

GALILEO
SOUTHERN CROSS™

The Globe

Australia & New Zealand

January / February 2000

FIRST BOOKING OF THE NEW MILLENNIUM



FLIGHT CENTRE

Just hours after the sun rose on 1 January 2000, the world's first travel booking of the new millennium, using the Galileo Host system, was made by Flight Centre Direct Auckland.

At 9.08am (New Zealand time) on New Year's Day, Mandy Pirimona, Assistant Manager Flight Centre Direct Auckland, booked a return flight to Los Angeles for a Christchurch caller.

The booking was one of many enquiries received on the first day of 2000. "Some clients were even requesting seats for flights the next day because they had been waiting to see if planes would fall from the sky after midnight!" Mandy said.

"We were confident that planes would still be flying and the Galileo system would be in perfect working order for 1 January," remarked Mandy Scotney, Area Manager Flight Centre Direct Auckland.

"Flight Centre recognises the importance of using reliable and progressive technology to serve our current needs and to support the future growth of our business." ☺



Welcome to 2000

Left to right - **Mandy Scotney**, Area Manager Flight Centre Direct Auckland, **Greg Dyer**, Country Manager SCG New Zealand, **Mandy Pirimona**, Assistant Manager Flight Centre Direct Auckland and **Brett McVeigh**, Senior Account Executive SCG New Zealand

Roll on 2000



New Zealand and Australia were the first two Galileo markets in the world to successfully take their customers into the new millennium.

"In the hours following the Year 2000 transition, the technology and systems of Southern Cross Galileo (SCG) functioned as expected and continue to successfully process reservations," said Lyn Rook, SCG Project Manager Year 2000.

"To minimise disruption for our customers, we started extensive planning, audits and preparations for Y2K in 1996, including migrating more than 1,900 sites in Australia and New Zealand to a new, more robust front end system in Galileo Denver.

"During the critical period, our Service Centre and Help Desk continued to operate and on 4 January 2000 it was business usual," Lyn said.

"We discovered a small glitch with CrossCheck Travel, but a software fix was prepared and is being distributed," added Lyn.

Alissa Crossley, Y2K Manager Flight Centre, said she was confident that Galileo had done everything possible to ensure a smooth Year 2000 transition.

"This confidence was established by being well informed of Y2K issues and being able to conduct our own testing on the Galileo Time Machine," Alissa said. ☺

This statement is a Year 2000 disclosure statement for the purposes of Year 2000 Information Disclosure Act 1999. A person may be protected by that Act from liability for this statement in certain circumstances.

This statement is authorised by Lyn Rook, SCG Project Manager Year 2000.



Some of the faces behind the Y2K SCG team

Back row (left to right) - **Lyn Rook**, Project Manager Year 2000, **Mark Field**, **Brendan McLean**, **Kim Matthews**, **Andrew Fitt**, **Peter Coppock**, **Paul Toomey**, **Ron Morgan**, **Michelle Mulder**, **Peter Lysaght** and **Virginia Turner**

Front row (left to right) - **Jodie Jolly**, **Anne Innes**, **Judy Parker**, **Peter Anthony** and **Paula Mackrell**

New version of FocalpointNet due early 2000



Since its release last year the response to FocalpointNet has been huge, with many customers enjoying the benefits of using an Internet-based service.

FocalpointNet, which has all the benefits of Focalpoint, including Viewpoint, Relay and Scriptwriter Plus, provides small agents with a cost effective alternative to a fixed line connection.

Southern Cross Galileo (SCG) is working with technology partners globally to ensure FocalpointNet is a robust and reliable Internet solution.

Customer testing is underway in Australia and New Zealand for a new version of FocalpointNet which allows it to function more effectively during busy times on the Internet.

SCG is working closely with Galileo International for a release expected in Q1 2000. Agents will be contacted by SCG to arrange a suitable installation date for the upgraded software. ☺

Technology Bytes

Choosing an Internet Service Provider (ISP)

Internet Service Providers (ISPs) offer access to the Internet. If you're ready to start using the Internet, you must sign up with an ISP, like signing up with a phone company. Selecting the right ISP for your business from the large number of operators can be daunting.

Several areas to consider in making a decision include:-

- **Location** - do local or long distance call charges apply when you dial-in/connect to the ISP
- **Background** - how long have they been around, who owns them, etc
- **Word of mouth** - ask friends and colleagues - assess your business requirements
- **Business needs versus home** - some ISPs have special packages for small business users
- **Added value** - do they offer free customer support and easy installation, etc

• *Always read the small print!*

For further information on choosing an ISP check out:-

www.choice.com.au

www.consumer.co.nz

Australian Consumers' Association and **New Zealand Consumers' Association** sites both have comprehensive technology sections

www.apcmag.com

Australian Personal Computer - a monthly magazine which offers a wide range of information and reviews

www.netguide.co.nz

An indepth website, offering a range of coverage on Internet topics for New Zealand. They annually review top sites, including the best ISP

www.webopedia.com

A great site to learn Internet jargon and technical terms. ☺

GST in Australia - coming soon



The introduction of the Goods and Service Tax (GST), takes effect in Australia from 1 July 2000. It will fundamentally change the way businesses operate.

A new version of Southern Cross Galileo's (SCG) CrossCheck Travel, which caters for the GST, will be available by April 2000. All Australian agents using CrossCheck Travel must upgrade to the new Version 2.5 before 1 July 2000.

In January 2000, SCG distributed a document outlining Transitional GST Guidelines. Contact your local SCG office should you require a copy.

At the recent Harvey World Travel International Conference, Tim Dodds, Director of Finance and Administration Harvey World Travel said, "The introduction of GST for travel agents is not a simple matter. Some transactions will be GST exempt, some fully GST'able, and others may be part GST'able. This means agents need to have adequate automated accounting systems to identify at the very least, the different types of transactions to commission revenue arising.

"The introduction of GST is going to be complex and dynamic, particularly with the various stakeholders involved. Agents need to keep abreast of the changes and start preparing their accounting systems now," added Tim.

It is essential agents seek professional advice from their tax accountant or professional adviser immediately. The Australian Taxation Office's (ATO) Travel and Tourism Handbook may clarify some issues and can be found at www.taxreform.ato.gov.au or call the Tax Reform Infoline on 13 24 78.

Rosenbluth on the move



In the increasingly competitive world of corporate travel, Rosenbluth International is one of the fastest growing travel management companies in the world.

With six offices, a seventh due in February 2000, and soon more anticipated in Australia, Rosenbluth is undergoing a period of rapid expansion. The New Zealand operation is also part of the growing operation.

Sandra Schofield, General Manager Rosenbluth International Australia attributes the secret of the company's success to their exceptional service philosophy.

"It underpins everything we do for our customers and staff," Sandra said.

"We have an integrated global approach, with seamless systems, technology and training. This allows

us to offer our customers global service at a local level in 47 countries."

Axel Bensch, General Manager Technical Services, Asia Pacific believes Rosenbluth has a unique approach - it is one of partnership and always being responsive to customers' needs.

Rosenbluth has a long and powerful relationship as one of Galileo's largest global customers. Brian Cossar, Director Rosenbluth International New Zealand reiterated the local partnership with Southern Cross Galileo (SCG).

"Their professional approach and understanding of our requirements has helped us maintain the high levels of

service we need to support our local and global clients," Brian said.



Partnership - Rosenbluth International and SCG

Left to right - Peter Stirling Benson, General Manager SCG, Axel Bensch, General Manager Technical Services, Asia Pacific Rosenbluth International, Sandra Schofield, General Manager Rosenbluth International Australia and Ingo Ueckermann, National Account Manager SCG

Lots of winners at HWT's international conference



The event of the year for 900 Harvey World Travel (HWT) franchisees and principals from Australia, New Zealand and Southern Africa was HWT's annual conference, recently held in Perth.

Congratulations to the winners of Southern Cross Galileo's (SCG) principal choice awards -

National Harvey World Travel winners

Australia - Mildura
New Zealand - Wellington

State Harvey World Travel winners

NSW Country/ACT - Orange
Queensland - Townsville 2
South Australia - Mt Gambier
Sydney/Newcastle/Woollongong - Toronto
Victoria/Tasmania - Sale
Western Australia/Northern Territory - Broome

A portable CD player, SCG's Show & Tell quiz prize, was won by a very excited John Glover, Owner/Manager Harvey World Travel Glen Eden New Zealand.

Peter Stirling Benson, General Manager SCG addressed the conference on future trends and the importance of partnership in developing effective, value-for-money business and technology solutions.

"It was a fantastic opportunity to speak to HWT agents about their concerns," Peter said.

Paul Fleming, Managing Director Harvey World Travel said it was extremely valuable to have global business partners such as Galileo support the group's conference reflecting the strength of our ongoing relationship.



New Zealand in force

Left to right - David Aiken, Owner/Manager Harvey World Travel Tauranga New Zealand, Elsa Evans, Account Executive SCG New Zealand and James Smith, Owner/Manager Harvey World Travel New Lynn New Zealand

Galileo and Dell Computer - succeeding in New Zealand



In New Zealand, Southern Cross Galileo (SCG) has formed an alliance with Dell Computer (NZ) to provide hardware and software solutions to the New Zealand travel industry. The local relationship has evolved from a global partnership between Galileo International and Dell Computer signed last year in the USA.

Greg Dyer, Country Manager SCG New Zealand said "Having a partner like Dell working with us to meet our clients' technology requirements at an affordable price has improved the IT solutions we offer to our customers.

"Dell is able to supply to SCG New Zealand a comprehensive, cost-effective 'built to order' system that means that the latest technology can be deployed and functional faster than ever before", said Ross Allan, General Manager Dell Computer (NZ).

Internationally, Dell partners with Unisys for the supply, installation and maintenance support services. "SCG has continued its long standing relationship with Unisys and benefits from the continuation of their service and experience," added Greg.

Visit Dell's web site - www.dell.com.

Compaq - Galileo's technology partner in Australia



Partnering with a technology professional brings obvious advantages, and in Australia, Southern Cross Galileo (SCG) works with Compaq to supply, install and maintain computer equipment for our customers.

Bryan Carroll, Customer Service Manager SCG, said the benefits of this relationship can be seen in competitive pricing, special equipment deals, national coverage and an extensive service network.

"In Australia, where SCG has been partnering with Compaq for three and half years, approximately 60% of SCG agents have taken the full SCG offering, which includes the supply and maintenance of Compaq hardware," added Bryan.

Andrew Ratcliff, Sales Specialist Compaq Services, said "Compaq works closely with SCG to develop reliable, high performance technology solutions to meet the business needs of travel agents in Australia for today and tomorrow. This combined with the service partnership allows the agent to grow their business."

Visit Compaq's web site - www.compaq.com.au.

Get more productive through training

Does your computer sometimes seem to have a life, not to mention a mind, of its own?

Do you ever suffer "computer rage" and wish you knew the short cuts to make using your computer easier and more efficient?

"Southern Cross Galileo (SCG) has negotiated a preferred agreement with Pollak Partners so Galileo agents in Australia can take advantage of the extensive range of software training courses offered by Pollak at a specially negotiated rate," said Beth Belfiore, Product Services and Training Manager SCG.

Ron Pollak, Managing Director Pollak Partners said, "The company's vision is to help people in business use their desktop computer software more productively and effectively.

"We have been operating since 1983 and have training facilities throughout Australia as well as being an authorised Microsoft training centre. We provide technical training courses and specialty courses including the Internet.

"Pollak employs permanent full-time qualified trainers who are proficient in the latest versions of desktop applications to ensure course participants gain maximum advantage of their knowledge and expertise," Ron said.

Successful trainees are certified and have access to Pollak's telephone support service (to the level of course completed).

Pollak's *Introduction to Windows* course is ideal for those agents who need to be Windows literate to undertake SCG training courses on Focalpoint and CrossCheck Travel.

For details on Pollak's range of courses and dates, contact Pollak Partners in Australia on 1800 227 440 and mention you are a Galileo agent or go to their web site www.pollak.com.au for the latest details.



SERVICE, SERVICE, SERVICE

Southern Cross Galileo (SCG) is committed to delivering the highest quality customer service.

Recently, 90 SCG front-line staff attended a series of intensive two day workshops run by the world-renowned trainer Mary Gober, focussing on *The Art of Giving Quality Customer Service*.

Bryan Carroll, Customer Service Manager SCG, said the training was excellent in inspiring the SCG team to consistently deliver the very best levels of customer service.

SCG has two service excellence award programs - the Customer Service Award and the CEO Excellence Award.

These programs recognise SCG staff who constantly strive to achieve the highest level of customer satisfaction, outstanding performance and initiative.



Congratulations to the quarterly finalists in the 1999 CEO Excellence Award

Left to right - **Andrea (Ange) Cook**, *New Zealand*, **Virginia Turner**, *Sydney*, **Bev Davis**, *Queensland* and **Ruth Moore**, *Sydney*

The overall winner was **Virginia Turner** who won for her level of commitment to the business and our customers.



Congratulations to Bev, Antoinette, Bianca, James and Chris Customer the Service Award winners for 1999

Left to right - **Bev Davis**, *Queensland*, **Antoinette Rizk**, *Sydney*, **Bianca Hardman**, *Sydney*, **James Roocke**, *Sydney* and **Bryan Carroll**, *Sydney*

Absent from photo - **Chris Maynard**, *Sydney*

Supplier Update

GlobalPro - winning business for corporates



Southern Cross Galileo (SCG) and Auckland-headquartered company GlobalPro have joined forces to provide an outstanding and exclusive new corporate travel solution for Galileo agents across New Zealand and Australia. GlobalPro will be integrated into SCG's back office system, providing a total solution.

"GlobalPro is a cost-effective, function-rich software solution that gives corporations, through their agent, the power to plan, process, communicate and monitor their total business travel need," explains Tracey Macmillan, Manager Sales and Marketing GlobalPro.

"Corporates are looking for a more stream-lined and pro-active way of managing their travel and entertainment expenditure via their travel professional," added Tracey.

"An outstanding product," claims Louise Sneddon, General Manager Corporate Go International Auckland. "It allows my corporate customers a high level of sophisticated travel planning, travel policy compliance and extensive reporting capability. It saves many hours in preparing corporate reports. It also significantly speeds up the processing of travel requests, lowers communication costs and ensures higher staff productivity."

For more information on GlobalPro, contact your local SCG office or visit their web site on www.globalpro.co.nz.



A winning corporate solution

Left to right - **Michael McGrath**, *Solutions Manager Business Applications SCG*, **Tracey Macmillan**, *Manager - Sales & Marketing GlobalPro*, and **Peter Stirling Benson**, *General Manager SCG*



Galileo Quiz

Did you know that as a Galileo agent you can access ETAS, the online visa service that enables you to electronically request a visa for visitors to Australia?

ETAS, the Electronic Travel Authority System, links your Galileo terminal to the Australian Department of Immigration & Multicultural Affairs' visa authority system.

Like to know more?

Q1. What percentage of tourist and short-term business visa applications for Australia were issued electronically via ETAS in November 1999?

- a) 18% b) 27% c) 31% d) 90% _____

Q2. Since its release in September 1996, how many ETAS authorities have been issued?

- a) 186,000 b) 1.8 million c) 6 million d) 23.4 million _____

Q3. ETA arrangements are now available to passport holders from how many countries and locations?

- a) 18 b) 27 c) 31 d) 90 _____

ETAS is a great tool for providing extra customer service to an overseas client, sponsor or fellow international contact who wishes to arrange a visit to Australia.

To use ETAS, simply enter TIETAR, then tab and fill in the form. The response to the visa application will be displayed on your screen in seconds.

For general information about ETAS, see GC*ETAS in Galileo, or refer to the Australian Department of Immigration & Multicultural Affairs web site - www.immi.gov.au/eta

The Department also produce a handy booklet. Agents in Australia phone 02 6264 1483 (or fax 02 6264 1879) and agents in New Zealand phone Australian Consulate-General 09 303 2429. ☺

Answers 1. (d) 90% 2. (c) 6 million 3. (c) 31

It's official - you love The Globe!

An overwhelming majority of Globe readers (63%) find Southern Cross Galileo's (SCG) customer newsletter interesting, informative and relevant to their business.

The most popular sections are those that help you become more productive - Quick Tips, Product Solutions and Galileo Connection.

Feedback by Globe readers from our recent survey was diverse and positive. Many of you made suggestions for improvements, such as more quick tips, hints and short cuts to get the most out

of your Galileo system. We'll be taking this feedback on board.

With more travel agents adopting new technology and moving online, 65% of readers would like to see an electronic newsletter from SCG - stay tuned!

Congratulations to Beth Malcolm, Manager Traveland Nerang Queensland who won a video recorder from our draw of completed Globe surveys.

Thank you to all of you who took the time to complete the survey. SCG values all customer feedback. ☺

GalXpress release

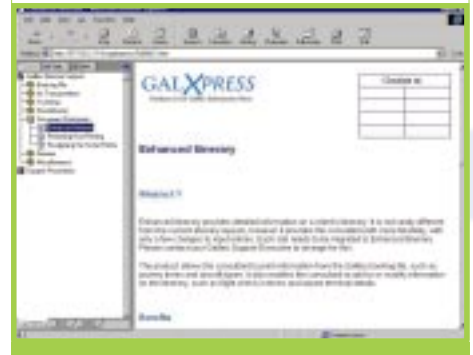
Travel agents are getting busier, and time more precious. So anything to save time and increasing system productivity is welcome.

Southern Cross Galileo (SCG) introduces GalXpress - a new initiative that provides quick tips and easy solutions for agents using the Galileo host.

A range of GalXpress web-based information sheets are being developed for:- sign on error messages, exchange ticket screen, enhanced itinerary, restarting host printing, realigning the ticket printer, and more.

The GalXpress sheets can be filed and referred to in the agent's SCG Gold File becoming an ongoing reference tool building knowledge of the Galileo system. ☺

GALXPRESS
Southern Cross Galileo Information Sheet



Happy viewing!

Left to right - **Sandi Elliott**, Account Executive QLD SCG, **Beth Malcolm**, Manager Traveland Nerang QLD and **David Saunders**, State Manager QLD SCG

Leading the way

Are you bewildered by the ever changing array of new technology on offer?

Southern Cross Galileo's (SCG) customers have access to quality IT expertise and advice from SCG's Information Technology Services Team.

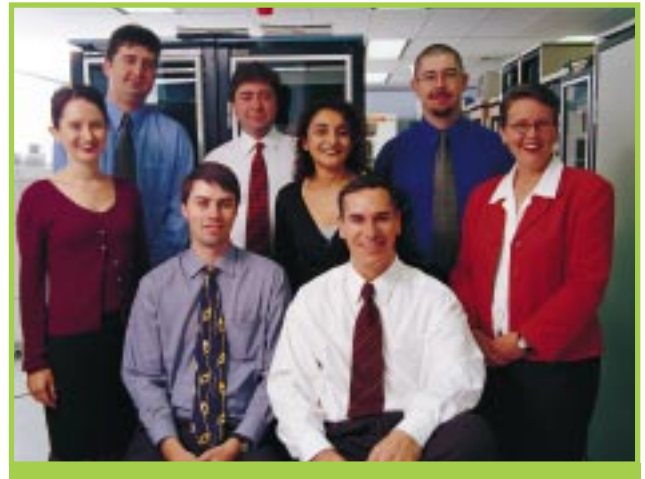
Antoinette Rizk, Manager Information Technology Services said the IT team is committed to providing quality software development, platform solutions and consultancy services to help agents take full advantage of new and dynamic technology.

"More and more customers are seeking our expertise to find the right cost-effective technical solution for their business.

"Our expertise and knowledge of global trends means that we can help our customers make the right choices, so they can concentrate on the business of travel.

"We proactively work with our business partners such as Galileo International, Compaq, Dell Computer, TIAS and SITA to ensure our agents have access to the most effective technology and communication systems," Antoinette said.

The integration of IT support throughout the company reflects SCG's strong commitment to providing e-solutions for the travel industry. While based in Sydney, the IT team is integrated with technical executives in the States and New Zealand to provide local support. There are also technical executives in the Service Centre/Help Desk and Product Services area, which means IT support and expertise is available at every level and in every area of the business.



SCG's Information Technology Services Team

Back row (left to right) - **Rebecca Norman**, *Quality Assurance Executive*, **Peter Anthony**, *Database Administrator*, **Mark Field**, *Communications Specialist*, **Antoinette Rizk**, *Manager Information Technology Services*, **Peter Coppock**, *Network Administrator* and **Elena Thomas**, *Project Manager*

Front row (left to right) - **Andrew Fitt**, *Customer Platform Specialist* and **Kim Matthews**, *Internal Systems Specialist*

Galileo Connection

News from Galileo International



Galileo International was recently named as one of **Information Week's annual top 500 ranking business users of technology.**

The only CRS to be included in the list, Galileo was placed second in the Hospitality and Travel category, and was ranked 167th overall.

The rankings are not determined by the amount of technology that companies use, but what they do with it.

James Lubinski, Executive Vice President Operations Galileo International said, "We are pleased to be recognised for our strong technology infrastructure and for maximising the benefits of the Internet for our travel agency customers.

"And with Viewpoint and Focalpoint, we are continuing to develop superior technology-based product solutions that help our travel agents grow their businesses faster."



2000 TRAVELtech Expos

Mark **Thursday, 6 April 2000** in your diaries for the exciting Expo in Brisbane.

2000 TRAVELtech will be held in Sydney on **Tuesday, 8 August** featuring a full day conference with exciting speakers.

Visit www.traveltechexpo.com.au for more details.

A little laughter ...

Reportedly real answers on a sixth-grade history test ...

Ancient Egypt was inhabited by mummies and they all wrote in hydraulics. They lived in the Sarah Dessert. The climate of the Sarah is such that the inhabitants have to live elsewhere.

Solomon had 300 wives and 700 porcupines.

Socrates was a famous Greek teacher who went around giving people advice. They killed him. Socrates died from an overdose of wedlock. After his death, his career suffered a dramatic decline.

Eventually, the Romans conquered the Greeks. History calls these people Romans because they never stayed in one place for very long.

Joan of Arc was burnt to a steak and was canonized by Bernard Shaw.

Louis Pasteur discovered a cure for rabbis. Charles Darwin was a naturalist who wrote the Organ of the Species. And Karl Marx became one of the Marx brothers.

The sun never sets on the British Empire because the British Empire is in the east and the sun sets in the west. ☺

Southern Cross Galileo

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Quick tips

You ask, we answer



Introducing **David Lee**
Service Centre Team Leader -
Galileo Host Australia

Q: How can I get my consultants accredited to issue E-Tickets?

A: Consultants must complete SCG's automated ticketing course. SCG is unable to provide support to consultants for electronic or automated ticketing if they haven't completed the relevant training with SCG and the carrier concerned. The E-Ticketing Agency User Guide provided in the SCG training course is an invaluable reference tool.

For details on SCG's training courses refer to GC*403/22 (Australia) and GC*413/9 (New Zealand). Or contact your local SCG office.

Q: What are requirements for an E-Ticket?

A: Only one E-Ticket is permitted per passenger, per airline, per booking file.

Q: What is the format for an unaccompanied minor in a Qantas or Air New Zealand booking?

A: The format must be entered in a specific order. Please refer to GC*QF/12 or GC*NZ/6.

Q: Why do I receive the error response "INVALID SSR TICKET NUMBER"?

A: Most cases, it's due to an invalid check digit. To calculate the check digit on an airline ticket:
The entry is: XX(10 digit ticket no)/7
For example: XX1683977025/7
Response: EQUALS 240, 568, 146 REM 3
The figure after REM is the check digit, in this case 3.

Q: What is the SSR format for ticket notification?

A: Refer to GC*200/5 for format entries.

Q: How do I make a name change in a booking?

A: If you require a name change with a carrier that does not permit them through Galileo refer GC*403/35 (Australia) and GC*413/2 (New Zealand).

You must ensure the carrier has entered a vendor remark that has generated into the Galileo booking file before SCG can make an alteration to the booking file.

Alternatively, forward a copy of the fax from the airline advising the change. This only applies when the carrier has already changed the name in their own system. ☺