



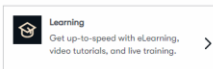
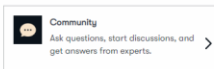
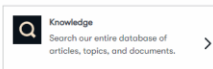
Travelport Smartpoint Document Production - Quick Reference Guide

For further support, register and log in MyTravelport

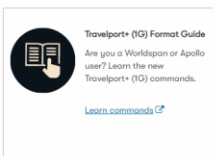
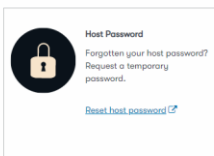
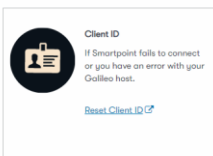
<https://my.travelport.com>

## TRAVELPORT SUPPORT

### Troubleshooting Resources



### Self-service solutions



## TICKET MODIFIERS (H/TMU)

TMU1FS	Add FOP cash for filed fare 1
TMU1FVI41233212110812310*D1228	Add fop credit card for filed fare 1
TMU2Z0	Add zero commission for filed fare 2
TMU1EBNONEND	Add a single line endorsement box for filed fare 1
TMU3EBNONEND*EBNONREF	Add multiple lines endorsement box for filed fare 3
TMU1F@S	Change FOP to cash for filed fare 1
TMU3Z@7	Change commission for filed fare 3
TMU1F@	Delete FOP for filed fare 1
TMU2Z@	Delete commission for filed fare 2
TMU1EB@	Delete endorsement for filed fare 1
<b>Note:</b> Ticket modifiers may be combined and used in random order, separated by mandatory slash (/)	
TMU1FS/Z0/EBNONEND	Add FOP, commission & endorsement for filed fare 1
TMU2F@/Z@/EB@	Delete FOP, commission & endorsement for filed fare 2
TMU1NFHKD2865/AI-1234	Add net fare amount and tour code
TMU1IT/TC1234	Suppress IT fare info & add tour code
TMU1TC1234	Add tour code (max 14 characters)

## TICKET ISSUANCE (H/TKP)

TKP	Issue ticket for all un-ticketed filed fares
TKP1	Issue ticket for all pax under filed fare 1 only
TKP3P1	Issue ticket for pax 1 under filed fare 3 only
TKPDTD	Issue e-ticket and support docs only
TKPDTDAD	Issue e-ticket and support docs with MIR
TKP1P1/DTD	Issue e-ticket and support docs for pax 1 of filed fare 1

## VOID E-TICKET

TRV/0799901234567	Void e-ticket
TRVE/0799901234567	Void exchanged ticket
KB0015461	List of airlines allowing exchanged tickets/refund to be cancelled

## REVALIDATE E-TICKET

TKRETS1/TN1259901234567/C1	Revalidate an e-ticket
TKRETS1/TNIN1259901234567/C1	Revalidate infant e-ticket
TKRETS1/TN1259901234567/C1/NVA12NOV23/NVB12NOV23	Revalidate e-ticket with Not valid before and after dates

## REFUND (H/REFUND)

TRNE1259901234567/12NOV22	Initiate the refund mask
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**LINEAR ENTRY** is only applicable on the following scenarios:

Full refund, no penalty	TRNE1259901234567/D12NOV22/RF
Full refund, with penalty	TRNE1259901234567/D12NOV22/RF/X1000
Full refund, with waiver code	TRNE1259901234567/D12NOV22/RF/AACOVID

**Note:** Linear entry may not be used on a reissued/partial used ticket

TRNC1259901234567	Cancel refund (participating carrier only – same day ticket was refunded)
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## REPRINT SUPPORT DOCUMENTS

TSD1259901234567	Reprint support documents
TSDR1259901234567/12NOV22	Reprint refund notice (ticket issue date) up to 7 days from the refund date

## DISPLAY E-TICKET

*HTE	Display e-ticket from a booking file
*TE1	Display 1 <sup>st</sup> e-ticket record from the list
*TE/1259901234567	Display e-ticket without a booking file

## TINS REPORT (H/HMPR)

HMPR	Display today's TINS report
HMPR/12JAN	Display TINS report with date specify
HMPR/PCC/12JAN	Display TINS report of branch PCC
HMPR*E	Display enhanced TINS report
HMPR*E22JAN	Display enhanced TINS with date specify
HMPR*E/KB0011486	Display enhanced fill-in format Enhanced TINS Report - Search and Sort Request Form

## PRINTER LINKAGE

HMLD	Display workstation linkage
HMLMXXXXXXD	Link ticket printer (XXXXXX is the ticket printer address)
HMLMXXXXXXDI	Link itinerary printer (XXXXXX is the itin printer address)
HMLMXXXXXXDA	Link mir device (XXXXXX is the MIR address)
HMOMXXXXXX-U	Change printer status to up from down status (D)
HMLM/DELINK	Delink from all printers
HMLM/DELINK/T	Delink from ticket printer

## OTHER ENTRIES

HMTN/D	Display ticket number range
HMTQ/D	Display allocated ticket quote per airline
HMET	Display electronic ticket support document print table
DT/IAT/DISCX	Display Interline electronic ticketing table for airline CX

## TICKET ISSUANCE END-TO-END PROCESS

Retrieve booking file		*7R3AW6
Price booking file		
Auto pricing:	FQ	Fare quote
	FQA	Fare quote alternative
	FQBB	Fare quote best buy
Manual pricing:	FBC	Fare build create
	FBU	Fare build update entries
	FBF	File manual fare
Partial auto pricing:	FQ or FQBB	Fare quote
	*FB1	Amend filed fare 1
	FBU	Fare build update entries
Add ticket modifiers	FBF	File the fare
	TMU1FS/Z3/EBNONEND*EBNONREF	
	R.PAX+ER	
Receive and save	Issue ticket	
Issue ticket	TKPDTD	

### MYTRAVEPORT USEFUL ARTICLES FOR TICKET EXCHANGE

KB0012573 *Ticket Exchange - general information*  
 KB0012574 *Basic exchange process for even, uneven, residual or add collect*  
 KB0012580 *Uneven Exchange with Refund of Fare and Taxes*  
 KB0012592 *Exchange a partially used e-ticket with no additional tax and collect the penalty as an EMD or tax*  
 KB0024928 *Ticket exchanges - general questions and answers*  
 KB0027962 *Void a ticket resulted from an exchange*  
 KB0030627 *Historical fare quote*

### TIPS AND TRICKS IN TICKET EXCHANGE

- ✓ Coordinate with the validating carrier on computation of fare
- ✓ Create filed fare for each passenger
- ✓ In case of partially used tickets, agent must use historical pricing or manual fare build (FBC) on bookings with flown segments
- ✓ Display the E-ticket record to verify coupon status
- ✓ Retrieve Agent Coupon to identify gross fare, net fare, paid taxes, tour code, FOP, endorsement, fare construction
- ✓ Reissue Fees may vary and may be collected as a tax code or EMD
- ✓ When attempting TMU1FEX entry, ensure the E-ticket number belongs to the correct passenger on the filed fare you are working on
- ✓ Process the ticket exchange

**Important Note:** Many airlines specify their own exchange procedures, so verify with the airline for the correct process to follow. Travelport helpdesk can assist with pricing and issuing process, but if you require confirmation on a fare difference or exchange penalty, you must contact the issuing airlines.

### TYPES OF TICKET EXCHANGE

Even exchange	The value of the new fare is the same as the original document
Exchange with ADC	The value of the new fare is higher than the original document (ADC – additional collection may be on gross fare or taxes)
Exchange with refund due	The value of the new fare is less than the original document

### PENALTY COLLECTION METHOD

Tax code	Tax code should be provided by the carrier
EMD-S	Stand-alone EMD needs to be issued for penalty (separate transaction from e-ticket)

### GENERAL TICKET EXCHANGE PROCEDURE (H/TKEX)

- Step 1: Check fare notes  
 Step 2: Identify types of exchange  
 Step 3: Retrieve and rebook segment if applicable  
 Step 4: Fare Quote or Fare Build based on airline computation  
 Fare Construction must reflect the fare origin  
 Step 5: Amend the fare to delete paid taxes, add difference/new tax/if penalty is to be collected as tax:  
**\*FB1**  
**FBUTAX1/+TAX2/**  
**FBUTAX1/00XX**  
**FBUTTL/**  
**FBF or FBFALL**  
**R.PAX+ER**
- Step 6: Request for Exchange and complete exchange mask  
**TMU1FEX2051234567890**  
 See exchange ticket mask, paid taxes screen  
**Possible system response:**  
 Even Exchange: TICKET MODIFIERS UPDATED  
 ADC Exchange: ADD COLLECT SCREEN  
 Refund Exchange: REFUNDABLE BALANCE SCREEN
- Step 7: Add additional TMU modifiers as required  
**TMU1Z0/EBNONEND**
- Step 8: Reissue the ticket  
**TKPDTD**

### EXCHANGE TICKET MASK

Complete mask as applicable:

```
>*EX **TICKET FOR**: SMITH/JOHN MR          PSGR 1/ 1
NEW FARE: HKD 14700 EQUIV:.....
TX1:          TX2:          TX3:          TX4:

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
               01699040479511 .. ..... 02
COUPONS FOR TKT1:12.. TKT2:.... TKT3:.... TKT4:....
TTL VALUE:HKD13500.... BSR:..... ORIG FOP:S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
               ..... HKG/HKG HKG 30MAR21 1330521
```

New Fare	New base fare (obtained from the filed fare)
TX1, TX2...	New taxes to be collected (obtained from the filed fare)
Ticket Number	Original ticket number including check digit
NO. CPNS	Number of coupons on the original ticket
Coupons for	Coupon numbers 12
TTL Value	Original base fare (obtained from the e-ticket record)
ORIG FOP	Original form of payment

ORG/DES	Origin/Destination of the original ticket
CITY	Where the ticket was issued
DATE	Original ticket issuance date
IATA CODE	IATA number of the agency who issued the original ticket

**Note:** Most fields are pre-populated, tab to the last tab stop (where the yellow cursor is), then press enter

### PAID TAXES SCREEN

Update paid taxes screen when applicable. If there is an XT tax field, ensure these taxes are expanded.

T1 T2 T3... Displays paid taxes from the original ticket  
 APT1 APT2 ... Represents US PFC charges

```
>*TP **TICKET FOR**: SMITH/JOHN MR          PSGR 1/ 1
NEW FARE: HKD 14700 EQUIV:.....
TX1:          TX2:          TX3:          TX4:
PAID TAXES
T1 160.....G3 T2 120.....HK T3 55.....I5 T4 44.....AY
T5 298.....US T6 31.....XA T7 35.....XF T8 55.....XY
T9 47.....YC T10 624.....YQ T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 SF04.50. APT2 ..... APT3 ..... APT4 .....
```

Press enter after the final tab stop (where the yellow cursor is)

### ADDITIONAL COLLECTION SCREEN

Complete ADC screen as applicable:

```
>*MR          TOTAL ADD COLLECT 1200 HKD
/F-S
/F.....
/F.....
.
```

Enter FOP to be used to collect the additional collection  
 Press enter right after the FOP (where the yellow cursor is)

System response: TICKET MODIFIERS UPDATED

R.XX+ER

### REFUNDABLE BALANCE SCREEN

Refundable balance screen:

N – if carrier does not permit refund of residual value  
 N – if carrier permits refund of the residual value by BSP or any method other than EMD  
 Y – if carrier permits refund of the residual value via EMD

```
>*ER REFUND DUE 4700 HKD
CREATE EMD Y/N Y

>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO AIR FRANCE
AT HKG
TYPE OF SVC REFUNDABLE BALANCE RFIC/RFISC D-990
AMOUNT HKD 4700
ENDORSEMENT .....
>*ER REFUND DUE 4700 HKD
CREATE EMD Y/N Y
*ORIG ISSUE*: TICKET NUMBER 05799040479525 CITY HKG
DATE 30MAR21 IATA CODE 1330521
```