



**Smartpoint  
Hotel**

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## Introduction

The Travelport Smartpoint an advanced selling tool that includes enhanced room reservation capability with dynamic content. Through Travelport Smartpoint, you can sell and offer services quicker and more efficiently.

Travelport RoomMaster Inside\* Availability with Inside Shopper provides access to a hotel's inventory to view and sell from availability.

RoomMaster has:

- Over 400 hotel brands, of which more than 100 are Inside Shopper participants
- Approximately 87,000 properties
- 5,000,000 rates worldwide

RoomMaster gives you power of:

- Inside Shopper — Reach directly into the reservation systems of over 170 hotel chains for real-time pricing and availability, all on the first shopping screen. Inside shopper availability codes with A (available), O (other rates), and C (closed)
- Inside Availability — Connect seamlessly to more than 99 percent of our hotels, providing immediate inventory and rates from the hotel's reservation system.
- Best Available Rate — Book the best non-restricted rates available online or off for more than 25,000 properties worldwide. The “!” symbol showing next to hotel chain under availability display identifies as best available rate participant.
- Lowest Public Rate — The RoomMaster Best Available Rate (BAR) program has been enhanced — chain participant agree to provide RoomMaster users with access to their lowest public rates - both restricted and unrestricted rates. The “#” symbol showing next to hotel chain under availability display identifies as lowest public rate participant.

## Course Objective

Upon completion of this module, you will be able to:

- Determine hotel company codes and names.
- Search, view and sell hotels quickly and easily using the interactive features available in Travelport Smartpoint.
- Modify and cancel hotel segments
- Access and interpret vendor information
- Use of Trip Quote

## HOTEL

### Encoding and Decoding Hotel Vendor

The function identifier to encode and decode hotel companies is: **GC\*11/HTL/**

To encode a hotel company, enter GC\*11/HTL followed by a slash (/) and the hotel company name.

Example: **GC\*11/HTL/HOLIDAY INN**

The following screen appears:

```
CHAP 11-ROOMMASTER      PAGE 5-HTL
PARAGRAPH-HOLIDAY INN
HOLIDAY INN HI          Q  INSIDE SHOPPER  VVX  AUTOMATIC
ALL INTERCONTINENTAL BRANDS
```

To decode a hotel company, enter GC\*11/HTL followed by a slash (/) and the two-letter hotel company code.

Example: **GC\*11/HTL/TL**

The following screen appears:

```
CHAP 11-ROOMMASTER      PAGE 5-HTL
PARAGRAPH-TL
TL TRAVELODGE          Q  INSIDE SHOPPER  VVH  AUTOMATIC
ALL CENDANT BRANDS
```

## Hotel Supplier Profile

### S\*HTL/RZ

Click on interactive link to view Supplier information when the below screen appears:

NAME: RZ THE RITZ-CARLTON HOTEL COMPANY		
	PARTICIPANT:	PRODUCT REFERENCE:
ALL BRANDS.....	YES	>S*HTL/EM·
ALTERNATE AVAILABILITY...	YES	>S*HTL/ALTERNATE·
LOWEST PUBLIC RATE.....	YES	>S*HTL/LPR·
COMPLETE PRICING.....	YES	>S*HTL/COMPLETE PRICING·
INSIDE SHOPPER.....	YES	>S*HTL/INSIDE SHOPPER·
MULTIPLE CURRENCY.....	NO	>S*HTL/MULTI CURRENCY·
TRIPLES AND QUADS.....	NO	>S*HTL/TRIPLES AND QUADS·
CHAIN INFORMATION.....		>HODRZ·

OR

### >S\*HTL/ST REGIS

Click on interactive link to view Supplier information when the below screen appears:

CODE: -XR- ST REGIS
FOR MORE INFORMATION SEE >S*HTL/XR·

The following screen appears:

NAME: XR ST REGIS		
	PARTICIPANT:	PRODUCT REFERENCE:
ALL BRANDS.....	YES	>S*HTL/SW·
ALTERNATE AVAILABILITY...	YES	>S*HTL/ALTERNATE·
BEST AVAILABLE RATE.....	YES	>S*HTL/BAR·
COMPLETE PRICING.....	YES	>S*HTL/COMPLETE PRICING·
INSIDE SHOPPER.....	YES	>S*HTL/INSIDE SHOPPER·
MULTIPLE CURRENCY.....	YES	>S*HTL/MULTI CURRENCY·
TRIPLES AND QUADS.....	YES	>S*HTL/TRIPLES AND QUADS·
CHAIN INFORMATION.....		>HODXR·

## Steps to Selling a Hotel

To sell a hotel through Galileo, use these four basic steps:

1. Display hotel availability.
2. Display complete availability.
3. Display and observe room rate rules and policies.
4. Sell the hotel room.

Following these steps saves you time when completing the Booking File and ensures the best accommodations for your customer.

## Display Hotel Availability

### H/HOA

Use hotel availability to display a list of hotel properties to determine which best meets your customer's needs. You can display hotel availability with Travelport Smartpoint using interactive links, menus and the calendar either with or without air segments.

### With Air Segments

When using Travelport Smartpoint, the system makes several assumptions when you request hotel availability with an air segment.

- It pre-populates the hotel search with the check-in and out dates based on the flight segments in the PNR.
- It assumes the airport city code in the search.
- Displays hotels within a 30-mile radius of the destination airport.

Hover over the air segment number and select 'Hotel Search'.



A search box will appear. Note the pre-populated fields match the flight destination and travel dates as booked.

Travelport Smartpoint - Application Window 1

### Hotel Availability Search

**Reservation Details**

Check-In Date: 11 Mar 2019 | Check-Out Date: 15 Mar 2019

Rooms: 1 | Adults: 1 | Children: 0

**Search By**

Search Type: Airport/City Code

Airport/City Code: \* LHR - London, United Kingdom - Heathrow

Distance: 30 Miles

**Additional Qualifiers** [Expand All](#) | [Collapse All](#)

▼ Suppliers & Loyalty [Reset](#)

Frequent Guest Number:

Supplier:  [+](#)

▼ Rates [Reset](#)

Negotiated Rate Code:

Code 1:  Code 2:

Code 3:  Code 4:

Rate Category:

[SEARCH](#) [RESET](#)

#### Additional Qualifiers

[Expand All](#) [Collapse All](#)

- ▶ Suppliers & Loyalty
- ▶ Rates
- ▶ Amenities (up to 8)
- ▶ Ratings & Currency
- ▶ Property Details

Additional Qualifiers can be switch off by clicking 'Collapse All' or switch on by clicking 'Expand All'

Hotel

Scroll up and down to input additional qualifiers if requires

**Additional Qualifiers**

[Expand All](#) | [Collapse All](#)

**▼ Suppliers & Loyalty** [Reset](#)

Frequent Guest Number:

Supplier:

 [+](#)

**▼ Rates** [Reset](#)

Negotiated Rate Code:

Rate Category:

 [▼](#) [▼](#) [▼](#)

**▼ Amenities (up to 8)** [Reset](#)

- Air Conditioning
- Cable TV
- Child Care
- Childrens Progra...
- Concierge
- Entertainment
- Family Plan
- Fire Safety
- Golf
- Hair Salon
- Handicap Facilities
- Health Club
- High Speed Inter...
- Kitchenette
- Laundry
- Meeting Rooms
- Minibar
- Movies
- Non Smoking R...
- Parking Available
- Parking Free
- Pool
- Pool [Indoor]
- Pool [Outdoor]
- Restaurant
- Room Service
- Sauna
- Secretarial Servi...
- Small Pets
- Tennis Court
- Wet Bar

**▼ Ratings & Currency** [Reset](#)

NTM Rating:

 - 

AAA Rating:

 - 

Currency:

 [▼](#)

**▼ Property Details** [Reset](#)

Property Name:

Property Type:

 [▼](#)

[SEARCH](#)

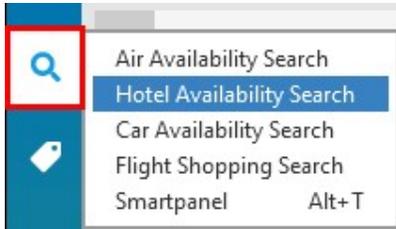
[RESET](#)

## Hotel

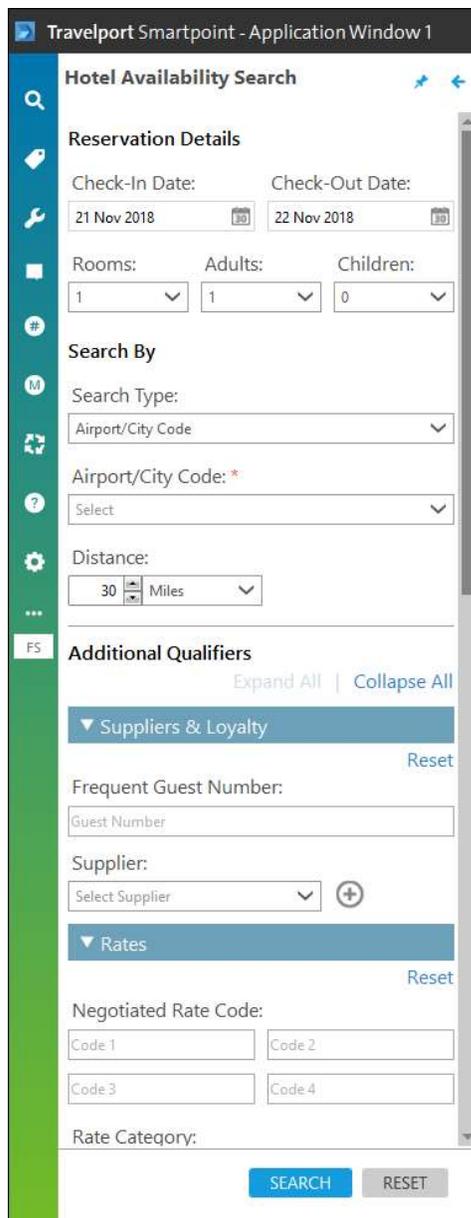
### Without Air Segments

To display hotel availability *without* an air segment you can use the hotel availability search option under Search button.

Example screen display:



On selecting this option, a search dialog box will appear. Here you can enter the travelers search requirements.

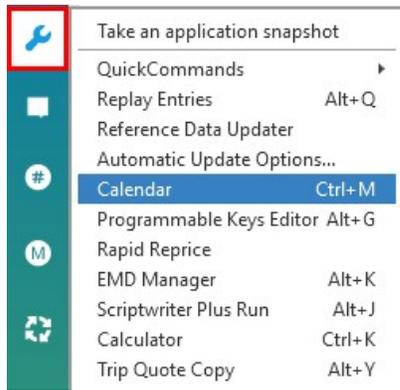
A screenshot of the 'Hotel Availability Search' dialog box. The dialog box is titled 'Hotel Availability Search' and has a search icon in the top left corner. It contains several sections: 'Reservation Details' with 'Check-In Date' (21 Nov 2018) and 'Check-Out Date' (22 Nov 2018); 'Rooms: Adults: Children:' with dropdowns for 1, 1, and 0 respectively; 'Search By' with 'Search Type' (Airport/City Code) and 'Airport/City Code: \*' (Select); 'Distance:' with a dropdown for 30 Miles; 'Additional Qualifiers' with 'Expand All | Collapse All' and 'Reset' buttons; 'Suppliers & Loyalty' with 'Frequent Guest Number:' (Guest Number) and 'Supplier:' (Select Supplier); 'Rates' with 'Reset' button; 'Negotiated Rate Code:' with four input fields (Code 1, Code 2, Code 3, Code 4); and 'Rate Category:'. At the bottom, there are 'SEARCH' and 'RESET' buttons.

Note: By default system shows “Expand All” to allow you update additional qualifiers before search. You may click “Collapse All” if you want to hide the additional qualifiers.

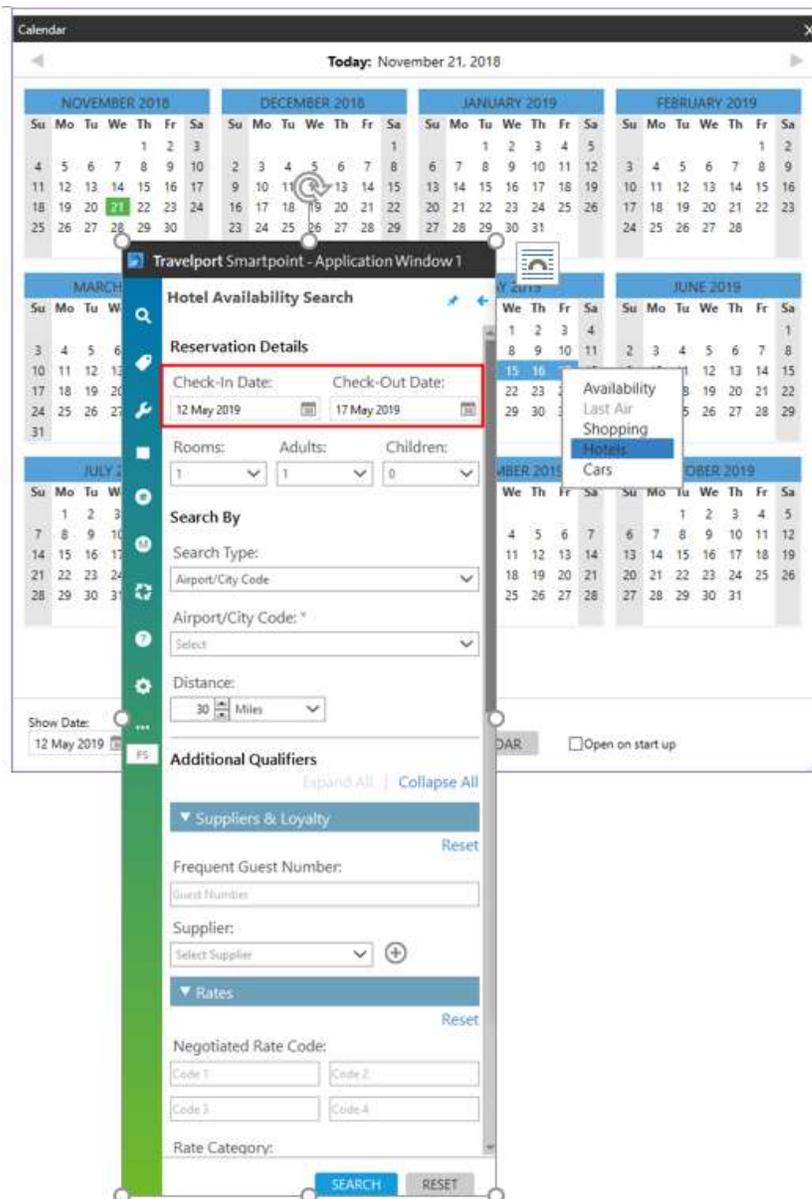
Alternatively, you can search for hotel availability using the calendar function. The calendar may be launched from the tools button or press ‘CTRL + M’. Select the dates the traveler wishes to stay. Right click and select ‘Hotels’.

Hotel

Example screen:



The search box will appear but with the pre-selected dates entered in the calendar.



Hotel Search screen explained:

Item	Explanation
<b>Reservation Details</b>	
Check-in Date	Enter a date or click the Calendar  icon to select the arrival date at the hotel property.
Check-Out Date	Enter a date or click the Calendar  icon to select the departure date from the hotel property
Rooms	Enter or click the arrow to select a maximum of nine guests per room. If you do not select the number of rooms, Smartpoint defaults to one room.
Adults	Enter or click the arrow to select the number of adult travelers for the hotel stay. If you do not select the number of adult travelers, Smartpoint defaults to one adult.
Children	Click the arrow to select the number of child travelers for the hotel stay. For each child, include the age of the child. There must be at least one adult traveler for a hotel stay that includes children.
<b>Search By</b>	
Search Type	<p>Select a search location:</p> <ul style="list-style-type: none"> <li>• <b>Airport/City Code</b> searches for airport codes or names, as well as city codes or names. City or airport names must have a corresponding IATA code.</li> <li>• <b>Address</b> searches by a full or partial address for the hotel property, if available for the country.</li> <li>• <b>Postal Code</b> searches by postal or ZIP code, if available for the country.</li> <li>• <b>City Name</b> searches for cities or towns that may not have a corresponding IATA code.</li> <li>• <b>Reference Point</b> searches based on attractions, landmarks, or other points of interest.</li> <li>• <b>Location Type</b> searches for hotel properties within a general location type, such as downtown, beach, mountains, financial district, and entertainment district.</li> <li>• <b>Property ID</b> searches by a hotel property number (hotel code). Property ID overrides all other search modifiers.</li> <li>• <b>Property Name</b> searches by a hotel property name for a selected airport, city, or postal code.</li> </ul>

Airport/City Code	<p>Enter the airport or city code where the traveler wishes to stay. If the code is unknown, Travelport Smartpoint will display a matching name list as typed in the full city name.</p> <p>Some city/airport codes that apply to both an airport and a city, such as DEN for both <i>Denver</i> and <i>Denver International Airport</i>, the search is based on the airport location.</p> <p>For city codes and city names, the search is based on the central/downtown area of the city.</p>
Distance Miles/Kilometers	<p><i>Optional.</i> You can search for a hotel property in a radius around your selected city, airport, hotel location or reference point.</p> <p>In <b>Distance</b>, enter the distance or click the arrows to select a number between 1 and 250.</p> <p>Click the <b>Miles</b> arrow to select Miles or Kilometers.</p>
<b>Additional Qualifiers</b>	
➤ Suppliers & Loyalty	Add preferred supplier (hotel chain or property) and frequent guest number.
Supplier	<p>Enter the two-letter supplier code, enter the supplier name, or click the arrow select a supplier. As you type, the closest match displays for the supplier code or name.</p> <p>You can send a maximum of 6 suppliers. Click the Add  icon to select more suppliers.</p>
Frequent Guest Number	Enter the frequent guest code for the first selected supplier, if applicable.
➤ Rates	Add negotiated rate code and rate category information
Negotiated Rate Code	Enter a maximum of 4 negotiated rates. Also known as rate access codes, negotiated rate codes are given to corporations or other organization for negotiated rates from a specific hotel supplier.
Rate Category	Click the <b>Rate Category</b> drop down arrow to select a maximum of three rate category codes, such as <i>Association, Convention, Senior Citizen, Government, and Tour.</i>
➤ Amenities	Select a maximum of <b>eight</b> hotel amenities, such as Air Conditioning, Pool, Meeting Rooms, and Non Smoking Room.
➤ Ratings & Currency	
NTM Rating	<p>Enter the NTM (Northstar Crown Rating) rating of between 1-5</p> <p><b>Note:</b> NTM and AAA ratings are mutually exclusive. If you enter one type of rating, the other type of rating is disabled</p>

AAA Rating	<p>Enter the AAA (American Automobile Association) hotel rating of between 1-5 diamonds.</p> <p><b>Note:</b> NTM and AAA ratings are mutually exclusive. If you enter one type of rating, the other type of rating is disabled.</p> <ul style="list-style-type: none"> <li>• To request a single rating, enter a rating from 1 to 5 in the first <b>NTM</b> or <b>AAA</b> text box,</li> <li>• To request a range of ratings, enter a rating from 1 to 5 in the first <b>NTM</b> or <b>AAA</b> text box a rating from 2 to 4 in the first <b>NTM</b> or <b>AAA</b> text box.</li> </ul>
Currency	<p>Enter the currency code, enter the currency name, or click the arrow to select a preferred currency.</p>
Property Name	<p>Enter the specific property name / word or first 3 characters of a word to search for properties containing that. For example, 'Park' will display a list of hotels with the word park in the name of the property.</p> <p>CEN for hotels in New York City (NYC) displays a list of hotels that includes <i>Park Central</i>, <i>Convention Center</i>, and <i>Hotel Central Park</i>.</p>
Property Type	<p>Click the <b>Property Type</b> arrow to select a property type: <i>All Suites</i>, <i>Condo</i>, <i>Hotel</i>, <i>Motel</i>, or <i>Resorts</i>.</p>
SEARCH	<p>Send search request into Smartpoint Application</p>
CANCEL	<p>Close and exit search window. Or click on X on top right</p>
RESET	<p>If you decide not to use the data from the previous search, you can click <b>RESET button</b> to clear the pre-populated fields.</p>

**Note:** Additional search qualifiers may be used if using format entries.

## Hotel Availability Results Screen

The following screen is an example of complete availability of Singapore

CHANGI INTL ARPT		01JAN-04JAN		3NT	1ADULT	KM
YH FAR EAST * EARN 20PCT COMM * FREE BRKFAST WIFI						>HL1·
XR ST REGIS ** ELEVATE YOUR STAY AT EXCLUSIVE RATES **						>HL2·
1	A #CP	CROWNE PLAZA CHANGI	75 AIRPORT BOULEVARD			0SW
		192.00 - 360.00	SGD			
		CROWNE PLAZA				
			Ratings	00000	4	
2	A YH	VILLAGE HOTEL CHANG	1 NETHERAVON ROAD			3N
		200.00 - 480.00	SGD			
			Ratings	00000	4	
3	A FI	CAPRI BY FRASER CHA	3 CHANGI BUSINESS PA			5SW
		280.00 - 330.00	SGD			
			Ratings		4	
4	A YX	DRESORT AT DOWNTOWN	1 PASIR RIS CLOSE			5NW
		135.85 - 269.00	SGD			
			Ratings		3	
5	A !UI	PARK AVENUE CHANGI	2 CHANGI BUSINESS PA			5SW
		198.00 - 268.00	SGD			
			Ratings	00000	3	
6	A YH	VILLAGE HOTEL KATON	SINGAPORE SG			13SW
		239.40 - 515.00	SGD			
			Ratings	00000	3	
14	A PL	PARKROYAL ON KITCHE	181 KITCHENER ROAD			18W
		176.00 - 470.00	SGD			
			Ratings	00000	4	
15	A #HI	HOLIDAY INN EXP CLA	2 MAGAZINE ROAD			21SW
		247.00 - 320.00	SGD			
			Ratings	00000	3	
16	A !MU	ORCHARD HOTEL	442 ORCHARD ROAD			21W
		245.00 - 868.00	SGD			
			Ratings	00000	4	
		<More Hotels>				
						30

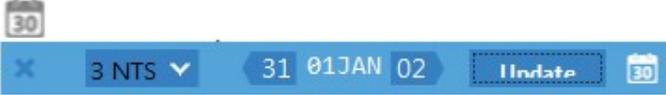
The following table lists the complete availability screen including the components of line 1.

Component	Description
CHANGI INTL ARPT 01-04JAN 3NT 1ADULT KM	Hotel Reference point Date of check in and check out Number of room night Number of Guest Distance from Reference shown in KM
YH FAR EAST * EARN 20PCT COMM * FREE BRKFAST WIFI >HL1·	Promotional headline from hotel vendor.

Hotel

XT ST REGIS ** ELEVATE YOUR STAY AT EXCLUSIVE RATES ** >HL2·	Tab stop to HL1 to view the information or type HL1
1	1 Line Number 1
A	Hotel participant level Inside shopper availability codes of A (available), O (other rates), and C (closed) with information line NOT AVAILABLE FOR DATES REQUESTED
#	RoomMaster Participant level # symbol identifies a Lowest Public Rate program participant ! symbol identifies a Best Available Rate Program participant
CP	Hotel Chain Code. Click to decode
CROWNE PLAZA CHANGI	Hotel Name. Click to access hotel descriptions
75 AIRPORT BOULEVARD	Abbreviated address. Click for hotel images
OSW	Distance from the reference point, airport or city and the hotel property
192.00-360.00	Room Rate Range The rate range is shown in the currency in which they were loaded, regardless of the currency of your location. Selecting the rate range displays the complete availability which provides information on room rates, room types, and the approximate total cost for the stay. Nightly rate. Click into Rate to view complete rate. Click to access complete rate range REQUEST HOC FOR RATES No room to offer: NOT AVAILABLE FOR DATES REQUESTED Minimum night requirement, update search MINIMUM LENGTH OF STAY REQUIRED Non Inside Shopper responses that does not include a rate range: REQUEST HOC FOR RATES

## Hotel

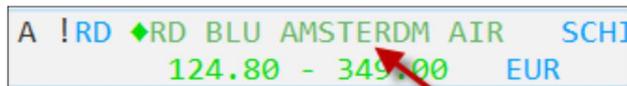
SGD	Room rate in local currency. Click to decode currency
Rating 	Trip Advisor Rating. This is also available in Complete Hotel Availability. Click for number of reviews and read 5 most recent reviews.
Rating <b>4</b>	NTM crown or AAA rating. Click to decode
«More Hotels»	Click for this to display more hotel property
	The Hotel Availability Modifier toolbar allows you to change dates or the number of nights after an initial availability has been performed. Click on X to minimise

## Hotel Description

Hotel property descriptions contain information such as directions to the hotel, facilities, and room descriptions including property number

To view this information, simply click on the hotel name. In this screen example the color is green which means it is interactive.

Show Screen



Hotel

Example screen response:

```
«Back to Hotels»
>HOD15JAN15925

-----
♥ Advertising Information
  0 Business center          1 Transportation
  2 Restaurant              3 Handicap rooms
  4 Health club             5 Bar
  6 Conference rooms        7 Multiple languages
  8 Nonsmoking rooms        9 Room service
-----

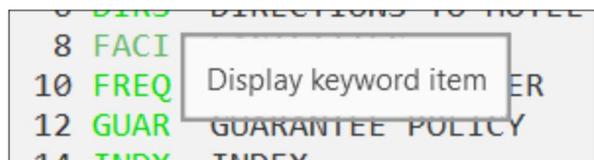
RD 15925 RADISSON BLU AMSTERDAM AIRPORT

ADDRESS: Schiphol-Rijk Business Park FROM: AMS 002M SW
          Schiphol-Rijk 1119 PB NL    CKIN: 3PM
                                           CKOUT: 12N
PHONE: 31 20-6553131 FAX: 31 20-6553100
RATING: NTM - 4 CROWNS

***** KEYWORDS *****
  0 BOOK BOOKING GUIDELINES      1 CANC CANCELLATION POLICY
  2 COMM COMMISSION              3 CONT CONTACTS
  4 CORP CORPORATE RATES         5 CRED CREDIT CARD POLICIES
  6 DIRS DIRECTIONS TO HOTEL     7 DPST DEPOSIT POLICY
  8 FACI FACILITIES              9 FAMI FAMILY PLAN
 10 FREQ FREQUENT TRAVELER      11 GRPS GROUP INFO
 12 GUAR GUARANTEE POLICY       13 HELP CUSTOMER SERVICE
 14 INDX INDEX                   15 LOCA HOTEL LOCATION
 16 MEAL MEAL PLANS AVAILABLE    17 DESC HOTEL DESCRIPTION
 18 OTHR OTHER                   19 PROM PROMOTIONAL INFO
 20 RECR RECREATION              21 ROOM ROOM / UNIT TYPES
 22 SERV SERVICES AVAILABLE      23 TAXS TAX INFORMATION
```

To display information, click on the relevant keyword category.

Show Screen example FACI:





## Features Property

When hotel is a featured property

«Back to Hotels»  
>HOD01JAN0065

-----

◆ Features and Amenities

0 Business center	1 Restaurant
2 Handicap rooms	3 Health club
4 Bar	5 Conference rooms
6 Multiple languages	7 Nonsmoking rooms
8 Room service	9 Swimming pool

[More Information](#)

-----

FA 00065 FAIRMONT SINGAPORE

ADDRESS: 80 Bras Basah Rd FROM: QPG 011K SW  
Sing

PHONE: 65-6  
RATING: NTM

0 BOOK BOO  
2 COMM COM  
4 CORP COR  
6 DIRS DIR  
8 FACI FAC  
10 FREQ FRE  
12 GUAR GUA  
14 INDX IND  
16 MEAL MEA  
18 OTHR OTH  
20 DEFB DEFB

Property Features and Amenities

**FAIRMONT SINGAPORE**  
80 Bras Basah Rd  
Singapore 189560 SG

Telephone: 65-6339-7777  
Guest Fax: 65 6339 7777  
Credit Cards: AX CA DC DS JC VI

**Special Features**  
YOU WOULDN'T IMAGINE IT-ONCE YOU'RE COMFORTABLY SETTLED WITHIN THE SERENE OASIS THAT IS FAIRMONT SINGAPORE. IMMERSE YOURSELF IN SINGAPORE'S HISTORY-ARTS- AND ASIAN CULTURE. EVEN THE MOST JADED SHOPPER'S INTEREST WILL BE PIQUED BY THE SHEER VARIETY OF DESIGNER BOUTIQUES AND THE RAFFLES CITY SHOPPING CENTRE. ACROSS THE ROAD IS THE EXCLUSIVE RAFFLES HOTEL ARCADE. SHOULD YOU HAVE BUSINESS TO ATTEND TO YOU'LL FIND THE SHENTON WAY COMMERCIAL/BANKING DISTRICTS CLOSE BY. YOU COULD ALSO TRAVEL BY THE ULTRA EFFICIENT MASS RAPID TRANSIT \*MRT\* SYSTEM.

**Promotional Information**  
THE ELEGANTLY PLUSH DELUXE GUESTROOMS AND 3 UNIQUE PENTHOUSE SUITES HAVE

Click on the *Back to Hotel Description* link to return to the list of hotel description keywords.

Show Screen

1-HOA15JAN-17JAN +

«Back to Hotel Description»

>HOD15JAN15925/8

You can go back to results at any time by clicking on the *Back to Hotels* link at the top of the page.

Show Screen

«Back to Hotels»

>HOD15JAN15925

-----

♥ Advertising Information

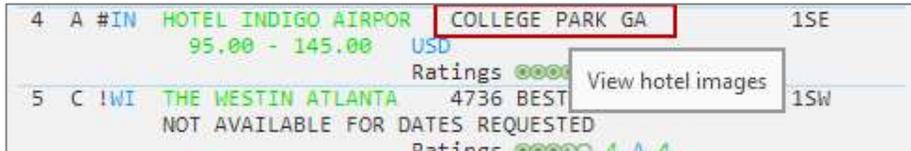
0 Business center	1 Transportation
2 Restaurant	3 Handicap rooms
4 Health club	5 Bar
6 Conference rooms	7 Multiple languages
8 Nonsmoking rooms	9 Room service

-----

## Hotel Images

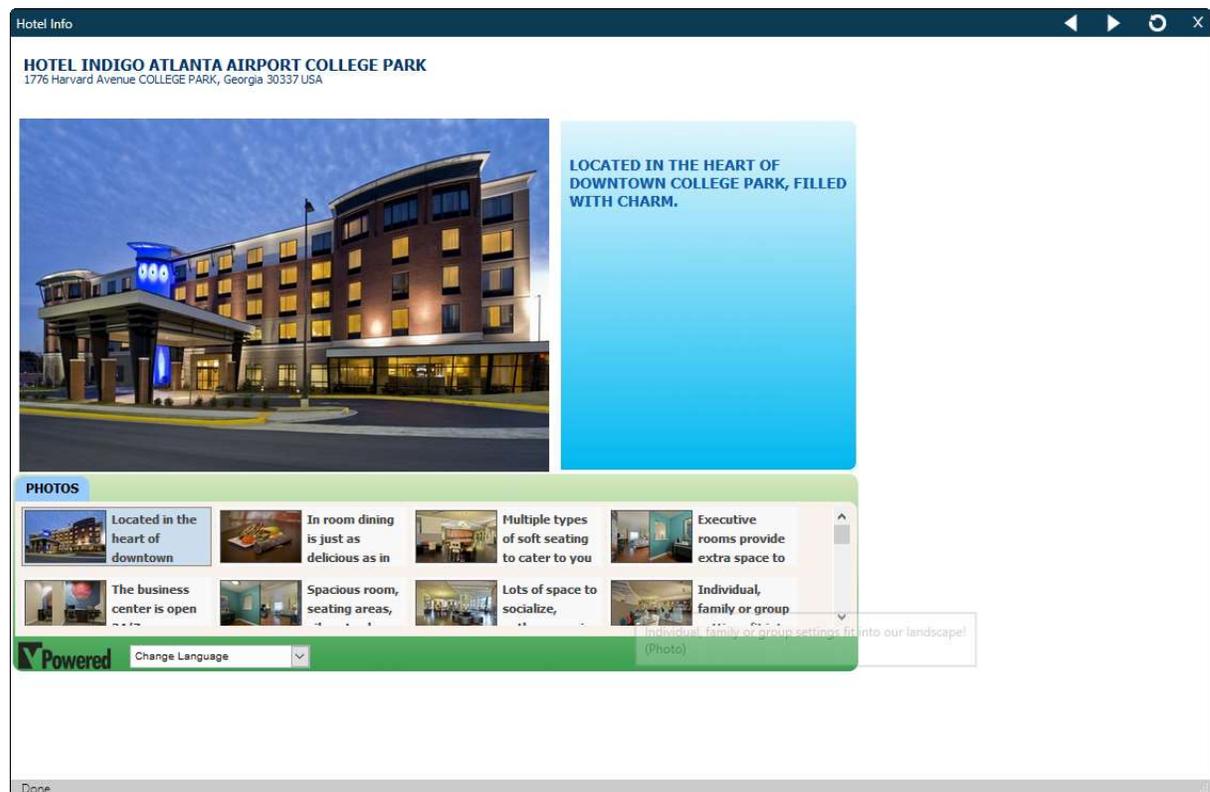
Hotel Images is an application that is integrated within Travelport Smartpoint.

Clicking on the hotel address will automatically launch specific hotel images for the selected property. This is designed to help save time searching websites for information and enables you and your traveler to make a more informed choice at time of booking.



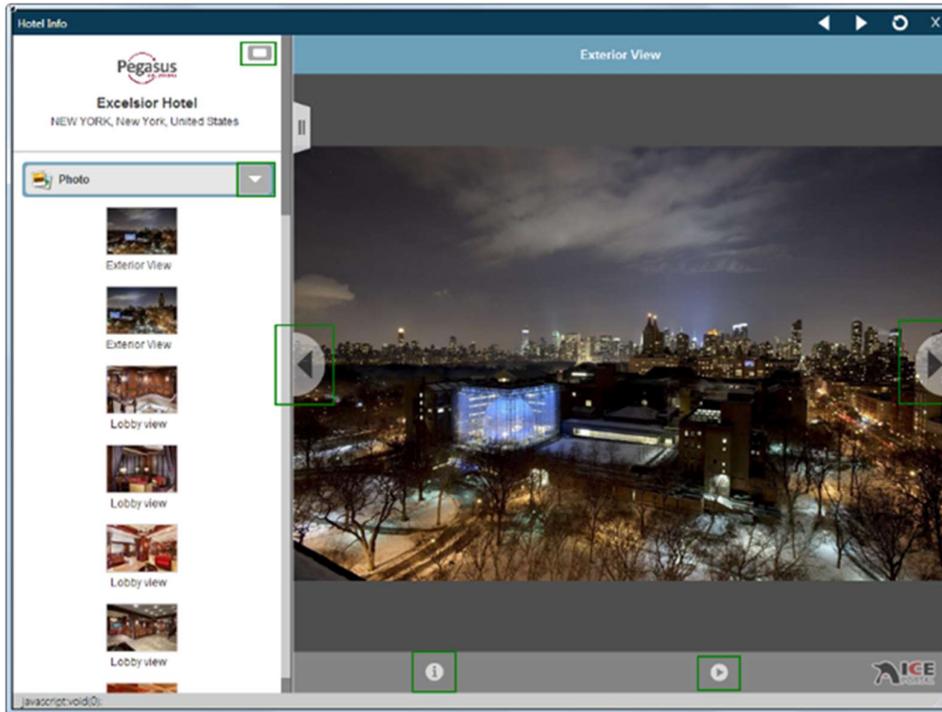
The response screen will contain a large image, thumbnails, picture labels and descriptive text (optional). Some hotels may also load virtual tours.

Example screen display:



## Hotel

When the hotel supplier has images in ICE Portal, the following screen is displayed:



If videos are available, select from the drop down.

Use the arrows to move to the next or previous picture.

## Hotel Complete Availability Screen

The following screen is an example of complete availability.

Example screen response:

1	A	#CP	CROWNE PLAZA CHANGI	75 AIRPORT BOULEVARD	ØSW
			192.00 - 360.00	SGD	
2	A	YH	VILLAGE HOTEL	ROAD	3N
			207.50 - 480.00		

Display complete hotel rates

Hotel

```

«Back to Hotels»
*HOC INSIDE* 01JAN-04JAN/1
CHECK OUT * WWW.IHGAGENT.COM *
SGD RATE CP 86674 CROWNE PLAZA CHANGI AIRPORT
Ratings ●●●●●
NIGHTLY APPROX TTL
1 192.00 @ D SGD 734.44 SGD +TQ
ADVANCE PURCHASE NO REFUNDS
1 KING BED DELUXE NONSMOKING BEAUTIFULLY
DESIGNED WITH THE THEME OF CALM NATURE RELAX IN
BED:N/A MEAL:N/A VIEW:N/A
BOOKINGS ARE NON-REFUNDABLE
COM:YES RF:NO CAT: CR:N/A
2 192.00 @ D SGD 734.44 SGD +TQ
ADVANCE PURCHASE NO REFUNDS
1 KING BUSINESS NONSMOKING DESIGNED WITH THE
DISCERNING BUSINESS TRAVELLER IN MIND OUR
BED:N/A MEAL:N/A VIEW:N/A
BOOKINGS ARE NON-REFUNDABLE
COM:YES RF:NO CAT: CR:N/A
3 216.00 @ D SGD 819.19 SGD +TQ
ADVANCE PURCHASE NO REFUNDS
1 KING BED PREMIER NONSMOKING ADMIRE A
RESPLENDENT VIEW OF LUSH GARDENS FROM YOUR
BED:N/A MEAL:N/A VIEW:N/A
BOOKINGS ARE NON-REFUNDABLE
COM:YES RF:NO CAT: CR:N/A
4 192.00 @ D SGD 734.44 SGD +TQ
ADVANCE PURCHASE NO REFUNDS
DELUXE ROOM BED TYPE IS NOT GUARANTEED AS IT IS
SUBJECT TO AVAILABILITY UPON ARRIVAL.
BED:N/A MEAL:N/A VIEW:N/A
BOOKINGS ARE NON-REFUNDABLE
COM:YES RF:NO CAT: CR:N/A
5 240.00 @ G SGD 918.06 SGD +TQ
BEST FLEXIBLE RATE
1 KING BED DELUXE NONSMOKING BEAUTIFULLY
DESIGNED WITH THE THEME OF CALM NATURE RELAX IN
BED:N/A MEAL:N/A VIEW:N/A
COM:YES RF:YES CAT: CR:N/A
    
```

«More Rates»

The following table lists the complete availability screen including the components of line 1:

Component	Description
Ratings <span style="color: green;">●●●●●</span>	Trip Advisor Ratings & Top 5 Reviews
1	Line Number 1
192.00	Local currency nightly rate. Click for complete rate rule
@	Indicates there is a rate change during the stay
D	Required Guarantee Types G: Guarantee is required

Hotel

	D: deposit is required P: Prepayment Blank - not applicable
SGD	Currency code. Click to decode
734.44 SGD	Total for the period of the requested.
APPROX TTL	Approximate price. Indicates that the total for the period is not final
ADVANCE PURCHASE NO REFUNDS 1 KING BED DELUXE NONSMOKING BEAUTIFULLY DESIGNED WITH THE THEME OF CALM NATURE RELAX IN BED:N/A MEAL:N/A VIEW:N/A BOOKINGS ARE NON-REFUNDABLE	Summary of rate type, brief description of room, bedding configuration
COM:YES	Commission (YES or NO). May include percentage of commission after dash (-) e.g. YES-10
RF:	Refund Policy: Yes or No
CAT:	Category N/A or blank R- Standard/Rack C - Corporate W - Weekend P - Package S - Senior Citizen G - Government M - Military B - Club A - Association F - Family Plan T - Tour I - Travel Industry V - Convention I - Special N - Negotiated
CR:NO	Credentials required. YES or NO
<a href="#">«More Rates»</a>	Click to view other rates

## Display Hotel rate rules

Hotel can have restrictive rate policies. Checking room rate rules is an important part of the booking process in order to:

- Sell the correct rate for the requested dates.
- Advise the customer of any rate changes during the stay and of any guarantee, deposit, or cancellation policies.

**Note:** Rules vary for each hotel company and room type.

Click on rate to view full description of rate rule policy

«Back to Hotels»  
\*HOC INSIDE\* 01JAN-04JAN/1  
CHECK OUT \* WWW.IHGAGENT.COM \*  
SGD RATE CP 86674 CROWNE PLAZA CHANGI AIRPORT  
Ratings 000000  
NIGHTLY APPROX TTL  
1 192.00 @ D SGD 734.44 SGD +TQ  
ADVANCE PURCHASE NO REFUNDS  
View booking screen with rules S NONSMOKING DESIGNED WITH THE  
DISCERNING BUSINESS TRAVELLER IN MIND OUR  
BED:N/A MEAL:N/A VIEW:N/A  
BOOKINGS ARE NON-REFUNDABLE  
COM:YES RF:NO CAT: CR:N/A

Travelport Smartpoint highlight the paragraph headers for hotels.

## Hotel

Highlighting hotel rules headers makes it easier to read when hotel rules are being read.

CP 86674 CROWNE PLAZA CHANGI AIRPORT  
ADDRESS: 75 AIRPORT BOULEVARD 01- PHONE: 65-6-8235300  
SINGAPORE SG 819664 FAX: 65-6-8235301

**\*RATE\***  
THIS RATE APPLIES TO 1 ADULTS  
KBNR0LN: ADVANCE PURCHASE NO REFUNDS  
SGD 192.00 PER NIGHT STARTING 21JAN FOR 2 NIGHTS  
384.00 TOTAL RATE STARTING 21JAN FOR 2 NIGHTS  
384.00 SUB TOTAL FOR STAY  
451.96 APPROX TOTAL INCL ALL KNOWN TAXES/FEES

COMMISSIONABLE  
DESIGNED WITH THE DISCERNING BUSINESS TRAVELLER IN MIND OUR  
STYLISH 28SQM RM COMBINES CONTEMPORARY FITTINGS WITH NATURE  
INSPIRED DECOR TO MAKE BOTH WORK AND RELAXATION EASY. IDEAL FOR  
2 ADULTS AND INCLUDES AN EXTENSIVE WORK DESK ERGONOMIC CHAIR  
SMART TV FREE IDD CALLS TO 10 COUNTRIES AND WIFI.  
SPECIAL SAVINGS. ADVANCE PURCHASE. RESERVATIONS REQUIRE FULL  
PREPAYMENT FOR THE ENTIRE STAY AT TIME OF BOOKING. FULLY  
NONREFUNDABLE. PREPAYMENT IS CHARGED TO CREDIT CARD BETWEEN TIME  
OF BOOKING AND DAY OF ARRIVAL AND IS NONREFUNDABLE  
TAXES -  
SALES TX - 7.70PCT P/ROOM P/NIGHT  
SERVICE CHARGE - 10.00PCT P/ROOM P/NIGHT  
1 KING BUSINESS NONSMOKING

**\*RULE\***  
DEPOSIT REQUIRED  
ACCEPTED CREDIT CARDS-AX DC JC VI CA CB BE  
BOOKING HELD UNTIL-0000 LOCAL HOTEL TIME ON ARRIVAL DATE  
NON-REFUNDABLE  
COMMISSIONABLE Y NON SMOKING

**\*RULES\***  
DEPOSIT METHOD: ACCEPTED CREDIT CARDS ENTIRE STAY NONREFUNDABLE  
DPST DUE AT BKNG  
CC ACCEPTED AX DC JC VI CA CB BE  
CXL: ADVANCE PURCHASE ENTIRE STAY NONREFUNDABLE  
7.7 PCT TAX PER NIGHT GST 7.70 PCT. 10 PCT SERVICE CHARGE PER  
NIGHT EXCLUDES GRATUITY

**\*EXTRA CHARGES\***  
EXTRA ADULT: 80.00 SGD

**\*PROPERTY LOCATION\***  
CHANGI AIRPORT HOTEL - NAMED WORLDS BEST AIRPORT HOTEL BY  
SKYTRAX IN 2015 2016 STEP FROM YOUR FLIGHT INTO THE RESORT  
AMBIANCE OF THE CROWNE PLAZA CHANGI AIRPORT HOTEL JUST STEPS AWAY  
FROM TERMINAL 3. ENJOY FAST AND EASY ACCESS FROM THE AIRPORT  
TERMINALS. SIMPLY TAKE THE SKYTRAIN OR LINK BRIDGE FROM YOUR  
TERMINAL DIRECTLY TO OUR DOOR. HOLD YOUR CONFERENCE OR BUSINESS

## Hotel TripAdvisor Ratings and Review

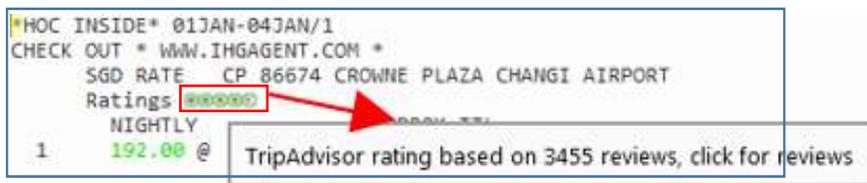
TripAdvisor ratings and reviews are available for any hotel property that has TripAdvisor data available.

Approximately 97% of hotels available in Travelport Smartpoint will have TripAdvisor ratings.

You can request TripAdvisor reviews from either a Hotel Availability Search (HOA) or Hotel Complete Availability (HOC) response.

Hover over the rating to display a pop-up box that indicates how many times the property has been reviewed.

Click rating icon to display the view the five most recent ratings.



### Working with TripAdvisor Rating

TripAdvisor displays a Ratings range from 1 to 5.

Symbol of Rating Value as below

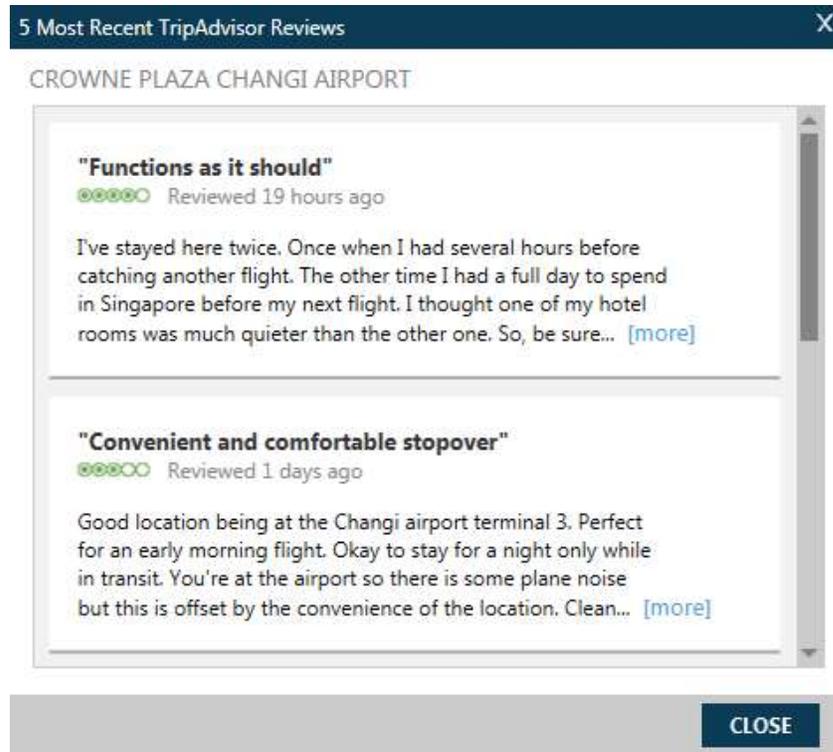
1	☉○○○○
1.5	☉☉○○○
2	☉☉○○○
2.5	☉☉☉○○
3	☉☉☉○○
3.5	☉☉☉☉○
4	☉☉☉☉○
4.5	☉☉☉☉☉
5	☉☉☉☉☉

**Note:** If a hotel property does not have TripAdvisor ratings, the TripAdvisor symbol is not displayed.

## Hotel

### Working with TripAdvisor Review

#### Example screen response



If the review is long, click the [...\[more\]](#) link to expand the information.

## Request Hotel Rates for Frequent Guests

If a traveler is a frequent guest at a particular hotel, their guest number can be added to the rate search request. Once the number is added, participating suppliers will return qualified availability and rate ranges based on the frequent guest number.

The hotels are listed alphabetically by code in the Hotel Loyalty drop-down.

After selecting a hotel code, enter the hotel loyalty number.

Once entered, FREQUENT GUEST RATE is displayed on the HOA screen.

In the following example, availability is requested for Hotel Intercontinental (IC) hotel properties within a 10-kilometer radius from downtown Tokyo for a hotel room with one frequent guest number.

Example screen response

**Hotel Availability Search**

Check-In Date: 13 May 2019      Check-Out Date: 17 May 2019

Rooms: 1      Adults: 1      Children: 0

**Search By**

Search Type: Airport/City Code

Airport/City Code: \* TYO - Tokyo, Japan - Tokyo

Distance: 10 Kilometers

**Additional Qualifiers**      [Expand All](#) | [Collapse All](#)

▼ **Suppliers & Loyalty**      [Reset](#)

Frequent Guest Number: FG6088679

Supplier: IC - Intercontinental Hotels

Example screen response

Rate	Supplier	Room Type	Rate	Notes
5	189.00 @ G USD	FREQUENT GUEST RATE, 1 KING	518.67 USD	BED:N/A MEAL:N/A VIEW:N/A
6	189.00 @ G USD	REGULAR RATE, GUEST ROOM, 2 DOUBLE	518.67 USD	BED:N/A MEAL:N/A VIEW:N/A
7	195.00 @ G USD	REGULAR RATE, GUEST ROOM, 1 KING OR 2 DOUBLE, BURBANK TOWER, HIGH FLOOR	538.65 USD	BED:N/A MEAL:N/A VIEW:N/A
8	199.00 @ G USD	REGULAR RATE, LARGER GUEST ROOM, 1 KING OR 2	551.97 USD	

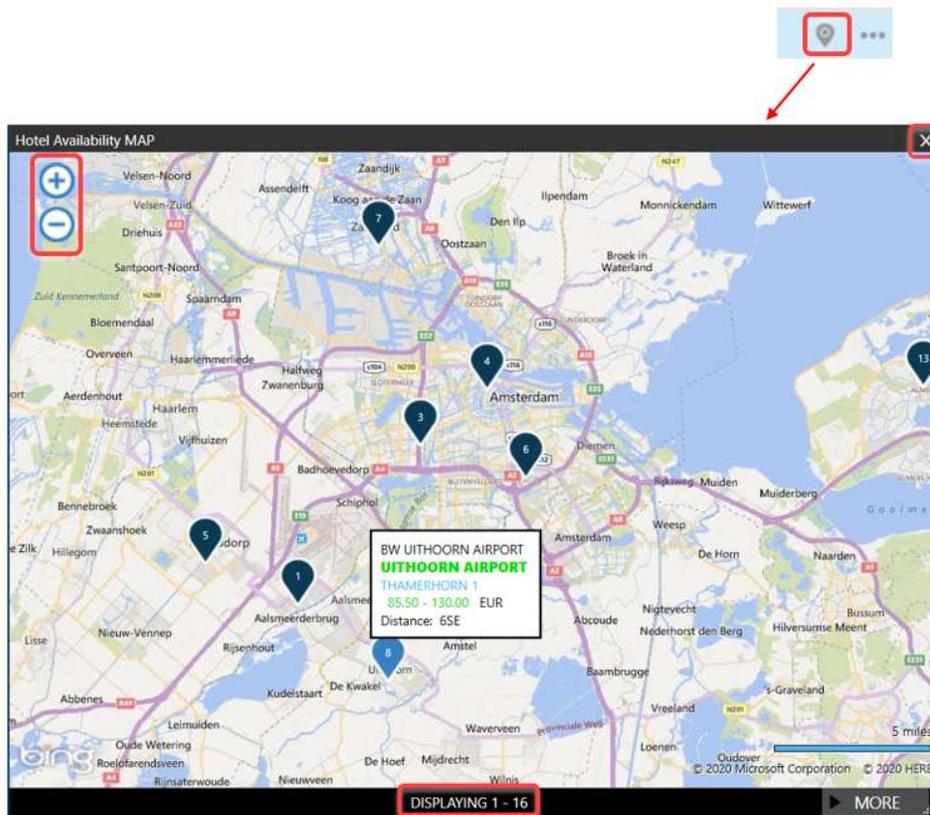
## Hotel Availability Map

When you display hotel availability, the following Hotel Availability Map icon is available to the right of the display in Smartpoint.

Interactive maps allow you to obtain a clear graphical view of shopping options as well as hotel locations that are available. There is also the option to sell from the map view.

Click on this icon to display the Hotel Availability Map

Screen Explanation:



Component	Description
X	Click on the X at top-right to close the window.
	Click + or - to zoom or un-zoom the map display
<b>DISPLAYING 1 - 20</b>	Map allocation of hotel properties. Maximum property is 50

## Hotel

	<p>Green and blue items are interactive Click on <b>AMSTERDAM AIRPORT</b> for hotel description, <b>Vuurseten 1</b> for hotel images and <b>75.00-89.00 EUR</b> for complete hotel rates. <b>8</b> referring to hotel line number from hotel availability</p>
---	---

**Note:** You may see a maximum of 50 hotels on a map. Not all hotels are shown on the new map display - This is a limitation of the current geo-location data that is available from the host for hotels.

## Viewing Hotel Images

Hotel Images is an application that is integrated within Travelport Smartpoint.

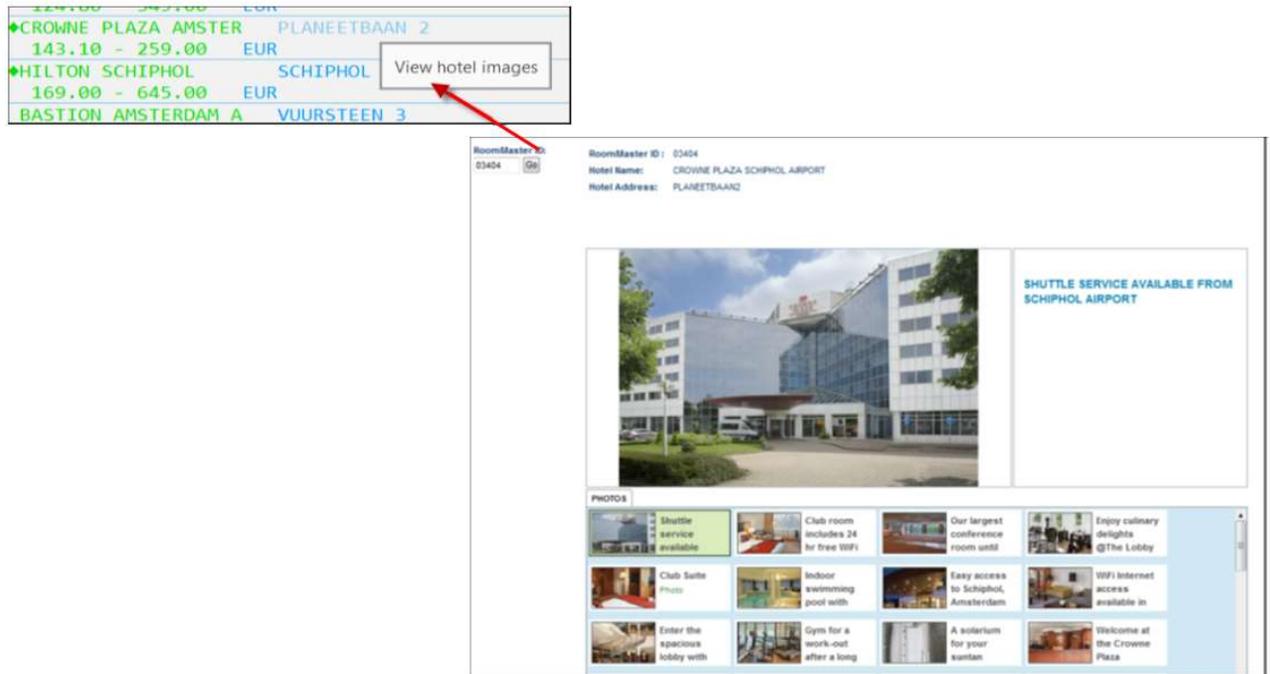
Clicking on the street name from the hotel availability display or map display automatically launches specific hotel images and 360 virtual tours for the selected property. This is designed to help save time searching websites for information and enables you and your traveler to make a more informed choice at time of booking.

To view hotel images, click on the hotel address

The response screen will contain a large image, thumbnails, picture labels, and descriptive text (optional). Some hotels may also load virtual tours.

## Hotel

Example screen response:

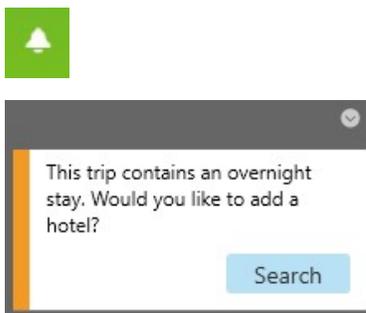


## Hotel Booking Reminder

If you create, end and retrieve (ER) a booking that includes an overnight stay but does not have a hotel booked an agent alert message will display and ask if you would like to check hotel availability. If you choose to select a hotel the Hotel Availability Search screen displays with data pre-populated from the PNR.

**Note:** An overnight stay is defined as a pair of consecutive flights when one arrives on one date and the next departs on a different date and there is at least six hours between the flights.

Show Screen



An alert will occur once per booking, even if the reservation record has multiple legs where there is an overnight stay or 6 hours between flights

## Hotel

If there is already an active or passive hotel segment in the booking, the Alert will not appear. Once you click the Search button, Travelport Smartpoint will launch the Hotel Availability Search screen. The Hotel Availability Search screen fields will pre-populated with the reservation information from the PNR:

City (Airport code of the destination immediately preceding the first overnight stay)

Check in date (from the previous arrival date)

Check out date (from the next departure date)

Number of adults

## Hotel Sell Option from Hotel Rate

After viewing hotel availability, complete availability, and rate rules, you are ready to sell the hotel room.

Travelport Smartpoint provides 2 options when selling; 'Passive Sell' and 'Advanced Sell' option. The sell options are available on the hotel rate rules screen. After the action, command to add Receive and **ER** booking file to save.

From the [Room and Rate Rules](#) display, click [«Passive Sell»](#) for passive segment sell.

Once Click **Sell Room**, room is sold based on current booking information.

>  
«Back to Room Rates» **«Passive Sell»** «Advanced Sell»  
BW 11176 BEST WESTERN RIVERS EDGE  
ADDRESS: 301 W RIVER ST PHONE: 1 575-754-1766  
RED RIVER NEW MEXICO US FAX: 575-754-2408  
WHEREVER LIFE TAKES YOU BEST WESTERN IS THERE

Upon clicking [«Passive Sell»](#) under Room and Rate Rules display, a Passive Hotel Sell window pops up. The passive hotel feature is used to add to the itinerary non GDS segments such as going to convention and the agency or customer has blocked room space. Passive hotel segments enable a true holistic PNR/BF view, housing all segments for a trip, including those booked offline or group booked space.

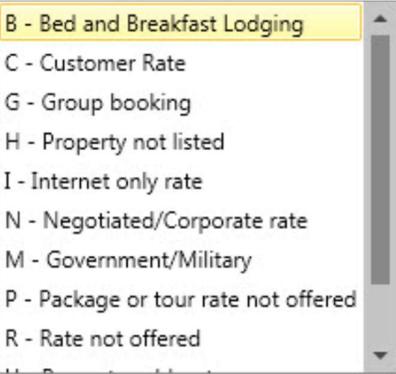
Hotel

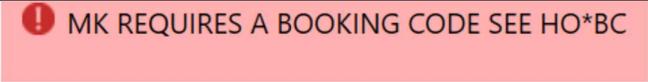
Reservation Details tab

Show screen

Clicking on the new «Passive Sell» link from Rate Rules display - auto populates the passive hotel screen with information from the PNR.

Component	Description
<b>Hotel Information</b>	
Hotel Chain	Enter the two-letter vendor code or click the drop-down and make a selection. Select 'ZZ' if code is unknown <ul style="list-style-type: none"> <li>Hotel Chain listing has been alphabetized and there is no longer a default.</li> </ul>
Check-In	Over type or click the calendar icon and make a selection.
Check-Out	Over type or click the calendar icon and make a selection.
Location	Enter the city code or click the drop-down arrow and select from the list.
Status Code	Specify the status code – BK or MK as appropriate.
Rooms	Enter or Click the drop-down to specify the number of rooms
Property Name	Input hotel name

	<i>Note: 'Property Name' is the default and 'Property Code' is disabled by design.</i>
Address Line 1 Address Line 2 City State/Province/Region ZIP/Postal code Phone Number	When hotel name is entered, relevant address details will need to manually insert. Unique Room Master property ID number will auto populate the details
<b>Rate Information</b>	
Room Type	Type Enter the room type code
Daily Rate	Enter the daily rate.
Currency	Enter the 3 letter currency code or click the drop-down list and select from the list.
Rate Confirmed With	Enter the Rate Confirmed With field will add a notepad remark (NP.) into the PNR
Confirmation Number	Enter the hotel confirmation number.
<b>Payment Information (Optional)</b>	
Cancellation Policy	Click the drop-down list and select cancellation policy.  <ul style="list-style-type: none"> <li>▪ If Cancellation Policy is supplied, this will be added to the associated remarks of the PNR.</li> </ul>
Booking Reason	Click the drop-down list and select the reason for making the booking passively.  <ul style="list-style-type: none"> <li>▪ Booking Reason code is not mandatory unless required. If users are in a PCC where reason codes are mandatory, they will get a message from host stating it's mandatory if it isn't supplied.</li> </ul>

	
Payment Type	<p>Select Applicable from drop down list Guarantee or Deposit</p> <p>Payment Type:</p> <div data-bbox="732 401 1040 527"> <input type="text" value="Guarantee"/> <ul style="list-style-type: none"> <li>Guarantee</li> <li>Deposit</li> </ul> </div>
Form of Payment	<p>Select Applicable from drop down list Credit Card or Agency</p> <p>Form Of Payment:</p> <div data-bbox="732 636 1040 762"> <input type="text" value="Credit Card"/> <ul style="list-style-type: none"> <li>Credit Card</li> <li>Agency</li> </ul> </div> <ul style="list-style-type: none"> <li>▪ If Credit Card selected, then Card Type, Number and Expiration Date will become mandatory.</li> <li>▪ If Agency selected, then IATA input box will become mandatory.</li> </ul>
Card Type	<p>Select Applicable from drop down list</p> <p><b>Credit Card Type:</b></p> <div data-bbox="732 982 1149 1346"> <input type="text"/> <ul style="list-style-type: none"> <li>AirPlus/Universal Air Travel Plan</li> <li>American Express</li> <li>Carte Blanche</li> <li>Diners Club</li> <li>Discover</li> <li>JCB/Japan Credit Bureau</li> <li>MasterCard/Eurocard</li> <li>Visa</li> </ul> </div>
Card Number	Enter the credit card number
Expiration Date	Enter Expiry date as MMY
	Click <i>Passive Sell</i> to create a passive segment
	Click <i>Reset</i> option allow user does not want data auto-populated, this will clear all fields
	Click +TQ to create Hotel Trip Quote
	Click <i>Cancel</i> to discontinue the process

Hotel

Other tab

Show screen

Passive Hotel Sell ✕

Reservation Details **Other**

**Requests(Optional)**

Special Service:

Corporate Discount:

Name Override:

Associated Remarks:

**PASSIVE SELL** **+TQ** **CANCEL**

Component	Description
<b>Requests (Optional)</b>	
Special Service	Enter request of guest, not guaranteed.
Corporate Discount	Enter a corporate discount number if applicable
Name Override	Enter alternative name other than passenger 1 name from booking file
Associated Remarks	Enter any remark related to segment

## Hotel

From the Room and Rate Rules display, click <<Advanced sell>>

>  
«Back to Room Rates» «Passive Sell» «Advanced Sell»  
BW 11176 BEST WESTERN RIVERS EDGE  
ADDRESS: 301 W RIVER ST PHONE: 1 575-754-1766  
RED RIVER NEW MEXICO US FAX: 575-754-2408  
WHEREVER LIFE TAKES YOU BEST WESTERN IS THERE

Click on <<Advanced Sell>> to display the Advanced Sell window.

Advance sell allows agent to add, change booking information such as form of payment for guarantee and special services information

1.1SOH/BEEKIMMS

### Hotel Sell Options

#### SELL OPTIONS

##### Reservation Data

Rooms:	Extra adults:	Extra children:
1	0	0
Infant Crib:	Adult rollaway:	Child rollaway:
0	0	0

##### Payment

Payment Type:	Form Of Payment:
Guarantee	Credit Card
Card Type	<input type="checkbox"/> Single Use Card
AirPlus/Universal Air Travel Plan	
Cardholder Name	
Full name as shown on card	
Card Number	
Enter Card Number	
Security Code: CCV	Expiration Date: MMY

##### Additional Request

Special service (/SI-):
e.g. GRND FLOOR ROOM
Frequent Fly Number (/FT-):
e.g. BA3756925
Frequent Guest Number (/FG-):
e.g. HI216593
Corporate discount (/CD-):
e.g. Y748392
Name override (/NM-):
SOH BEEKIMMS
Address (/W-):
e.g. J SMITH 63 COBB ST LONDON W
Tour number (/IT-):
e.g. AA847655

Component	Description
<b>Reservation Data</b>	
Room Extra Adult Extra Child Infant Crib Adult rollaway Child rollaway	Enter or Click the drop-down to specify the number of rooms, extra adults, extra children and etc.
<b>Payment</b>	
Payment Type:	Click the drop-down and select the appropriate: Guarantee Deposit Prepayment None/Others
Form Of Payment	Select from appropriate list payment type is other than None. Screen will intuitively response for required details, example show credit card selected details for card is need.
Card Type	Select Applicable from drop down list <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>Credit Card Type:</b>  <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"> <span style="float: right;">▼</span> </div> <ul style="list-style-type: none"> <li><b>AirPlus/Universal Air Travel Plan</b></li> <li><b>American Express</b></li> <li><b>Carte Blanche</b></li> <li><b>Diners Club</b></li> <li><b>Discover</b></li> <li><b>JCB/Japan Credit Bureau</b></li> <li><b>MasterCard/Eurocard</b></li> <li><b>Visa</b></li> </ul> </div>
Cardholder name	Enter name as shown on card
Card number	Enter card number
Security Code	Enter CCV number
Expiration date	Enter Expiry date as MMY
<b>Additional Request</b>	
<b>Items are optional</b>	
Special Service	Enter request of guest, not guaranteed.
Frequent Fly Number	Enter FFN of by airline partner
Frequent Guest Number	Enter Guest membership by hotel property
Name override	Enter alternative name other than passenger 1 name from booking file
Address	Guest address
Tour number	Enter the tour number if this hotel booking is associated with a tour
<b>SELL ROOM(S)</b>	Click on Sell Room for room sell.
<b>CANCEL</b>	Click <i>Cancel</i> to discontinue the process.

## Hotel

**Note:** refer to hotel chain keyword **OPTI** to find out what optional fields are accepted by a vendor, and how the vendor will respond, for example **HODFE/OPTI**.

## Hotel Direct

Example screen response



The Hotel Direct Sell dialog box provides two tabs: **Reservation** and **Other**.

Information will be prepopulated with an active booking file

### Reservation Tab

Screen explanation:

C6K6GM/61 HKGNH C339614 AG 13305213 07JUL  
1.1ANG/TE  
1. TG 404 Y 11SEP SINBKK HK1 1225 1345 0\* E FR  
2. TG 403 Y 14SEP BKKSIN HK1 0800 1115 0\* E MO

#### Hotel Direct Sell

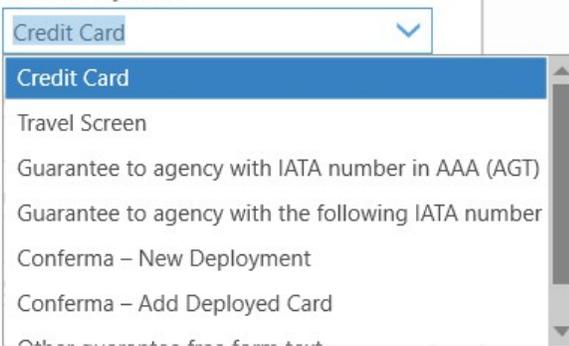
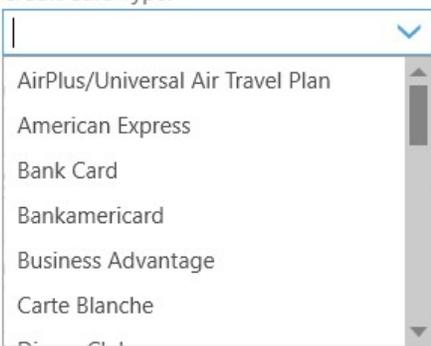
Reservation Other

<b>Hotel</b>	<b>Traveler</b>	<b>Rate Guarantee</b>
Check-In: 11 Sep 2020	First Name: TE	Payment Type: Guarantee
Check-Out: 12 Sep 2020	Last Name: ANG	Form Of Payment: Credit Card
Hotel Chain: Select	Frequent Guest Number: 	Credit Card Type: 
Rooms: 1 Adults: 1 Children: 0	Frequent Flyer Number: 	Card Number: Enter Card Number
Room Master Property ID: 	Special Information: e.g. GRND FLDOR REQUESTED	Security Code: CCV Expiration Date: MMY
Booking Code: Enter booking code		Cardholder Name (Optional): Full name as shown on card

**DIRECT SELL** CANCEL

Component	Description
<b>Hotel</b>	
Check-In	Over type or click the calendar icon and make a selection.
Check-Out	Over type or click the calendar icon and make a selection.
Hotel Chain	Enter the two-letter vendor code or click the drop-down and make a selection.
Rooms	Enter or Click the drop-down to specify the number of rooms, adults, and children.
Adults	
Children	
Room Master Property ID	Enter the unique Room Master property ID number.
Booking code	Enter the exact booking code for the room type.
<b>Traveler</b>	
Traveler First	Enter or over type the first & last name of the traveler in whose name the room is being booked.
Last Name	
Frequent Guest Number	Enter an applicable hotel loyalty number (optional).
Frequent Air Traveler Number	Enter an applicable airline frequent flyer number (optional).
Special Information	Any special request, example RQ GRND FLOOR ROOM. Confine this to 50 characters
<b>Rate Guarantee</b>	
Payment Type:	<p>Click the drop-down and select the appropriate:</p> <ul style="list-style-type: none"> <li>Guarantee</li> <li>Deposit</li> <li>None/Others</li> </ul> <p>Rate Guarantee</p> <p>Payment Type</p> 
Form Of Payment	Select from appropriate list

Hotel

	<p>Form Of Payment:</p> 
Credit Card Type	<p>Select Applicable from drop down list</p> <p>Credit Card Type:</p> 
Card Number	Enter the credit card number
Security Code	<p>Enter the CCV/CVV number for the credit card. Field displays when Advance Payment or Credit Card as a Guarantee is selected. Once the security code information has been input with hotel booked, an indicator in the PNR viewer will show, <b>CCV-Y</b>.</p>
Expiration Date	<p>Enter the expiry date of the credit card. After the advance payment has been made, there is an indicator in the PNR viewer to show an advance payment as the rate guarantee. This is indicated as G-PAY in front of the guarantee. If the hotel supplier does not accept advance payment, you will receive a message indicating the supplier does not accept advanced payment.</p>
Cardholder Name (Optional)	Enter the cardholder name.

**Note:** To support Travelport's new Hotel Billback solution, two new payments options are available in the **Form of Payment** drop-down list: *Conferma — New Deployment* and *Conferma — Add Deployed Card*.

Hotel

The Hotel Billback solution allows Travel Management Companies the ability to provide their customers with an end-to-end payment alternative using virtual credit cards through the Conferma Settlement Platform. Conferma also supports automated hotel fax notification replacing the manual effort undertaken by agents.

See Hotel Billback User Guide KB 27596 in My Travelport for more details.

Other Tab

Show screen

The screenshot shows a window titled "Hotel Direct Sell" with a close button (X) in the top right corner. Below the title bar, there are two tabs: "Reservation" and "Other", with "Other" being the active tab. The interface is divided into two main sections: "Rates" and "Extra".

**Rates Section:**

- Corporate Discount: [Text input field]
- Negotiated Rate Access Code: [Text input field]
- Booking Source: [Text input field containing "99999992"]
- Optional Address Line 1: [Text input field]
- Optional Address Line 2: [Text input field]
- Optional Address Line 3: [Text input field]
- Optional Address Line 4: [Text input field]

**Extra Section:**

- Extra Adult: [Dropdown menu with "0" selected]
- Adult Rollaway: [Dropdown menu with "0" selected]
- Extra Child: [Dropdown menu with "0" selected]
- Child Rollaway: [Dropdown menu with "0" selected]
- Infant Crib: [Dropdown menu with "0" selected]

At the bottom right of the window, there are two buttons: "DIRECT SELL" (dark blue) and "CANCEL" (light blue).

Component	Description
<b>Rates</b>	
Corporate Discount	Enter a corporate discount number if applicable
Negotiated Rate Access Code	Enter any negotiated rate details
Booking Source	The booking source box is populated with your agency IATA number. (Optional)
Address Lines	Add optional address information
<b>Extra</b>	
	You can over type this if appropriate using the dropdown arrows to select a number.
	<ul style="list-style-type: none"> <li>Infant Crib</li> <li>Extra Child</li> <li>Extra Adult</li> <li>Child Rollaway</li> <li>Adult Rollaway</li> </ul>
<b>DIRECT SELL</b>	Direct Sell Click <i>Direct Sell</i> to sell the room
<b>CANCEL</b>	Click <i>Cancel</i> to discontinue the process.

## Examples of Hotel Sell Segment

```

1-HOA20AUG-30AL +
>
«Back»
  2 HHL HY SS1 ATL 20AUG-30AUG 10NT 76735 HYATT PLACE ATL SOU
  1 KNGMOVI 1 /RT- USD134.00 /AGT99999992
/G-VI4XXXXXXXXXXXX1111EXP1214
/NM-JONES JOSEEMS
/PT-AT
/TR-USD150075
/GI-G
/RG-134.00USD
/CF-HY0033623196 13400 USD
INVALID ARC/IATA NUMBER
CXL:CXL 24HRS PRIOR TO ARRIVAL TO AVOID 1NT PNLTY *
```

The following table lists the components of the Inside Availability sell response:

Component	Description
2	Segment number
HHL	Galileo sold hotel entry
HY	Hotel chain code
SS1 / HS1	Status code, number of rooms
ATL	City/airport code
20AUG-30AUG	In and out dates
10NT	Number of nights
76735	Hotel property number
HYATT PLACE ATL	Property name
1KNGMOVI1	Number of room sold for Room type -number of guest
RT-USD134.00	Room rate
AGT999999992	Agency IATA number
G-VI4444333322221111EXP1214	Guarantee/deposit credit card number G-DPSTVI4444333322221111EXP1214 -Deposit
NM-JONES JOSEEMS	Name of reserved hotel guest.
RG-134.00 USD	Rate guarantee with amount and currency code.
TR-USD150075	Approx. total amount AT Approx. Total – some vendors only
CF-HY0033623196	Confirmation number.
CXL: 24 HRS PRIOR TO ARRIVAL TO AVOID 1NT PENALTY	Alert advising cancelation policy

## Hotel

Sample of sell response with Advance payment

```
1.1TRAVELLER/SMARTPOINTMR
1. HHL RL SS1 PDX 12JAN-13JAN 1NT 21742 RI ON THE RIVER JAN
1A1KROR -1 /RG-USD170.00/AGT14537423.G-PAYVI400000000001111EXP1
215/NM-TRAVELLER SMARTPOINTMR/CF-44D756MGH*
```

If the hotel supplier does not accept advance payment, the user will see the following message returned in Terminal screen:

SUPPLIER DOES NOT ACCEPT ADVANCE PAYMENT

## Hotel Passive

You may occasionally have to make a hotel reservation outside the Galileo system via telephone or email. If you wish it to print on an itinerary, it must be entered in the Booking File passively.

Effectively from Feb 2013, the Hotel Passive Segment functionality has been changed by introducing the MK action status code for a new hotel passive segment. The difference will be that the existing "BK" passive segment can be created, only after the new "MK" passive segment has been created in the PNR. Also, the BK segment can be added to the PNR after an active hotel segment, if the chain code, city code, and check in date in the active segment match the same in the BK segment.

Please take note of the below mandatory modifiers:

- City code
- Chain code (if unknown, ZZ can be used)
- Number of rooms in the hotel passive segment (i.e. MK1)
- Check in and check out dates
- Property number (/P-) and/or hotel name (/H-)
- Room type/rate code (/R-)

Hotel

Reservation Details

Show Screen



Passive Hotel Sell X

---

Reservation Details Other

**Hotel Information**

Hotel Chain:  Check-In:  Check-Out:

Location:  Status Code:  Rooms:

Property Code  Hotel Name

Address Line 1:

Address Line 2:

City:

State/Province/Region:  Country:  Zip/Postal Code:

Phone Number:

**Rate Information**

Room Type:  Daily Rate:  Currency:

Rate Confirmed With:  Confirmation Number:

**Payment Information (Optional)**

Cancellation Policy:  Booking Reason:

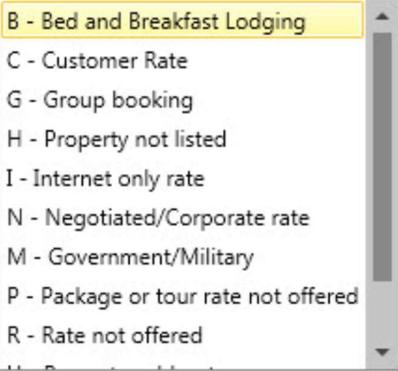
Payment Type:  Form Of Payment:

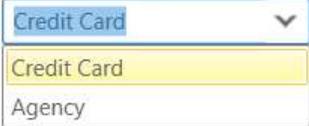
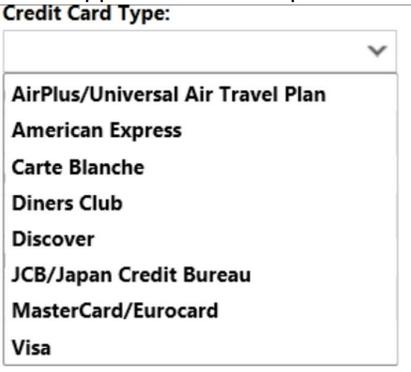
Card Type:   Pre-populate from FOP

Card Number:

Expiration Date:

Component	Description
<b>Hotel Information</b>	
Hotel Chain	Enter the two-letter vendor code or click the drop-down and make a selection. Select 'ZZ' if code is unknown <ul style="list-style-type: none"> <li>▪ Hotel Chain listing has been alphabetized and there is no longer a default.</li> </ul>
Check-In	Over type or click the calendar icon and make a selection.
Check-Out	Over type or click the calendar icon and make a selection.
Location	Enter the city code or click the drop-down arrow and select from the list.
Status Code	Specify the status code – BK or MK as appropriate.
Rooms	Enter or Click the drop-down to specify the number of rooms
Property Name	Input hotel name <i>Note: 'Property Name' is the default and 'Property Code' is disabled by design.</i>
Address Line 1 Address Line 2 City	When hotel name is entered, relevant address details will need to manually insert.

State/Province/Region ZIP/Postal code Phone Number	Unique Room Master property ID number will auto populate the details
<b>Rate Information</b>	
Room Type	Type Enter the room type code
Daily Rate	Enter the daily rate.
Currency	Enter the 3 letter currency code or click the drop-down list and select from the list.
Rate Confirmed With	Enter the Rate Confirmed With field will add a notepad remark (NP.) into the PNR
Confirmation Number	Enter the hotel confirmation number.
<b>Payment Information (Optional)</b>	
Cancellation Policy	<p>Click the drop-down list and select cancellation policy.</p>  <ul style="list-style-type: none"> <li>▪ If Cancellation Policy is supplied, this will be added to the associated remarks of the PNR.</li> </ul>
Booking Reason	<p>Click the drop-down list and select the reason for making the booking passively.</p>  <ul style="list-style-type: none"> <li>▪ Booking Reason code is not mandatory unless required. If users are in a PCC where reason codes are mandatory, they will get a message from host stating it's mandatory if it isn't supplied.</li> </ul> <p><b>! MK REQUIRES A BOOKING CODE SEE HO*BC</b></p>

Payment Type	Select Applicable from drop down list Guarantee or Deposit Payment Type: 
Form of Payment	Select Applicable from drop down list Credit Card or Agency Form Of Payment:  <ul style="list-style-type: none"> <li>▪ If Credit Card selected, then Card Type, Number and Expiration Date will become mandatory.</li> <li>▪ If Agency selected, then IATA input box will become mandatory.</li> </ul>
Card Type	Select Applicable from drop down list Credit Card Type: 
Card Number	Enter the credit card number
Expiration Date	Enter Expiry date as MMY
	Click <i>Passive Sell</i> to create a passive segment
	Click <i>Reset</i> option allow user does not want data auto-populated, this will clear all fields
	Click +TQ to create Hotel Trip Quote
	Click <i>Cancel</i> to discontinue the process

**Note:** Receive and ER booking file to save.

Hotel

Other Tab

Show Screen

The screenshot shows a window titled "Passive Hotel Sell" with a close button (X) in the top right corner. At the top, there are two tabs: "Reservation Details" and "Other", with "Other" being the active tab. Below the tabs, the section is titled "Requests(Optional)". It contains four input fields: "Special Service:" with a long empty text box; "Corporate Discount:" with a text box containing "e.g. Y748392"; "Name Override:" with a text box containing "e.g. Smith John"; and "Associated Remarks:" with three stacked text boxes, each containing "e.g. Have a good trip". At the bottom of the window, there are four buttons: "PASSIVE SELL" (highlighted in blue), "RESET", "+TQ", and "CANCEL".

Component	Description
<b>Requests (Optional)</b>	
Special Service	Enter request of guest, not guaranteed.
Corporate Discount	Enter a corporate discount number if applicable
Name Override	Enter alternative name other than passenger 1 name from booking file
Associated Remarks	Enter any remark related to segment

## Modifying a Hotel

**Importance:** Before modifying a hotel segment, view rules and then display hotel availability and check complete availability to verify that the hotel can accommodate your change.

Travelport Smartpoint can help you to quickly modify a hotel segment

### Step 1: Review the cancellation policy

- a) Click the **room rate amount** in the hotel segment to view any restrictions or notes regarding change of the reservation
- b) Click the **HOV\*PD** text to move down in the rules display until you find the cancelation policy



### Step 2: Check the hotel availability

The **Hotel Modify** function generates a message to cancel and rebook the hotel segment using the new information. If the room type is no longer available or the rate has increased since you booked the hotel, it can generate a no-record (NOREC) situation and/or additional charges for your customer. As such, it is highly recommended to check the complete hotel availability *before* modifying the reservation to verify the property can accommodate your changes.

**Step 3: Modify the hotel reservation**

- a) To launch the Hotel Modify form, click on the 'HHL' link.



When the **Hotel Modify** screen appears, change any pertinent information on the Reservation tab, such as check-in and check-out dates, number of rooms/guests, traveler details, frequent guest number, and any payment details

The 'Hotel Modify' form has the 'Reservation' tab selected. It contains several sections: 'Hotel' with fields for Check-In (11/15/2015), Check-Out (11/22/2015), Hotel Chain (SE - Sheraton Hotels Corporation), Rooms (1), Adults (1), and Children (0); 'Traveler' with fields for First Name (ANNE), Last Name (SMITH), and Special Information (LAST FLOOR, IF POSSIBLE); and 'Rate Guarantee' with fields for Guarantee (Credit Card), Credit Card Type (American Express), and Card Number (3XXXXXXXXXX0028). A 'Modify' button is highlighted at the bottom right.

Click the **Other** tab to change/add a corporate discount or request an extra bed.

The 'Hotel Modify' form has the 'Other' tab selected. It contains several sections: 'Rates' with a Corporate Discount field (DISCOUNT 1); 'Optional Address Line' fields (1-4); and 'Extra' fields for Extra Adult (0), Extra Child (0), Adult Rollaway (0), and Child Rollaway (0). A 'Modify' button is highlighted at the bottom right.

- b) When ready, click **Modify** to submit the changes.

**Step 4: Save the changes**

Once you have reviewed the reservation's new details, Receive and **ER** the PNR to save and redisplay the changes

## Hotel

Once launched, Travelport Smartpoint will take the hotel information in the PNR and populate it into the form. From this screen, users can make changes to the hotel information. These changes or added information are reflected in the PNR.

**Note:** Vendors may return their own message, e.g. "ROOM TYPE/PROPERTY NOT AVAILABLE". If the new date *or* room type is *not* available, you have two choices:

\*Select a different room type *or* hotel.

\*Ignore and you will keep your original reservation.

## Canceling a Hotel Segment

Once you sell an Inside Availability or Inside Link hotel, instant messaging is sent to the hotel participant. The hotel booking is confirmed as soon as you sell it.

**Important:** If you ignore the Booking File containing an Inside Availability or Inside Link hotel before ending it, the hotel space may still be holding confirmed. Both level participants return cancellation number instantly.

The function identifier for canceling a hotel booking is: **X**

To cancel a hotel segment, enter X followed by the hotel segment number. Example entry: X2  
Receive and end transaction the Booking File.

To cancel all hotels in booking **XH**, Receive and end transaction the Booking File.

**Note:** Response times vary according to the hotel's participation level.

The following screen shows a cancellation response for an Inside Availability participant which provided a cancellation number (CX-XWFJ1TF). After you end the Booking File, the hotel enters an OSI message in the Booking File that includes the hotel company code, airport or city code, check-in date, and cancellation number.

```
1-X2 +
 1. DL 783 Y 20AUG MSPATL HS1 0630 1001 O E WE
 2. DL 1528 Y 30AUG ATLMSP HS1 1715 1904 O E SA
GALILEO HOTEL CANCELLED CX-XWFJ1TF
>
```

A cancellation number must be received to confirm the booking has been cancelled.

- If a cancellation number is returned immediately, receive and end the Booking File.

- If a cancellation number is not returned immediately, receive and end the Booking File. Wait a few moments and then retrieve the Booking File. Cancellation numbers are usually stored in the service information field (\*SI) or the vendor remarks field (\*VR). See in booking file response for a cancelled reservation number

## Display the Hotel History

Display the Hotel History to confirm the segment change by entering **\*HIH**.

Note the original segment was deleted and the new segment added to the PNR in the enhanced view

```
1-*HIH
>
** BOOKING FILE HISTORY **
TYPE OF HISTORY: Hotel segment
25MAY 03:08 UTC - CHANGE CREATED BY E034604 :
***** HTL HISTORY *****
CANCELLED SEGMENT (XS)
HHL HX 15NOV 5S/HK 1 CHI 20NOV 5NT 19771 HAMPTON INN OHARE
1A09LV4 -1/RG-USD214.00/AGT14537482/G-AXXXXXXXXXXXXX0028EXP12
16/NM-SMITH ANNE/CF-86103333 * /EXT-6
ADDED EXTENDED SEGMENT (AES)
APPROXIMATE TOTAL RATE - 1229.76USD /EXT-6
/EXT-6
NAME - ANNE SMITH /EXT-6
CANCEL EXTENDED SEGMENT (XES)
APPROXIMATE TOTAL RATE - 985.60USD /EXT-6
/EXT-6
NAME - ANNE SMITH /EXT-6
ADDED SEGMENT (AS)
HHL HX 15NOV 5S/SS 1 CHI 22NOV 7NT 19771 HAMPTON INN OHARE
1A09LV4 -1/RG-USD214.00/AGT14537482/G-AXXXXXXXXXXXXX0028EXP12
16/SI-LAST FLOOR IF POSSIBLE/NM-SMITH ANNE/CF-86103333 * /EXT-6
25MAY 02:56 UTC - CHANGE CREATED BY E034604 :
ADDED EXTENDED SEGMENT (AES)
APPROXIMATE TOTAL RATE - 985.60USD /EXT-6
/EXT-6
NAME - ANNE SMITH /EXT-6
ADDED SEGMENT (AS)
HHL HX 15NOV 5S/SS 1 CHI 20NOV 5NT 19771 HAMPTON INN OHARE
1A09LV4 -1/RG-USD214.00/AGT14537482/G-AXXXXXXXXXXXXX0028EXP12
```

## Hotel Best Practice

1. Always check the rate rules prior to selling, modifying or cancel the room segment.
2. Be aware of rate changes indicator @ in hotel availability, complete rate and rate policy
3. Ensure sell hotel has a confirmation number and the guarantee symbol \* next to it
4. A cancellation reference number is required for each cancel hotel reservation

Locate reference number starting with CX- in Other Service Information field (\*SI) or Vendor Remark field (\*VR). If no cancellation reference number CX- is returned the reservation should not be considered cancelled and a no-show charge may be levied by the vendor.

## Hotel

5. In the event there is a delay and no cancellation number is received when hotel segment is cancelled. Input a REVIEW BOOKING to be reminded to monitor for the return of the cancellation number.

Check what is the hotel chain unique queuing pseudo city code and you may then send a queue message to them using vendor remark following the below step.

Do contact Helpdesk to assist if cancellation number still fail to return after performing the below

```
>GC*11/HTL/HY (to check queuing code for Hyatt)
>V.HHY*PLEASE UPDATE CANCELLATION NUMBER FOR THE BOOKING+V.HHY*GALILEO/TESTMS
>R.JAMIE
>QEB/VVJ
```

Once the booking file has been queued over, re-retrieved the booking file and input a Review Booking into the Booking File to monitor for the confirmation number to come in.

```
>RB.6JUN*TO MONITOR FOR HYATT HTL CX NUMBER
>R.JAMIE
>E (to end transaction)
```

6. Cancellation without cancellation number is NOT successful
7. If no cancellation nos is returned, DON'T ER. Occasionally a cancellation nos is not returned due to link down situation which doesn't last long. Just ignore the cancellation and the booking will revert to the confirmed status. Try cancelling a few mins or an hour later until a cancellation nos is returned.
8. Some hotel chains may still return a cancellation nos even if the cancellation deadline has passed. The cancellation numbers indicate that cancellation is confirmed BUT penalty applies. You still need to comply with the cancellation conditions.
9. AVOID performing multiple hotel bookings or modifications simultaneously in a single transaction.
10. Be mindful that changes to date or room type are considered "Cancel and Re-book".
11. REFRAIN from booking less than 24 hours prior to check in.

## Trip Quote

Trip Quote is a quick and easy way to send quotes from the agency to travelers with all the details of their trip. Aside from Air Shop (FS), Trip Quote is available in Hotel Availability and Car response screens.

Add the selection to the Trip Quote by selecting the green +TQ indicator in the Hotel (HOC) or availability (CAL) response:

Show Screen

«Back to Hotels»  
\*HOC INSIDE\* 01JAN-04JAN/1  
CHECK OUT \* WWW.IHGAGENT.COM \*  
SGD RATE CP 86674 CROWNE PLAZA CHANGI AIRPORT  
Ratings **\*\*\*\*\***

	NIGHTLY		APPROX TTL	
1	192.00 @	D SGD	734.44 SGD	+TQ
ADVANCE PURCHASE NO REFUNDS 1 KING BED DELUXE NONSMOKING BEAUTIFULLY DESIGNED WITH THE THEME OF CALM NATURE RELAX IN BED:N/A MEAL:N/A VIEW:N/A BOOKINGS ARE NON-REFUNDABLE COM:YES RF:NO CAT: CR:N/A				
2	192.00 @	D SGD	734.44 SGD	+TQ
ADVANCE PURCHASE NO REFUNDS 1 KING BUSINESS NONSMOKING DESIGNED WITH THE DISCERNING BUSINESS TRAVELLER IN MIND OUR BED:N/A MEAL:N/A VIEW:N/A BOOKINGS ARE NON-REFUNDABLE COM:YES RF:NO CAT: CR:N/A				
3	216.00 @	D SGD	819.19 SGD	+TQ
ADVANCE PURCHASE NO REFUNDS 1 KING BED PREMIER NONSMOKING ADMIRE A RESPLENDENT VIEW OF LUSH GARDENS FROM YOUR BED:N/A MEAL:N/A VIEW:N/A BOOKINGS ARE NON-REFUNDABLE COM:YES RF:NO CAT: CR:N/A				
4	192.00 @	D SGD	734.44 SGD	+TQ
ADVANCE PURCHASE NO REFUNDS DELUXE ROOM BED TYPE IS NOT GUARANTEED AS IT IS SUBJECT TO AVAILABILITY UPON ARRIVAL. BED:N/A MEAL:N/A VIEW:N/A BOOKINGS ARE NON-REFUNDABLE COM:YES RF:NO CAT: CR:N/A				
5	240.00 @	G SGD	918.06 SGD	+TQ
BEST FLEXIBLE RATE 1 KING BED DELUXE NONSMOKING BEAUTIFULLY DESIGNED WITH THE THEME OF CALM NATURE RELAX IN BED:N/A MEAL:N/A VIEW:N/A COM:YES RF:YES CAT: CR:N/A				

Hotel

KUALA LUMPUR INTER * TH 01SEP 10:00 -02SEP * STND/PROM * MYR									
LOC A R TYPE		RATE		FK		CHG		APPROX TOTAL	
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION									
1+	EUROPCAR	T S G	CDAR	150	RD	UNL	0	150	+TQ
2+	EUROPCAR	T S G	MCAR	150	RD	UNL	0	150	+TQ
3+	EUROPCAR	T S G	ICAR	175	RD	UNL	0	175	+TQ
4+	SIXT	T S G	MDAR	198	D	UNL	0	209	+TQ
5+	EUROPCAR	T S G	DDAR	209	RD	UNL	0	209	+TQ
6+	AVIS	T S G	EDAR	220	RD	UNL	0	220	+TQ

As selections are added to the quote, Trip Quote button counts the selections and indicates the number that have been selected

Show Screen



Select the Trip Quote button in the navigation menu

A pop-up will display showing the trip quote basket.

Show Screen

**Trip Quote**

Basket: Retrieve quote

Select All Options

Filter By: A | **Email Configuration**

**Hotel**

**Option 01** [View Images](#)

**SOFITEL NEW YORK**  
NEW YORK NY  
New York, United States

Check-in: Thu Jan 10 2019  
Check-out: Mon Jan 14 2019

MRATE AVAIL STAY LONGER AND SAVE MORE  
CLASSIC ROOM - 1 QUEEN BED FLOORS 3-14.

Bed: N2Q Meal: UNK View: UNKNOWN  
BOOKINGS ARE NON-REFUNDABLE

AVG PRICE PER NIGHT*	MIN PRICE PER NIGHT	MAX PRICE PER NIGHT	APPROXIMATE TOTAL
269.03 USD	203.15 USD	1,240.00 USD	<b>1,317.66</b> USD
EXCL TAXES 60.39	EXCL TAXES	EXCL TAXES	

\*Rate varies per night

[Book](#) [Fees](#) [Delete](#)

**ACTION** CLEAR CLOSE

## Hotel

Select the items to send by either choosing the Select All Options check box or choosing individual items from the list.

Once items are selected, select the ACTION button before choosing **Send** or **Copy** button.

Select send as Text or HTML

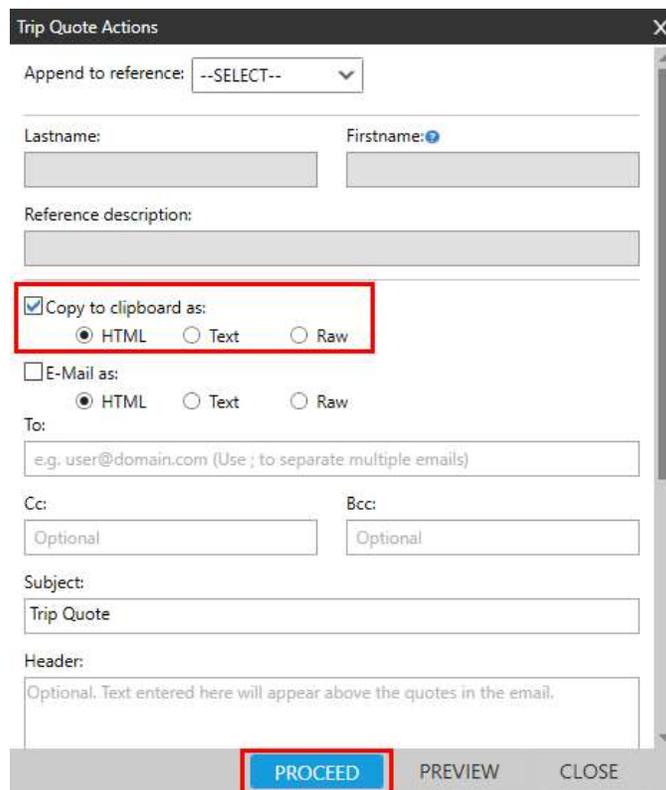
You can send the information using email or copy it to the clipboard.

Enter an email address. The quote can be sent to multiple address by separating address with a semi colon if your agency is choosing 'Microsoft Outlook' option under Email Configuration settings.

Enter a message if desired in the Custom Message box.

A confirmation message will display.

Ensure click on 'Proceed' button to continue



The screenshot shows a dialog box titled "Trip Quote Actions". At the top, there is a dropdown menu for "Append to reference:" with "--SELECT--" selected. Below this are input fields for "Lastname:" and "Firstname:". A "Reference description:" text area follows. The "Copy to clipboard as:" section is checked and highlighted with a red box, with "HTML" selected via a radio button. Below it, the "E-Mail as:" section is unchecked, also with "HTML" selected. The "To:" field contains the placeholder "e.g. user@domain.com (Use ; to separate multiple emails)". "Cc:" and "Bcc:" fields both contain the placeholder "Optional". The "Subject:" field is filled with "Trip Quote". The "Header:" field contains the placeholder "Optional. Text entered here will appear above the quotes in the email.". At the bottom, three buttons are visible: "PROCEED" (highlighted with a red box), "PREVIEW", and "CLOSE".

Below shows a sample of quote copy to clipboard

Hotel

Show Screen

**Hotel Shopping**

Option 1 [View Images](#)

**SOFITEL NEW YORK**



**SOFITEL NEW YORK**  
NEW YORK NY New York,  
United States

Check-In  
Thu 10 Jan 2019  
Check-Out  
Mon 14 Jan 2019

MRATE AVAIL STAY LONGER AND SAVE MORE CLASSIC ROOM - 1 QUEEN  
BED FLOORS 3-14.

Bed:N2Q Meal:UNK View:UNKNOWN

<b>Avg. price per night:</b> 269.02 USD (excl. taxes60.39 USD)	<b>Min. price per night:</b> 203.15 USD (excl. taxes)	<b>Max. price per night:</b> 1,240.00 USD (excl. taxes)	<b>1,317.66 USD</b> Approximate Total
--	---	--	--

\*Rate varies per night