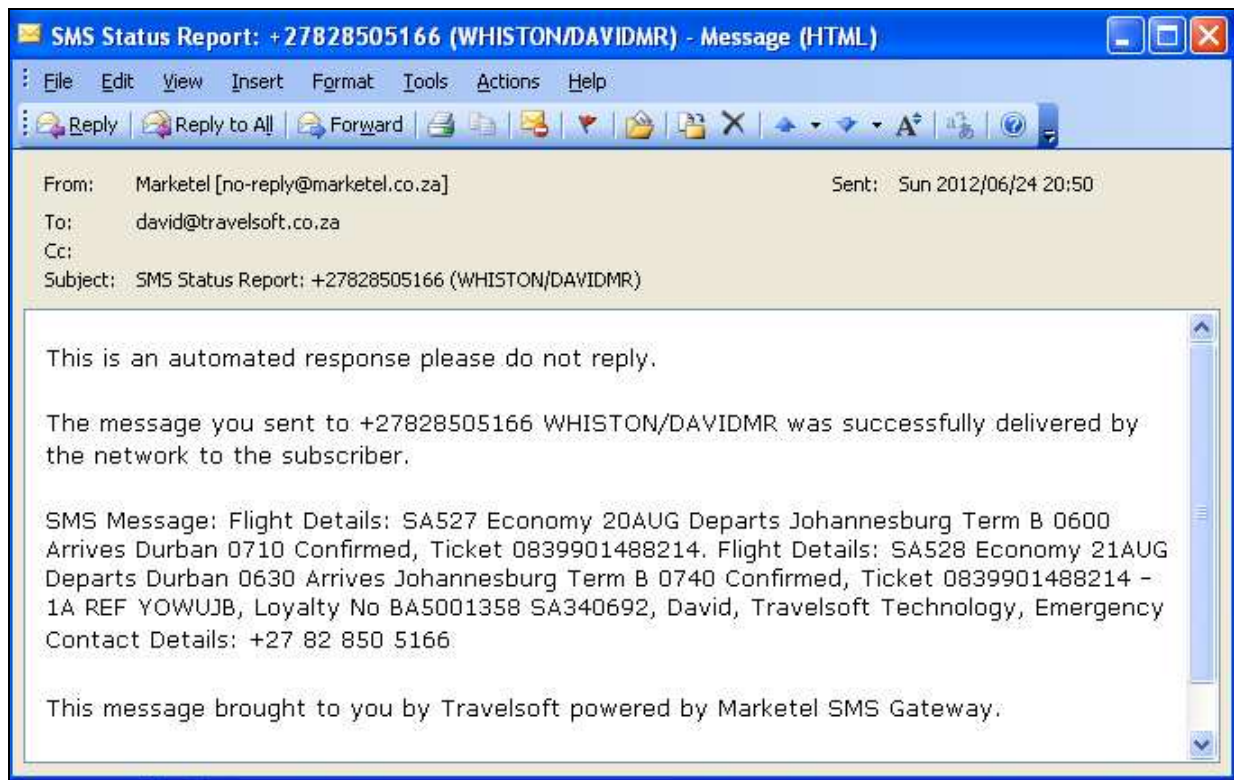
- After the SMS message has been sent you will receive the following message:



3.8.3. 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:



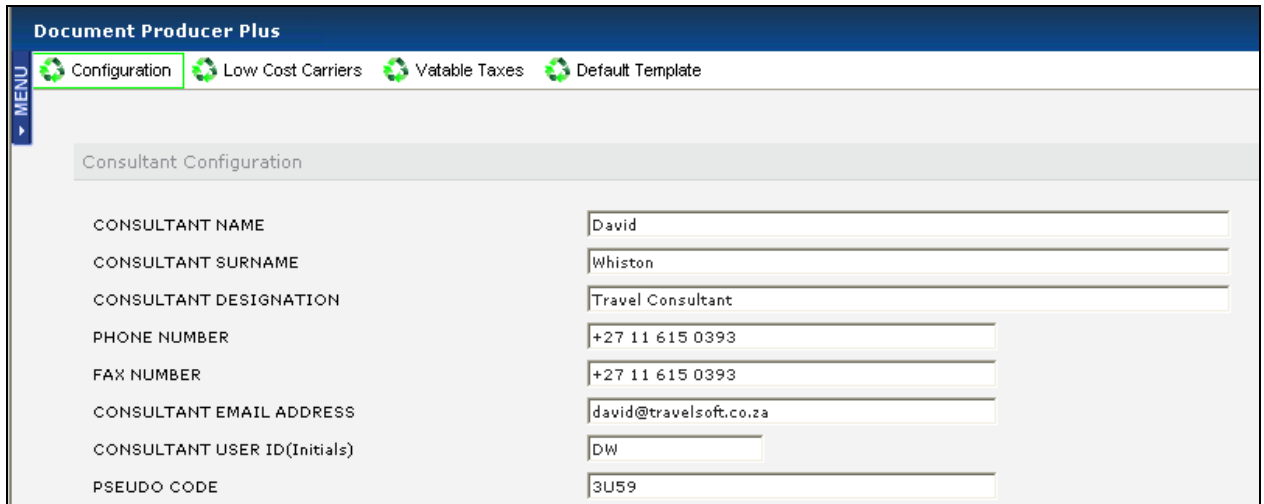
3.8.4. SMS Replies

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.

3.9. 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

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.



- 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.

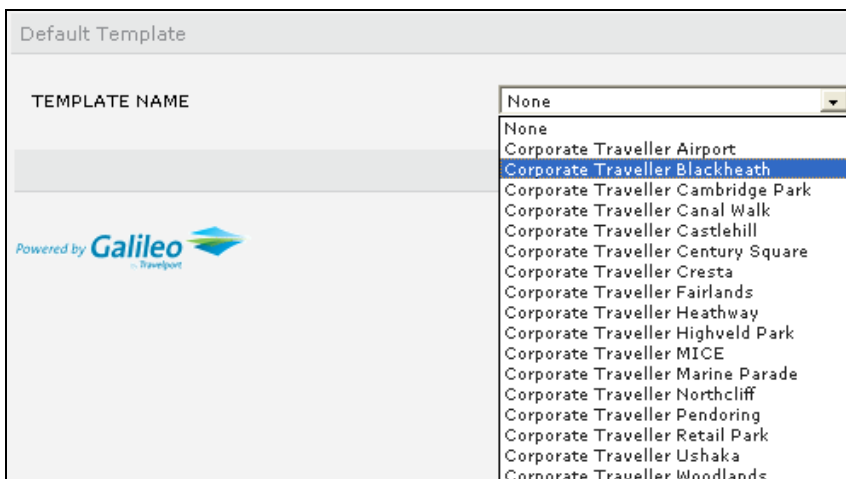
3.10. Setting Your Default Template

This only applies to agencies where multiple templates are used. This option is used to set your office specific template that is used by default when generating documents. The process on how to create a ticket cover is as follows:

- On the Configuration screen, click on Default Template on the header bar:



- Select your Office Template from the list:



Default Template

TEMPLATE NAME

None

- None
- Corporate Traveller Airport
- Corporate Traveller Blackheath
- Corporate Traveller Cambridge Park
- Corporate Traveller Canal Walk
- Corporate Traveller Castlehill
- Corporate Traveller Century Square
- Corporate Traveller Cresta
- Corporate Traveller Fairlands
- Corporate Traveller Heathway
- Corporate Traveller Highveld Park
- Corporate Traveller MICE
- Corporate Traveller Marine Parade
- Corporate Traveller Northcliff
- Corporate Traveller Pendoring
- Corporate Traveller Retail Park
- Corporate Traveller Ushaka
- Corporate Traveller Woodlands

Powered by Galileo

🌐 Click the SAVE button to store your template selection:



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

5. 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>

5.1. Logging a Support Call

- 1 Access the support site on the above url.
- 2 Click on Submit a ticket.

The screenshot shows the 'Travelsoft Helpdesk' interface. At the top, there is a green header with the text 'Travelsoft Helpdesk'. Below the header, there is a breadcrumb trail: 'Travelsoft Support site > Travelsoft Helpdesk'. The main content area contains two buttons: 'Submit a ticket' (with a green plus icon) and 'View existing ticket' (with a magnifying glass icon). Below these buttons is a link 'Go to Administration Panel' and a footer note 'Powered by Help desk software HESK™'.

- 3 Complete the required fields and Click Submit.

The screenshot shows a ticket submission form with the following fields and options:

- Name: *
- E-mail: *
- Category: *
- Priority: *
- Agency Name: *
- Pseudo Code: *
- Subject: *
- Message: *

At the bottom of the form is a yellow 'Submit ticket' button.

5.2. SMS User Not Valid Message (Subscribed Users Only)

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

- 1 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.
- 2 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

- 3 Once you have your GTID, open our support website <https://www.travelsoft.co.za/support>
- 4 Select "Submit a ticket"
- 5 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

- 6 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.