

MINI FORMAT GUIDE

Travelport Smartpoint (Galileo)

June 2021



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



**This booklet provides you with the mostly used entries in Galileo.
In Smartpoint many responses can also be retrieved via interactive menus
or by clicking.**



THE FLEX WINDOWS SCREEN

	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
	Messages from Travelport Marketplace. Informs you on installations etc.
	Replay entries
	Help page. Gives you access to a user guide, MyTravelport, but also numerous learning snippets on Galileo
	Settings. Allows you to set the number of windows, number of results etc.



	Hotel Retail. A whole new interactive way of booking hotels.
	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.
	Export a journey to ViewTrip
	History tab, where you can find the history of the PNR and Recent PNRs
	Change the font size in the PNR viewer
	Additional settings
	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



SIGN ON

H/SON, #HELP

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
STD/ZHA	Display security profile for sign-on HA.
STD/ZXXX/*EM (xxx = your sign on code)	Add or change the email address in your sign on. This needs to be the same as your My Travelport account email address.
+J	Display terminal GTID
OP/W*	Determine active work area
SEM/XF6/AG	Emulate to PCC XF6. Only possible in case of Service bureau. One main PCC can be specified under 'My Connection'
#RESTART	Restarts Smartpoint, you will not be signed out. If all plugins are not loaded, #RESTART might solve this issue.
#DELETEPLUGINCACHE	Deletes the cache of all Smartpoint plugins. This might improve your Smartpoint performance.

WEBSITES WITH ADDITIONAL INFORMATION

www.my.travelport.com	Your access to a wealth of information on Galileo. In case of issues, incidents can be created. It is also possible to reset your password.
www.travelportmarketplace.com	App store of Travelport. All kind of free and paid plugins for Travelport Smartpoint that makes your life easier



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.
MD12	Move Down 12 lines
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.
.LDBE	Decode country BE.
.RDUSTX	Display name of US state TX.
C*MAP/ITALY-DDDD	Find main cities in Italy starting with a D, including their distance to the main airports.

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 SORT MODE

The Basic Sort Mode is the standard to sort available flights. The Basic Sort Mode organizes the flights returned in an availability response in the following order:

Category 1	Nonstop flights	By departure time
Category 2	Direct flights	By journey time
Category 3	Connecting flights	By journey time

The Direct Sort Mode will organize flights in more categories.



Category 1	Nonstop flights	By departure time
Category 2	Direct flights	By journey time
Category 3	Online single connections	By journey time
Category 4	Interline single connections	By journey time
Category 5	Online double connections	By journey time
Category 6	Interline double connections	By journey time
Category 7	Triple connections	Only shown when there are no single or double connections.

SSM/DIRECT	Select Sort Mode Direct Available to all sign ons, for active session only
SSM/BASIC	Select Sort Mode Basic Available to all sign ons, for active session only
SSA/DIRECT	Select Sort Agency Direct Second level user only, sorting set up for whole PCC.
SSA/BASIC	Select Sort Agency Basic Second level user only, sorting set up for whole PCC.



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
A15SEPAMSDDEL/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 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: 	
OKL1597H15SEPAMSFCNN1	Long sell entry. Sell without an availability.
OKL1597H15SEPAMSFCAK20	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*AFAF	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 

NAME FIELD

H/N.

N.HENRIQUEZ/RUDY MR	One surname, numeric optional.
N.2WILLIAMS/BERT MR/JOAN MRS	Multiple names, same surname.
N.DESMET/JULIA MISS*P-C09 DOB15MAY12	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.LONA *0208-372-9878 X372	Create accommodation/hotel number with extension number.
P.PARN	No Paris telephone contact number.
P.BRUE*SUE--LI//DDS.NL	Create e-mail address. Use -- instead of "underscore" symbol. Use // instead of "@" symbol.
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.
ERM	End and retrieve 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.
ERMALL*ETR	End and Mail. In the mail all Electronic Ticket Receipts (ETR's) will be attached.
I	Ignore Transact.
IR	Ignore Transact and retrieve the previous saved Booking file.

RETRIEVE BOOKING FILE

H/RETRIEVE

*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.
**HK7-LAND	Retrieve the Booking for passenger LAND created in branch pseudo city HK7.
**B-SIMONS/MARCMR	Retrieve BF with same name, for all branch agencies.




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)
XH	Cancel Hotel segments only
XC	Cancel Car segments only
@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.

Travelportmarketplace.com offers a free tool for download, **PNR Retention Default Settings**, to automate the retention line.

RT.T/22SEP*	Add retention segment with date
RT.T/22SEP*RETENTION	Add retention segment with date and text

NOTEPAD

H/NP.


Notepads can be added using the script under the header  **CREATE/EDIT BOOKING FILE REMARKS** and choose **OTHER REMARKS**.

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.HX*TEXT	Create historical notepad with additional qualifier.
NP.F**VI4444333322221111 EXP 11/25 USE FOR HOTELS	Add Credit Card information in Notepad field. Number will be hidden after closure of PNR
NP.2@NEW TEXT	Change second notepad item
NP.2@	Delete second notepad item
NP.VIEWTRIPNET	Suppress fare information in ViewTrip
NP.VIEWTRIPITIN	Suppresses all fare information, forms of payments and endorsements in ViewTrip
*HNP	Display history of Notepads



REVIEW BOOKING

H/RB.

Review Booking can be added using the script under the header 
CREATE/EDIT BOOKING FILE REMARKS and choose **REVIEW BF**.

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, today's date at 0700
RB.XX0/24SEP/1530/Q26*FREE TEXT	Place BF on Queue 26 of agency XX0 on 24SEP at 1530
RB.1300/Q12.Q29*FREE TEXT	Create two Review Booking File items for own branch, today at 1300 for queue 12 and 29 with the same text
RB.3@XX0/10FEB/Q25*FREE TEXT	Change Review Booking File item number 3 to place BF on Q25 of agency XX0 on 10FEB with text
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


Email addresses can be added using the script under the header 
CREATE/EDIT CUSTOMER INFORMATION and choose **CONTACT**.

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



WRITTEN ADDRESS AND DELIVERY ADDRESS


H/W. and H/D.

Addresses can be added using the script under the header 
CREATE/EDIT CUSTOMER INFORMATION and choose **ADDRESS**.

W.JAN KOK*AMRUM 9*ZAANDAM*NL*P/1506HG	Written Address
D.JAN KOK*AMRUM 9*ZAANDAM*NL*P/1506HG	Delivery Address
W.@2*RAMEN 9	Change second subfield of Written Address

MILEAGE MEMBERSHIP

H/M.

Mileage Memberships can be added using the script under the header 
CREATE/EDIT CUSTOMER INFORMATION and choose **LOYALTY**.


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'S)

H/SI, H/SSR


Most codes are so called **PROGRAMMATIC SSR Codes**. The airline will respond to these requests using status codes.

Programmatic SSRs can be added using the script under the header  **CREATE/EDIT SPECIAL SERVICES**, choose **SPECIAL SERVICE REQUEST**.

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).
*SI	Displays all SSR items.
*SIR	Show SSR items to be reinstated after a change of journey
SIR VGML	Click on SIR VGML to reinstate the service




If there is no programmatic code, manual SSRs can be created. Manual SSRs can, amongst others, be used for APIS information and contact information.

These manual SSRs can also be added using the script under the header  – **CREATE/EDIT SPECIAL SERVICES** and choose **SPECIAL SERVICE REQUEST**.

SECURE FLIGHT INFORMATION, APIS

H/APIS


The easiest way to add Secure Flight Information or APIS is by **#APIS** or open the script under the header  - **CREATE/EDIT CUSTOMER INFORMATION** and choose **SECURITY**

SI.P1/SSRDOCSDLHK1/////12J UL66/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/////16S EP81/F//BROK/SIMONE/ELISE	Minimum entry for Secure Flight (USA) for all airlines, including birthdate, sex, surname, first name and middle name.
SI.P1/SSRDOCOUAHK1/LOND ON GB/R/5362310/LONDON GB/01NOV18/US	Passenger 1, born in London has Redress Number 5362310 registered in London on 01 November 2018
SI.P1/SSRDOCSYYHK1*P/GB/ S12345678/GB/12JUL66/M/23 OCT25/SMITH/JOHN/RICK	APIS information: Passenger 1 has a passport issued in GB, number S12345678. He has the British nationality, his Date of Birth is 12 July 1966, is male and his passport expires on 23 October 2025.
SI.P1/SSRDOCAUAHK1/R/US/ 23 HIGHST/HANOVER/ MO/11718	Residential address of passenger 1.



CONTACT INFORMATION

Airlines often require contact information (CTCE or CTCM). His will only be used in case of schedule changes etc. Mandatory from 1 June 2019.

These manual SSRs can also be added using the script under the header  – **CREATE/EDIT SPECIAL SERVICES**, choose **SPECIAL SERVICE REQUEST**.

SI.P1/SSRCTCMYYHK1/31648 928321	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

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'S)

H/OSI

OSIs can be added using the script under the header  CREATE/EDIT SPECIAL SERVICES and choose OTHER SERVICE INFORMATION .
For private fares (e.g., TO fares) it might be necessary to add an OSI before the first closure of the PNR to get an extension of the last ticketing date. The airline should provide you with the appropriate entry.

SI.KL*TCP4 with PNR 123ABC	Passengers are travelling together with passengers from another PNR.
SI.BA*TKNM12545678901203	Advise airline of ticket number (where ZZ 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

SEAT MAPS

H/S.

In Smartpoint seats are booked by clicking on the booked class, by typing #SEAT or via the 'Seat Assignment script' under  .	
SA*S1	Display seat availability map for segment 1
S.@	Cancel seats for all passengers on all segments
*SD	Display the seat data
@ALL	Update the seat status codes. KK will become HK etc.




ITINERARY REMARKS

H/RI.

RI.WE WISH YOU A PLEASANT FLIGHT	Create Unassociated Remark
RI.TEXT+RI.TEXT	Create multiple Unassociated Remarks
RI. (type 2 blank spaces)	Create a blank line in the itinerary before or between 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.


The Form of Payment can be added using the script under the header  CREATE/EDIT CUSTOMER INFORMATION and choose PAYMENT .	
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



DOCUMENT INVOICE REMARKS

H/DI.

Many different types of Document Invoice remarks can be added to the PNR. Some will be added to the itinerary, others will not. The two most regular ones used are shown below.

DIs can be added using the script under the header 

CREATE/EDIT BOOKING FILE REMARKS and choose **OTHER REMARKS**.


Under **ADD NEW** choose **INVOICE REMARK** the type of invoice remark

DI.AC-ACCOUNTNAME	Add account details (single item field). Maximum 42 characters.
DI.FT-FREETEXT	Add accounting free text which is sent to the back-office. Max 45 characters.
DI.2@	Remove DI 2.



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.
FQBBK	Best Buy automatic rebook.
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*:BF<i>n</i>	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.
FQ@TRTNL	Forced Quote for farebasis TRTNL.
FQS1@TRTNL.2@XRTNL	Forced Quote per segment.



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

FQTDD	Informative pricing including tax explanation and Pricing Units.
F*Q	Show fare construction and taxes. Follow up entry after FQ or FQBB
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
FSFROM11JUNX-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)



FARE SHOPPING WITH A BOOKING FILE

H/FSBF

There are many more possibilities, please check H/FSBF
--

FS	Fare Shopping on existing booking
FSS1.2.5.6	Specify segments on fare shopping
FS++-BUSNS	Specific cabin, can be ECON, PREME, BUSNS, PREMF, FIRST, AB
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
FDLONPAR*PTC	Display all passenger fare types codes for city pair (except adult)
FD10JAN21LONPAR/BA.T12DE C20	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. (Due to Covid-19, maximum 2 years in the past)
FD19NOVLONSYD-PRI-TO	Request fares with account code TO and published fares.
FD19NOVLONSYD-PRI-:TO	Request fares with account code TO only.
FD19NOVLONSYD-PRI-:TO:A	This will return only Airline Private Fares with account code TO.
FD19NOVLONSYD-PRI-:TO:G	This will return only Agency Private Fares with account code TO.
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)
FD15JANAMSHKG/CX:A	Display Airline private fare (no acct code) only
FD15JANAMSHKG/CX:N	Displays Published fares only
FD15JANAMSHKG/CX:C	Displays Net Airline private fares only
FD*1/NET	Request further information on a shown Net Fare from a Fare Display
FD15JANAMSHKG/CX:G	Display APF fares only
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
*PTC	Display fares for all non-ADT passenger types
-B	Booking class modifier (MUST be accompanied by airline code) i.e. -B/AA
@Y, @W, @C, @F, @P	Show only fares of a specific cabin: Economy, Premium Economy, Business, First, Premium First
FDSFOLONV26JAN08FEB	Validates fare restrictions and displays applicable return fares for specified dates
/A	Include estimated taxes
/BA-RT@SPCLS*CNN	<i>Fare Display</i> return, special and child fares with BA

FARE NOTES

H/FUFN

FN*2	Display <i>fare</i> notes by category menu
FQN	Display <i>fare</i> components
FN*1/P8 or FN*1/8	Display specific fare note category from FD
FN*1/ALL	Display all fare notes
FN2/ALL	Displays fare notes for segment 2 after FQN
FN*3/P2-4.7	Display fare notes by specified category
AV	Converts Fare Display <i>to</i> an Availability
FDA	Converts Availability <i>to</i> a Fare Display
FDC*1	Display booking codes for line 1
FDC*2//AF	Display booking codes for secondary carrier AF from primary carrier's Fare Display line 2
FR*2	Display route information, line 2
FH*1	Display extensive fare information, fare line 1



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 A12JULLONPAR+15JUL A12JULLONPAR*U2	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)
M.U21234567	Frequent Flyer card if needed
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. No modification is allowed before the dividing process is completed. 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. 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
<p>Example entry, the sequence of the modifiers is important. LD/XF6/ALL/BAMS/KL/C28DEC*31DEC/1MAR*31MAR-Q/50</p> <p>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.</p>	



CLIENT FILES

H/CLIENT FILES

C*	Display agency file
C*Business File Title	Display a business File
C*Business File Title- Personal File Title	Display a personal file
C*R	Display an active Client File
C*P	The last personal file
C*B	The last business file
CLB	A list of all Business Files
CLB/C	A list of Business Files starting with C
CLP/DHL	A list of Personal Files for DHL
C*-Personal File Title	A Personal File without Business File. Name must be completely correct.
CM/ or CMM/ or CMT/PCC//	Move an Agency File to the PNR
CMT/Business File Title	Move a Business File to a PNR:
CMT/Business File Title- Personal File Title	Move a Personal File to a PNR
CMB/	Move a displayed BAR to a PNR:
CMP/	Move a displayed PAR to a PNR
CM/R	Moves related lines into the BF for ALL segments and applicable to ALL passengers.
CM/R/P-2	Moves related lines into the BF for ALL segments and applicable to the specified passenger (nbr 2).
CM/R/S-1	Moves related lines into the BF for the specified segment (nbr 1) and applicable to the 1st passenger.
CM/R/P-2/S-1	Moves related lines into the BF for the specified segment (nbr 1) and applicable to specified passenger (nbr 2)
SCFMOONEN	Search Client File by surname. CF can be moved from response. Smartpoint only. Name must be completely correct.



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
QW	Queue Where will show you on which queues a specific PNR resides
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.
ORB/RB/01JUN-Q/30	Place PNR's with Review Booking Field for 01June to Queue 30.
QENDON / QENDOFF	Activate / Deactivate end of queue marker (second level user only)
@1XK	In case of an HX segment, remove this passively (for all airlines except EK)

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
PQ/B/26APR20-SMIT	Retrieve past date bf by departure date and name for all group coded branches and all selective access PCC's
Q/1*CPD	To display the historical BF

PRINTING WITHIN GALILEO

H/P-

CTRL + B	Prints an exact copy of the active window
CTRL + P	Prints an exact copy of the active PNR
P-*R	Prints the retrieved BF
P-*ALL	Prints the retrieved BF, with detailed info of hidden fields
P-*H	Prints history of the retrieved BF
TKPDID	Prints itinerary of the retrieved BF for all passengers and all segments.
Most Galileo entries can be printed by adding P- in front of the entry. Printing in Smartpoint can be done via the  button.	



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
TI-RGL/SCHN	Display list with Schengen countries
The Timatic is used to find all relevant passport, visa, and health regulations.	

H/ETA

ETAS – FOR AUSTRALIA ONLY

TIETAR	Complete the 2 successive screens and print the reply. Fill in format.
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H/FZI, H/FZS


EXCHANGE RATES

FZSEUR100.00GBP	Convert 100 EUR to GBP
FZSUSD120.00GBP/U	Unrounded conversion
FZINUC	ROE between EUR and NUC
FZINUC.15JAN21	ROE between EUR and NUC for historical date
FZIEUR100.00NUC	Convert currency to NUC
FZIEUR100.00NUC.15JUN20	Convert currency to NUC with historical date



CAR


H/CARS/, H/CAL, H/CALQ, H/CAR/

To request a car availability, you can also use the script under  – CAR AVAILABILITY SEARCH	
CAISTO	Retrieve a car index for Stockholm
CAISTO/ZE	Retrieve a car index for Stockholm for car vendor ZE.
CAD1	Car location policy from CAI or car availability screen
CAL10MAYVIE/ARR-1100/DT-0900	Request low to high availability, using mandatory data: pick up date and city and arrival and drop off time.
/1+CAL/ZE	Request low to high availability, from flight segment 1 to 2, for car vendor ZE.
Some CAL search qualifiers: /ZD+ZE .E /L-C /L-ZEAMSC01 /R-BARKARBY /D10K @BEST	Car vendors, max 4 Car type, economy Location (city center) Location, specific office ZE Reference point Distance 10K Rate Code Best
N1A9	Book car on line 9 of availability
Some car sell qualifiers: /BN-123456 /BS-57288888 /CD-678540 /EVV-FC /SQ-NVS	Billing Number Billing Source (IATA number) Corporate Discount Number Evoucher Full Credit Special Equipment Navigation System
CAM	Car modify, check H/CAM for options



DIRECT SELL CAR



H/OCCR

Passive and Active car segments can be added to a PNR via a direct sell, using the script under  – CAR. All the information must be known by the agent.	
0CCRZENN1AMS1JUN- 2JUNECMN/ARR-1100A/DT- 1700/RC-BEST/SQ-NVS	Long sell entry. Sell without an availability.



HOTEL


H/HOTELS

<p>To request a hotel availability, you can also use the script under  – HOTEL AVAILABILITY SEARCH</p> <p>It is also possible to book hotels using the intuitive Hotel Retail tool. </p>	
HOIARN HOIPAR or HOIPARIS	Retrieve a hotel index by airport code, city code or city name.
HOIPAR/RD	Retrieve a hotel index for PAR for hotel vendor RD only
HOA15NOV-20NOVATH	Request hotel availability low to high availability. Mandatory data: pick up date and city and arrival and drop off time.
/1+HOA	Request hotel availability from flight segment 1 to 2.
Some HOA search qualifiers: /HL+HI+IC /N-Krasnapolski /VEUR /R-BARKARBY /D10K @BEST	Hotel vendors, max 6 Hotel name Currency Reference point Distance 10K Multilevel Rate Code
HOROSL	Request reference points in Oslo
HOD1	Hotel Description for availability line 1
HOC1	Show hotel rates for availability line 1
N1INSIDE2/G-VI444433332222111EXP1224	Book 1 room on line 2 of tariff display, guaranteed with a credit card.
Sell via link in Smartpoint	Choose Advanced Sell or Passive Sell link in Smartpoint to book the hotel.
HOM	Hotel Modify, check H/HOM for options



DIRECT SELL HOTEL


H/OHTL, H/HRBC

Passive and Active hotel segments can be added to a PNR via a direct sell, using the script  – HOTEL. All information must be known by the agent.	
0HTLICRD1STO10NOV- OUT18NOV/H-STRAND HOTEL/P-10327/R-AIK/BC-I	Long sell entry. Passive segment, code MK. BC is the booking reason code.



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. #TKTISSUE
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

Another important tool is Rapid Reprice. With Rapid Reprice tickets can be exchanged/reissued automatically, based on the conditions of the fares. Rapid Reprice needs to be downloaded separately via www.travelportmarketplace.com.



PRINTER LINKAGE

H/HMLM

HMLD	Display Linkage H ow is M y L ink D oing
HMLMF52303DT	Link Ticket Printer F52303 DT = Ticketing DA = Mir Device DI = Itinerary H elp M e L ink M achine
HMLM/DELINK	Delink all printers
HMLM/DELINK/T	Delink Ticketing Printer
HMOMF52303-U	Change printer status to UP H elp M e O perate M achine



TICKETING AND VOIDING

**H/TKP & H/VOID +
GC'606/299**

MyTravelport E-ticket information per airline: Keyword: ETKT KL (<i>airline</i>)
A ticket can be issued via SAT or by typing #TKTISSUE .
A ticket can be voided via SAT or by typing #VOID

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
*HTI	Display ticket numbers
*HTE	Display eticket.
*TE2	Display second eticket from a list
*TE/0011231231234	Display ETicket by ticket number
*SI	Shows services information plus issued tickets
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
T*GSA*/NL/*	GSA airline for a specific country
FF1@R	Restore filed Fare 1
/OS1	Change the sequence of the flights to remove an already ticketed filed fare.



FORM OF IDENTIFICATION

H/FOID

FOIDs can be added using the script under the header PNR – CREATE/EDIT SPECIAL SERVICES and choose SPECIAL SERVICE REQUEST – SSR TYPE - MISCELLANEOUS .	
SI.P3/SSRFOIDLAHK1/PP12345678	Add passport FOID for airline LA for passenger 3 in the booking NI – National ID card FF/KL*12345678 – FF card

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
HMPPP/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
TMU1IT*PC	Inclusive Tour Modifier
TMU1DTD	Demand ticket only when issuing a ticket
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**.

Normally it is possible to force a quote and then adjust according to your wishes.

FQ@HLSFNL	Force fare quote for all segments
FQS1@HRT.2-3@YRT.5@QRT	Forced quote per segment. It is possible to find fare basis to be used in the forced quote by doing FQBB and then F*Q .
FBC	Request Fare Build Create screen
*FB1	Amending Filed Fare 1
*FB1P3.7	Amending Filed Fare 1 for pax 3, and 7
*FB	Show actual manual Fare Build
FBU	Fare Build Update
FBI	Fare Build Ignored
FBUFB/farebasis	Update Farebasis
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
FBF	File the manual build fare for one pax
FBFALL	File the manual build fare for all pax
Entries can be combined: FBUFB/TLXSNL+NVA1/12JUN21+NVB1/12JUN21+NVA2/21JUN21 +NVA2/21JUN21+BG/1PC+FARE/EUR193.00+ROE/0.908183	



Example of FBC screen

```

FBC
P01 ROBERTS/JANETMRS*ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB / TD          NVB  NVA  BG
. AMS KL1607  Q 15NOV 1655 OK @.....          . . . . .  CHK  1
O FCO KL1604  Q 30NOV 1715 OK @.....          . . . . .  CHK  2
. AMS
FARE @./..... EQ ./..... ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
     5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX)   @.....
FC
@.....
.....

```

H/FQP

FARE QUOTE PLANNER

FQQAMS15JANFCO30JANAMS+KL	Lowest possible informative quote. Always use airport codes.
FQPAMS15JANFCO30JANAMS+KL	Informative quote. Maximum 10 responses
FQPAMS+KL.Q11JUNKUL +VN.T20JUNHAN	Informative quote with KL and VN, specific dates and classes
FQPAMS10AUGX-FRAJNB+LH	Informative quote with connection point FRA.
FQPAMS11JUNBKK--KUL20JUNAMS	Informative quote with an ARNK segment.
FQPAMS20JAN21EZE29JAN21AMS +KL.T15DEC20	Informative quote with historical dates and historical ticketing date. Due to Covid , a historical date can be maximum 2 years in the past.
FQPAMS20JAN21EZE26FEB21AMS +KL.B15SEP20.T22SEP20	Informative quote with historical dates and historical booking and ticketing date
FQP*3	Display third response from FQP



HISTORICAL FARE QUOTE

H/FQ

FQ.T16JAN21	Fare Quote for booking with historical ticketing date. Fare and taxes as on historical date. Due to Covid-19, a historical date can be maximum 2 years in the past.
FQ.H16JAN21	Fare Quote for booking with historical ticketing date. Fare as on historical date, taxes for today. Due to Covid-19, a historical date can be maximum 2 years in the past.

TICKET REVALIDATION AND EXCHANGE

H/ETKT and TKEX

A ticket can be revalidated via SAT or by typing #REVAL
Automated Exchanges (Rapid Reprice) can be installed to exchange tickets for most of the larger airlines. To activate Automated Exchanges, the agency contract needs to be updated.

TKRETS1/TN0741234567890/C1	Revalidate segment 1, coupon 1.
TKRETS1/TN0741234567890/C1/ NVB15SEP21/NVA15SEP21	Revalidation entry including NVB/NVA details.
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'
TKP1FEX0741234567890/P1	Create the exchange for Filed Fare 1, for passenger 1. This entry can be used in case of multiple passengers to be reissued.



Example of Exchange Masks

```
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 .....
.
>

2 *TP **TICKET FOR** WILSON/AMY MS PSGR 1/ 1
NEW FARE: EUR 61.00 EQUIV:-AUD 96.00
>*MR TOTAL ADD COLLECT 196.30 AUD
/F-S .....
/F .....
/F .....
.
```



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 and MyTravelport

Service segments can be added via the script under the header  – CREATE SERVICE SEGMENT
An EMD can be issued via the script:  – EMD MANAGER . This tool can also be activated via Alt+K The entry #UPDATEREFDATAON must be done once in Smartpoint to have the correct settings per airline.
MyTravelport EMD information per airline. Keyword: EMD KL (<i>airline</i>)

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/ FVI444433322221111*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



EMD EXCHANGE

H/EMD and MyTravelport

EMDI/IC0741234567890/ EXE0740987654321	Exchange EMD-A after change of flight, ICW new ticket number and exchanged for original EMD. Even exchange only.
EMDI/EXE9990987654321/SM1	Exchange of EMD-S, even exchange only
EMDI/EXED0741234567890	Exchange of an eticket to an EMD (limited number of airlines only).
EMDI/EXED0741234567890/RFIC-98B	Exchange of an eticket to an EMD, manually override the default RFISC carrier setup
EMDI/EXED0741234567890/RFID-TRANSPORT CREDIT	Exchange of an eticket to an EMD, manually override the default Reason For Issuance Description
EMDI/EXED0741234567890/P2	Exchange of an eticket to an EMD with passenger selection in case of booking with multiple passengers.
TKP1FEXD0741234567890	Exchange an airline or agency issued EMD against a new ticket