

**TRAVELPORT
SMARTPOINT
HOTEL and CAR**



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Introduction

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

RoomMaster has:

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

CarMaster has:

- With 37 Car Rental companies in approximately 37,000 locations.

In addition to this, CarMaster provides you with a source of information relating to car locations and vendors.

This course is schedule for 1 day from 0930 to 4pm.

Course Objective

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

- Determine hotel and car company codes and names.
- Search, view and sell car and hotels quickly and easily using the interactive features available in Travelport Smartpoint.
- Modify and cancel hotel and car segments
- Access and interpret vendor information
- View and search a list of car locations in a given city for one or more vendor
- Usage of Trip Quote



HOTEL

Hotel Participation Levels Information

KB0012227

Travelport+ (1G) hotel participation levels are:

- Inside Shopper
- Inside Availability

Inside Shopper

Inside Shopper provides Inside Availability participants with the ability to display integrated, real-time rate and availability data on the hotel availability screen. These participants can accept a frequent guest and/or corporate discount information with other hotel availability search qualifiers, enabling the hotel company to respond with customer-specific information.

Inside Shopper availability codes of A (available), O (other rates), and C (closed) appear to the right of the line number on the availability screen.

Inside Availability

Inside Availability participants provide detailed availability (rates and room description) for a single property. When you sell a room, you receive an immediate confirmation number. The hotel's computer system builds a room reservation before you end the booking file.

Complete Pricing

Inside Availability participants can offer Complete Pricing on the Complete Availability screen and on the Rules screen for a property, meaning you can view the approximate total amount, including any rate changes and taxes, for the entire stay.

Complete Pricing Plus

Complete Pricing Plus is the next generation of Complete Pricing. Complete Pricing Plus encompasses enhanced pricing on Complete Availability screens to include the extra option costs. It also includes the provision of enhanced rate, rule, and leisure-focused room data during the booking process. It then stores this enhanced data in the Booking File for future reference.

Best Available Rate (BAR) Participants

Best Available Rate participants guarantee that the same unrestricted rates available via the hotel chain's web site or by calling the property directly are also available in Travelport+ (1G). The Best Available Rate indicator appears as an exclamation point (!) next to the chain code in the Travelport+ (1G) hotel availability and hotel index.



Lowest Public Rate (LPR) Participants

The Lowest Public Rate program takes the BAR program one step further. In the LPR program, chain participants agree not only to provide Travelport+ (1G) users with the lowest unrestricted rate but also to those rates that have a deposit or prepayment requirements or a more stringent change or cancel policy. You can identify LPR rates by the pound symbol (#) on the hotel availability display.

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 Travelport+ (1G), 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

Frequent Guest Number:

Supplier: Select Supplier

Rates

Negotiated Rate Code:

Code 1 Code 2

Code 3 Code 4

Rate Category:

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'



Scroll up and down to input additional qualifiers if requires

Additional Qualifiers

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

▼ Suppliers & Loyalty

[Reset](#)

Frequent Guest Number:

Guest Number

Supplier:

Select Supplier



▼ Rates

[Reset](#)

Negotiated Rate Code:

Code 1

Code 2

Code 3

Code 4

Rate Category:

Select

Select

Select

▼ Amenities (up to 8)

[Reset](#)

- | | |
|--|--|
| <input type="checkbox"/> Air Conditioning | <input type="checkbox"/> Cable TV |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Childrens Program |
| <input type="checkbox"/> Concierge | <input type="checkbox"/> Entertainment |
| <input type="checkbox"/> Family Plan | <input type="checkbox"/> Fire Safety |
| <input type="checkbox"/> Golf | <input type="checkbox"/> Hair Salon |
| <input type="checkbox"/> Handicap Facilities | <input type="checkbox"/> Health Club |
| <input type="checkbox"/> High Speed Inter... | <input type="checkbox"/> Kitchenette |
| <input type="checkbox"/> Laundry | <input type="checkbox"/> Meeting Rooms |
| <input type="checkbox"/> Minibar | <input type="checkbox"/> Movies |
| <input type="checkbox"/> Non Smoking R... | <input type="checkbox"/> Parking Available |
| <input type="checkbox"/> Parking Free | <input type="checkbox"/> Pool |
| <input type="checkbox"/> Pool [Indoor] | <input type="checkbox"/> Pool [Outdoor] |
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Room Service |
| <input type="checkbox"/> Sauna | <input type="checkbox"/> Small Pets |
| <input type="checkbox"/> Stay Safe | <input type="checkbox"/> Tennis Court |
| <input type="checkbox"/> Wet Bar | |

▼ Ratings & Currency

[Reset](#)

NTM Rating:

AAA Rating:

-

-

Currency:

Select Currency

▼ Property Details

[Reset](#)

Property Name:

Property Type:

Select

[SEARCH](#)

[RESET](#)



Hotel search forms populating with booking file information

A search box displays with the pre-populated fields matching the flight destination and travel dates as booked.

If the booking file contains notepad remarks in the following formats, when the Search screen is opened (from any flow – search, calendar, or segment), the details will auto-populate into the screen.

Example: **NP.H*EH FG-ABC123/6C FG-1234556**

- The delimiter between chain code and FG can be a space (as above), slash, or dash (for example, EH-FG or 6C/FG).
- This information can be on separate lines as well as combined on a single line (as above).
- As the search screen allows for just one FG number to be used in a search, the first FG found will be used; any other chains found thereafter will be included as a preferred supplier on the screen.

The credit card will pre-populate the option Credit Card – Hotel Guarantee.

Examples:

NP.F*VI4444333322221111/1226

NP.F*VI4444333322221111EXP1226

NP.H*VI4444333322221111EXP1226

If rate code information exists in the booking file:

- Each rate code must be entered in a separate line.
- A maximum of 8 can be added.

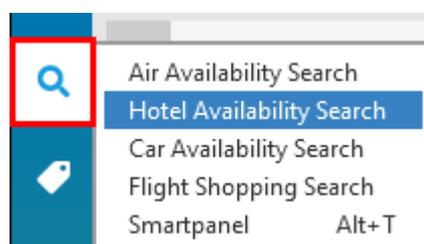
Example: **NP.H*MULTI-LEVEL RATE CODES:TRX**

The dialog box may contain details of the last hotel for which you searched. You can clear each section by selecting **RESET** or clear the entire form by selecting **RESET ALL**.

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.

Travelport Smartpoint - Application Window 1

Hotel Availability Search

Reservation Details

Check-In Date: 21 Nov 2018 Check-Out Date: 22 Nov 2018

Rooms: 1 Adults: 1 Children: 0

Search By

Search Type: Airport/City Code

Airport/City Code: * Select

Distance: 30

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

Suppliers & Loyalty [Reset](#)

Frequent Guest Number:

Supplier: Select Supplier

Rates [Reset](#)

Negotiated Rate Code:

Code 1 Code 2

Code 3 Code 4

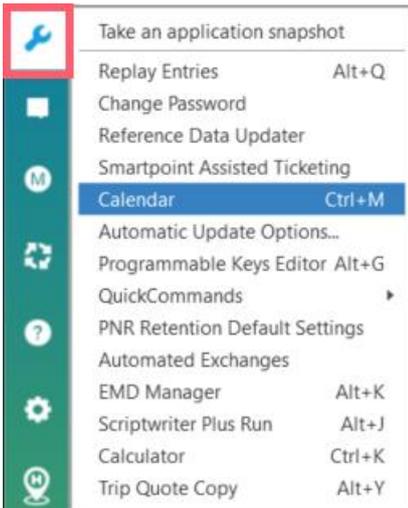
Rate Category:

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.

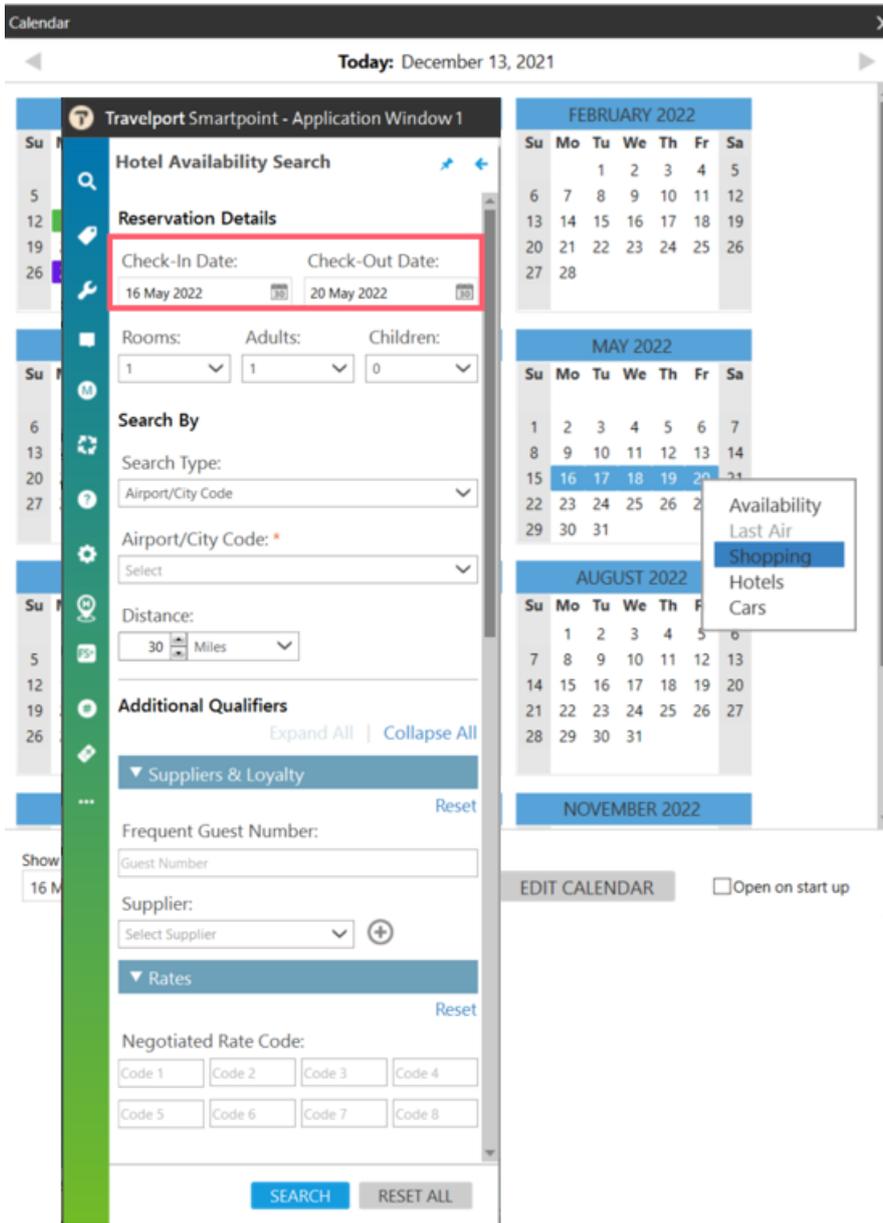
Alternatively, you can search for hotel availability using the calendar function. The calendar may be launched from the tools button or press ‘CTRL + M’. Select the dates the traveler wishes to stay. Right click and select ‘Hotels’.



Example screen:



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





Hotel Search screen explained:

Item	Explanation
Reservation Details	
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.
Search By	
Search Type	Select a search location: <ul style="list-style-type: none">• Airport/City Code searches for airport codes or names, as well as city codes or names. City or airport names must have a corresponding IATA code.• Address searches by a full or partial address for the hotel property, if available for the country.• Postal Code searches by postal or ZIP code, if available for the country.• City Name searches for cities or towns that may not have a corresponding IATA code.• Reference Point searches based on attractions, landmarks, or other points of interest.• Location Type searches for hotel properties within a general location type, such as downtown, beach, mountains, financial district, and entertainment district.• Property ID searches by a hotel property number (hotel code). Property ID overrides all other search modifiers.• Property Name searches by a hotel property name for a selected airport, city, or postal code.



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 Distance, enter the distance or click the arrows to select a number between 1 and 250.</p> <p>Click the Miles arrow to select Miles or Kilometers.</p>
Additional Qualifiers	
<ul style="list-style-type: none"> ➤ Suppliers & Loyalty 	
Supplier	<p>Add preferred supplier (hotel chain or property) and frequent guest number.</p> <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	<p>Enter the frequent guest code for the first selected supplier, if applicable.</p>
<ul style="list-style-type: none"> ➤ Rates 	
Negotiated Rate Code	<p>Add negotiated rate code and rate category information</p> <p>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.</p>
Rate Category	<p>Click the Rate Category drop down arrow to select a maximum of three rate category codes, such as <i>Association, Convention, Senior Citizen, Government, and Tour.</i></p>
<ul style="list-style-type: none"> ➤ Amenities 	
<ul style="list-style-type: none"> ➤ Ratings & Currency 	
NTM Rating	<p>Enter the NTM (Northstar Crown Rating) rating of between 1-5</p> <p>Note: NTM and AAA ratings are mutually exclusive. If you enter one type of rating, the other type of rating is disabled</p>



AAA Rating	Enter the AAA (AAA Hotel Designation) hotel rating between 1-5 diamonds. Note: NTM and AAA ratings are mutually exclusive. If you enter one type of rating, the other type of rating is disabled. <ul style="list-style-type: none">• To request a single rating, enter a rating from 1 to 5 in the first NTM or AAA text box,• To request a range of ratings, enter a rating from 1 to 5 in the first NTM or AAA text box a rating from 2 to 4 in the first NTM or AAA text box.
Currency	Enter the currency code, enter the currency name, or click the arrow to select a preferred currency.
Property Name	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. 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> .
Property Type	Click the Property Type arrow to select a property type: <i>All Suites</i> , <i>Condo</i> , <i>Hotel</i> , <i>Motel</i> , or <i>Resorts</i> .
SEARCH	Send search request into Smartpoint Application
CANCEL	Close and exit search window. Or click on X on top right
RESET	If you decide not to use the data from the previous search, you can click RESET button to clear the pre-populated fields.

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»				

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.



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
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 4	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

A !RD RD BLU AMSTERDM AIR SCHI
124.80 - ~~349.00~~ EUR



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
-----

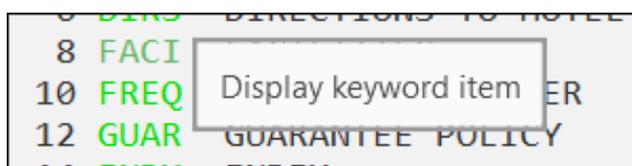
RD 15925 RADISSON BLU AMSTERDAM AIRPORT

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»
>HOD01JAN00065

◆ 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 RECP REC

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.

4	A	#IN	HOTEL INDIGO AIRPOR	COLLEGE PARK GA	1SE
			95.00 - 145.00	USD	
				Ratings	○○○○
5	C	!WI	THE WESTIN ATLANTA	4736 BEST	1SW
			NOT AVAILABLE FOR DATES REQUESTED		
				Ratings	○○○○○ 4.4

View hotel images

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 Info

HOTEL INDIGO ATLANTA AIRPORT COLLEGE PARK
1776 Harvard Avenue COLLEGE PARK, Georgia 30337 USA

LOCATED IN THE HEART OF DOWNTOWN COLLEGE PARK, FILLED WITH CHARM.

PHOTOS

- Located in the heart of downtown
- In room dining is just as delicious as in
- Multiple types of soft seating to cater to you
- Executive rooms provide extra space to
- The business center is open
- Spacious room, seating areas,
- Lots of space to socialize,
- Individual, family or group

Powered by

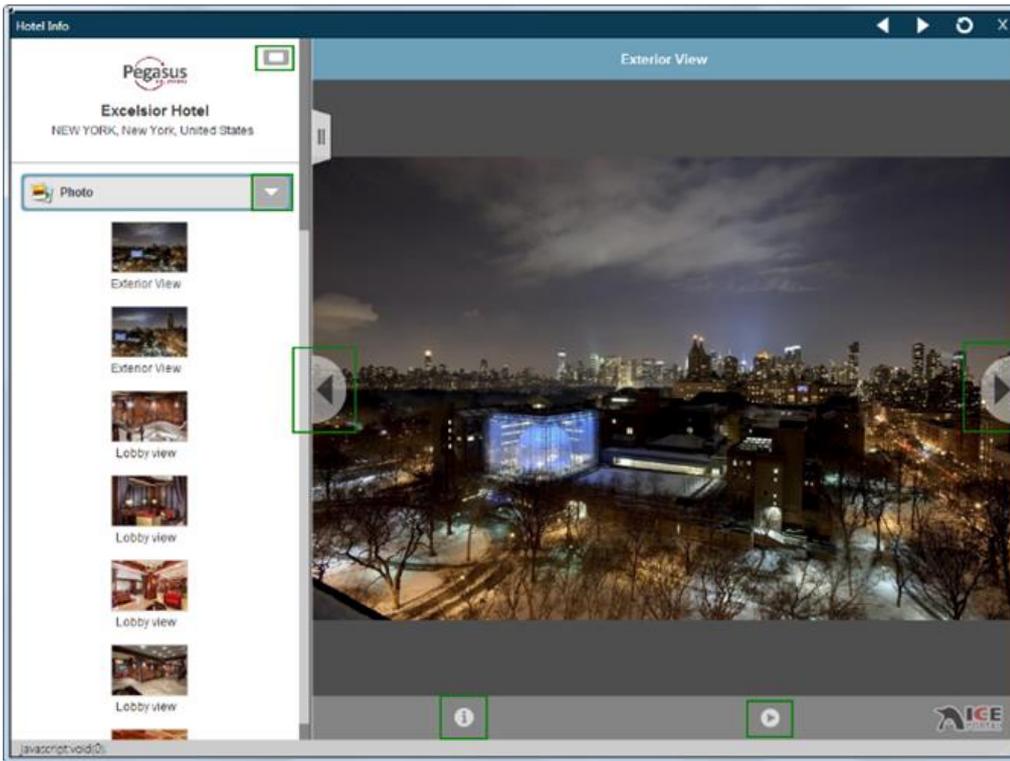
Change Language

Individual, family or group settings fit into our landscape! (Photo)

Done



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	
				Rating: 4.0	
2	A	YH	VILLAGE HOTEL	ROAD	3N
			207.50 - 480.00		

Display complete hotel rates



[«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	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 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
«More Rates»	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 ○○○○○○
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.



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
AMBIANCEOF THE CROWNEPLAZA CHANGI AIRPORTHOTEL 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

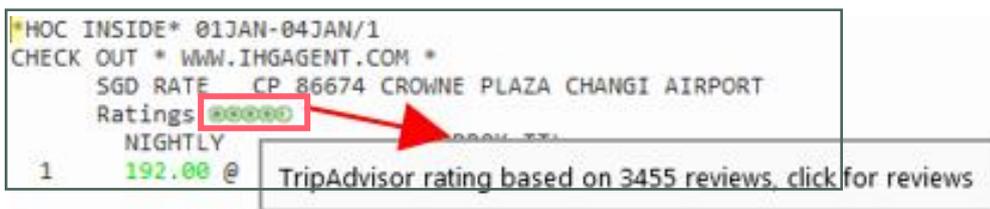
TripAdvisor ratings and reviews are available for any hotel property that has TripAdvisor data available.

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.



Working with TripAdvisor Review

Example screen response

5 Most Recent TripAdvisor Reviews

CROWNE PLAZA CHANGI AIRPORT

"Functions as it should"
★★★★★ Reviewed 19 hours ago

I've stayed here twice. Once when I had several hours before catching another flight. The other time I had a full day to spend in Singapore before my next flight. I thought one of my hotel rooms was much quieter than the other one. So, be sure... [\[more\]](#)

"Convenient and comfortable stopover"
★★★★★ Reviewed 1 days ago

Good location being at the Changi airport terminal 3. Perfect for an early morning flight. Okay to stay for a night only while in transit. You're at the airport so there is some plane noise but this is offset by the convenience of the location. Clean... [\[more\]](#)

CLOSE

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	Price	Notes
189.00 @	G USD	FREQUENT GUEST RATE, 1 KING	518.67 USD	BED: N/A MEAL: N/A VIEW: N/A
189.00 @	G USD	REGULAR RATE, GUEST ROOM, 2 DOUBLE	518.67 USD	BED: N/A MEAL: N/A VIEW: N/A
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
199.00 @	G USD	REGULAR RATE, LARGER GUEST ROOM, 1 KING OR 2	551.97 USD	BED: N/A MEAL: N/A VIEW: N/A



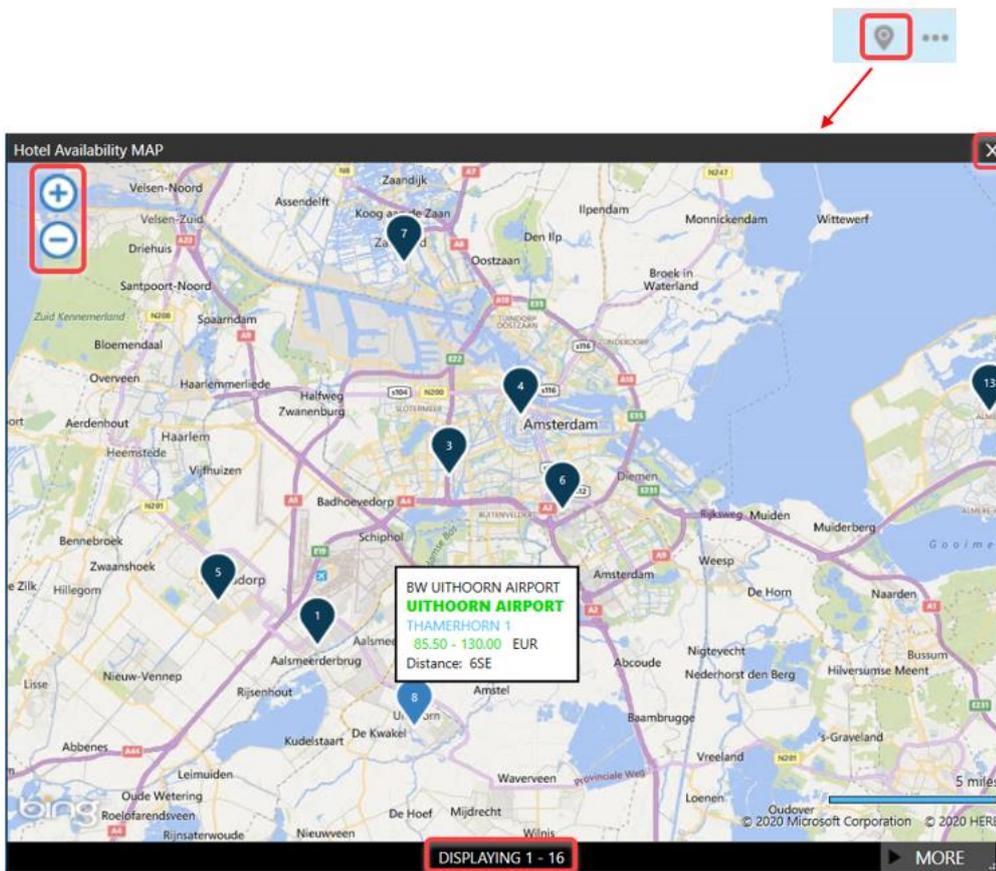
Hotel Availability Map

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
	Map allocation of hotel properties. Maximum property is 50



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

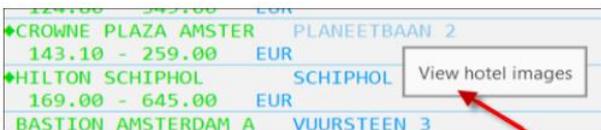
Hotel Images is an application that is integrated within Travelport Smartpoint.

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.

Example screen response:



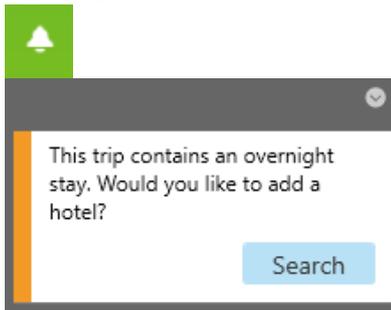


Hotel Booking Reminder

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.

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

Passive Sell

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.

Reservation Details tab

Show screen

Passive Hotel Sell

Reservation Details Other

Hotel Information

Hotel Chain: Check-In: Check-Out:

Location: Status Code: Rooms:

Property Code Hotel Name

Address:

BEST WESTERN RIVERS EDGE

301 W RIVER STREET
RED RIVER NM US PO BOX 770
ANGEL FIRE
NM PO BOX 770
US

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:

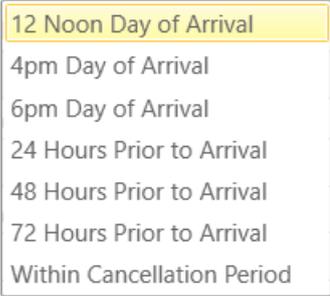
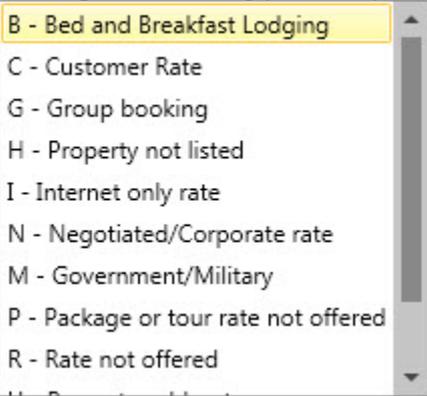
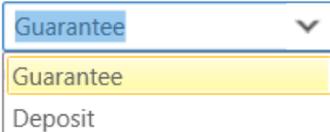
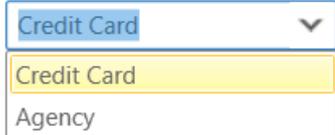
Expiration Date:



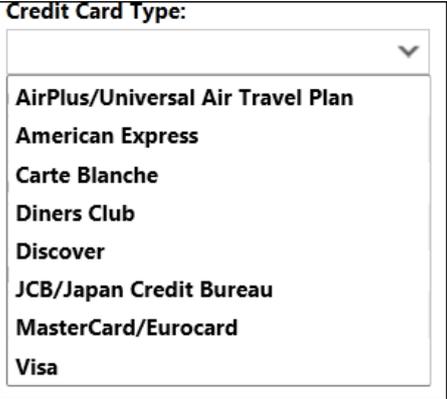
Clicking on the new «Passive Sell» link from Rate Rules display - auto populates the passive hotel screen with information from the PNR.

Component	Description
Hotel Information	
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"> Hotel Chain listing has been alphabetized and there is no longer a default.
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	Status code MK – Confirmed Passive by default.
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
Rate Information - Mandatory	
Room Type	Change the room type code if required. Mouse hover  show example of room type
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.
Payment Information (Optional)	



Cancellation Policy	<p>Click the drop-down list and select cancellation policy.</p>  <ul style="list-style-type: none">12 Noon Day of Arrival4pm Day of Arrival6pm Day of Arrival24 Hours Prior to Arrival48 Hours Prior to Arrival72 Hours Prior to ArrivalWithin Cancellation Period <ul style="list-style-type: none">▪ If Cancellation Policy is supplied, this will be added to the associated remarks of the PNR.
Booking Reason	<p>Click the drop-down list and select the reason for making the booking passively.</p>  <ul style="list-style-type: none">B - Bed and Breakfast LodgingC - Customer RateG - Group bookingH - Property not listedI - Internet only rateN - Negotiated/Corporate rateM - Government/MilitaryP - Package or tour rate not offeredR - Rate not offered <ul style="list-style-type: none">▪ 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. <div data-bbox="667 1323 1362 1408" style="background-color: #f8d7da; padding: 5px;"><p>! MK REQUIRES A BOOKING CODE SEE HO*BC</p></div>
Payment Type	<p>Select Applicable from drop down list Guarantee or Deposit</p> <p>Payment Type:</p>  <ul style="list-style-type: none">GuaranteeDeposit
Form of Payment	<p>Select Applicable from drop down list Credit Card or Agency</p> <p>Form Of Payment:</p>  <ul style="list-style-type: none">Credit CardAgency <ul style="list-style-type: none">▪ If Credit Card selected, then Card Type, Number and Expiration Date will become mandatory.



	<ul style="list-style-type: none">If Agency selected, then IATA input box will become mandatory.
Card Type	Select Applicable from drop down list 
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 +TQ to create Hotel Trip Quote
	Click <i>Cancel</i> to discontinue the process



Other tab

Show screen

Passive Hotel Sell X

Reservation Details Other

Requests(Optional)

Special Service:

Corporate Discount:

Name Override:

Associated Remarks:

PASSIVE SELL +TQ CANCEL

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



From the Room and Rate Rules display, click <<Advance 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

Advance Sell

Click on <<Advance 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

Hotel Sell Options

SELL OPTIONS

Reservation Data

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

Payment

Payment Type: Guarantee Form Of Payment: Credit Card – FOP

Pre-populate from FOP

Card Type: American Express Card Number: 370000000000028

Security Code: CCV Expiration Date: 1226

Cardholder Name (Optional): Full name as shown on card

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-): LAU MARWITZMS
Tour number (/IT-): e.g. AA847655
Address (/W-): e.g. J SMITH 63 COBB ST LONDON W1Y 2AV
Agency Email Address: e.g. AAAA@YYYY.com
Traveler Email Address: e.g. AAAA@YYYY.com

SELL ROOM(S) CANCEL



Corporate discount	Enter Corporate discount if applicable
Name override	Enter alternative name other than passenger 1 name from booking file
Tour number	Enter the tour number if this hotel booking is associated with a tour
Address	Guest address
Agency Email Address	Enter agency email address if applicable
Traveler Email Address	Enter traveler email address if applicable
SELL ROOM(S)	Click on Sell Room for room sell.
CANCEL	Click <i>Cancel</i> to discontinue the process.

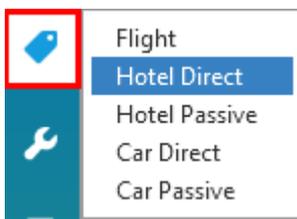
Note: refer to hotel chain keyword **OPTI** to find out what optional fields are accepted by a vendor, and how the vendor will respond, for example **HODFE/OPTI**.

Important Information

- A new warning message is introduced in Hotel Sell response (for multiple rooms), to inform the number of successful room bookings.
- Name Field in Hotel Sell request with multiple rooms:
 - If name is added using the /NM- field in the Hotel Sell request, it will be used for each room booking. Else, the first name from the PNR will be used for each room booking
 - When there are multiple names available for different rooms, please use the Hotel Modify request to modify name field in the room booking

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

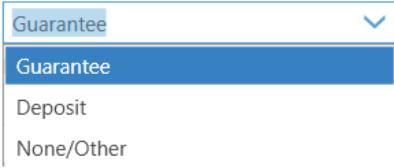
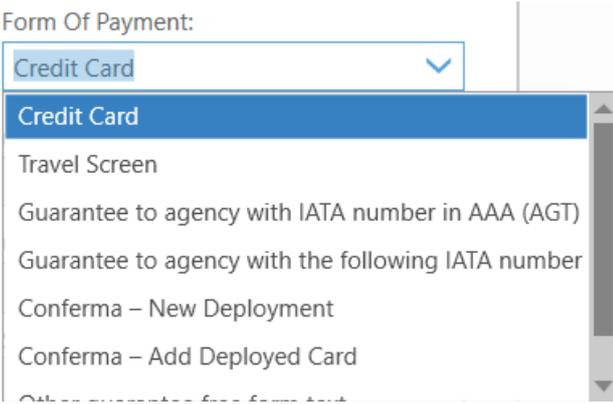
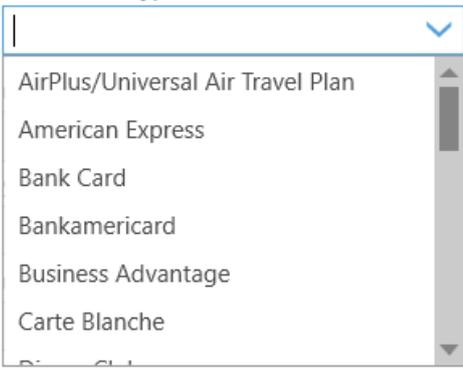
Hotel Direct Sell X

Reservation | Other

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



Payment Type:	Click the drop-down and select the appropriate: Guarantee Deposit None/Others Rate Guarantee Payment Type 
Form Of Payment	Select from appropriate list Form Of Payment: 
Credit Card Type	Select Applicable from drop down list Credit Card Type: 
Card Number	Enter the credit card number
Security Code	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, CCV-Y .



Expiration Date	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.
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*.

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 KB0027596 in My Travelport for more details.

Other Tab

Show screen

The screenshot shows a web form titled "Hotel Direct Sell" with a close button (X) in the top right corner. The form has two tabs: "Reservation" and "Other", with "Other" currently selected. The form is divided into two main sections: "Rates" and "Extra".

Rates Section:

- Corporate Discount:
- Negotiated Rate Access Code:
- Booking Source:
- Agency Email Address:
- Traveler Email Address:
- Optional Address Line 1:
- Optional Address Line 2:
- Optional Address Line 3:
- Optional Address Line 4:

Extra Section:

- Extra Adult:
- Adult Rollaway:
- Extra Child:
- Child Rollaway:
- Infant Crib:

At the bottom right of the form, there are two buttons: "DIRECT SELL" (highlighted in blue) and "CANCEL" (greyed out).



Component	Description
Rates	
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)
Agency Email Address	Enter agency email address if applicable
Traveler Email Address	Enter traveler email address if applicable
Address Lines	Add optional address information
Extra	You can over type this if appropriate using the dropdown arrows to select a number. Extra Adult Extra Child Adult Rollaway Child Rollaway Infant Crib
DIRECT SELL	Direct Sell Click <i>Direct Sell</i> to sell the room
CANCEL	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	Travelport+ (1G) 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 76735	Number of nights 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

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-PAYVI4000000000001111EXP1
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 Travelport+ (1G) 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-)

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:

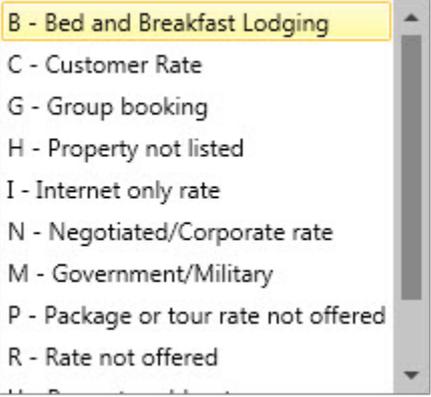
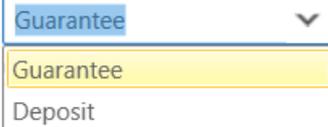
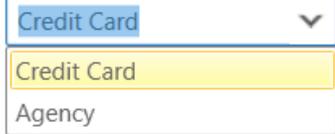
Expiration Date:

Component	Description
Hotel Information	
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"> ▪ Hotel Chain listing has been alphabetized and there is no longer a default.
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	Status Code MK – Confirmed Passive by default.
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
Rate Information	
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.
Payment Information (Optional)	
Cancellation Policy	Click the drop-down list and select cancellation policy. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> 12 Noon Day of Arrival 4pm Day of Arrival 6pm Day of Arrival 24 Hours Prior to Arrival 48 Hours Prior to Arrival 72 Hours Prior to Arrival Within Cancellation Period </div> <ul style="list-style-type: none"> ▪ If Cancellation Policy is supplied, this will be added to the associated remarks of the PNR.



Booking Reason	<p>Click the drop-down list and select the reason for making the booking passively.</p>  <ul style="list-style-type: none">▪ 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. <p>! MK REQUIRES A BOOKING CODE SEE HO*BC</p>
Payment Type	<p>Select Applicable from drop down list Guarantee or Deposit</p> <p>Payment Type:</p> 
Form of Payment	<p>Select Applicable from drop down list Credit Card or Agency</p> <p>Form Of Payment:</p>  <ul style="list-style-type: none">▪ If Credit Card selected, then Card Type, Number and Expiration Date will become mandatory.▪ If Agency selected, then IATA input box will become mandatory.
Card Type	Select Applicable from drop down list



	Credit Card Type: <input type="text"/> AirPlus/Universal Air Travel Plan American Express Carte Blanche Diners Club Discover JCB/Japan Credit Bureau MasterCard/Eurocard Visa	
Card Number	Enter the credit card number	
Expiration Date	Enter Expiry date as MMY	
PASSIVE SELL	Click <i>Passive Sell</i> to create a passive segment	
RESET	Click <i>Reset</i> option allow user does not want data auto-populated, this will clear all fields	
+TQ	Click +TQ to create Hotel Trip Quote	
CANCEL	Click <i>Cancel</i> to discontinue the process	

Note: Receive and ER booking file to save.

Other Tab

Show Screen

Passive Hotel Sell

Reservation Details | Other

Requests(Optional)

Special Service:

Corporate Discount:

Name Override:

Associated Remarks:

PASSIVE SELL RESET +TQ CANCEL



Component	Description
Requests (Optional)	
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

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

```
PK9N78/60 HDQTL E034604 AG 14537482 25MAY
1.1SMITH/ANNE
1. UA 374 Y 15NOV IADORD HK1 830A 936A * E SU
2. HHL HX HK1 CHI 15NOV-20NOV 5NT 19771 HAMPTON INN OHARE
1A09LV4 -1 /RG-USD214.00

HOV2 HX 19771 880.00
USD 880.00 TOTAL FOR 15NOV THROUGH 20NOV
985.60 APPROX TOTAL INCL ALL KNOWN TAXES/FEES
TAX: 12.00 PCT
COMMISSION: 10 PERCENT
*RULES*
GUARANTEE: CREDIT CARD
CXL BY 1159P DAY PRIOR ARVL
OR PARTIAL PAYMENT MAY BE FORFEITED
*EXTRA CHARGES*
15.00 USD ROLLAWAY ADULT CHARGE
>HOV*PU.

/AGT14537482/G-AX3XXXXXXXXXX0028EXP1216/
NM-SMITH ANNE/CF-86103333*
```

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.

```
8CB2P6/61 HKGNH C339614 AG 13305213 12JAN
1. 1LAU/MARWITZMS
1. HHL LQ HK1 LAX 15NOV-18NOV 3NT 6501 LA QUINTA LAX
1C2 Hotel Modify -USD155.00/AGT13305213/SI-REQ HIGH FLR/G-AX3700000
000000Z08EXPZZ26/NM-LAU MARWITZMS/CF-88865EC154558*
```

- b) 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 screenshot shows the 'Hotel Modify' form with the following fields and values:

- Reservation:** Check-In: 15 Nov 2021; Check-Out: 20 Nov 2021; Hotel Chain: LQ - La Quinta by Wyndham; Rooms: 1; Adults: 1; Room Master Property ID: 06501; Booking Code: C2KRAC.
- Traveler:** First Name: MARWITZMS; Last Name: LAU; Frequent Guest Number: ; Frequent Flyer Number: ; Special Information: REQ HIGH FLR.
- Rate Guarantee:** Payment Type: Guarantee; Form Of Payment: Credit Card; Credit Card Type: American Express; Card Number: 370000000000028; Security Code: CCV; Expiration Date: 1226; Cardholder Name (Optional): Full name as shown on card.

The 'MODIFY' button is highlighted in red.

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



c) 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

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 0 E WE
2. DL 1528 Y 30AUG ATLMSP HS1 1715 1904 0 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.

Hotel History

Hotel history display is a view of the entries made to make or amend a booking and the responses received from hotel suppliers.

It is sometimes necessary to view the history of a hotel transaction (for example, to check if a change or additional request for a room was made on behalf of the traveler). This history can be displayed before or after the customer has traveled. Past date booking retrieval may be needed for a booking that is past dated.

Above the PNR viewer is the History icon, which will display the history of the Booking File or recent PNRs, which is the list of Booking Files that have been end transacted.



The format entry is: ***H**
This displays in Standard View, which is the default.

Smartpoint offers an enhanced view of booking file history. It allows you to display a specific part of history (such as hotels) for ease in interpretation.

Historical data is cumulative and the most recently added displays at the top of the history.



The easiest method of reading the history is to start at the bottom and work up so that you see information from its creation to its current state.

When a booking file is created or amended and the Booking File is end transacted, a CRDT time stamp is added with a RCVD- source, which automatically adds the details of the sign on in use at the time. Each subsequent entry made before that end transaction is shown above this entry.

Example: *H

```
3 *H
>
«Standard View»
** BOOKING FILE HISTORY **
TYPE OF HISTORY: All history
BOOKING CREATED BY :TVLPT/C979204
DATE :20DEC 16:06 UTC
ORIGINAL RECEIVE FROM:JID

20DEC 16:06 UTC - CHANGE CREATED BY TVLPT:
RCVD-JID/TVLPT/C979204
CRDT- XDB AG 20
** ORIGINAL CREATOR **

20DEC 16:06 UTC - CHANGE CREATED BY TVLPT:
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20
** HISTORY **
AQP PROQ/EA7*30
HS HHL DT 10FEB SS/SS1 MIA 12FEB 2NT16014 DBLTREE MIAMI AIRPO
1A02-LV6 -1/RG-USD189.00/AGT99999992/G-AX37000000000028EX
P1021/NM-TRAVELER SMART MR/CF-93982135 *
SERVICE INFORMATION
* SERVICE INFORMATION HISTORY EXISTS >*HSI.
AES CHECK IN DATE - 10FEB
CHECK OUT DATE - 12FEB/EXT 1
AES APPROXIMATE TOTAL RATE - 427.14USD/EXT 1
```

Each action can be read left to right and is preceded at the left-hand side with a history code indicating the action. For example, **AS** indicates an add segment and **CS** indicates for a change segment optional data.

Recognizing these codes takes practice. Please refer to **H/HIST** to view the history codes.



*** HISTORY CODES ***	
AA	ADDED RELATED ADDRESS FIELD
AB	ADDED PURCHASER FIELD
AC	ADDED ACTION FIELD
ACD	ADDED ABONNEMENT CARD DETAILS
ACI	ADDED CUSTOMER ID FIELD
AES	ADDED ESTIMATED TOTAL DATA -CARHIRE AND HOTELS
AFB	ADDED MANUAL FARE QUOTE
AFQ	FARE QUOTE AT TIME OF TICKETING
AG	ADDED SSR
AI	ADDED SPECIAL REMARKS FIELD
AM	ADDED MILEAGE MEMBERSHIP NUMBER
AMC	ADD MILEAGE MEMBERSHIP CROSS ACCRUAL DATA
AMT	ADD EMAIL ADDRESS WITH MT. FORMAT
AN	ADDED NAME
AO	ADDED OSI

This type of history is referred to as *standard view*. Smartpoint has an easier method of viewing history called *enhanced view*. Click the green link to convert the view.

[«Enhanced View»](#)

You can also look at history of hotel itinerary segments only, removing the rest of the history from the display.

Within the enhanced view there is a drop-down list to isolate the various history elements. The default is *All history* but can be changed by clicking on an alternate type of history.

«Standard View»

** BOOKING FILE HISTORY **

TYPE OF HISTORY:

BOOKING CREATED B
DATE
ORIGINAL RECEIVE

20DEC 16:06 UTC -
RCVD-JID/TVLPT/C9
CRDT- XDB

** ORIGINAL C

20DEC 16:09 UTC -
RCVD-JID/TVLPT/C9
CRDT- XDB/ EA7/1G

- All history
- Itinerary
- Air segment
- Hotel segment
- Car segment
- Non-air segment
- Surface segment
- Tour segment
- Air taxi segment
- Filed Fare

If you prefer a format, to display hotel booking history

Example: ***HIH**



```
>
                                     «Enhanced View»
*****      HOTEL HISTORY              4H1R3U      *****
XS HHL DT 10FEB SS/HK1 MIA 12FEB 2NT16014 DBLTREE MIAMI AIRPO
  1A02-LV6 -1/RG-USD189.00/AGT99999992/G-AX37000000000028EX
  P1021/NM-TRAVELER SMART MR/CF-93982135 *
XES CHECK IN DATE - 10FEB
  CHECK OUT DATE - 12FEB/EXT 1
XES APPROXIMATE TOTAL RATE - 427.14USD/EXT 1
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20          1609Z/20DEC
HS HHL DT 10FEB SS/SS1 MIA 12FEB 2NT16014 DBLTREE MIAMI AIRPO
  1A02-LV6 -1/RG-USD189.00/AGT99999992/G-AX37000000000028EX
  P1021/NM-TRAVELER SMART MR/CF-93982135 *
AES CHECK IN DATE - 10FEB
  CHECK OUT DATE - 12FEB/EXT 1
AES APPROXIMATE TOTAL RATE - 427.14USD/EXT 1
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20          1606Z/20DEC
```

To recap: Read each CRDT line as the time and date of the entry and all the entries above each CRDT apply to that date and time.

Common hotel history action codes to look for are:

- CS – changed hotel segment optional data
- AS – added new segment with optional service information
- AES – added estimated total data
- XES – deleted estimated total data

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.



-
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*TRAVELPORT/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.



CAR

Car Company Participation Levels Information

The car rental companies that participate in Travelport+ (1G) use Inside Availability participation level.

Inside Availability

Inside Availability makes it quick and easy for you to find the best value for your customers. An Inside Availability participant gives you direct access to the rental car company's inventory, rates, and rules.

The participant's computer system automatically builds the car reservation before you end the booking file, so you must have a name field before you book the car.

When you rent a car, you receive an instant confirmation number.

Inside Availability features include:

- Up-sell opportunities to display promotional vehicle types and/or rates.
- Alert screens that provide informative alerts and error messages.
- CD qualifiers to use with the availability entry to view the applicable car types and/or rates before selling.
- Rates for one-way rentals that include any drop-off charges.
- On an Availability screen, Inside Availability car rental companies have an end item (+) in front of the company name.

The following car availability screen sample shows end items (+) in front of all the vendors indicating they are Inside Availability participants. Confirmation numbers are automatically added and returned by the vendor before end transact.

1+	EASIRENT	0	S	G	MBMN
2+	EASIRENT	0	S	G	EDMR
3+	EASIRENT	0	S	G	CCMR
4+	EASIRENT	0	S	G	CDMR
5+	EASIRENT	0	S	G	EDAR
6+	EASIRENT	0	S	G	CDAR
7+	EASIRENT	0	S	G	IDMR
8+	EASIRENT	0	S	G	CWMR
9+	BUDGET	T	S	@	MBMR
10+	BUDGET	T	S	@	EDMR
11+	BUDGET	T	S	@	IDMR
12+	AVIS	T	S	@	MBMR
13+	BUDGET	T	S	@	CCMR
14+	BUDGET	T	S	@	CFMR
15+	AVIS	T	S	@	EDMR



Encoding and Decoding

Before searching for Car Availability, you may want to simply display a list of car locations that exist within a given city. You may also need to find out vendor code information and search for reference points within a city.

Example entry: **GC*12/CAR/HERTZ** Encode a vendor name

CHAP	12 - CARMASTER	PAGE	1 - CAR
PARAGRAPH - HERTZ			
	HERTZ		ZE INSIDE AVAILABILITY
	QUEUE CITY: VWA		

Use the decode format when you have the two-letter code of the car rental company and you need to determine its name.

To decode a car rental company code, enter GC*12/CAR followed by a slash (/) and the car rental company code.

Example entry: **GC*12/CAR/ZI**

The screen with information for Avis appears

CHAP	12 - CARMASTER	PAGE	1 - CAR
PARAGRAPH - ZI			
	ZI AVIS		INSIDE AVAILABILITY
	QUEUE CITY: VWB		

Car Types

In availability, Travelport+ (1G) displays rental car types with four-letter codes to represent the features of the car. The codes represent four car features:

- Car size
- Car category
- Transmission/Drive type
- Fuel/Air conditioning

The following table lists the car codes for each of the four features and their description:



Size:	Category:	Transmission /Drive:	Air conditioning /Fuel:
C - Compact	B 2-3 door	A - Automatic unspecified drive	A - Hydrogen with A/C
D - Compact elite	C 2 door or 4 door	B - Automatic four-wheel drive	B - Hydrogen without A/C
E - Economy	D 4-5 door	C - Manual all-wheel drive	C - Electric without A/C
F - full size	E - Coupe	D - Automatic all-wheel drive	D - Diesel with A/C
G - Full-size elite	F - SUV (sport utility vehicle)	M - Manual unspecified drive	E - Electric with A.C
H - Economy elite	G - Crossover	N - Manual four-wheel drive	H - Hybrid with A/C
I - Intermediate	H - Motor home		I - Hybrid without A/C
J - Intermediate elite	J - All-terrain open air		L - LPG compressed gas with A/C
L - Luxury	K - Van or truck (commercial)		N - Unspecified fuel without A/C
M - Mini	L - Limousine		Q - Diesel without A/C
N - Mini elite	M - Monospace		R - Unspecified fuel with A/C
O - Oversize	N - Roadster		U - Ethanol with A/C
P - Premium	Q - Pickup extended cab		V - Petrol with A/C
R - Standard elite	P - Pickup regular cab		X - Ethanol without A/C
S - Standard	R - Recreational vehicle		Z - Petrol without A/C
U - Premium elite	S - Sport		
W - Luxury elite	T - Convertible		
X - Special	V - Van (passenger)		
	W - Wagon/estate		
	X - Special		
	Y - Two-wheel vehicle		
	Z - Special offer <i>car</i>		

For example, an ECAR type is an economy, 2- or 4-door car with automatic transmission and air conditioning.

Note: When you display car availability, unique car type codes can appear in your response. To make it easier to shop and compare similar vehicles for multiple vendors, you may see codes like JEAD (Elite Intermediate/Coupe/ Automatic/Diesel with Air Conditioning) and OJBR (Oversize/All Terrain/Automatic with 4-Wheel Drive/Air Conditioning).

To decode car types, enter CAR/ and the car type code.

Example entry: **CAR/OJBR**



Steps to sell a Car

Travelport Smartpoint provides an availability display with rates appearing in low-to-high order, so you can choose the best available rate using the Calendar, Menu and interactive Booking File functions. You can also add search qualifiers to narrow your search for specific types of rates.

Reference selling a rental has three steps:

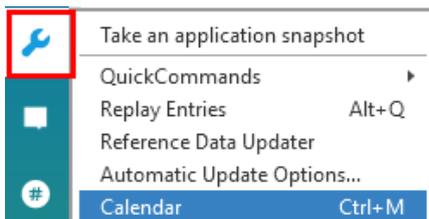
1. Display low-to-high availability.
2. Display rate rules.
3. Sell the car.

Accessing the Car Availability Search Screen

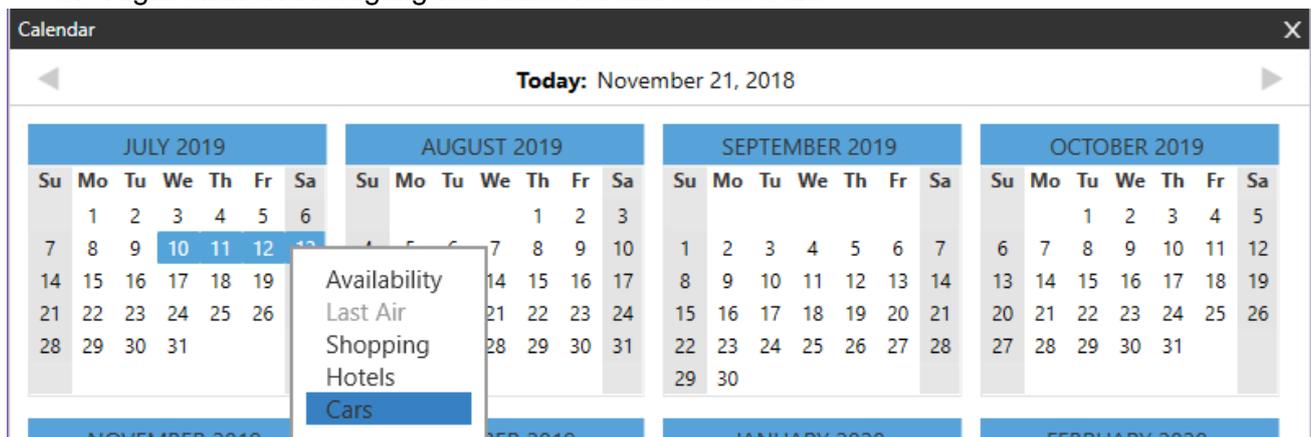
You can access car availability search screen via search menu, calendar tool or air segment. With and without air segment.

Calendar Tool

1. From the **Tools** button, select **Calendar**.



2. Select the pick-up and drop-off dates.
3. Right-click on the highlighted dates for and select **Cars**





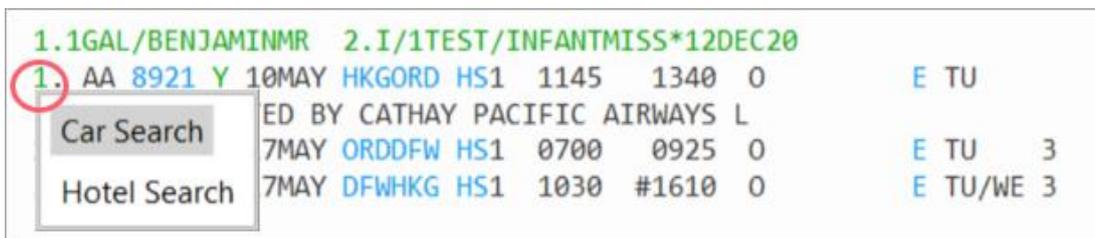
Search Option

From the Search button, select Car Availability Search.



Booking File

Right-click on a booked Air Segment number within a PNR/Booking File and select **Car Search**.



To search for car availability

A screenshot of the 'Car Availability Search' form. The form is titled 'Car Availability Search' and has a search icon and a back icon. It contains several sections:

- Use arrival flight details: AA8921** (checked)
- Reservation Details**
- Pick-Up City:** ORD - Chicago, IL, United States - O'Hare Intl Arpt
- Reference Point:** ANY
- Pick-Up Location:** Any
- Pick-Up Date:** 10 May 2022
- Pick-Up Time:** 1:40 PM
- Drop-Off City:** ORD - Chicago, IL, United States - O'Hare Intl Arpt
- Reference Point:** Any
- Drop-Off Location:** Any
- Drop-Off Date:** 17 May 2022
- Drop-Off Time:** 7:00 AM
- Flight Number:** AA8921

A screenshot of the 'Additional Search Options' form. The form is titled 'Additional Search Options' and has a 'Reset' button. It contains several sections:

- Location Preference:** No Preference
- Car Type:** Any
- Size:** Any
- Category:** Any
- Transmission/Drive:** Any
- Fuel/AC:** Any
- Rate Code:** Select Vendor
- Rate Category:** Any
- Rental Company:** Select Rental Company
- Frequent Renter Nu...:**
- Corporate Discount:**
- Promotional Code:**
- Tour Number:**



Component	Description
Reservation Details	Auto Populate with active booking file.
Use arrival flight details	Uncheck if overriding is needed
Pick up City Drop off City	Enter 3 letter code or select from dropdown by entering full city name.
Pick up Location Drop off Location	Optional for change of Locality codes from drop down list specify drop off location when different from pick-up location.
Pick up Date Drop off Date Pick up Time Drop off time	Mandate to indicate details by typing or selecting from calendar tool
Additional Search options	
Car Type	Car Type codes combine other Car Search Options, such as categories, classes, door counts, and fuel types. For example: CBMN = 2-Door Compact Manual No Air. When you select a Car Type, the fields for the corresponding Car Search Options automatically populate
--or--Select from dropdown Car Size	Requests a car size from drop down list, such as Mini, Compact, or Full Size. Car sizes may also be combined with car classes, such as Elite Economy or Luxury Intermediate.
Category	Requests a car category, such as 2-door, 4-door, Convertible, Passenger Van, or Limousine.
Transmission Drive	Requests a specific transmission type, such as manual, automatic, four-wheel drive (4WD), and all-wheel drive (AWD).
Fuel/AC	Requests fuel types and air conditioning options.
Rate Code	This works with single Vendor from the dropdown list of car rental companies. Enter the applicable rate Code for that supplier in the Rate Code field. One rate code within a search request.
Rate Category	Requests availability by rate category



	<p>Rate Category:</p> <ul style="list-style-type: none">Association RateBusiness Std RateConsortium RateConvention RateCorporate RateCredential RateGovernment RateInclusive rateIndustry RateNeqotiated RatePackage RatePrepaid RatePromotional RateStandard Rate
Vendor Corporate Discount	Select a vendor (supplier) to limit the car availability display to that vendor only. Click the Add icon to add more vendors. A total of four vendors can be included in the request.
Frequent Renter Number	Select a Vendor and enter an associated Frequent Renter Number.
Promotional Code	Select a Vendor and enter an associated Promotional Code.
Tour Number	Enter a tour number if applicable
	Press this icon next to the rental company list to request other specific vendors (up to four). Each vendor will allow for corporate discount, frequent renter number, promotional code, and tour number.

Note: Additional search qualifiers may be used if using format entries. To refer to these please see **HELP CAR**.

Car search forms populating with booking file information

When searching using the car availability search, calendar search, or segment sell entry, the car search form is pre-populated with data held in the booking file or profile, such as corporate discount (CD), frequent renter number (ID), and rate code (RC) information from the booking file. Only one vendor and rate code may be used in the search request regardless of how many rate codes are stored in the booking file.

A Reset button enables you to reset the additional search options, or the Reset All button resets the entire search form. For data to be pre-populated entries in the booking file must be in this format:
NP.C*ZE ID-ABC123/EP ID-1234556 – Frequent Renter number



The delimiter between chain code and ID can be a space as above or slash or dash. ZE/ID or ZE-ID
These can be on separate lines as well as combined like above on a single line.

NP.C*RATE CODE ZE-ABC - Rate Code

Each rate code must be entered in a separate line. Only one rate code is allowed in the search.

NP.C*ZE CD-111111/ZI CD-998877 – Corporate Discount number

Same as ID - the delimiter can be a space as above or a dash or a slash (e.g., ZI-CD or ZI/CD) and can be on separate lines.

```
NOTE - *H*COMPANY CREDIT LIMIT - *** 60000*** 20 20DEC 2046Z
2. *H*ADD SERVICE FEE OF 1 PERCENT 20 20DEC 2046Z
3. *C*ZE ID-ABC123/EP ID-1234556 20 20DEC 2046Z
4. *C*ZE CD-111111/ZI CD-998877 20 20DEC 2046Z
5. CAR GUARANTEE VI4444333322221111 EXP 1020 20 20DEC 2046Z
```

When a car rental screen is displayed, the notepad remarks populate the form:

Rental Company:
ZE - Hertz Corporation

Frequent Renter Nu... Corporate Discount:
ABC123 111111

Promotional Code: Tour Number:

Rental Company:
ZI - Avis Rent A Car System, Inc.

Frequent Renter Nu... Corporate Discount:
998877

Promotional Code: Tour Number:

Rental Company:
EP - Europcar

Frequent Renter Nu... Corporate Discount:
1234556

Promotional Code: Tour Number:



Car Availability Display

When a Car Search request is made, the interactive response returned is sorted from low-to-high by approximate total.

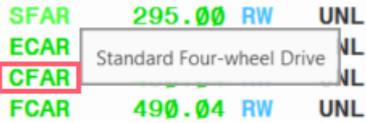
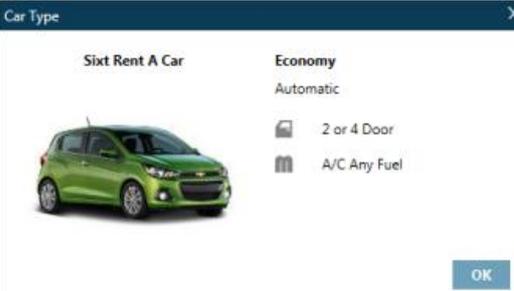
The following example shows Car Availability display for Chicago, USA for 10-17May.

```

OHARE INTL ARPT IL * TU 10MAY 1:40 PM -17MAY * STND/PROM * USD
-----
FLORIDA*S MOST DIVERSE TRAVEL DESTINATION - TAMPA BAY >HL1
-----
SORT BY VENDOR LOC TYPE RATE FM APPROX TOTAL
-----
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION
1+ FOX T S G ECAR 235.00 RW UNL 0.00 391.53 +TQ
2+ EUROPCAR T S G ECAR 392.01 RW UNL 0.00 392.01 +TQ
3+ FOX T S G CCAR 240.00 RW UNL 0.00 398.26 +TQ
4+ FOX T S G ICAR 245.00 RW UNL 0.00 404.98 +TQ
5+ FOX T S G SCAR 250.00 RW UNL 0.00 411.70 +TQ
6+ FOX T S G FCAR 255.00 RW UNL 0.00 418.42 +TQ
7+ FOX T S G FCAH 260.00 RW UNL 0.00 425.15 +TQ
8+ EUROPCAR T S G ICAR 433.99 RW UNL 0.00 433.99 +TQ
9+ FOX T S G CFAR 285.00 RW UNL 0.00 458.76 +TQ
10+ FOX T S G IFAR 290.00 RW UNL 0.00 465.48 +TQ
11+ FOX T S G SFAR 295.00 RW UNL 0.00 472.20 +TQ
12+ ENTERPRISE T S G ECAR 311.18 RW UNL 0.00 487.93 +TQ
13+ EUROPCAR T S G CFAR 490.04 RW UNL 0.00 490.04 +TQ
14+ EUROPCAR T S G FCAR 490.04 RW UNL 0.00 490.04 +TQ
  
```

Component	Description
OHARE INTL ARPT	Header line pick up location
TU 10MAY 1:40 PM – 17MAY	Period for which availability is displayed by day/date/pick up time
* STND/PROM * USD	Standard and promotional rates in currency code JPY
1	Line Number
+	Car Company Participation Level + Indicates an Inside Availability® participant. * inside link blank no link
FOX	Car vendor
O / T / C	Location (LOC) of the car rental company: T = Terminal O = Off-terminal C = City



S or N or C	Availability status (A): S = Available to sell. N = On request. C = car not available / sold out
G or Q or ⌘	Rate guarantee indicator (R): G = Rate guaranteed. Q = Quoted rate subject to change. ⌘ = Rate converted from currency originally displayed (estimate only). Refer to detail rate rule
CFAR	<p>Car type 4 letter code (TYPE) Hover over the type code to decode the car type.</p>  <p>Click the type code to display a text description and image. Click OK to close.</p>  <p>Note: Images are provided by each vendor, and may not be available for all car type selections.</p> 
22.18 D (RW / RD / D / W / E)	Rate. Shown in local currency can be weekly or daily rate or weekend rate depending on the length of rental. The R reminds agent car must be returned to the rental station where the car was picked up.



FM	Free mileage by kilometers FM free mileage by miles UNL unlimited 150 = Specific mileage allowance
CHG	Charge for additional mileage or kilometers: .25 = Additional mileage or kilometer charges. 0.00 = No charge.
APPROX TOTAL	Estimated applicable car rental charges including base rate, taxes, surcharges, mandatory fees, any applicable drop charges for car rental duration.
+TQ	Select line number to add to Trip Quote
«Vendor-Alerts»	Click for vendor information. Click CAL*R to return to availability screen *** INSIDE AVAILABILITY VENDOR ALERTS *** ZLHNDT02 - NO RATES FOR OPTIONS SELECTED EPHND001 - NO RATE AVAILABLE ZE - NON-RESIDENT RENTR DRV PERMIT MAY BE REQ SEE RENTL QUALIFICATION ZE - UK LICENSE SUMMARY-UNIQUE CODE REQUIREMENT SEE CADZE/VALID ZE - ONE WAY RENTAL CONFIRMED ZE - IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS ZE - VALID LICENSE & INTL ONE ISSUED UNDER 1949 CONVENTIONS& PASSPORT «CAL*R»
	Car Availability Modifier toolbar allows you to change dates and the number of nights after an initial availability has been performed.

Returning Multiple Rate Types

If the availability response contains rate modifiers in the request, such as corporate discount (CD) rates or other negotiated rates, the rates that meet the rate modifiers are listed first. If the vendor also returns rates outside of the request modifiers, these rates are listed next, with a header line between each set of rate types, such as: **RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION.**

Updating Car Availability

The Car Availability Modifier toolbar allows you to change dates and the number of nights after an initial availability has been performed.

Click on the icon to display the toolbar.



This allows quick access to the same availability request for the day before or the day after, or for a different number of days up to a maximum of eight.

To minimize the toolbar, simply click on the icon on the left.



Car Availability Sort By Options

When results are first returned, they are sorted by approximate total and the column heading **APPROX TOTAL** is shown in orange.

Example response:

1 CAL02SEP-04SEPLHR/ARR-2100/DT-2100

> HEATHROW * TH 02SEP 9:00 PM -04SEP * STND/PROM * GBP

SORT BY	VENDOR	LOC	TYPE	RATE	FM	APPROX	TOTAL
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION							
1+	EASIRENT	O S G	MBMN	32.26	RD 100 0.30	81.70	+TQ
2+	EASIRENT	O S G	EDMR	35.19	RD 100 0.30	88.73	+TQ
3+	EASIRENT	O S G	CCMR	37.15	RD 100 0.30	93.43	+TQ
4+	EASIRENT	O S G	CDMR	40.86	RD 100 0.30	102.34	+TQ
5+	EASIRENT	O S G	EDAR	53.76	RD 100 0.30	133.30	+TQ
6+	EASIRENT	O S G	CDAR	58.65	RD 100 0.30	145.03	+TQ
7+	EASIRENT	O S G	IDMR	59.63	RD 100 0.30	147.38	+TQ
8+	EASIRENT	O S G	CWMR	60.61	RD 100 0.30	149.74	+TQ
9+	BUDGET	T S @	MBMR	55.00	RD UNL 0.00	157.00	+TQ
10+	BUDGET	T S @	EDMR	55.00	RD UNL 0.00	159.00	+TQ
11+	BUDGET	T S @	IDMR	57.00	RD UNL 0.00	163.00	+TQ
12+	AVIS	T S @	MBMR	58.00	RD UNL 0.00	166.00	+TQ
13+	BUDGET	T S @	CCMR	58.00	RD UNL 0.00	167.00	+TQ
14+	BUDGET	T S @	CFMR	58.00	RD UNL 0.00	167.00	+TQ
15+	AVIS	T S @	EDMR	58.00	RD UNL 0.00	168.00	+TQ

When you select any of the other SORT BY options, the color will change from blue to orange to indicate the current sort order.

Example response sorted by **RATE**:

1 CAL02SEP-04SEPLHR/ARR-2100/DT-2100

> HEATHROW * TH 02SEP 9:00 PM -04SEP * STND/PROM * GBP

SORT BY	VENDOR	LOC	TYPE	RATE	FM	APPROX	TOTAL
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION							
1+	EASIRENT	O S G	MBMN	32.26	RD 100 0.30	81.70	+TQ
2+	EASIRENT	O S G	EDMR	35.19	RD 100 0.30	88.73	+TQ
3+	EASIRENT	O S G	CCMR	37.15	RD 100 0.30	93.43	+TQ
4+	EASIRENT	O S G	CDMR	40.86	RD 100 0.30	102.34	+TQ
5+	EASIRENT	O S G	EDAR	53.76	RD 100 0.30	133.30	+TQ
9+	BUDGET	T S @	MBMR	55.00	RD UNL 0.00	157.00	+TQ
10+	BUDGET	T S @	EDMR	55.00	RD UNL 0.00	159.00	+TQ
11+	BUDGET	T S @	IDMR	57.00	RD UNL 0.00	163.00	+TQ
12+	AVIS	T S @	MBMR	58.00	RD UNL 0.00	166.00	+TQ
13+	BUDGET	T S @	CCMR	58.00	RD UNL 0.00	167.00	+TQ
14+	BUDGET	T S @	CFMR	58.00	RD UNL 0.00	167.00	+TQ
15+	AVIS	T S @	EDMR	58.00	RD UNL 0.00	168.00	+TQ
6+	EASIRENT	O S G	CDAR	58.65	RD 100 0.30	145.03	+TQ
7+	EASIRENT	O S G	IDMR	59.63	RD 100 0.30	147.38	+TQ
17+	AVIS	T S @	IDMR	60.00	RD UNL 0.00	172.00	+TQ

Note: When you sort, the line numbers stay the same for each line, even if the order changes. For example, if you want to sell Line 4 in the default display, you will continue to sell the same Line 4 in the sorted response even though this line is now displayed as the first line in the sorted response.

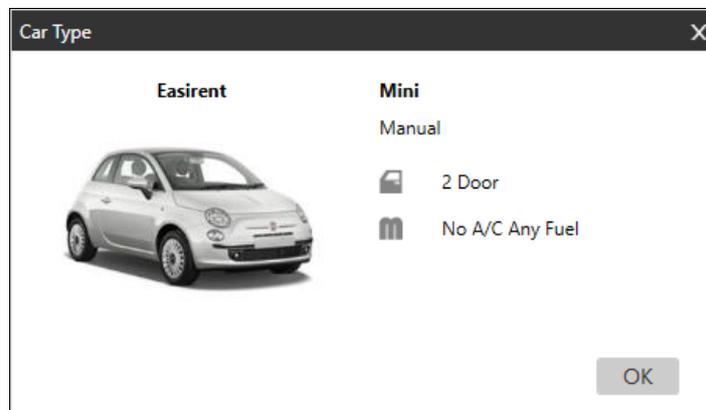


Car Images

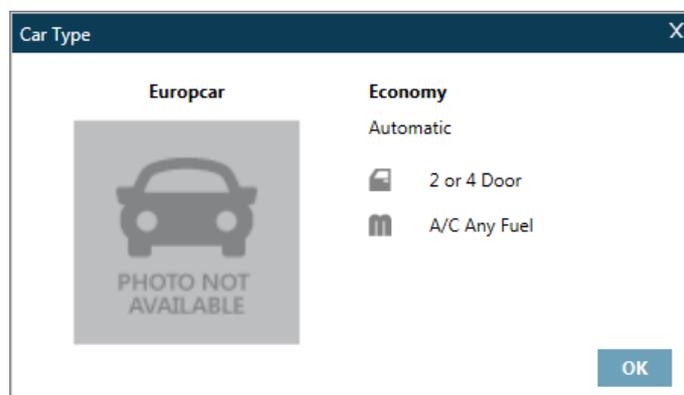
When viewing car availability results, you can select the car code, e.g., **MBMN**, to display a pop-up containing a car image, provider name, and the car type:

	VENDOR	LOC	TYPE	RATE	FM	APPROX TOTAL
1+	EASIRENT	0 S G	MBMN	32.26	RD 100 0.30	81.70 +TQ
2+	EASIRENT	0 S G	EDMR	35.19	RD 100 0.30	88.73 +TQ
3+	EASIRENT	0 S G	CCMR	37.15	RD 100 0.30	93.43 +TQ
4+	EASIRENT	0 S G	CDMR	40.86	RD 100 0.30	102.34 +TQ

Example response:



If no image is available, you will see a blank or no image. However, you will still be able to view the car type and the provider's name.





Display the Rate Rules

To display rate rules click on the interactive rate.

OHARE INTL ARPT IL * TU 10MAY 1:40 PM -17MAY * STND/PROM * USD									

FLORIDA*S MOST DIVERSE TRAVEL DESTINATION - TAMPA BAY									>HL1

SORT BY									
VENDOR	LOC	TYPE	RATE	FM	APPROX	TOTAL			

RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION									
1+	FOX	T S G	ECAR	235.00 RW	UNL	0.00	391.53	+TQ	
2+	EUROPCAR	T S G	ECAR	392.00 RW	UNL	0.00	392.01	+TQ	View booking screen with rate rules
3+	FOX	T S G	CCAR	240.00 RW	UNL	0.00	398.26	+TQ	
4+	FOX	T S G	ICAR	245.00 RW	UNL	0.00	404.98	+TQ	
5+	FOX	T S G	SCAR	250.00 RW	UNL	0.00	411.70	+TQ	
6+	FOX	T S G	FCAR	255.00 RW	UNL	0.00	418.42	+TQ	
7+	FOX	T S G	FCAH	260.00 RW	UNL	0.00	425.15	+TQ	
8+	EUROPCAR	T S G	ICAR	433.99 RW	UNL	0.00	433.99	+TQ	

Example screen response:



[«Back to Cars»](#) [«Sell Car\(s\)»](#) [«Advanced Sell»](#)
** Fox INSIDE AVAILABILITY RULES DISPLAY **
THANK YOU FOR SELECTING FOX

SUMMARY INFORMATION
ARRIVAL 01:40PM TU 10MAY ORDT01 / RETURN 07:00AM TU 17MAY
PICKUP DETAILS: AIRPORT SHUTTLE TO COUNTER, ON AIRPORT GROUNDS
ECAR DESCRIPTION: ECONOMY 2/4 DOOR AUTOMATIC WIT
ESTIMATED BASE RATE: 235.00 USD
APPROX TOTAL COST OF RENTAL: 391.53 USD

RATE DETAIL
BASE RATE INCLUDES: DAY/HOUR CHARGES

APPROX TOTAL INCLUDES: BASE RATE PLUS TAXES AND SURCHARGES
W - WEEKLY: (* 1WK) 235.00 USD UNL FM- 0.00MI
RATE GUARANTEE PERIOD: -01JAN01
RATE CODE: LSTDY -
RATE TYPE/CATEGORY: W - WEEKLY / STANDARD

TAXES
STATE SALES TAX 12PC
 33.00 USD NO CHARGE - INCLUDED IN APROX TTL
CONCESSION 11.11PCT
 27.50 USD NO CHARGE - INCLUDED IN APROX TTL
LOCAL SALES TAX 9PCT
 24.75 USD NO CHARGE - INCLUDED IN APROX TTL

SURCHARGES / FEE AND OTHER REQUIRED CHARGES
PAY ON ARR AMNT
 391.53 USD NO CHARGE - INCLUDED IN APROX TTL
RENTAL CAR SURCHARGE
 2.75 USD NO CHARGE - INCLUDED IN APROX TTL
FACILITY USAGE FEE
 56.00 USD NO CHARGE - INCLUDED IN APROX TTL
VEHICLE LICENSE FEE
 8.33 USD NO CHARGE - INCLUDED IN APROX TTL
RENTAL CAR SURCHARGE
 4.20 USD NO CHARGE - INCLUDED IN APROX TTL
* TAXES APPLY TO ALL CHARGES MARKED BY AN ASTERISK

COVERAGE
LDW 24.99 USD PER DAY - NOT INCLUDED
LI 17.75 USD PER DAY - NOT INCLUDED
RADE SERV 6.49 USD PER DAY - NOT INCLUDED
* TAXES APPLY TO ALL CHARGES MARKED BY AN ASTERISK

SPECIAL EQUIPMENT
TOLL PAYMENT TAG
 11.99 USD NO CHARGE - NOT INCLUDED
INFANT SEAT
 13.49 USD NO CHARGE - NOT INCLUDED
CHILD SEAT/TODDLER
 13.49 USD NO CHARGE - NOT INCLUDED
* TAXES APPLY TO ALL CHARGES MARKED BY AN ASTERISK

ADVANCE BOOKING AND PICKUP/RETURN RULES
ADV BOOK: DAY/S PICK UP EARLIEST:
MIN DAYS: DAY/S PICK UP LATEST:
MAX DAYS: DAY/S RETURN LATEST:
MAX RENT: DAY/S
ONE-WAY RENTAL: NOT ALLOWED - RETURN TO PICKUP LOCATION ONLY

PICKUP/RETURN LOCATION SUMMARY
SUITE 830 LOCATION: ORDT01
HOURS:
PHONE: 8772277481

CREDIT CARDS ACCEPTED

RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT
NOT APPLICABLE

SPECIAL TEXT COMMENTS
GENERAL:FX

[«Back to Cars»](#) [«Sell Car\(s\)»](#) [«Advanced Sell»](#)



The following table lists the rate rule components and their description.

Component	Description
«Back to Cars»	Return to Availability
«Sell Car(s)» «Advanced Sell»	Sell options
** INSIDE AVAILABILITY RULES DISPLAY **	Rules display header line and sell prompt.
SUMMARY INFORMATION	Confirmation of car rental pickup/return date, times, and location. Includes car type description and approximate total.
RATE DETAIL	Day/hour charges, recap of unit rate, breakdown of approximate total amount, drop charge, rate guarantee period, rate code, rate type and category. Note: Weekend rates appear as a daily rate e.g. 'Wkend Daily.'
TAXES	All applicable taxes and amounts.
SURCHARGES/FEE AND OTHER CHARGES*	All applicable mandatory charges.
COVERAGE	Types of insurance coverage.
SPECIAL EQUIPMENT	List of special equipment price such as child seat or infant seat request
ADVANCE BOOKING AND PICKUP/RETURN RULES	Rules for advance booking and pickup/return.
PICKUP / RETURN LOCATION SUMMARY	Summary information on pickup and return location.
CREDIT CARDS ACCEPTED	Credit cards accepted for payment and guarantee.
RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT	Requirements for reservation guarantee, deposit, and prepay.
SPECIAL TEXT COMMENTS	Free form text of additional rules.

You may redisplay availability, enter: **CAL*R**



Car Vendor Location Description

Car vendor location descriptions contain information such as age requirements, car types, and insurance cover.

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

```
1+ EUROPCAR 0 S G ECAR
2+ EUROPCAR 0 S G CCAR
3+ EUROPCAR 0 S G ICAR
```

Example screen response:

```
«Back to Cars»
EUROPCAR          MIA001  MIAMI INTL          22MAY
ADDRESS:  GO TO FOX PRIORITY DESK
PHONE:  305 6029320
HOURS:  SEE CAD HOURS
-----
 1 AGE  AGE REQUIREMENT          2 CARS  CAR/VEHICLE TYPES
 3 CDW  COLL DAMAGE WAIVER      4 DROP  DROPOFF/ONEWAYS
 6 GAS  REFUELING POLICY        7 HOURS HOURS-OPER/BUSNS
 8 INS  INSURANCE/COVERAGE     9 PAI   PERSONAL ACC INSUR
11 SPEQ SPECIAL EQUIPMENT     12 TAX  TAX-STATE/LOCAL
16 CRED CREDIT CARD INFO      17 EQUIP SPCL EQUIP RQSTS
19 MISC MISCELLANEOUS INFO    20 NEWS HOT NEWS ITEMS
21 PYMNT PAYMENT ACCEPTED     24 PHON LOCAL PHONE INFO
25 POLY POLICIES/RQIRMENTS    26 RATE RATE INFORMATION
30 VALID DRIVER LICs RQMENT   32 ADDR LOCATION ADDRESS
33 CLUB CLUB/MEMBERSHIP      34 CONT CONTACTS
38 FORM FORMATS              40 FQTV FREQUENT TRAVELER
45 GOVT GOVERNMENT RATES     46 HELP HOW TO BOOK-HELP
47 INTL INTL INFORMATION     55 TITLE LOCATION NAME
56 ARRV ARRIVAL INFO        57 XBORD CROSS BORDER INFO
63 ACRIS ACRISS              72 LOCAL LOCAL LOCATIONS
73 USA  USA                    92 DELIV DELIVERY/COLLECTIO
96 INCL INCLUSIVE RATES
```

To display information, click on the relevant keyword category.

Show Screen

```
2 CARS  CAR/VEHICLE TYPES
4 DROP  DROPOFF/ONEWAYS
7 HOURS HOURS-OPER/BUSNS
```

Example screen response:



«Back to Location Description»						
EUROPCAR	MIA001	MIAMI INTL	22MAY			
CARS - CAR/VEHICLE TYPES						
CODE	CLASS	MAKE/MODEL	DESCRIPTION	DOORS	PSGRS	BAGS
MVAR		DODGE GRAND CARAVAN	OR SIMILAR	4	7	
ECAR		HYUNDAI ACCENT 1.6	OR SIMILAR	4	4	
EFAR		JEEP WRANGLER 2	OR SIMILAR	2	4	
CCAR		NISSAN VERSA	OR SIMILAR	4	4	
CFAR		JEEP COMPASS	OR SIMILAR	4	4	
ICAR		HYUNDAI ELENTRA 1.8	OR SIMILAR	4	5	
IFAR		JEEP CHEROKEE 2.4	OR SIMILAR	4	5	
SCAR		HYUNDAI SONATA 2.4	OR SIMILAR	4	5	
STAR		CHRYSLER 200 2.4	OR SIMILAR	2	4	
SFAR		HYUNDAI SANTA FE	OR SIMILAR	4	5	

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

Show Screen

«Back to Location Description»			
EUROPCAR	MIA001	MIAMI INTL	
CARS - CAR/VEHICLE TYPES			

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

Show Screen

«Back to Cars»			
EUROPCAR	MIA001	MIAMI INTL	22MAY
ADDRESS: GO TO FOX PRIORITY DESK			
PHONE: 305 6029320			
HOURS: SEE CAD HOURS			

Selling the Car Segment

Travelport Smartpoint provides two options when selling. The quick sell option and advanced sell option. The sell options are available on the car rate rules screen.

Show Screen

«Back to Cars»	«Sell Car(s)»	«Advanced Sell»
** Fox INSIDE AVAILABILITY RULES DISPLAY **		
THANK YOU FOR SELECTING FOX		

Click on *Sell Car(s)* to sell the car or click on *Advanced Sell* to display the Advanced Sell window.



Show Screen

Car Sell Options

Reservation Data

Guarantee:	<input type="text" value="CC Guar"/>	<input type="text" value="e.g. VI4500011122223333EXP0707"/>
Name override (/NM-):	<input type="text" value="e.g. LASTNAME FIRSTNAME"/>	
Special service (/SI-):	<input type="text" value="e.g. DSRS 2 DOOR"/>	
Frequent Flyer Number (/FT-):	<input type="text" value="e.g. BA3756925"/>	
Special equipment (/SQ-):	<input type="text" value="e.g. CSI or CSI-BST-BYC"/>	
Corporate discount (/CD-):	<input type="text" value="e.g. Y748392"/>	
Frequent Renter Number (/ID-):	<input type="text" value="e.g. JD8765434"/>	
Drop off location (/DO-):	<input type="text" value="e.g. SYDC01"/>	
e-Voucher value (/EVV-):	<input type="text" value="e.g. EUR42.00"/>	
Billing number (/BN-):	<input type="text" value="e.g. A146934"/>	
Billing reference (/BR-):	<input type="text" value="e.g. 5645RC"/>	
Booking source (/BS-):	<input type="text" value="e.g. IATA number"/>	
Flight number:	<input type="text" value="UA1812"/>	
Rate Code (/RC-):	<input type="text" value="EW1"/>	
Traveler Email (/TM-):	<input type="text" value="e.g. NAME@COMPANY.COM"/>	
Traveler Phone (/PT-):	<input type="text" value="e.g. 4445551212"/>	

Car Delivery Information

Delivery Collection

Site ID:	Address:		
<input type="text"/>	<input type="text"/>		
City:	State code:	Postal code:	Country:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Component	Explanation
Reservation Data	
Guarantee	Reservation guarantee, e.g. credit card or Agency IATA/ARC number
Name override (/NM-)	Main driver name if more than one passenger in reservation
Special service (/SI-)	Special Requests, e.g. Red car
Frequent Flyer Number (/FT-)	Frequent Traveler Number
Special Equipment (/SQ-)	Request for special equipment such as child seats or satellite navigation systems. For a list of codes refer to each car vendor description information
Corporate Discount (CD-)	Corporate discount code if applicable
Frequent Renter Number (/ID-)	Customer identification number Maximum number of characters 25
Drop off location (/DO-)	If different from the pick up
E-Voucher Value (/EVV-)	Total value of pre-paid E-voucher
Billing Number (/BN-)	Billing number, if applicable <i>(Refer supplementary car sell info for more details)</i>
Billing Reference (/BR-)	Billing reference, if applicable <i>(Refer supplementary car sell info for more details)</i>
Booking Source (/BS-)	If the original booking source needs to be overridden, enter the IATA number for the override
Flight number	Auto captured Air flight number if car availability search under PNR
Rate Code (/RC-)	Auto captured car vendor rate code once choose the specified car rate
Traveler Email (/TM-)	Optional traveler email address, passed to the provider so they can communicate directly with the traveler if required.
Traveler Phone (/PT-)	Optional traveler phone, passed to the provider so they can communicate directly with the traveler if required.
Car Delivery Information	If the car will be delivered to specific location, indicate the delivery address and contact information in the Car Delivery tab.



Component	Explanation
	The availability of delivery varies depending on the agency and car supplier
Site ID	Enter a location code, if applicable for your agency. The Site ID fills in the corresponding Address, Telephone Number, and Location Name for that site.
Address City State Postal Code Country	Enter delivery address details.
Customer Phone Number	Enter a telephone number for the delivery address.
Location	Enter the location name.
Collection Information is same as delivery address	tick box if collection is same as delivery

Click the Collection tab to specify collection details if different from delivery.

The availability of collection varies depending on the agency and car supplier.

Supplementary car sell information on Payment

Most cases of car rental payment is made via Guarantee using credit card.

Other mode of payments available in Smartpoint is **billing number** and **billing reference**. They are found in payment tab in Car Sell.

In cases where a company establish an account with the car rental company, is being billed for car rental cost, a billing number is to be with E-voucher type; specified this from drop-down list. Such arrangement is available in most European countries and USA. When an E-voucher is not available, the GDS will reject your request and the agent will need to use other payment options.

Alternatively, car suppliers have arrangements with corporations to invoice the corporation for payment of the car rental based upon a billing reference number. Car suppliers create a unique billing reference number for rental agreement contracts between themselves and the corporation, this commonly involves a corporate discount code. Each time a car reservation is made for that corporation, agents must include a unique billing reference number as part of the sell request. The car vendor picks up the billing reference number from the sell request and applies it to the invoice sent to the corporation for payment of the rental. Such type invoicing of arrangement is common in Europe, the Middle East and Africa.



Car Direct Sell

The Car Direct Sell dialog box provides three tabs: [Reservation](#), [Payment](#), and [Other](#).



The 'Car Direct Sell' dialog box is shown with three tabs: 'Reservation', 'Payment', and 'Other'. The 'Reservation' tab is active. It contains three main sections: 'Reservation Information', 'Car', and 'Traveler'.
Reservation Information: Pick-Up (23 Sep 2021, 1:40 PM), Drop-Off (28 Sep 2021, 6:00 PM), Pick-Up City, Pick-Up Location, Drop-Off City, Drop-Off Location, and Flight Number.
Car: Rental Company, Corporate Discount, Promotional Code, Car Type (ICAR), Size (Unknown), Category (Unknown), Trans/Drive (Unknown), and Fuel/AC (Unknown).
Traveler: First Name, Last Name, Frequent Renter Number, and Frequent Flyer Number.
Buttons: DIRECT SELL (blue), CANCEL (grey).

Reservation Tab

Screen explanation:

Component	Explanation
Reservation Information	
Pick-Up	Enter the pick-up date and time. Over type or click the calendar icons and make a selection. You can enter any time format accepted by the host, including formats such as 1A, 1P, 13, and 1300.
Drop-Off	Enter the drop-off date and time. Over type or click the calendar icons and make a selection



	You can enter any time format accepted by the host, including formats such as 1A, 1P, 13, and 1300.
Pick-Up	Enter the pick-up date and time. Over type or click the calendar icons and make a selection. You can enter any time format accepted by the host, including formats such as 1A, 1P, 13, and 1300.
Pick-Up City	Enter the city code or city name where the traveler wants to pick up the rental car. Selection list is available.
Pick-Up Location	Select from drop down list location code
Drop off City	Enter the city code or city name where the traveler wants to pick up the rental car. Selection list is available.
Drop off Location	Select from drop down list location code when different from pick-up location.
Flight Number	Indicate arrival Flight Number
Car	
Rental Company	Select from drop down list car company code
Corporate Discount	Related Corporate Discount code
Promotional Code	Related Promotional Discount code
Car Type	4 letter car type code
Size Trans/Drive Category Fuel/AC	-or- Apply the 4 letter code from dropdown list
Traveler	Will be default to first passenger name if booking file is display
First Name	Enter First Name
Last Name	Enter Last Name
Frequent Renter Number	Enter maximum 25 characters' frequent renter number
Frequent Flyer number	Enter partner Frequent Flyer membership number



Car Passive

Car Passive
✕

Reservation Details

Pick-Up City: <input type="text" value="Select"/>	Pick-Up Location: <input type="text" value="Any"/>	Pick-Up Date: <input type="text" value="21 Nov 2018"/>	Pick-Up Time: <input type="text" value="5:08 PM"/>
Drop-Off City: <input type="text" value="Select"/>	Drop-Off Location: <input type="text" value="Any"/>	Drop-Off Date: <input type="text" value="22 Nov 2018"/>	Drop-Off Time: <input type="text" value="5:10 PM"/>

Rental Company: <input type="text" value="ZZ - Unknown"/>	Car Type and Quantity: <input type="text" value="e.g. SCMR"/> <input type="text" value="1"/>	Status Code: <input type="text" value="BK - Confirmed (Passive)"/>	Confirmation Number: <input type="text"/>
--	---	---	--

Rate Information

Rate Type: <input type="text" value="Select"/>	Amount: <input type="text" value="e.g. 150.00"/>	Currency: <input type="text" value="Select Currency"/>	Mileage: <input type="text" value="Unlimited"/>	Free: <input type="text" value="e.g. 500"/>	Cost Per: <input type="text" value="e.g. 0.25"/>
---	---	---	--	--	---

Rate Code:

Name of Traveler:

Remarks

Screen explanation:

Field	Explanation
Reservation Details	
Pick-Up City Pick-Up Location	Enter the city code or city name where the traveler wants to pick up the rental car. Click the selected city.
Drop off City Drop off Location	Select from drop down list city and location code
Pick-Up Pick-Up Drop off Date Drop off Time	Select from calendar tool
Vendor	Indicate vendor 2 letter codes or default to ZZ if unknown
Car type and Quantity	Enter 4 letter car type codes and number of Car
Status code	Passive code from drop down list
Confirmation number	Select from drop down list car company code
Rate Information	



Field	Explanation
Rate type	Related Promotional Discount code
Remarks	Free text of input remarks

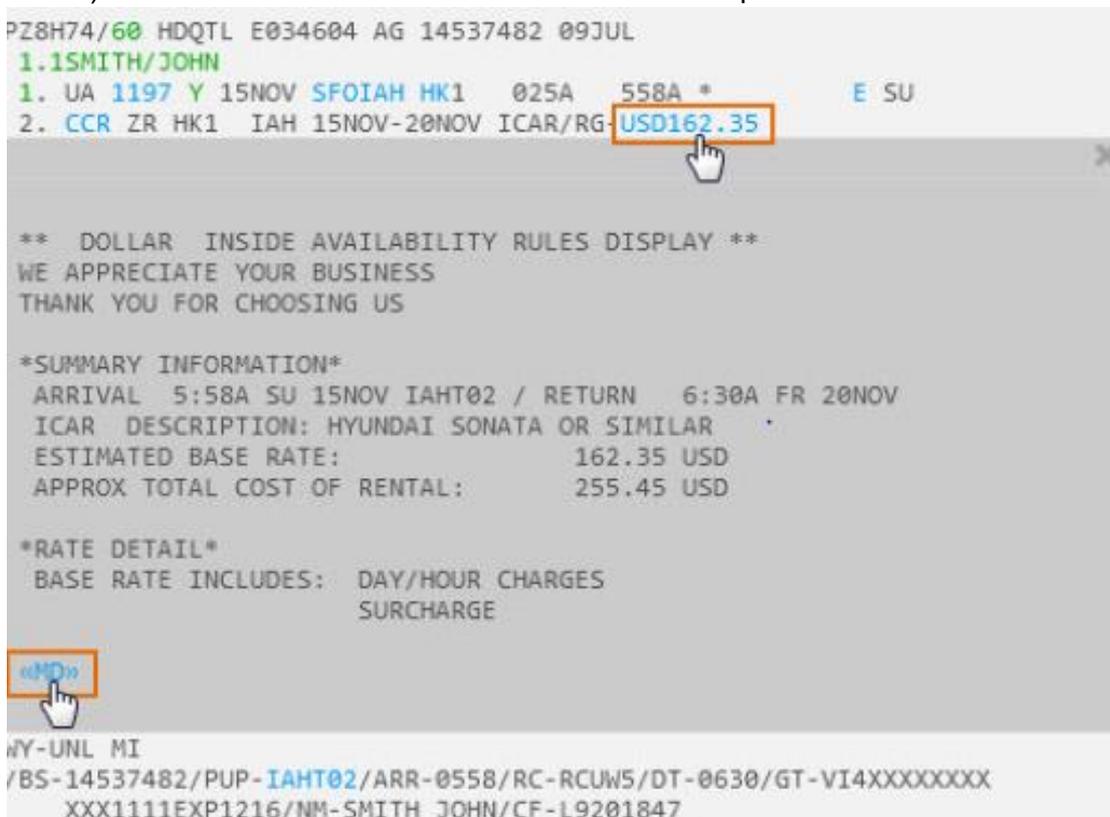
Modifying a Car segment

Need to change a car reservation? Travelport Smartpoint can help you to quickly modify a car segment.

Here's how to do it:

Step 1: Retrieve booking and Review the Car Rules

- Click the **car rate** in the car segment to view any restrictions or notes regarding changes to the booking.
- Click **<<MD>>** to move down to review the complete rules



Step 2: Check the Car Availability

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



c) Click the **Payment** tab to change/add any payment details or add a voucher.

Car Modify

Reservation Payment Other

Rates

Rate Code: RCUW5

Tour Number:

Booking Source: 14537482

Pre Payment Information:

Currency: Default

Payment

Guarantee: VI4XXXXXXXXXXXX1111EXP1216

eVoucher Type:

Billing Number:

Billing Reference Number:

Drop-Off Charge:

Modify Cancel

d) Click the **Other** tab to change/add a special service or equipment.

Car Modify

Reservation Payment Other

Special

Special Service:

Special Equipment Codes: Child Seat/Baby

Delivery Address

Site ID:

Address:

City:

State: Zip Code: Country:

Telephone Number:

Location Name:

Specify Collection Address

Same as Delivery Address

Site ID:

Address:

City:

State: Zip Code: Country:

Telephone Number:

Location Name:

Modify Cancel

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



Step 4: Save the Changes

- a) Once you have reviewed the new details for the reservation, **Receive** and **ER** the PNR to save and redisplay the changes.

Cancelling a Car Segment

When a customer no longer wants to rent a car or changes an itinerary and needs a different car rental, you can cancel the rental car.

The function identifier for canceling a car segment is: **X**

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

To cancel all cars in booking **XC**, Receive and end transaction the Booking File.

Note: Because the booking may exist in the participant's system, cancel the car segment instead of ignoring it before you end transaction. Follow the steps above to avoid having a confirmed reservation in the company's system while it is not present in Travelport+ (1G).

Display Car History

A car history display is a view of the entries made to make or amend a booking and the responses received from car suppliers. It is sometimes necessary to view the history of a car transaction, perhaps to check if a change or additional request for a room was made on behalf of the traveler. This can be done before or after the customer has traveled. Past date booking retrieval may be needed for a booking that is past dated.

In Smartpoint, select the history icon and select **PNR History**.



The manual entry is: ***H**

This displays in Standard View, which is the default.

Smartpoint offers an enhanced view of booking file history. It allows you to display a specific part of history (such as hotels) for ease in interpretation.

Historical data is cumulative and the most recently added displays at the top of the history.

The easiest method of reading the history is to start at the bottom and work up so that you see information from its creation to its current state.



Historical data is cumulative and is always added at the top of the displayed history. The easiest method of reading the history is to start at the bottom and work up. In this way you can see the information from its creation to its current state.

When a booking file is created or amended, and the booking file is end transacted, a **CRDT** time stamp is added with a **RCVD**- source above it. The **RCVD** line automatically adds the details of the sign-on in use at the time. Each subsequent entry made in that transaction is shown above these lines.

The following is a history example from a Travelport+ (1G) agency booking file. The user entered the received from **R.JOD** in this example, and the system stamped the sign-on, **91416 (RCVD-JOD/0091416)**.

Enter: *H

```

                                     «Enhanced View»
*****      HISTORY                      795XGO      *****
** ONLY ACTIVE PRODUCTS EXIST **
** ORIGINAL CREATOR **
RCVD-JID/TVLPT/C979204
CRDT- XDB          AG 20          2255Z/20DEC
** HISTORY **
AQP PROQ/EA7*30
XS CCR ZD 04FEB 55/HK1  LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
   74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
   NM-TRAVELER SMARTMR/CF-48771647US1 *
XT T*
XES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20          2321Z/20DEC
AQP PROQ/EA7*30
AMT JULIE.BARNES@XXXXX.XXX
HS CCR ZD 04FEB 55/SS1  LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
   74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
   NM-TRAVELER SMARTMR/CF-48771647US1 *
AES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20          2255Z/20DEC
```

The actions within each CRDT transaction timestamp can be read left to right. They are preceded at the left-hand side with a history code indicating the action.

For example, **AS** for add segment or **XS** – for cancel segment.

Recognizing these codes takes practice. Please refer to **H/HIST** to view the history codes. Below is the first screen of history codes:



```
*** HISTORY CODES ***
AA      ADDED RELATED ADDRESS FIELD
AB      ADDED PURCHASER FIELD
AC      ADDED ACTION FIELD
ACD     ADDED ABONNEMENT CARD DETAILS
ACI     ADDED CUSTOMER ID FIELD
AES     ADDED ESTIMATED TOTAL DATA -CARHIRE AND HOTELS
AFB     ADDED MANUAL FARE QUOTE
AFQ     FARE QUOTE AT TIME OF TICKETING
)>
```

This type of history is referred to as Standard View. If you are viewing a booking file with air and/or hotel segments too, you can look at only car itinerary history using the entry ***HIC**.

Enter: ***HIC**

```
***** CAR HISTORY 795XGO ***** <<Enhanced View>>
XS CCR ZD 04FEB SS/HK1 LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
  74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
  NM-TRAVELER SMARTMR/CF-48771647US1 *
XES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20 2321Z/20DEC
HS CCR ZD 04FEB SS/SS1 LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
  74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
  NM-TRAVELER SMARTMR/CF-48771647US1 *
AES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20 2255Z/20DEC
```

To recap: read each **CRDT** line as the time and date of the transaction and all the entries above each **CRDT** apply to that date and time.

Common car history action codes to look for are:

- XS**- canceled segment
- AS**- added new segment
- AES** – added estimated total data
- XES** – deleted estimated total data.

Another helpful shortcut in reading history is the use of the Enhanced View display. Instead of entries to display sections of the history, such as ***HIC**, you can select certain parts of the booking file history to view from a drop-down menu.



```

** BOOKING FILE HISTORY **
TYPE OF HISTORY: Car segment

20DEC 23:21 UTC - CHANGE CREATED BY TVLPT:
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20
***** CAR HISTORY 795XGO *****
XS CCR ZD 04FEB SS/HK1 LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
NM-TRAVELER SMARTMR/CF-48771647US1 *
XES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1

20DEC 22:55 UTC - CHANGE CREATED BY TVLPT:
RCVD-JID/TVLPT/C979204
CRDT- XDB/ EA7/1G AG 20
HS CCR ZD 04FEB SS/SS1 LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
NM-TRAVELER SMARTMR/CF-48771647US1 *
AES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1

```

Select the enhanced view link to display a drop-down menu for history types.

```

>
** BOOKING FILE HISTORY **
TYPE OF HISTORY: Car segment
20DEC 23:21 UTC -
RCVD-JID/TVLPT/C9
CRDT- XDB/ EA7/1G
*****
XS CCR ZD 04F
74.60 UNL
NM-TRAVEL
XES /APPROXIM
XT 1
20DEC 22:55 UTC -
RCVD-JID/TVLPT/C9
CRDT- XDB/ EA7/1G
HS CCR ZD 04FEB SS/SS1 LHR -06FEB MBMR/RG-USD38.70DY-UNL FM XH
74.60 UNL FM/BS-99999992/PUP-LHRT02/ARR-1000/RC-3WI/DT-1000/
NM-TRAVELER SMARTMR/CF-48771647US1 *
AES /APPROXIMATE TOTAL RATE-USD112.82-UNL FM 02DY 00HR 35.42MC/E
XT 1

```

Using Enhanced View can make it easier and quicker to read sections of the history accurately.

Car Best Practice

1. Always check the rate rules prior to selling the car rental.
2. Check for confirmation number.
3. Never IGNORE a live car transaction before ending of transaction.
4. Always cancel car segment using valid entry, example X2 to cancel car segment 2 or XC to cancel all car segment before cancelling the entire booking with XI.



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. Apart 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

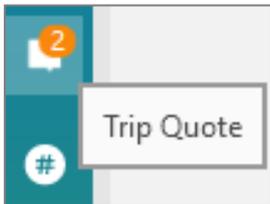
```
«Back to Hotels»
*HOC INSIDE* 01JAN-04JAN/1
CHECK OUT * WWW.IHGAGENT.COM *
SGD RATE CP 86674 CROWNE PLAZA CHANGI AIRPORT
Ratings ○○○○○○
NIGHTLY APPROX TTL
1 192.00 @ D SGD 734.44 SGD +TQ
ADVANCE PURCHASE NO REFUNDS
1 KING BED DELUXE NONSMOKING BEAUTIFULLY
DESIGNED WITH THE THEME OF CALM NATURE RELAX 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
```



Show Screen

```
>
KUALA LUMPUR INTER * TH 01SEP 9:00 AM -05SEP * STND/PROM * MYR
-----
SORT BY VENDOR LOC   TYPE   RATE   FK   APPROX TOTAL
-----
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION
1+ EUROPCAR   T S G EDAR   700 RW   UNL   0   700 +TQ
2+ SIXT       T S G MDAR   142 D    UNL   0   753 +TQ
3+ EUROPCAR   T S G CDAR   840 RW   UNL   0   840 +TQ
4+ SIXT       T S G ECAR   160 D    UNL   0   849 +TQ
5+ SIXT       T N G CCAR   178 D    UNL   0   944 +TQ
6+ SIXT       T S G EDAR   196 D    UNL   0  1039 +TQ
7+ AVIS       T S G EDAR   981 RW   UNL   0  1040 +TQ
8+ SIXT       T S G ICAR   223 D    UNL   0  1182 +TQ
9+ AVIS       T S G EDAV  1122 RW   UNL   0  1190 +TQ
10+ EUROPCAR  T S G IDAR  1224 RW   UNL   0  1224 +TQ
11+ HERTZ     T S G EDAR   240 RD   UNL   0  1272 +TQ
```

Press the **+TQ** for any rates that you want to add to the traveler's quote. In this example, two quotes have been added to Trip Quote:



Press **2** to display all options in Trip Quote. It is possible to only select specific options. Right-click on **TQ** to empty the basket.



Show Screen



Example Hotel Trip quote

Trip Quotes & Itineraries
✕

Quote
Booked itinerary
Flight Availability
Retrieve
Templates and Settings

Hotel Option 1	Radisson Blu Heathrow Hotel Heathrow Airport London Heathrow Ub3 5Aw	Check-in: Sunday 01 Aug 2021 Check-out: Tuesday 03 Aug 2021	Pay save stay room only superior king room -prepay 24h- 8-20:00 c/in-out-free150mbps wifi, Rate Code: IA07441 Bed: N1K Cancel By: Saturday 31 Jul 2021 0:00 Hotel local time
Hotel Option 2	Crowne Plaza London Kingston Kingston Tower Surbiton Kt6 5Qq GB	Check-in: Sunday 01 Aug 2021 Check-out: Tuesday 03 Aug 2021	Breakfast for 2 adults full breakfast daily for up to two adults sharing a room. 1 double bed nonsmoking relax in your stylish, Rate Code: 1DNA6I8 Bed: NUU Breakfast: included
Hotel Option 3	Sheraton Skyline Heathrow Heathrow Airport Bath Ro Hayes Gb Ub3 5Bp	Check-in: Sunday 01 Aug 2021 Check-out: Tuesday 03 Aug 2021	Flexible rate, deluxe room, guest room, 1 queen s, Rate Code: REGD00
Hotel Option 4	Sofitel London Heathrow T5 Terminal 5 London Tw6 2Gd Gb London Heathrow Airport	Check-in: Sunday 01 Aug 2021 Check-out: Tuesday 03 Aug 2021	Mrate avail flexible rate classic room queen size bed, Rate Code: C1QR96 Bed: N2Q Cancel By: Sunday 01 Aug 2021 14:00 Hotel local time

Clear | Refresh preview | Save

English ▾
24hr ▾
Classic ▾

<input checked="" type="checkbox"/> Check All	Total				
<input checked="" type="checkbox"/> Hotel Option 1	157.50		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Hotel Option 2	258.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Hotel Option 3	198.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Hotel Option 4	308.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Show More Options
Hide Filter Panel

Reservation Information

Sort by price

Stop detail

Duration

Operated By

Agency Information

Agency Info

Footers

Titles/Sentences

REFRESH
PDF
EMAIL
COPY
CANCEL

Results can also be filtered if a variety of flights, cars, rail, and hotel have been added into Trip Quote.

You can book from Trip Quote by pressing the **Book** button displayed below each option in the left end of the screen. The Hotel Sell Options screen is displayed for you to complete after confirming the question:

Travelport Smartpoint
✕

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Do you want to book Hotel Option 2?

Yes
No



Hotel Sell Options X

SELL OPTIONS

Reservation Data

Rooms: <input type="text" value="1"/> ▼	Extra adults: <input type="text" value="0"/> ▼	Extra children: <input type="text" value="0"/> ▼
Infant Crib: <input type="text" value="0"/> ▼	Adult rollaway: <input type="text" value="0"/> ▼	Child rollaway: <input type="text" value="0"/> ▼

Payment

Payment Type: ▼ Form Of Payment: ▼

Pre-populate from FOP

Card Type: ▼ Card Number:

Security Code: Expiration Date:

Cardholder Name (Optional):

Additional Request

Special service (/SI-):

Frequent Fly Number (/FT-):

Frequent Guest Number (/FG-):

Corporate discount (/CD-):

Name override (/NM-):

Tour number (/IT-):

Address (/W-):

Agency Email Address:

Traveler Email Address:



Example Car Trip quote

Trip Quotes & Itineraries

Quote | Booked itinerary | Flight Availability | Retrieve | Templates and Settings

Car Option 1	Avis Rent A Car System, Inc. 2-Door Mini Manual - Refer to policy page Miles included: unlimited	Pick Up Friday 03 Sep 2021 21:00 Central Heathrow Loc Heathrow (Lhr) London, United Kingdom	Drop Off Monday 06 Sep 2021 21:00
Car Option 2	Europcar 4-Door Compact Manual - Vauxhall astra 1.0 or similar Miles included: unlimited	Pick Up Friday 03 Sep 2021 21:00 London Heathrow Airport Heathrow (Lhr) London, United Kingdom	Drop Off Monday 06 Sep 2021 21:00
Car Option 3	Sixt Rent A Car Economy Manual Miles included: 900, 0.42GBP/Mi	Pick Up Friday 03 Sep 2021 21:00 London Heathrow Ap T 2,3,4 Heathrow (Lhr) London, United Kingdom	Drop Off Monday 06 Sep 2021 21:00
Car Option 4	Budget Rent A Car Compact Manual - Refer to policy page Miles included: unlimited	Pick Up Friday 03 Sep 2021 21:00 London Heathrow Airport Heathrow (Lhr) London, United Kingdom	Drop Off Monday 06 Sep 2021 21:00

Clear | Refresh preview | Save | English | 24hr | Classic

<input checked="" type="checkbox"/> Check All	Total			
<input checked="" type="checkbox"/> Car Option 1	163.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Car Option 2	186.88		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Car Option 3	193.98		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Car Option 4	175.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Show More Options | Hide Filter Panel | REFRESH | PDF | EMAIL | COPY | CANCEL

Reservation Information: Sort by price, Stop detail, Duration, Operated By

Agency Information: Agency Info, Footers, Titles/Sentences

You can book from Trip Quote by pressing the **Book** button  displayed below each option in the left end of the screen. The Car Sell Options screen is displayed for you to complete after confirming the question:

Travelport Smartpoint

 Do you want to book Car Option 2?



Car Sell Options

Reservation Data

Guarantee:	<input type="text" value="CC Guar:"/>	<input type="text" value="e.g. VI45000111122223333EXP0707"/>
Name override (/NM-):		<input type="text" value="e.g. LASTNAME FIRSTNAME"/>
Special service (/SI-):		<input type="text" value="e.g. DSRS 2 DOOR"/>
Frequent Flyer Number (/FT-):		<input type="text" value="e.g. BA3756925"/>
Special equipment (/SQ-):		<input type="text" value="e.g. CSI or CSI-BST-BYC"/>
Corporate discount (/CD-):		<input type="text" value="e.g. Y748392"/>
Frequent Renter Number (/ID-):		<input type="text" value="e.g. JD8765434"/>
Drop off location (/DO-):		<input type="text" value="e.g. SYDC01"/>
e-Voucher value (/EVV-):		<input type="text" value="e.g. EUR42.00"/>
Billing number (/BN-):		<input type="text" value="e.g. A146934"/>
Billing reference (/BR-):		<input type="text" value="e.g. 564SRC"/>
Booking source (/BS-):		<input type="text" value="e.g. IATA number"/>
Flight number:		<input type="text" value="e.g. UA1411"/>
Rate Code (/RC-):		<input type="text" value="SPDR"/>
Traveler Email (/TM-):		<input type="text" value="e.g. NAME@COMPANY.COM"/>
Traveler Phone (/PT-):		<input type="text" value="e.g. 4445551212"/>

Car Delivery Information

Delivery Collection

Site ID:	Address:		
<input type="text"/>	<input type="text"/>		
City:	State code:	Postal code:	Country:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Location:	Customer phone number:		
<input type="text"/>	<input type="text"/>		

Collection information is the same as delivery address



To access the option to email the quote to the customer, press the EMAIL button:
Email can be sent by the Default Email Client, Microsoft Outlook or SMTP.

EMAIL ✕

Default Email Client Outlook SMTP

Email Pdf

To:

Cc: Bcc:

Subject:

Header:

Footer:

Note : Apart from sending mail directly, Trip Quote allows option with PDF and COPY. User can save the PDF file in your own drive or edit in word document by choosing COPY