






Travelport Smartpoint for Travel Professionals - Quick Reference Guide
For further support, register and log in MyTravelport
<https://my.travelport.com>

TRAVELPORT SUPPORT


Troubleshooting Resources


 Knowledge
Search our entire database of articles, topics, and documents.


 Community
Ask questions, start discussions, and get answers from experts.

 Learning
Get up-to-speed with eLearning, video tutorials, and live training.

Self-service solutions

 Client ID
If Smartpoint fails to connect or you have an error with your Galileo host.
[Reset Client ID](#)

 Host Password
Forgotten your host password? Request a temporary password.
[Reset host password](#)

 Travelport+ (IG) Format Guide
Are you a Worldspan or Apollo user? Learn the new Travelport+ (IG) commands.
[Learn commands](#)

HELP PAGES

H/ Help after an invalid entry
HELP SABRE Sabre conversion entries
HELP AMADEUS Amadeus conversion entries

SIGNING ON/OFF IN SMARTPOINT (H/SON)

SON/ZXX Sign on entry (XX = your initials – agent sign on)
SON/12345 Sign on entry (12345 = service bureau numeric sign on)
SOF Sign off

OTHER FUNCTIONS IN SMARTPOINT (H/SCROLL)

MD Move down
MU Move up
MB Move bottom
MT Move top
ALT + C Retrieves all contents and allows you to scroll up/down
CTRL + S Clear all terminal windows
CTRL + W Clear active terminal window

ENCODE & DECODE (H/ENCODE)	ENCODE	DECODE
CITY	.CE LONDON	.CD BRU
LAND/COUNTRY	.LE JAPAN	.LD GB
EQUIPMENT	.EE AIRBUS	.ED 777
AIRLINE	.AE VIRGIN	.AD LH
		.AD*160
REGION/STATE		.RD US CA

MINIMUM CONNECT TIME (H/DCT)

DCT Minimum connect time fill in format
DCTSIN Minimum connect time for Singapore
@MT Minimum connect time from a displayed itinerary

BOOKING FILE CREATION END-TO-END PROCESS

A12NOVHKGSIN*CX Carrier specific availability display
N2Y1 Sell 2 seats for Y class on Line 1
AR18NOV*CX Return availability 05DEC with SQ
N2Y3 Sell 2 seats for Y class on Line 3
CM/+*Booker's name Move agency profile (includes agency phone details)
P.HKGT*TRAVELPORT TRAVEL 30082152 Add travel agency contact details (if BOOKER'S NAME move agency profile was not done)
N.2WONG/SUSAN MS/LEO MR Add 2 pax with the same surname
T.TAU/10OCT Set ticketing date for 10OCT
R.PAX Add receive from field
ER Save and re-retrieve booking file
IR Ignore and re-retrieve booking file

NAME FIELD (H/N.)

N.CHAN/MARY MS Single passenger name
N.WONG/JAMES MSTR*P-C05 Child's name, 5 years old
N.WONG/BOB MSTR*12FEB21 Infant's name, with seat
N.I/WONG/ANNA MISS*12JAN21 Infant's name, w/o seat, DOB required
N.2/WONG/SUSAN MS/LEO MR Same surname, 2 pax
N.WONG/GARY MR+N.LEE/JOHN MR Different surname, 2 pax
N.P2@WONG/ERIC MR Name change pax 2 before ER
N.P1@ Delete pax 1 before ER
N.P3@*P-C06 Add/change name remarks for pax 3
N.P2@* Delete name remarks for pax 2
*N Display all names

PHONE FIELD (H/P.)

CM/+*Booker's name Add agency contact information by moving agency profile
P.HKGB*2455 1234 Add business phone contact
P.3@HKGB*2501 8888 Change 3rd phone field
P.4@ Delete 4th phone field

EMAIL FIELD (H/EMAIL)

MT.JACK - - RUSSELL @GMAIL.COM Add email to address (replace underscore _ with double dash - -)
MF.SMITH.SNOWY@GMAIL.COM Add email from address
R.PAX Send itinerary to all email addresses
EMALL or ERMALL (must always be preceded by R.PAX)

TICKETING FIELD (H/T.)

T.TAU/23NOV Set ticketing date for 23NOV
T.T* Ticketed
T.@TAU/11NOV Change ticketing date to 11NOV

TICKETING DATE CALCULATOR (H/DATE)

*TAA/01JUL/+60 Add 60 days from 01JUL
*TAA/01JUL/60 Subtract 60 days from 01JUL
*TAA/330 Add 330 days from current date

RECEIVE FROM FIELD (H/R.)

R.PAX Add receive from field
R.@SMITH Change receive from field
R.PAX+ER Add receive from field and save transaction

END TRANSACTION (H/END)

E End/save and exit from booking file
ER End/save and re-retrieve booking file
I Ignore changes and exit from booking file
IR Ignore changes and re-retrieve booking file

BOOKING FILE RETRIEVAL (H/RETRIEVE)

*7R3AW6 Retrieve by Travelport+ record locator
*_-CHAN Retrieve by last name
_-C Retrieve all booking file with names starting with C
*5 Display name number 5 from the list
*L Redisplay name list (follow-up entry)

TIMETABLE (H/TT)

TT01MARHKGLON/CX/BA	Timetable of flights for 01MAR with CX and BA (max of 3 carriers)
TT01MARHKGORD.C	Timetable with flight connections
TTCX901/01AUG	Specific flight schedule
TT	Convert availability to timetable
TTL1	Check flight information for line 1 of availability display
TTB2	Check flight information from booked segment 2

AVAILABILITY (H/AVAIL)

A01JULHKGLON*CX	Carrier specific display with CX
A01JULHKGTP.E.0800*BR	Carrier specific BR and preferred time
A01JULHKGLON@M	Preferred booking class M
A01JULHKGBCN.AMS	Preferred transit in AMS
A01JULHKGORD//*A	Star alliance carriers
A01JULHKGORD//*O	One world alliance carriers
A01JULHKGORD//*S	Sky team carriers
DCA/*O	Retrieve One world alliance carriers

AVAILABILITY FOLLOW-UP ENTRIES (H/AVAIL)

AR15JUL*CX	Return availability with CX
AR#5	Return availability after 5 days
A-2	Availability minus 2 days

SELL ENTRIES (H/O)

N1Y1 or 01Y1	Sell 1 seat Y class from line 1
N1Y1* or 01Y1*	Sell 1 seat Y class for connecting flight from line 1 onwards
N1Y1J2 or 01Y1J2	Sell 1 seat for connecting flight using different booking class
Y or 0A	Sell surface sector/ARNK
OCX901Y10JULHKGMMNLNN1	Direct segment sell
OCX912Y15JULMNLHKGAK1	Direct passive sell (confirmed)
OCXOPENYMMNLHKGNO1	Sell open segment

MODIFY SEGMENTS (PRIOR TO ER) / CANCEL & REBOOK

@1-3.5/C	Change segments 1 to 3 and 5 to C class
@A/5	Change all segments to 5 seats
@2/23DEC	Change segment 2 to 23DEC
@2/23DEC/Y/3	Change segment 2 to 23DEC, Y class, 3 seats

CANCEL ITINERARY (H/CANCEL)

X1	Cancel segment 1
X2-4.7	Cancel segments 2 to 4 and 7
XI	Cancel entire itinerary

UPDATE SEGMENT STATUS (H/@CAR)

@2HK	Update segment 2 to HK from TK, KK, KL
@2XK	Acknowledge cancellation sent by airlines (HX/UC/UN/NO) this removes segment 2
@ALL	Removal of all segments with HX/UC/UN/NO status OR confirmation of all segments with TK, KK, KL

INSERT/REORDER SEGMENT (H/INSERT)

/3+N1Y4	Insert after segment 3 and sell 1 seat Y class for line 4
/5S1	Reorder segment – move segment 1 after segment 5

NOTEPAD (H/NP.)

NP.FREETEXT	Add general notepad (not stored in the history)
NP.H**FREETEXT	Add historical notepad (stored in the history once deleted)
NP.C**FREETEXT	Add confidential notepad (not stored in the history)
NP.3@	Delete notepad item number 3

FREQUENT FLYER/MILEAGE MEMBERSHIP (H/M.)

M.TG123456	Add TG frequent flyer (single pax in a BF)
M.P1/TG123456	Add TG frequent flyer for pax 1 (multiple pax in a BF)
M.P1/TG123456/UA	Cross accrued mileage
M*UA	Display UA mileage membership agreement table

TIMATIC (H/TI)

TI-MV	Displays fill-in format for visa information
TI-MH	Displays fill-in format for health information

SPECIAL SERVICE REQUIREMENTS (H/SSR)

SI.VGML	Vegetarian for all passenger/all segment
SI.P1/KSML	Kosher meal - passenger 1
SI.P3/CHLD*18MAR20	Advise child age using DOB
SI.P1/BSCT	Request a bassinet to pax 1/all segment
SI.S1P1/VGML@HK	Update request to HK seg 1 pax 1
SI.S1P1/VGML@	Delete SSR VGML for seg 1 pax 1
SI.ALL@	Cancel all SSRs
*SR	Display SSR items
@ALL	Update/change status of SSRs

MANUAL SPECIAL SERVICE REQUIREMENTS

KB0012355	SSR DOCS - General information
KB0024681	SSRs for Passenger Contact Information
KB0012365	Manual Special Service Requests (SSRs)

OTHER SERVICE INFORMATION (H/OSI)

SI.QF*CTCB HKG 25012345	Advise QF of pax contact number
SI.CI*PAX NAME TO READ AS..	Advise CI correct name of pax
SI.2@	Delete OSI item number 2
*SO	Display OSI items

ASSOCIATED/UNASSOCIATED REMARKS (H/RI.)

RI.FREETEXT	Add unassociated remark
RI.S1*FREETEXT	Add associated remark for segment 1
RI.3@	Delete third itinerary remark
RI.2@NEW TEXT	Change 2 nd itinerary remark

REVIEW BOOKING FILE (H/RB.)

RB.12JUN/0900/Q40*FREETEXT	Place booking on queue 40 on 12JUN at 9:00am
RB.1@13JUN/Q41*FREETEXT	Change 1st review booking file field
RB.2@	Delete 2nd review booking file field

QUEUES (H/QUEUES)

QCA	Count all queues
QLD/10	Display list of bookings at queue 10
Q/10	Sign into queue 10
I	Ignore booking & return to queue
E	End booking and remove from queue
QEB/50	Move booking to queue 50
QXI	Exit from queue; ignore last booking
QR	Remove Booking File from queue

DISPLAY BOOKING FILE DATA

*ALL	Display all booking details
*R	Display record
*I	Display itinerary
*MM	Display mileage membership
*RI	Display itinerary remarks
*VR	Display vendor remarks
*VL	Display vendor locator
*H	Display history
*HVR	Display history of vendor remarks