

Galileoterminal for Mobile

3.4

Web based terminal for Galileo and Apollo GDS

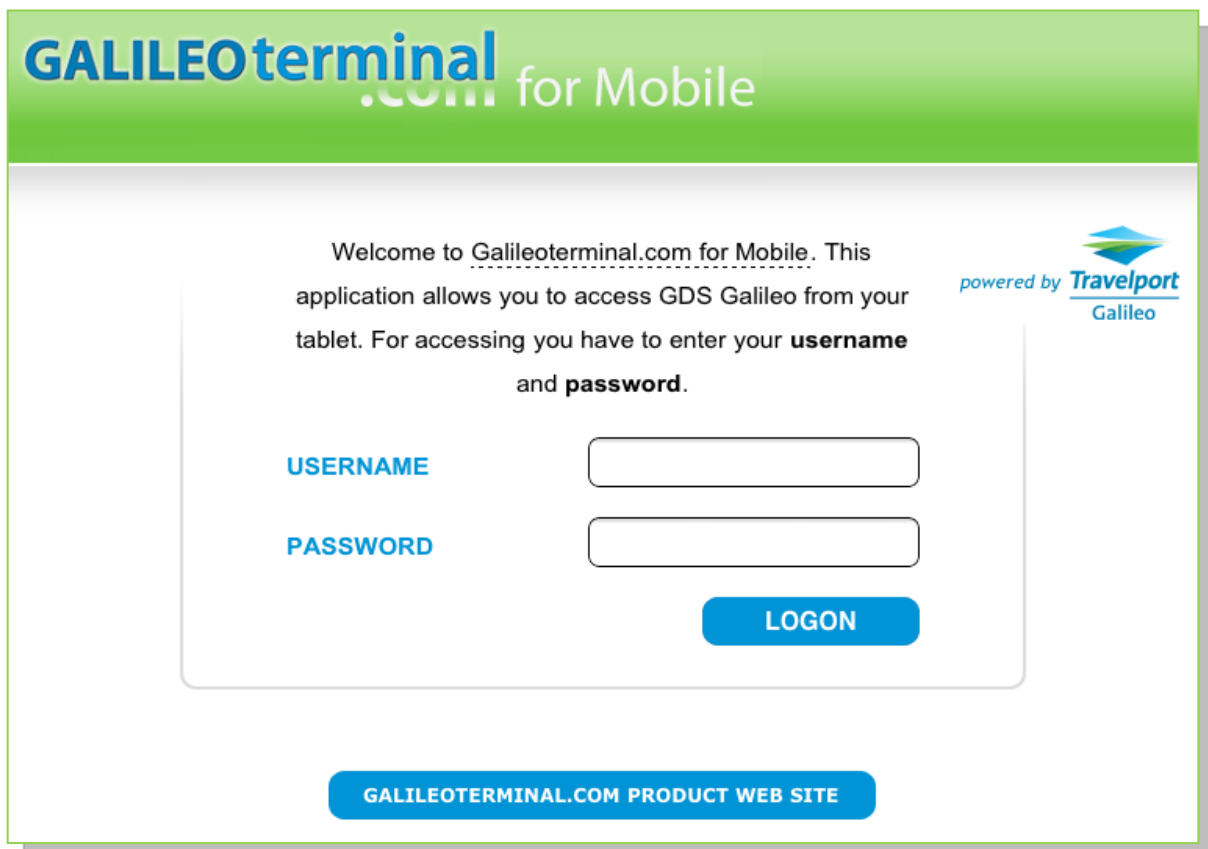


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Introduction

This document provides you with information about Galileoterminal for Mobile (GTM) version of Galileoterminal.com application, including:

- System requirements
- Security
- Installation and Upgrades
- GTM features
- Introduction to GTM usage

You can find further information about GTM and its features on our websites at: <https://www.galileoterminal.com/info.html> and <http://www.cee-systems.com>.

What is GTM?

GTM is a version of Galileoterminal.com supporting tablet computer iPad. Standard Galileoterminal.com version (GT3) has been fully adjusted for smooth and comfortable work on iPad. GTM enlarge the number of ways how Galileoterminal.com application can be accessed and used by the agents.

What is Galileoterminal.com?

Galileoterminal.com application has been designed for travel agents who may need to change travel arrangements in Galileo or Apollo at any time from anywhere. It is a unique application for accessing the Galileo or Apollo system using a standard Internet browser. The first version of Galileoterminal.com product was released in 2003 and since then our product has been upgraded several times to fulfill our clients' needs. All current contract conditions between the agency and Galileo or Apollo GDS remain the same while using Galileoterminal.com.

Who is GTM most suitable for?

GTM provides agency managers, key decision makers with an instant control of the business results of the agency from anywhere in the world using the trendy and most popular tablet computer iPad.

GTM allows the client to use all important and vital functions of the Galileoterminal.com application for proper flight tickets booking and handling reservations, fare quoting, issuing/reissuing and refunding tickets.

System Requirements

iPad version 1 or higher.

Installation Notes

There is no installation needed.

Security

- Connection from agent's iPad to Galileoterminal.com servers uses SSL encryption.
- Connection from Galileoterminal.com servers to Galileo and Apollo host servers uses secured leased lines or VPN.
- GTM applies several security methods with a two-password combination against unauthorized usage.
- GTM account is locked when login fails 5 times and Country Administrator is informed about it via Galileoterminal.com Mail.

Upgrades

If you are using GT3 and you are interested in GTM please kindly contact your local Galileoterminal.com distributor or contact us at sales@galileoterminal.com

GTM features

Galileoterminal for Mobile contains the following major features. (NEW) indicates that the feature is new in version 3.4.

Getting Started

- The simplicity of implementation. No installation and no special software required.
- GTM is accessed as simply as you access other websites; all your iPad needs is an access to the Internet.
- GTM allows users to use the same commands as in Focalpoint.
- GTM works directly with ClientIDs and Sign-ons defined for specific agency (PCC) within Galileo or Apollo host. This means that all host configuration settings / restrictions are applied for the GTM access.

Terminal window

- Full featured terminal window is emulated where host commands and replies are displayed in the same window.
- Full support for editing of all host masks and full support of TAB key.
- Host commands and replies history scrollable in the terminal window.
- Unique Galileoterminal.com transaction for 2line availability.
- Highlighted host responses for selected areas.
- Several color schemes to choose from.
- Local print support.

Shortcuts window

- User's own shortcuts (hot keys) for time consuming or routine host commands
- User's own shortcuts (hot keys) for command sequences.
- User friendly and intuitive shortcuts editor.

ViewTrip interface

- Just one tap for actual reservation to be opened in a new window in ViewTrip.

Itinerary support

- Just one tap for actual or last ticketed reservation to be formatted and ready to be copied, printed out or emailed.
- Itinerary can be build based on entered record locator as well.
- Information displayed in the itinerary can be selected by an agent; available parts are: header, passenger details, air segments, non-air segments, ticket info, fare and footer.
- Agency comment can be added. (NEW)
- HTML and TEXT format of the itinerary supported.
- Different formats of emails supported.

- Itinerary options for: consultant name, URL of the agency logo placed on the itinerary, footer text, sender name, sender email address, default itinerary format.

GTIR (Galileoterminal Interface Record)

- Information about issued ticket is stored after each TKP transaction on the Galileoterminal server in a XML formatted file.
- GTIR file can be uploaded automatically to the agency ftp server at the same moment
- GTIR files are ready for further robotic processing by the agency Back-Office or accounting systems.

eTracker (GTM eTracker)

- GTM eTracker module follows the design and functionality of widely known Galileo eTracker
- GTM eTracker keeps the information about the coupon statuses of the tickets issued through GTM and GT3 only

Mail

- Internal GTM Mail functionality available to all users.
- Quick and efficient channel for Helpdesk broadcasts, promos, ads etc.

My profile

- Terminal window behaviour, Sales report and eTracker related settings, Galileoterminal.com documents – Direct print switches can be maintained in the *Settings* item
- Language selection, password changes, itinerary and GTIR auto-upload options can be adjusted under their specific items.

Administration tools

- Logs and statistics available for each GTM and GT3 access.

Documents compiled by GTM

- Itinerary, Agent Coupon, Credit Card Charge Form, Refund Notice can be printed out from GTM even if there is no linkage or Galileo Print Manager available.

GTM unique keyboard

- for easy and quick work with the terminal window additional two lines of frequently used signs/keys are added to default iPad keyboard

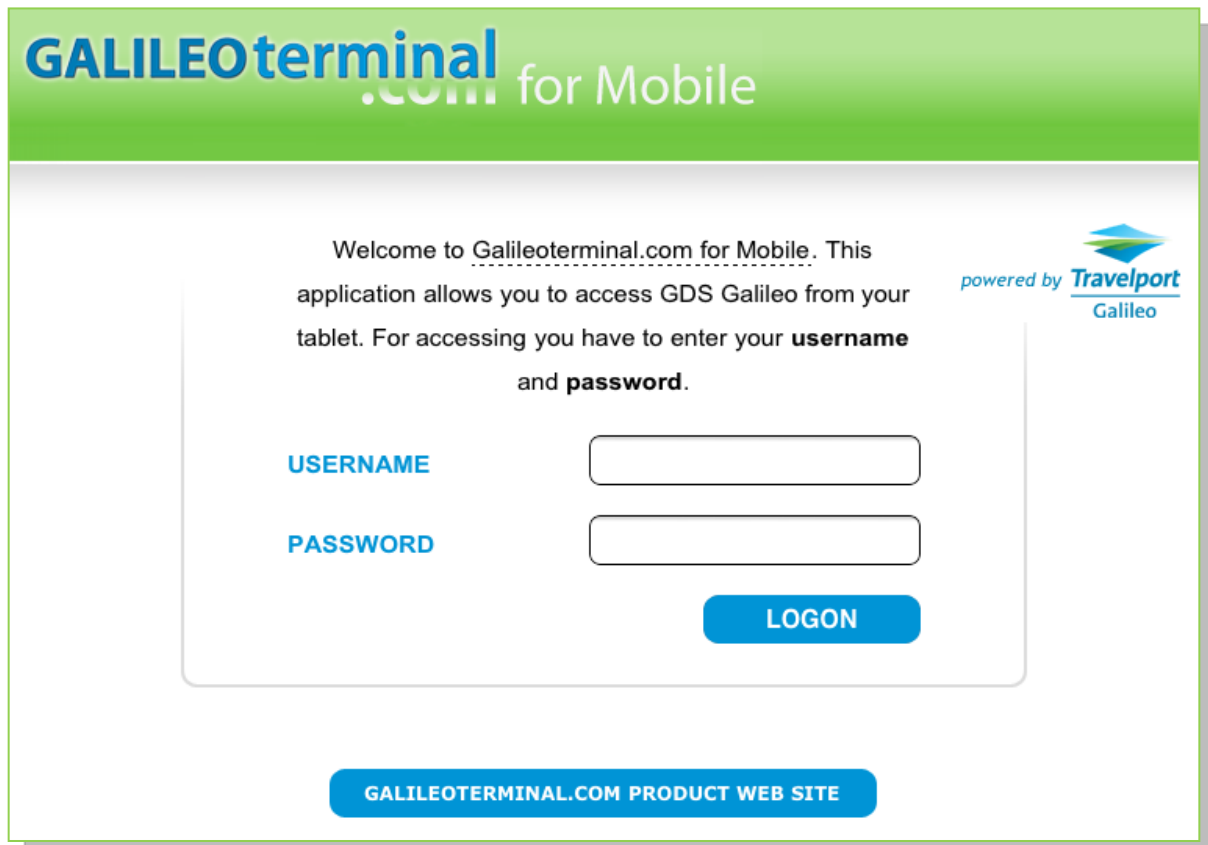
Tips and Tricks

- A sequence of entries can be typed into a terminal window directly; each command has to be separated by „|“ sign.
- Highlighted shortcuts are sent to the host immediately others need to be transmitted by enter key.
- An empty line is not sent to the host by pressing enter key.
- The data from Sales report can be printed out even if there is no linkage or Galileo Print Manager available. GTM will compile printer output for you. (please see *My profile* paragraph below for details).
- +J entry returns Client ID mapped to actual GTM account and displays it in the terminal window.
- GTM unique keyboard with additional functions can be used for quick navigation within sent commands, scrolling between the pages in the terminal window or open the Shortcuts panel.

Introduction to GTM usage


How to start

Just open Safari browser and type <http://galileoterminal.com> in to the address line. Enter the GTM username and password.



GALILEOterminal.com for Mobile

Welcome to Galileoterminal.com for Mobile. This application allows you to access GDS Galileo from your tablet. For accessing you have to enter your **username** and **password**.

powered by  Galileo

USERNAME

PASSWORD

LOGON

GALILEOTERMINAL.COM PRODUCT WEB SITE

Default layout of GTM window will appear. Then, you just sign-on to Galileo or Apollo system in the same way as in Focalpoint and use the same type of entries as you do normally when working with Galileo or Apollo GDS.

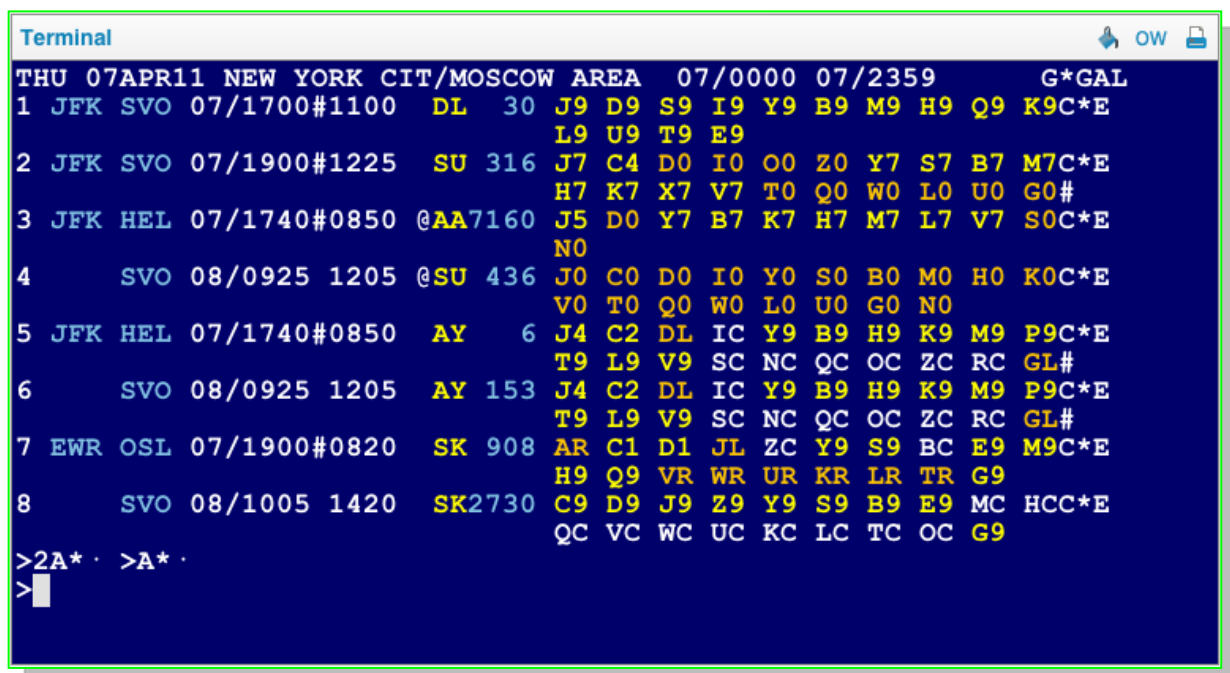


Tap into the terminal window screen and default iPad keyboard appears



GTM Terminal window




Working within the terminal window is the same as in Focalpoint. There is one Galileoterminal.com enhancement – TWO LINE AVAILABILITY. Enter 2A instead of A while asking for availability display and you will get two lines of reply for each flight. It means that all booking classes and their statuses are visible. No more additional entries are necessary. The system response is highlighted for quicker and easier orientation. Up to 12 last commands and replies can be stored in the terminal window's history and available for scrolling.



```

Terminal
THU 07APR11 NEW YORK CIT/MOSCOW AREA 07/0000 07/2359 G*GAL
1 JFK SVO 07/1700#1100 DL 30 J9 D9 S9 I9 Y9 B9 M9 H9 Q9 K9C*E
L9 U9 T9 E9
2 JFK SVO 07/1900#1225 SU 316 J7 C4 D0 I0 O0 Z0 Y7 S7 B7 M7C*E
H7 K7 X7 V7 T0 Q0 W0 L0 U0 G0#
3 JFK HEL 07/1740#0850 @AA7160 J5 D0 Y7 B7 K7 H7 M7 L7 V7 S0C*E
N0
4 SVO 08/0925 1205 @SU 436 J0 C0 D0 I0 Y0 S0 B0 M0 H0 K0C*E
V0 T0 Q0 W0 L0 U0 G0 N0
5 JFK HEL 07/1740#0850 AY 6 J4 C2 DL IC Y9 B9 H9 K9 M9 P9C*E
T9 L9 V9 SC NC QC OC ZC RC GL#
6 SVO 08/0925 1205 AY 153 J4 C2 DL IC Y9 B9 H9 K9 M9 P9C*E
T9 L9 V9 SC NC QC OC ZC RC GL#
7 EWR OSL 07/1900#0820 SK 908 AR C1 D1 JL ZC Y9 S9 BC E9 M9C*E
H9 Q9 VR WR UR KR LR TR G9
8 SVO 08/1005 1420 SK2730 C9 D9 J9 Z9 Y9 S9 B9 E9 MC HCC*E
QC VC WC UC KC LC TC OC G9
>2A* · >A* ·
>
  
```

The meaning of the window toolbar icons in the upper right site is as follows:

-  - For color scheme selection
-  - For inserting/overwriting mode switch
-  - For local print of the window content

Shortcuts

Tap on *Shortcuts* key in the GTM additional keyboard and Shortcuts panel will open. Tap on Edit key to open Shortcuts editor.

Edit shortcuts

Title	Command	Send		
<input type="text" value="Signon"/>	<input type="text" value="SON/N30121IPASSWORD?ILOVEGT3"/>	<input checked="" type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="Signout"/>	<input type="text" value="SOF"/>	<input checked="" type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="Open Q"/>	<input type="text" value="Q/88"/>	<input checked="" type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="Finish Q"/>	<input type="text" value="QX+I"/>	<input checked="" type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="2ALON"/>	<input type="text" value="2ALON"/>	<input type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="2AMOW"/>	<input type="text" value="2AMOW"/>	<input type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="2ANYC"/>	<input type="text" value="2ANYC"/>	<input type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>
<input type="text" value="BF Contact"/>	<input type="text" value="p.prgt*jirka 222 222 222lri.non refundab"/>	<input checked="" type="checkbox"/>	<input type="button" value="Reorder"/>	<input type="button" value="Remove"/>

The meaning of form fields is as follows:

- Title* - The shortcut title will be shown on the Shortcuts panel
- Command* - String to be typed in terminal window when the Shortcut key is tapped
 - Multiple commands can be entered split by ,|' sign
- Send* - The command string is sent to the host automatically when the Shortcut key is tapped

Using *,Reorder'* buttons the items can be rearranged very easily on the Shortcut panel.

Here is an example of Shortcuts panel:



The highlighted buttons are those with automatic *Send* option checked.

GTM green menu description

Following is the full description of all items of GTM main menu (green menu).



ViewTrip

There is an interface to Travelport ViewTrip application directing GTM user to ViewTrip pages while tapping on *ViewTrip* item in the green menu. The actual reservation opened in GTM is retrieved and displayed on the ViewTrip web page when agent presses the *ViewTrip* item.

Itinerary

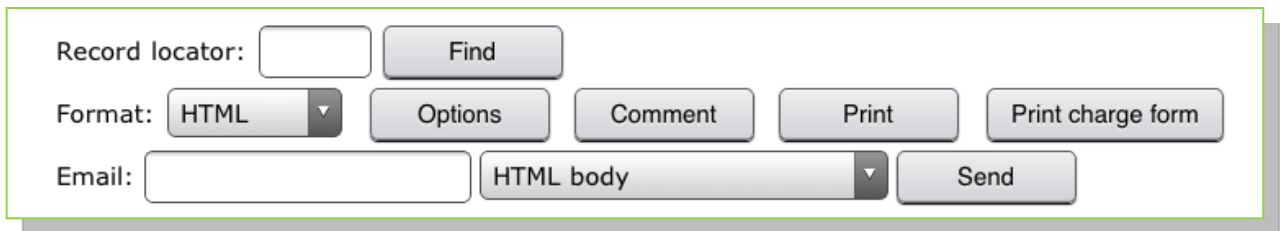
If a GTM user would like to provide passengers with an itinerary then the *Itinerary* item in the green menu should be used. The itinerary printed out or sent to the passenger's mailbox.

Tapping on this item can lead to three different situations:

- If there is no actual reservation retrieved in the terminal window and there has never been any ticket issued from this GTM, then a search form followed by a blank page is displayed
- If there is no actual reservation retrieved in the terminal window but there was a ticket issued from this GTM account, the itinerary is built from the record stored during the last ticket issuance.
- If there is an actual reservation retrieved in the terminal window, the itinerary is built based on actual data retrieved from the host on-line.

There is always a note explaining for which reservation and from which source the itinerary was built.

Bellow is a description of itinerary form fields



The screenshot shows a web interface for generating an itinerary. It includes a 'Record locator' field with a 'Find' button. Below that is a 'Format' dropdown menu currently set to 'HTML', followed by 'Options', 'Comment', 'Print', and 'Print charge form' buttons. At the bottom, there is an 'Email' field, a dropdown menu for email format (currently 'HTML body'), and a 'Send' button.

- Record locator:* - every reservation available for agency PCC can be retrieved and itinerary can be built
- Format:* - Desired format of the itinerary (HTML or Plain text)
- Options:* - Further options of itinerary appearance
- Comment (NEW)* - Free text comment can be added between logo and body or between body and footer of the itinerary
- Print* - sends itinerary to the local printer
- Print charge form* - button is available when Credit Card has been used for payment for the given reservation.
- Email:* - Email address where the itinerary is to be sent to and format of the email
- Send* - sends itinerary to entered email address

Several itinerary options can be set up using *Options* push button mentioned above. Selected options apply for all future itineraries requested using particular GTM access.

Those are seven options affecting the itinerary appearance:

- Logo URL:** - For URL address of the agency logo which should be placed on the itinerary
- Footer text:** - For any free form text, the agency wants to display on the itinerary
- Consultant Name:** - For agent name taking care of the reservation
- Sender name:** - For the name to be displayed as a sender of the email with the itinerary
- Sender email:** - For the email address to be displayed as a sender of the email with the itinerary
- Visible blocks:** - define what parts of the itinerary are displayed
- Default format** - HTML or Plain text format of the itinerary can be selected

Logo URL:

Footer text:

Consultant Name:

Sender name:

Sender email:

Visible blocks: header passenger air segments non-air segments ticket info
 fare footer

Default format:

eTracker

GTM eTracker module allows GTM users to check the statuses of all coupons issued through GTM and GT3 within agency PCC.

There is a search form available for setting up the selection parameters and clear table with report result is displayed when request is processed. The statuses are updated on regular basis as well as it can be done on demand just by tap on the ticket status. The statuses of all displayed coupons can be refreshed by tap on the *Refresh status of all coupons* button (NEW). Agent can also retrieve a detail and void the ticket by tap on the ticket number in the list and Void button in newly open window. ET report can be printed out.

eTracker is not available to all GTM users by default. The module can be turned on for an agency on demand. Please address your interest to you nearest Galileoterminal.com distributor or to us at sales@galileoterminal.com.

Coupon status:

Airline code:

Travel Date: From Till

Ticket Number:

Record locator:

Passenger surname:

Origin airport code:

Destination airport code:

Issued date: From Till

Locator	Name	Ticket Number	Status	Travel Date	Departure Airport	Arrival Airport	Airline
N60PKE	NOVAK/MAREKMR	0649901008661	OPEN	10/11/2010	PRG	AMS	OK
N60PKE	NOVAK/MAREKMR	0649901008661	OPEN	20/11/2010	AMS	PRG	OK
XXDVFY	NOVAK/JMR	0649901008710	OPEN	10/01/2011	PRG	MAD	OK
XXDVFY	NOVAK/JMR	0649901008711	OPEN	10/01/2011	PRG	MAD	OK
WPP8XM	JIRKA/JMR	0649901008718	OPEN	12/06/2011	PRG	LHR	OK

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

Mail

Galileoterminal.com Mail has been developed to allow Galileoterminal and Country Administrator to send announcements to GTM users. These announcements can be for example about new functionalities, planned trainings, planned system outages, advertisements, reminders etc. Galileoterminal.com Mail can be used by all GTM and GT3 users.

Country Administrator can send global emails to all agents within a specific market. S/he can also address GTM/GT3 users within specific agency only. Or just single GTM/GT3 user can be addressed.

Agent can address the message to the Country Administrators within respective market. Country Administrator can address the message to the Galileo Administrator ([NEW](#)).

Tap on *Mail* item in the green menu to open a mailbox. Similar screen to this one will be opened.

Inbox ▾		Write mail	
Subject	Sender	Date	
<u>How to set up Itinerary options</u>	Maynard James Keenan	12/04/2011 15:26	
<u>Planned outage of GT application - 12DEC10, 22:00 - 23:59 GMT - TIME CHANGE!</u>	Marek Tresnak - Galileo Admin	13/12/2010 11:40	Remove

Tap on the link in the *Subject* column to see the email content. Tap on *Remove* if you wish to delete the email.

Similar form is available for sent emails. Just select *Sent* in the list box

To write new email tap on *Write mail* push button. Example of the form bellow:







Just *Choose user* from the list, type the *Subject* and *Body* of the email in and tap on *Send* button.

Select Company:	-- Everything -- ▾
Choose User:	-- Everything -- ▾
Subject:	<input type="text"/>
Body:	<input type="text"/>
<input type="button" value="Send"/> <input type="button" value="Cancel"/>	

My profile

There are four sub-items within the *My profile* item of the green menu:

1. Settings where you can find:

-  - Choose your language - for language preference
-  - Pages of history - to set the number of pages stored as scrollable in the Terminal window
-  - Emulate P-HMPR - to enable automatic print of Sales report even if there is no linkage or Galileo Print Manager available. GTM builds printer output from the screen replies of the host while P-... command is entered. Compiled output is sent to the local printer then. Having this feature off regular output is sent to the linked printer GTID. Supported commands are P-HMPR, P-HMPP, P-HMPS, P-HMPR*E.
-  - Report format - to choose the format of Sales report file. The file is generated by the Galileoterminal.com when FILE-SR command is entered in the Terminal window.
SR to File feature is available for GT3 users only.
-  - eTracker lines per page: - to set up the number of lines displayed on eTracker report. This item is available only when eTracker module is turned on.
-  - Direct print - to select what documents are compiled by GTM and offered to be printed out when TKP command is entered (itinerary, agent coupon, CC charge form) or refund is done (refund notice).

Item	Value
Choose your language:	English <input type="button" value="v"/>
Pages of history:	12 <input type="button" value="v"/>
Emulate P-HMPR:	<input checked="" type="checkbox"/>
Report format:	XLS <input type="button" value="v"/>
eTracker lines per page:	5
Direct print:	<input checked="" type="checkbox"/> itinerary <input checked="" type="checkbox"/> agent coupon <input checked="" type="checkbox"/> charge form <input checked="" type="checkbox"/> refund notice
<input type="button" value="Save"/>	

2. *Password* - for GTM access password changes

Items	Values
Old password:	<input type="text"/>
New password:	<input type="text"/>
Reenter new password:	<input type="text"/>
<input type="button" value="Save"/>	

3. *Itinerary* - for itinerary setup (see Itinerary section above for details)

4. *GTIR* - for GTIR auto-upload setup
 - *GTIR automatic upload* check box controls if GTIR is uploaded automatically after TKP transaction or not. If this box is checked, proper values of the FTP server of the agency have to be entered into the value fields.

Item	Value
GTIR automatic upload:	<input type="checkbox"/>
FTP server:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="text"/>
<input type="button" value="Save"/>	

Terminal

Terminal item in the green menu is available for a quick return to the tab / window with Terminal window open. Terminal item is displayed on non-main pages of the GTM only.

Logout

Logout link for logging out from the GTM application.