



Galileo Desktop Viewpoint 4.01

Quick Reference Card

FP 686/1.1

This Quick Reference was developed by Galileo International, Training and Development. For questions or comments, please send a message to training.development@galileo.com

Welcome to Viewpoint™ 4.0® Quick Reference

Welcome to the Galileo® International's Viewpoint™ system. This Viewpoint Quick Reference guide provides an overview of the most frequently used Viewpoint screens.

If you are new to Viewpoint, this guide will help you become familiar with these screens.

Note: When you encounter unfamiliar screens in Viewpoint™, you can press the F1 key for a complete explanation of the screen you are viewing.

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Toolbar Buttons

Toolbar buttons can guide you to most system functions in Viewpoint™.

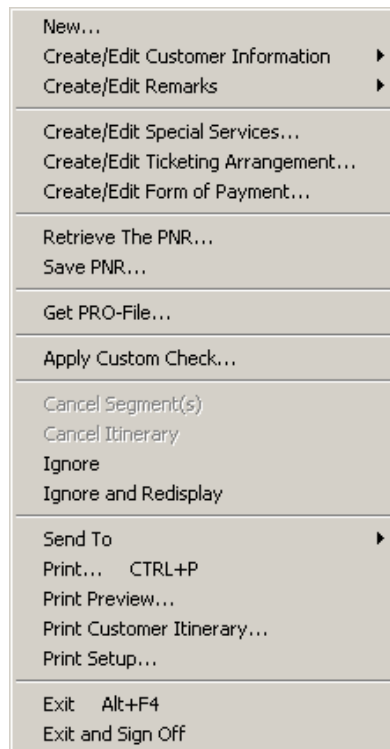
Customer Button

The Customer button is used to create/edit customer information, retrieve a PNR/PRO-file™, print or send an itinerary, or exit Viewpoint™.

When you click the Customer button, the display defaults to the Customer Information dialog.



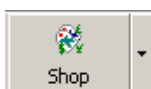
Click the dropdown arrow on the button to display the Customer menu options.



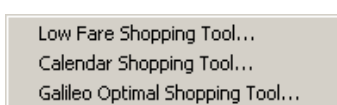
Shop Button

The Shop button offers you two different ways to shop for fares. Both Low Fare Shopping Tool and Calendar Shopping Tool require subscription.

When you click the Shop button, the display defaults to the Low Fare Shopping Tool dialog.



Click the dropdown arrow on the button to display the Shop menu options.



- The Low Fare Shopping Tool display provides a blended view of the fares and flights that meet your search requirements.
- The Calendar Shopping Tool provides a means for you to shop for North American (NAFQ) fares and corresponding flight availability without having to read complex rules or search through multiple screens of flight information.
- Note: Galileo® Optimal Shopping is only available to Apollo® users in the USA, Canada, Puerto Rico, and the U.S. Virgin Islands.

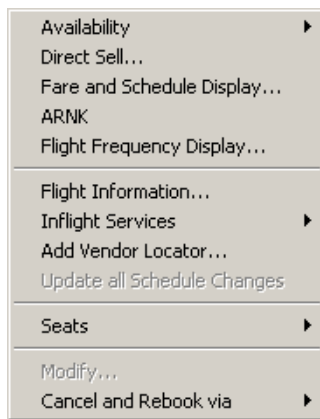
Air Button

From the Air button you can check availability, get flight information, check in-flight services, and pre-book seats. Find additional information under the section titled “Booking Air” in this quick reference.

When you click the Air button, the display defaults to the Air Availability Request dialog.



Click the dropdown arrow on the Air button to display the Air menu options.



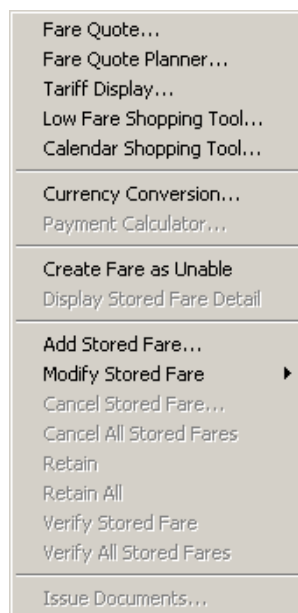
Fares Button

From the Fares button you can get a fare quote, use fare quote planner, shop for a fare, convert currency, and display, add, modify, or cancel a stored fare.

When you click the Fares button, the display defaults to the Tariff Display Request dialog.



Click the dropdown arrow on the button to display the Fares menu options.



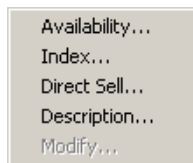
Car Button

From the Car button you can check car availability, direct sell a car, view a car description, or modify a car booking. Find additional information under “Booking Cars” in this quick reference.

When you click the Car button, the display defaults to the Car Availability Request dialog.



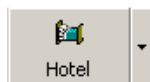
Click the dropdown arrow on the button to display the Car menu options.



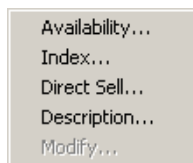
Hotel Button

From the Hotel button you can check hotel availability, direct sell a hotel, view a hotel description, or modify a hotel booking. Find additional information under “Booking Hotels” in this quick reference.

When you click the Hotel button, the display defaults to the Air Availability Request dialog.



Click the dropdown arrow on the Hotel button to display the Hotel menu options.

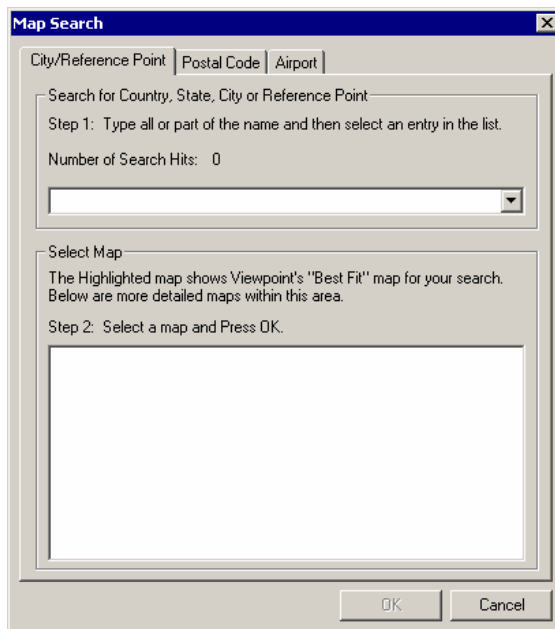
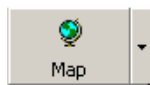


Map Button

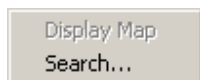
From the Maps button you can display or search a map. You can display maps for over 1600 resorts and cities worldwide. Maps show road and street name detail. Points of interest can also be displayed. Click Search and find the city you wish to view on a map.

Note: If the Maps button is not active, ask your Galileo® Account Representative how you can get Viewpoint™ Maps.

When you click the Map button, the display defaults to the Map Search dialog.



Click the dropdown arrow on the Map button to display the Map menu options.



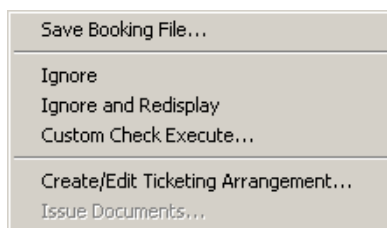
Finish Button

From the Finish button you can save or ignore a PNR, execute custom check, create/edit ticketing arrangements, or issue documents.

When you click the Finish button, the display defaults to the Finish dialog.

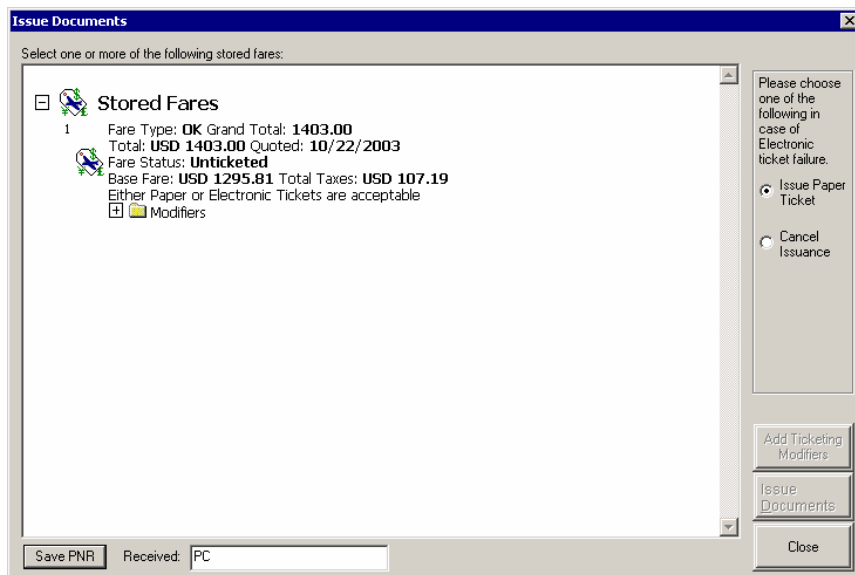
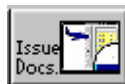


Click the dropdown arrow on the Finish button to display the Finish menu options.



Issue Documents Button

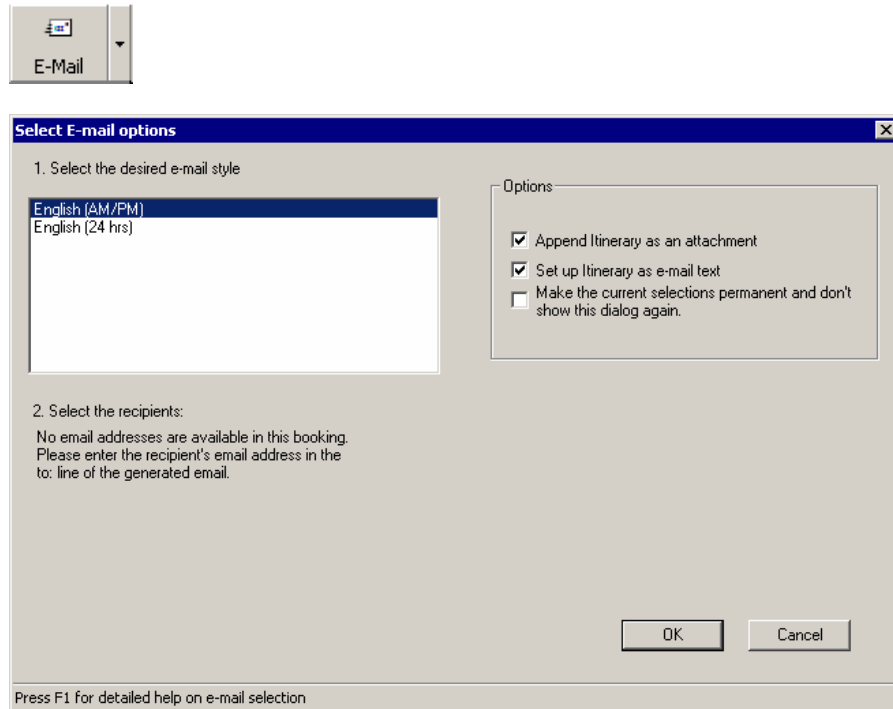
When you click the Issue Docs button, the issue documents dialog appears. Click to highlight the stored fare. You will be able to either Add Ticketing Modifiers, or Issue Documents.



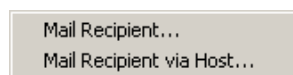
E-Mail Button

If you are Web enabled, the E-Mail button allows you to send your customer's itinerary via email. When you click this button, Viewpoint™ automatically displays an email screen with the customer's itinerary attached.

When you click the E-Mail button, the display defaults to the Select E-Mail Options dialog.

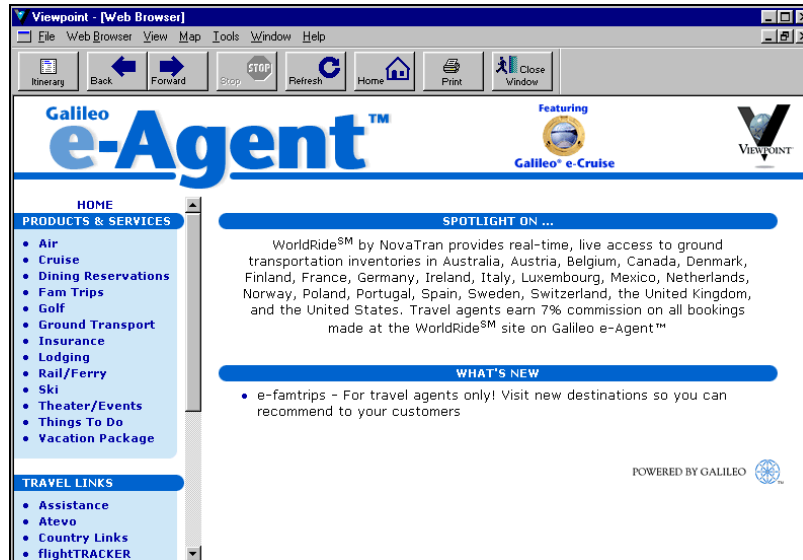


Click the dropdown arrow on the button to display the E-Mail menu options.



Web Button

If you are Web enabled, the Web button automatically links you to Galileo e-Agent™, providing you with instant access to travel information.



Booking Air

Booking Air involves three basic steps:

1. Request Air Availability.
2. Select and Sell Available Flight(s).
3. Add Customer Information.

Step 1: Request Air Availability.

Use the Air Availability Request screen to enter all of the city pairs, dates, and airlines you wish to include in your search.

1. From the Viewpoint™ itinerary screen, click the Air button.

The Air Availability Request dialog opens.

Air Availability Request

Date: 10/22/2003

Departure City: [] *
 Arrival City: [] *

Time: 8:00 AM by Departure

* All airports

Flight Type: All Types

Airlines:

1: []
 2: []
 3: []

Include Exclude
 Include Only

Connecting Cities:

1: []
 2: []
 3: []

Include Exclude

First Availability:

Booking Code: [] Class: []
 Number of Passengers: 1

Auto-Tab

Buttons: Add, Modify, Delete, Search, Cancel

Itinerary Planner

Itinerary

Check availability for all legs of your itinerary by adding each segment and then pressing Search.

Specify the departure date for the display

2. Complete the basic fields with departure date and city, arrival city, and time.
 - **To see a calendar:** Click the down arrow on the date field to view a calendar and select a date.
 - **To find a city:** Click the down-arrow in the Departure and Arrival city field and select a city.
 - **To view a list of airlines:** Click the Airline(s) down-arrow and select an airline. Select Include, Exclude or Include Only to further clarify your request.
3. Click **Add** or use Alt+A to insert this segment into the Itinerary Planner.
 - The city pair request is recorded.
 - Viewpoint™ automatically switches the departure and arrival cities to prepare the screen for return flight information.
4. If return or continuing flight segments are required, update the screen and add segments in the same manner.
5. When all of the search segments have been added, click Search or use Alt+S to search for flights.

Step 2: Select and Sell Available Flight(s).

The Air Availability search results screen opens when you click Search on the Air Availability Request screen. This screen is used to select the flight(s) you wish to sell. When you make a flight selection, you can then select from the following options: *sell* a flight, view flight *details*, and get *fare* quote. You can also display more availability.

Air	Flight	From	To	Departs	Arrives	Booking Codes and Availability	%
Date: Monday, March 22, 2004 Time: 8:00 AM							
From: Chicago, IL - US (O'Hare Intl Arpt) ORD				To: Seattle, WA - US (Seattle Tacoma Intl Arpt) SEA			
UA	755	ORD	SEA	8:10 AM	10:38 AM	0 777 * * * F9 C9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 G3 A9 D9...	90
UA	331	ORD	SEA	10:10 AM	12:31 PM	0 757 * * * F9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 GC A9	U
UA	355	ORD	SEA	11:55 AM	2:24 PM	0 757 * * * F9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 GC A9	90
UA	575	ORD	SEA	2:45 PM	5:10 PM	0 757 * * * F9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 G1 A9	60
UA	301	ORD	SEA	3:45 PM	6:07 PM	0 320 * * * F9 Y9 B9 M9 H9 Q9 V9 W9 T8 S9 K9 L9 G3 A9	U
UA	949	ORD	SEA	4:45 PM	7:09 PM	0 757 * * * F9 C9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 G3 A9 D9...	70
UA	371	ORD	SEA	7:35 PM	9:57 PM	0 757 * * * F9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 GC A9	60
UA	519	ORD	SEA	9:15 PM	11:26 PM	0 319 * * * F8 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 G1 A6	80
UA	635	ORD	PDX	8:15 AM	10:23 AM	0 320 * * * F9 Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 G3 A9	90
UA*	6692	PDX	SEA	11:00 AM	11:50 AM	0 EM2 * * * Y9 B9 M9 H9 Q9 V9 W9 T9 S9 K9 L9 GC	

The availability for each segment of your itinerary is defined by a header with the date, time and city pairs. If you have requested several legs of itinerary, you can scroll down to view the availability for each city pair. You will select and sell available flights from this screen.

To sell flights:

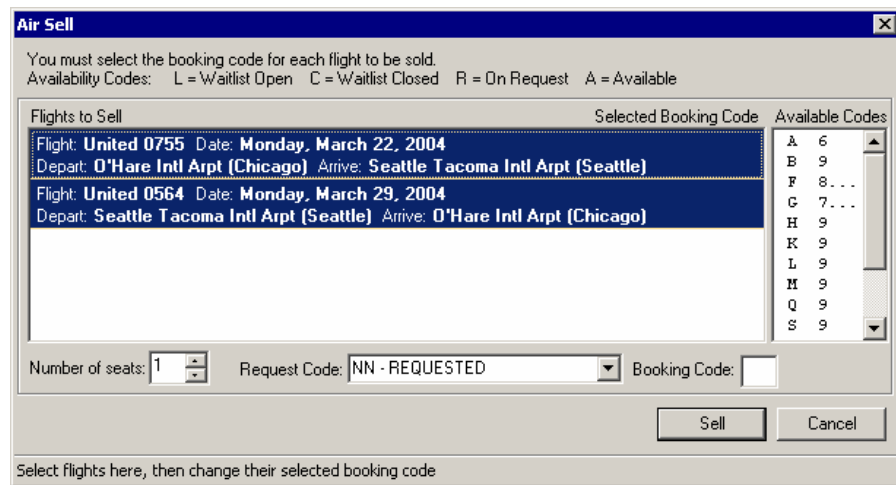
1. Click to highlight the flight you wish to sell.

If you want to sell several flights at once:

- a. Click to highlight the first flight.
- b. Click the scrollbar arrow to move down to the next city pair availability.
- c. Hold the Ctrl key down.
- d. Click to highlight the next flight you want to sell.
- e. Continue this process (ctrl+click) until all of the flights you wish to sell are highlighted.

2. Click the Sell button on the toolbar.

The Air Sell screen appears showing the list of flights you selected.

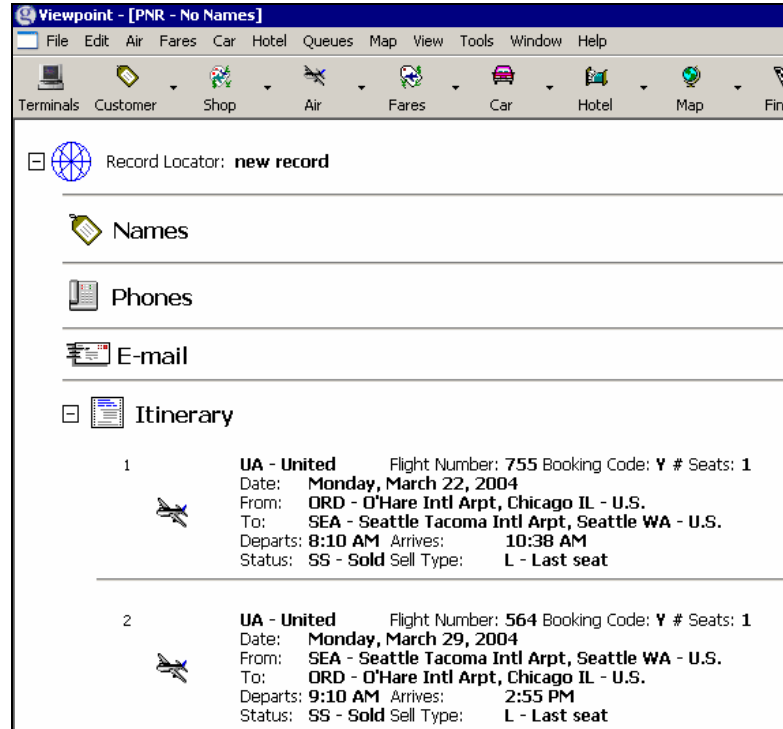


3. Highlight the flight(s), verify number of seats, request code, and booking code, and click Sell.

The Viewpoint™ Sell, Modify, Cancel – Vendor Summary screen appears.



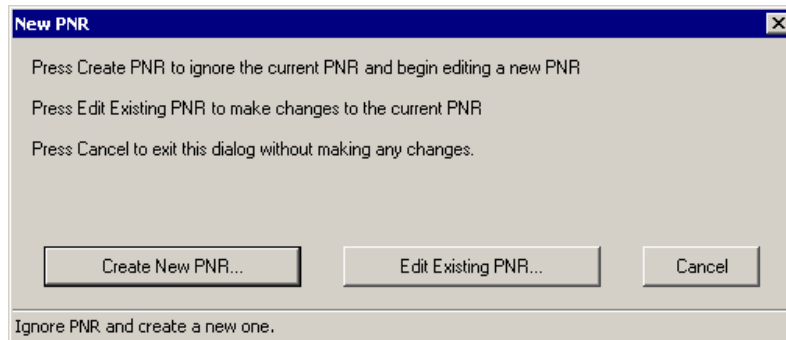
- Click the Itinerary Button to view the updated passenger itinerary. The Viewpoint™ itinerary screen opens showing the list of flights you have booked.



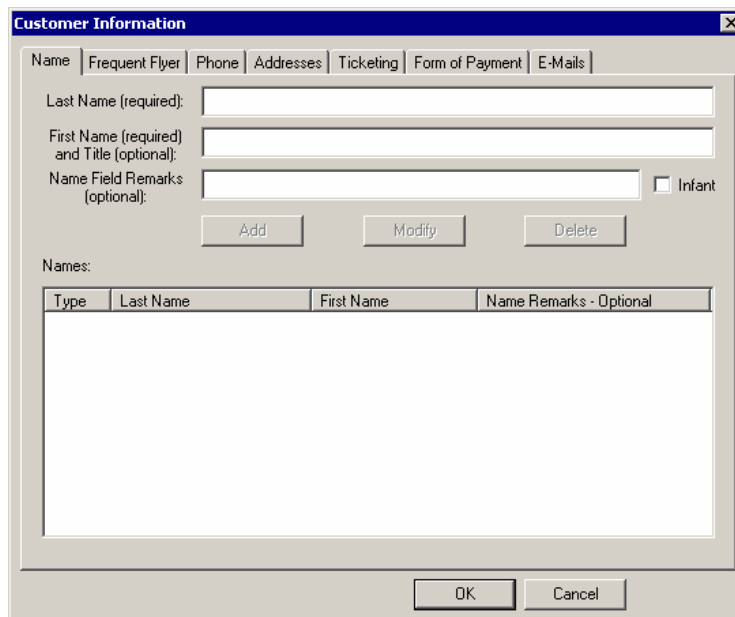
Step 3: Add Customer Information

To complete the booking, you must add customer information.

1. Click the Customer button on the Viewpoint™ itinerary screen
The select New PNR dialog opens.



2. Click Edit Existing PNR.
The Customer Information dialog opens.



3. Type the Last Name, First Name, and any Name Field Remarks, then click Add or use Alt+A to add.
4. Click each tab on this dialog box and fill in all applicable fields.
5. Click OK to complete customer information.
6. To end the PNR, click the Finish button on the Viewpoint™ itinerary screen and select Save PNR.

Booking Hotels

Booking a hotel room involves four basic steps:

1. Display Hotel Availability
2. Display Complete Availability
3. View Rules and Policies.
4. Sell the Room.

Step 1: Display Hotel Availability

Use Hotel Availability to display available hotel properties using hotel in and out dates, and booking location. Additional tabs make it possible for you to search for a hotel property based on specific customer needs and preferences, as well as by negotiated rate code and Inside Shopper information.

If you are not booking an air reservation, you must add customer information before you begin the hotel booking process. In the “Booking Air” section of this document, go to “Step 3 – Add Customer Information”.

If you have already booked a flight, select the arrival city flight segment on the Viewpoint™ itinerary screen, then request Hotel Availability. Viewpoint automatically defaults to the arrival date and city when the Hotel Availability screen opens.

1. From the Viewpoint™ itinerary screen, click the Hotel button.

The Hotel Availability screen opens.

Hotel Availability

Rate Categories | Transportation | Property Type | Property ID | Others | Selected Options

Basic Fields | Chains | Inside Shopper | Negotiated Rates | Features

In: 8/22/2004 Monday Out: 3/29/2004 Monday Nights: 7

Location

City or Airport: SEA - Seattle Tacoma Intl Arpt

Airport Seattle Tacoma Intl Arpt

Downtown/City Seattle, WA - US

Reference Point

Postal Code US - UNITED STATES

Distance: Less Than 010 Direction: All

Miles Kilometers

Occupancy: 1

Currency: Stored List

Selected Options

- Distance <= 010M
- Chain Code MC
- Chain Code HH
- Chain Code CI
- Features Health Club
- Features Modem in Room
- Features Non Smoking Room
- Features Pool (Indoor)
- Features Restaurant

Search Cancel

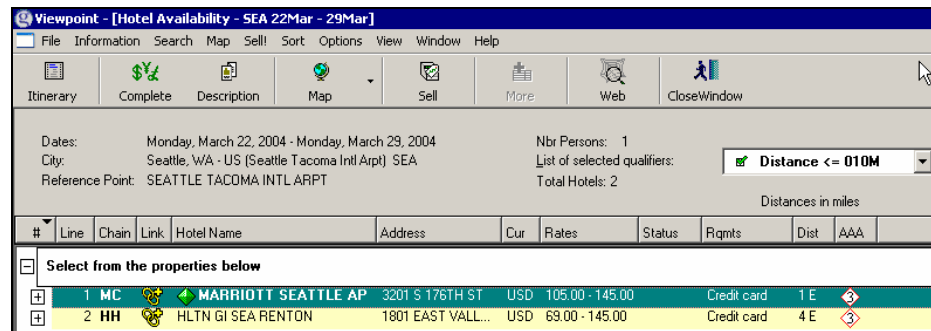
Enter Check-In date or press Alt+DownArrow to select dates from Calendar.

- Complete the Basic Fields tab, and click each of the other tabs to complete additional information as applicable.

Note: The search criteria selected in the Hotel Availability tabs are displayed in the Selected Options on the right. The order in which these qualifiers appear reflects the priority given to the item during an availability search. Right click an item to change its order in the display, or to delete or modify a selection.

- Click Search to view the Hotel Availability.

The Viewpoint™ Hotel Availability search results screen appears.



This screen provides a list of properties based on the search criteria you entered.

- Click a property to select it.

To update your search criteria from this page:

- Click the Search menu item and select Update Search.

To view rates in an alternate currency:

- Click the Options menu item and select Currency, Code Selection. Select a currency code and click OK. This converts the currency in the display to the currency you requested.

Step 2: Display Complete Availability

The Viewpoint™ Complete Hotel Availability screen displays a list of available rate/room types.

To view all rates for the selected property:

- From the Viewpoint™ Hotel Availability response screen, click the Complete button.

The Viewpoint™ Complete Availability screen appears.

Viewpoint - [Complete Availability - Inside Availability]			
File Information Search Sell Sort Options View Window Help			
Itinerary	Description	Notes	Rules
			Sell More Web CloseWindow
Dates:	3/22/2004 - 3/29/2004	RoomMaster ID:	1153
Hotel Name:	MARRIOTT SEATTLE AP	Featured Property	
Chain:	MC - Marriott	Taxes not included in rates	
		Rates are	US Dollars (USD)
		Nbr Persons:	1
		Total Rates:	5
PLACE BED TYPE AND NS REQ'S IN /SI			
Line #	Bk Code	Rate	Description
1	CORA00	124.00	CORPORATE RATE * DELUXE ROOM 1 KING OR 2 DBLS 12 PLUS TAX DAILY PARKING CHARGE
2	PKFD00	145.00	PARK 'N FLY* 1KG OR 2DBS*RT INCLDS 1 HOTEL NT , UP TO 3 NT PRKG* RESTRICTIONS APPLY * SEE RATE PROGRAM FACTS FOR ADD L RATE PRGMS
3	REGA00	144.00	REGULAR RATE * DELUXE ROOM 1 KING OR 2 DBLS 12 PLUS TAX DAILY PARKING CHARGE
4	QAZA00	124.00	AAA AMERICAN AUTO ASSOC*DELUXE ROOM 1 KING OR 2 DOUBLES MAX 4 PPL *ID REQUIRED**PARKING 12 DAILY
5	XMIA00	105.00	MARRIOTT SENIOR DISCOUNT**DELUXE ROOM WITH 1 KING OR 2 DOUBLE BEDS**MAX 4 PPL*ID REQ D*MUST BE 62 YRS OR OLDER**12 PARKING

Note: The actual look of the display varies depending on whether the hotel company is on Inside Link®, or Inside Availability®.

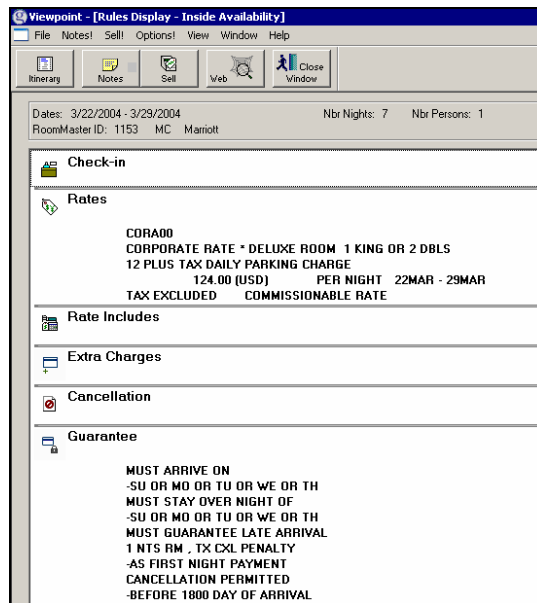
Step 3: View Rules and Policies

The Viewpoint™ Rules Display screen displays important booking information such as rate changes during stay, cancellation policy, guarantee requirements, and extra charges.

To view hotel rules and policies:

1. From the Viewpoint™ Complete Availability screen, click to highlight/select the desired rate/room type.
2. Click the Rules button.

The Viewpoint™ Rules Display screen appears.

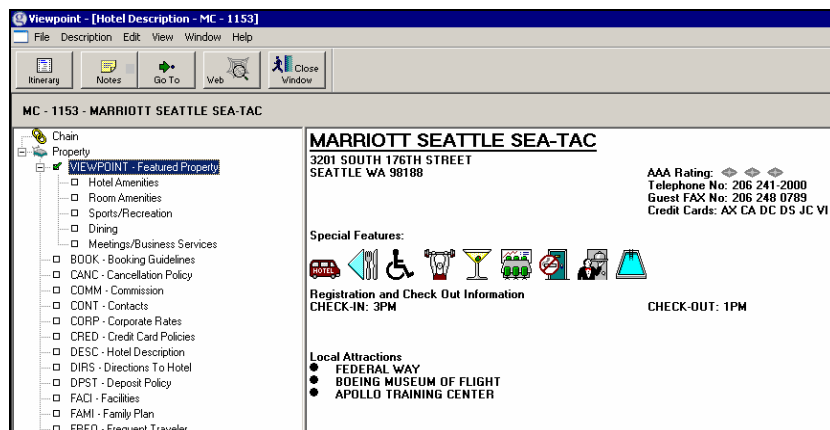
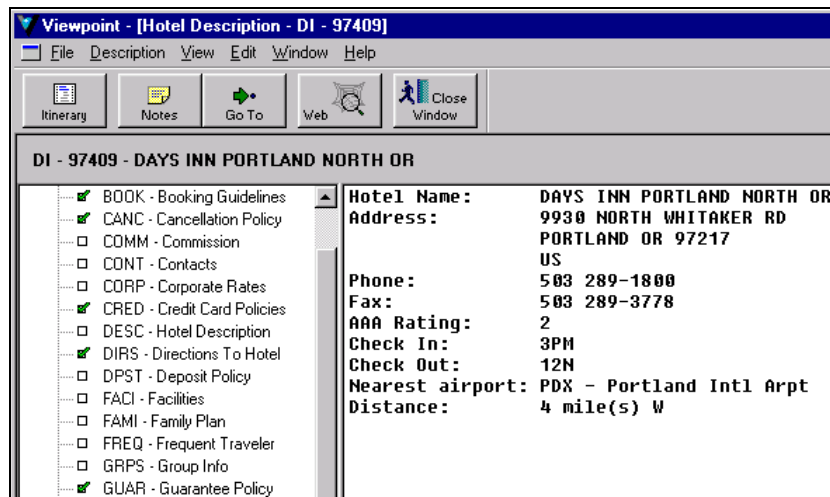


You can also display hotel description information from the Viewpoint™ Complete Availability screen. The Viewpoint Hotel Description screen displays information from keywords such as amenities, address, telephone numbers, directions, facilities, and other pertinent information about the hotel.

To view hotel description details:

1. From the Viewpoint™ Complete Availability screen, click the Description button.

The Viewpoint™ Hotel Description screen appears. The appearance may vary depending upon whether the hotel is on Inside Link® or Inside Availability®.

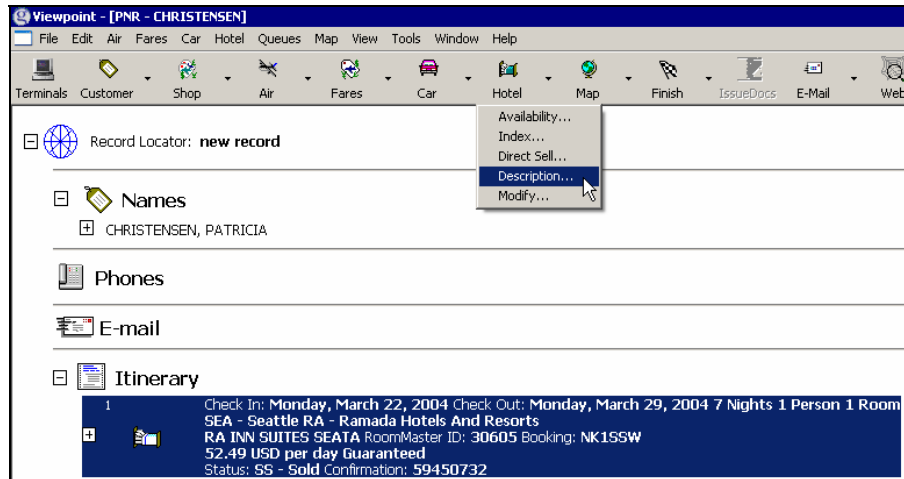


Note: Hotel keywords are listed in the pane to the left of the area of general description.

2. Use the scrollbar, if applicable, to view the list of keywords.
3. Click a keyword to view specific keyword information.
4. Click Chain to display corporate keyword information.
5. Click the Notes button to add or view notes about this property. (If notes exist for the property, a green dot appears on the Notes button.)

- Click the Close Window button to return to the Hotel Availability screen.

Note: You can also display a hotel description from the Viewpoint itinerary screen. Click to highlight the hotel, then click the drop-down arrow on the hotel button and select Description.



Step 4: Sell the Room

You may begin the sell process by clicking the Sell button on any hotel availability or rules screen.

The Viewpoint™ Reference Sell screen appears.

Hotel Reference Sell

Basic Fields | Rate | Customer | Extra

In: 3/22/2004 Monday Out: 3/29/2004 Monday

Chain: MC - Marriott Nbr Persons: 1 Nbr Rooms: 1

RoomMaster ID: 1153

Booking Code: CORA00 Rate: 124.00 USD

CORPORATE RATE * DELUXE ROOM 1 KING OR 2 DBLS
12 PLUS TAX DAILY PARKING CHARGE

Rate Guarantee

Type	Number	Expires: MM	YY	Use as
<input checked="" type="radio"/> Credit card				<input checked="" type="radio"/> Guarantee
<input type="radio"/> TravelScreen				<input type="radio"/> Deposit
<input type="radio"/> Guarantee to agency with IATA number in AAA (AGT)				
<input type="radio"/> Guarantee to agency with the following IATA number:				
<input type="radio"/> Deposit has been taken (DPST)				
<input type="radio"/> Deposit guaranteed by the agency (DPST AGT)				
<input type="radio"/> Deposit with free form text				
<input type="radio"/> Other guarantee free form text				
<input type="radio"/> None				

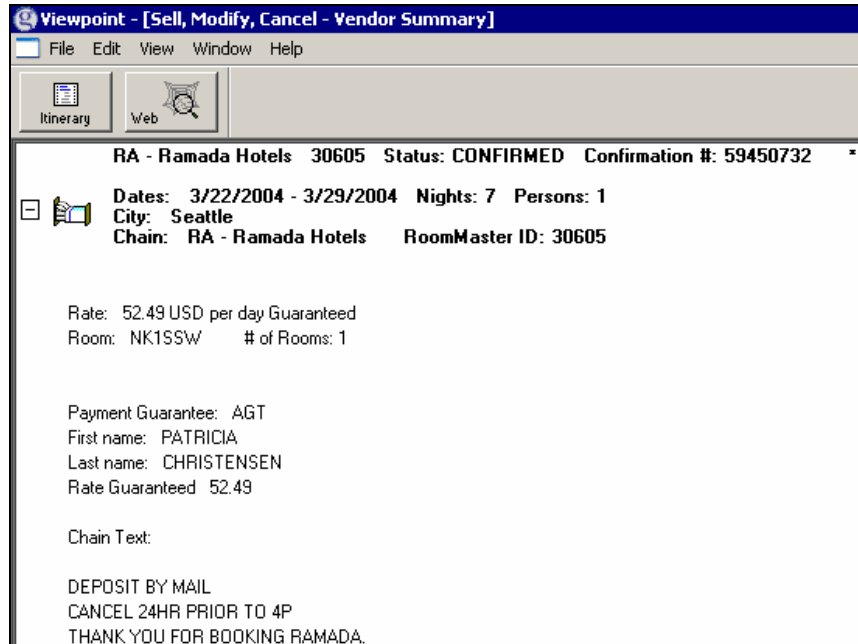
Guarantee Required Sell Cancel

Number of rooms

The Viewpoint™ Hotel Reference Sell screen is used to provide additional information related to the sell.

1. Click each of the sell options tabs (Rate, Customer, Extra), to complete the relevant information.
2. Click the Sell button to complete the sell process.

The Viewpoint™ Sell, Modify, Cancel – Vendor Summary screen appears.



To view the completed hotel reservation:

1. Click the Itinerary button to return to the Viewpoint™ itinerary screen. The booked hotel information appears in the Itinerary section.
2. Click the plus (+) sign to expand the display to view additional information.

Booking Cars

Booking a car involves four basic steps:

1. Request Car Availability.
2. View Car Descriptions.
3. Review Car Rules Detail.
4. Sell the Car.

Step 1: Request Car Availability

Use this screen to specify the car pick-up/return dates and rental location.

If you are not booking an air reservation, you must add customer information before you begin the car booking process. In the “Booking Air” section of this document, go to “Step 3 – Add Customer Information”.

If you have already booked a flight, highlight the arrival city flight segment on the Viewpoint™ itinerary screen and then click the Car button. Viewpoint™ automatically defaults to a car pick-up date and time corresponding to the flight arrival.

1. From the Viewpoint™ itinerary screen, click the Car button.

The Car Availability screen appears.

- Click each tab and complete the information as it applies to customer/agency requirements.

Note: The search criteria selected in the various tabs are displayed in the List of Selected Qualifiers on the right. The order in which these qualifiers appear reflects the priority given to the item during an availability search. Right click on an item to change its order in the display, or to delete or modify a selection.

- Click Search or use Alt+S to view availability.

The Viewpoint™ Car Availability Search results screen appears.

#	Line	Link	Vendor	Location	Car Type	Rate Amt	Est Base rate	Pre Pay	FM	Per Mile	Dist	Inclusions
+	1		Thrifty	Terminal	ECAR	139.99	139.99		UNL	0	T	
+	2		Dollar	Terminal	ECAR	139.99	139.99		UNL	0	T	
+	3		Dollar	Terminal	EDAR	139.99	139.99		UNL	0	T	
+	4		Thrifty	Terminal	CCAR	149.99	149.99		UNL	0	T	
+	5		Dollar	Terminal	CCAR	149.99	149.99		UNL	0	T	
+	6		Dollar	Terminal	CDAR	149.99	149.99		UNL	0	T	
+	7		Thrifty	Terminal	ICAR	169.99	169.99		UNL	0	T	
+	8		Dollar	Terminal	ICAR	169.99	169.99		UNL	0	T	
+	9		Dollar	Terminal	IDAR	169.99	169.99		UNL	0	T	
+	10		Advantage	Terminal	ECAR	173.71	173.71		UNL	0	T	

This screen provides a list of available cars based on the search criteria you entered.

- Click the car you want to select.

To update your search criteria from this page:

- Click the Search drop-down menu and select Update Search.

To view rates in an alternative currency:

- Click the Options menu and select Currency, Code selection. Select a currency code and click OK. This converts the currency in the display to the currency you requested.

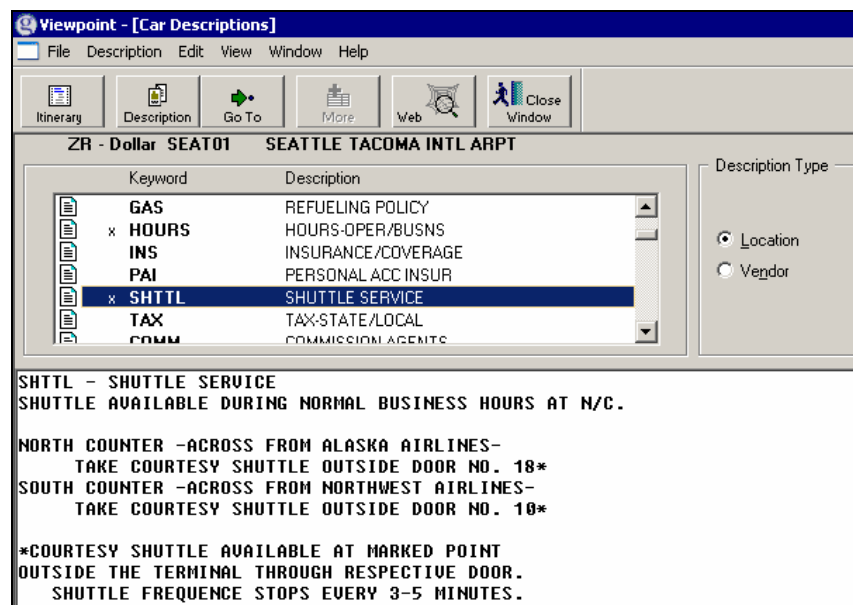
Step 2: View Car Descriptions.

The Viewpoint™ Car Descriptions screen displays descriptive information about the car rental/company.

To view car description information such as insurance details, refueling policy, car types, etc:

1. From the Viewpoint™ Car Availability screen, click the Description Button.

The Viewpoint Car Description screen appears.



Car Location keywords are listed in the box above the area of general description.

1. Use the scrollbar to move through the list of keywords.
2. Click a keyword to view information such as refueling policy, insurance details, car types, etc.
3. Under Description Type, click Vendor to display Corporate policies.
4. Click the Close Window button to return to the Car Availability screen.

Step 3: Review Car Rules Detail

The Viewpoint™ Rules Display screen displays summary information, rate detail and other important booking information.

To view car rules detail:

1. From the Viewpoint™ Car Availability Search results screen, highlight a car rate and click the Rules button.

The Viewpoint Rules display screen appears.

The screenshot shows a software window titled "Viewpoint - [Rules Display - CarMaster]". The window has a menu bar with "File", "Tax!", "CDW", "Sell!", "Options!", "View", "Window", and "Help". Below the menu bar is a toolbar with icons for "Itinerary", "Tax", "CDW", "Sell", "Web", and "Close Window". The main content area is divided into two sections: "Summary Information" and "Rate Detail".

Summary Information

Vendor: ZR - DOLLAR

Arrival: 08:00a Mon 22Mar SEAT01
 Return: 08:00a Mon 29Mar
 Car type: ICAR TOYOTA COROLLA
 Estimated base rate: 169.99 USD - ADDITIONAL DROP CHARGE MAY APPLY

Rate Detail

Base rate includes: DAY/HOUR CHARGES

Weekly:	(* 1 WK)	169.99 USD UNL FM	0.00 Per MI
Extra day:	(* 0 XD)	36.99 USD UNL FM	0.00 Per MI
Extra hour:	(* 0 HR)	15.00 USD UNL FM	0.00 Per MI

Drop charge: AMOUNT NOT AVAILABLE - ADDITIONAL CHARGE MAY APPLY

Rate guarantee period: 10/22/2003- 4/19/2004

Rate code: WKL45 0 ADV W 45 DY MAX RENTAL VALIDATED

Weekly / Standard

2. Use the scrollbar to review the rules.
3. Click the Tax button to review taxes applicable to the rental.
4. Click the CDW button to review optional insurance costs.

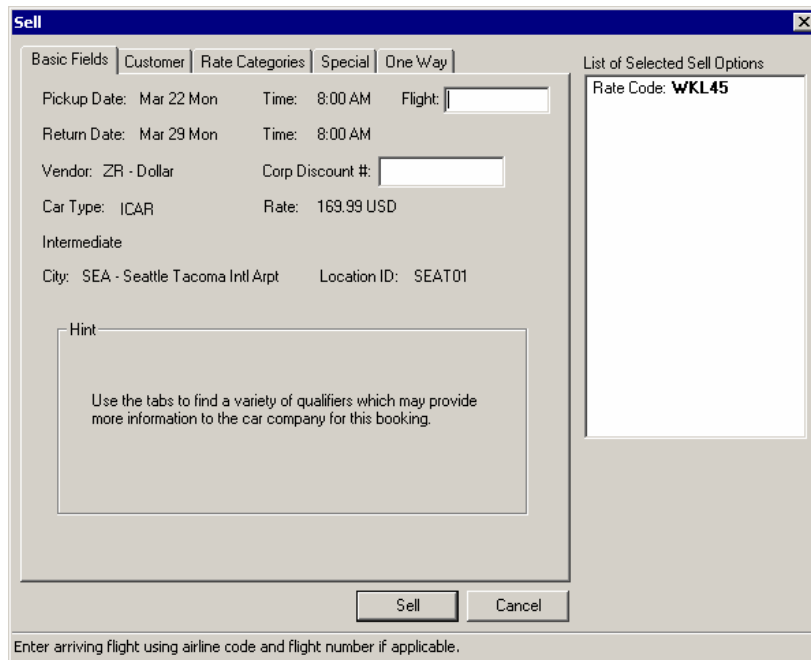
Step 4: Sell the Car.

The car Sell screen is used to provide additional information related to the sell. If you want to Direct Sell a car, see Booking Cars – Direct Sell.

To sell a car:

1. Click the Sell button from the Viewpoint™ Car Availability or Viewpoint Rules Display screen.

The Viewpoint car Sell screen appears.

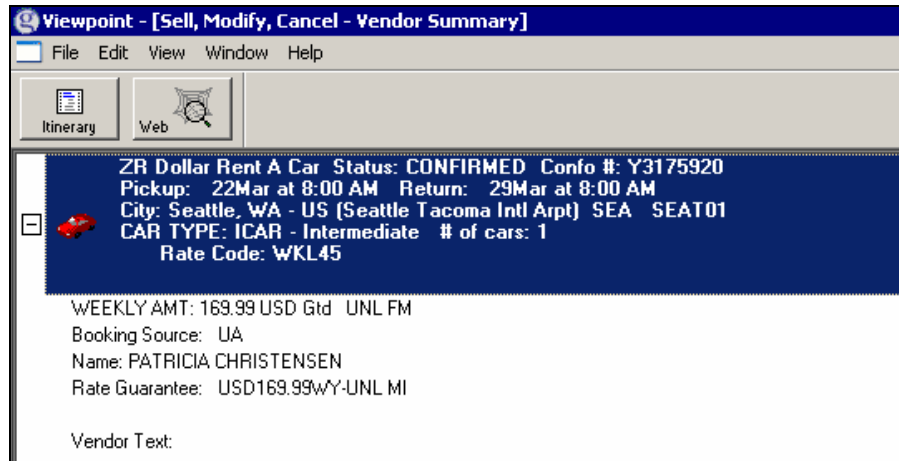


2. Review and complete the relevant information for each tab.
 - Customer Tab: Complete if your customer is taking advantage of frequent flier or frequent renter concessions.
 - Rate Categories Tab: Complete for unusual circumstances e.g. to override booking source.
 - Special Tab: Complete if you want to request special services or equipment.
 - One Way Tab: If the car will be dropped off, you must specify where. If the drop off is not an airport, use the Locations button to view locations for the chosen city.

Note: The Flight field is already completed if you highlighted the arriving air segment before starting the car booking process.

3. Click Sell or use Alt+S to complete the sell process.

When the sell is complete, the Viewpoint™ Sell, Modify Cancel – Vendor Summary screen appears.



To view the car reservation:

1. Click the Itinerary button to return to the Viewpoint™ itinerary screen. The booked car information is found in the Itinerary section.
2. Click the plus (+) sign to expand the display to view additional information.

