

SMARTPOINT 11 - FLEX WINDOWS NAVIGATION QUICK REFERENCE



How to change FLEX Windows in Smartpoint?



[Classic] Window: From Menu choose Application \rightarrow Application Settings \rightarrow Select 'Theme' with Flex Windows

Application Settings			×
General settings	Application Window M	anagement	Search Settings
Language:	Application Windows:	Name of selected window:	Set the maximum number of
English	Application Windo	Application Window 1	search results you want returned at a time
Theme:		Selected connection:	Air Availability: 16 🗸
Flex Windows		MyConnection V	Flight Shopping: 16 🗸
Please note that some of your plugins/apps may need to be updated to run in the Flex			Fare Display: 64 🗸
Windows theme. Color Schemes may be applied per window via the 'More Options' menus	Add Remove	Font: Te Font New Font Weight: Font Size: SemiBold 18	Sell and Follow-On Settings When entering a sell command for "last availability", sell from: The last availability returned
Auto-display emulation dialog		AutoReceive marwitz	from the terminal I'm focused on or referencing The last availability returned
changes			from any terminal Note that this will also apply to follow-on commands.
			SAVE CANCEL
[Flex] Window: Application S	Settings button	•	
		Application Settings	

Once click [SAVE], system prompt message to restart Smartpoint



Note: Remind to change Font, Font Weight and Font Size before Save and apply change to Flex window



Flex window display, buttons show differently compare with Classic window

1. Navigation Buttons on the left panel

Search

Consist of 6 options Air, Hotel, Car, Flight Shopping, Smartpanel and NDC Flight Shopping Search



When choose Air, Car, Hotel and Flight Shopping Search option, system pop up with 'Search Panel'





Search → NDC Flight Shopping Search or use short-cut entry ALT+A



1

MuTro



Sell provide 5 options retrieving Flight, Hotel and Car direct segment Fill-in-Format



Sample of Flight \rightarrow Direct Flight Sell Fill-in-Format

Airline:			Date:		
Select Airline		\sim	06 Jul 2021	30	
light Number:	Ope	en:	From:		Time:
			Select city	\sim	Enter Time
Booking Code:	Passengers:		To:		Time:
Enter booking code	1	\sim	Select city	\sim	Enter Time
Request Code:					
Select		\sim			

Tools

With menus options



Replay Entries ALT + Q



Alt+Q

Ctrl+M

Alt+K

Alt+J

Ctrl+K

Alt+Y

.

a/ Press 'CTRL' Key to select multiple entries and click 'SEND button

b/ Double click entry to adjust before click 'SEND'





→ Set up Entries replay limit Or select [Replay Entries] button





Change Password

Take an appli	ation snapshot	Change Sign-On Password	i
Replay Entrie	Alt+O	MyConnection	
Change Passy	ard		

Reference Data Updater



System pop up with message as below, proceed to complete download by answer with 'Yes' to proceed

Travelport S	Smartpoint
?	Reference data file has been updated. Would you like to restart the application?
	Yes No
Reference	Data Undator V
Reference	
	Download in progress

Not required to take action if you receive following message.





Smartpoint Assisted Ticketing

- Smartpoint Assisted Ticketing provides a user interface to manage a variety of ticket-related tasks in Galileo.

•	Take an application snapsh	ot	Smartpoint Assisted Tic	keting						x
~	Baalay Entries	Alt. 0	Issue My Ticket	Ticket List	Ticket Revalidation	Ticket Void	Ticket Refun	d Manual Fare Builder	Involuntary Change	Voluntary Change
	Replay Entries	Alt+Q								
	Change Password		Filed Fare:			~				
	Reference Data Updater		Passengers	5	Name Remark	s Passe	enger Type Far	re Status	Ticket Number	<u>^</u>
	Smartpoint Assisted Ticketi	ng								
										-
			Total Amount:		Plating Carrier:		Commissi	ion:		
			e.g. EUR0.00						C Percentage C /	Amount
			Form Of Payment:		_					
			None	~	Pre-Populate fro	om FOP				
			Additional Modifiers:	Expand All						
Or se	lect [Smartpoint Assist	ted	Document Production	Modifier:	(None) C (DTD) C) (DID) 🔿 (D/	AD) O (DIDAD)	C (DTDAD) C (DTDID)		
Ticke	ting] button									
	Constructed Assisted Ticketing									
	smartpoint Assisted Ticketing						UPDATE MOD	IFIER ISSUE TICK	et - TKP REFRE	SH CANCEL

Calendar CTRL +M



Day calculator function

Steps:

- 1. Select a Show Date
- 2. Input no. of days in 'Plus/Minus Days' box

E.g.

Show Date: Plus/Minus Days
10 Mar 2023

3. Click 'Show' button review the day to be calculated

alen	dar																										
•											То	day:	Oct	ober '	10, 2	022											
	0	стс	BER	202	2			NC	OVEN	MBEF	R 207	22			DE	ECEN	/BEF	202	22			JA	4NU	ARY	2023	3	
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
									1	2	3	4	5					1	2	3							
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10		2	3	4	5	6	7
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	8	9	10	11	12	13	14
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24	15	16	17	18	19	20	21
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31	22	23	24	25	26	27	28
30	31																				29	30	31				
					_																						
	FE	BRU	JARY	202	3			1	MAR	CH 2	2023					APF	RIL 20)23				_	MA	Y 20	23		
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
			1	2	3	4				1	2	3	4							1		1	2	3	4	5	6
5	6	7	8	9	10	11	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28					26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
														30													
		JUN	JE 20)23					JUL	Y 20	23				A	UGI	JST :	2023	3			SEI	PTE	MBEF	R 202	23	
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
				1	2	3							1			1	2	3	4	5						1	2
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	3	4	5	6	7	8	9
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	10	11	12	13	14	15	16
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	17	18	19	20	21	22	23
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30	31			24	25	26	27	28	29	30
							30	31																			
_																											
Sho	w Da	te:		Plus	s/Mir	nus D	ays			_			_														
10	Mar	2023	30	-1-	4		÷	SH	WC		RE	SET		EDI	T CA	LEN	DAR	L	[Op	oen on	start	up				
				_						_																	

Automatic Update Options





Programmable Keys Editor ALT + G

بو	Take an application sna	pshot
	Replay Entries	Alt+Q
	Change Password	
	Reference Data Update	r
	Smartpoint Assisted Tic	keting
•	Calendar	Ctrl+M
	Automatic Update Opti	ons
C	Programmable Keys Ed	itor Alt+G
	- · · - ·	-

Programn	nable	Keys Editor X
Currer	nt Pro	ogrammable Keys Settings
default	.pkeys	xml
Key		Assignment
F2	<so< td=""><td>M>SON/C33961<transmit></transmit></td></so<>	M>SON/C33961 <transmit></transmit>
F3	CM/	+*MARWITZ <transmit></transmit>
F4	ZZG	TS C24CA9 <tabstop> >SA/AS<tabstop> >HMCT-TPE/I<tabstop> >HMCT-HKG/I<tabstop></tabstop></tabstop></tabstop></tabstop>
F5	SB/A	S <transmit>HMCT-BKK/I<transmit>SEM/56Q6/AG<transmit></transmit></transmit></transmit>
F6	P.T*	TRAVELPORT TRAVEL 3008 2152 MARWITZ <+> T.T* < TRANSMIT>
F7	<so< td=""><td>M>HMLD<transmit><som>HMOMZZZZZ-U<transmit><som>HQCZZZZZZ<transmit>HC</transmit></som></transmit></som></transmit></td></so<>	M>HMLD <transmit><som>HMOMZZZZZ-U<transmit><som>HQCZZZZZZ<transmit>HC</transmit></som></transmit></som></transmit>
F8	RT.A	/30DEC*KEEP LIVE < TRANSMIT >
F9	N.EN	ID/CHECK <transmit>0SVC<tabstop> EK1HKG31DEC-N1/D/992/CHANGE FEE/100<tabstop></tabstop></tabstop></transmit>
Type:		Command C Hot Key C Browser Script C SW + Script
		P.T*TRAVELPORT TRAVEL 3008 2152 MARWITZ<+>T.T* <transmit></transmit>
Assignm	ent:	
		Command Tags
		PNR CREATION
Descripti	on:	
		Assign Clear Test
		SAVE SAVE AS CANCEL

Sample of Pkeys setup for PNR creation with agency phone number

Quick Commands

Show list of Quick Commands

User may choose to run Quick Commands from the list

Or choose [QuickCommands] button



_			1
۶	Take an application snapsho	t	
	Replay Entries	Alt+Q	
	Change Password		
	Reference Data Updater		
	Smartpoint Assisted Ticketir	ng	
•	Calendar C	trl+M	
	Automatic Update Options.		
C	Programmable Keys Editor	Alt+G	
	QuickCommands	•	Configuration Alt+F
2	PNR Retention Default Setti	ngs	Open QuickCommands panel Alt+F12
	Automated Exchanges	-	Netword
	EMD Manager	Alt+K	Notepad Bolay Tisket Evenance Calileo
•	Scriptwriter Plus Run	Alt+J	Relay licket Exchange Galileo
	Calculator	Ctrl+K	Relay Rinerary Capture
Θ	Trip Quote Copy	Alt+Y	Relay Queues
•			Relay PNR
FS+			Relay ClientFile
			Relay licket Exchange (Galileo)
			Relay Rules
			Relay Estatus
			ASK
<i>•</i>			ViewTrip
			Restart SSL
			TeamViewer
			F3
			Ticket Wizard
			TTMA
			EMD
			Rooms and More
			Itinerary Wizard
			Lucky Draw
			Pax Doc
			Asia Script
			Relay Recovery
			Flexi Shopper
			CAT18
			GTDC

List of Quick Commands show:

0	QUICKCOMMANDS
	SEARCH
	Viewing All Categories
	CAT18 (#C18)
	F3 (#F3)
	Flexi Shopper (#FX)
	GTDC (#GTDC)
	Itinerary Wizard (#IW)
	Notepad (#NP)
	Restart SSL (#SSL)
	TeamViewer (#TV)
	ViewTrip (#VT)
	Asia Script (#AS)
	ASK (#ASK)
	EMD (#EMD)
	Lucky Draw (#LUCKY)
	Pax Doc (#PP)
٠	

User may directly click relevant option to proceed or type command starting with '#' under terminal window For example: ASK >#ASK

TRAVELPORT	Helpdesk Contact: HK: +852 3008 2152 CN: 0411 3951 2150 MO: 0800 851
Add-on Tools	** YOUR CIDB# ** 0321250
Smartpoint upgrade bundle v10 16-Jul	_
(#) QuickCommandsUpdate	Travelport Training Manual ** updated **
Itinerary Wizard	MyTravelport
Smartpoint Assistant	How do I reset my host password?
EMD Installation	Screenmeet Remote Support
-	(Smartpoint upgrade guideline)
Copyright © 2021 Travelport Galileo "	

Access 'Travelport Training Manual' link shows different training manuals available for download

aveloort Training Service	
	Helpdesk Contact: HK: +852 3008 2152 CN: 0411 3951 2150 MO: 0800 851
raveiport Training Manual	
Reservation and Fares	
 SP v10 Flex Wins Navigation - Quick Reference SP v9 Flex Wins Navigation - Quick Reference 2-Day Travelport Smartpoint Professional (Basic Rsvn) 	14/12/2021 19/04/2021 26/01/2022
Travelport 360 Fares	23/06/2022
Car and Hotel	24/05/2022
Travelport Smartpoint Car Travelport Smartpoint Hotel	24/05/2022
Travelport Smartpoint Hotel & Car	24/05/2022
	,
Client File	
Client File Quick Reference	19/04/2021
Document Production	
• 2-Day Travelport Document Production	26/05/2021
• 2-Day Travelport Document Production - Reissue	26/05/2021
EMD Refundable Balance EMD A Jacqueree	26/05/2021
EMD-A Issuance EMD-C Issuance	18/08/2021
EMD-S Issuance Effet to EMD v.v. Quick Deference	10/00/2021
Etit to EMD V.V. Quick Reference	14/12/2021
Auto Kelund Ticketing and Exchange Quick Reference	20/05/2022
	14/12/2021
Misc	
Clue card Galileo_2016	8/11/2020
Clue card Document Producton HK	19/04/2021
Clue card Fares and Pricing HK	19/04/2021
 Clue card Smartpoint for Professionals HK 	19/04/2021
Advanced Queue	19/04/2021
Retention of PNRs in history	21/02/2022
• Trip Quote Copy	19/04/2021



A tool for EMD document issuance and basic requirement with a PNR with service segment being created





Trip Quote Copy ALT + Y

- Copying and Sending Itinerary Information with Trip Quote Copy Trip Quote Copy copies itinerary information into a table format that can be edited, copied and pasted into emails or documents

Take an application sn	apshot	Trip Que	ote Copy					
Replay Entries	Alt+Q	PNR	Availability Sh	opping Hotel Timet	able Global Set	ttings		
Change Password		HKG -	TPE					
Reference Data Updat	ter		Origin T	Destination T	Connection	T Den Time	T Arr Date T	Arr Time T
Smartpoint Assisted T	icketing		Hong Kong Intl	Taiwan Taowyan Intl Arr	t Direct	07:50	22 122	00:20
alendar	Ctrl+M		Hong Kong Inti	Taiwan Taoyuan Inti Arp	t Direct	07:50	22 Jan	09:30
utomatic Update Op	tions	1	Hong Kong Intl	Taiwan Taoyuan Intl Arp	t Direct	10:20	22 Jan	12:05
ogrammable Keys E	ditor Alt+G	1	Hong Kong Intl	Taiwan Taoyuan Intl Arp	t Direct	11:05	22 Jan	12:50
uickCommands	•		Hong Kong Intl	Taiwan Taoyuan Intl Arp	t Direct	14:05	22 Jan	15:50
NR Retention Defaul	t Settings		Hong Kong Intl	Taiwan Taoyuan Intl Arp	t Direct	16:40	22 Jan	18:25
utomated Exchanges	s		Hong Kong Intl	Taiwan Taoyuan Intl Arp	t Direct	19:55	22 Jan	21:50
ID Manager	Alt+K	1	Hong Kong Intl	Taiwan Taoyuan Intl Arr	t Direct	21:10	22 Jan	22:55
riptwriter Plus Run	Alt+J		Hong Kong Intl	Taiwan Taoyuan Intl Arr	t Direct	22:30	23 Jan	00:15
alculator	Ctrl+K		, nong nong na	landin labyaan na rap	Direct	22100	20 /011	00110
Trip Quote Copy	Alt+Y							
		4						
		Colum	nn Visbility					
		⊘ Or	igin Dep	arture Date 🛛 🗹 Arri	/al Time 🛛 🗹	Operating Carrier		
		🗹 De	stination 🔽 Dep	arture Time 🛛 🗹 Carr	ier 🗹	Flight		
		Co	nnection Arriv	val Date 🗹 Carr	ier Code	Equipment		
							CODV	CANCEL
							COPY	CANCEL

Note: Refer Trip Quote Copy shared documents for more details



Trip Quote

- SP 10 version Trip Quote enhanced and allow email quote and booked itinerarires for your travelers including air, hotel, car, rail and tour segmetns. Email Availability to help your client plan their trip.
- Save quotes (up to 20), retrieve them, and book from a saved quoted. Delte quotes you no longer need.
- You can now customized the information you include in your quote, itinerary and flight availability. Save it as a template and even share it with others in your agency.



Sample of Booking itinerary trip quote

frip Quotes & Itin	eraries							2
Quote Book	ed itinerary Flight Availabil	ity Retrieve	Templates and Se	ettings				
1. Lau, Mar 2. Lau, Herr	witzms nesmstr		1					^
Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #	
	Hong Kong Intl / Kuala Lumpur International Arpt	Wed 12 January	08:45-12:50 Duration: 4h 5m	Malaysia Airline	0	(B)	79	
Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #	
	Kuala Lumpur International Arpt / Bangkok Suvarnabhumi Intl Arpt	Fri 14 January	09:00-10:15 Duration: 2h 15m	Malaysia Airline	0	(B)	784	
Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #	
	Arpt / Kuala Lumpur International Arpt	Wed 19 January	05:40-08:55 Duration: 2h 15m	Malaysia Airline	0	(B)	797	
Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #	
	Kuala Lumpur International Arpt / Hong Kong Intl	Tue 25 January	08:55-12:55 Duration: 4h	Malaysia Airline	0	(B)	72	
								~
	🖉 Mark-up/down 🧷 I	Passenger C	Refresh preview	Save English	\sim	24hr 🗸	Classic	$\sim d$
Segments				R	Reservation I	nformatio	n	
✓ 1 Air	12JAN22 08	8:45 MH79	HK2 12JAN-12JAN	HKG-KUL	Traveler Na	ame		
≥ Air	14JAN22 09	200 MH78	4 HK2 14JAN-14JAI		Frequent F	lyer		
✓ 3 Air	19JAN22 05 25JAN22 08	:40 MH79 3:55 MH72	HK2 25JAN-25JAN	KUL-HKG	Agency Inf	o		-
Show More Op	otions Hide Filter Par	nel	REFRE	SH PDF	EMAIL	COP	Y CA	ANCEL

Note: Refer Trip Quote documentation for more details

Marketplace

 Marketplace provide access the latest travel software created by Travelport and our Travelport Developer Network members. <u>www.Travelportmarketplace.com</u>



Note: User may also log in <u>www.My.Travelport.com</u> to access Marketplace under Products and do not require sign in

Help

with menu options



User Guide

Help links for supporting content

TRAVELPORT		Search
asources for COVID-19 Coronavirus	Getting Started with Travelport Smartpo	bint
etting Started	Welcome to Help for Travelport Smartpoint!	
nstallation Options and Installation Suides	To get started, see our latest updates for <u>Smartpoint 10</u>	1.1 In What's New.
aunching Travelport Smartpoint	And learn more about:	
Signing On	Topic	Description
Signing Off	Installation Options and Installation Guides	Options for Smartpoint installations and links to Smartpoint Installation Guides for agent and technical audiences.
ODS Languages and Formats	* Launching Travelport Smartpoint	Launching Smartpoint, including launching for the first time and launching with Galifeo Desktop hidden or shown.
luman Languages	* Signing On	Signing on to Smartpoint, including:
Aanaging Connections	•	. Signing on for the first time
finimizing and Maximizing Smartpoint		Passwords and keywords
witching Between Smartpoint and Galilec Desktop		Emulation Resetting Client IDs
pdating Travelport Smartpoint	+ Signing Off	Signing off from single or multiple connections.
inking to the Travelport Knowledge Base	GDS Languages and Formats	Setting your GDS languages, setting keyboard mapping, and links to Travelport+ (1G) and Apollo (1V) formats, as well as format conversions between GDS languages.
hat's New	*	Changing land languages and translated electroles for scenes text
ecting Window Layouts (Classic	*	Constitute reconstructionality and manufacture properties for particular and properties and prop
nuows and riek windows)	Managing Connections	Setting TCP/IP connections and selecting your connection.
-bla	Minimizing and Maximizing Travelport Smartpoint	Minimizing and maximizing the Smartpoint application window.
pris	Switching Between Smartpoint and Galileo Desktop	Switching between Smartpoint and Galileo Desktop.
cots	Updating Smartpoint	There are several options to update Smartpoint. Please confirm the options available for your agency with your Smartpoint
a		Administrator.
d	Linking to the Travelport Knowledge Base	The Smartpoint Help contains links to the Travelport Knowledge Base for general information, such as host formats and travel industry information.
R/Booking File		This topic explains how to:
ubleshooting	•	 Troubleshoot failed links to "KB" articles in the Knowledge Base.
her Travelport Smartpoint Features		. Correctly create a link to the Knowledge Base that will remain accurate after the article is updated.
g-Ins	•	
	~	

Training Demonstrations

Various of shared training video can be found from here

Welcome to Travelport Smartpoint 8.1



Snippets	СМАРТРЛИТ ПЕСИТОР ЛЕМОНСТРАТИЛИС (ТРАНЕГРОРТ)
Basics	SMARTFUNT DESKTOF DEMONSTRATIONS (TRAVELFURT+)
Smart Buttons	Demonstrations are available in multiple languages. If your browser's default language matches a language that is available for demonstrations, that language's demonstration page displays. If there is no matching language, the English version displays. To select another language, select the Language loon
General air	Learning Snippets
NDC	Unlock/Reset your host password in MyTravelport
Assisted Ticketing	Enhanced sign-on in Smartpoint 9
ENDo	Enhanced Smartpanel
Embs	Intro.to.flex.windows
Automated Exchanges (ARC)	Working with flex windows
Automated Exchanges (BSP)	Increased usability of Flex Windows in Travelport Smartpoint 8.1
Manual ticket exchange using	Lise EMD Manager to issue, review, void, and refund EMD-A (Traveloort+)
Travelport+ (ARC)	Use EMD Manager to issue review, void, and refund EMD-S. (Travelport+)
Manual ticket exchanges using Travelport+ (BSP)	Customize your PNR Mewer
Pricing modifiers using Smartpanel	Smartpoint Desktop Basic
Car	Get started with Smartpoint
Hotel	Air availability search
Multi-modal	Air avaitability, using formats
indir-inoladi	Complete an air booking file
	Basic booking file fields
	Add opponar neids
	comprete a booking file and assign seats

Intro to Flex Windows



Introducing Flex Windows Customize your workspace Use up to 9 windows, or as few as 1 Rearrange, resize and collapse windows And more ... Double-click the window toolbars to expand and collapse windows Add and remove windows on-the-fly from the 'More Options' menu on each window toolbar... Choose a **color scheme** for each of your windows via the 'More Options' menus ... Grab a window toolbar to **move** it to a different column or position Choose how your **PNRs** are retrieved by using a designated PNR Viewer window, or removing it Or quickly **swap layouts** from a menu of presets RE Ø HOA2 Click and drag the bottom of a window to **resize** it $\mathbf{\uparrow}$

We hope you are enjoying Flex Windows!

Please note that some of your plugins/apps may need to be updated to run in the Flex Windows theme. You can always change the theme later from Application Settings, or see this screen again from the Help menu.

What's New in Smartpoint

Latest version of enhancement in Smartpoint



MyTravelport

Redirect into website www.My.Travelportcom



About

To find out current Smartpoint version



Application Settings

with menu options

Application Settings	•	Application Settings Flex Window Layouts	Parat Window Numbers
	9	Reset All Settings to Factory Defaults Quit Application	(PNR) 1 x 1 (Default) (PNR) 1 x 2
	FS*		(PNR) 2 x 2 (PNR) 1 x 1 x 1
	#		(PNR) 1 x 2 x 2 1 x 1 x 1 (PNR)
	ø		1 x 2 x 2 (PNR) 2 x 2 x 1 (PNR)
			1 x 1 1 x 2

2 x 2

Flex Window Layouts

With different options

Sample (PNR) 2 x 2



Sample 1 x 1 x 1 (PNR)



Sample 2 x 2

•	Travelport Smartpoint - Applicatio	n Window 1			ABCDE	MYCONNECTION V ON 7984	×
Q	1			3			
•	-			Í			
2	NO B.F. TO DISPLAY ->	CREATE OR RETRIE	VE FIRST				
Ľ	>						
•	Application Settings						
0	Reset All Settings to Factory Defaults	Reset Window Numbers					
@	Quit Application	(PNR) 1 x 1 (Default) (PNR) 1 x 2 (PNR) 2 x 2					
15		(PNR) 1 x 1 x 1 (PNR) 1 x 2 x 2				<u>×</u>	
0	>	1 x 1 x 1 (PNR) 1 x 2 x 2 (PNR)		*		1	
•		2 x 2 x 1 (PNR) 1 x 1					
		1 x 2 2 x 2					

Points to Note:

- (PNR) option will display 'PNR Viewer Window, without (PNR) will NOT show 'PNR Viewer Window' which only display Terminal Window only
- User may encounter window selection with scroll bar pop up, in order to view full display user can scroll moving from left to right hand side



Hotel Retail

Integrated into your hotel booking workflow, enabling you to quickly and easily find and book hotels for your travelers by providing all relevant hotel information summarized in one place. You may quickly target the hotels and rates you want to sell within both a terminal window and a point and click interface.



>HOA*PD >HOC >HOD/ >HOV > 01INSIDE



Smartpanel

Provides advanced options to request flight shopping itinerary/pricing options for booked or un-booked itineraries



Air Search with Flight Shopping or Air Availability options

Smartpanel)
Air Search Air Prid	ting Edit								Auto Ref	resh from PNF	Choose a	template to	apply	×	\otimes
● Flight Shopping C Air Availability															
Depart	From	Multi		Multi	Time		Cabin		Direct	Carriers	Fare Type	Account	Code	Ticket	
					ANY	~	NO	~			ALL 🗸		~	1 ~	Ö
No Penalties No	Restrictions	Price as	one ticket	Apply F	PTC Only	Sear	ch to All								
Passengers															
										SE/	ARCH	RESET	5	SAVE AS	5

Air Pricing tab will be activated if a PNR exist, it allows quoting fare with different options. Thus Air Search tab will auto populate itinerary form PNR

Smartpanel	l i										×
Air Search	h Air Pricing					Auto Refresh f	rom	PNR Choose a t	emplate to apply.	. ~	
Segment	Flight Num.	Depart	From	То	Dep. Time	Cabin		Fare Type	Account Code	Ticket	
☑1	BR852	12FEB	HKG	TPE	1115	AB	\sim	ALL 🗸	~	1 ~	\mathbf{Q}
№ 2	BR857	22FEB	TPE	HKG	1810	AB	\sim	ALL 🗸	~	1 ~	$\dot{\mathbf{Q}}$
No Pen	alties 🗌 No Res	trictions							Segments:		
Passer	ngers										
									SEND	RESE	Г

Smart Buttons

Smart Buttons uses XML (Extensible Mark-Up Language) to design and format data in scripts. With Smart Buttons, you can use or create pop-up windows, dialog boxes, and other user interfaces to help manage your agency's data and tailor tasks to your specific workflow.





Agent Alerts

System automatically pop-up alert message here and user allow to click and view



2. Navigation Buttons under PNR Viewer window

Edit PNR

PNR creation menu with Fill-in-format



View Trip

System brings user directly into Viewtrip. Travelport.com with email fill in form screen



Note: If no PNR exist, click this button system return response 'COMPLETED PNR NOT PRESENT'

[History] button menu with 2 options:



1/ Recent PNRS or Alt + I

Retrieve Recent PNRS list

cent PNRs	i.				×
Locator 4W54MN T688Q7 T67G7F XNXHTX 1H5CR0	Lead Passenger LAU, ABBY MS LAU, MARWITZMS POON, ARES MR POON, LAWRENCE N LAU, MARWITZMS	PCC 79E4 79E4 79E4 79E4 1F79E4 79E4		TPSD2D/61 HKGNH C339614 AG 13305213 02JUL 1.1LAU/MARWITZMS 2.1LAU/HERMESMSTR*P-C08 1. MH 79 B 12JAN HKGKUL HK2 0845 1250 0* E WE 2. MH 784 B 14JAN KULBKK HK2 0900 1015 0* E FR	Ň
K53V8X 6W818L YNNMTN 73VQ7W YNPZ79	LAU, MARWITZMS POON, ARESMR LAU, MARWITZMS LAU, MARWITZMS LAU, MARWITZMS	79E4 79E4 79E4 79E4 79E4 79E4		3. MH 797 B 19JAN BKKKUL HK2 0540 0855 O* E WE 4. MH 72 B 25JAN KULHKG HK2 0855 1255 O* E TU	1
TPSD2D EB8211 Z6KZ9H V52KG7	LAU, MARWITZMS LAU, MARWITZMS WONG, ABBYMS GALILEO, MOMOKOI	79E4 79E4 79E4 M 79E4	Ļ	FONE-HKGT*GALILEO TRAVEL-3008 2152-MARWITZ	



Note: You may add your favorite and set up Recent PNRs list

2/ PNR History

Retrieve PNR history with entry *H

Note: If no PNR exist and click this button, system returns response 'Either no booking file has been created or the booking file has not been end transacted. Cannot show history.'

Travelport Smartpoint	х
Either no booking file has been created or the booking file has not been end transacted. Cannot show history	
Ok	

Font

Font size enlarge in PNR Viewer Window <u>ر ال</u> ۸A ... Font A **More Options** With More Options menu Find Text Refresh PNR 1 🖸 🗚 ... PNR Settings More Options Change Window Color 🕨 Copy content as Image Copy content as Text Print this window Add Window Delete Window

Find Text

ind Text				
Refresh PNR			SEARCH	
PNR Settings				
Change Window Color 🕨				
Copy content as Image				
Copy content as Text				
Print this window				
Add Window				
Delete Window				

Refresh PNR



PNR Settings

Find Text	
Refresh PNR	
PNR Settings	

Menu selection -	- PNR	Settings
------------------	-------	----------

Show Buttons Show Buttons on the top Add Custom Buttons Show Data Exist Link	
Show Buttons on the top Add Custom Buttons Show Data Exist Link	
Add Custom Buttons	
Show Data Exist Link	
Select the PNR Components to always be displayed	
Traveler Information Fares/Ticketing/Payments Remarks/OSI/SSR	
Customer Identification Form of Payment Vendor Locator Information	
□Corporate Information ☑ Ticketing Arrangements □Vendor Remarks	
Phone Filed Fare Service Information OSI/SSR	
Email Address EMD Information Itinerary Remarks	
Membership Information Miscellaneous Charge Order Notepad Remarks	
Passenger Information Electronic Data Invoice Remarks	
Address Additional Service Data Divided Record	

There are 2 major types of PNR settings

1/ Select items you wish to view

- Different options to show or hide buttons in PNR Viewer window
- Adding Custom Buttons offer up to 5 only. The custom buttons are associated to the specific agent and will be remembered and shown in every PNR.

Sample of PNR settings - Turn off any 'Show Buttons' options as below

۹	0 PNR-SZDG7F/LAU	Ø	¢	9	٨٨	
•	Ĩ				2	
۶	SZDG7F/61 HKGNH C339614 AG 13305213 07JAN		600			
	1.1LAU/MARWITZM 2.1POON/LAWRENCEMR 3.1POON/ARESMS 1. CX 717 S 10AUG HKGBKK HK3 0900 1055 0*	IK*P F	-C09			- 1
•	2. CX 708 S 17AUG BKKHKG HK3 1730 2130 0*	E	TU			
Q	FONE-HKGT*GALILEO TRAVEL-3008 2152-MARWITZ FOP-					
PNR S	ettings					x
Se	elect items you wish to view					
	Show Buttons					
	Show Data Exist Link					

Sample of PNR settings - Turn on 'Show Buttons' options as below

a	0 PNR-SZDG7F/LAU	Ø	¢	3	~~ ~~
	*ALL *P *TD *VL *SI *RU				÷.
۶	12 Test				
•	SZDG7F/61 HKGNH C339614 AG 13305213 07JAN 1.1LAU/MARWITZM 2.1POON/LAWRENCEMR 3.1POON/ARESM 1. CX 717 S 10AUG HKGBKK HK3 0900 1055 0* 2. CX 708 S 17AUG BKKHKG HK3 1730 2130 0*	STR*P E E	- C09 TU TU		
₹3 ?	** VENDOR LOCATOR DATA EXISTS ** >*VL ** SERVICE INFORMATION EXISTS ** >*SI *** CUSTOM CHECK RULES EXISTS *** >*RU				
۰	FONE-HKGT*GALILEO TRAVEL-3008 2152-MARWITZ FOP-				
PNR Se	rttings				X
Se	Iect items you wish to view Show Buttons Show Buttons on the top Add Custom Buttons Show Data Exist Link				Î

Sample of PNR settings – Turn on 'Show Buttons' options and add Custom button

q	• PNR-SZDG7F/LAU / 🔊 🗚 …											
•	*ALL *P *TD *VL *VR *SI *RU RCVD ER 🔆											
۶	NOTE TEST PNR VNDR HISTORY											
-												
⊗ ≎	SZDG7F/61 HKGNH C339614 AG 13305213 07JAN 1.1LAU/MARWITZM 2.1POON/LAWRENCEMR 3.1POON/ARESMSTR*P-C09 1. CX 717 S 10AUG HKGBKK HK3 0900 1055 0* E TU 2. CX 708 S 17AUG BKKHKG HK3 1730 2130 0* E TU											
°	** VENDOR LOCATOR DATA EXISTS ** >*VL ** VENDOR REMARKS DATA EXISTS ** >*VR ** SERVICE INFORMATION EXISTS ** >*SI *** CUISTOM CHECK RULES EXISTS *** >*RU											
9	FONE-HKGT*GALILEO TRAVEL-3008 2152-MARWITZ FOP-											
NR S	ettings >											
Se	ect items you wish to view											
(Add Custom Buttons											
	Button Label Host Entry											
	RCVD ER R.ML+ER+*R											
	NOTE TEST PI NP.TESTING F											
l												
	Show Data Exist Link											

Note: Host entries can be combined with + characters. Do not add # character within the entry

2/ Select the PNR Components to always be displayed

Sample of PNR settings – Select PNR components to always be displayed Refer below example selection with Form of Payment, Phone & Filed Fares



Change Window Color



Note: Each newly add terminal window allow to change color individually

Copy content as image

Allow to copy PNR Viewer window as image file, thus press 'CTRL + V'

	to paste
•••	
	••••

Copy content as text

Allow to copy text show under PNR Viewer window, thus press 'CTRL + V' to paste at any applications



Print this window



Add Window

Allow to add terminal window



Delete Window

Delete PNR Viewer window





3. Queue Management buttons



Option

Set up Queue Count Option allow specific Queue number to be managed on routine basis

Queue Cou	nt Option	s	×	٢
QuickV	iew Que	ues		
PCC	Queue	Visible	Category	
79E4	2			
79E4	16			
79E4	10	\checkmark		
79E4	25	\checkmark		
79E4	36	\checkmark	01	
79E4	36	>	03	
79E4	36	\checkmark	05	
Queue	Count P	olling		
✓ Disp	lay queue	change notificat	ions	
Enab	ole queue	count polling		
Poll Qui	ckView qu	eue totals every	40 minutes	
	SAVE	CLEAR	CANCEL	

4. More Options buttons show on each top right-hand side corner of terminal windows



Copy content as Image

Allow to copy Terminal window content as image file, thus press 'CTRL + V' to paste





Copy content as Text

Allow to copy text show under Terminal window or **press ALT + C**, then press 'CTRL + V' to paste in anywhere such as Notepad, Word, Excel...etc



Print this window

Print Terminal window content to printer



Change Window Color



Note: Each newly add terminal window allow to change color individually

Change Font

To adjust font in Terminal window



Note: Once adjust Font for any one Terminal window, it applies to all Terminal windows.

Add Window

To add additional Terminal window





Delete Window

To delete Terminal window



Note: Once a 'PNR' window has deleted, 'More Options' button will have 'Add PNR Viewer window' menu can be found



Miscellaneous

1/Switching Work Areas

There are total **5** Work Area - A, B, C, D, E, system by default under Work Area A once login Click on desired work area in Smartpoint if attempts switching to other work area



Note:

Active area highlighted in Grey color e.g. Work Area A

In Smartpoint click on Area e.g. 'E' switch to Work Area E or you can also use entry SE in Terminal window







Note:

An orange color underscore under the work area letter identifies that area is active and contains data. A blue color underscore under the work area letter identifies that area is active but contains no data.

2/ Emulation

In Smartpoint if click work area e.g. SE, system detected Service Bureau sign code and pop up 'Emulate' fill in box

Fill in PCC you wish to access.

Emulate	x							
PCC: 74D9								
Do not display again								
EMULATE	CANCEL							

Use entry: SEM/74D9/AG

OP/	W*	View all v	vork areas w	ith	PCCs refere	nce
1	OP/W*					
(GALILEO	CPU E				
HK	GNH/HKGNH	C339614	AG/79E4	Α		
HK	GNH/HKGNH	C339614	AVAIL	В		
HK	GNH/HKGNH	C339614	AVAIL	С		
HK	GNH/HKGNH	C339614	AVAIL	D		
HK	GNH/HKGNH	C339614	AG/74D9	Ε	ACTIVE	

3/ Set up Default PCC and Sign-On



4/ GDS cryptic language translation



MY CONNECTION – Select Secondary Cryptic Language for e.g. Amadeus / Sabre (GDS Language translation)

Choose Keyboard Mapping with 'SabreKeyboard' if Secondary Cryptic Language choose with Sabre



Other Function

1/ Expanding and Collapsing Window

1	A103	JANHK	GTPE*B	R													9	•••
>																		ľ
	MON	1ØJ/	AN22	HONG	KOI	NG/T/	AIP	EI		1Ø/	ØØØØ) 1()/23	359				
**	EVA	AIR	- SN	**						18	B MC) 1()JAI	1 Ø	0ØØ			
1	HKG	TPE	Ø725	Ø91Ø	BR	828			DØ					SØ		321	C*E	
_															AØ			
2	HKG	TPE	Ø95Ø	1130												781	C*E	
				1044											AØ			
3	HKG	TPE	1115	1300												781	C*E	
		TOF	1995	1500													0+E	
4		IPE	1000	1520													C.E	
5	нка	TPE	1530	1710		870										321	C*E	
			1009			010								VØ				
6	нка	TPE	1735	1920		856										321	C*E	
														vø	AØ			
7	HKG	TPE	1940	2125		872			DØ					SØ	wø	781	C*E	
8		TPE	2110	2255													C*E	
9		TPE	215Ø	2335		81Ø											C*E	
« М(
>																		

The window expands to the full height of the column and other windows in the column are minimized.

2/ Redirect Window Response

Under Window 2 input entry >A10JUNHKGTPE*BR, press 'ALT+1' redirecting system response show on Window 2

Ø	fravelport Smartpoint - Application Window 1		A B C D E
a	0 PNR	/ ± ©	2
	NO R E TO DISDLAY - CREATE OR RETRIEVE EIDET	200	>A1ØJANHKGTPE
	NO B.F. TO DISPLAT - CREATE OR RETRIEVE FIRST	280	
~			
			Press 'ALT + 1' Redirect
•			response to Window 1
0			response to window i
0			
•			
ø			
8			
	1 Al0JANHKGTPE	₽	3 ***
	> MON 1ØJAN22 HONG KONG/TAIPEI 10/0000 10/2359	i 🖌	*
	1 HKG TPE 0700 0840 CX 498 JP CP 05 PP TL VO 35 KP KP KB L9 V9 SL NL QL	0L 333 C*E	
	2 HKG TPE 0725 0910 HKX1828 D1 01 34 HK K1 L4 V4 H4 33	321 C E	
	S HKG TPE 0725 0910 BH 828 CT 02 DL VI CO NT 10 CT UL	AL S21 C*E	
	A ING THE \$75\$ \$95\$ GT \$22 GT CL DL TO BL ML KL VL TL AD 5 HKG THE GRAG AGAS CX 488 IS CO DE PUTT VO DE LO CO	LL 333 C*E	
	6 HKG TPE 9830 1015 CX 504 JL CL DL PL TL YL BL HL KL	OL ML 333 C*E	
	-0- LL VL SL NL QL 7 HKG TPE 0900 1100 CX 530 JO CO DO PO TL YO BO DO CO	OL 333 C*E	
	43* L9 V0 SL NL QL 8 HKG TPE 0905 1055 HX 252 04 04 04 04 24 10 V9 89 H5 K0 K0 05 04 04 04 04 04 04 04 04 04 04 04 04 04	0L 333 C E	
	43- 10 10 50 X8 00 60 86 9 HKG TPE 0950 1130 BR 892 C9 J0 DL Y0 50 09 10 C0 SL	WL 781 C*E	
	48. VL 10 HKG TPE 0950 1130 0HX1820 D4 J4 B4 B4 K4 L4 M4 K4 S4	AL 781 C F	
	1 (63)	39. 👻	

3/ Combined entries to go into different windows

- Send desired entry separated by a semi-colon For example >A10JANKGBKK;*-LAU •
- Results are seen in the current window and the next sequential window

1	A10	JANHK	GBKK	-			-											Ŷ	
> 1	MON HKG	1ØJA BKK	AN22 Ø835	HONG 1Ø4Ø	KOI QAA8	\G/B/ 39Ø6	ANGI	KOK	R7)	07	0/0	0000) 1()/2:	359 K	117	33Ø	C*E	Ê
2	eBo HKG «Bo	вкк	Ø 835	1040	сх	7Ø5											333	C*E	
3	HKG	BKK	Ø91Ø	1115	CX	619											333	C*E	
4 5	HKG	BKK	Ø955	1205	СХ	615											333	C*E	
6	HKG	вкк	Ø 955	12Ø5	8 888	3900									09 K7 07		33Ø	C*E	
7 8	HKG	BKK	1010	1215	U0 CX	704										09 UC	320	E C*E	
9	HKG	вкк	1200	1405	BAA	3941											330	C*I	
2	*-L/	٩U	+	-	-	-													
> ØØ1 ØØ3	Ø1 3 Ø1		KARWI KARWI	TZMS TZMS	x x	29A Ø1J	PR UN	ØØ2 ØØ4	Ø1 Ø1			NAW) NAW)	TZ TZI		>	(Ø) (Ø)	7MAY 9JUN		Ê
005 007	01 01		MARWI MARWI	FZMS FZMS	X X Y	Ø2J	UL	006 008	Ø1 Ø1)	<pre>(1)</pre> (1)			
Ø11 Ø13	01 01 01				x x	12A 1ØS	UG EP	Ø12 Ø14	Ø1 Ø1			RME			>	< Ø	ISEP 2SEP		
Ø15 Ø17 Ø19	01 01 01		ABBYNS MARWIT ABBYNS	S FZMS S	X X X	175 205 010	EP EP CT	Ø16 Ø18 Ø2Ø	Ø1 Ø1 Ø1) / MA) / MA) / MA	ARWI ARWI ARWI)))	(2) (2) (Ø	ØSEP ØSEP I OCT		ľ
Ø21 Ø23 Ø25	Ø1 3 Ø1				X X X	100 120	CT CT	Ø22 Ø24 Ø26	Ø1 Ø1						>	(1) (1)			I
Ø27 Ø29	01			TZMS TZMS	x x	220 Ø8N	CT OV	Ø28 Ø3Ø	Ø1 Ø1			NUS)	< Ø8 < 1(BNOV		
031 033 035	01 3 01 5 01	AU/1 AU/1 AU/1	KARWI KARWI KARWI	FZMS FZMS FZ MS	X X X	10N 11N 11N	ov ov ov	Ø32 Ø34 Ø36	Ø1 Ø1 Ø1		J/HE J/VE	RMC ENUS	ES 1 SMIS			(1) (1)	INOV NOV		

Note: Replay entries will be recorded separately instead combining together