

Galileo Vacations™

Alerts:

- ***How do I set up an alert in Galileo Vacations and where can I see the alerts that were set?***

The alerts can be set when looking at package availability only (agents and admin can create alerts). The Alert button in the Control Center is used to view a list of all the alerts created at this agency and only administrators have access to this list. This is where alerts can be edited or deleted. Agents do not have access to it once it has been created.

- ***Will alerts automatically be dropped from the list when the departure date is past?***

No, past date alerts need to be deleted manually

Bookings:

- ***Can I book multiple packages via the Galileo Vacations web path? For example, can I book 6 passengers in 3 double rooms on one booking via the web path?***

Yes, just enter the number of passengers and select double occupancy. This will create a booking for 3 rooms with double occupancy.

- ***In the “Package - Passenger Information screen”, when going through the Web Booking path, there is an area to enter the age of the passengers as well as the province of residence. Do they affect the price in any way?***

No, as none of the vendors offer senior or regional pricing.

- ***How do I change or cancel an existing booking?***

You must first display the booking from the vendor by clicking the option in Revnet (Restours). You will then select the appropriate action to modify or cancel the booking.

- ***Can I select a business fare for a package?***

No, business class fare can only be selected with the Flight search. For a business class fare with a package, you must use the traditional (blue screen) which means going to Revnet (Restours) for the particular vendor.

- ***How can I book an Open jaw, a reverse itinerary (e.g.: Paris-Toronto) or a connector flight through Galileo Vacations?***

Any options you cannot find using the normal channel will need to be booked using the Revnet (Restours) screen for that particular vendor.

- ***How long do Galileo Vacations bookings stay in the Galileo Vacations system?***

It varies per vendor.

- ***Can I search only a certain number of vendors?***

You can search multiple vendors (all vendors offering the destination) or you can search one individual vendor by clicking the tour operator’s name under Direct Access.

- ***In the duration box when looking for a package I see 5-10 days and 11-16 days? What if I want less?***

The duration will change according to the destination, e.g.: Las Vegas may show 3 days, 4 days, etc.

Air Canada Vacations (ACV)*:

- ***I can't find availability for Air Canada Vacations through Galileo Vacations and I'm quite sure it is available?***

The cache availability for Air Canada Vacations is different than other vendors. If you can't find availability using the shopping tools; click "Revnet (Restours) Packages" and look for the availability. This path will search directly into the vendor's system. This is a temporary situation in Galileo Vacations and this difference should be corrected in the coming months.

* **Please note** Flights, Packages, Hotels, Cars in Florida sold by ACV can only be shopped and booked through the Revnet (restours) access.

- ***Will ACV's NET pricing also be shown in RED when using the REVNET (Restours) PACKAGES path?***

Yes

Net prices:

- ***Are net prices clearly identified?***

Net prices are displayed in red on the availability screen. The vendor supplies this information to the system.

- ***Can a mark-up be pre-entered in the Control Center?***

No, markups are added in the payment screen.

Email:

- ***Can we have more than one email address under "email" in Web Management and would confirmation emails go to both addresses?***

There could be several email addresses separated by semi-colon (;)

Usernames & Passwords:

- ***Can the administrator password in Galileo Vacations be changed?***

Yes, you will need to contact the North American Help Desk (NAHD). The password may be 3-15 characters. The agency administrator manages the agent usernames and password through the Control Center.

- ***Do passwords expire?***

Yes, you will be prompted to change your password when required.

- ***Can multiple agents use the same username and password?***

Yes, multiple agents can use the same username and password without having any effect on the booking.

Hotel Description:

- ***Can the Hotel Description page include the agency logo?***
No, we do not support the feature to add an agency logo to our product.
- ***Can I send the hotel description without a price?***
Yes, but make sure you overtype the price with xxxx. Failure to do so will result in sending the original price (which may be a net price) to the customer. The price can also be overtyped to show a different one.

Vendor List:

- ***Is it possible to block access to a specific supplier?***
Yes, it can be done. You will need to contact the NAHD.

Early Booking Bonus:

- ***Do Early Booking Bonus display in the "Show Comm. Box"?***
Early Booking Bonus (EBB) will be reflected under Mandatory information in the "PACKAGES - Availability and price confirmation" screen. Agents should refer to this instead of the date in the "Show Comm Box".

Special Remarks/Requests:

- ***How do we add remarks to a booking (such as special requests or Aeroplan numbers etc.)?***
This information can only be added using the traditional screen (Blue screen). Agents can start their booking using the blue screen (via Revnet(Restours)) or complete the booking using the web booking path and access the vendor's Revnet(Restours) screen afterwards to add the information required.

Infants:

- ***Using the Package or Flight search when selecting the Web Booking Path, where can we enter an infant age? It only takes the years not the months?***
The default is 1 year old.

View Bookings:

- ***The "View" screen from the "View Bookings" screen indicates the deposit that was made with the initial booking. Will final payments made via the blue screen also be reflected in this display?***
Yes.
- ***Some of the Galileo Vacations bookings on the Excel report only show basic info (vendor booking number and passive PNR locator), why is the information missing?***
Any bookings made using the traditional (blue screen) will show less information on the report.
- ***Will cancelled PNR stay in the View bookings and the Excel report?***
Yes

- ***What if an employee leaves the company; will the agent's Galileo Vacations booking stay in View Bookings?***

Yes

- ***In View Booking, what are the columns "Code ag" and "alias" used for?***

These two columns are used by Galileo and Softvoyage only.

- ***Can I request/view a list of Galileo Vacations bookings per agent?***

No, the View Booking screen includes the bookings for all agents under the same Pseudo City Code (PCC). The Excel report can be used to sort the booking per agent (using the email addresses entered in the bookings).

- ***Can I sort the Galileo Vacations bookings by passenger names?***

No

- ***To get a branch report, do I need to sign into each branch to see/get reports or can this be done from our head office for all branches?***

You will need to sign into each individual branch to get the report for this branch only.

Taxes:

- ***Where can we see a breakdown of the taxes before making the reservation?***

Vendors currently only make this information available once the booking is made. You may view this either from the "View" display under "View Bookings" or by displaying the booking in the blue screen (option 10) under Revnet (Restours).

Commission:

- ***When we reduce our commission by discounting, will the system know to keep the Commission GST and QST on the full commission?***

Yes, we will keep the commission GST & QST on the full commission.

- ***Does the web interface default to 1st choice commission option when the supplier offers (2) commission structures for the agency to choose from?***

No, both price options with commission amounts will be available in the result page, it will be up to the agency to decide which price point they want to sell.

Accounting:

- ***Will scripts for the accounting system PCVoyage work with Galileo Vacations?***

No. Currently, Passive PNR creation exists for GBO, Trams or Global accounting only.

- ***I have an accounting system but I prefer to run our own accounting scripts, what should be the set up in Web Management?***

You can select to have the "Basic PNR" option or the "PNR with PAID and DUE lines".

Passive PNR:

- **Who sets the Passive PNR Options?**

Your administrator sets these options. They include: type of air segments (TUR or Standard Air segments), type of passive PNR, Queue number used for the passive PNR and unassociated itinerary remarks.

- **Once I apply payment after the initial booking (through the Revnet (Restours) screen), will the payment be reflected on the passive PNR?**

No, the passive PNR is created with the initial booking only. Any changes or addition to the booking done after the booking has been completed will not be reflected on the passive PNR. This includes back-office entries which will need to be added manually.

- **What type of passive PNR do I get if I create a passive PNR from the View bookings screen?**

Passive PNRs created from the View Booking screen will Basic PNRs only, no accounting data will be added to it.

- **In the Control Center (Web Management), do I need to designate a Queue number if our agency is not using the Passive PNR option?**

No, only if you select “yes” for Passive PNR

Segment Credits:

- **Do I earn productivity credit when I use this site?**

Yes. Agents using Galileo Vacations receive a segment credit for each booking. A booking is defined by Galileo Vacations as all products and services included in one Galileo Vacations booking record. A segment is credited at the time of consumption.

Booking Paths:

- **What is the difference between "traditional (blue screen)" and "Web booking" path?**

If the agency books via the traditional blue screen they will be limited to only having a “basic” PNR created in the Apollo® system (no accounting data), no booking confirmation by email and less information on the report.

Payments:

- **How do I apply final payment?**

Final payment can be applied by using option 10 through the Revnet (Restours) screen for each particular vendor.

- **How safe are any credit card details sent online?**

For secure online payment, Galileo Vacations uses Secure Socket Layers similar to the Sirev product (also powered by Softvoyage) to ensure the privacy of the information provided to the company and at no time is the credit card details transmitted unencrypted over the Internet. For further information, please refer to our “Privacy Statement”

Taxes:

- ***Where can I see a breakdown of all taxes?***

You can view a breakdown of all taxes by displaying the vendor's booking in "View" from "View Bookings" or by displaying the booking in the tour operator's Revnet (Restours) screen (option 10).

Time out:

- ***When will the Galileo Vacations application time out?***

When the user achieves 10 minutes of inactivity.

Help:

- ***Where do I go if I need help?***

You can:

- Review the Galileo Vacations Agent Quick Reference or the Galileo Vacations Administrator Quick Reference
- Call the NAHD Customer Service Center.

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