

MINI FORMAT GUIDE

Travelport Smartpoint

Version November 2022



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SIGN ON H/SON

| | |
|-----------------|--|
| SON/Z... | Sign on at own office. Smartpoint will normally show a pop-up screen, where you can fill in your sign-on and password. |
| SB | Switch to work area B |
| SOF | Sign-off |
| +J | Display terminal GTID |
| OP/W* | Determine active work area |

SYMBOLS

| | |
|--------------|---|
| > | Start of Message (SOM), an entry needs to start after the SOM. |
| @ | Change or delete. The '@' is often used to change or delete a field in the PNR. |
| * | Display. The '*' is often used to display certain fields in the PNR or the whole record. Also, after the '*' in an entry free text can often be added. Finally, Galileo often responds with a * when an entry has been accepted. |
| + | The '+' is used to combine entries. |
| ; | The ';' is used to combine search requests in one entry. The results will show in different windows. |
|)> | More information exists |

SCROLLING AND FAST KEYS H/SCROLL

| | |
|--------------------------------|-------------------------------|
| MT | Move Top |
| MB | Move Bottom |
| MU | Move Up |
| MD | Move Down |
| Ctrl + S | Clear screen |
| Ctrl + W | Clear active window |
| Alt + C | Show all information |
| Ctrl + <arrow up> | Retrieve last entry |
| Alt + <arrow up> | Retrieve last screen response |



ENCODE / DECODE H/ENC, H/DECODE



| | |
|----------------------|------------------------------|
| .CELONDON | Encode city of London |
| .CDLHR | Decode City/Airport LHR |
| .CRAMS | Display City Record for AMS. |
| .AEAIR BALTIC | Encode Air Baltic. |
| .AD9W | Decode airline 9W. |
| .LENAMIBIA | Encode country Namibia. |
| .LD BE | Decode country BE. |
| .RDUSTX | Display name of US state TX. |

TIMETABLE H/TT

| | |
|----------------------|---|
| TTAMSBKK | Show all direct possibilities from AMS to BKK from today for 28 days. |
| TTAMSBKK.SIN | Same as above, plus connections via SIN. |
| TTAMSBKK/KL | Same as above, but for KLM only. |
| TTAMSBKK.C | Same as above, display direct flights and possible connection points |
| TT15JUNAMSBKK | Show all direct possibilities from AMS to BKK from today for 28 days from 15 June on. |
| TTKL1597/5MAY | Display details for a specific flight number. |
| DC*MPN | Display possible flight to/from MPN. |
| DCPMPNAMS | Display possible connections from MPN to AMS |



AVAILABILITY H/AVAIL

To request an availability, you can also use the scripts  and 

| | |
|-------------------------------|--|
| A22JUNBRUATH | Availability Brussels - Athens 22JUN. |
| AD22JUNSTOLIS | Availability ordered by departure time. |
| AJ22JUNVIEATH | Availability ordered by journey time. |
| AA22JUNDUBROM | Availability ordered by arrival time. |
| AF22JUNSYDHKG | Available flights for 7days on/after 22JUN |
| A22OCTCDGBRU | Flights from specific airport (CDG) of a multi-airport city. |
| A22OCTPARLHR | Flights to specific airport (LHR) of a multi-airport city. |
| A20JUNAMSSIN/KL | Flights for specific airline. |
| A20JUNAMSSIN/KL# | Flights for specific airline only, including codeshare. |
| A20JUNAMSSIN/KL#@-ALL | Flights for specific airline only, excluding codeshare. |
| A20JUNAMSSIN*KL | Carrier specific display. |
| A20JUNAMSSGN/*S | Flights for specified alliance carriers: *A = Star Alliance *O = One World *S = SkyTeam |
| A16JUNAMSMAD.1400 | Flights to Madrid with specification of departure time (shows up to 2hrs before) |
| A16JUNBRUFRA.1400# | Flights to FRA from specified time onwards. |
| A2OCTAMSSIN/KL+9OCT/KL | Availability outbound and inbound |
| A15SEPAMSDEL/KL+10/KL | Availability OB and IB, return 10 days later. |
| A23JANAMSROM/KL@V | Availability request for V class only. |
| A23JANAMSROM/KL@V# | Availability request for booking classes in the same cabin as the V-class. |
| AF23JANAMSROM/KL#@V.D | First availability request for one week for V class on direct flights. |
| AR20JAN/KL | Availability Return after an outbound request. |








ADDITIONAL AVAILABILITY ENTRIES H/AVAIL

| | |
|-----------------------------------|---|
| .0800# or 0800# | Flights from specified time onwards. |
| /UA | Flights for specified carrier. |
| /UA- | Flights excluding specified carrier. |
| /LH/OS | Flights for specified carrier (max. 6). |
| /LH-/SN- | Exclude flights of specified carrier (max. 6) |
| /SK# | Flights for specified carrier for the entire journey, including connecting flights. |
| /YY# | Direct flights of any carrier and on-line connections only. |
| *LH | Direct link into Carrier Specific Display. |
| DCA | List of alliances. |
| DCA/*A or DCA/*O or DCA/*S | List alliance members of the specified alliance. |
| //*A- // *O- or // *S- | Flights excluding a specified alliance. |
| .D | Direct flights only. |
| .D0 | Direct non-stop flights only. |
| .SIN | Display connections via SIN (max 3). |
| .CPH- | Display connections, exclude CPH (max 3). |
| .C1 | Connection, with 1 midpoint. |
| .CX | Connection, with no change of airport. |
| @C | Flights with C class, which have a minimum of 1 seat available. |
| @1 | Flights with a minimum of one seat available. |
| FDA | Converts Availability Display into a Fare Display. |
| A# | Availability one day later, can also be clicked in Smartpoint. |
| A-1 | Availability 1 day before. |
| A+5 | Display return flights 5 days later |
| TTL1 | Show flight information for flight on line 1 in availability. |




SELL FROM AVAILABILITY H/SWAD, H/O

To request an availability, you can also use the scripts  and 
 To sell you can also a click on the requested booking class.
 To open the sell options (passive) you can also right click on the booking class.

-  Sell: Active (HK)
-  Sell: Passive (AK)
-  Sell: Passive (BK)

| | |
|-----------------|--|
| N2F3 | Sell 2 seats in first class from line 3 |
| N2F1F2Y3 | Sell 2 seats on connecting services, F class lines 1 and 2 and Y class line 3 |
| N1C5* | Sell one seat in C class and the following connecting flights also in C class. |
| 0A or Y | ARNK segment. |
| N2J3AK | Add a segment in J class from line 3 of an availability display when already booked outside the system for 2 passengers. |
| N1Z5LL | Sell of waitlisted segment. |
| TTB1 | Show flight information for flight 1 in the PNR. |

DIRECT SELL AIR H/O, H/SWDS

Passive and Active air segments can also be added to a PNR via a direct sell, using the script under: 

| | |
|-------------------------------|--|
| 0KL1597H15SEPAMSFCONN1 | Long sell entry. Sell without an availability. |
| 0KL1597H15SEPAMSF0AK20 | Add 20 confirmed passive seats for a group PNR |
| 0BA512M12DECLHRLINLL4 | Sell four waitlisted segments |



MINIMUM CONNECTING TIME H/DCT


| | |
|-----------------------|--|
| @MT | Check MCT for booked flights. |
| DCTNCE | Check MCT for NCE, including exceptions. |
| DCTNCE-II | Check MCT for NCE, including International to International exceptions. |
| DCTNCE*AF AF | Check MCT for NCE, including AF to AF exceptions. |
| DCTAMS*DLKL-II | Check MCT for AMS, including intl. to intl. exceptions for DL to KL connections. |

LOCAL TIME AND DATE CALCULATOR H/@LT, H/*TAA

| | |
|-----------------------|---|
| @LT | Local time for assumed city. |
| @LTAKL | Check Local Time for AKL. |
| @LTAKL21NOV20 | Check Local Time for AKL on specified date. |
| *TAA/18JUN/+21 | Add 21 days to 18 June. |



CREATING A PNR, MANDATORY ITEMS

The mandatory items of a PNR can be added via the script 

| | |
|---|--|
| N.HENRIQUEZ/RUDY MR | One surname, numeric optional. |
| N.2WILLIAMS/BERT MR/JOAN MRS | Multiple names, same surname. |
| N.DESMET/JULIA MISS*P-C09 DOB15MAY22 | Add a child to the Booking File. Add P-PTC code after the asterisk for fare quoting. Mandatory space before optional DOB. |
| N.I/MOONEN/PAUL MSTR*30JAN21 | Create an infant name. Mandatory Name remark contains mandatory Date of Birth. |
| N.P5-6@2LANG/ANK MRS/ERIC MR | Change names 5 and 6. |
| N.P3@I/ZWART/ISABEL MISS*03MAR21 | Change name 3 (an infant) to another infant name. |
| N.P2@SMIT/JAN MR | Change name 2 to Smith. |
| Note: many airlines do NOT allow name changes after ending a Booking File. Please contact airline | |
| N.P2@*P-C06 DOB15JUN15 | Add or update name remark. |
| N.P1@ | Delete passenger 1 |
| N.P1@* | Delete name remarks. |
| PTC or PTC/B | Retrieve Passenger Type Codes |
| SI.P3/CHLD*12JAN17 | Send a message to the airlines in the booking with the date of birth of a child, passenger 3 in the booking |

PHONE FIELD H/P.


| | |
|--------------------------------|---|
| P.T*0793 888184-JAN | Create agency number with set city and agent reference. |
| P.ZRHB*508042 X2184 | Create Zurich business telephone contact with extension number. |
| P.3@AMSH*02034 56 78 90 | Change phone field 3. |
| P.2@ | Cancel phone field 2. |



TICKETING FIELD H/T.

| | |
|------------------------------|--|
| T.T* | Minimum Ticketing input. |
| T.TAU/12JUN | Booking to be assigned to ticketing queue 10 on 12 June. |
| T.TAU/12JUN*ISSUE TKT | Ticketing field including remark |
| T.@TAU/08MAR | Change ticketing field. |

RECEIVED FIELD H/R.

| | |
|--------------|---|
| R.AGT | <p>Received from agent</p> <p>In Smartpoint this can be set under:  APPLICATION SETTINGS - AUTORECEIVE. The agent does not have to enter this field anymore. Be aware, the Auto Receive is terminal related.</p> |
|--------------|---|

END OR IGNORE TRANSACTION H/ENTR

| | |
|----------------|---|
| E or ET | End the Transaction. Save the PNR. |
| ER | End and retrieve the PNR. |
| EM | End the PNR and mail the itinerary to the first mail address in the booking. |
| ERMALL | End and retrieve the PNR and mail the itinerary to all mail addresses in the PNR. |
| I | Ignore Transact. |
| IR | Ignore Transact and retrieve the previous saved Booking file. |

RETRIEVE BOOKING FILE H/RETRIEV

| | |
|---------------------------|---|
| *3WG6BD | Retrieve BF by record locator number. |
| *-HENRIQUEZ | Retrieve BF by surname. |
| *-WILLEMSE/CHRISMR | Retrieve BF by full name. |
| *-I/VANDERZEE | Retrieve BF for infant VAN DER ZEE. |
| *15JUN-DEJONG | Retrieve BF for passenger DE JONG for specific date. |
| **B-SIMONS/MARCMR | Retrieve BF for all branch agencies, incl on-line made bookings |




CANCEL AND REBOOK H/XIS, H/XRDT

| | |
|-------------------|--|
| X2 | Cancel segment 2 |
| X2.5-7 | Cancel segment 2 and 5 – 7 |
| XI | Cancel the whole Itinerary |
| XA | Cancel flight segments only |
| @1XK | Remove a HX segment passively (for all airlines except EK) |
| @2/23JAN | Change segment 2 to 23 January |
| @2/H | Change segment 2 to class H |
| @2/23JAN/H | Change segment to 23 January, class H. |
| @A/J | Change all segments to class J |
| @1/2 | Change the number of seats booked for segment 1 to 2 (only before End Transact, not supported by all airlines) |
| @A/2 | Change the number of seats booked to 2 (only before End Transact, not supported by all airlines) |



CREATING A PNR, OPTIONAL FIELDS

Most optional fields of a PNR can be added via the different scripts under: 

RETENTION SEGMENT H/RD.

| | |
|-----------------------------|--|
| RD.T/22SEP*RETENTION | Add retention segment with date and text |
|-----------------------------|--|

NOTEPAD H/NP.

| | |
|----------------------|---|
| NP.TEXT | Create a notepad item. Will not show in history of the PNR when deleted. |
| NP.C**TEXT | Create a Confidential notepad item |
| NP.H**TEXT | Create notepad that will be saved in the history of the PNR when removed. |
| NP.2@NEW TEXT | Change second notepad item |
| NP.2@ | Delete second notepad item |
| *HNP | Display history of Notepads |

REVIEW BOOKING H/RB.

| | |
|--------------------------------|--|
| RB.09OCT*FREE TEXT | Create a Review Booking, specified date, defaults to own branch at 0700, to queue 12 |
| RB.09OCT/1530*FREE TEXT | Create a Review Booking with specified date, time and free text, defaults to own branch, to queue 12 |
| RB.Q41*FREE TEXT | Create a Review Booking, specified queue, defaults to own branch, todays date at 0700 |
| RB.@1/10JUL | Change the review date of Review Booking File item 1 to 10JUL. |
| RB.3@ | Delete Review Booking File item number 3. |

EMAIL H/EMAIL

| | |
|----------------------------|-------------------------|
| MT.LIAM@XS4ALL.COM | Add 'mail to' address |
| MF.AIDEN@OTRAVEL.NL | Add 'mail from' address |



MILEAGE MEMBERSHIP H/M.

| | |
|---|---|
| M.P2/KL1234567 | KL mileage card number for passenger 2 |
| M.KL1234567893 | KL mileage card number for BF with a single passenger |
| M.P2/KL123456L7-LH1234567 | Enter KL/LH mileage card numbers for passenger 2 |
| M.P1/UA12345876490/LH | UA mileage card number for pax 1, specifying Cross Accrual participant LH who is listed in the UA Mileage Membership Agreement Table (maximum 10 additional airlines) |
| M.P2@ | Delete all mileage membership data for passenger 2 |
| M*UA | Displays the Mileage Membership Agreement Table for UA; |
| Note: some Airlines (e.g., KL, AF, LH have interactive Frequent Flyer Control. The Mileage card will be checked with the passenger's name upon input.) | |

SPECIAL SERVICE REQUIREMENTS (SSR) H/SI., H/SSR

| | |
|-------------------------------|--|
| H/MEAL and H/ASSC | Use these entries to retrieve meal and other codes. |
| SI.VGML | Request a VGML for all passengers on all AIR segments. |
| SI.P1/VGML | Request a VGML for passenger 1 on all AIR segments. |
| SI.S3/VGML | Request VGML for all passengers on segment 3 only. |
| SI.P3/BIKENN2 | Passenger 3 is transporting 2 bicycles. |
| SI.P2S3.4/SPML*NO EGGS | Request SPML for passenger 2, segments 3 and 4: the special meal request must be followed by descriptive text (max. 180 characters). |
| @ALL | Update all SSRs: TK/KK/KL become HK; UU/UL become HL; NO/UN are deleted. |
| SI.INFT@HK | Update INFT to HK (this cannot be done via @ALL). |
| SI.ALL@ | Cancels all Service Information from the BF (a cancellation message will be sent). |



CONTACT INFORMATION

| | |
|---|--|
| SI.P1/SSRCTCMYYHK1/31648928321 | Passenger mobile telephone number |
| SI.P1/SSRCTCEYYHK1/J.SMITH//GMAIL.COM | Passenger e-mail address, Use - - for _ (underscore) Use // FOR @ SIGN |
| SI.P3/SSRCTCRYHK1/PAX REFUSED TO PROVIDE INFORMATION | The CTCR indicates that there is no Passenger contact information, after the last slash it is a free form text |

SECURE FLIGHT INFORMATION, APIS H/APIS

| | |
|---|--|
| SI.P1/SSRDOCSDLHK1/////12JUL66/M//TIMS /JOHN/LOUIS | Minimum entry for Secure Flight (USA) for airline DL, including birthdate, sex, surname, first name and middle name. |
| SI.P2/SSRDOCSYYHK1/////16SEP81/F//BROK /SIMONE/ELISE | Minimum entry for Secure Flight (USA) for all airlines, including birthdate, sex, surname, first name and middle name. |
| SI.P2/SSRDOCSBAHK1/P/GB/S12345678/GB/12JUL66/M/ 23OCT15/SMITH/JOHN/RICHARD | Passport Information |



STATUS CODES H/STATUS

Airlines will respond to requests for services, flights, seats, etc with Status Codes. There are many. Please see the Help pages. Some important status codes are:

PN – Pending/On Request

KK – Confirmed by the airline to the agent

UC/UN – Unable

TK – Confirmed time change

HX – Cancelled by the airline, due to no ticket issuance

HK – Holds Confirmed

OTHER SERVICE INFORMATION (OSI) H/OSI

| | |
|-----------------------------------|--|
| SI.KL*TCP4 with PNR 123ABC | Passengers are travelling together with passengers from another PNR. |
| SI.BA*TKNM12545678901203 | Advise airline of ticket number (where BA is the carrier code) |
| SI.2@ | Delete item number 2 |

VENDOR REMARKS H/V.

| | |
|---|-----------------------------------|
| V.AKQ*PLEASE ADVISE COST OF KENNEL | Send message to airline vendor KQ |
| *VR | Display vendor remarks |

ITINERARY REMARKS H/RI.

| | |
|--|--|
| RI.WE WISH YOU A PLEASANT FLIGHT | Create Unassociated Remark |
| RI.TEXT+RI.TEXT | Create multiple Unassociated Remarks |
| RI.S2*CHECK IN 2 HOURS BEFORE DEPARTURE | Add text associated to segment 2 |
| RI.2@NEW TEXT | Change the second Itinerary Remark to new text |
| RI.3@ | Delete Itinerary Remark 3 |
| *RI | Display Itinerary Remarks |
| #VT | Open ViewTrip |




FORM OF PAYMENT (FOP) H/F.

| | |
|----------------------------------|--|
| F.S | FOP cash |
| F.INV12345 | FOP invoice |
| F.NONREF | FOP Nonref |
| F.AX373912345678901/D0626 | FOP credit card number (2 letter vendor code optional) with expiry date. |
| F.@ | Delete FOP field |



FARE QUOTE PUBLIC FARES H/FQ

Fare quotes can also be done via the **AIR PRICING** tab under 

| | |
|--|--|
| FQ | Quote applicable adult fare in the class booked for all passengers and segments. Plating Carrier Logic will be used. |
| FQBB | Quote Best Buy. |
| BFA | To view all TIER levels for the branded fare |
| FQBB/BAG | Best Buy with free checked bag |
| FQBC | Quote Best Buy, calculating the saving between the fare for the itinerary as booked, and the fare after re-book. |
| FQBA | Quote Best Buy, irrespective of availability. |
| FQA | Quote alternate fares for itinerary. |
| FQBB+-BUSNS (ECON, PREME, FIRST, PREMF,AB, UPPER) | Best buy per cabin: Business Class, Economy, Premium Economy, First, Premium First, As Booked and Upper deck. |
| FQBB/FXD | Fare Quote Best Buy excluding economy unbundled fares. |
| FQBB/PE00 | Best buy for a flexible fare, fully refundable. |
| FQP2/CSN | Quote passenger 2 with plating carrier SN. |
| FQBB*:BFn | Quote specific Fare Family, 1 is often lowest, 2, 3 etc are higher levels. Does not work with all airlines. |
| FQP1-3.5 | Quote passengers 1 through 3 and 5. |
| FQP1.2*CNN | Quote passenger 1 adult and 2 child fare. |
| FQP1.2*C07 | Quote passenger 1 adult and 2 child fare (when specific age-related fare or tax filed). |
| FQP1.3-4*CNN | Fare Quote for passenger 1, adult and passengers 3 and 4, child fare. |
| FQ*C05/ACC | Quote for a child accompanied by an adult on a separate Booking File. |
| FQS1-3.6 | Fare Quote for segments 1 to 3 and 6. |



FARE QUOTE PRIVATE FARES H/FQ

| | |
|----------------------------|--|
| FQBB:P | Best buy for private fares only. |
| FQ-TO | Quote applicable fare, including fares with account code TO. |
| FQ-:TO | Quote only fares with account code TO. |
| FQ*ITX | Quote PTC ITX fares including ADT fares. |
| FQ**ITX | Quote PTC ITX fares only. |
| FQP3*ITF/ACCITX | Quote ITF infant, accompanied by ITX adult. |
| FQP3*I09/ACCITX-:TO | Quote I09, acc by ITX, account code TO only. |

QUOTING OF TAXES H/FQ

| | |
|--------------------|--|
| FQTE | Fare Quote, Taxes Exempt, only use when no taxes applicable, e.g., cabin baggage |
| FQTE-00 | Quote taxes only, using default plating carrier |
| FQTE-00/CDL | Quote taxes with plating carrier DL. |

FILED FARE H/*FF

| | |
|--------------|--|
| *FF | Display a summary of all filed fares. |
| *FF1 | Display details for fare 1. |
| FXALL | Cancel all filed fares. |
| FX3 | Cancel filed fare 3 (for example in case of error message: 'Duplicate Filed Fares exist'). |


FARE GUARANTEE CODES H/GUAR


Fare quotes will have a Guarantee Status in case of an ADM. Some of the most important guarantee codes are:

- G** – Guaranteed, published fare
- A** – Guaranteed, private fare
- C** – Guaranteed, computer generated fare



FARE SHOPPING WITHOUT A BOOKING FILE H/FS

To search for the cheapest available fare for flight segments specified you can use two scripts under the header: 

- FLIGHT SHOPPING SEARCH for basic One Way and Round-Trip requests.
- SMARTPANEL for more complicated searched with plenty modifiers. Smartpanel can also be opened via the  button or Alt+T

| | |
|--|---|
| FSLON10JANDXB | One Way journey |
| FSLON10JANDXB20JANLON | Round Trip journey |
| FSLON10JANDXB--AUH20JANLON | Surface Sector |
| FSROM11JUNX-JFKCVG20JUNX-JFKROM | Connecting city (X-JFK) |
| FSFRA10JUNLON17JUNFRA+*C10 | Passenger Type Code |
| FSFRA10JUNLON17JUNFRA+:P | Private Fares only |
| FSFRA10JUNLON17JUNFRA+-ACCT | Fares including with account code |
| FSFRA10JUNLON17JUNFRA+P1.2*C07 | Adult and Child aged 7 years |
| FS2FRA10JUNLON20JUNFRA | 2 passengers |
| FSSYD11JUNTYO/QF19JUNHKG/CX | Journey with preferred carrier |
| FSLAX11JUNLON19JUNLAX++.D | Preferred flight type (Direct) |
| ++ROI0059 | Will not rtn overnight connection greater than 59 min |
| ++RMC0300 | Will not rtn connections longer than 3 hours |

FARE SHOPPING WITH A BOOKING FILE H/FSBF

| | |
|--------------------------|---|
| FS | Fare Shopping on existing booking |
| FSS1.2.5.6 | Specify segments on fare shopping |
| FS+-10 | 10 days earlier than booked |
| FS++#5 | 5 days later than booked |
| FS+-BUSNS | Specific cabin, can be ECON, PREME, BUSNS, PREMF, FIRST |
| FS++/RMC0500 | Restrict Maximum Connection to 5 hours and 00 minutes. |
| FS+-BUSNS/RMC0500 | Combination of entries |



FARE DISPLAY H/FD

| | |
|--|--|
| FDPAR | Fare display from your location city to Paris, assumes today's date |
| FD14AUGPAR | Fare display from your location city to Paris 14AUG |
| FD14AUGLONPAR or FDLONPAR14AUG or FDLON14AUGPAR | Fare display from London to Paris 14AUG |
| FD14AUGLONPAR/BA | Fare display from London to Paris ON 14AUG for BA. |
| FD14AUGPARPAR-RTW | Display the available Round the World fares (RTW) from Paris |
| FD10JAN21LONPAR/BA.T12DEC20 | Display fares for historical travel and ticketing date. Carrier and year must be included in the format. Up to 1 year in the past will be available. |
| FD19NOVLONSYD-PRI-TO | Request fares with account code TO and published fares. |
| FD12SEPAMSSIN/KL*ITX-PRI-TO | Request KL TO fares for PTC ITX for KL (if loaded). |
| FD15JANAMSHKG/CX:P | Displays both APF and Selling Airline private fares (with no account code) |
| FDAMSNYC/L/KL-H | Request fares in H-class for all seasons. |


ADDITIONAL FARE DISPLAY ENTRIES H/FD

| | |
|---------------------------|---|
| /UA/CO/US | Carriers (max. 3) |
| /2 | Display half round trip fare in NUCs. |
| -OW or -RT | Journey type (one way/round trip) |
| :NUC | Display fares in NUC |
| -B | Display fares for all non-ADT passenger types |
| @Y, @W, @C, @F, @P | Show only fares of a specific cabin: Economy, Premium Economy, Business, First, Premium First |
| /A | Include estimated taxes |



ANCILLARY SERVICES

The easiest process of booking ancillaries is via the shopping basket in the PNR, after finishing the PNR. However, the entries can still be used, also before finishing the booking.

Click  to request ancillaries and fill in the mask


The Shopping basket can only be opened when the PNR is closed (except for Direct Payment Carriers). Before opening the Shopping Basket add a quote and, if applicable, Frequent Flyer cards.

| | |
|-------------|-----------------------------------|
| DAS* | Display the list with ancillaries |
| *DAS | Display booked ancillaries |




DIRECT PAYMENT CARRIERS

Via Travelport Direct Payment carriers can be booked. These carriers can either be booked via availability or via Fare Shopper

The easiest way is to book via 

CREATE/EDIT CUSTOMER INFORMATION and fill in all mandatory information.

| | |
|---|--|
| ZPROV | Show list of activated Direct Payment Carriers |
| FSAMS23AUGLON | FS request and click to book a flight |
| Or | |
| A12JULONPAR | Availability request |
| N1Y1 | Book one seat Y class, line one, or click on a class to book a flight |
| N. T. R. W. (or D.) MF. (or MT.) P. ER | Mandatory fields required to complete the booking: NAME, TICKETING, RECEIVED, ADDRESS, EMAIL, PHONE, END PNR. W.MRS.INGRID.DEBRUIN* AMRUM 501*AMSTERDAM*NL*P/1017 BV MF.I.DEBRUIN@GMAIL.COM Most entries can be done via the Mask under # in the PNR (see below) |
| FQ | Fare Quote |
| Click  to request ancillaries and fill in the mask | |
| Click on the booking class of travel to open the seat map and click on the required seat to book. | |
| Click # before the carrier to open the payment screen and fill in the required information | |
| R. | Add Received |
| ER | Finish the Booking |
| Note: most entries are the usual Galileo entries. In Smartpoint almost all entries can be 'clicked'. | |



DIVIDE PROCEDURE H/DP

| | | |
|--|-------------|---|
| 1. | DP2 | Divide passenger 2 from BF |
| 2. | R.YY | Received (YY= your initials) |
| 3. | F | File record |
| 4. | R.YY | Received (YY= your initials) |
| 5. | E(R) | END booking |
| | DV | You can switch any time to the divide PNR |
| <p>Every SSR will stay with the divided passenger.</p> <p>No modification is allowed before the dividing process is completed.</p> <p>Make sure a different Vendor Locator is returned before any modification. If you have divided the Booking File correctly and have not received a vendor locator, be sure to add a vendor remark.</p> <p>V.AKL*DIVIDED PNR PLS ACTION AND ADVISE NEW LOCATOR</p> | | |

REPEAT BOOKING FILE PROCEDURE H/REALLSALL

| | | |
|------------------|---|--|
| REALLSALL | Repeat all customer data and segments | |
| REALL | Repeat all customer data | |
| RESALL | Repeat all segments | |
| RES2 | Repeat segment 2 only | |
| REALLS2 | Repeat PNR with segment 2 only. | |
| 1. | Retrieve the BF to be copied | |
| 2. | R.YY | Received |
| 3. | REALLSALL or RESALL or REALL | Be careful using this entry. If making an identical Booking File, always check for a different vendor locator before performing any modification/cancellation. |



LIST DISPLAY H/LD

| | |
|---|---|
| LD/ALL/28DEC-D | Retrieve all Booking Files with a segment date 28DEC; output is to screen |
| LD/UTK/28DEC-Q/60 | Retrieve all unticketed Booking Files with a segment date of 28DEC; output is to Q/60 When using UTK: bear in mind Booking Files containing a Ticketing Field T.T* will be considered as ticketed. |
| LD/TKT/28DEC-Q/44 | Retrieve ticketed Booking Files, with a segment date of 28DEC, output is to Q/44 |
| LD/ALL/15JUN*20JUN-Q/44 | Retrieve all Booking Files, with a segment date between 15 and 20JUN, output is to Queue 44 |
| XF7 | A PCC can be specified |
| /BA | Specific airline |
| /BA.AZ | Multiple Airlines (max. 5) |
| /KL1597 | Flight number |
| /F | Specific Class |
| /BAMS | Board point |
| /DGVA or /OGVA | Destination point |
| /C15JUN | Creation date 15 June |
| /S-WP | By User Sign |
| Example entry, the sequence of the modifiers is important. LD/XF6/ALL/BAMS/KL/C28DEC*31DEC/1MAR*31MAR-Q/50 List Display all PNRs on PCC XF6, leaving from AMS that have been created between 28DEC and 31DEC, with segments between 1MAR and 31MAR. Output is to queue 50. | |



QUEUES H/QUCO, H/PAQ, H/WQ, H/ORB

| | |
|---------------------------------|--|
| QCA | Queue Count All |
| Q/0 (URG) Q/1 (GEN) Q/10 | Open a Queue |
| I | Ignore (back in the list) |
| QR | Remove the BF from the Queue |
| QR/23+77 | Remove BF from active queue plus queue 23 and 77 |
| QRQ/ALL | Remove BF from all queues in your PCC (cannot be done if in the queue) |
| QXI | Sign out of the Queue and ignore active BF |
| QEB/50 | Send active PNR to Queue 50 |
| QEB/71MG/50 | Send to another Q of PCC 71MG |
| ORB/TAU/17SEP | Place PNR's with TAU for 17 September on queue 10 |
| ORB/TAU/17SEP-Q/31 | Place PNR's with TAU for 17 September on queue 31 |
| ORB/RB/17SEP | Place PNR's with RB Field for 17 September on queue 12 |

HISTORY H/*H

| | |
|-------------|---|
| *H | Display entire history |
| *HIA | Display air segment history |
| *HI | Display itinerary history (incl. Hotel/Car) |
| *HFF | Display Field Fares history |

PAST DATE BOOKING FILE H/PQ

| | |
|--------------------------------|--|
| PQ/R-Z12BCD | Retrieve past date bf by record locator |
| PQ/29JUN20-SMIT | Retrieve past date bf by departure date and name |
| PQ/26JAN20-30JAN20-SMIT | Retrieve past date bf by date range and name |
| Q/1*CPD | To display the historical BF |




TIMATIC H/TI, H/TIMATIC

| | |
|--|------------------------------------|
| TI-MA | Fill in format (FIF) |
| TI-MV | Display FIF for visa information |
| TI-MH | Display FIF for health information |
| TI-RGL | Display list with regions |
| The Timatic is used to find all relevant passport, visa, and health regulations. | |

EXCHANGE RATES H/FZI, H/FZS

| | |
|--------------------------------|--|
| FZSEUR100.00GBP | Convert 100 EUR to GBP |
| FZIEUR100.00NUC | Convert currency to NUC |
| FZIEUR100.00NUC.15JUN20 | Convert currency to NUC with historical date |

DOCUMENT PRODUCTION

| | |
|--|--|
| To facilitate Document Production Smartpoint Assisted Ticketing (SAT) has been developed and is available from Smartpoint 9.0.2. | |
| The symbol for SAT is  | |
| SAT provides a full user interface for ticketing tasks. | |

| | |
|----------------------------|--|
| Issue My Ticket | Assists with updating the Filed Fare and issuing a ticket. #TKTISUE |
| Ticket List | Displays a list of electronic tickets in a Booking File. |
| Ticket Revalidation | Helps the agent revalidate a ticket when the flight details have changed. #REVAL |
| Ticket Void | Allows the agent to void tickets. #VOID |
| Ticket Refund | Allows the agent to do a full, partial, or cancel a refund. #REFUND |
| Manual Fare Builder | Assists the agent in creating a manual fare. #MANMASK |
| Involuntary Change | Helps the agent process an involuntary exchange. #SATINVOL or #INVOL |



PRINTER LINKAGE H/HMLM

| | |
|---------------------|--|
| HMLD | Display Linkage How is My Link Doing |
| HMLMF52303DT | Link Ticket Printer F52303 DT = Ticketing DA = Mir Device DI = Itinerary Help Me Link Machine |
| HMOMF52303-U | Change printer status to UP Help Me Operate Machine |

TICKETING AND VOIDING H/TKP; H/VOID

| | |
|--|---|
| MyTravelport E-ticket information per airline: Keyword: ETKT KL (airline) | |
| TKP | Issue ticket, including associated documents as itinerary and MIR |
| TKPDID | Issue Itinerary only |
| TKPDTD | Issue ticket only |
| TKPDAD | Issue MIR only |
| TKPDTDAD | Issue ticket and MIR |
| TKP2 | Issue ticket and associated documents for filed fare 2 |
| TKP1P2 | Issue ticket and associated documents for filed fare 1, passenger2 |
| *TE/0011231231234 | Display ETicket by ticket number |
| TRV/0161234567890 | Void an ETicket by ticket number |
| TRVE/0741234567890 | Void a reissued ticket (if supported by the airline) |
| DT/IAT/DISKL | Check Ticketing interline agreement for KL |
| /OS1 | Change the sequence of the flights to remove an already ticketed filed fare. |



SALES REPORT (TINS) H/HMPR

| | |
|-----------------------------|---|
| HMPR | TINS report for today for own office |
| HMPR/1C6 | TINS report for today for branch office |
| HMPR/02JUN | TINS Report for 02June |
| HMPR/REF/02JUN-02JUN | TINS report for refunded tickets only |
| HMPP/11FEB-14FEB | Periodic TINS report |

TICKET MODIFIERS H/TMU

| | |
|------------------------------------|--|
| TMU1 | Ticket Modifier Update for filed fare 1 |
| TMU1CKL | Ticket to be issued on KL |
| TMU1FS or TMU1FNONREF | FOP Cash or Nonref for filed fare 1 |
| TMU2FAX27391223456789*D1222 | Credit card for filed fare 2 |
| TMU1Z5 | Commission 5 percent for filed fare 1, manual overwrite of standard commission |
| TMU1EBVLD KL ONLY*EBNONREF | Endorsements for filed fare 1 |
| TMU1TCIT2AMS1 | Manual added tour code |
| TMU1Z@ | Delete or change modifier |



MANUAL FARE BUILD H/FBU, H/FBC

A Manual Fare Build can also be done via Smartpoint Assisted Ticketing or by typing **#MANMASK**.

| | |
|--|--|
| FBCBA | Fare build create (BA airline code) |
| FBCP1/S1.4 | Fare build create passenger 1, segment 1 and 4 |
| *FB1 | Amending Filed Fare 1 |
| *FB | Show actual manual Fare Build |
| FBU | Fare Build Update |
| FBI | Fare Build Ignored |
| FBUFB/USIGEG | Update Fare Basis |
| FBUTAX1/11.00XL+TAX2/19.00CP | Update Tax |
| FBUNVB/15NOV21 or FBUNVB1/15NOV21 | Update NVB (including year) |
| FBUTAX1/ | Remove Tax 1 from the Fare Build |
| NVA, BG, FARE, EQ, ROE, TAX, TTL, FC, PFC, EB, X, TD1, TB | Other possible FBU modifiers |
| FBUTTL/ | Fare build Total update |
| FBF | File the manual build fare for one pax |
| FBFALL | File the manual build fare for all pax |

Entries can be combined:
FBUFB/TLXSNL+BG/1PC+FARE/EUR193.00+ROE/0.908183

Example of FBC screen

```

P01 RAJNOVIC/SLAVICA MRS *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB  / TD          NVB   NVA   BG
. BEG JU 600  Y 01MAR 0745 OK @.....          .....  ....  CHK  1
O VIE JU 605  Y 07MAR 2050 OK @.....          .....  ....  CHK  2
. BEG
FARE @./..... EQ ./..... ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
      5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX)      @.....
FC
@.....

```



HISTORICAL FARE QUOTE H/FQ

| | |
|--------------------|---|
| FQ.T16JAN21 | Fare Quote for booking with historical ticketing date. Fare and taxes as on historical date. |
| FQ.H16JAN21 | Fare Quote for booking with historical ticketing date. Fare as on historical date, taxes for today. |

TICKET REVALIDATION AND EXCHANGE H/ETKT and TKEX

| | |
|-------------------------------------|--|
| TKRETS1/TN0741234567890/C1 | Revalidate segment 1, coupon 1. |
| TKRETS2/TNIN0741234567890/C1 | Revalidate infant, segment 2, coupon 1. |
| TMU1FEX0741234567890 | Add ticket to be exchanged as payment for the new ticket to the first filed fare . The response will be two masks |
| TKPFEX0741234567890 | Issue exchanged ticket. Exchange process goes mainly via fill-in masks. Be aware to switch off 'Insert' |

```

2 TKP1FEX1179903970831
>*EX **TICKET FOR** : WILSON/AMY MS                PSGR 1/ 1
NEW FARE: EUR      61.00  EQUIV: -AUD      96.00
TX1:   39.30YQ TX2:   124.00DU TX3:     0.00 TX4:     0.00

*EXCH TICKET*: TICKET NUMBER   THRU   TICKET NUMBER   NO. CPNS
                -11799039708315   . .   . . . . . . . . . .   .01
COUPONS FOR   TKT1: -1...   TKT2: -....   TKT3: -....   TKT4: -....
TTL VALUE: -AUD63.00.... BSR: -.....   ORIG FOP: -S.....
*ORIG ISSUE*: TICKET NUMBER   ORG/DES   CITY   DATE   IATA CODE
                . . . . . . . . . .   -AMS/ARN   -MEL   -09FEB21   -0234522
.
>

```

```

2 *EX **TICKET FOR** : WILSON/AMY MS                PSGR 1/ 1
NEW FARE: EUR      61.00  EQUIV: -AUD      96.00
>*TP **TICKET FOR** : WILSON/AMY MS                PSGR 1/ 1
NEW FARE: EUR      61.00  EQUIV: -AUD      96.00
TX1:   39.30YQ TX2:   124.00DU TX3:     0.00 TX4:     0.00
PAID TAXES
T1 -20.00...-CJ T2 -25.90...-RN T3 -12.40...-VV T4 -31.40...-YQ
T5 ..... T6 ..... T7 ..... T8 .....
T9 ..... T10 ..... T11 ..... T12 .....
T13 ..... T14 ..... T15 ..... T16 .....
T17 ..... T18 ..... T19 ..... T20 .....
U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
.
>

```



REFUND H/REFUND

Full and Partial Refunds can also be done via SAT or by typing #REFUND.

| | |
|---|---|
| TRNE0749902317083/D16MAR21/RF | Full Refund (only possible after first issue) |
| TRNE0749902317083/D16MAR21/RF /X100.00 | Full Refund with cxl fee of EUR100.00 (only possible after first issue) |
| TRNE0741234567890/15JAN21 | Request Refund mask. Original ticketing date 15 January 2021. The refund process goes via a fill-in mask. Be aware to switch off 'Insert'. |
| TRNC0559902956439 | Cancel Refund. Only on same day of refund request, not supported by all airlines. |

Example of first Refund Mask

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 29JUN17 ORIGINAL COMM RATE 0.00. CURRENCY EUR
ISSUE DATE OF REFUNDED DOC 29JUN17 AIRLINE KL DOM/INT I
PASSENGER NAME ROBERTS/JANETMRS
DOCUMENT NUMBER 07499028355696 THRU DOC
UNUSED COUPONS FOR DOC1: 12 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 184.00 CASH AMT USED .....
CREDIT AMT EX TAX PAID CREDIT AMT USED .....
TOTAL TAX AMOUNT PAID 53.76 CANCELLATION CHARGE .....
UNUSED TAXES TO BE REFUNDED Y/N .

```




EMD H/EMD

| |
|---|
| Service segments can be added via the script under the header - CREATE SERVICE SEGMENT |
| An EMD can be issued via the script – EMD MANAGER |
| The entry #UPDATEREFDATAON must be done once in Smartpoint to have the correct settings per airline. |
| MyTravelport EMD information per airline. Keyword: EMD KL (airline) |

| | |
|--|---|
| EMDI/IC0741234567890 | Issue an EMD-A in connection with ticket nbr 0741234567890 |
| EMDI/IC0741234567890/SM3 | Issue an EMD-S in connection with ticket nbr 0741234567890 with a service segment on line 3 in the PNR |
| EMDI/IC0741234567890/SM3/ FVI4444333322221111*D1023 | Form of Payment via credit card |
| 0SVCKLEK1AMS15JUN-N1/D/98F/ CHANGE FEE/70.00 | SVC segment for change fee. A SVC is needed in case of an EMD-S. In case of INF, add to SVC to the ADT |
| EMDI/P1/IC0741234567890 | Issue an EMD-A in connection with ticket nbr 0741234567890 for pax 1 |
| EMDI/P2/IC0741234567890/RC | Issue an EMD-A in connection with ticket nbr 0741234567890 for passenger 2 for services with RFIC code C. |
| EMDI/IC0741234567890/PE-R | Issue EMD and email the EMD receipt |
| EMDL | Display EMD list |
| EMDD1 | Display details of EMD 1 |
| EMDV1 | EMD Void from EMDL |
| EMDD9990987654321 | Open EMD by document number |
| EMDV0741234567890 | EMD Void |
| EMDH1 | EMD History from EMDL |
| EMDH074124567890 | EMD History |



THE FLEX WINDOWS

| | |
|--|---|
| | Smartpoint has 5 work areas. You can have 1 PNR open in each work area. |
| | Interactivity is on. This means the click functionality and links are activated. Only in case of drop through group PNRs this functionality needs to be switched off |
| | Search. Via the dropdown menu you have access to the Hotel, Car and Air availability scripts and Fare Shopping scripts. |
| | Sell, when you want to sell without an availability (direct sell), this script can be used. You also have the possibility to create a passive sell for car and hotel. Passive sells are copies of sells made in other systems, to have one booking with all information together. |
| | Tools. Multiple plugins that help make the use of the GDS easier. For example, a calendar, a calculator, system update options, replay entries and much more. |
| | Trip Quote allows you to create and send offers to a customer. |
| | Quick commands. Allows you to search for loaded and self-created scripts |
| | Replay entries |
| | Settings. Allows you to set the number of windows, number of results etc. |
| | Fare Shop + lets you quote bookings and search for the cheapest fares. |
| | Smartpoint Assisted Ticketing helps you to issue, refund, void and revalidate tickets. It also helps you to manually create fares and perform involuntary changes. |
| | The PNR scripts allows you to add all other information to a PNR except for the itinerary and the fare. For example, a name field, special services, remarks etc. |
| | History tab, where you can find the history of the PNR and Recent PNRs |
| | Change the font size in the PNR viewer |
| | Display all QuickView queues |
| | Display an overview of all queues with PNRs |
| | Refresh the numbers of PNRs in queues |
| | Set the queues you always want to see on the bottom line |