

# **MINI FORMAT GUIDE**

# **TRAVELPORT+**

August 2021



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


**This booklet provides you with the mostly used entries.  
In Smartpoint many responses can also be retrieved via interactive menus  
or by clicking.**



## THE FLEX WINDOWS SCREEN

	Smartpoint has 5 work areas. You can have 1 PNR open in each work area.
	Interactivity is on. This means the click functionality and links are activated. Only in case of drop through group PNRs this functionality needs to be switched off
	Search. Via the dropdown menu you have access to the Hotel, Car and Air availability scripts and Fare Shopping scripts.
	Sell, when you want to sell without an availability (direct sell), this script can be used. You also have the possibility to create a passive sell for car and hotel. Passive sells are copies of sells made in other systems, to have one booking with all information together.
	Tools. Multiple plugins that help make the use of the GDS easier. For example, a calendar, a calculator, system update options, replay entries and much more.
	Trip Quote allows you to create and send offers to a customer. Can be opened using #CTQ
	Quick commands. Allows you to search for loaded and self-created scripts
	Messages from Travelport Marketplace. Informs you on installations etc.
	Replay entries
	Help page. Gives you access to a user guide, MyTravelport, but also numerous learning snippets on Travelport+
	Settings. Allows you to set the number of windows, number of results etc.



	Hotel Retail. A whole new interactive way of booking hotels.
	Fare Shop + lets you quote bookings and search for the cheapest fares.
	Smartpoint Assisted Ticketing helps you to issue, refund, void and revalidate tickets. It also helps you to manually create fares and perform involuntary changes.
	The PNR scripts allows you to add all other information to a PNR except for the itinerary and the fare. For example, a name field, special services, remarks etc.
	Export a journey to ViewTrip
	History tab, where you can find the history of the PNR and Recent PNRs
	Change the font size in the PNR viewer
	Additional settings
	Display all QuickView queues
	Display an overview of all queues with PNRs
	Refresh the numbers of PNRs in queues
	Set the queues you always want to see on the bottom line





## SIGN ON

**H/SON, #HELP**

<b>SON/Z...</b>	Sign on at own office. Smartpoint will normally show a pop-up screen, where you can fill in your sign-on and password.
<b>SB</b>	Switch to work area B
<b>SOF</b>	Sign-off
<b>STD/ZHA</b>	Display security profile for sign-on HA.
<b>STD/ZXXX/*EM</b> (xxx = your sign on code)	Add or change the email address in your sign on. This needs to be the same as your My Travelport account email address.
<b>STD/ ZWP /**</b>	Open sign on settings
<b>+J</b>	Display terminal GTID
<b>OP/W*</b>	Determine active work area
<b>SEM/XF6/AG</b>	Emulate to PCC XF6. Only possible in case of Service bureau. One main PCC can be specified under 'My Connection'
<b>#RESTART</b>	Restarts Smartpoint, you will not be signed out. If all plugins are not loaded, #RESTART might solve this issue.
<b>#DELETEPLUGINCACHE</b>	Deletes the cache of all Smartpoint plugins. This might improve your Smartpoint performance.

## WEBSITES WITH ADDITIONAL INFORMATION

<b><a href="http://www.my.travelport.com">www.my.travelport.com</a></b>	Your access to a wealth of information onTravelport+. In case of issues, incidents can be created. It is also possible to reset your password.
<b><a href="http://www.travelportmarketplace.com">www.travelportmarketplace.com</a></b>	App store of Travelport. All kind of free and paid plugins for Travelport Smartpoint that makes your life easier



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## SYMBOLS

>	Start of Message (SOM), an entry needs to start after the SOM.
@	Change or delete. The '@' is often used to change or delete a field in the PNR.
*	Display. The '*' is often used to display certain fields in the PNR or the whole record. Also, after the '*' in an entry free text can often be added. Finally, Travelport+ often responds with a * when an entry has been accepted.
+	The '+' is used to combine entries.
;	The ';' is used to combine search requests in one entry. The results will show in different windows.
)>	More information exists

## SCROLLING AND FAST KEYS

### H/SCROLL

MT	Move Top
MB	Move Bottom
MU	Move Up
MD	Move Down.
MD12	Move Down 12 lines
Ctrl + S	Clear screen
Ctrl + W	Clear active window
Alt + C	Show all information
Ctrl + <arrow up>	Retrieve last entry
Alt + <arrow up>	Retrieve last screen response



## ENCODE / DECODE

**H/ENC, H/DECODE**

<b>.CELONDON</b>	Encode city of London
<b>.CDLHR</b>	Decode City/Airport LHR
<b>.CRAMS</b>	Display City Record for AMS.
<b>.AEAIR BALTIC</b>	Encode Air Baltic.
<b>.AD9W</b>	Decode airline 9W.
<b>.LENAMIBIA</b>	Encode country Namibia.
<b>.LDBE</b>	Decode country BE.
<b>.RDUSTX</b>	Display name of US state TX.
<b>C*MAP/ITALY-DDDD</b>	Find main cities in Italy starting with a D, including their distance to the main airports.

## TIMETABLE

**H/TT**

<b>TTAMSBKK</b>	Show all direct possibilities from AMS to BKK from today for 28 days.
<b>TTAMSBKK.SIN</b>	Same as above, plus connections via SIN.
<b>TTAMSBKK/KL</b>	Same as above, but for KLM only.
<b>TTAMSBKK.C</b>	Same as above, display direct flights and possible connection points
<b>TT15JUNAMSBKK</b>	Show all direct possibilities from AMS to BKK from today for 28 days from 15 June on.
<b>TTKL1597/5MAY</b>	Display details for a specific flight number.
<b>DC*MPN</b>	Display possible flight to/from MPN.
<b>DCPMPNAMS</b>	Display possible connections from MPN to AMS.



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## AVAILABILITY SORT MODE

The Basic Sort Mode is the standard to sort available flights. The Basic Sort Mode organizes the flights returned in an availability response in the following order:

<b>Category 1</b>	Nonstop flights	By departure time
<b>Category 2</b>	Direct flights	By journey time
<b>Category 3</b>	Connecting flights	By journey time

The Direct Sort Mode will organize flights in more categories.



<b>Category 1</b>	Nonstop flights	By departure time
<b>Category 2</b>	Direct flights	By journey time
<b>Category 3</b>	Online single connections	By journey time
<b>Category 4</b>	Interline single connections	By journey time
<b>Category 5</b>	Online double connections	By journey time
<b>Category 6</b>	Interline double connections	By journey time
<b>Category 7</b>	Triple connections	Only shown when there are no single or double connections.

<b>SSM/DIRECT</b>	Select Sort Mode Direct Available to all sign ons, for active session only
<b>SSM/BASIC</b>	Select Sort Mode Basic Available to all sign ons, for active session only
<b>SSA/DIRECT</b>	Select Sort Agency Direct Second level user only, sorting set up for whole PCC.
<b>SSA/BASIC</b>	Select Sort Agency Basic Second level user only, sorting set up for whole PCC.



## AVAILABILITY

H/AVAIL

To request an availability, you can also use the scripts  and 	
<b>A22JUNBRUATH</b>	Availability Brussels - Athens 22JUN.
<b>AD22JUNSTOLIS</b>	Availability ordered by departure time.
<b>AJ22JUNVIEATH</b>	Availability ordered by journey time.
<b>AA22JUNDUBROM</b>	Availability ordered by arrival time.
<b>AF22JUNSYDHKG</b>	Available flights for 7days on/after 22JUN
<b>A22OCTCDGBRU</b>	Flights from specific airport (CDG) of a multi-airport city.
<b>A22OCTPARLHR</b>	Flights to specific airport (LHR) of a multi-airport city.
<b>A20JUNAMSSIN/KL</b>	Flights for specific airline.
<b>A20JUNAMSSIN/KL#</b>	Flights for specific airline only, including codeshare.
<b>A20JUNAMSSIN/KL#@-ALL</b>	Flights for specific airline only, excluding codeshare.
<b>A20JUNAMSSIN*KL</b>	Carrier specific display.
<b>A20JUNAMSSGN/*S</b>	Flights for specified alliance carriers: *A = Star Alliance *O = One World *S = SkyTeam
<b>A16JUNAMSMAD.1400</b>	Flights to Madrid with specification of departure time (shows up to 2hrs before)
<b>A16JUNBRUFRA.1400#</b>	Flights to FRA from specified time onwards.
<b>A2OCTAMSSIN/KL+9OCT/KL</b>	Availability outbound and inbound
<b>A15SEPAMSDDEL/KL+10/KL</b>	Availability OB and IB, return 10 days later.
<b>A23JANAMSROM/KL@V</b>	Availability request for V class only.
<b>A23JANAMSROM/KL@V#</b>	Availability request for booking classes in the same cabin as the V-class.
<b>AF23JANAMSROM/KL#@V.D</b>	First availability request for one week for V class on direct flights.
<b>AR20JAN/KL</b>	Availability Return after an outbound request.



## ADDITIONAL AVAILABILITY ENTRIES



### H/AVAIL




<b>.0800# or 0800#</b>	Flights from specified time onwards.
<b>/UA</b>	Flights for specified carrier.
<b>/UA-</b>	Flights excluding specified carrier.
<b>/LH/OS</b>	Flights for specified carrier (max. 6).
<b>/LH-/SN-</b>	Exclude flights of specified carrier (max. 6)
<b>/SK#</b>	Flights for specified carrier for the entire journey, including connecting flights.
<b>/YY#</b>	Direct flights of any carrier and on-line connections only.
<b>*LH</b>	Direct link into Carrier Specific Display.
<b>DCA</b>	List of alliances.
<b>DCA/*A or DCA/*O or DCA/*S</b>	List alliance members of the specified alliance.
<b>//*A- // *O- or // *S-</b>	Flights excluding a specified alliance.
<b>.D</b>	Direct flights only.
<b>.D0</b>	Direct non-stop flights only.
<b>.SIN</b>	Display connections via SIN (max 3).
<b>.CPH-</b>	Display connections, exclude CPH (max 3).
<b>.C1</b>	Connection, with 1 midpoint.
<b>.CX</b>	Connection, with no change of airport.
<b>@C</b>	Flights with C class, which have a minimum of 1 seat available.
<b>@1</b>	Flights with a minimum of one seat available.
<b>FDA</b>	Converts Availability Display into a Fare Display.
<b>A#</b>	Availability one day later, can also be clicked in Smartpoint.
<b>A-1</b>	Availability 1 day before.
<b>A+5</b>	Display return flights 5 days later
<b>TTL1</b>	Show flight information for flight on line 1 in availability.



## SELL FROM AVAILABILITY

H/SWAD, H/O


To request an availability, you can also use the scripts  and   
To sell you can also click on the requested booking class.  
To open the sell options (passive) you can also right click on the booking class.

-  Sell: Active (HK)
-  Sell: Passive (AK)
-  Sell: Passive (BK)

<b>N2F3</b>	Sell 2 seats in first class from line 3
<b>N2F1F2Y3</b>	Sell 2 seats on connecting services, F class lines 1 and 2 and Y class line 3
<b>N1C5*</b>	Sell one seat in C class and the following connecting flights also in C class.
<b>0A or Y</b>	ARNK segment.
<b>N2J3AK</b>	Add a segment in J class from line 3 of an availability display when already booked outside the system for 2 passengers.
<b>N1Z5LL</b>	Sell of waitlisted segment.
<b>TTB1</b>	Show flight information for flight 1 in the PNR.

## DIRECT SELL AIR

H/O, H/SWDS

Passive and Active air segments can also be added to a PNR via a direct sell, using the script under: 

<b>OKL1597H15SEPAMSFCONN1</b>	Long sell entry. Sell without an availability.
<b>OKL1597H15SEPAMSFCAK20</b>	Add 20 confirmed passive seats for a group PNR
<b>0BA512M12DECLHRLINLL4</b>	Sell four waitlisted segments



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## MINIMUM CONNECTING TIME

**H/DCT**

<b>@MT</b>	Check MCT for booked flights.
<b>DCTNCE</b>	Check MCT for NCE, including exceptions.
<b>DCTNCE-II</b>	Check MCT for NCE, including International to International exceptions.
<b>DCTNCE*AF</b>	Check MCT for NCE, including AF to AF exceptions.
<b>DCTAMS*DLKL-II</b>	Check MCT for AMS, including intl. to intl. exceptions for DL to KL connections.

## LOCAL TIME AND DATE CALCULATOR

**H/@LT, H/\*TAA**

<b>@LT</b>	Local time for assumed city.
<b>@LTAKL</b>	Check Local Time for AKL.
<b>@LTAKL21NOV20</b>	Check Local Time for AKL on specified date.
<b>*TAA/18JUN/+21</b>	Add 21 days to 18 June.





## CREATING A PNR, MANDATORY ITEMS

The mandatory items of a PNR can be added via the script



### NAME FIELD

H/N.

<b>N.HENRIQUEZ/RUDY MR</b>	One surname, numeric optional.
<b>N.2WILLIAMS/BERT MR/JOAN MRS</b>	Multiple names, same surname.
<b>N.DESMET/JULIA MISS*P-C09 DOB15MAY12</b>	Add a child to the Booking File. Add P-PTC code after the asterisk for fare quoting. Mandatory space before optional DOB.
<b>N.I/MOONEN/PAUL MSTR*30JAN21</b>	Create an infant name. Mandatory Name remark contains mandatory Date of Birth.
<b>N.P5-6@2LANG/ANK MRS/ERIC MR</b>	Change names 5 and 6.
<b>N.P3@I/ZWART/ISABEL MISS*03MAR21</b>	Change name 3 (an infant) to another infant name.
<b>N.P2@SMIT/JAN MR</b>	Change name 2 to Smith.
Note: many airlines do NOT allow name changes after ending a Booking File. Please contact airline.	
<b>N.P2@*P-C06 DOB15JUN15</b>	Add or update name remark.
<b>N.P1@</b>	Delete passenger 1
<b>N.P1@*</b>	Delete name remarks.
<b>PTC or PTC/B</b>	Retrieve Passenger Type Codes
<b>SI.P3/CHLD*12JAN17</b>	Send a message to the airlines in the booking with the date of birth of a child, passenger 3 in the booking.



## PHONE FIELD

H/P.

P.T*0793 888184-JAN	Create agency number with set city and agent reference.
P.ZRHB*508042 X2184	Create Zurich business telephone contact with extension number.
P.LONA *0208-372-9878 X372	Create accommodation/hotel number with extension number.
P.PARN	No Paris telephone contact number.
P.BRUE*SUE--LI//DDS.NL	Create e-mail address. Use -- instead of "underscore" symbol. Use // instead of @ "at" symbol.
P.3@AMSH*02034 56 78 90	Change phone field 3.
P.2@	Cancel phone field 2.


## TICKETING FIELD

H/T.

T.T*	Minimum Ticketing input.
T.TAU/12JUN	Booking to be assigned to ticketing queue 10 on 12 June.
T.TAU/12JUN*ISSUE TKT	Ticketing field including remark
T.@TAU/08MAR	Change ticketing field.

## RECEIVED FIELD

H/R.

R.AGT	<p>Received from agent</p> <p>In Smartpoint this can be set under: </p> <p><b>APPLICATION SETTINGS - AUTORECEIVE.</b> The agent does not have to enter this field anymore.</p> <p>Be aware, the Auto Receive is terminal related.</p>
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## END OR IGNORE TRANSACTION

**H/ENTR**

<b>E or ET</b>	End the Transaction. Save the PNR.
<b>ER</b>	End and Retrieve the PNR.
<b>EM</b>	End the PNR and mail the itinerary to the first mail address in the booking.
<b>ERM</b>	End and Retrieve the PNR and mail the itinerary to the first mail address in the booking.
<b>ERMALL</b>	End and Retrieve the PNR and mail the itinerary to all mail addresses in the PNR.
<b>ERMALL*ETR</b>	End and Mail. In the mail all Electronic Ticket Receipts (ETR's) will be attached.
<b>I</b>	Ignore Transact.
<b>IR</b>	Ignore Transact and retrieve the previous saved Booking file.

## RETRIEVE BOOKING FILE

**H/RETRIEVE**

<b>*3WG6BD</b>	Retrieve BF by record locator number.
<b>*-HENRIQUEZ</b>	Retrieve BF by surname.
<b>*-WILLEMSE/CHRISMR</b>	Retrieve BF by full name.
<b>*-I/VANDERZEE</b>	Retrieve BF for infant VAN DER ZEE.
<b>*15JUN-DEJONG</b>	Retrieve BF for passenger DE JONG for specific date.
<b>**HK7-LAND</b>	Retrieve the Booking for passenger LAND created in branch pseudo city HK7.
<b>**B-SIMONS/MARCMR</b>	Retrieve BF with same name, for all branch agencies.



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## CANCEL AND REBOOK

**H/XIS, H/XRDT**

<b>X2</b>	Cancel segment 2
<b>X2.5-7</b>	Cancel segment 2 and 5 – 7
<b>XI</b>	Cancel the whole Itinerary
<b>XA</b>	Cancel flight segments only
<b>@1XK</b>	Remove a HX segment passively (for all airlines except EK)
<b>XH</b>	Cancel Hotel segments only
<b>XC</b>	Cancel Car segments only
<b>@2/23JAN</b>	Change segment 2 to 23 January
<b>@2/H</b>	Change segment 2 to class H
<b>@2/23JAN/H</b>	Change segment to 23 January, class H.
<b>@A/J</b>	Change all segments to class J
<b>@1/2</b>	Change the number of seats booked for segment 1 to 2 (only before End Transact, not supported by all airlines)
<b>@A/2</b>	Change the number of seats booked to 2 (only before End Transact, not supported by all airlines)



## CREATING A PNR, OPTIONAL FIELDS

Most optional fields of a PNR can be added via the different scripts under:



### RETENTION SEGMENT


**H/RD.**

Travelportmarketplace.com offers a free tool for download, **PNR Retention Default Settings**, to automate the retention line.

RT.T/22SEP*	Add retention segment with date
RT.T/22SEP*RETENTION	Add retention segment with date and text

### NOTEPAD

**H/NP.**

Notepads can be added using the script under the header  **CREATE/EDIT BOOKING FILE REMARKS** and choose **OTHER REMARKS**.

NP.TEXT	Create a notepad item. Will not show in history of the PNR when deleted.
NP.C**TEXT	Create a Confidential notepad item
NP.H**TEXT	Create notepad that will be saved in the history of the PNR when removed.
NP.HX*TEXT	Create historical notepad with additional qualifier.
NP.F**VI4444333322221111 EXP 11/25 USE FOR HOTELS	Add Credit Card information in Notepad field. Number will be hidden after closure of PNR
NP.2@NEW TEXT	Change second notepad item
NP.2@	Delete second notepad item
NP.VIEWTRIPNET	Suppress fare information in ViewTrip
NP.VIEWTRIPITIN	Suppresses all fare information, forms of payments and endorsements in ViewTrip
*HNP	Display history of Notepads



## REVIEW BOOKING

H/RB.

Review Booking can be added using the script under the header   
**CREATE/EDIT BOOKING FILE REMARKS** and choose **REVIEW BF**.

<b>RB.09OCT*FREE TEXT</b>	Create a Review Booking, specified date, defaults to own branch at 0700, to queue 12
<b>RB.09OCT/1530*FREE TEXT</b>	Create a Review Booking with specified date, time and free text, defaults to own branch, to queue 12
<b>RB.Q41*FREE TEXT</b>	Create a Review Booking, specified queue, defaults to own branch, today's date at 0700
<b>RB.XX0/24SEP/1530/Q26*FREE TEXT</b>	Place BF on Queue 26 of agency XX0 on 24SEP at 1530
<b>RB.1300/Q12.Q29*FREE TEXT</b>	Create two Review Booking File items for own branch, today at 1300 for queue 12 and 29 with the same text
<b>RB.3@XX0/10FEB/Q25*FREE TEXT</b>	Change Review Booking File item number 3 to place BF on Q25 of agency XX0 on 10FEB with text
<b>RB.@1/10JUL</b>	Change the review date of Review Booking File item 1 to 10JUL.
<b>RB.3@</b>	Delete Review Booking File item number 3.

## EMAIL

H/EMAIL


Email addresses can be added using the script under the header   
**CREATE/EDIT CUSTOMER INFORMATION** and choose **CONTACT**.

<b>MT.LIAM@XS4ALL.COM</b>	Add 'mail to' address
<b>MF.AIDEN@OTRAVEL.NL</b>	Add 'mail from' address



## WRITTEN ADDRESS AND DELIVERY ADDRESS

H/W. and H/D.

Addresses can be added using the script under the header   
**CREATE/EDIT CUSTOMER INFORMATION** and choose **ADDRESS**.

W.JAN KOK*AMRUM 9*ZAANDAM*NL*P/1506HG	Written Address
D.JAN KOK*AMRUM 9*ZAANDAM*NL*P/1506HG	Delivery Address
W.@2*RAMEN 9	Change second subfield of Written Address

## MILEAGE MEMBERSHIP

H/M.

Mileage Memberships can be added using the script under the header   
**CREATE/EDIT CUSTOMER INFORMATION** and choose **LOYALTY**.


M.P2/KL1234567	KL mileage card number for passenger 2
M.KL1234567893	KL mileage card number for BF with a single passenger
M.P2/KL123456L7-LH1234567	Enter KL/LH mileage card numbers for passenger 2
M.P1/UA12345876490/LH	UA mileage card number for pax 1, specifying Cross Accrual participant LH who is listed in the UA Mileage Membership Agreement Table (maximum 10 additional airlines)
M.P2@	Delete all mileage membership data for passenger 2
M*UA	Displays the Mileage Membership Agreement Table for UA;
Note: some Airlines (e.g. KL, AF, LH have interactive Frequent Flyer Control. The Mileage card will be checked with the passenger name upon input.	



## SPECIAL SERVICE REQUIREMENTS (SSR'S)

H/SL, H/SSR

Most codes are so called **PROGRAMMATIC SSR Codes**. The airline will respond to these requests using status codes.


Programmatic SSRs can be added using the script under the header  **CREATE/EDIT SPECIAL SERVICES**, choose **SPECIAL SERVICE REQUEST**.

<b>H/MEAL and H/ASSC</b>	Use these entries to retrieve meal and other codes.
<b>SI.VGML</b>	Request a VGML for all passengers on all AIR segments.
<b>SI.P1/VGML</b>	Request a VGML for passenger 1 on all AIR segments.
<b>SI.S3/VGML</b>	Request VGML for all passengers on segment 3 only.
<b>SI.P3/BIKENN2</b>	Passenger 3 is transporting 2 bicycles.
<b>SI.P2S3.4/SPML*NO EGGS</b>	Request SPML for passenger 2, segments 3 and 4: the special meal request must be followed by descriptive text (max. 180 characters).
<b>@ALL</b>	Update all SSRs: TK/KK/KL become HK; UU/UL become HL; NO/UN are deleted.
<b>SI.INFT@HK</b>	Update INFT to HK (this cannot be done via @ALL).
<b>SI.ALL@</b>	Cancels all Service Information from the BF (a cancellation message will be sent).
<b>*SI</b>	Displays all SSR items.
<b>*SIR</b>	Show SSR items to be reinstated after a change of journey
<b>SIR VGML</b>	Click on SIR VGML to reinstate the service






If there is no programmatic code, manual SSRs can be created. Manual SSRs can, amongst others, be used for APIS information and contact information.

These manual SSRs can also be added using the script under the header  – **CREATE/EDIT SPECIAL SERVICES** and choose **SPECIAL SERVICE REQUEST**.

## SECURE FLIGHT INFORMATION, APIS

**H/APIS**


The easiest way to add Secure Flight Information or APIS is by **#APIS** or open the script under the header  - **CREATE/EDIT CUSTOMER INFORMATION** and choose **SECURITY**

<b>SI.P1/SSRDOCSDLHK1/////12J UL66/M//TIMS/JOHN/LOUIS</b>	Minimum entry for Secure Flight (USA) for airline DL, including birthdate, sex, surname, first name and middle name.
<b>SI.P2/SSRDOCSYYHK1/////16S EP81/F//BROK/SIMONE/ELISE</b>	Minimum entry for Secure Flight (USA) for all airlines, including birthdate, sex, surname, first name and middle name.
<b>SI.P1/SSRDOCOUAHK1/LOND ON GB/R/5362310/LONDON GB/01NOV18/US</b>	Passenger 1, born in London has Redress Number 5362310 registered in London on 01 November 2018
<b>SI.P1/SSRDOCSYYHK1/P/GB/ S12345678/GB/12JUL66/M/23 OCT25/SMITH/JOHN/RICK</b>	APIS information: Passenger 1 has a passport issued in GB, number S12345678. He has the British nationality, his Date of Birth is 12 July 1966, is male and his passport expires on 23 October 2025.
<b>SI.P1/SSRDOCAUAHK1/R/US/ 23 HIGHST/HANOVER/ MO/11718</b>	Residential address of passenger 1.



## CONTACT INFORMATION

Airlines often require contact information (CTCE or CTCM). This will only be used in case of schedule changes etc. Mandatory from 1 June 2019.

These manual SSRs can also be added using the script under the header  – **CREATE/EDIT SPECIAL SERVICES**, choose **SPECIAL SERVICE REQUEST**.

<b>SI.P1/SSRCTCMYYHK1/31648 928321</b>	Passenger mobile telephone number
<b>SI.P1/SSRCTCEYYHK1/J.SMITH @GMAIL.COM</b>	Passenger e-mail address, Use - - for _ (underscore) Use // FOR @ SIGN
<b>SI.P3/SSRCTCRYHK1/PAX REFUSED TO PROVIDE INFORMATION</b>	The CTCR indicates that there is no Passenger contact information, after the last slash it is a free form text

## STATUS CODES

### H/STATUS


Airlines will respond to requests for services, flights, seats, etc with Status Codes. There are many. Please see the Help pages. Some important status codes are:

- PN** – Pending/On Request
- KK** – Confirmed by the airline to the agent
- UC/UN** – Unable
- TK** – Confirmed timechange
- HX** – Canceled by the airline, due to no ticket issuance
- HK** – Holds Confirmed



## OTHER SERVICE INFORMATION (OSI'S)

H/OSI

OSIs can be added using the script under the header  <b>CREATE/EDIT SPECIAL SERVICES</b> and choose <b>OTHER SERVICE INFORMATION</b> .
For private fares (e.g. TO fares) it might be necessary to add an OSI <b>before the first closure of the PNR</b> in order to get an extension of the last ticketing date. The airline should provide you with the appropriate entry.

<b>SI.KL*TCP4 with PNR 123ABC</b>	Passengers are travelling together with passengers from another PNR.
<b>SI.BA*TKNM12545678901203</b>	Advise airline of ticket number (where ZZ is the carrier code)
<b>SI.2@</b>	Delete item number 2


## VENDOR REMARKS

H/V.

<b>V.AKQ*PLEASE ADVISE COST OF KENNEL</b>	Send message to airline vendor KQ
<b>*VR</b>	Display vendor remarks

## SEAT MAPS

H/S.

In Smartpoint seats are booked by clicking on the booked class, by typing <b>#SEAT</b> or via the 'Seat Assignment script' under  .	
<b>SA*S1</b>	Display seat availability map for segment 1
<b>S.@</b>	Cancel seats for all passengers on all segments
<b>*SD</b>	Display the seat data
<b>@ALL</b>	Update the seat status codes. KK will become HK etc.




## ITINERARY REMARKS

H/RI.

RI.WE WISH YOU A PLEASANT FLIGHT	Create Unassociated Remark
RI.TEXT+RI.TEXT	Create multiple Unassociated Remarks
RI. (type 2 blank spaces)	Create a blank line in the itinerary before or between Unassociated Remarks
RI.S2*CHECK IN 2 HOURS BEFORE DEPARTURE	Add text associated to segment 2
RI.2@NEW TEXT	Change the second Itinerary Remark to new text
RI.3@	Delete Itinerary Remark 3
*RI	Display Itinerary Remarks
#VT	Open ViewTrip

## FORM OF PAYMENT (FOP)

H/F.

The Form of Payment can be added using the script under the header  <b>CREATE/EDIT CUSTOMER INFORMATION</b> and choose <b>PAYMENT</b> .	
F.S	FOP cash
F.INV12345	FOP invoice
F.NONREF	FOP Nonref
F.AX373912345678901/D0626	FOP credit card number (2 letter vendor code optional) with expiry date.
F.@	Delete FOP field



## DOCUMENT INVOICE REMARKS

H/DI.

Many different types of Document Invoice remarks can be added to the PNR. Some will be added to the itinerary, others will not. The two most regular ones used are shown below.

DIs can be added using the script under the header 

**CREATE/EDIT BOOKING FILE REMARKS** and choose **OTHER REMARKS**.


Under **ADD NEW** choose **INVOICE REMARK** the type of invoice remark

<b>DI.AC-ACCOUNTNAME</b>	Add account details (single item field). Maximum 42 characters.
<b>DI.FT-FREETEXT</b>	Add accounting free text which is sent to the back-office. Max 45 characters.
<b>DI.2@</b>	Remove DI 2.



## FARE QUOTE PUBLIC FARES

H/FQ

Fare quotes can also be done via the <b>AIR PRICING</b> tab under 	
<b>FQ</b>	Quote applicable adult fare in the class booked for all passengers and segments. Plating Carrier Logic will be used.
<b>FQBB</b>	Quote Best Buy.
<b>FQBBK</b>	Best Buy automatic rebook.
<b>FQBC</b>	Quote Best Buy, calculating the saving between the fare for the itinerary as booked, and the fare after re-book.
<b>FQBA</b>	Quote Best Buy, irrespective of availability.
<b>FQA</b>	Quote alternate fares for itinerary.
<b>FQBB++-BUSNS</b> (ECON, PREME, FIRST, PREMFA, AB, UPPER)	Best buy per cabin: Business Class, Economy, Premium Economy, First, Premium First, As Booked and Upper deck.
<b>FQBB/FXD</b>	Fare Quote Best Buy excluding economy unbundled fares.
<b>FQBB/PE00</b>	Best buy for a flexible fare, fully refundable.
<b>FQP2/CSN</b>	Quote passenger 2 with plating carrier SN.
<b>FQBB*:BF<i>n</i></b>	Quote specific Fare Family, 1 is often lowest, 2, 3 etc are higher levels. Does not work with all airlines.
<b>FQP1-3.5</b>	Quote passengers 1 through 3 and 5.
<b>FQP1.2*CNN</b>	Quote passenger 1 adult and 2 child fare.
<b>FQP1.2*C07</b>	Quote passenger 1 adult and 2 child fare (when specific age-related fare or tax filed).
<b>FQP1.3-4*CNN</b>	Fare Quote for passenger 1, adult and passengers 3 and 4, child fare.
<b>FQ*C05/ACC</b>	Quote for a child accompanied by an adult on a separate Booking File.
<b>FQS1-3.6</b>	Fare Quote for segments 1 to 3 and 6.
<b>FQ@TRTNL</b>	Forced Quote for farebasis TRTNL.
<b>FQS1@TRTNL.2@XRTNL</b>	Forced Quote per segment.



## FARE QUOTE PRIVATE FARES

H/FQ

FQBB:P	Best buy for private fares only.
FQ-TO	Quote applicable fare, including fares with account code TO.
FQ-:TO	Quote only fares with accountcode TO.
FQ*ITX	Quote PTC ITX fares including ADT fares.
FQ**ITX	Quote PTC ITX fares only.
FQP3*ITF/ACCITX	Quote ITF infant, accompanied by ITX adult.
FQP3*I09/ACCITX-:TO	Quote I09, acc by ITX, accountcode TO only.

## QUOTING OF TAXES

H/FQ

FQTDD	Informative pricing including tax explanation and Pricing Units.
F*Q	Show fare construction and taxes. Follow up entry after FQ or FQBB
FQTE	Fare Quote, Taxes Exempt, only use when no taxes applicable, e.g., cabin baggage
FQTE-00	Quote taxes only, using default plating carrier
FQTE-00/CDL	Quote taxes with plating carrier DL.

## FILED FARE

H/\*FF

*FF	Display a summary of all filed fares.
*FF1	Display details for fare 1.
FXALL	Cancel all filed fares.
FX3	Cancel filed fare 3 (for example in case of error message: 'Duplicate Filed Fares exist'.



## FARE GUARANTEE CODES

H/GUAR

Fare quotes will have a Guarantee Status in case of an ADM. Some of the most important guarantee codes are:

- G – Guaranteed, published fare
- A – Guaranteed, private fare
- C – Guaranteed, computer generated fare

## FARE SHOPPING WITHOUT A BOOKING FILE

H/FS

To search for the cheapest available fare for flight segments specified you can use two scripts under the header:



- **FLIGHT SHOPPING SEARCH** for basic One Way and Round-Trip requests.
- **SMARTPANEL** for more complicated searched with plenty modifiers.

Smartpanel can also be opened via the  button or **Alt+T**

<b>FSLON10JANDXB</b>	One Way journey
<b>FSLON10JANDXB20JANLON</b>	Round Trip journey
<b>FSLON10JANDXB--AUH20JANLON</b>	Surface Sector
<b>FSROM11JUNX-JFKCVG20JUNX-JFKROM</b>	Connecting city (X-JFK)
<b>FSFRA10JUNLON17JUNFRA+*C10</b>	Passenger Type Code
<b>FSFRA10JUNLON17JUNFRA+:P</b>	Private Fares only
<b>FSFRA10JUNLON17JUNFRA+-ACCT</b>	Fares including with account code
<b>FSFRA10JUNLON17JUNFRA+P1.2*C07</b>	Adult and Child aged 7 years
<b>FS2FRA10JUNLON20JUNFRA</b>	2 passengers
<b>FSSYD11JUNTYO/QF19JUNHKG/CX</b>	Journey with preferred carrier
<b>FSLAX11JUNLON19JUNLAX++.D</b>	Preferred flight type (Direct)





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## FARE SHOPPING WITH A BOOKING FILE

**H/FSBF**

There are many more possibilities, please check H/FSBF
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<b>FS</b>	Fare Shopping on existing booking
<b>FSS1.2.5.6</b>	Specify segments on fare shopping
<b>FS++-BUSNS</b>	Specific cabin, can be: ECON, PREME, BUSNS, PREMF, FIRST, AB
<b>FS++/RMC0500</b>	Restrict Maximum Connection to 5 hours and 00 minutes.
<b>FS++-BUSNS/RMC0500</b>	Combination of entries



## FARE DISPLAY

**H/FD**

<b>FDPAR</b>	Fare display from your location city to Paris, assumes today's date
<b>FD14AUGPAR</b>	Fare display from your location city to Paris 14AUG
<b>FD14AUGLONPAR</b> <i>or</i> <b>FDLONPAR14AUG</b> <i>or</i> <b>FDLON14AUGPAR</b>	Fare display from London to Paris 14AUG
<b>FD14AUGLONPAR/BA</b>	Fare display from London to Paris ON 14AUG for BA.
<b>FD14AUGPARPAR-RTW</b>	Display the available Round the World fares (RTW) from Paris
<b>FDLONPAR*PTC</b>	Display all passenger fare types codes for city pair (except adult)
<b>FD10JAN21LONPAR/BA.T12DEC20</b>	Display fares for historical travel and ticketing date. Carrier and year must be included in the format. Up to 1 year in the past will be available. (Due to Covid-19, maximum 2 years in the past)
<b>FD19NOVLONSYD-PRI-TO</b>	Request fares with account code TO and published fares.
<b>FD19NOVLONSYD-PRI:-TO</b>	Request fares with account code TO only.
<b>FD19NOVLONSYD-PRI:-TO:A</b>	This will return only Airline Private Fares with account code TO.
<b>FD19NOVLONSYD-PRI:-TO:G</b>	This will return only Agency Private Fares with account code TO.
<b>FD12SEPAMSSIN/KL*ITX-PRI-TO</b>	Request KL TO fares for PTC ITX for KL (if loaded).
<b>FD15JANAMSHKG/CX:P</b>	Displays both APF and Selling Airline private fares (with no account code)
<b>FD15JANAMSHKG/CX:A</b>	Display Airline private fare (no acct code) only
<b>FD15JANAMSHKG/CX:N</b>	Displays Published fares only
<b>FD15JANAMSHKG/CX:C</b>	Displays Net Airline private fares only
<b>FD*1/NET</b>	Request further information on a shown Net Fare from a Fare Display
<b>FD15JANAMSHKG/CX:G</b>	Display APF fares only
<b>FDAMSNYC/L/KL-H</b>	Request fares in H-class for all seasons.



## ADDITIONAL FARE DISPLAY ENTRIES

H/FD

/UA/CO/US	Carriers (max. 3)
/2	Display half round trip fare in NUCs.
-OW or -RT	Journey type (one way/round trip)
:NUC	Display fares in NUC
*PTC	Display fares for all non-ADT passenger types
-B	Booking class modifier (MUST be accompanied by airline code) i.e. -B/AA
@Y, @W, @C, @F, @P	Show only fares of a specific cabin: Economy, Premium Economy, Business, First, Premium First
FDSFOLONV26JAN08FEB	Validates fare restrictions and displays applicable return fares for specified dates
/A	Include estimated taxes
/BA-RT@SPCLS*CNN	<i>Fare Display</i> return, special and child <i>fares</i> with BA

## FARE NOTES

H/FUFN

FN*2	Display <i>fare</i> notes by category menu
FQN	Display <i>fare</i> components
FN*1/P8 or FN*1/8	Display specific fare note category from FD
FN*1/ALL	Display all fare notes
FN2/ALL	Displays fare notes for segment 2 after FQN
FN*3/P2-4.7	Display fare notes by specified category
AV	Converts Fare Display <i>to</i> an Availability
FDA	Converts Availability <i>to a</i> Fare Display
FDC*1	Display booking codes for line 1
FDC*2//AF	Display booking codes for secondary carrier AF from primary carrier's Fare Display line 2
FR*2	Display route information, line 2
FH*1	Display extensive fare information, fare line 1



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## ANCILLARY SERVICES

The easiest process of booking ancillaries is via the shopping basket in the PNR, after finishing the PNR. However, the entries can still be used, also before finishing the booking.

Click  to request ancillaries and fill in the mask.


**The Shopping basket can only be opened when the PNR is closed (except for Direct Payment Carriers). Before opening the Shopping Basket add a quote and, if applicable, Frequent Flyer cards.**

DAS*	Display the list with ancillaries
*DAS	Display booked ancillaries




## DIRECT PAYMENT CARRIERS

Via Travelport Direct Payment carriers can be booked. These carriers can either be booked via availability or via Fare Shopper

The easiest way is to book via 

**CREATE/EDIT CUSTOMER INFORMATION** and fill in all mandatory information.

<b>ZPROV</b>	Show list of activated Direct Payment Carriers
<b>FSAMS23AUGLON</b>	FS request and <b>Click to book a flight</b>
<b>Or</b>	
<b>A12JULONPAR A12JULLONPAR+15JUL A12JULLONPAR*U2</b>	Availability request
<b>N1Y1</b>	Book one seat Y class, line one, or click on a class to book a flight
<b>N. T. R. W. (or D.) MF. (or MT.) P. ER</b>	Mandatory fields required to complete the booking: NAME, TICKETING, RECEIVED, ADDRESS, EMAIL, PHONE, END PNR. W.MRS.INGRID.DEBRUIN* AMRUM 501*AMSTERDAM*NL*P/1017 BV MF.I.DEBRUIN@GMAIL.COM  Most entries can be done via the Mask under # in the PNR (see below)
<b>M.U21234567</b>	Frequent Flyer card if needed
<b>FQ</b>	Fare Quote
<b>Click  to request ancillaries and fill in the mask</b>	
<b>Click on the booking class of travel to open the seat map and click on the required seat to book.</b>	
<b>Click # before the carrier to open the payment screen and fill in the required information</b>	
<b>R.</b>	Add Received
<b>ER</b>	Finish the Booking
Note: most entries are the usual Travelport+ entries. In Smartpoint almost all entries can be 'clicked'.	



## DIVIDE PROCEDURE

H/DP

1.	DP2	Divide passenger 2 from BF
2.	R.YY	Received (YY= your initials)
3.	F	File record
4.	R.YY	Received (YY= your initials)
5.	E(R)	END booking
	*DV	You can switch any time to the divide PNR
<p>Every SSR will stay with the divided passenger. No modification is allowed before the dividing process is completed. Make sure a different Vendor Locator is returned before any modification. If you have divided the Booking File correctly and have not received a vendor locator, be sure to add a vendor remark. <b>V.AKL*DIVIDED PNR PLS ACTION AND ADVISE NEW LOCATOR</b></p>		

## REPEAT BOOKING FILE PROCEDURE

H/REALLSALL

	REALLSALL	Repeat all customer data and segments
	REALL	Repeat all customer data
	RESALL	Repeat all segments
	RES2	Repeat segment 2 only
	REALLS2	Repeat PNR with segment 2 only.
1.	Retrieve the BF to be copied	
2.	R.YY	Received
3.	REALLSALL or RESALL or REALL	Be careful using this entry. If making an identical Booking File, always check for a different vendor locator before performing any modification/cancellation.



## LIST DISPLAY

H/LD

<b>LD/ALL/28DEC-D</b>	Retrieve all Booking Files with a segment date 28DEC; output is to screen
<b>LD/UTK/28DEC-Q/60</b>	Retrieve all unticketed Booking Files with a segment date of 28DEC; output is to Q/60 When using <b>UTK</b> : bear in mind Booking Files containing a Ticketing Field T.T* will be considered as ticketed.
<b>LD/TKT/28DEC-Q/44</b>	Retrieve ticketed Booking Files, with a segment date of 28DEC, output is to Q/44
<b>LD/ALL/15JUN*20JUN-Q/44</b>	Retrieve all Booking Files, with a segment date between 15 and 20JUN, output is to Queue 44
<b>XF7</b>	A PCC can be specified
<b>/BA</b>	Specific airline
<b>/BA.AZ</b>	Multiple Airlines (max. 5)
<b>/KL1597</b>	Flight number
<b>/F</b>	Specific Class
<b>/BAMS</b>	Board point
<b>/DGVA or /OGVA</b>	Destination point
<b>/C15JUN</b>	Creation date 15 June
<b>/S-WP</b>	By User Sign
<p><b>Example entry, the sequence of the modifiers is important.</b> <b>LD/XF6/ALL/BAMS/KL/C28DEC*31DEC/1MAR*31MAR-Q/50</b></p> <p>List Display all PNRs on PCC XF6, leaving from AMS that have been created between 28DEC and 31DEC, with segments between 1MAR and 31MAR. Output is to queue 50.</p>	



## CLIENT FILES

## H/CLIENT FILES

<b>C*</b>	Display agency file
<b>C*Business File Title</b>	Display a business File
<b>C*Business File Title- Personal File Title</b>	Display a personal file
<b>C*R</b>	Display an active Client File
<b>C*P</b>	The last personal file
<b>C*B</b>	The last business file
<b>CLB</b>	A list of all Business Files
<b>CLB/C</b>	A list of Business Files starting with C
<b>CLP/DHL</b>	A list of Personal Files for DHL
<b>C*-Personal File Title</b>	A Personal File without Business File. Name must be completely correct.
<b>CM/ or CMM/ or CMT/PCC//</b>	Move an Agency File to the PNR
<b>CMT/Business File Title</b>	Move a Business File to a PNR:
<b>CMT/Business File Title- Personal File Title</b>	Move a Personal File to a PNR
<b>CMB/</b>	Move a displayed BAR to a PNR:
<b>CMP/</b>	Move a displayed PAR to a PNR
<b>CM/R</b>	Moves related lines into the BF for ALL segments and applicable to ALL passengers.
<b>CM/R/P-2</b>	Moves related lines into the BF for ALL segments and applicable to the specified passenger (nbr 2).
<b>CM/R/S-1</b>	Moves related lines into the BF for the specified segment (nbr 1) and applicable to the 1st passenger.
<b>CM/R/P-2/S-1</b>	Moves related lines into the BF for the specified segment (nbr 1) and applicable to specified passenger (nbr 2)
<b>SCFMOONEN</b>	Search Client File by surname. CF can be moved from response. Smartpoint only. Name must be completely correct.





## QUEUES

**H/QUCO, H/PAQ, H/WQ, H/ORB**

<b>QCA</b>	Queue Count All
<b>Q/0 (URG) Q/1 (GEN) Q/10</b>	Open a Queue
<b>I</b>	Ignore (back in the list)
<b>QR</b>	Remove the BF from the Queue
<b>QR/23+77</b>	Remove BF from active queue plus queue 23 and 77
<b>QRQ/ALL</b>	Remove BF from all queues in your PCC (cannot be done if in the queue)
<b>QXI</b>	Sign out of the Queue and ignore active BF
<b>QW</b>	Queue Where will show you on which queues a specific PNR resides
<b>QEB/50</b>	Send active PNR to Queue 50
<b>QEB/71MG/50</b>	Send to another Q of PCC 71MG
<b>ORB/TAU/17SEP</b>	Place PNR's with TAU for 17 September on queue 10
<b>ORB/TAU/17SEP-Q/31</b>	Place PNR's with TAU for 17 September on queue 31.
<b>ORB/RB/17SEP</b>	Place PNR's with RB Field for 17 September on queue 12.
<b>ORB/RB/01JUN-Q/30</b>	Place PNR's with Review Booking Field for 01June to Queue 30.
<b>QENDON / QENDOFF</b>	Activate / Deactivate end of queue marker (second level user only)
<b>@1XK</b>	In case of an HX segment, remove this passively (for all airlines except EK)

## HISTORY

**H/\*H**

<b>*H</b>	Display entire history
<b>*HIA</b>	Display air segment history
<b>*HI</b>	Display itinerary history (incl. Hotel/Car)
<b>*HFF</b>	Display Field Fares history



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
## PAST DATE BOOKING FILE

**H/PQ**

<b>PQ/R-Z12BCD</b>	Retrieve past date bf by record locator
<b>PQ/29JUN20-SMIT</b>	Retrieve past date bf by departure date and name
<b>PQ/26JAN20-30JAN20-SMIT</b>	Retrieve past date bf by date range and name
<b>PQ/B/26APR20-SMIT</b>	Retrieve past date bf by departure date and name for all group coded branches and all selective access PCC's
<b>Q/1*CPD</b>	To display the historical BF

## PRINTING WITHIN TRAVELPORT+

**H/P-**

<b>CTRL + B</b>	Prints an exact copy of the active window
<b>CTRL + P</b>	Prints an exact copy of the active PNR
<b>P-*R</b>	Prints the retrieved BF
<b>P-*ALL</b>	Prints the retrieved BF, with detailed info of hidden fields
<b>P-*H</b>	Prints history of the retrieved BF
<b>TKPDID</b>	Prints itinerary of the retrieved BF for all passengers and all segments.
Most Travelport+ entries can be printed by adding P- in front of the entry. Printing in Smartpoint can be done via the  button.	



## TIMATIC

H/TI, H/TIMATIC

TI-MA	Fill in format (FIF)
TI-MV	Display FIF for visa information
TI-MH	Display FIF for health information
TI-RGL	Display list with regions
TI-RGL/SCHN	Display list with Schengen countries
The Timatic is used to find all relevant passport, visa and health regulations.	

H/ETA

## ETAS – FOR AUSTRALIA ONLY

TIETAR	Complete the 2 successive screens and print the reply. Fill in format.
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H/FZI, H/FZS


## EXCHANGE RATES

FZSEUR100.00GBP	Convert 100 EUR to GBP
FZSUSD120.00GBP/U	Unrounded conversion
FZINUC	ROE between EUR and NUC
FZINUC.15JAN21	ROE between EUR and NUC for historical date
FZIEUR100.00NUC	Convert currency to NUC
FZIEUR100.00NUC.15JUN20	Convert currency to NUC with historical date



## CAR

**H/CARS/, H/CAL, H/CALQ, H/CAR/**


To request a car availability, you can also use the script under  – <b>CAR AVAILABILITY SEARCH</b>	
<b>CAISTO</b>	Retrieve a car index for Stockholm
<b>CAISTO/ZE</b>	Retrieve a car index for Stockholm for car vendor ZE.
<b>CAD1</b>	Car location policy from CAI or car availability screen
<b>CAL10MAYVIE/ARR-1100/DT-0900</b>	Request low to high availability, using mandatory data: pick up date and city and arrival and drop off time.
<b>/1+CAL/ZE</b>	Request low to high availability, from flight segment 1 to 2, for car vendor ZE.
<b>Some CAL search qualifiers:</b> <b>/ZD+ZE</b> <b>.E</b> <b>/L-C</b> <b>/L-ZEAMSC01</b> <b>/R-BARKARBY</b> <b>/D10K</b> <b>@BEST</b>	Car vendors, max 4 Car type, economy Location (city center) Location, specific office ZE Reference point Distance 10K Rate Code Best
<b>N1A9</b>	Book car on line 9 of availability
<b>Some car sell qualifiers:</b> <b>/BN-123456</b> <b>/BS-57288888</b> <b>/CD-678540</b> <b>/EVV-FC</b> <b>/SQ-NVS</b>	Billing Number Billing Source (IATA number) Corporate Discount Number Evoucher Full Credit Special Equipment Navigation System
<b>CAM</b>	Car modify, check <b>H/CAM</b> for options



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## DIRECT SELL CAR


**H/OCCR**

Passive and Active car segments can be added to a PNR via a direct sell, using the script under  – <b>CAR</b> . All the information must be known by the agent.	
<b>0CCRZENN1AMS1JUN- 2JUNECMN/ARR-1100A/DT- 1700/RC-BEST/SQ-NVS</b>	Long sell entry. Sell without an availability.



## HOTEL

## H/HOTELS

To request a hotel availability, you can also use the script under  – **HOTEL AVAILABILITY SEARCH**

It is also possible to book hotels using the intuitive **Hotel Retail tool**. 


<b>HOIARN</b> <b>HOIPAR or HOIPARIS</b>	Retrieve a hotel index by airport code, city code or city name.
<b>HOIPAR/RD</b>	Retrieve a hotel index for PAR for hotel vendor RD only
<b>HOA15NOV-20NOVATH</b>	Request hotel availability low to high availability. Mandatory data: pick up date and city and arrival and drop off time.
<b>/1+HOA</b>	Request hotel availability from flight segment 1 to 2.
<b>Some HOA search qualifiers:</b> <b>/HL+HI+IC</b> <b>/N-Krasnapolski</b> <b>/VEUR</b> <b>/R-BARKARBY</b> <b>/D10K</b> <b>@BEST</b>	Hotel vendors, max 6 Hotel name Currency Reference point Distance 10K Multilevel Rate Code
<b>HOROSL</b>	Request reference points in Oslo
<b>HOD1</b>	Hotel Description for availability line 1
<b>HOC1</b>	Show hotel rates for availability line 1
<b>N1INSIDE2/G-VI44443333222111EXP1224</b>	Book 1 room on line 2 of tariff display, guaranteed with a credit card. Maximum 9 rooms in one sell entry.
<b>Sell via link in Smartpoint</b>	Choose Advanced Sell or Passive Sell link in Smartpoint to book the hotel.
<b>HOM</b>	Hotel Modify, check <b>H/HOM</b> for options



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## DIRECT SELL HOTEL

**H/OHTL, H/HRBC**


Passive and Active hotel segments can be added to a PNR via a direct sell, using the script  – <b>HOTEL</b> . All information must be known by the agent.	
<b>0HTLICRD1STO10NOV- OUT18NOV/H-STRAND HOTEL/P-10327/R-AIK/BC-I</b>	Long sell entry. Passive segment, code MK. BC is the booking reason code.



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## DOCUMENT PRODUCTION

To facilitate Document Production Smartpoint Assisted Ticketing (SAT) has been developed and is available from Smartpoint 9.0.2.

The symbol for SAT is .

SAT provides a full user interface for ticketing tasks.

<b>Issue My Ticket</b>	Assists with updating the Filed Fare and issuing a ticket. <b>#TKTISSUE</b>
<b>Ticket List</b>	Displays a list of electronic tickets in a Booking File.
<b>Ticket Revalidation</b>	Helps the agent revalidate a ticket when the flight details have changed. <b>#REVAL</b>
<b>Ticket Void</b>	Allows the agent to void tickets. <b>#VOID</b>
<b>Ticket Refund</b>	Allows the agent to do a full, partial, or cancel a refund. <b>#REFUND</b>
<b>Manual Fare Builder</b>	Assists the agent in creating a manual fare. <b>#MANMASK</b>
<b>Involuntary Change</b>	Helps the agent process an involuntary exchange. <b>#SATINVOL or #INVOL</b>

Another important tool is Rapid Reprice. With Rapid Reprice tickets can be exchanged/reissued automatically, based on the conditions of the fares. Rapid Reprice needs to be downloaded separately via [www.travelportmarketplace.com](http://www.travelportmarketplace.com).





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## PRINTER LINKAGE

H/HMLM

HMLD	Display Linkage <u>H</u> ow is <u>M</u> y <u>L</u> ink <u>D</u> oing
HMLMF52303DT	Link Ticket Printer F52303 DT = Ticketing DA = Mir Device DI = Itinerary <u>H</u> elp <u>M</u> e <u>L</u> ink <u>M</u> achine
HMLM/DELINK	Delink all printers
HMLM/DELINK/T	Delink Ticketing Printer
HMOMF52303-U	Change printer status to UP <u>H</u> elp <u>M</u> e <u>O</u> perate <u>M</u> achine



## TICKETING AND VOIDING

**H/TKP & H/VOID +  
GC\*606/299**

MyTravelport E-ticket information per airline: Keyword: <b>ETKT KL</b> <i>(airline)</i>
A ticket can be issued via <b>SAT</b> or by typing <b>#TKTISUE</b> .
A ticket can be voided via <b>SAT</b> or by typing <b>#VOID</b>

<b>TKP</b>	Issue ticket, including associated documents as itinerary and MIR
<b>TKPDID</b>	Issue Itinerary only
<b>TKPDTD</b>	Issue ticket only
<b>TKPDAD</b>	Issue MIR only
<b>TKPDTDAD</b>	Issue ticket and MIR
<b>TKP2</b>	Issue ticket and associated documents for filed fare 2.
<b>TKP1P2</b>	Issue ticket and associated documents for filed fare 1, passenger2
<b>*HTI</b>	Display ticket numbers
<b>*HTE</b>	Display eticket.
<b>*TE2</b>	Display second eticket from a list
<b>*TE/0011231231234</b>	Display eticket by ticket number
<b>*SI</b>	Shows services information plus issued tickets
<b>TRV/0161234567890</b>	Void an eticket by ticket number
<b>TRVE/0741234567890</b>	Void a reissued ticket (if supported by the airline)
<b>DT/IAT/DISKL</b>	Check interline ticketing agreement for KL
<b>T*GSA*/NL/*</b>	GSA airline for a specific country
<b>FF1@R</b>	Restore filed Fare 1
<b>/OS1</b>	Change the sequence of the flights to remove an already ticketed filed fare.



## FORM OF IDENTIFICATION

H/FOID

FOIDs can be added using the script under the header **PNR – CREATE/EDIT SPECIAL SERVICES** and choose **SPECIAL SERVICE REQUEST – SSR TYPE - MISCELLANEOUS**.

<b>SI.P3/SSRFOIDLAHK1/PP12345678</b>	Add passport FOID for airline LA for passenger 3 in the booking NI – National ID card FF/KL*12345678 – FF card
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## SALES REPORT (TINS)

H/HMPR

<b>HMPR</b>	TINS report for today for own office
<b>HMPR/1C6</b>	TINS report for today for branch office
<b>HMPR/02JUN</b>	TINS Report for 02June
<b>HMPR/REF/02JUN-02JUN</b>	TINS report for refunded tickets only
<b>HMPP/11FEB-14FEB</b>	Periodic TINS report

## TICKET MODIFIERS

H/TMU

<b>TMU1</b>	Ticket Modifier Update for filed fare 1
<b>TMU1CKL</b>	Ticket to be issued on KL
<b>TMU1FS or TMU1FNONREF</b>	FOP Cash or Nonref for filed fare 1
<b>TMU2FAX27391223456789*D1222</b>	Credit card for filed fare 2
<b>TMU1Z5</b>	5% commission for filed fare 1, manual overwrite of standard commission
<b>TMU1EBVLD KL ONLY*EBNONREF</b>	Endorsements for filed fare 1
<b>TMU1TCIT2AMS1</b>	Manual added tourcode
<b>TMU1IT*PC</b>	Inclusive Tour Modifier
<b>TMU1DTD</b>	Demand ticket only when issuing a ticket
<b>TMU1Z@</b>	Delete or change modifier
<b>CGCTD/CSK</b>	Show commission table for SK
<b>CGCTD</b>	Show commission table for all airlines



## MANUAL FARE BUILD

H/FBU, H/FBC

A Manual Fare Build can also be done via **Smartpoint Assisted Ticketing** or by typing **#MANMASK**.

Normally it is possible to force a quote and then adjust according to your wishes.	
<b>FQ@HLSFNL</b>	Forced quote for all segments
<b>FQS1@HRT.2-3@YRT.5@QRT</b>	Forced quote per segment. It is possible to find fare basis to be used in the forced quote by doing <b>FQBB</b> and then <b>F*Q</b> .
<b>FBC</b>	Request Fare Build Create screen
<b>*FB1</b>	Amending Filed Fare 1
<b>*FB1P3.7</b>	Amending Filed Fare 1 for pax 3, and 7
<b>*FB</b>	Show actual manual Fare Build
<b>FBU</b>	Fare Build Update
<b>FBI</b>	Fare Build Ignored
<b>FBUFB/farebasis</b>	Update Farebasis
<b>FBUNVB/15NOV21 or FBUNVB1/15NOV21</b>	Update NVB (including year)
<b>FBUTAX1/</b>	Remove Tax 1 from the Fare Build
<b>NVA, BG, FARE, EQ, ROE, TAX, TTL, FC, PFC, EB, X, TD1, TB</b>	Other possible FBU modifiers
<b>FBF</b>	File the manual build fare for one pax
<b>FBFALL</b>	File the manual build fare for all pax
Entries can be combined: <b>FBUFB/TLXSNL+NVA1/12JUN21+NVB1/12JUN21+NVA2/21JUN21 +NVA2/21JUN21+BG/1PC+FARE/EUR193.00+ROE/0.908183</b>	



## Example of FBC screen

```

FBC
P01 ROBERTS/JANETMRS*ADT                                01 OF 01
X CTY CX FLT CL DATE   TIME ST FB  / TD          NVB   NVA   BG
. AMS KL1607  Q 15NOV 1655 OK @.....          .....  CHK  1
O FCO KL1604  Q 30NOV 1715 OK @.....          .....  CHK  2
. AMS
FARE @../..... EQ ../..... ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
      5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX)   @.....
FC
@.....
.....

```

**H/FQP**

## FARE QUOTE PLANNER

<b>FQQAMS15JANFCO30JANAMS+KL</b>	Lowest possible informative quote. Always use airport codes.
<b>FQPAMS15JANFCO30JANAMS+KL</b>	Informative quote. Maximum 10 responses
<b>FQPAMS+KL.Q11JUNKUL +VN.T20JUNHAN</b>	Informative quote with KL and VN, specific dates and classes
<b>FQPAMS10AUGX-FRAJNB+LH</b>	Informative quote with connection point FRA.
<b>FQPAMS11JUNBKK--KUL20JUNAMS</b>	Informative quote with an ARNK segment.
<b>FQPAMS20JUN21EZE29JUN21AMS +KL.T15MAY21</b>	Informative quote with historical dates and historical ticketing date. Due to Covid , a historical date can be maximum 2 years in the past.
<b>FQPAMS20MAY21EZE26JUN21AMS +KL.B15JAN21.T22APR21</b>	Informative quote with historical dates and historical booking and ticketing date
<b>FQP*3</b>	Display third response from FQP



## HISTORICAL FARE QUOTE

H/FQ

FQ.T16JAN21	Fare Quote for booking with historical ticketing date. Fare and taxes as on historical date. Due to Covid-19, a historical date can be maximum 2 years in the past.
FQ.H16JAN21	Fare Quote for booking with historical ticketing date. Fare as on historical date, taxes for today. Due to Covid-19, a historical date can be maximum 2 years in the past.

## TICKET REVALIDATION AND EXCHANGE

H/ETKT and TKEX

A ticket can be revalidated via <b>SAT</b> or by typing <b>#REVAL</b>
<b>Automated Exchanges</b> (Rapid Reprice) can be installed to exchange tickets for most of the larger airlines. To activate Automated Exchanges, the agency contract needs to be updated.

TKRETS1/TN0741234567890/C1	Revalidate segment 1, coupon 1.
TKRETS1/TN0741234567890/C1/ NVB15SEP21/NVA15SEP21	Revalidation entry including NVB/NVA details.
TKRETS2/TNIN0741234567890/C1	Revalidate infant, segment 2, coupon 1.
TMU1FEX0741234567890	Add ticket to be exchanged as payment for the new ticket to the first filed fare. The response will be two masks
TKPFEX0741234567890	Issue exchanged ticket. Exchange process goes mainly via fill-in masks. Be aware to switch off 'Insert'
TKP1FEX0741234567890/P1	Create the exchange for Filed Fare 1, for passenger 1. This entry can be used in case of multiple passengers to be reissued.



## Example of Exchange Masks

```
2 TKP1FEX1179903970831
>*EX **TICKET FOR**: WILSON/AMY MS PSGR 1/ 1
NEW FARE: EUR 61.00 EQUIV:-AUD 96.00
TX1: 39.30YQ TX2: 124.00DU TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
.11799039708315 . . . . . 01
COUPONS FOR TKT1:1... TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:-AUD63.00... BSR:..... ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
. . . . . -AMS/ARN -MEL -09FEB21 -0234522
.
>
```

```
2 *EX **TICKET FOR**: WILSON/AMY MS PSGR 1/ 1
NEW FARE: EUR 61.00 EQUIV:-AUD 96.00
>*TP **TICKET FOR**: WILSON/AMY MS PSGR 1/ 1
NEW FARE: EUR 61.00 EQUIV:-AUD 96.00
TX1: 39.30YQ TX2: 124.00DU TX3: 0.00 TX4: 0.00
PAID TAXES
T1 -20.00...CJ T2 -25.90...RN T3 -12.40...VV T4 -31.40...YQ
T5 ..... T6 ..... T7 ..... T8 .....
T9 ..... T10 ..... T11 ..... T12 .....
T13 ..... T14 ..... T15 ..... T16 .....
T17 ..... T18 ..... T19 ..... T20 .....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
.
>
```

```
2 *TP **TICKET FOR**: WILSON/AMY MS PSGR 1/ 1
NEW FARE: EUR 61.00 EQUIV:-AUD 96.00
>*MR TOTAL ADD COLLECT 196.30 AUD
/F-S .....
/F .....
/F .....
.
```



## REFUND

## H/REFUND

Full and Partial Refunds can also be done via **SAT** or by typing **#REFUND**.

<b>TRNE0749902317083/D16MAR21/RF</b>	Full Refund (only possible after first issue)
<b>TRNE0749902317083/D16MAR21/RF /X100.00</b>	Full Refund with cxi fee of EUR100.00 (only possible after first issue)
<b>TRNE0741234567890/15JAN21</b>	Request Refund mask. Original ticketing date 15 January 2021. The refund process goes via a fill-in mask. Be aware to switch off 'Insert'.
<b>TRNC0559902956439</b>	Cancel Refund. Only on same day of refund request, not supported by all airlines.

### Example of first Refund Mask



```
>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 29JUN17 ORIGINAL COMM RATE *0.00. CURRENCY EUR
ISSUE DATE OF REFUNDED DOC 29JUN17 AIRLINE KL DOM/INT I
PASSENGER NAME ROBERTS/JANETMRS
DOCUMENT NUMBER 07499028355696 THRU DOC
UNUSED COUPONS FOR DOC1: 12 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 184.00 CASH AMT USED .....
CREDIT AMT EX TAX PAID CREDIT AMT USED .....
TOTAL TAX AMOUNT PAID 53.76 CANCELLATION CHARGE .....
UNUSED TAXES TO BE REFUNDED Y/N *.
```





## EMD

### H/EMD and MyTravelport

Service segments can be added via the script under the header  – <b>CREATE SERVICE SEGMENT</b>
An EMD can be issued via the script:  – <b>EMD MANAGER</b> . This tool can also be activated via <b>Alt+K</b> The entry <b>#UPDATEREFDATAON</b> must be done once in Smartpoint to have the correct settings per airline.
MyTravelport EMD information per airline. Keyword: <b>EMD KL</b> (airline)

<b>EMDI/IC0741234567890</b>	Issue an EMD-A in connection with ticket nbr 0741234567890
<b>EMDI/IC0741234567890/SM3</b>	Issue an EMD-S in connection with ticket nbr 0741234567890 with a service segment on line 3 in the PNR
<b>EMDI/IC0741234567890/SM3/FVI444433322221111*D1023</b>	Form of Payment via credit card
<b>0SVCKLEK1AMS15JUN-N1/D/98F/CHANGE FEE/70.00</b>	SVC segment for change fee. A SVC is needed in case of an EMD-S. In case of INF, add to SVC to the ADT
<b>EMDI/P1/IC0741234567890</b>	Issue an EMD-A in connection with ticket nbr 0741234567890 for pax 1
<b>EMDI/P2/IC0741234567890/RC</b>	Issue an EMD-A in connection with ticket nbr 0741234567890 for passenger 2 for services with RFIC code C.
<b>EMDI/IC0741234567890/PE-R</b>	Issue EMD and email the EMD receipt
<b>EMDL</b>	Display EMD list
<b>EMDD1</b>	Display details of EMD 1
<b>EMDV1</b>	EMD Void from EMDL
<b>EMDD9990987654321</b>	Open EMD by document number
<b>EMDV0741234567890</b>	EMD Void
<b>EMDH1</b>	EMD History from EMDL
<b>EMDH074124567890</b>	EMD History



---

## EMD EXCHANGE

### H/EMD and MyTravelport

<b>EMDI/IC0741234567890/ EXE0740987654321</b>	Exchange EMD-A after change of flight, ICW new ticket number and exchanged for original EMD. Even exchange only.
<b>EMDI/EXE9990987654321/SM1</b>	Exchange of EMD-S, even exchange only
<b>EMDI/EXED0741234567890</b>	Exchange of an Eticket to an EMD (limited number of airlines only).
<b>EMDI/EXED0741234567890/RFIC-98B</b>	Exchange of an Eticket to an EMD, manually override the default RFISC carrier setup
<b>EMDI/EXED0741234567890/RFID-TRANSPORT CREDIT</b>	Exchange of an Eticket to an EMD, manually override the default Reason For Issuance Description
<b>EMDI/EXED0741234567890/P2</b>	Exchange of an Eticket to an EMD with passenger selection in case of booking with multiple passengers.
<b>TKP1FEXD0741234567890</b>	Exchange an airline or agency issued EMD against a new ticket