

**TRAVELPORT  
SMARTPOINT  
HOTEL**



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## CONTENTS

Introduction.....	3
Course Objective .....	3
HOTEL.....	4
Hotel Participation Levels Information .....	4
Encoding and Decoding Hotel Vendor .....	5
Hotel Supplier Profile .....	6
Steps to Selling a Hotel.....	7
Display Hotel Availability .....	7
Hotel search forms populating with booking file information.....	10
Hotel Availability Results Screen.....	16
Hotel Description .....	18
Features Property.....	21
Hotel Images .....	22
Hotel Complete Availability Screen.....	23
Display Hotel rate rules.....	26
Hotel TripAdvisor Ratings and Review.....	28
Request Hotel Rates for Frequent Guests .....	30
Hotel Availability Map.....	31
Viewing Hotel Images .....	32
Hotel Booking Reminder .....	33
Hotel Sell Option from Hotel Rate.....	33
Hotel Direct.....	41
Hotel Passive.....	46
Modifying a Hotel.....	51
Cancelling a Hotel Segment.....	53
Hotel History.....	54
Hotel Best Practice .....	57
Trip Quote .....	59



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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

## Course Objective

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

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



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## 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

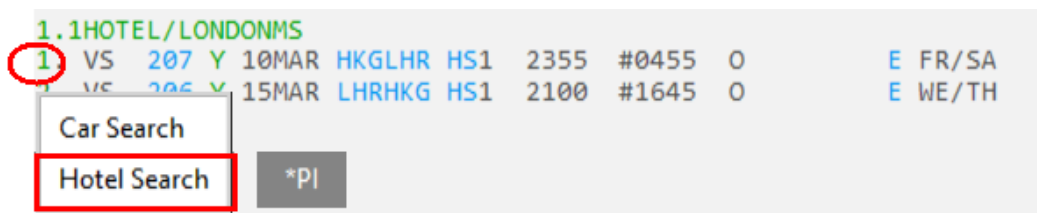
Use hotel availability to display a list of hotel properties to determine which best meets your customer's needs. You can display hotel availability with Travelport Smartpoint using interactive links, menus and the calendar either with or without air segments.

### 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

**Additional Qualifiers**

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

▼ Suppliers & Loyalty [Reset](#)

Frequent Guest Number:

Supplier:

▼ Rates [Reset](#)

Negotiated Rate Code:

Code 1  Code 2

Code 3  Code 4

Rate Category:

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

**Additional Qualifiers**

[Expand All](#)

[Collapse All](#)

► Suppliers & Loyalty

► Rates

► Amenities (up to 8)

► Ratings & Currency

► Property Details

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





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.

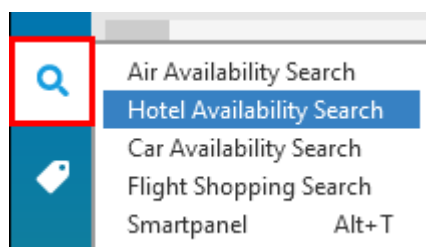
Example: **NP.H\*MULTI-LEVEL RATE CODES:TRX**

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 Miles

**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:

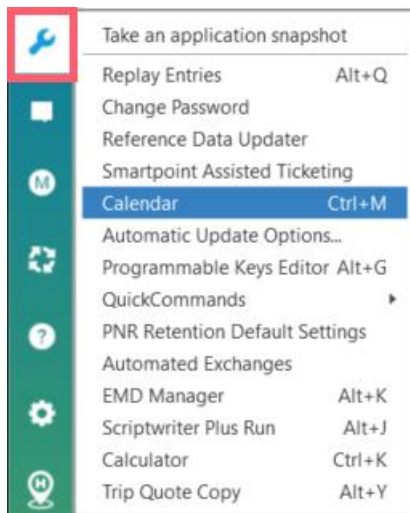
SEARCH RESET

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.

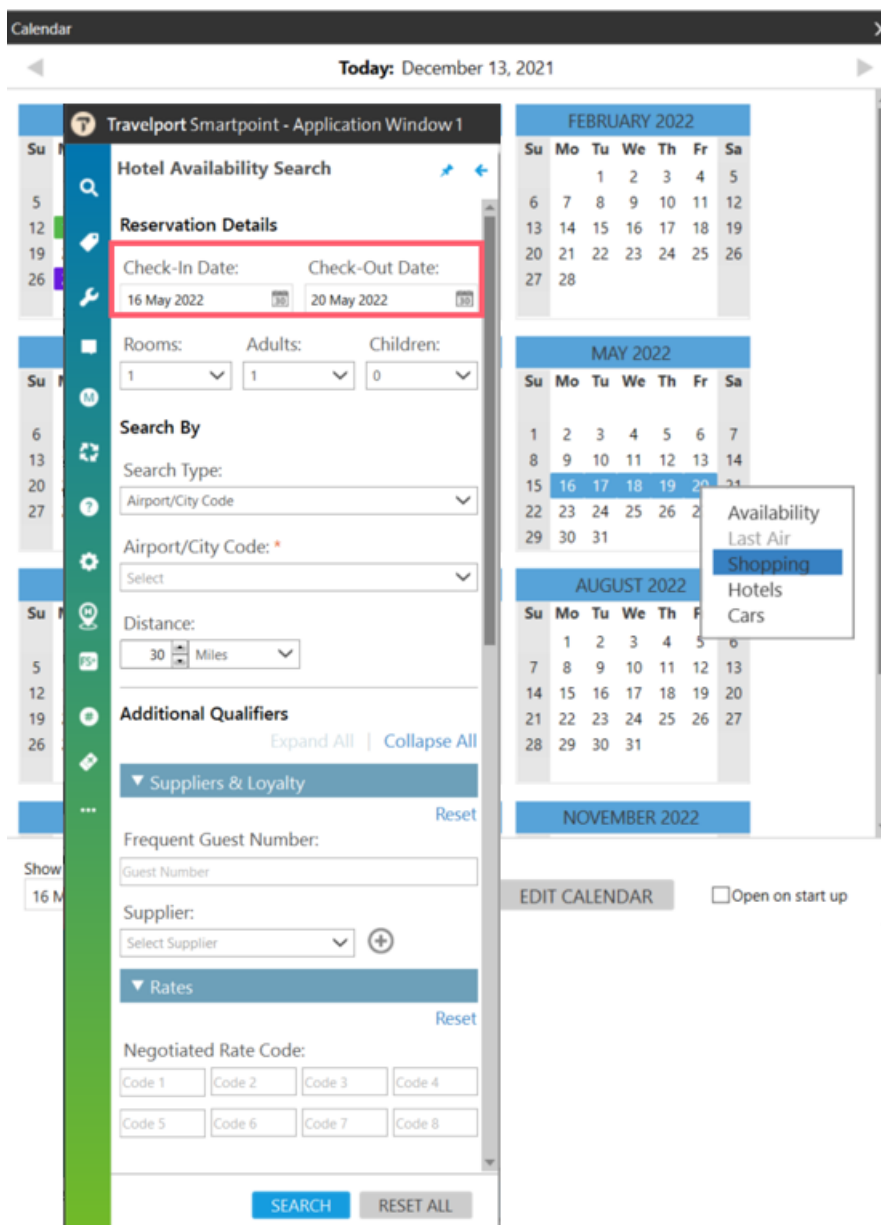
Alternatively, you can search for hotel availability using the calendar function. The calendar may be launched from the tools button or press ‘CTRL + M’. Select the dates the traveler wishes to stay. Right click and select ‘Hotels’.



Example screen:





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






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## Hotel Search screen explained:

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



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



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

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



## Hotel Availability Results Screen

The following screen is an example of complete availability of Singapore

CHANGI INTL ARPT 01JAN-04JAN 3NT 1ADULT KM				
YH FAR EAST * EARN 20PCT COMM * FREE BRKFAST WIFI >HL1·				
XR ST REGIS ** ELEVATE YOUR STAY AT EXCLUSIVE RATES ** >HL2·				
1	A	#CP	CROWNE PLAZA CHANGI 75 AIRPORT BOULEVARD 0SW	
			192.00 - 360.00 SGD	
			CROWNE PLAZA	
			Ratings ○○○○○○ 4	
2	A	YH	VILLAGE HOTEL CHANG 1 NETHERAVON ROAD 3N	
			200.00 - 480.00 SGD	
			Ratings ○○○○○○ 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 ○○○○○○ 3	
6	A	YH	VILLAGE HOTEL KATON SINGAPORE SG 13SW	
			239.40 - 515.00 SGD	
			Ratings ○○○○○○ 3	
14	A	PL	PARKROYAL ON KITCHE 181 KITCHENER ROAD 18W	
			176.00 - 470.00 SGD	
			Ratings ○○○○○○ 4	
15	A	#HI	HOLIDAY INN EXP CLA 2 MAGAZINE ROAD 21SW	
			247.00 - 320.00 SGD	
			Ratings ○○○○○○ 3	
16	A	!MU	ORCHARD HOTEL 442 ORCHARD ROAD 21W	
			245.00 - 868.00 SGD	
			Ratings ○○○○○○ 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	NTM crown or AAA rating. Click to decode
«More Hotels»	Click for this to display more hotel property
3 NTS  31 01JAN 02  Update	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 - <del>349.00</del> 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

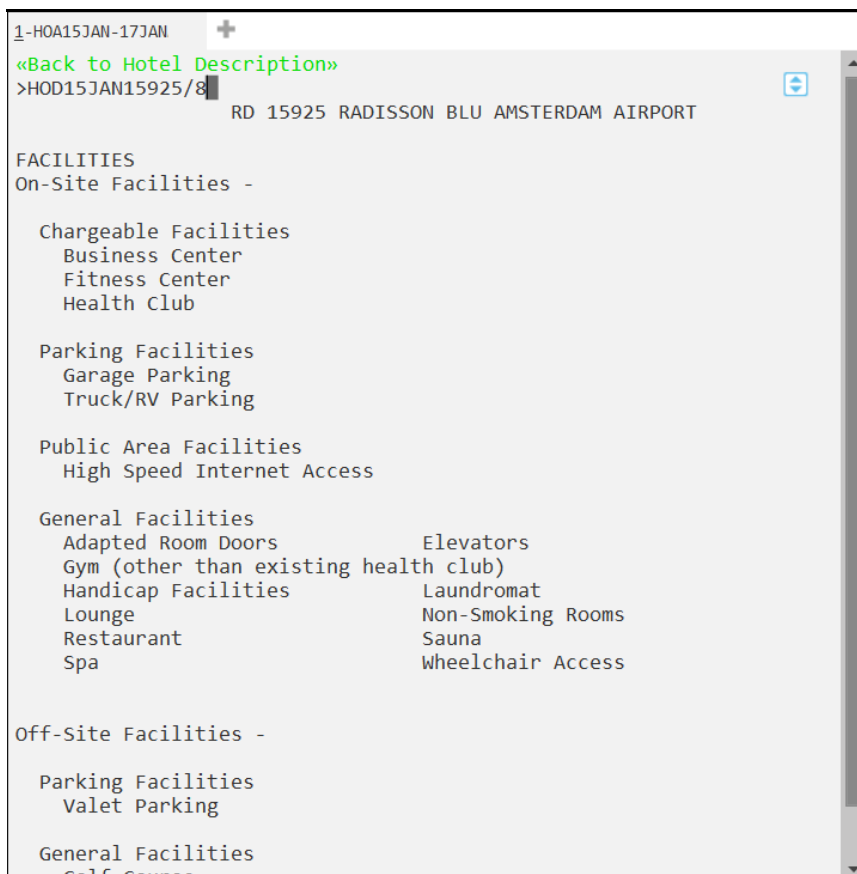
***** KEYWORDS *****
  0 BOOK BOOKING GUIDELINES      1 CANC CANCELLATION POLICY
  2 COMM COMMISSION              3 CONT CONTACTS
  4 CORP CORPORATE RATES         5 CRED CREDIT CARD POLICIES
  6 DIRS DIRECTIONS TO HOTEL     7 DPST DEPOSIT POLICY
  8 FACI FACILITIES              9 FAMI FAMILY PLAN
 10 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:

```
8 FREQ FREQUENT TRAVELER
10 FREQ FREQUENT TRAVELER
12 GUAR GUARANTEE POLICY
14 INDX INDEX
```

Display keyword item



13 HELP CUSTOMER SERVICE  
15 LOCA  
17 DESC Display keyword item  
18 DDMM

Travelport Smartpoint Hotel



## 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 RECP

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 JADE 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.

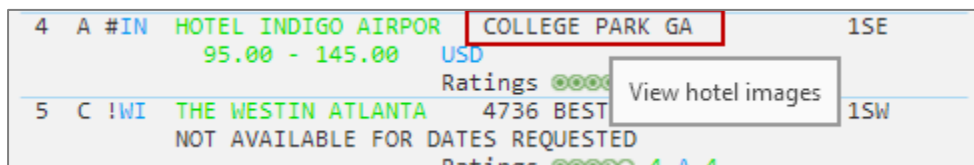
Show Screen



## Hotel Images

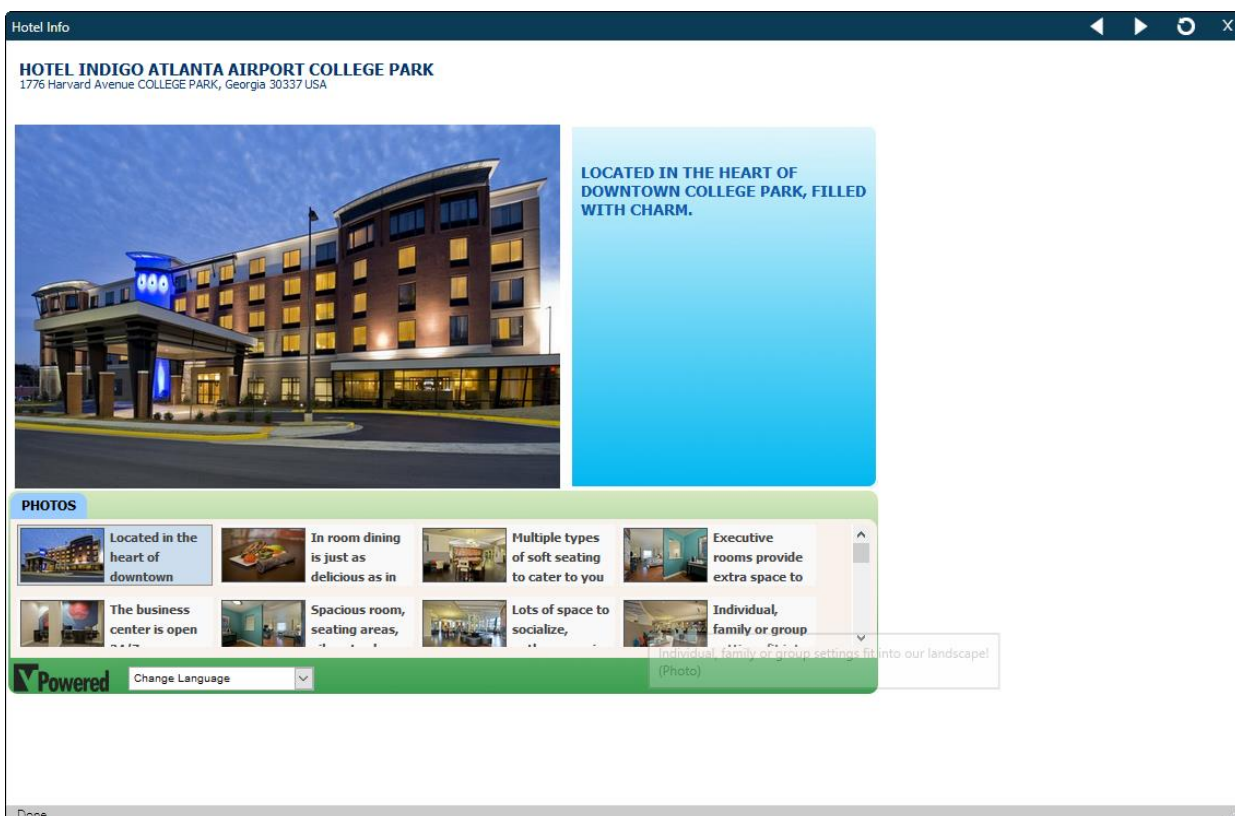
Hotel Images is an application that is integrated within Travelport Smartpoint.

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



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

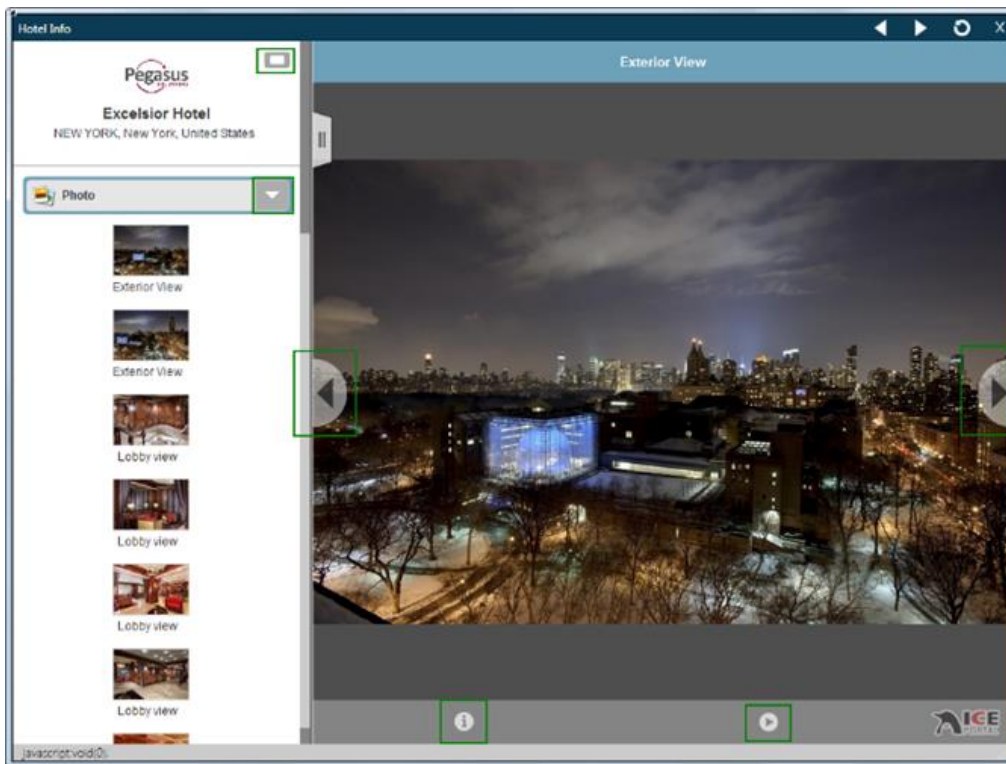
Example screen display:







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	0SW
			192.00 - 360.00	SGD	
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
<a href="#">«More Rates»</a>	Click to view other rates



## Display Hotel rate rules

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

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

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

Click on rate to view full description of rate rule policy

«Back to Hotels»  
\*HOC INSIDE\* 01JAN-04JAN/1  
CHECK OUT \* WWW.IHGAGENT.COM \*  
SGD RATE CP 86674 CROWNE PLAZA CHANGI AIRPORT  
Ratings (5/5)  
NIGHTLY APPROX TTL  
1 192.00 @ D SGD 734.44 SGD +TQ  
ADVANCE PURCHASE NO REFUNDS  
View booking screen with rules  
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- SINGAPORE SG 819664	PHONE: 65-6-8235300 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 FORTHE 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. HOLDYOUR CONFERENCE OR BUSINESS



## Hotel TripAdvisor Ratings and Review

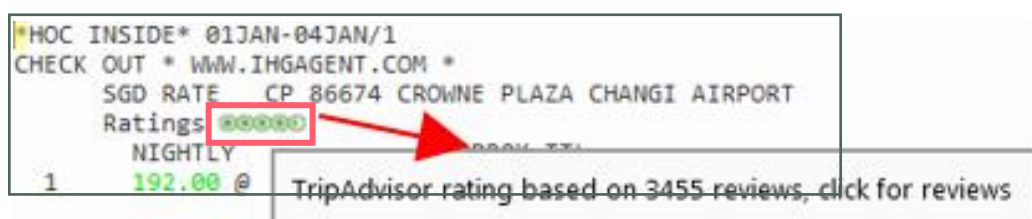
TripAdvisor ratings and reviews are available for any hotel property that has TripAdvisor data available.

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.

Travelport Smartpoint Hotel

Page 29







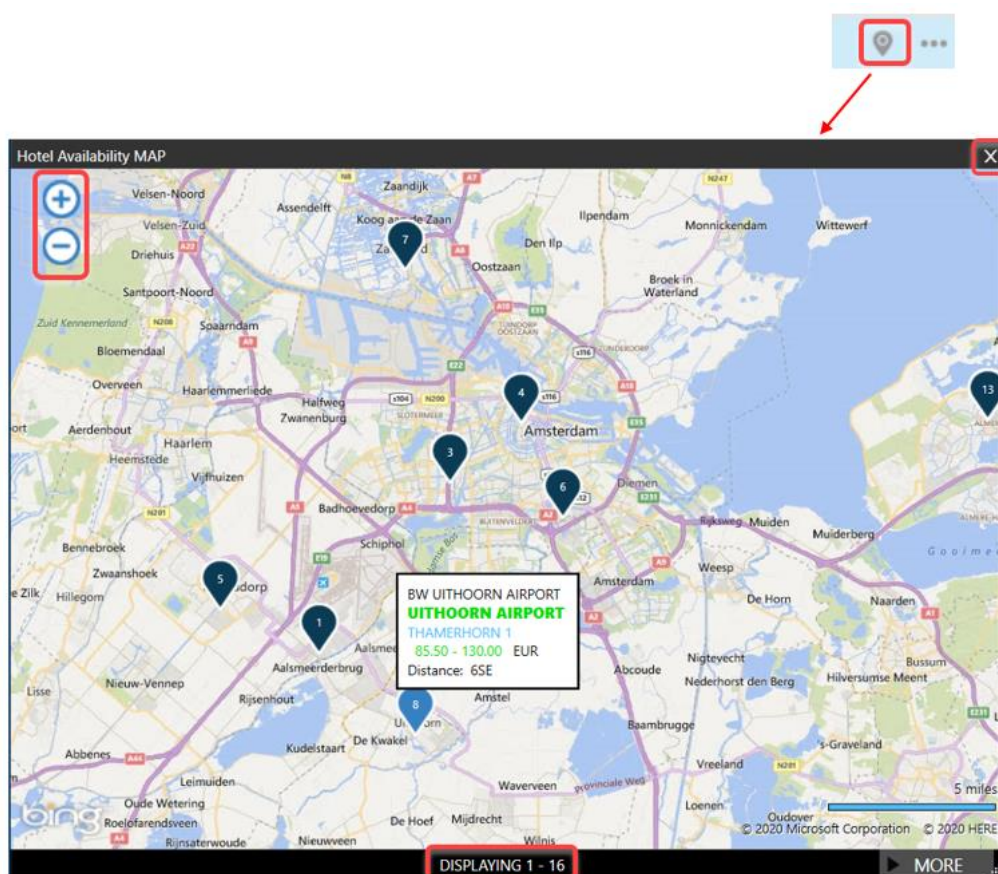
## Hotel Availability Map



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.

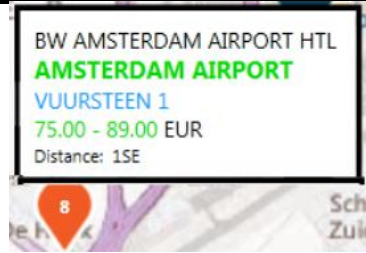
Click on this icon to display the Hotel Availability Map

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



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

**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

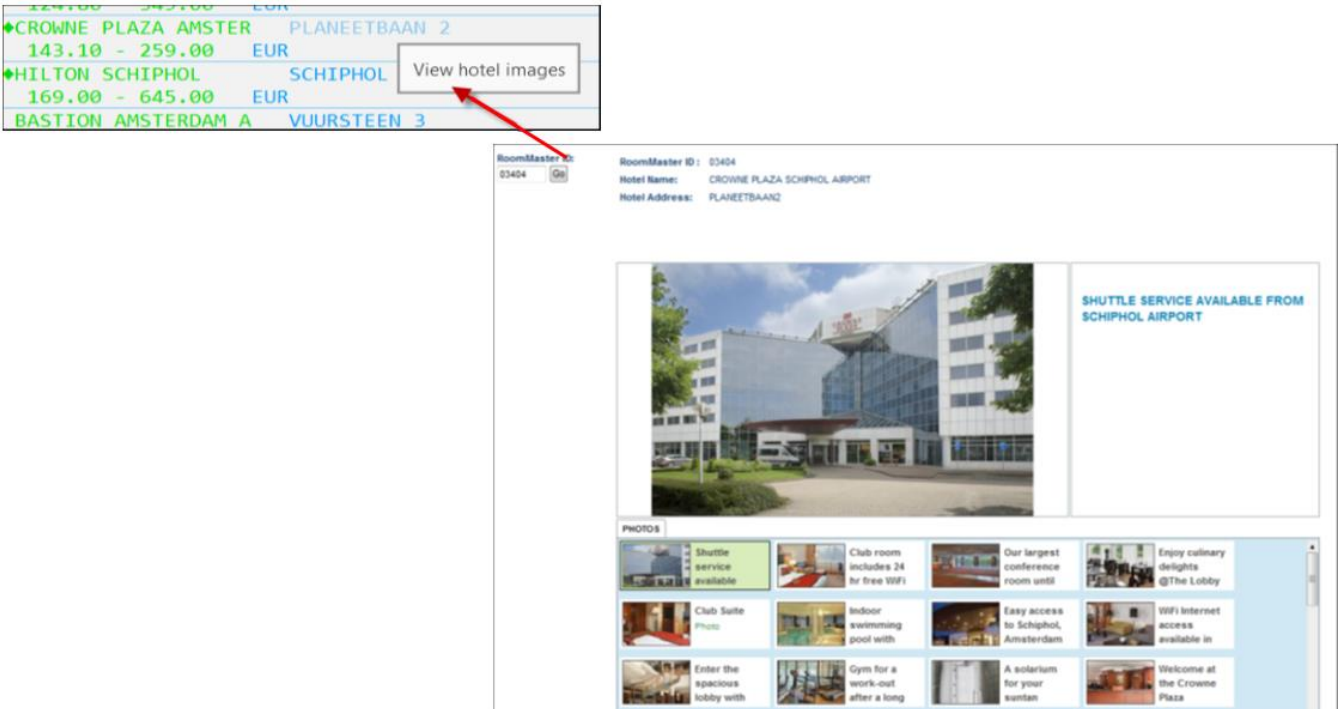
Hotel Images is an application that is integrated within Travelport Smartpoint.

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:



The screenshot displays the Hotel Images application interface. On the left, a list of hotels is shown with their names, addresses, and rates. A red arrow points to the 'View hotel images' button next to the Crowne Plaza Schiphol entry. The main area shows a large image of the hotel building, a shuttle service notice, and a grid of smaller images with labels describing various hotel amenities.

Hotel Name	Address	Rate
CROWNE PLAZA AMSTER	PLANEETBAAN 2	143.10 - 259.00 EUR
HILTON SCHIPHOL	SCHIPHOL	169.00 - 645.00 EUR
BASTION AMSTERDAM A	VUURSTEEN 3	

RoomMaster ID: 03404  
Hotel Name: CROWNE PLAZA SCHIPHOL AIRPORT  
Hotel Address: PLANEETBAAN 2

SHUTTLE SERVICE AVAILABLE FROM SCHIPHOL AIRPORT

PHOTOS

- Shuttle service available
- Club room includes 24 hr free WiFi
- Our largest conference room until
- Enjoy culinary delights @The Lobby
- Club Suite Photo
- Indoor swimming pool with
- Easy access to Schiphol, Amsterdam
- WiFi Internet access available in
- Enter the spacious lobby with
- Gym for a work-out after a long
- A solarium for your sunbat
- Welcome at the Crowne Plaza



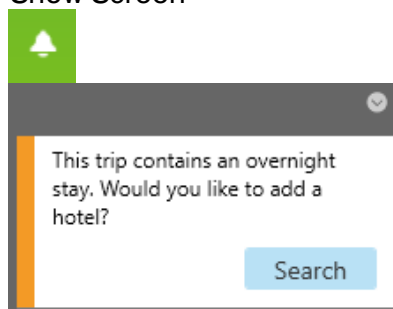


## Hotel Booking Reminder

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:

BW - Best Western I

Check-In:

10 Oct 2021

Check-Out:

16 Oct 2021

Location:

TSM - Taos, NM, Uni

Status Code:

MK - Confirmed Passive

Rooms:

1

☒ Property Code

☐ Hotel Name

11176

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:

1 575-7541766

**Rate Information**

Room Type:

A2QRACA

Daily Rate:

159.99

Currency:

USD - US Dollar

Rate Confirmed With:

Confirmation Number:

**Payment Information (Optional)**

Cancellation Policy:

Select or type policy

Booking Reason:

Payment Type:

Guarantee

Form Of Payment:

Credit Card

Card Type

Select

☒ Pre-populate from FOP

Card Number

Enter Card Number

Expiration Date:

MMYY

PASSIVE SELL

+TQ

CANCEL



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

Component	Description
<b>Hotel Information</b>	
Hotel Chain	Enter the two-letter vendor code or click the drop-down and make a selection. Select 'ZZ' if code is unknown <ul style="list-style-type: none"><li>Hotel Chain listing has been alphabetized and there is no longer a default.</li></ul>
Check-In	Over type or click the calendar icon and make a selection.
Check-Out	Over type or click the calendar icon and make a selection.
Location	Enter the city code or click the drop-down arrow and select from the list.
Status Code	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
<b>Rate Information - Mandatory</b>	
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.
<b>Payment Information (Optional)</b>	



Cancellation Policy	<p>Click the drop-down list and select cancellation policy.</p> <div><div>12 Noon Day of Arrival</div><div>4pm Day of Arrival</div><div>6pm Day of Arrival</div><div>24 Hours Prior to Arrival</div><div>48 Hours Prior to Arrival</div><div>72 Hours Prior to Arrival</div><div>Within Cancellation Period</div></div> <ul style="list-style-type: none"><li>▪ If Cancellation Policy is supplied, this will be added to the associated remarks of the PNR.</li></ul>
Booking Reason	<p>Click the drop-down list and select the reason for making the booking passively.</p> <div><div>B - Bed and Breakfast Lodging</div><div>C - Customer Rate</div><div>G - Group booking</div><div>H - Property not listed</div><div>I - Internet only rate</div><div>N - Negotiated/Corporate rate</div><div>M - Government/Military</div><div>P - Package or tour rate not offered</div><div>R - Rate not offered</div></div> <ul style="list-style-type: none"><li>▪ Booking Reason code is not mandatory unless required. If users are in a PCC where reason codes are mandatory, they will get a message from host stating it's mandatory if it isn't supplied.</li></ul> <div><div>!</div> MK REQUIRES A BOOKING CODE SEE HO*BC</div>
Payment Type	<p>Select Applicable from drop down list Guarantee or Deposit</p> <p>Payment Type:</p> <div><div>Guarantee</div><div>Guarantee</div><div>Deposit</div></div>
Form of Payment	<p>Select Applicable from drop down list Credit Card or Agency</p> <p>Form Of Payment:</p> <div><div>Credit Card</div><div>Credit Card</div><div>Agency</div></div> <ul style="list-style-type: none"><li>▪ If Credit Card selected, then Card Type, Number and Expiration Date will become mandatory.</li></ul>



	<ul style="list-style-type: none"> <li>If Agency selected, then IATA input box will become mandatory.</li> </ul>
Card Type	<p>Select Applicable from drop down list</p> <div> <p><b>Credit Card Type:</b></p> <div> <div>▼</div> <div> <p>AirPlus/Universal Air Travel Plan</p> <p>American Express</p> <p>Carte Blanche</p> <p>Diners Club</p> <p>Discover</p> <p>JCB/Japan Credit Bureau</p> <p>MasterCard/Eurocard</p> <p>Visa</p> </div> </div> </div>
Card Number	Enter the credit card number
Expiration Date	Enter Expiry date as MMY
<b>PASSIVE SELL</b>	Click <i>Passive Sell</i> to create a passive segment
<b>+TQ</b>	Click <b>+TQ</b> to create Hotel Trip Quote
<b>CANCEL</b>	Click <i>Cancel</i> to discontinue the process



Other tab

Show screen

Passive Hotel Sell

Reservation Details

Other

**Requests(Optional)**

Special Service:

Corporate Discount:

e.g. Y748392

Name Override:

e.g. Smith John

Associated Remarks:

e.g. Have a good trip

e.g. Have a good trip

e.g. Have a good trip

PASSIVE SELL

+TQ

CANCEL

Component	Description
<b><i>Requests (Optional)</i></b>	
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

3700000000000028

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



Component	Description
<b>Reservation Data</b>	
Rooms Extra Adults Extra Children Infant Crib Adult rollaway Child rollaway	Enter or Click the drop-down to specify the number of rooms, extra adults, extra children and etc.
<b>Payment</b>	
Payment Type:	Click the drop-down and select the appropriate: Guarantee Deposit Prepayment None/Others
Form Of Payment	Select from appropriate list payment type is other than None. Screen will intuitively response for required details, example show credit card selected details for card is need.
Pre-populate from FOP	<p>Checked box default ticked indicate PNR with pre-stored form of payment if exist</p> <p><input checked="" type="checkbox"/> Pre-populate from FOP</p> <p>Card Type      Card Number</p> <p>American Express      370000000000028</p> <p>Uncheck the box if required</p>
Card Type	<p>Select Applicable from drop down list</p> <p><b>Credit Card Type:</b></p> <p>AirPlus/Universal Air Travel Plan American Express Carte Blanche Diners Club Discover JCB/Japan Credit Bureau MasterCard/Eurocard Visa</p>
Card number	Enter card number
Security Code	Enter CCV number
Expiration date	Enter Expiry date as MMY
Cardholder name	Enter name as shown on card
<b>Additional Request</b>	<b>Items are optional</b>
Special Service	Enter request of guest, not guaranteed.
Frequent Fly Number	Enter FFN of by airline partner
Frequent Guest Number	Enter Guest membership by hotel property





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
<b>SELL ROOM(S)</b>	Click on Sell Room for room sell.
<b>CANCEL</b>	Click <i>Cancel</i> to discontinue the process.

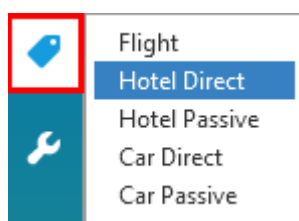
**Note:** refer to hotel chain keyword **OPTI** to find out what optional fields are accepted by a vendor, and how the vendor will respond, for example **HODFE/OPTI**.

#### 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:
  - o 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
  - o 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

Reservation

Other

Hotel

Check-In:

11 Sep 2020

Check-Out:

12 Sep 2020

Hotel Chain:

Select

Rooms:

1

Adults:

1

Children:

0

Room Master Property ID:

Booking Code:

Enter booking code

Traveler

First Name:

TE

Last Name:

ANG

Frequent Guest Number:

Frequent Flyer Number:

Special Information:

e.g. GRND FLOOR REQUESTED

Rate Guarantee

Payment Type:

Guarantee

Form Of Payment:

Credit Card

Credit Card Type:

Card Number:

Enter Card Number

Security Code:

CCV

Expiration Date:

MMYY

Cardholder Name (Optional):

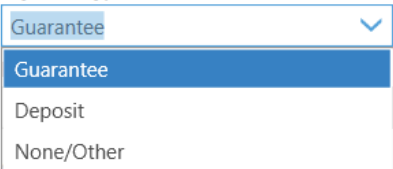
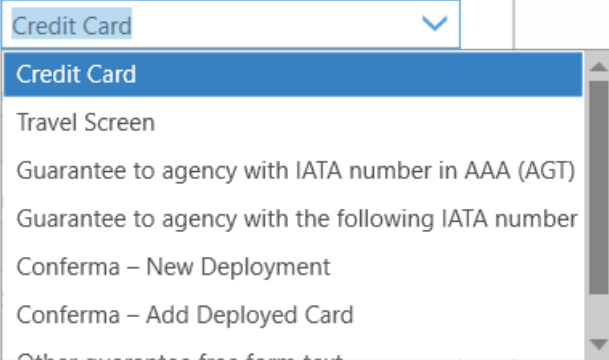
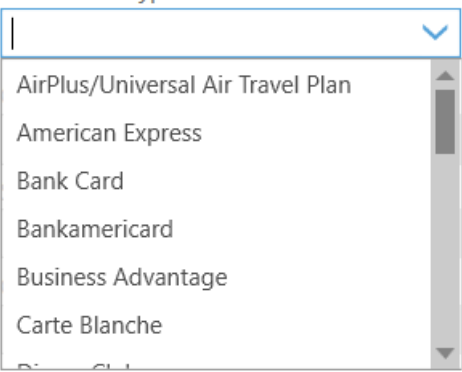
Full name as shown on card

DIRECT SELL

CANCEL

Component	Description
<b>Hotel</b>	
Check-In	Over type or click the calendar icon and make a selection.
Check-Out	Over type or click the calendar icon and make a selection.
Hotel Chain	Enter the two-letter vendor code or click the drop-down and make a selection.
Rooms	Enter or Click the drop-down to specify the number of rooms, adults, and children.
Adults	
Children	
Room Master Property ID	Enter the unique Room Master property ID number.
Booking code	Enter the exact booking code for the room type.
<b>Traveler</b>	
Traveler First	Enter or over type the first & last name of the traveler in whose name the room is being booked.
Last Name	
Frequent Guest Number	Enter an applicable hotel loyalty number (optional).
Frequent Air Traveler Number	Enter an applicable airline frequent flyer number (optional).
Special Information	Any special request, example RQ GRND FLOOR ROOM. Confine this to 50 characters
<b>Rate Guarantee</b>	



Payment Type:	<p>Click the drop-down and select the appropriate:</p> <p>Guarantee Deposit None/Others</p> <p>Rate Guarantee</p> <p>Payment Type</p> 
Form Of Payment	<p>Select from appropriate list</p> <p>Form Of Payment:</p> 
Credit Card Type	<p>Select Applicable from drop down list</p> <p>Credit Card Type:</p> 
Card Number	Enter the credit card number
Security Code	<p>Enter the CCV/CVV number for the credit card.</p> <p>Field displays when Advance Payment or Credit Card as a Guarantee is selected. Once the security code information has been input with hotel booked, an indicator in the PNR viewer will show, <b>CCV-Y</b>.</p>



Expiration Date	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

Hotel Direct Sell

Reservation

Other

Rates

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

Extra Adult:  ▼

Adult Rollaway:  ▼

Extra Child:  ▼

Child Rollaway:  ▼

Infant Crib:  ▼

DIRECT SELL

CANCEL



Component	Description
<b>Rates</b>	
Corporate Discount	Enter a corporate discount number if applicable
Negotiated Rate Access Code	Enter any negotiated rate details
Booking Source	The booking source box is populated with your agency IATA number. (Optional)
Agency Email Address	Enter agency email address if applicable
Traveler Email Address	Enter traveler email address if applicable
Address Lines	Add optional address information
<b>Extra</b>	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
<b>DIRECT SELL</b>	Direct Sell Click <i>Direct Sell</i> to sell the room
<b>CANCEL</b>	Click <i>Cancel</i> to discontinue the process.

### Examples of Hotel Sell Segment

1-HOA20AUG-30AL +

>

«Back»

2 HHL HY SS1 ATL 20AUG-30AUG 10NT 76735 HYATT PLACE ATL SOU  
1 KNGMOVI 1 /RT- USD134.00 /AGT9999992  
/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	Number of nights
76735	Hotel property number
HYATT PLACE ATL	Property name
1KNGMOVI1	Number of room sold for Room type -number of guest
RT-USD134.00	Room rate
AGT999999992	Agency IATA number
G-VI4444333322221111EXP1214	Guarantee/deposit credit card number G-DPSTVI4444333322221111EXP1214 -Deposit
NM-JONES JOSEEMS	Name of reserved hotel guest.
RG-134.00 USD	Rate guarantee with amount and currency code.
TR-USD150075	Approx. total amount AT Approx. Total – some vendors only
CF-HY0033623196	Confirmation number.
CXL: 24 HRS PRIOR TO ARRIVAL TO AVOID 1NT PENALTY	Alert advising cancelation policy

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+ 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**

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:

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

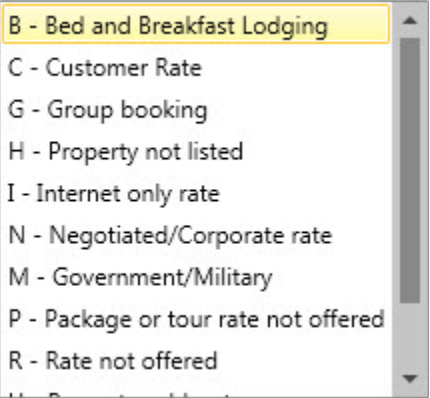
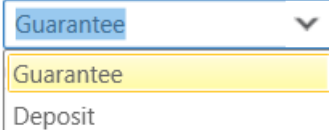
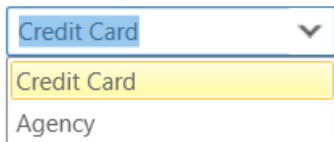
Component	Description
<b>Hotel Information</b>	
Hotel Chain	Enter the two-letter vendor code or click the drop-down and make a selection. Select 'ZZ' if code is unknown <ul style="list-style-type: none"><li>Hotel Chain listing has been alphabetized and there is no longer a default.</li></ul>
Check-In	Over type or click the calendar icon and make a



	selection.
Check-Out	Over type or click the calendar icon and make a selection.
Location	Enter the city code or click the drop-down arrow and select from the list.
Status Code	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
<b>Rate Information</b>	
Room Type	Type Enter the room type code
Daily Rate	Enter the daily rate.
Currency	Enter the 3 letter currency code or click the drop-down list and select from the list.
Rate Confirmed With	Enter the Rate Confirmed With field will add a notepad remark (NP.) into the PNR
Confirmation Number	Enter the hotel confirmation number.
<b>Payment Information (Optional)</b>	
Cancellation Policy	Click the drop-down list and select cancellation policy. <div> 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"> <li>If Cancellation Policy is supplied, this will be added to the associated remarks of the PNR.</li> </ul>





Booking Reason	<p>Click the drop-down list and select the reason for making the booking passively.</p>  <ul style="list-style-type: none"> <li>▪ Booking Reason code is not mandatory unless required. If users are in a PCC where reason codes are mandatory, they will get a message from host stating it's mandatory if it isn't supplied.</li> </ul> <p><b>! MK REQUIRES A BOOKING CODE SEE HO*BC</b></p>
Payment Type	<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"> <li>▪ If Credit Card selected, then Card Type, Number and Expiration Date will become mandatory.</li> <li>▪ If Agency selected, then IATA input box will become mandatory.</li> </ul>
Card Type	Select Applicable from drop down list



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

e.g. Y748392

Name Override:

e.g. Smith John

Associated Remarks:

e.g. Have a good trip

e.g. Have a good trip

e.g. Have a good trip

**PASSIVE SELL**

**RESET**

**+TQ**

**CANCEL**



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

## 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 cancelation 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/FEEES
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
000000Z06EXP1226/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

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.

## Cancelling a Hotel Segment

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

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

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

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

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



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

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

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

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

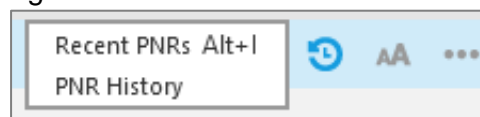
- If a cancellation number is returned immediately, receive and end the Booking File.
- If a cancellation number is not returned immediately, receive and end the Booking File. Wait a few moments and then retrieve the Booking File. Cancellation numbers are usually stored in the service information field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

## 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**

The screenshot shows a web application window with a light blue header bar containing a tab labeled '3 \*H'. Below the header, there is a yellow bar with a right-pointing arrow. The main content area has a green link '«Standard View»' in the top right corner. The text displayed is as follows:

```
** 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-AX370000000000028EX
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

Itinerary

Air segment

Hotel segment

Car segment

Non-air segment

Surface segment

Tour segment

Air taxi segment

Filed Fare

PT:

PT:

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.



## Trip Quote

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

### Sending mail for hotel itinerary quote

Step 1: Add the selection to the Trip Quote by selecting the green **+TQ** indicator in the Hotel (HOC) response:

Show Screen

1

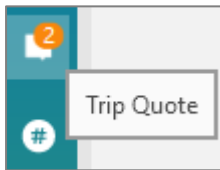
HOA12NOV-16NOVLON

[«Back to Hotels»](#)  
\*HOC INSIDE\* 12NOV - 16NOV / 1  
IHG CLEAN PROMISE WWW.IHG.COM/CLEAN  
GBP RATE HI 95078 HOLIDAY INN WHITECHAPEL  
Ratings

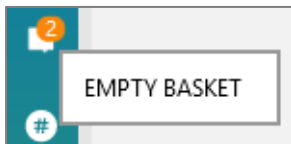
	NIGHTLY			APPROX TTL	
1	160.00	e	G	GBP 640.00 GBP	<b>+TQ</b>
BEST FLEXIBLE RATE STANDARD ROOM WHEN YOU ARRIVE AT THE HOTEL WE WILL DO OUR BEST TO MEET YOUR ROOM TYPE CANCEL WITHOUT PENALTY BY NOV 11 2022 1600 LOCAL HOTEL TIME COM:YES RF:YES CAT:N/A CR:N/A					
2	105.00	e	G	GBP 740.00 GBP	<b>+TQ</b>
BEST FLEXIBLE RATE PREMIUM ROOM WHEN YOU ARRIVE AT THE HOTEL WE WILL DO OUR BEST TO MEET YOUR ROOM TYPE CANCEL WITHOUT PENALTY BY NOV 11 2022 1600 LOCAL HOTEL TIME COM:YES RF:YES CAT:N/A CR:N/A					
3	160.00	e	G	GBP 640.00 GBP	<b>+TQ</b>
BEST FLEXIBLE RATE 1 DOUBLE BED STANDARD 15 SQ MT STANDARD ROOM BED:NUU MEAL:UNK VIEW:UNKNOWN CANCEL WITHOUT PENALTY BY NOV 11 2022 1600 LOCAL HOTEL TIME COM:YES RF:YES CAT:N/A CR:N/A					
4	185.00	e	G	GBP 740.00 GBP	<b>+TQ</b>
BEST FLEXIBLE RATE 1 KING BED PREMIUM 20 SQ MT STANDARD ROOM BED:NUU MEAL:UNK VIEW:UNKNOWN CANCEL WITHOUT PENALTY BY NOV 11 2022 1600 LOCAL HOTEL TIME COM:YES RF:YES CAT:N/A CR:N/A					
5	182.50	e	G	GBP 730.00 GBP	<b>+TQ</b>
BEST FLEXIBLE RATE 1 DOUBLE BED STANDARD SINGLE SOFA BED 15 SQ MT STANDARD ROOM BED:NUU MEAL:UNK VIEW:UNKNOWN CANCEL WITHOUT PENALTY BY NOV 11 2022 1600 LOCAL HOTEL TIME COM:YES RF:YES CAT:N/A CR:N/A					



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:



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



Example 1: Same hotel with 2 different room rates  
Show Screen

Trip Quotes & Itineraries

QuoteBooked itineraryFlight AvailabilityRetrieveTemplates and Settings

TRAVELPORT

Units 02-08, 23/F, BEA Tower,  
Millennium City 5, 418 Kwun Tong Road,  
Kwun Tong, Kowloon, Hong Kong

**\*\* QUOTATION \*\***  
Fri 20May22, 09:41

The proposals for your travel options are detailed. An offer is not considered a confirmed reservation and empowers you to travel on flights indicated. Therefore, we invite you to contact us as soon as possible to confirm any offer.

**Hotel Option 1**  
**Holiday Inn Whitechapel**  
(Holiday Inn)  
5 Cavell Street  
London E1 2Bp GB  
Check-in: Sat 12Nov22  
Check-out: Wed 16Nov22

Best flexible rate standard room when you arrive at the hotel we will do our best to meet your room type, Rate Code: STN013A, , Cancel By: Fri 11Nov22 16:00 Hotel local time  
**Approximate total 640.00 GBP** Avg Price Per Night: 160.00 GBP (including tax) ←

Best flexible rate premium room when you arrive at the hotel we will do our best to meet your room type, Rate Code: DXN013A, , Cancel By: Fri 11Nov22 16:00 Hotel local time  
**Approximate total 740.00 GBP** Avg Price Per Night: 185.00 GBP (including tax) ←

Penalty charges are applied in addition to any difference in rates. For more information, contact your agent.

**## Trip Quote ##**  
Thank you for trusting us  
We wish you a happy journey

**Important Announcements**  
Note that the proposals are not confirmed bookings. Availability, price and exchange rate settled the day and time

Clear | Refresh preview | Save

English | 24hr | Simple

☒ Check All

	Total	
<input checked="" type="checkbox"/> Hotel Option 1	640.00	✓ X
<input checked="" type="checkbox"/> Hotel Option 2	740.00	✓ X

Reservation Information

☒ Sort by price  
☐ Stop detail  
☒ Duration  
☒ Operated By

Agency Information  
☒ Agency Info  
☒ Footers  
☒ Titles/Sentences

Show More Options Hide Filter Panel

1

REFRESH PDF EMAIL COPY CANCEL



## Points to Note:

1/ This box allows to add mark-up/mark-down the total amount for room rate

Example fill up the additional mark-up price for both room rates

		Total		
<input checked="" type="checkbox"/> Check All				
<input checked="" type="checkbox"/> Hotel Option 1	640.00	660	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Hotel Option 2	740.00	760	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Show More Options](#) [Hide Filter Panel](#)

[REFRESH](#) [PDF](#) [EMAIL](#) [COPY](#) [CANCEL](#)

Note: Ensure click 'REFRESH' button to proceed the changes



Units 02-08, 23/F, BEA Tower,  
Millennium City 5, 418 Kwun Tong Road,  
Kwun Tong, Kowloon, Hong Kong

### \*\* QUOTATION \*\* Fri 20May22, 09:53

The proposals for your travel options are detailed. An offer is not considered a confirmed reservation and empowers you to travel on flights indicated. Therefore, we invite you to contact us as soon as possible to confirm any offer.

#### Hotel Option 1

**Holiday Inn Whitechapel**  
(Holiday Inn)  
5 Cavell Street  
London E1 2Bp GB

Check-in: Sat 12Nov22  
Check-out: Wed 16Nov22

Best flexible rate standard room when you arrive at the hotel we will do our best to meet your room type, Rate Code: STN013A, , Cancel By: Fri 11Nov22 16:00 Hotel local time  
**Approximate total 1,300.00 GBP** Avg Price Per Night: 160.00 GBP (including tax)  
Administrative Fee: 660.00 GBP

Best flexible rate premium room when you arrive at the hotel we will do our best to meet your room type, Rate Code: DXN013A, , Cancel By: Fri 11Nov22 16:00 Hotel local time  
**Approximate total 1,500.00 GBP** Avg Price Per Night: 185.00 GBP (including tax)  
Administrative Fee: 760.00 GBP

Penalty charges are applied in addition to any difference in rates. For more information, contact your agent.

#### ## Trip Quote ##

Thank you for trusting us  
We wish you a happy journey

#### Important Announcements

[Clear](#) | [Refresh preview](#) | [Save](#)

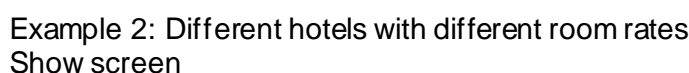
English

24hr

Simple

		Total		
<input checked="" type="checkbox"/> Check All				
<input checked="" type="checkbox"/> Hotel Option 1	640.00	660	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Hotel Option 2	740.00	760	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[REFRESH](#) [PDF](#) [EMAIL](#) [COPY](#) [CANCEL](#)



**Step 2:** 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.

Note: Ensure click “PROCEED” button to proceed



## Show Screen

The image shows two overlapping windows. The top window is titled 'Email' and contains the following fields and options:

- Radio buttons: ☐ Default Email Client, ☒ Outlook, ☐ SMTP
- Checkbox: ☒ Email Pdf
- To:
- Cc:
- Bcc:
- Subject:
- Header:
- Footer:
- Buttons: **PROCEED** and **CANCEL**

The bottom window is an Outlook email composition window titled 'London Hotel Trip Quote - Message (HTML)'. It shows the following details:

- From: marwitz.lau@travelpport.com
- To: Lau, Marwitz
- Cc:
- Subject: London Hotel Trip Quote
- Attachment: Quote.pdf (86 KB)

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


PDF

EMAIL

COPY

## Other function - Trip Quote Hotel segment

Retrieving a stored itinerary (Hotel) quote under Trip Quote “Quote” tab which allows to book hotel segment.

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:



## Show Screen

**TRIP QUOTE**  
Tuesday 15 June 2021, 14:38

The proposals for your travel options are detailed. An offer is not considered a confirmed reservation and empowers you to travel on flights indicated. Therefore, we invite you to contact us as soon as possible to confirm any offer.

**Hotel Option 1**  
**1,448.00 MYR**

Avg Price Per Night: 362.00 MYR (including tax)

**Doubletree By Hilton Johor Bahru**  
No. 12 Jalan Ngee Heng  
Johor Bahru 80000  
My

**Check-in:**  
Wednesday 01 December 2021  
**Check-out:**  
Sunday 05 December 2021

Flexible rate king guest room 31 sqm wifi access sweet dreams bed rain shwr, Rate Code: A00LV2

Clear | Refresh pre

	Total			
<input type="checkbox"/> Check All				
<input type="checkbox"/> Flight Option 1	1,986		✓	✗
<input type="checkbox"/> Flight Option 2	2,286		✓	✗
<input type="checkbox"/> Flight Option 3	2,526		✓	✗
<input type="checkbox"/> Flight Option 4	2,287		✓	✗
<input type="checkbox"/> Flight Option 5	2,377		✓	✗
<input type="checkbox"/> Car Option 1	229.39		✓	✗
<input type="checkbox"/> Car Option 2	384.25		✓	✗
<input type="checkbox"/> Hotel Option 1	520.00		✓	✗
<input type="checkbox"/> Hotel Option 2	2,444.40		✓	✗
<input checked="" type="checkbox"/> Hotel Option 3	1,448.00		✓	✗

**Travelport Smartpoint**

Do you want to book Hotel Option 3?

☒ Duration

☒ Operated By

☒ Baggage allowance

☐ Meals

☒ Aircraft

☒ Cabin Class

☒ Vendor logo

☒ Price

☒ Titles/Sentences

**PNR Information**

☐ Booking Reference

☐ Traveler Name

☐ Frequent Flyer

**Rules**

**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

☒ Pre-populate from FOP

Card Type  
Select

Card Number  
Enter Card Number

Security Code:  
CCV

Expiration Date:  
MMYY

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-):  
SMITH JACK MR

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