

## RETENTION OF PNRS IN HISTORY

### Method 1: Download 'Auto PNR Retention' Plug-in from Marketplace in Smartpoint

#### Background

Agents use manual entry RT.T/<DATE>\*KEEP BOOKING LIVE to keep PNR's live in Travelport+ (1G) for longer than the current 24 hours after the last travel date. The reason agents do this is to avoid the time delay and administration upon request past date booking.

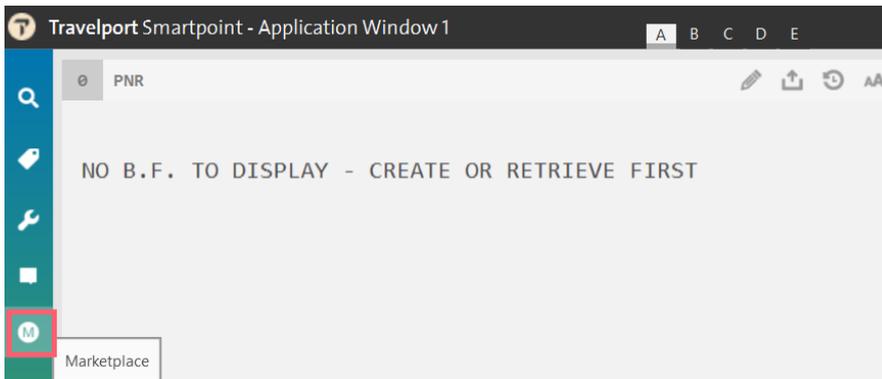
#### Feature

The Auto PNR Retention Plug-in can be downloaded from Smartpoint Marketplace.

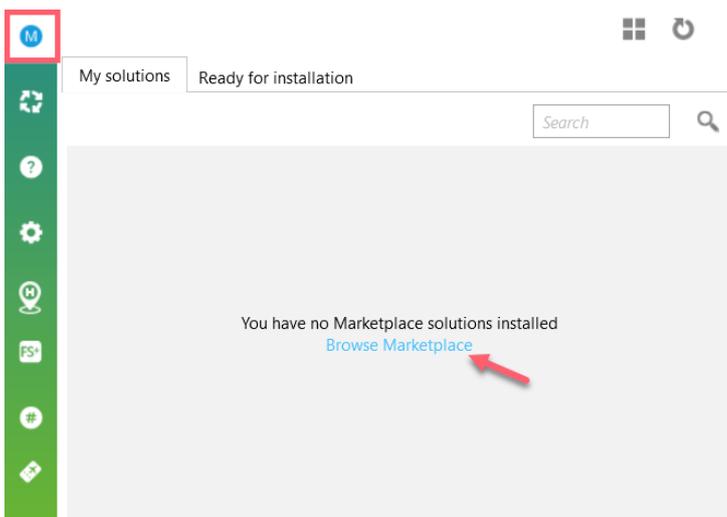
When a PNR is Ended – the plug-in reads the last segment date in the PNR and adds the RT.T retention segment. Maximum of 180 days (6 months) from the last booked travel date.

### How to download 'Auto PNR Retention Plug-in' from Travelport Marketplace?

Step 1: Click on 'M – Marketplace' icon on the left hand side from navigation panel



Step 2: Click 'Browse Marketplace'





Step 3: Click 'Sign In' and system redirect you to login in page of Travelport Marketplace website [www.travelportcmarketplace.com](http://www.travelportcmarketplace.com)

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Note: Input your username and password same with [www.My.Travelport.com](http://www.My.Travelport.com) username registration

Step 4: Upon log-in successfully, you may input either keyword 'auto pnr' to search or select the regions to find out 'Auto Retention' Plug-in.

Marketplace

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Search Results

Search results for: **auto pnr**

**PRODUCTS**

- Auto PNR Retention for 1G (Galileo)**  
by Travelport  
Ability to automatically add a retention line to your PNRs based on a configuration file - RT...  
Platform:Travelport Smartpoint  
**FREE**

**DEVELOPERS**

- Navitas Solutions Main**  
Helping Travelport users do more with their GDS through handy add-on products and bespoke development services.

Travelport

### Auto PNR Retention for 1G (Galileo)

by Travelport

**ORDER NOW**

0 Review(s) | Write A Review | Recommend Product

Ability to automatically add a retention line to your PNRs based on a configuration file - RT.T/DATE\*FREE TEXT. \*\*Please ensure you uninstall any previous first, before installing

Product Version: 1.7.7.0  
License: Enterprise  
Price:0.00 USD  
Keywords: PNRManagement, PNRsLive, Galileo  
Distribution Methods: Direct Download

**Platform:**  
Travelport Smartpoint

**Host:**  
Travelport Galileo

**Categories:**  
Agent Productivity Tools, Quality Control

**Regions Supported:**  
Global

**DESCRIPTION**

Many Agents use the entry RT.T /DATE\*KEEP BOOKING LIVE to keep PNR's 'live' in Galileo for longer than the current 24 hours after the last travel date. The reason agents do this is to avoid the time delay and administration of unpurging PNR's when any queries arise after the purge date.

The process to add the RT.T line to every PNR is laborious and the manual date calculation is open to errors therefore an automated plug-in was developed to increase efficiency and reduce time spent by the agent during the booking process.

The Auto PNR Retention Plug-in provides 2 options within the setting file which can be used together or independently of each other:

1. Set retention date as '180 Days' from last booked travel date (Maximum 180 days)
  - a. This will add the retention line as 180 Days from the last booked flight segment
2. Set retention date as '337 Days' from PNR Creation date (Maximum 337 days), if no live segments exists
  - a. This will add the retention line as 337 Days from the PNR creation date when there are no active segments in the PNR

Latest Version here 1.7. onwards is compatible with SP 8.0, Classic Windows view and Flex Windows

**Key Product Features**

- Keep booking live
- Auto PNR retention
- Automatic date Calculation

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- Custom Development / Consultancy
- Groups, Meetings and Incentive Tools
- Internet Booking Engine
- Mid-Office
- Mobile
- Itinerary Management
- Passenger Messaging
- Passenger Security
- Risk Management
- Payment Solutions
- Profile Management
- Reporting & Analytics
- Quality Control

Regions

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- Central and South America
- Europe
- Middle East
- Africa
- Asia
- Australia

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3. Filter Sort by 'Name A to Z'

Sort By: Name A to Z

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PAID Platform: Stand Alone/Services

**eStreaming Pipe**  
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**Corporate Booking Tool API**  
by CEE Travel Systems  
Boost your online booking tool or mobile app with fully automated corporate logic.  
PAID Platform: Stand Alone/Services

**TCP Exchange API**  
by CEE Travel Systems  
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**Auto PNR Retention for 1G (Galileo)**  
by Travelport

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Ability to automatically add a retention line to your PNRs based on a configuration file - RT.T/DATE\*FREE TEXT. \*\*Please ensure you uninstall any previous first, before installing

Product Version: 1.7.7.0  
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FREE

**Platform:**  
Travelport Smartpoint

**Host:**  
Travelport Galileo

**Categories:**  
Agent Productivity Tools, Quality Control

**Regions Supported:**  
Global

**DESCRIPTION**    **CUSTOMER REVIEWS**

Many Agents use the entry RT.T /DATE\*KEEP BOOKING LIVE to keep PNR's 'live' in Galileo for longer than the current 24 hours after the last travel date. The reason agents do this is to avoid the time delay and administration of unpurging PNR's when any queries arise after the purge date.

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**Key Product Features**

- Keep booking live
- Auto PNR retention
- Automatic date Calculation

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### Purchase Success

Thank you for your interest in Auto PNR Retention for 1G (Galileo) by Travelport!

The information below will be sent to you at [Marwitz.Lau@travelport.com](mailto:Marwitz.Lau@travelport.com).

**Direct Download**

The solution you have ordered can be downloaded now by clicking the download button or later from the My Solutions section in your profile or the product page.

Once the solution is downloaded:

1. Unzip the File if needed.
2. Right click on the .msi and ensure the file is unblocked by going to properties.
3. Run the .msi file and complete installation by choosing default options.

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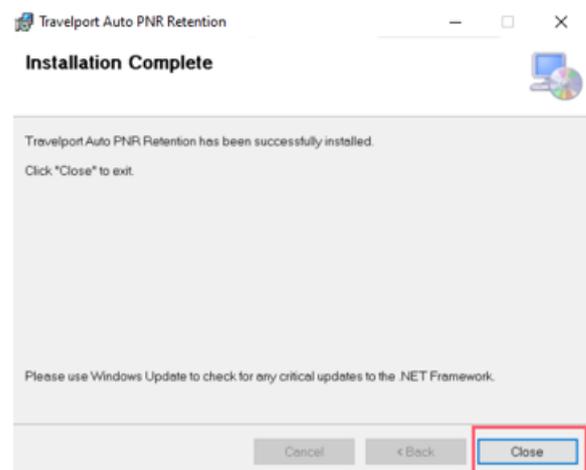
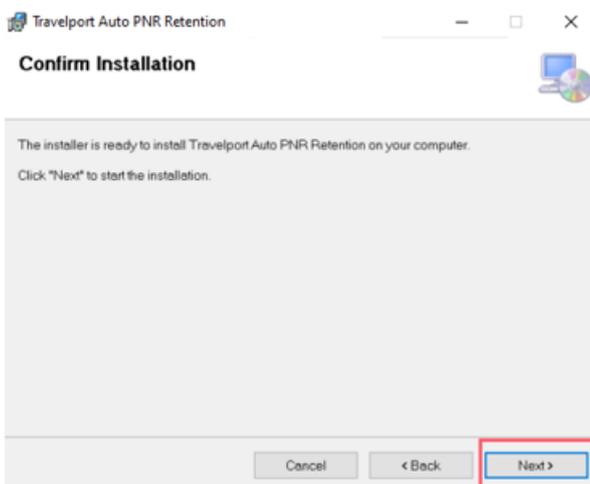
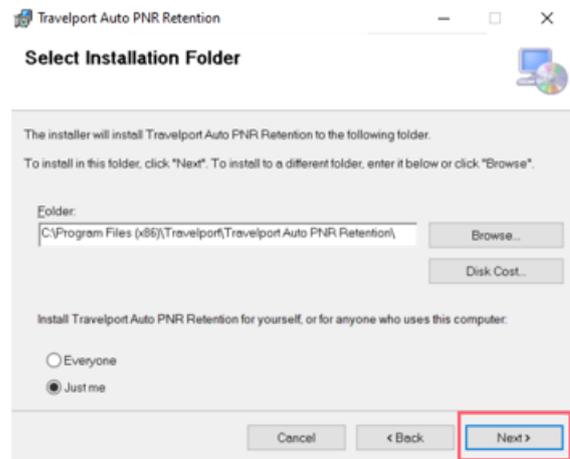
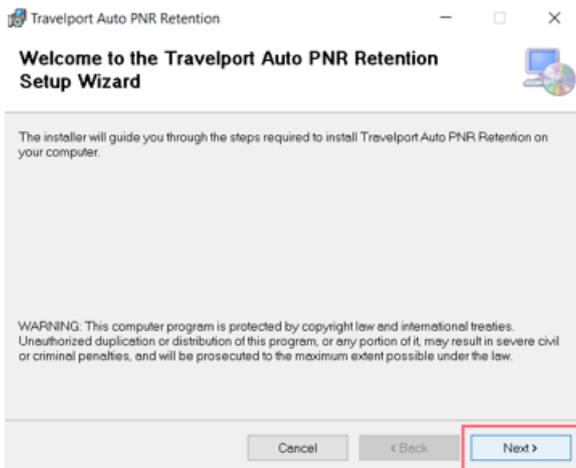
Thank you for downloading Auto PNR Retention.

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Refer below screen shots to complete the installation process

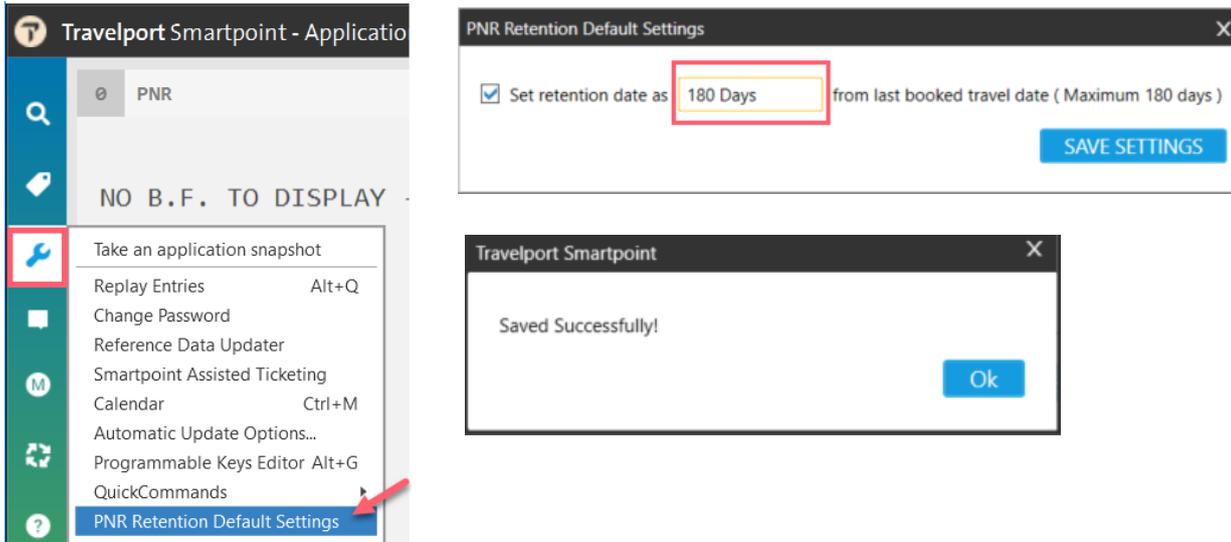
Travelport AutoPNRRetenion.1.7.07.msi

**\*\*Ensure click into Travelport AutoPNR Retention.msi to start up installation**



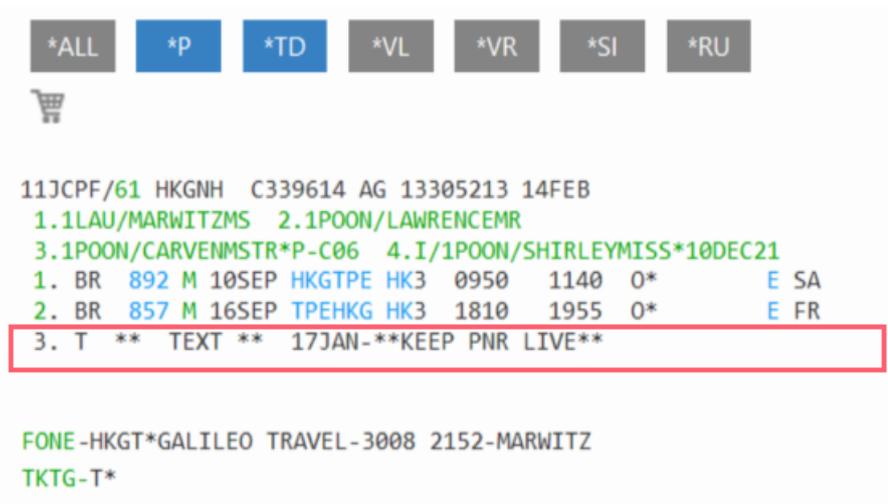


Step 8: Once the plug-in has installed, it can be found under Tools menu → PNR Retention Default Settings



Note: Click the check box and input number of days here; the maximum number days 180 (around 6 months) . Click on 'SAVE SETTINGS' to confirm. For every PNR automatically will add a retention segment with format RT.T upon end transaction.

Sample of PNR with Retention line segment



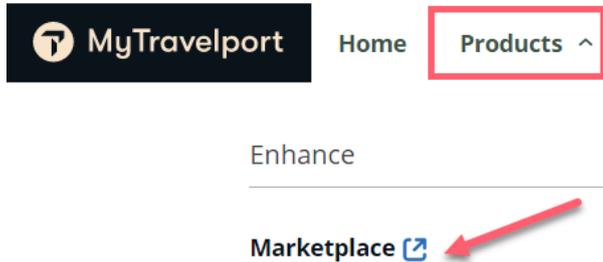
Note: Based on last departure flights 16Sep22, system automatically will add a RT. Text segment 3 with date 17Jan23 (counted with 180 days from last booked flight)



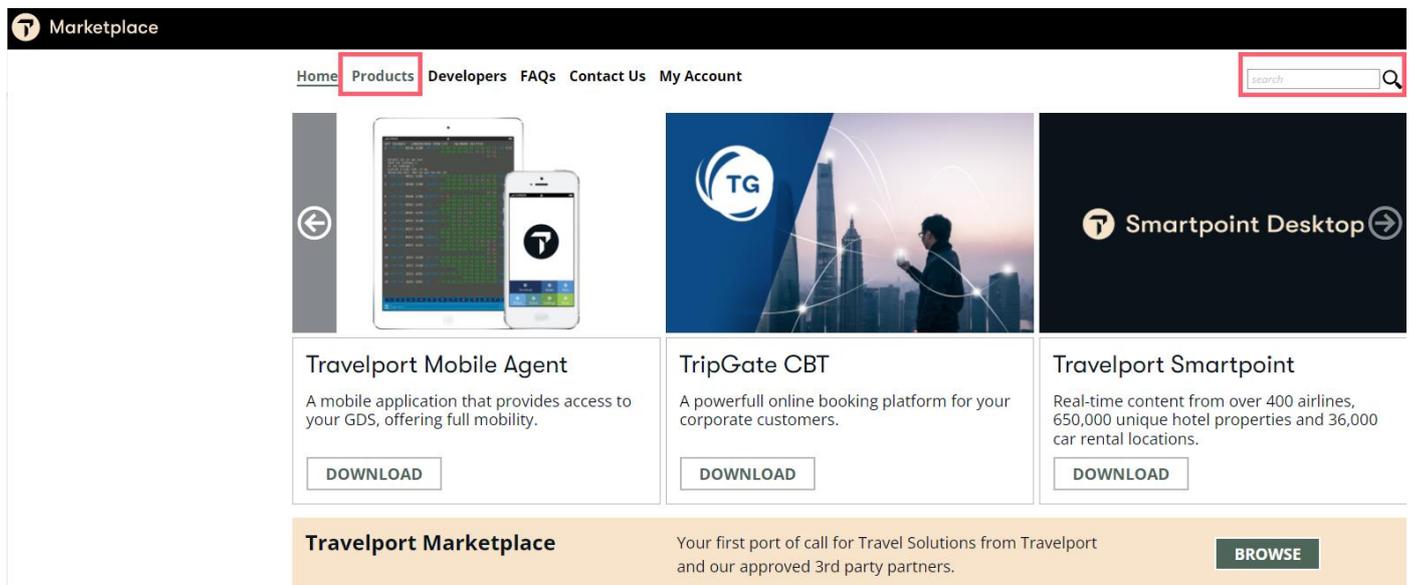
## Access Travelport Marketplace from My.Travelport.com

You may also open Travelport Marketplace from My.Travelport.com website

Step 1: Log in [www.My.Travelport.com](http://www.My.Travelport.com) website and choose 'Marketplace' from Products menu



Step 2: Then you will be redirected to landing page of Travelport Market place

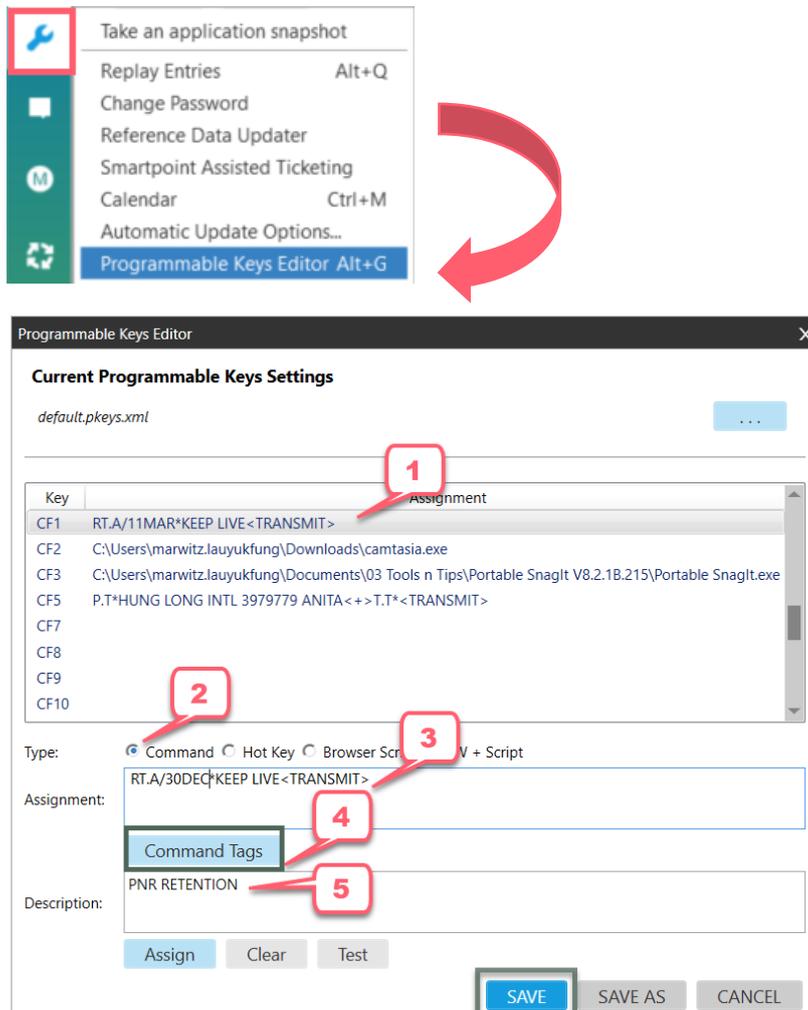


**Note:** You are not required log-in now. Just follow with the same steps input 'Auto pnr' under search box or select 'Products' to search and download the plug-in



## Method 2: Set up Retention segment under 'Programmable Key Editor' tool in Smartpoint

Select 'Tool' icon and choose 'Programmable Keys Editor'



- ✓ Selected PNRs retention allows set up with maximum up to 331 days
- ✓ Require adjust date through Pkeys editor manually
- ✓ Configure Pkeys with entry  
>**RT.A** or **RT.T/DATE\*FREE TEXT**
- ✓ Use date calculator entry to apply the date >**\*TAA/DDMMM/+330**

Under Programmable Key Editor setting:

Step 1: Select a vacant Key for example CF1 Key (Press CTRL + F1) key for activation

Step 2: Under Type: Choose "Command"

Step 3: Under Assignment: Add the entry **RT.A/30DEC\*KEEP LIVE**

Step 4: Click into "Command Tags" to find <TRANSMIT> key tag which perform auto enter function.  
Or copy the whole entry **RT.A/30DEC\*KEEP LIVE<TRANSMIT>** including "Transmit" text into Assignment box

Step 5: Under Description: Input description 'PNR RETENTION'

Finally click 'SAVE' button

*Note: The flexibility of PKeys set up allows specific PNRs to add this retention segment and date can be changed whenever you want*