

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>
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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
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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)
FSBRU01NOVMAD+BAG	Free bag for brand carriers
++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.



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.
FD12SEPMSSIN/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