TRAVELPORT

2-Day Travelport Smartpoint Professionals

(Basic Air Reservation)

CONTENTS

USEFUL KEYS WORKING IN SMARTPOINT

1) **@** - Press "Shift key + 2" (Modify or delete)

2) ***** - Press "Shift key + 8" (Display or retrieve)

3) **+** - Press "Shift "+/=" (Linking entries)

4) **.** - Press "." - next to question mark

5) **#** - Press "Shift + 3"

6) ⌣ - Start of message "**>"**
        Located next to number key 1 on top of left corner

7) ENTER - Press Enter Key after input entry

8) INSERT - Insert space

9) DELETE - Delete space

10) TAB - Tab Key (Fill in format) / Press "Shift + Tab" – reverse direction

11) CTRL + B - Print Active Window [Terminal]

12) CTRL + W - Clear Active Window [Terminal]

13) CTRL + S - Clear all Windows [Terminal]

14) CTRL + M - Month View/Calendar

15) CTRL +↑/↓ - Replay Entry

16) ALT + C - Copy Content as Text [Terminal]

1. SIGN ON & SIGN OFF

You can sign in to Smartpoint in three ways:

- The Sign On dialog box. By default, the Sign On dialog box displays when Smartpoint launches.
- Terminal formats. You must disable the Sign On dialog box to use terminal formats.
- PKeys, if you have a PKey assigned with your sign on and password. You must disable the Sign On dialog box to use a PKey.

If applicable, you can also emulate a PCC using either the Emulate dialog box or input terminal format.

Note: If you do not use your Travelport+ workstation for a period of *120* minutes, Travelport+ automatically signs you out and you lose any unfinished transactions. The automatic sign out time can be adjusted to 30 minutes or 60 minutes.

1.1 Signing In using Sign On dialog box

Smartpoint includes a new sign-on dialog once the user launch Travelport Smartpoint.

Enter your Travelport+ sign on and password, then press OK to proceed

Note: If you own a Service Bureau sign on code, you may input desired PCC as default upon log-in The eye icon enables hide/show password function.

With Smartpoint 9 above., there is now a dialog box to make it easier for an agent to add their email address to their sign on.

If you do not put email address link up to your sign on code before, system will auto pop up 'Add Email Address to Sign-on' dialog. User are reminded to fill up My.Travelport.com registered email address, this helps with self-troubleshooting tool of 'Reset Host Password' function.

Note: You can choose 'CANCEL' button to continue work. But this dialog box will pop up automatically when sign on each time.

If you own a Service Bureau sign on code which allows emulating into different PCC, once switch to other work area, emulate dialog box opens automatically.

1. In **PCC**, enter the Pseudo City Code that you want to emulate.
2. Click **Emulate**. Or click **Cancel** if you do not want to emulate.

1.2 Switching Work Areas

In Travelport+ system, once log in contains 5 work areas (A,B,C,D,E) which facilitates user working multiple task by emulating into different work area.

1. To activate work area B, type entry SB or click to 'B' nearby My Connection
2. If you own a Service Bureau sign on code, the system will pop up emulation box. Ensure fill up assigned PCC.
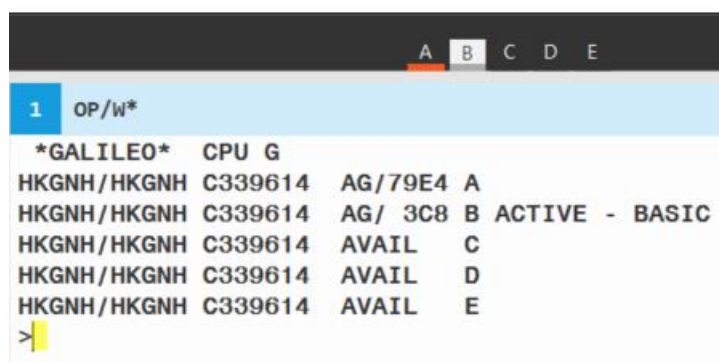
Note:
An orange underscore under the work area letter identifies that area is active and contains data.
A blue underscore under the work area letter identifies that area is active but contains no data.

Entry	Description
SON/ZAL	Sign On
SB	Switch to work Area B
SEM/PCC/AG	Emulate into desired PCC
+J	Display terminal GTID
OP/W*	Determine active work area
SOF	Sign-off

1.3 Changing Password upon expiry

The password expires every **90 days and you need to change a new password.

Or use manual entry to access sign on profile to change**>STD/Z79E4/GC**

```
>STD/·Z79E4/GC     NAME:·TEST USER
ADDRESS CODE:·HKG79E4          TERMINALS IN USE:D2646D/
PASSWORD:·..........  CHANGED BY:Z79E4/GC   PSWD BYPASS:·N
```

You simply need to tab to the Password field and enter with the new password.
Please be reminded cursor blink in "Yellow" color when using fill-in-format.

Change password from Tools Menu

An agent is now able to change their password after a successful sign-in, so at any point the user can change their password. For example, this could be because their passwords are expiring soon.

To change password, user can select 'Change Password' option from Tools menu and simply update the password.

Change Sign-On Password ✕

MyConnection

New Password: 🛈 👁   Repeat Password: 👁

- The password is valid for 90 days.
- The password must be 8-10 characters and alphanumeric.
- The new password cannot contain the users' first name, last name, or sign-on ID.
- Three consecutive characters are not allowed, e.g. AAA, 111 or 123.
- The users' previous five passwords may not be re-used.
- At least three characters must change in the new password.
- The password cannot be changed more than once in 24 hours.

Note: Click on 'Question mark' able to view password requirement details

Password requirement

1. New passwords must be between 8 and 10 characters in length
2. Passwords must contain at least one alpha AND one numeric character; **no special characters are allowed**
3. Days of the week and month names cannot be used
4. You cannot use your name (first or last as shown in STD profile), sign-on ID forwards or backwards (with or without a check digit)
5. Three consecutive similar characters are not allowed. (Example: AAA or 222 or 123 as per restricted word list below)
6. The user's previous 5 (five) passwords are stored and may not be re-used for a new change
7. At least three characters must change in the new password for the system to accept it
8. The first three characters of the new password must be different from the old one

The following restricted 'words' cannot be used:

123	234	345	456	567	678	789	98
876	765	654	543	432	321	890	987
AAA	BBB	CCC	DDD	EEE	FFF	QQQ	III
KKK	LLL	MMM	NNN	OOO	PPP	STU	SSS
UUU	VVV	WWW	XXX	YYY	ZZZ	FALL	JJJ
ABC	DEF	GHI	JKL	MNO	PQR	NET	TTT
AIRBUS	AIRLINE	AIRPLANE	AMADEUS	APOLLO	AUTUMN	SUMMER	GOD
BOEING	COVIA	BOEING	CENDANT	CRS	DEMO	GGG	PASS
FLIGHT	GAME	FORGET	GALILEO	IBM	MOTHER	HHH	SWINDON
QWER	RETIRED	SABRE	SECRET	SKYNET	SPRING	RRR	
TEST	TRAVEL	UNITED	WEBLIST	WINTER	WORLDSPAN	VWX	

1.4 Password reset in MyTravelport   **MyTravelport KB0014434**

In order to use automation tool in My.Travelport.com to reset Travelport+ host password, you must have previously added your email address into host sign on table (STD) and that is the same email address that you use to sign into My.Travelport.com

Quick and Easy Steps to Register

1. Sign into Smartpoint as normal

2. Display your sign on profile update email address.

   Entry: **STD/ZAG/*EM**
   ZAG = Agent Sign On

3. Press the TAB key once and enter your email in the NEW EMAIL ADDRESS field

```
1   STD/·ZAG/*EM
>STD/ZAG/*EM NAME: TRAVEL AGENT

NEW EMAIL ADDRESS:·TRAVEL.AGENT@TRAVELPORT.COM.................
...............................................................
...................
CONFIRM EMAIL ADDRESS:·........................................
...............................................................
....................
·
```

Note: For Service Bureau users, replace the ZAG with your numbered sign on
(for example >STD/12345*EM)

4. Press the TAB key once and enter your email in the NEW EMAIL ADDRESS field
5. Press the TAB Key again and repeat your email address

```
1   STD/·ZAG/*EM
>STD/ZAG/*EM NAME: TRAVEL AGENT

NEW EMAIL ADDRESS:·TRAVEL.AGENT@TRAVELPORT.COM..................
...............................................................
..................
CONFIRM EMAIL ADDRESS:·TRAVEL.AGENT@TRAVELPORT.COM..............
...............................................................
....................
·
```

6. Press the TAB key once more to the final dot in the mask and press Enter key to submit

```
1   STD/·ZAG/*EM
>STD/ZAG/*EM NAME: TRAVEL AGENT

NEW EMAIL ADDRESS:·TRAVEL.AGENT@TRAVELPORT.COM.................
...............................................................
...................
CONFIRM EMAIL ADDRESS:·TRAVEL.AGENT@TRAVELPORT.COM.............
...............................................................
....................
·  Press Enter here
```

If a user has forgotten or locked their password and provided you had previously added your email address to your host sign-on, you can click on the link Forgotten/Locked password from the sign-on dialog.

Note: *If you are not currently signed into MyTravelport, the log in page will open in your default browser. You will need to log in with your MyTravelport credentials.*

Reset password in MyTravelport

- Log in my.travelport.com website
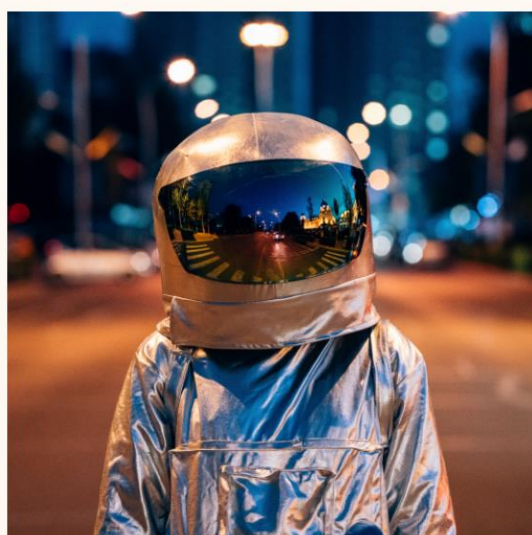
- Click 'Request host password' link under Help and resources menu
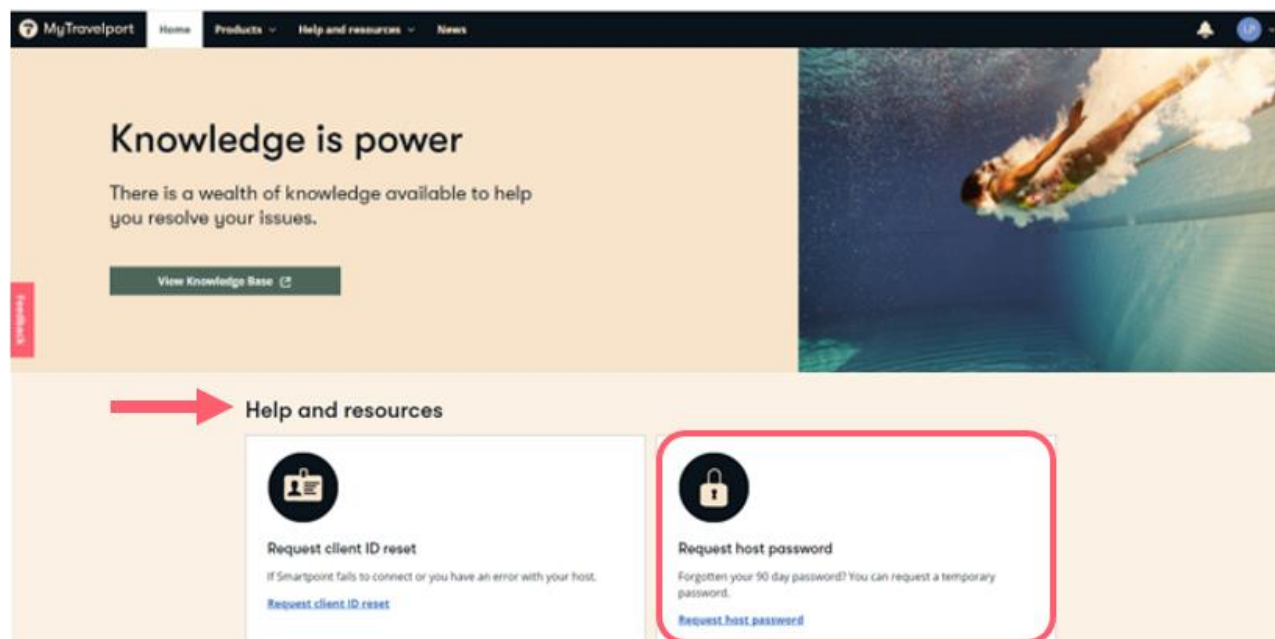
- Then rectify your GDS sign-on, click 'Request temporary password' button to proceed.
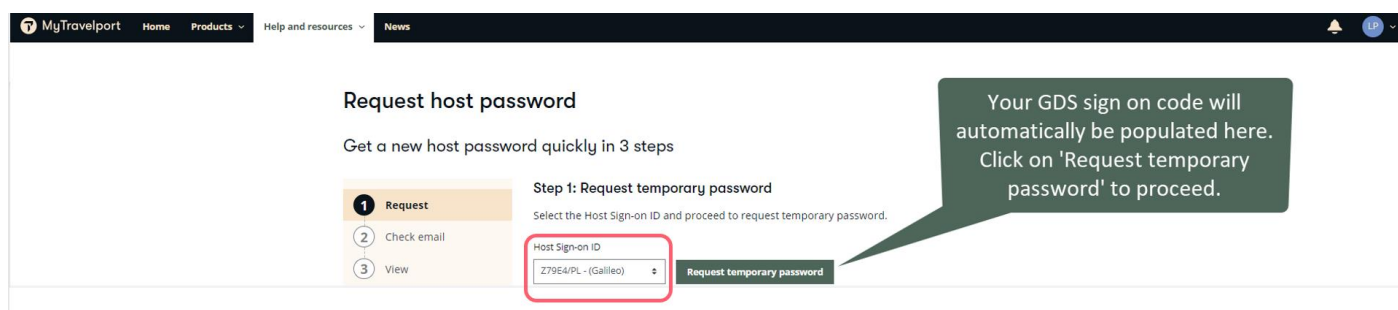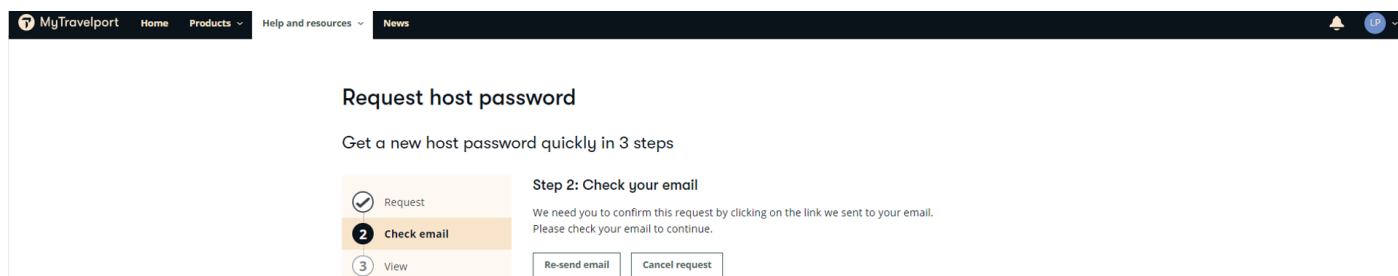
- Open the email that you received from Travelport. Click the link in the email to confirm that you requested a temporary password.

Host password reset request

Action required

We received a request from you to reset your Host password.

To confirm this request, please click on the button below. It will take you back to MyTravelport to generate your temporary password.

Generate temporary password

You can only generate a temporary password once a day. **This link will expire in 24h.**

Thank you,
MyTravelport

Your verification email will look like this. Click on the link provided in the email.

MyTravelport   Home   Products ⌄   Help and resources ⌄   News

Request host password

✓ Request
✓ Check email
● View

Step 3: View temporary password
Temporary password generate successfully.

CE1M1NJF 📋

Use it to sign on to Smartpoint Desktop, where you will be prompted to create a new password. We sent the temporary password to your email for your records.

Your temporary password is ready now. Click to copy and go back into Smartpoint to login.

▪ The temporary password displays now and is also sent to you in an email.

Temporary Password

Subject: Password Reset for GDS Host

Your temporary password for 1G/1V is below. Please use this password to sign on. After you do, the host will ask you to set your personal password.

CE1M1NJF

Thank you,
Travelport Helpdesk

Your temporary password can be found in your email, too.

▪ You can 'Click to Copy' button   CE1M1NJF 📋   Click to copy   and go back into Smartpoint to login.

▪ Once you input your temporary password to sign in Travelport+, the system require you to create your new password immediately.

1.4 Client ID Reset in MyTravelport   MyTravelport KB0028519

Below are possible scenarios which inhibit using in Smartpoint. And you may also use automation tools to reset Client ID in MyTravelport.
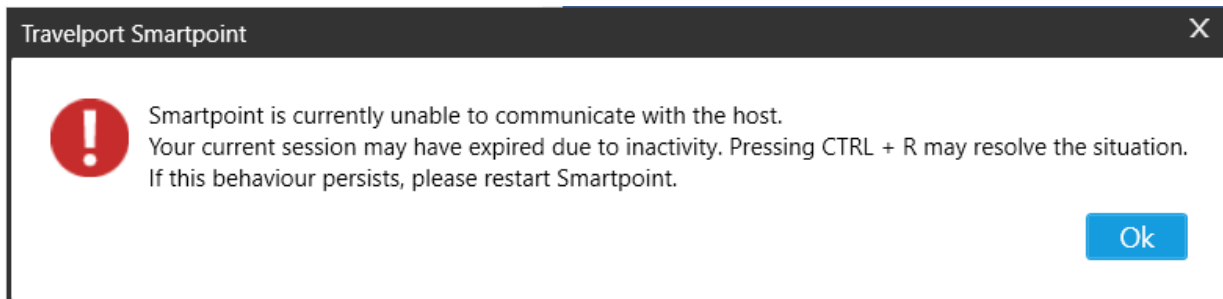
- Cannot Connect to Host
- Remote Host Not Responding
- Failed to open connection
- Error: Host Unreachable

You are required to find out client ID in your computer and follow below steps to reset client ID:

1. Go to Control Panel
2. Search for 'Galileo TCP/IP'
3. Log down the Client ID
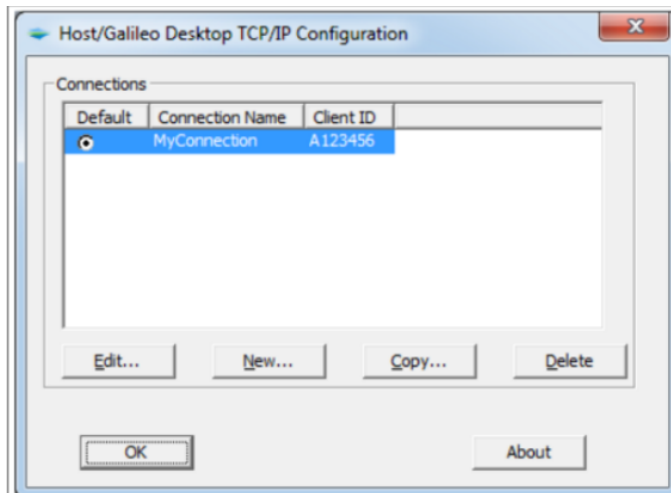
4. Ensure Smartpoint is completely closed when you try to reset your client ID.
5. Log into My.Travelport.com and find 'Request client ID reset' icon under Help and resources
6. Click 'Request client ID reset' link under Help and resources
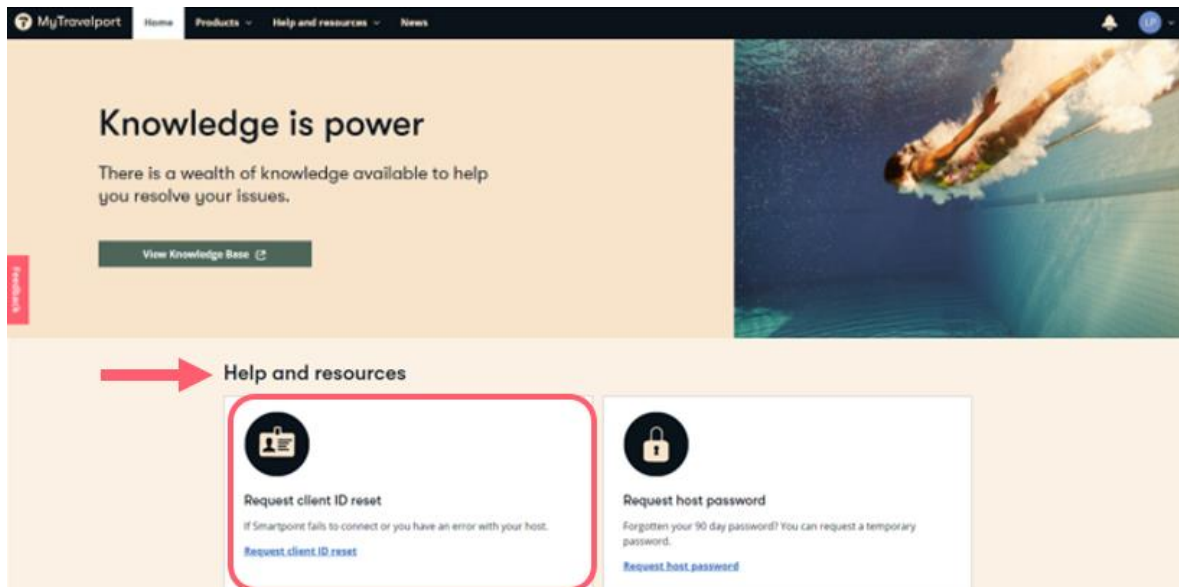
7. Fill in the request form and provide information as below (Steps a to c)

8. Finally click 'Submit' button to proceed

Note: You will receive an email when it's successfully reset and you can restart Smartpoint again.

2. TIMETABLE   H/TT

Search schedule of flights between two points   **TTHKGTYO**

If no date is included the system will give a display of flights starting from today for the next *28 days.*
If a date is included a range of 28 days from that date will be displayed.

TT1MARHKGTYO

```
01MAR17-28MAR17   MTWTFSS   HONG KONG    /TOKYO AREA
         25MAR    1234567   HKG  HND   0040   0530  @NH 822   763*C
27MAR             1....6.   HKG  HND   0050   0555  @UA7908   763*C
27MAR             1....6.   HKG  HND   0050   0555   NH 840   763*C
27MAR             1234567   HKG  NRT   0100   0625  @AA8884   773*C
27MAR             1234567   HKG  NRT   0100   0625   CX 524   773*C
27MAR             1234567   HKG  NRT   0100   0625  @JL7040   773*C
         26MAR    1234567   HKG  NRT   0105   0615  @AA8884   773*C
         26MAR    1234567   HKG  NRT   0105   0615   CX 524   773*C
         26MAR    1234567   HKG  NRT   0105   0615  @JL7040   773*C
26MAR             1234567   HKG  NRT   0130   0730   HX 606   320 B
         22MAR    .23....   HKG  NRT   0155   0705   HX 606   320 B
         25MAR    1..4567   HKG  NRT   0155   0705   HX 606   320 B
)>|
```

A date in the first column indicates the flight operates *from* that date. A date in the second column indicates the flight operates *until* that date. No date indicates the flight operates throughout the period.

TT1MARHKGLON/CX	Timetable for specific carrier
TTJFKHKG.LAX	Display Timetable with Specific Connection Point
TTCX717/05MAY	Display details of specific flight
TTB1	Display flight info for segment 1 under booking file
TTL1	Display flight info for line 1 under availability

Display Timetable with Connection   **TTJFKHKG.C**

Schedules are displayed with directs first followed by connections. If more schedules are returned than what can display on one screen, enter MD to see the additional schedules (current functionality).

```
19JAN           1234567  JFK  SFO  0730  1120  AA    76  32B*C
        26JAN   .2....7       HKG  2255* 0610  @AA8931   359*C
                1234567  JFK  ICN  1200# 1710  KE    82  77W*C
12JAN           .2.4.6.       HKG  2000  2310  KE   607  789*C
                1234567  JFK  ICN  1200# 1710  @DL9012   77W*C
12JAN           .2.4.6.       HKG  2000  2310  @DL7897   789*C
15JAN   22JAN   1234567  JFK  ICN  1300# 1730  OZ   221  359*C
        14JAN   .2.....       HKG  1925  2240  OZ   745  32Q*C
03FEB           1.345.7  JFK  ICN  1300# 1730  OZ   221  359*C
        14JAN   .2.....       HKG  1925  2240  OZ   745  32Q*C
13JAN           123...7  JFK  ICN  1300# 1730  OZ   221  359*C
        14JAN   .2.....       HKG  1925  2240  OZ   745  32Q*C
24JAN   01FEB   1234567  JFK  ICN  1300# 1730  OZ   221  359*C
        14JAN   .2.....       HKG  1925  2240  OZ   745  32Q*C
                1.3....  JFK  PVG  1525# 1915  MU   588  773*C
        31JAN   ...4.67       HKG  0835  1130  MU   501  321*C
                ...4...  JFK  FRA  1600# 0540  LH   401  333*C
                ....5.7       HKG  1235# 0650  @LH7014   351*C
        16JAN   ....56.  JFK  FRA  1600# 0540  LH   401  333*C
                ....5.7       HKG  1235# 0650  @LH7014   351*C
12JAN   12JAN   .2.....  JFK  FRA  1600# 0540  LH   401  333*C
                ....5.7       HKG  1235# 0650  @LH7014   351*C
13JAN           .2.....  JFK  FRA  1600# 0540  LH   401  333*C
                ....5.7       HKG  1235# 0650  @LH7014   351*C
17JAN           .....67  JFK  FRA  1600# 0540  LH   401  333*C
                ....5.7       HKG  1235# 0650  @LH7014   351*C
06FEB   06FEB   .....6.  JFK  LAX  1810  2132  AA     3  772*C
        03FEB   .23...7       HKG  2325* 0720  @AA8934   359*C
19JAN   05FEB   1234567  JFK  LAX  1810  2132  AA     3  772*C
        03FEB   .23...7       HKG  2325* 0720  @AA8934   359*C
07FEB           123...7  JFK  LAX  1810  2132  AA     3  772*C
        03FEB   .23...7       HKG  2325* 0720  @AA8934   359*C
        18JAN   1234567  JFK  LAX  1810  2132  AA     3  772*C
        03FEB   .23...7       HKG  2325* 0720  @AA8934   359*C
        11JAN   1......  JFK  LHR  1830# 0625  BA   112  777*C
        15JAN   1234...       HKG  2100# 1655  BA    27  777*C
12JAN           1.34.67  JFK  ZRH  1830# 0805  LX    15  77W*C
                .2.4.6.       HKG  1610# 1030  LX   138  77W*C
                .2.4567  JFK  LHR  1930# 0735  @VS4030   764*C
        18JAN   1234567       HKG  2100# 1650  VS   206  789*C
15JAN   16JAN   ....5..  JFK  AMS  1950# 0850  KL   642  772*C
        16JAN   ......7    1  HKG  2200# 1930  KL   847  772*C
16JAN   23JAN   .....6.  JFK  AMS  1950# 0850  KL   642  77W*C
        16JAN   ......7    1  HKG  2200# 1930  KL   847  772*C
29JAN   31JAN   ....567  JFK  AMS  1950# 0850  KL   642  77W*C
        16JAN   ......7    1  HKG  2200# 1930  KL   847  772*C
18JAN   24JAN   1...5.7  JFK  AMS  1950# 0850  KL   642  772*C
        16JAN   ......7    1  HKG  2200# 1930  KL   847  772*C
                1234567  JFK  LHR  1950# 0750  @BA1517   77W*C
        15JAN   1234...       HKG  2100# 1655  BA    27  777*C
        11JAN   1......  JFK  AMS  1950# 0850  KL   642  772*C
        16JAN   ......7    1  HKG  2200# 1930  KL   847  772*C
```

2.1 Flight details

Flight details can be requested following an availability display,
by entering >**TTL1** or search by flight number details >**TTCX450/3MAR**

```
CX  450  SUNDAY       03 MAR 19
--------------------------------------------------------------
BRD TIME      T D/I  OFF TIME    T D/I  FLY/GROUND      EQP   E
HKG 1000      1  I   TPE 1145    1  I   1:45/ 1:05      773   E
TPE 1250      1  I   NRT 1655    2  I   3:05            773   E
--------------------------------------------------------------
TOTAL FLYING TIME  HKG - NRT      4:50
TOTAL GROUND TIME  HKG - NRT      1:05
TOTAL JOURNEY TIME HKG - NRT      5:55
--------------------------------------------------------------
CLASSES
HKG-TPE J  C  D  I  Y  B  H  K  M  L  V  S  N  Q  O
TPE-NRT J  C  D  I  Y  B  H  K  M  L  V  S  N  Q  O
>
```

3. MINIMUM CONNECTING TIME   MY TRAVELPORT KB0014377

Minimum connecting time (MCT) is the minimum time necessary between the arrival of one flight and the departure of the connecting flight. MCTs vary by airport and have exceptions based on a number of variables including airline, terminal, equipment flown, and countries involved.

To display the fill-in-format   **DCT**

```
>DCT     *** MINIMUM CONNECT TIME DISPLAY REQUEST ***
-----------------------------------------------------------
ORIGIN ·...     *CONNECT/TRANSIT  ·GUM   DESTINATION  ·...
                     INBOUND        OUTBOUND
CARRIER              ·CX            ·AA
CODESHARE (Y/N)      ·.            ·.
OPERATING CARRIER    ·..           ·..
FLIGHT NUMBER        ·....         ·....
EQUIPMENT/TYPE(W/N)  ·.../·.       ·.../·.
TERMINAL             ·..           ·..
REGION/COUNTRY/STATE ·.../·../·..  ·.../·../·..
SUPPRESSION REGION/COUNTRY/STATE   ·.../·../·..
CONNX TYPE·II  -DD-DI-ID-II-    OUTBOUND DATE DDMMMYY·.......
```

> *** Mandatory field**

```
                   MINIMUM CONNECT TIME TABLE GUM
STANDARD TIMES:    DD 00:20     DI 01:00    ID 01:00    II 01:15
DI  CC C OP FLT RANGE TM CTY ST CO REG EQP B  DATES  SUPP   MCT
II  H1 N    9750 9969                        28FEB19
    H1 N    9750 9969                                       04:00
II  UA N    0001 9998
    PR N    0105                                            SUPPR
II  UA N    0001 9998
    PR N    0103                                            SUPPR
II  UA N                      US
    UA N    0190 0193    MNL                                SUPPR
II  UA N    0190 0193    MNL
    UA N                      US                            SUPPR
)>
```

It is possible to request MCT data directly without using the fill-in-format screen.
The entry requires an **AIRPORT** code and allows modifiers for carrier code, connection type and origin/destination cities.

DCTLHR	Basic direct entry for MCT at city with code
DCTLHR-DI	Specify connection type (D = Domestic I = International)
DCTLHR*BA	Specify Airline
DCTLHR-DI*CXBA	Specify both connection type and Carriers
DCTLHR-DI*CXBA+FI	Optional qualifier to view MCT record with filed by information. Valid with DCT entries.
@MT	Check the booked itinerary to ensure all segments have minimum Connecting time

4. AVAILABILITY

Travelport+ availability offers a neutral display with no preference given to a particular carrier.

Flights are shown in the following order:

➢ Participants direct flights - Non-stop (no transits)
➢ Participants direct flights - Stopping
➢ Participant to participant connection flights

(A participant is a carrier who has contracted with Travelport+ to allow their services to be booked through the Travelport+ reservations system. A non-participant is a carrier who has not yet contracted with Travelport+ and hence their services cannot be booked through the Travelport+ system.)

The simplest availability entry is   **A 10JUL HKG PAR**
                                        | | | |
                                        1   2   3   4

1. A = **A**vailability request
2. Date of travel. If omitted, today's date is assumed
3. Board point
4. Off point

Points to note:
- System date range is 331 days
- Dates can be entered as 02MAR or 2MAR
- Default of 16 lines are displayed on screen for neutral availability

4.1 Sponsored Flights

In Smartpoint, Sponsored Flights are identified by the SPONSORED FLIGHTS* tag above the list

4.2 Screen display of Neutral Availability

```
1   A10JULHKGPAR                                              ▽  ...
>    1                                                             17
    WED 10JUL19   HONG KONG/PARIS          10/0000 10/2359
 2 1 HKG CDG 0005 0655   CX 261 F4 A4 J9 C9 D9 I9 W9 R9 E9 Y9 77W C*E
    «B» 3    4    5       7       9   B9 H9 K9 M9 L9 V9 S9 N9 Q9  11   12  13
   2 HKG CDG 1235 1925   CX 279 J9 C9 D9 I9 W9 R9 E9 Y9 B9 H9 359 C*E
    «B»                         10  K9 M9 L9 V9 S9 N9 Q9
   3 HKG CDG 2250#0550   AF 185 P4 F3 J9 C9 D9 IC ZC OC W9 S9 77W C*E
    «B»              6          A9 Y9 B9 M9 U9 K9 H9 L9 Q9 T9
    14                          E9 N9 R9 V8 X8 GC
   4 HKG ZRH 0005 0630   CX 383 J7 C6 D2 IL W9 R9 E9 Y9 B9 H9 351 C*E
                                K9 M9 L9 V9 S9 N9 Q9
   5     CDG 0735 0900   LX 632 J9 C9 D9 Z9 P9 Y9 B9 M9 U9 H9 320 C*E
                                Q9 V9 W9 S9 T9 L9 KC
   6 HKG FRA 0035 0645   CX 289 F4 A3 J9 C9 D9 I9 W9 R9 E9 Y9 77W C*E
                                B9 H9 KL M9 L9 V9 S9 NL QC
   7     CDG 0820 0930   LH1028 J9 C9 D9 Z9 P9 Y9 B9 M9 U9 H9 32A C*E
                                Q9 V9 W9 S9 T9 L9 KC
   8 HKG HEL 0910 1445   AY 102 J9 C9 D9 I9 Y9 B9 H9 K9 M9 P9 359 C*E
    «B»                         T9 L9 V9 S9 N9 Q9 O9 Z9 R9 GL
                                               WC XL EL
   9     CDG 1605 1810   AY1577 J9 C9 D9 I9 Y9 B9 H9 K9 M9 P9 32B C*E
                                T9 L9 V9 S9 N9 Q9 O9 Z9 R9 GL
                                               WC XL EL
  10 HKG HEL 0910 1445   AY 102 J9 C9 D9 I6 Y9 B9 H9 K9 M9 P9 359 C*E
                                T9 L9 V9 S9 N9 Q9 O9 Z9 R9 G9
                                               WC XL EL
  11     CDG 1605 1810  @AF5009 J4 C4 D4 I4 Z4 O4 Y9 B9 M9 P9 32B C*E
                  8             U9 F9 K9 W9 H9 S9 L9 A9 Q9 T9
                                E9 N9 R9 V9 X6 G3
  12 HKG ZRH 0005 0630   CX 383 J7 C6 D4 IL W9 R9 E9 Y9 B9 H9 351 C*E
                                K9 M9 L9 V9 S9 N9 Q9
  13     CDG 0745 0910   AF1415 J8 C7 D7 I7 Z7 O6 Y9 B9 M9 P9 318 C*E
                                U9 F9 K9 W9 H9 S9 L9 A9 Q9 T9
                                E9 N9 R9 V9 X9 GC
  14 HKG AMS 0015 0640   CX 271 J9 C9 D9 I9 W9 R9 E8 Y9 B9 H9 351 C*E
                                K9 M9 L9 V9 S9 N9 Q9
  15     CDG 0800 0925  @AF8229 J9 C9 D9 I9 Z9 Y9 B9 M9 P9 U9 73H C*E
                                F9 K9 W9 H9 S9 L9 A9 Q9 T9 E9
                                N9 R9 V9 XC GC

«More Flights»
        15
>                                                           16 🗓
```

Explanation of Availability display:

1. Header Line show day of week, date and origin and destination and the 24-hour number
2. Availability line reference number
3. Board point of Origin and Destination

Example of Origin and Destination show on Line 1

```
1 HKG CDG10/ 0005 0655   CX 261 F6 A5 J9 C9 D9 I9 W9 R9 E9 77W C*E
  «B»                           Y9 B9 H9 K9 M9 L9 V9 S9 NL
                                                          QC
  FROM: HONG KONG INTL, HONG KONG
  TO: CHARLES DE GAULLE INTL ARPT, PARIS
```

4. Number of Stops on sector (1 indicates One-Stop, Blank indicated Non-Stop)

Example of Destination with SIN1ORD show

```
1 SIN1ORD 0600 1400   UA 896 F7 A7 J9 C9 D9 Z9 P9 Y9 B9 M9 777 C*E
  «B»                        E9 U9 H9 Q9 V9 W9 S9 T9 L9 K9
                                                        G0 N0
              SINHKG 0355
              HKGORD 1520
```

5. Departure time

6. Day of arrival indicator

#	Arrival next day
*	Arrival 2 days later
-	Arrival previous day (International Date Line) Blank indicates arrival on same day

7. Time of arrival

8. Co-share flight information exists (@)

Example of Code share flight information show on Line 15

```
15     CDG10/ 0735 0940 @AF5003 J4 C4 D4 I4 Z3 O2 W9 S9 A9 32B C*E
                                Y9 B9 M9 U9 K9 H9 L9 Q9 T9
                                E9 N9 R6 VC XC GR
   OPERATING AIRLINE: FINNAIR
```

9. Carrier and flight number

Example of carrier and flight information show on Line 1

```
1 HKG CDG10/ 0005 0655   CX 261 F6 A5 J9 C9 D9 I9 W9 R9 E9 77W C*E
  «B»                           Y9 B9 H9 K9 M9 L9 V9 S9 NL
                                                          QC
  AIRLINE: CATHAY PACIFIC
  DEPARTS HKG TERMINAL 1 - ARRIVES CDG TERMINAL 2A
  ELAPSED FLYING TIME: 12:50
  TOTAL JOURNEY TIME: 12:50
  ON TIME PERFORMANCE: NO FLIGHT DATA AVAILABLE
```

10. Classes and availability status

Availability status (AVS)
A   indicates available
R   indicates on request
L   indicates waitlist only
C   indicates waitlist closed

Numeric availability status (NAVS)
0-9   indicates number of seat
0   indicates waitlist open
C   indicates waitlist closed
R   indicates on request

Interactive features in Smartpoint with color indicates availability status:

Green	Available for sales
Orange	Acceptance of waitlist or **Grey** color e.g. S0
Grey – e.g. QC	Class code close for waitlist

11. Equipment Type

Example of equipment type information show on Line 1

With Smartpoint 9.0 version or above, seat map can be previewed upon clicking aircraft equipment code
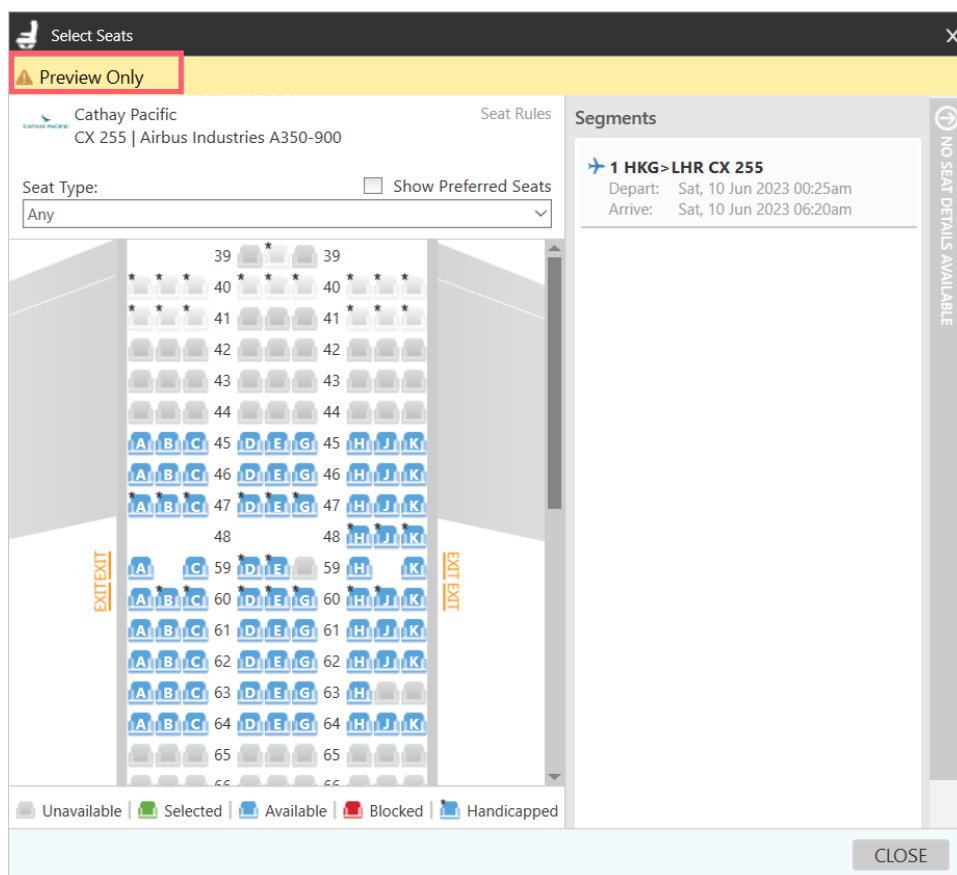
12. C - Carrier Specific link availability indicator *(Entry sample e.g. A10JULHKGLON*CX)*

13. E- Eligible for Electronic Ticketing

14. **<<B>>** - Airline participate with Brand and Ancillaries information show

15. **<<More Flights>>** - Point and click to view more flights

16. Date Calendar – Change number of seat or availability date before sell

17. From the Air Availability results, click the Filter ⛊ icon to display the Filter window.

Example of availability filter result:

Note: Availability line numbers filtered with preferred airlines' choice

4.3 AVAILABILITY ENTRIES   H/AVAIL

A15OCTHKGTPE	Availability on specific date
A10OCTHKGTPE1700	Availability on specific date and time
A20OCTHKGSFO.NRT	Connection via Narita, Tokyo
A20OCTHKGNYC.D	Availability with direct flight
AJ20OCTHKGLON	Availability with journey time
A20OCTHKGSFO+5	Availability on specific date with return date on 5 days later
A25OCTHKGTPE*CX	Availability on specific date with Carrier Specific Display CX
A15OCTHKGTPE/CX	Preferred Carrier and date selection (Neutral Availability Display)
A15OCTHKGDAD/UO#	Availability with UO Carrier *only* (Neutral Availability Display)
A15OCTHKGTYO*CX@Q	Availability request for 'Q' class with Carriers Specific Display CX
A15OCTHKGTPE;A20OCTTPESFO	Combine multiple availability request by semicolon character ;
A#	Change to one day later
A#5	Change to five days later
A-	Change to one day before
A-7	Change to seven days before
A20OCT	Change to specific date
AR#15	Return availability after 15 days
AR20OCT	Return availability on specific date
AN#3SIN	Next destination availability to SIN 3 days later from off point segment
AN20OCTTPE	Next destination availability to TPE on specific date

4.4 Preferred Alliance Availability

DCA	Display List of Alliance Code
DCA/*A	Display member airlines of Star Alliance
DCA/*O	Display member airlines of One World Alliance
DCA/*S	Display member airlines of Sky Team
A14MAYHKGLAX//*A	Availability display for Star Alliance partner airline only
A20JUNHKGYYZ//*O	Availability display for One World partner airline only
A18JULHKGHEL//*S	Availability display for Sky Team partner airlines only

4.5 Direct Sort Mode Availability

Travelport+ uses one standard sort mode for all availability requests called the Basic Sort Mode. The Basic Sort Mode organizes the flights returned in an availability response in the following order:

Basic Sort Mode	
Category #	Category Name
1	Nonstop flights
2	Direct flights
3	Connecting flights

A new Direct Sort Mode will be made available to organize the flights returned in an availability response in a more efficient manner. Preference will be given to the time input in the availability entry, single connections will be displayed before double connections, and online connections will be displayed before displaying interline connections using the following order:

Direct Sort Mode	
Category #	Category Name
1	Nonstop flights
2	Direct flights
3	Online single connecting flights
4	Interline single connecting flights
5	Online double connecting flights
6	Interline double connecting flights
7	Triple connecting flights

HMCT or **OP/W***	Determine current sort mode
SSM/DIRECT	Convert to Direct Sort Mode from availability
SSM/BASIC	Convert to Basic Sort Mode from availability

```
1   OP/W*
 *GALILEO*  CPU G
HKGNH/HKGNH C339614  AG/79E4 A ACTIVE - BASIC
HKGNH/HKGNH C339614    AVAIL    B
HKGNH/HKGNH C339614    AVAIL    C
HKGNH/HKGNH C339614    AVAIL    D
HKGNH/HKGNH C339614    AVAIL    E
```

```
1   HMCT
CRT INITIALIZED:
CITY:      AVAIL-        FARE/RULE-        PHONE-
TIME:      TIME-24       FARE SYS-AP       EURO-        LCU-
GROUP ID:
AVAIL PREFERENCE:                          DIRECT
AVAILABILITY DEPARTURE TIME:
PRIVATE FARES   -      PSEUDO CITIES:  (79E4)
                                  FD:    *   *
                       ACCOUNT CODES:
TICKETING PSEUDO CITY:
```

5. BOOKING FILE MANDATORY FIELDS

Phone	P.HKGT*TRAVELPORT TRAVEL 3008 2152 MARY
Received from	R.MARY
Itinerary	01Y1
Name	N.CHAN/JOHNMR
Ticket	T.T*

5.1 SELL   H/0

02Y1	Sell 2 Y class from line 1
02Y1H2	Sell 2 seat on Y class of line 1 and H class from line 2 of connection flight
01Y5*	Sell one seta in Y class and the following connecting flights also in Y class
02Y1LL	Waitlist 2 Y class from line 1
0CX903Y11MAYHKGMNLNN1	Direct segment sells with flight details
0CX903Y11MAYHKGMNLAK1	Create dummy segment with confirmed status
0CX903Y11MAYHKGMNLAL1	Create dummy segment with waitlist status
0A or Y	Add ARNK (Arrival Unknown)
/2S6	Re-ordering segment 6 after segment 2
/0S3	Re-ordering segment 3 after segment 1

5.2 NAME FIELDS   H/N.

N.2WONG/ALANMR/BETTYMRS	Multiple names, same surname
N.WONG/ANNIEMS+N.CHAN/CLEMENTMR	Multiple surnames
N.LEE/PETERMSTR*P-C10	Child name with name remarks
N.I/WONG/MARYMISS*10OCT22	Infant name with name remarks
N.P1@LAI/PETERMR	Change passenger name 2
N.P2@*02JUL22	Modify name remarks
N.P4@	Delete Passenger 4

Note:
- *Spacing can be inserted between First names and titles.*
- *Most airlines DO NOT allow name changes after ending a Booking File. Please contact airline to get name change authorization. Then contact helpdesk for name change.*

5.3 PHONE FIELD   H/P.

P.HKGT*TRAVELPORT TRAVEL 3008 2152 JOE	Agency phone
P.HKGM*98331234	Mobile phone
P.HKGB*24328888	Business phone
P.HKGE*WCHAN- -AB//ABC.COM	Create an Email address for sending host email itinerary (-- means _ underscore sign, // means @sign)
P.2@HKGH*22332133	Change 2nd phone item
P.2-4.6@	Delete phone item 2 through 4 and 6

5.4 TICKET FIELD   H/T.

T.T*	Minimum input
T.TAU/20APR	Place BF on Q10 for ticketing on 20Apr
T.@TAU/26APR	Change ticket date

5.5 RECEIVED FIELD   H/R.

R.P	Minimum input
R.AMY	Received from Amy

Example of a booking file:

```
BCF2ZS/AA HKGOU  TV8AA AG 13305213 10DEC
1.1SMITH/JOHNMR
 1 . KL  888 M  10MAY HKGAMS HK1  1220   1835  O*        E SU
 2 . SK 1550 M  20MAY AMSCPH HK1  1740   1900  O*        E WE
 3 . SK  965 M  20MAY CPHHKG HK1  2100  #1345  O*        E WE/TH
```

```
[*ALL]  [*P]  [*TD]  [*VL]  [*RU]

[cart]

** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
```

The header line of the Booking File includes:

```
BCF2ZS/AA HKGOU TV8AA    AG 13305213 10DEC
```

BCF2ZS	The Record Locator
/AA	The last two characters of sign-on code
HKGOU	The set initialization
TV8AA	Pseudo code and last two characters of sign-on code
AG	Duty Code
13305213	IATA number
10DEC	Date of Booking File creation

6. CANCEL SEGMENT   H/CANCEL

X2	Cancel segment 2
X1.3-5	Cancel segment 1, 3 to 5
XI	Cancel whole itinerary

6.1 Update air segment status

@1XK or @1.4-6XK	Remove segment without sending message to airline (for UC/UN/HX/NO/AK status)
@1HK or @1.4-6HK	Change segment from KK/KL to HK status
@ALL	Update status on flights/SSRs/Seating replied status with single entry

6.2 Short cut for Cancel & Rebook

@1/C	Change segment 1 to C class
@1/22APR/B	Change travel date of segment 1 and class B
@2/4	Change segment number 2 to number of seats 4 on the same flight (Only before End Transact, not supported by all airlines)
@A/F	Change all segments to First class (Only before End Transact, not supported by all airlines)

DO NOT CANCEL AND REBOOK SAME FLIGHT, SAME CLASS SAME DAY IN SAME TRANSACTION OR/AND IN SAME MINUTE

7. END TRANSACTION   H/END

E	End Transact
ER	End transact and retrieve PNR

Error Warning Response when attempting to End Transaction

1	Response	:	**SIMULTANEOUS CHANGES TO BOOKING FILE – IGNORE TRANSACTION**
	Meaning	:	Booking file is being action by another person or being updated e.g.
	Action	:	confirmations of SSR, Vendor Remarks are being received
			Ignore and retrieve the Booking File ,enter IR

2	Response	:	**PNR INUSE - IGNORE AND RERETRIEVE**
	Meaning	:	The booking file is being currently retrieved by another Terminal or in an updating process
	Action	:	User is advised by system to ignore and retrieve; IR before proceeding other entries

3	Response	:	**NEED RECEIVED**
	Meaning	:	Any amendment/update made to a retrieved Booking File, a "Received Field" must be added to record.
	Action	:	Input Received field e.g. R.SUSAN and followed by End entry

4	Response	:	**MODIFY RECORD**
	Meaning	:	Indicates this field has been omitted. This error response Booking File appropriately and made another End Entry.
	Action	:	User must take note of earlier prompt messages. Modify the booking file appropriately and make the correct

5	Response	:	**CHECK DATE/TIME CONTINUITY SEGMENT 02**
	Meaning	:	The segments are not in chronological date and time order.
	Action	:	Correct or reorder the segments or add an "ARNK'

8. IGNORE

I	Ignore
IR	Ignore and retrieve PNR

9. BOOKING FILE RETRIEVAL   H/BFR

*PXAB34	Retrieve booking by record locator
*-CHAN	Retrieve by surname
*28DEC-WONG/DAVIDMR	Retrieve by date of departure and name
*CX450/10OCT-LEUNG	Retrieve by flight number, date of departure and name
*L	Redisplay name list
*3	Display name item 3 from name list

*H	Display PNR Booking File history
	H/DIH – Display Booking File
	H/HIST – Display History Codes

Note: In Smartpoint click <Enhanced View> to choose different types of history

10. MILEAGE MEMBERSHIP   H/M.

M*UA	Display all UA Cross Accrual airlines
M.UA123456	Add UA mileage number
M.P1/UA123456/AC	Report mileage to UA for sector flown on AC passenger 1
M.P1*UA/SQ	Add Cross Accrual participants SQ to a UA mileage card that has already been entered into BF
M.P1@	Remove all mileage for passenger 1
M.P1*UA@	Remove UA mileage for passenger 1
M.UA@	Remove UA mileage for all passenger
*MM	Display Mileage Membership data

*** Subject to airline participate Interactive Frequent Flyer Verification **MyTravelport KB0024003***

11. SPECIAL SERVICE REQUIREMENT (SSR) H/SSR

*SSRs can be added using Smartpoint **PNR** 🖉 icon→ Create/Edit Special Services → Special Service Request*

SI.P2/CHLD*DDMMMYY	Report child Information to inform airline child date of birth
SI.VGML	Request a Vegetarian meal for all passengers on all air segments
SI.S3/VGML	Request VGML for all passengers on segment 3 only
SI.P1S1.4/WCHR	Request WCHR for passenger 1 on segment 1 and 4 only
SI.P2/SPML*NO EGGS	Request SPML for passenger 2 of Special meal followed by descriptive text
SI.P1/VGMLAK	Add a passive VGML meal for passenger 1 for itinerary purpose
SI.P1S4/WCHR@HK	Change status code of the WCHR for passenger 1 on segment 4 to HK
SI.P2S1/AVML@XK	Removes the AVML request for passengers 2 and segment 1 from the BF, no message is generated
@ALL	Update all SSR status codes. TK/KK/KL become HK; UU/UL become HL; NO/UN are deleted
SI.P1S2@	Cancel all SSR items for passenger 1 on segment 2
SI.4-6@	Cancel OSI items from item 4-6

SI.ALL@	Cancel all Service Information from the BF (cancellation message will be sent)
*SO	Display OSI only
*SR	Display SSR only
*SI	Display both OSI and SSR

MEAL CODES   H/MEAL CODE   GC*605/32

```
** PROGRAMMATIC SSR CODES **

MEAL CODES (SEE GC*200/9 FOR FULL MEAL DESCRIPTION)
----------
AVML        *       VEGETARIAN HINDU MEAL
BBML        *       BABY MEAL
BLML        *       BLAND MEAL
CHML                CHILD MEAL
DBML        *       DIABETIC MEAL
FPML        *       FRUIT PLATTER MEAL
GFML        *       GLUTEN INTOLERANT MEAL
HNML        *       HINDU MEAL
KSML        *       KOSHER MEAL
LCML        *       LOW CALORIE MEAL
LFML        *       LOW FAT MEAL
LSML        *       LOW SALT MEAL
MOML        *       MOSLEM MEAL
NOML        *       NO MEAL
RVML        *       VEGETARIAN RAW MEAL
SFML        *       SEA FOOD MEAL
SPML        +       SPECIAL MEAL
VGML        *       VEGETARIAN VEGAN MEAL
VJML        *       VEGETARIAN JAIN MEAL
VLML        *       VEGETARIAN LACTO-OVO MEAL
VOML        *       VEGETARIAN ORIENTAL MEAL

FOR EL AL NON-STANDARD SSR MEAL CODES SEE >GP*151·


CHAP 605-HELP              PAGE  151-MEAL CODE LY
-------------------------------------------------------------

EL AL HAVE A NUMBER OF NON-STANDARD MEAL SSR CODES FOR USE
ON THEIR FLIGHTS ONLY:

CODE    MEAL
****    ****
CNML    CHICKEN MEAL
FSML    FISH MEAL
GRML    GREEK FASTING FOOD
GVML    REGAL GLATT VEGETARIAN FROM NYC
KCML    STRICTLY KOSHER CHILD MEAL
RFML    REGAL FISH MEAL FROM NYC
RGML    REGAL MEAL FROM NYC
SKML    STRICTLY KOSHER MEAL
```

```
+       - CODES WHICH MUST HAVE ADDITIONAL TEXT
*       - CODES WHICH MUST NOT HAVE ADDITIONAL TEXT
BLANK   - CODES WITH OPTIONAL ADDITIONAL TEXT
```

ASSORTED CODES   H/ASSC

```
ASSORTED CODES
--------------
AVIH       +    ANIMAL IN HOLD
BIKE            BICYCLE
BLND            BLIND PASSENGER
BSCT       *    BASSINET/CARRYCOT
BULK       +    BULKY BAGGAGE
CBBG       +    CABIN BAGGAGE
CHLD            CHILD INFORMATION
CKIN            CHECK-IN INFORMATION
COUR            COMMERCIAL COURIER
CTCE            PASSENGER CONTACT E-MAIL ADDRESS
CTCM            PASSENGER CONTACT MOBILE/CELL PHONE
CTCR            PASSENGER REFUSED TO GIVE EMAIL/MOBILE
DEAF            PASSENGER
DEPA            DEPORTEE (ACCOMPANIED)
DEPU            DEPORTEE (UNACCOMPANIED)
DPNA       +    DISABLED PASSENGER NEEDS ASSISTANCE
DOCA       *    ADDRESS INFO FOR APIS
DOCS       *    PRIMARY DOCUMENTS FOR APIS I.E. PASSPORT
DOCO       *    SECONDARY DOC INFO FOR APIS I.E. VISA
EPAY       +    GUARANTEED ELECTRONIC PAYMENT
EXST       +    EXTRA SEAT
FRAG       +    FRAGILE BAGGAGE
GPST       +    GROUP SEAT
GRPF       +    GROUP FARE
INFT       N.A. INFANT WITHOUT SEAT WHEN AUTO ADDED IN
                RESPONSE TO INF NAME FIELD ENTRY.
INFT       +    INFANT WITH SEAT WHEN ADDED MANUALLY AS SSR
LANG       +    LANGUAGE ASSISTANCE
MAAS       +    MEET AND ASSIST
MEDA            MEDICAL CASE
PETC       +    PET IN CABIN
RFTV       *    REASON FOR TRAVEL
SEMN       +    SHIPS CREW
SLPR       *    SLEEPER/BERTH
SPEQ       +    SPORTS EQUIPMENT
STCR       *    STRETCHER
TKNM       +    MANUALLY ENTER TICKET NUMBER
TWOV            TRANSIT WITHOUT VISA
UMNR       +    UNACCOMPANIED MINOR
WCHC            WHEELCHAIR (CARRY ON)
WCHR            WHEELCHAIR (CAN CLIMB STAIRS)
WCHS            WHEELCHAIR (CANNOT CLIMB STAIRS)
WEAP       +    WEAPON FIREARM OR AMMUNITION AS CHKD BAG
XBAG       +    EXCESS BAGGAGE
```

```
+           - CODES WHICH MUST HAVE ADDITIONAL TEXT
*           - CODES WHICH MUST NOT HAVE ADDITIONAL TEXT
BLANK       - CODES WITH OPTIONAL ADDITIONAL TEXT


** FOR NORTH AMERICAN CARRIERS **
--------------------------------
WCBD                OWN WHEELCHAIR - DRY CELL BATTERY
WCBW                OWN WHEELCHAIR - WET CELL BATTERY
WCOB                WHEELCHAIR REQUIRED ON BOARD
WCMP                WHEELCHAIR - MANUAL POWER
```

Other Manual SSR entries

SSR FOID – Nationality ID Card

SI.P1/SSR**FOID**CZHK1/NI10874103

Add form of identity of passport information to CZ for issuing Electronic ticket purpose

SSR CTCM – Passenger Mobile Contact

SI.P1/SSR**CTCM**TGHK1/ 60127776777/EN

Add passenger 1 with mobile contact number; prefer language

SSR CTCE – Passenger Email Contact

SI.P1/SSR**CTCE**EKHK1/ SMITH..78//YAHOO.COM

Add passenger 1 with email contact information

SSR CTCR – Passenger Refused provide contact

SI.P3/SSR**CTCR**LHHK1/ PASSENGER REFUSED TO PROVIDE INFORMATION

Add passenger 3 refused to provide contact information. The text after the last slash is a free format

12. MANUAL SPECIAL SERVICE REQUIREMENTS

12.1 Advanced Passenger Information System (APIS)   H/DOCS

Manual SSR entries

Add SSR DOCS with Secure Flight Data Only with Mandatory Slash for Omitted Data.
BA represents the Airline Code.

DOCS – Primary Document Information (I.E. Passport Data)

SI.P1S1/SSR**DOCS**BAHK1/P/US/S12345678/US/12JUL76/M/23OCT20/SMITH/JOHN/DAVID

Passenger 1, John David Smith, issued in USA, number S12345678, and Nationality – USA. Mr. Smith's date of birth is 12Jul76. Mr. Smith is male and his Passport expired on 23ʳᵈ Oct20. The surname, first name, and second name are provided

DOCO – Visa Document Information with expiration date

SI.P1/SSR**DOCO**BAHK1/PARIS FR/V/12345123/LONDON GB/14NOV20/US/12JUN25

Passenger 1 Born in Paris has Visa 12345123 issued in London 14NOV20 Valid for USA with expiration on 12Jun25

DOCA – Address information (I.E. Destination Address or Home Address)

SI.P1/SSR**DOCA**LHHK1/R/US/1800 SMITH STREET/HOUSTON/TX/12345
Passenger 1's residential address is in the USA, 1800 Smith Street, Houston, TX,12345

Smartpoint Fill-in format

In Smartpoint, select PNR   icon→ Create/Edit Customer Information → Security

Customer Information   ✕

NAME✓   LOYALTY   CONTACT✓   ADDRESS   TICKETING✓   PAYMENT*   **SECURITY**

🛈 Fields marked by * are required.

Secure Flight Passenger Data / APIS Information

Primary Document Information (DOCS)

Document Type: *   Document ID Number: *
P - Passport   ⌄   H78898988

Expiration Date: *   Issued By: *
10JAN26   HK - Hong Kong   ⌄

First Name: *   Middle Name:
BECKY

Last Name: *
CHAN

Gender: *   Birth Date: *   Nationality: *
F - Female   ⌄   10JAN90   HK - Hong Kong   ⌄

                                           Apply   Cancel

Secondary Document Information (DOCO)

Document Type: *
V - Visa

Document ID Number: *
T7789968

Applicable To: *
US - United States

Issue Date:
20NOV20

Issued By:
HK - Hong Kong

Nationality:
HK - Hong Kong

Expiration Date: *
20JUN21

[Apply] [Cancel]

Click this link to open DOCA address fill-in-format → Show Address Information

**Destination Address Information (DOCA)**

Add the Destination Address ⊕

Home Address Information (DOCA)

Add the Home/Residential Address ⊕

12.2 APIS Manager in Smartpoint 9.0 above

With Smarpoint 9.0, APIS Manager fill-in mask can be retrieved upon a PNR exist or at least one name field in PNR in order to access, otherwise following message will appear.

Smartpoint ✕

⚠ There are no passengers in the current booking file.

[Ok]
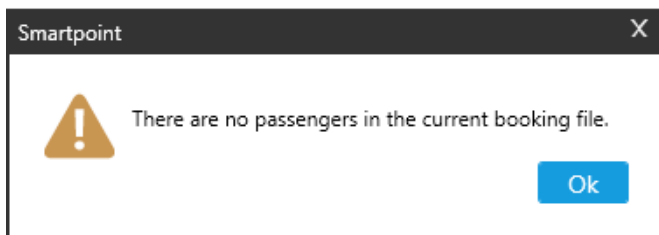
Type **#APIS**

APIS Manager ✕

DOCS DOCO DOCA

LAU, MARWITZMS

☐ Primary Document Information (i.e. passport data)

Document Type: *
P-Passenger Pas:

Country of Issue: *

Document Number: *

Doc. Expiry Date: *
Enter Date

Nationality: *

Last Name: *
LAU

First Name: *
MARWITZMS

Middle Name:

Gender: *

Date of Birth: *
Enter Date

☐ Holder of Multiple Passport

☐ TSA Secure Flight

Last Name: *
LAU

First Name: *
MARWITZMS

Middle Name:

Gender: *

Date of Birth: *
Enter Date

[Create SSR(s)] [CLOSE]

Note: For DOCO fill-in-format MUST select document type in order to show 'Expiry Date' field box

13. OTHER SUPPLEMENTARY INFORMATION (OSI) H/OSI

SI.TG*TCP8 WITH 1G PNR 297CTQ	OSI information to TG
SI.1@TG*FREE TEXT	Change 1st OSI item
SI.2@	Delete the 2nd OSI item
*SO	Display OSI items only
*SI	Display both SSR and OSI

14. ADVANCE SEAT RESERVATION H/S.

*In Smartpoint seats can be booked by clicking on **booking class** or select menu **PN icon→ Assign/ Edit Seat Assignments***

Seat map retrieved from a PNR

SA*S1	Display seat availability map for segment 1

SA*S1;	Display seat availability map in traditional format (In Smartpoint)
S.S2/32A-C	Specific seat request of 32A through 32C all passengers on segment 2
S.P2.4S1/10A/11A	Reserve seats 10A and 11A for passengers 2 and 4 on segment 1
S.S1/NW	Generic seat request of non-smoking windows for all passengers on segment 1 only
S.S2/10A*AK	Non Travelport+ reserved seat with totally passive status code no message is generated
S.S1/10A-C*NN	Reserve seats 10A and 10C on request basis
SC*	Specific seat characteristic display
S.S2@NA	Change to non-smoking aisle seats for all passengers on segment 2
S.S3@10A-C	Change seats to 10A through 10C on segment 3
S.S1@*HK	Change seat status code to HK for all passengers on all segment 1
S.P1.3S2@	Cancel seats for passengers 1 and 3 on segment 2
S.@	Cancel seats for all passengers on all segments
@ALL	Update the seat status code. KK will become HK etc.
*SD	Display Seat data

Seat map retrieval from air availability

Under air availability by clicking flight's aircraft equipment code, system automatically brings to show economy cabin seat map by default. Map retrieve for 'PREVIEW Only' and must complete a PNR in order to book seat.

15. VENDOR REMARKS   H/V.

V.ATG*PLS ADV TKTG OFFICE PHONE NBR	Send SSR OTHS information to TG
V.1@ABA*PLS ADV LON RSVN PHONE NBR	Change the 1st vendor remark
V.3@	Delete the 3rd vendor remark
*VR	Display vendor remark
*VI	Display Incoming vendor remark
*VO	Display Out coming vendor remark

Note:

Airline usually returns their required ticket time limit which can be seen under vendor remarks. Sometimes other requirement information requested from airline can be found here as well.

Sample of Vendor remarks

```
VENDOR REMARKS
VRMK-VI/AAF *MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-
CONSENT FOR AF 1411Z 30AUG
  2. VI/A1A *ADTK1GTOAF BY 02SEP 2300 HKG OTHERWISE WILL BE XLD 1411Z
30AUG
```

16. NOTEPAD FIELD   H/NP.

NP.FREE TEXT	Create notepad item
NP.F*FREE TEXT	Create a notepad item with F qualifier
NP.C**FREE TEXT	Create confidential notepad
NP.H**FREE TEXT	Create notepad which store in history
NP.2@FREE TEXT	Modify 2nd notepad item
NP.4@L*FREE TEXT	Modify 4th notepad item with L qualifier
NP.3@	Delete 3rd notepad
*NP	Display notepad
*NPD	Display all notepad items with D qualifier

17. ADDRESS FIELDS   H/ADDR

Written address with postal code

W. TRAVELPORT TRAVEL*UNITS 2302 BEA TOWER*MILLENNIUM CITY 5*KWUN TONG*HONG KONG P/

Delivery address

D.ABC CO*918 KINGS COURT*128 QUEENS ROAD *CENTRAL*HONG KONG

W.@2* UNITS 2308 BEA TOWER	Change 2nd subfield of written address
D.@2*920 KINGS COURT	Change 2nd subfield of delivery address
W.@	Delete written address
D.@	Delete delivery address

18. REVIEW BOOKING FILE   H/RB.

RB.05OCT*Free Text	Place BF to default Queue 12 on specified date
RB.10OCT/Q36*Free Text	Place BF to Queue 36 on specified date
RB.79E4/24SEP/1530/Q30*Free Text	Place BF on Queue 30 of agency 79E4 on 24Sep at 1530 with text
RB.2@20OCT/Q45*Free Text	Change Review Booking File item 2 to place BF to Queue 45 on 20OCT.
RB.3@	Delete Review Booking File item 3

RB.ALL@	Delete all Review Booking File items
*RB	Display Review Booking File

19. ITINERARY REMARKS   H/RI.

RI.TEXT	Create unassociated remarks
RI.S2*TEXT	Add text associated to segment 2
RI.S2*	Add blank line
RI.3@NEW TEXT	Change 3rd itinerary remark to new text
RI.4@	Delete 4th itinerary remark
RI./1*TEXT	Insert itinerary remark after 1st unassociated remark
RI./2S3*TEXT	Insert after itinerary remarks 2 an associated remark for segment 3
*RI	Display all itinerary remarks

20. ITINERARY / BF PRINT

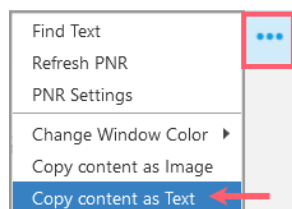|	
TKPDID	Print PNR itinerary (when printer has linked up)
P-*R	Print retrieved Booking File (when printer has linked up)
P-*ALL	Print the whole booking file including hidden fields (when printer has linked up)
P-*H	Print history of retrieved Booking File (when printer has linked up)

Printing in Smartpoint can be done via More option ••• button → Select Print this window
Or

Print PNR can be done via More Option ••• button → Select Copy Content as Text,
then press CTRL + V (Paste to save into document before print)

Two ways sending out itinerary using Vewtrip

➢ Access website www.viewtrip.travelport.com
Input 1G PNR RLOC and passenger surname, system brings you to show itinerary and choose 'Email' icon and fill in customer's email address before sending itinerary.

Or

➢ Under PNR Viewer select Viewtrip ⬆ icon or input entry **#VT**, system redirect you into Viewtirp.Travelport.com website. Again fill up customer's email address before sending itinerary.
Note: Once PNR has been ticketed, an option of electronic ticket receipt can be selected

21. PRINTER LINKAGE   H/PRLK

HMLD	Display printer linkage and status
HMOMC2AD1D-U (C2AD1D = printer address)	Change printer status from D (down) to U (up)
HQCC2AD1D	Count images in printer buffer
HQXC2AD1D	Cancel image in printer buffer
HQSC2AD1D	Restart printer buffer

22. QUEUE   H/Q   MYTRAVELPORT KB0023625

Travelport+ assigns each pseudo city **100 queues**, numbered **0** to **99**. **26** of them are programmatic queues and booking files are placed on these queues automatically. These queues usually contain items such as flight confirmations, waitlist clearances, and schedule changes. The other **74** non-programmatic queues can be customized for your office needs.

Programmatic queues

Programmatic queues hold messages sent by airlines, car, train, cruise, hotel, and leisure travel companies about changes you need to make to booking files.

The following table lists most available programmatic queues, their associated number, and the types of booking files they contain.

Queue name/number:	Contains booking files with:
Queue 0 - Urgent (URG)	Requiring urgent action (within 24 hours).
Queue 1 - General (GEN)	If no queue number is specified, a booking file placed on queue will automatically fall onto the general queue.
Past Date Quick default 1*PD	Past date bookings for subsequent retrieval.
Queue 2 - Seat confirmation	Replies to seat requests.
Queue 10 - Ticket arrangement (TAU)	Ticket review dates.
Queue 11 – Fares and NDC Schedule Changes	NDC booking files that airline return new pricing or segment with time change
Queue 12 - Review Booking	Booking files that contain a Review Booking field (default)
Queue 16 - Vendor Remarks	Booking files that contain vendor remarks from airlines.
Queue 17 - Waitlist	Waitlist confirmations (status KL)
Queue 18 - Urgent confirmation	Booking files with confirmation (status KK) from carriers, for travel within the next 14 days.

Queue name/number:	Contains booking files with:
Queue 19 - General confirmation (KK)	Booking files with confirmation (status KK) from carriers, for travel outside the next 14 days.
Queue 20 - Unable	Booking files with UU or US status.
Queue 21 - Unable to confirm	Booking files with UC, UN, or NO status.
Queue 22 - Time change	Time changes (TK or TL status).
Queue 23 - HX Notification	Booking file with canceled air segment actioned by Airline
Queue 24 - Auxiliary service advice	Service responses from hotel and car vendors
Queue 25 - Service information advice	Replies to SSRs.

Queue entries

QCA	Display queue count require action
	In Smartpoint click QCT button which has same function
QPB*	List of Queue Titles
Q/2	Access queue number 2
I	Ignore booking file and place a queue
QP	Display previous booking within queue
QR	Remove booking file from queue
QXI	Sign out from queue and ignore booking file
QEB/35	Place booking file to specific queue number 35
QEB/VUC	Place booking file to consolidator for ticketing
	GIS Pages **GC*HKG/10**

Example of entry QCA or click 'QCT' button in Smartpoint

```
79E4

SPV        MSG

           TTL

GEN*....0 | 1     - GENERAL QUEUE

   PD....1 | 1

Q02 ....6 | 6     - SEATING REPLIES

Q16 ...10 | 10    - VENDOR REMARKS

Q25 ....6 | 6     - SERVICE INFO ADVICE

Q70 ....4 | 4     - MARWITZ QUEUE
```

Points to note

- GEN Queue box equals to Queue 0
  Blue * belongs system default Queue Category 'PD' hold for Past Date Booking
- Clicking on 1st column of Queue no. in green color font brings you accessing PNRs in Queue management
- Clicking on queue count total in green color font gives you the listing of PNRs in the queue
- 2 options to retrieve PNRs either in Queue management environment or not

Working PNRs in Queue against PNR Creation

	PNR			Queue
IR	Ignore and Redisplay	=	**IR**	
ER	End and Redisplay	=	**ER**	
E	End PNR		**E**	End PNR and Remove from Queue
I	Ignore PNR		**I**	Ignore PNR and Place bottom of Queue
			QP	Return Previous PNR in Queue
			QR	Remove PNR from Queue
			QXI	Ignore PNR and Exit from Queue

Smartpoint Queue Count Options

| MQ | Q02 | 0 | Q10 | 1 | Q16 | 4 | Q25 | 1 | QCT | P | O |

Queue Count Options Setting

- Click on 'O' (Options) button show QuickView Queues set up table

- Input PCC, designated queue no. or category if required

- Maximum of 10 queue numbers (system or non-system queues number) can be set

- Only maximum of 5 queue numbers allows choosing 'Visible' check box and viewed instantly on screen

- Click on 'MQ' button can view all assigned queue count set

- Click on Queue number allow immediate access of queue management while total count show list of PNRS in queue

Sample of Queue Count Options

Queue Count Polling

1. Optional. Select Display queue change notifications if you want Smartpoint to automatically advise you when PNRs are added to a queue.

2. Optional. Select Enable queue count polling if you want Smartpoint to automatically check your for updates to queue counts.

If you enabled queue count polling, enter a polling time in Poll QuickView queue totals every XX minutes. The minimum polling time is 15 minutes.

Note: If you do not enable automatic queue count polling, you must click the Polling [P] icon each time that you want to update your queue counts.

Airlines will respond for request of flights, seats, meals etc with status codes.
Some important status codes are:

HK	Holds confirmed
HX	Have cancelled
KK/KL	Confirming/ Confirming from waitlist
PN	Pending/On Request
TK	Confirming with new timings
UC/UN	Unable confirmed from airline

Air, SSR and Seat Data status code update reference:

Segment Type	Change segment status from:	Change segment status to:
Air (confirmed)	TK / KK / KL	@1HK or @ALL
Air (waitlisted)	UU / US	@1HL or @ALL
Air (cancel)	NO / UC / UN / HX	@1XK or @ALL Remove from booking file
Seats (confirmed)	KK	S.@*HK or @ALL
Seats (cancel)	UN / NO	S.@ or @ALL Remove from booking file
SSRs (confirmed)	KK	SI.VGML@HK or @ALL
SSRs (cancel)	UN / NO	SI.ALL@ Remove from booking file

23. DIVIDE BOOKING   H/DIVIDE

Steps:

1. DP2	Divide Passenger 2 from original booking
Or DP1.3-5	Divide Passenger 1 and 3 to 5
2. R.P	Add Received field
3. F	Filed the record of divided passenger
4. R.P	Add Received field for original booking
5. E	End transact

Note:

*DV	Alert to view original/divided booking data reference
*VL	Alert to view Airline Record Locator acknowledgment

24. COPY PNR   H/REPEAT

Repeat ALL Segments

Steps: 1. *RLOC   Display PNR
           2. R.P   Received from
           3. RESALL   Repeat all segments
           4. Add other booking file fields
           5. E or ER   End transact

Repeat ALL customer data

Steps: 1. *RLOC   Display PNR
           2. R.P   Received from
           3. REALL   Repeat all customer data
           4. Add other booking file fields
           5. E or ER   End transact

Repeat the whole booking file

Steps: 1. *RLOC   Display PNR
           2. R.P   Received from
           3. REALLSALL   Repeat all customer data and all segments
           4. Add other booking file fields
           5. E or ER   End transact

25. TRAVELPORT+ INFORMATION SYSTEM   MYTRAVELPORT KB0023682

GG*   Main index
GC*HKG   Display chapter
GP*1   Display page 1 of current chapter
GC*   Redisplay current chapter index

26. HELP

H/   Display Help page after error response
H/AVAIL   Help for specific function
H/N.   Help page for Name Creation

27. ENCODE/DECODE H/ENCODE

.CD YVR	Decode city
.CE VANCOUVER	Encode city
.AD CX	Decode airline
.AD*074	Decode airline with airline code
.AE CATHAY PACIFIC	Encode airline
.LD JP	Decode country
.LE JAPAN	Encode country
.RD	Display all countries that are divided into regions
.RDAU	Decode specific region code

28. AGENCY CLIENT FILE H/C*

C*   Locate your PCC (Pseudo City Code)

```
1   C*
>
                                        «Hide Line Numbers»
79E4/GALILEO HONG KONG/            14DEC98
AGENCYFILE
  1N/CAT-P
  2Y/P.HKGT*TRAVELPORT TRAVEL-3008 2152
  3B
  4Y/T.T*
  5N/R.P
```

C*CIDBNUMBER   Locate your agency unique Customer Number

```
1   C*CIDBNUMBER
>
                                        «Hide Line Numbers»
79E4/GALILEO HONG KONG/CIDBNUMBER        01APR22
BUSINESSFILE
  1N/YOUR UNIQUE CIDB NUMBER TO BE USED WHEN CALLING THE
  2N/TRAVELPORT HELPDESK IS :
  3N/0486269
```

29. TIME CALCULATOR H/@LT

@LT	Display local time
@LTSFO	Display local time in San Francisco

30. MAP   H/MAPS

C*MAP/ETHIOPIA   Display major cities in country Ethiopia

C*MAP/UNITED STATES-ALASKA   Display USA province of Alaska

31. TIMATIC   H/TI-   MYTRAVELPORT KB0031694

Timatic is a mechanised Travel Information Manual (TIM) giving the agent instant information regarding requirements for travel.

The information can be referenced to a Booking File or be accessed independently.

TI-

```
>                     TIMATIC MASK ENTRY FORMATS

 >TI-MV·      VISA INFORMATION
 >TI-MH·      HEALTH INFORMATION
 >TI-MA·      VISA AND HEALTH INFORMATION
 >TI-MF·      FULL TEXT DISPLAY
 >TI-MC·      COUNTRY INFORMATION DISPLAY
 >TI-ML·      COUNTRY INFO-PARTIAL NAME
 >TI-MG·      GROUP LISTS
 >TI-HELP·    TIMATIC HELP REQUEST
```

User is allowed to press Tab key or point and click to choose any type of Fill-in format, then fill in the information that you get enquiry.

To obtain visa information **TI-MV**

Example

```
>TI-RV             TIMATIC VISA INFORMATION REQUEST
2 NATIONALITY    :NA·HKG/....
1 DESTINATION    :DE·FRA/.../.../.../.../.../.../.../.../...
Ø TRANSIT CITIES :TR·LHR/.../.../.../.../.../.../.../.../...
Ø ALIEN RESIDENT :AR·...

   2--NATIONALITY MANDATORY. SPECIAL INFORMATION OPTIONAL
   1--MINIMUM OF ONE COUNTRY/CITY/AIRPORT CODE REQUIRED
   Ø--OPTIONAL FIELD
   USE 3 CHAR AIRPORT/CITY CODE OR 2 CHAR COUNTRY CODE
>
```

TIMV/1		Display visa information for passenger with a destination of the offpoint of segment 1, the nationality of the passenger will be the original boarding city
TIMV/1/JP		Display visa information for passenger with a destination of the offpoint of segment 1, the nationality of the passenger is Japan
TIMH/1		Display health information requirements for a passenger boarding at the boardpoint of segment 1
TIMT/2		Display airport tax information for a passenger with boardpoint of segment 2
TIMP/2		Display airport tax information for a passenger with boardpoint of segment 2
TIMC/5		Display country information held for offpoint of segment 5

32. VIEW PNR   **MYTRAVELPORT KB0024508**

View PNR is available on the Travelport+ system for the following airlines:

- Air China (CA)
- Air India (AI)
- Asiana Airlines (OZ)
- Cathay Pacific (CX)
- China Airlines/Mandarin Airlines (CI/AE)
- China Eastern Airlines (MU)
- China Southern Airlines (CZ)
- Eva Airways/Uni Ways (BR/B7)
- Malaysian Airlines (MH)
- Silkair (MI)
- Singapore Airlines (SQ)

Step 1	@@BR/VIEWPNR	Drop through into BR system Response: WELCOME TO EVA AIRWAYS
Step 2	*CIMHSA;	Display the PNR using BR's vendor locator (*VL in 1G PNR)
Step 3	I	Ignore and Exit from BR system Response: WELCOME TO GALILEO - DROP THROUGH SESSION IGNORED

 Note: You can view the following fields:

Itinerary/Name/Ticket Number/Airport Fax (AP FAX) which includes SSRs and OSIs