

TRAVELPORT+ **MINI FORMAT GUIDE**

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This mini guide provides you with the most commonly used entries. In Smartpoint many responses can also be retrieved via interactive menus or by clicking.



SMARTPOINT FLEX WINDOWS

Button	Explanation
	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. Can be opened using #CTQ
	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 Travelport+ learning snippets.
	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.
	Smart button. Scripting tool incorporating office workflow. Not applicable to all agencies.
	Smartpoint Assisted Ticketing helps you to issue, refund, void, exchange 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

Format	Explanation
SON/Z...	Sign on at own office. SON/ followed by Z and a 1 to 3 character I.D.; the I.D. can be initials, a number or a combination of both. Smartpoint will normally show a pop-up screen, where you can fill in your sign-on and password. Examples: SON/Z217 or SON/ZHA
Password requirements	<ul style="list-style-type: none">• Alphanumeric, 8 – 10 characters• User's name and sign cannot be used• Three consecutive/same characters not allowed• Previous five passwords cannot be used• At least three characters change in new password
SB	Change to work area B
SOF	Sign off; incomplete Booking Files must be ignored or completed
STD/ZHA	Display security profile for sign on HA; once displayed, password may be changed.
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.
STD/ ZWP /**	Open sign on settings
+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

Format	Explanation
my.travelport.com	Your access to a wealth of information on Travelport+. 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

Symbol	Explanation
>	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 '*' at the beginning of an entry is used to display (certain fields in) the PNR. After a '*' in an entry, free text can often be added. Finally, Travelport+ 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. The additional information can be opened with scrolling entries (H/SCROLL) or by using Alt+C to open all information.



SCROLLING AND FAST KEYS

H/SCROLL

Format	Explanation
MB	Move to bottom of display.
MT	Move to top of display.
MD	Move down.
MU	Move up.
MD4	Move down 4 lines (maximum 99).
Alt+C	Show all information.
Ctrl+<arrow up>	Retrieve last entry.
Alt+<arrow up>	Retrieve last screen response (maximum 5).
Ctrl+S	Clear screen.
Ctrl+W	Clear active window.
Ctrl+S	Clear entire screen.



ENCODE/DECODE

H/ENC and H/DECODE

Format	Explanation
.CELONDON	Encode city of London.
.CDLHR	Decode city/airport LHR.
.CRAMS	Display City Record for AMS.
.AEAIR BALTIC	Encode Air Baltic.
.ADQF	Decode airline QF.
.AD*074	Decode airline with airline code.
.LENAMIBIA	Encode country Namibia.
.LDBE	Decode country BE.
.RD	Display all countries that are divided into regions.
.RDAU	Decode specific region code.
.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

Format	Explanation
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.
TT22JANZRHSIN	Timetable of flights from 22JAN from ZRH to SIN for a period of 28 days. The timetable is available until 362 days in the future.
TTKL1597/5MAY	Display details for a specific flight number and date.
DC*MPN	Display possible direct connections to/from MPN.
DCMPNAMS	Display possible connections from MPN to AMS.



AVAILABILITY

Availability sort modes

In Travelport+ (1G) there are two availability sort modes. The standard setting for Travelport+ (1G) is the Basic Sort Mode, which organizes the flights returned in an availability response in the following order:

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

The availability mode can be set to the Direct Sort Mode, which organizes flights in more categories.



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

Formats to select availability sort modes

Format	Explanation
SSM/DIRECT	Select sort mode DIRECT. Available to all sign ons, for active session only.
SSM/BASIC	Select sort mode DIRECT. Available to all sign ons, for active session only.
SSA/DIRECT	Select sort Agency Direct. Available to second-level user only, sorting set up for whole PCC.
SSA/BASIC	Select sort Agency Basic. Available to second-level user only, sorting set up for whole PCC.

Basic Availability entries

H/AVAIL

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

Format	Explanation
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 7 days on/after 22JUN.



Format	Explanation
A22OCTCDGBRU	Flights from specific airport (CDG) of a multi-airport city.
A22OCTPARLHR	Flights to specific airport (LHR) of a multi-airport city.
A22OCTPARSFO#	Flights to specific airport (SFO) if airport matches city code.
A22OCTSFO#LAX#	Flights from specific airport (LAX) to specific airport (SFO) if airports match city code. In this example both LAX and SFO are both city code and airport code.
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

Format	Explanation
.0800# or 0800#	Flights from specified time onwards.
/SA or /SA/UA	Flights for specified carrier(s), multiple carriers allowed (max. 6).
/SA- or /LH-/SN-	Flights excluding specified carrier(s), multiple carriers allowed (max. 6).
/RG# or /SQ#PR#MH#	Flights for specified carrier for the entire journey, including connecting flights. Multiple carriers allowed (max. 6)
/YY#	Direct flights of any carrier and only on-line connections.
*LH	Direct link into Carrier Specific Display.
DCA	Display a list of all alliance codes.
DCA/*A	Display members of the Star Alliance (*A).
DCA/*O	Display members of the Oneworld Alliance (*O).
DCA/*S	Display members of the SkyTeam Alliance (*S).
//*A- or //*O- or //*S-	Flights excluding a specified alliance. *A = Star Alliance *O = One World *S = Skyteam
.D	Direct flights only.





Format	Explanation
.D0	Direct non-stop flights only.
.SIN	Display connections via Singapore (max 3).
/KL/SQ	Display connections, segment 1 on KL and connecting segment on SQ via any point.
.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

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 (H0)
-  Sell Passive (AK)
-  Sell Passive (BK)

Format	Explanation
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.
1KN3	Sell 1 seat in KN (K class, night fare) on line 3.
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/SWDS, H/O

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

Format	Explanation
OKL1597H15SEPAMSFCONN1	Long sell entry. Sell without an availability.
OKL1597H15SEPAMSF0AK20	Add 20 confirmed passive seats for a group PNR.
0BA512M12DECLHRLINLL4	Waitlist if unavailable, or sell if available.



MINIMUM CONNECT TIME

H/DCT

Format	Explanation
@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

Format	Explanation
@LT	Local time at assumed city.
@LTAKL	Display local time in Auckland.
@LTAKL21NOV23	Show local time in Auckland for the specified date (1 month in past to long way in future).
*TAA/18JUN/+21	Add 21 days to 18 June.
*TAA/28JUN/14	Subtract 14 days from 28 June.



CREATING A BOOKING FILE, MANDATORY FIELDS

The mandatory items can be added via the script: 

Name

H/N.

Format	Explanation
N.HENRIQUEZ/RUDY MR	One surname, numeric optional, space added before the title.
N.3MAJA/RAJ MR/ANA MRS/PYUSH MR	Three travelers with same surname.
N.VINK/ROB MSTR*P-C08 DOB12JUN15	Add a child to the booking file. Add P-PTC code after the asterisk for fare quoting. Mandatory space before DOB.
N.I/JOHNSON/PAULA MISS*31JUN22	Create an infant name. Name remark contains mandatory Date of Birth.
N.P5-6@2ALONGI/MELISSA MRS/CHARLES MR	Change names 5 and 6, passengers have same surname.
N.P3@I/BLACK/ISABEL MISS*03MAR22	Change name 3 (an infant) to another infant name.
N.P2@SMITH/JACOB MR	Change name 2 to Smith/Jacob Mr Note: Many airlines do allow limited or no name changes after ending a booking file. An error response may be returned "NAME CHANGES NOT ALLOWED". Please contact airline for their rules on name changes.
N.P2@*P-C08 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.

- Name Field: minimum of 2 characters and maximum of 55 characters.
- Name Remarks: minimum of 2 characters and maximum of 33 characters including spaces.

Tip: How to enter a one-character name (passenger surname comprising one letter) in a PNR/booking file

If the passenger's surname is one character, you can add it to a name field or SSR DOCS. AIRIMP (Airline interline messaging procedures from IATA) states the following rule (2.6.10.2):

Combine the single letter family name with the given name of the passenger as the family name. For example, enter Miss Mary Y as YMARY/MISS and enter Miss Tuyetmai Van A as ATUYETMAIVAN/MISS.

Multiple members of a single letter family name must be entered as individual name elements. For example, John and Sally U must be entered as UJOHN/MR and USALLY/MRS.



Tip: How to enter a passenger name without first name in a PNR/booking file

If a passenger only has a name, and no first or last name in his passport, the name needs to be added differently to a PNR. Airlines might have different regulations.

For example: Miss Maradanarta can be added as: MARADANARTA/MRS, MARADANARTA/MARADANARTA MRS or MARADANARTA/FNU MRS (FNU = First Name Unknown).

Please contact the airline for the required format.

Phone field

H/P.

Format	Explanation
P.T*0793 888184-JAN	Add travel agency number with set city and agent reference.
P.ZRHB*508042 X2184	Add Zurich business telephone contact with extension number.
P.LONA*0208-372-9878 X372	Add accommodation/hotel number with extension number.
P.PARN	No Paris telephone contact number.
P.HKGE*SUE--LI//MAIL.COM	Create e-mail address. Use -- in place of _ "underscore" symbol. Use // in place of @ "at" symbol.
P.3@AMSH*02034 56 78 90	Change phone field 3.
P.2@	Cancel phone field 2.


Ticketing field

H/T.

Format	Explanation
T.T*	Minimum ticketing input.
T.TAU/10FEB	Booking to be assigned to ticketing queue 10 for automatic ticketing on 10 February.
T.TAU/10FEB*FREE TEXT	Ticketing field including remark.
T.@TAU/08MAR	Change ticketing field.

Received from field

H/R.

Format	Explanation
R.AGT	Received from agent. 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.



End transact and ignore

H/ENTR

Format	Explanation
E or ET	End the transaction. Save the booking file.
ER	End the transaction and retrieve same booking file.
EM	End the booking file and mail the itinerary to the first mail address in the booking.
ERM	End and Retrieve the booking file and mail the itinerary to the first email address in the booking file.
ERMALL	End and Retrieve the booking file and mail the itinerary to all email addresses in the booking file.
ERMALL*ETR	End and Mail. In the mail, all Electronic Ticket Receipts (ETR's) will be attached.

Ignore

Format	Explanation
I	Ignore booking file (but client file reference remains).
IR	Ignore and retrieve booking file in original state.

Retrieve booking file

H/RETRIEVE

Format	Explanation
*3WG6BD	Retrieve booking file by record locator number.
*-HENRIQUEZ	Retrieve booking file by surname.
*- WILLIAMS/CHRIS MR	Retrieve booking file by full name.
*- I/WHITE	Retrieve booking file for infant WHITE.
*28JUN- WHITTAKER	Retrieve booking file by date of departure and passenger name.

Retrieve booking files created by branch offices

Format	Explanation
**HK7- WHITE	Retrieve the booking for passenger WHITE created in branch pseudo city HK7.
**B- KING/JANET MRS	Retrieve booking file with same name, for all branch agencies.



Cancel and rebook


Cancel segment

H/XIS, H/XRDT

Format	Explanation
X2	Cancel segment 2.
X2-4	Cancel segments 2 through 4.
X2.4-6	Cancel segments 2 and 4 through 6.
XI	Cancel entire Itinerary.
XA	Cancel all Air segments only.
@1XK	Remove a HX segment passively (for all airlines except EK).
XH	Cancel all Hotel segments only.
XC	Cancel all Car segments only.
@2/23JAN	Change segment 2 to 23 January.
@2/H	Change segment 2 to class H.
@2/23JAN/H	Change segment 2 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 BOOKING FILE, OPTIONAL FIELDS

Most optional fields 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.

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

Format	Explanation
NP.FREE TEXT	Create a notepad item. Will not show in history of the booking file when deleted.
NP.C**THIS IS A SECRET	Create a Confidential notepad item. Only visible in own PCC.
NP.H**TEXT	Create a notepad that will be saved in the history of the booking file when removed
NP.HX**TEXT	Historical notepad with additional qualifier
NP.F**VI5555333322221111 EXP 11/25 FREE FORM TEXT	Create notepad item to securely store credit card information. Number is hidden (except last 4 digits) after booking file is closed.
NP.**BUSINESS CLASS ONLY	Notepad+ remark, will be automatically placed in the first line of the notepad field
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 File

H/RB.

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

Format	Explanation
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



Format	Explanation
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 queue 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 , with all other fields unchanged
RB.3@	Delete review booking file item number 3

Email addresses

H/EMAIL

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

Format	Explanation
MT.TOM-HILL@ACME.COM	Add an e-mail "TO" address
MF.TONY.WEST@AGENT.COM	Add an e-mail "FROM" address

Address


H/ADDR

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

Format	Explanation
W.MR.D.BONNERS*29 ST PAULS AVE*KENTON*MIDDX*P/HA39SP	Written address with 5 subfields including postal code.
D.TRAVELPORT EUROPE*MAIN ENTRANCE*GRD FLT EAST CORE	Delivery address with 3 subfields.
W.@2*82 BEDFORD AVENUE	Change second subfield of written address.

Mileage membership

H/M.

Mileage memberships can be added using the script  under the header **Edit PNR, CREATE/EDIT CUSTOMER INFORMATION** and choose **LOYALTY**.

Format	Explanation
M.P2/LH123456789	Enter LH mileage card number for passenger 2
M.KL1234567893	Enter KL mileage card number for booking file with a single passenger




Format	Explanation
M.P2/BA123456789-SKEBB704705904	Enter BA/SK mileage card numbers for passenger 2. A maximum of 10 mileage cards can be entered with one entry.
M.P1/UA12345876490/TG/LH/AC	Enter UA mileage card number for passenger 1, specifying Cross Accrual participants TG, LH and AC who are listed in the UA Mileage Membership Agreement Table (Minimum 1, 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 Requests (SSRs)

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 **CREATE/EDIT SPECIAL SERVICES** and choose **SPECIAL SERVICE REQUEST**.


Format	Explanation
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/VLML	Request VLML 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.

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

Advance Passenger Information System (APIS)

H/APIS


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



Format	Explanation
SI.P1/SSRDOCSYHK1/////30 JAN85/F//SMITH/MARY	Minimum entry for Secure Flight (USA) information for all airlines in a one-passenger booking file, includes birth date, gender, surname, and first name. YY represents the airline booked. Name added must match ID. Mandatory slashes for omitted data.
SI.P2/SSRDOCSBAHK1/////02 MAR90/M//JONES/JAMES/RAYMOND	Passenger 2, BA represents the airline booked. Mandatory slashes for omitted data.
SI.P1/SSRDOCSBAHK1/P/GB/ S12345678/GB/12JUL76/M/23OCT26/ SMITH/JOHN/RICHARD	APIS information: Passenger 1 has passport issued in GB, number S12345678. He has British nationality, date of birth 12JUL76, male, and his passport expires 23OCT26. BA represents the airline code.
SI.P1/SSRDOCYHK1//K/9891404//US	Passenger 1, born in US has Known Traveller Number 9891401.
SI.P1/SSRDOCBAHK1/LONDON GB/R/1542310/LONDON GB/04NOV21/US	Passenger 1, born in London has redress number 1542310/Registered London on 04NOV21/ Valid USA
SI.P1/SSRDOCALHHK1/R/DE/234B STRAVINER STRASSE/HANOVER//11718	Residential address of passenger 1 Note: /D/ Destination address is required for USA visits.

Contact Information

Airlines often require contact information (CTCE or CTCM). This 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 **CREATE/EDIT SPECIAL SERVICES** and choose **SPECIAL SERVICE REQUEST**.

Format	Explanation
SI.P1/SSRCTCMYHK1/6012776777/EN	Passenger 1 mobile telephone number for all airlines in the booking. Preferred language English. YY will send the contact information to all airlines in the booking, however it can be replaced with the 2-character carrier code.
SI.P2/SSRCTCEYHK1/PETMOON64//GMAIL.COM	Passenger 2 email address. Use double slashes // for @. YY can be replaced with 2-character carrier code. Notes: <ul style="list-style-type: none"> • Use two periods (..) for the underscore (_) • Use "/" in place of a "-" in email addresses when entering the e-mail address if the airline does not accept a dash in the email address.
SI.P1/SSRCTCRYHK1/PAX REFUSED TO PROVIDE CONTACT INFO	The CTCR indicates that there is no passenger contact information, after the last slash it is a free form text. YY can be replaced with 2-character carrier code.

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
- HK – Holds Confirmed

Other Service Information (OSI)

H/OSI

OSIs can be added using the script  under **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 booking file** in order to get an extension of the last ticketing date. The airline should provide you with the appropriate entry.

Format	Explanation
SI.KL*TCP4 with PNR 123ABC	Passengers are travelling together with passengers from another booking file.
SI.BA*TKNM12545678901203	Advise airline of ticket number.
SI.2@	Delete item number 2.


Vendor remarks

H/V.

Format	Explanation
V.AKQ*PLEASE ADVISE COST OF KENNEL	Send message to airline vendor KQ.
*VR	Display all incoming and outgoing vendor remarks

Seat Maps

H/M.

In Smartpoint, seats are booked by clicking on the booked class, by typing **#SEAT** or via the **Seat Assignment** script under .

Format	Explanation
SA*S1	Display seat availability map for segment 1
S.@	Cancel seats for all passengers on all segments
*SD	Display seat data
@ALL	Update the seat status codes. KK will become HK etc.




Itinerary remarks

H/RI.

Format	Explanation
RI.TEXT	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*TEXT	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

H/F.

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

Format	Explanation
F.S	Form of payment cash.
F.INV FREE TEXT	Form of payment invoice with mandatory free text (max. 38 characters).
F.NONREFFREE TEXT	Form of payment NON REF with optional free text (Max. 35 characters).
F.AX373912345678901/D1226	Form of payment credit card number with expiry date.
F.@	Delete form of payment field.

Service fee


Format	Explanation
SFPEUR200.00	Add a Service Fee of EUR 200.00



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 frequently used are shown below. DIs can be added using the script  under **CREATE/EDIT BOOKING FILE REMARKS** and choose **OTHER REMARKS**. Under **ADD NEW** choose **INVOICE REMARK** the type of invoice remark.

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



FARE QUOTE PUBLIC FARES

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



H/FQ

Format	Explanation
FQ	Quote applicable adult fare for all passengers, all segments, in the class booked. Plating carrier logic will be used.
FQBB	Quote Best Buy
FQBBK	Best Buy automatic rebook (after FQBB or FQBC)
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 (IFQ only)
FQBB+-BUSNS	Best buy per cabin: Business (BUSNS), Economy (ECON), Premium Economy (PREME), First (FIRST), Premium First (PREMF), As booked (AB), and Upper (UPPER, which is business or first)
FQBB/FXD	Fare Quote Best Buy excluding economy unbundled fares.
FQBB/BAG	Request fares including a bag, only works for RCB airlines.
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. Only works for RCB 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.
FQ.T	Quote with override of booking class. Cannot be stored.



FARE QUOTE PRIVATE FARES

H/FQ

Format	Explanation
FQBB:P	Best buy for private fares only
FQ-TO	Quote cheapest 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, accountcode TO only
*NTD1	Open Net Ticket Data summary of filed fare 1
*NTD1/D	Open Net Ticket Data details of filed fare 1



QUOTING OF TAXES

Format	Explanation
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
FQCDL/TE-00	Quote taxes with plating carrier DL.



FILED FARES

H/*FF

Format	Explanation
*FF	Display a summary of all filed fares
*FF1	Display detailed linear fare construction for fare 1
*FFALL	Display detailed linear fare construction for all filed fares
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 Code. Fare status indicators:

- **FCPI - Fare Calculating Pricing.** The FCPI reflects the method of pricing for the transaction. These codes are the source for determining if the fare quote has been automated.
- **FCMI - Fare calculation mode indicators.** The FCMI reflects the method of pricing for the transaction. They are shown as 0, 1 or 2 on the BSP ticket.



FCPI code	FCMI code	Eligible for ADM Review	Explanation
A	0	Yes	Auto-priced airline private fare.
B	1	No	Manually built fare.
G	0	Yes	Auto-priced public fare.
I	N/A	No	Invalid fare, due to change of flight segments.
M	1	No	Manipulated public or private fare. Fare modifier (public and private fares) or discount modifier (public fares) used.
P	1	No	Agency private fare, standard contract. Airline private fare, discount modifier used.
R	1	No	Restored fare.
T	N/A	No	Ticket, used in historical record.
X	N/A	No	Expired Filed Fare.
Z	0	Yes	Auto-priced agency private fare , marked up from airline filed net fare. Airline rules used.
A, G or Z	2	Yes	Auto-priced public or private fare. Baggage allowance, taxes fees or charges have been modified.



FARE SHOPPING WITHOUT A BOOKING FILE


H/FS

Fare Shopping entries can also be generated via Smartpanel. Smartpanel can be opened by typing **Alt+T**. In Flex Windows the

Smartpanel can also be opened or via  or . In Classic View Smartpanel can be found under the **SEARCH** header.

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, **Alt+T**, or **#FS**.

Format	Explanation
FSLON10JANDXB	One way journey.
FSLON10JANDXB20JANLON	Round trip journey.
FSLON10JANDXB--AUH20JANLON	Surface sector.
FSROM11JUNX-JFKCVG	One way, connecting city (X-JFK).
FS2BOS25MAYLON07JUNBOS	2 passengers.
FSLAX#25MAYSFO#	Flights only from the airport LAX and only to the airport SFO.

Flight segment modifiers

Format	Explanation
FSSYD11JUNTYO/QF19JUNHKG/CX	Pricing request with preferred carriers per sector. Qantas for the outbound sector, Cathay for the inbound sector.
FSSIN01MARHKG-BUSNS10MARSIN-FIRST	Preferred cabin class on sectors. Outbound business, inbound first class.
FSZRH27JULLHR.M#08AUGZRH.E#	Morning departure outbound, evening flight inbound.
FSCDG12JULMAD.D14JULBUE.SO	Direct flight on first sector and single online connection on second sector.

Pricing modifiers

Note: Must be preceded with a '+'. More modifiers exist.

Format	Explanation
FSFRA10JUNLON17JUNFRA+*C10	Passenger Type Code.
+**ITX	Passenger Type Code only.
+P1.2*C07	Adult and Child aged 7 years.
+:P	Private (selling level) Fares only.
+:C	Net fares only.
+:A	Airline Private fares only.
+:G	Agency Private fares only.



Format	Explanation
+:N	Public fares only.
+:E	Include Public, Private and Net fares.
+ACCT:P	Private Fares with account code (may also display fares without an account code).
+ACCT:C	Net Fares with account code only.
+PE00	Fares with no penalty.
+:NR	Fares with no restrictions.
+FXD	Fares excluding economy unbundled fares.
+BAG	Request fares including a bag, only works for RCB airlines.
+TE	Tax exempt.
+TE-GB	Exempt tax with code GB.
+CLX	Plating carrier.
+P1	Request fares for passenger 1 only. Name Field must have been added to booking file.

Itinerary modifiers

Must be preceded with + +.

Note: More Itinerary modifiers exist.

Format	Explanation
FSLAX11JUNLON19JUNLAX++D	Preferred flight type (Direct).
FSLAX11JUNLON19JUNLAX++/*A	Preferred Alliance – Star Alliance (*A).
FSLAX11JUNLON19JUNLAX++ /AA/UA	Preferred carriers.
FSVIE11JUNSIN19JUNVIE++ - PREME	Preferred cabin.
FSNYC11JUNLON19JUNNYC++M	Multi airport processing.
FSDEN10FEBMCI++ROI0200	Restrict overnight connections to 2 hours.
FSDEN10FEBMCI++RMC0230	Restrict maximum connecting time to 2 hours and 30 minutes.
FSDEN10FEBMCI++RMA	Restrict multi-airport connection.



FARE SHOPPING WITH A BOOKING FILE

H/FSBF

There are many more possibilities, please check H/FSBF. Pricing and Itinerary modifiers can be used.

Format	Explanation
FS	Fare Shopping on existing booking
FSS1.2.5.6	Specify segments on fare shopping
FS+BAG	Request fares including a bag, only works for RCB airlines.
FS++BUSNS	Specific cabin: ECON, PREME, BUSNS, PREMF, FIRST, AB, UPPER
FS++RMC0330	Restrict maximum connection to 3 hours and 30 minutes.
FS++BUSNS/RMC0500	Combination of entries
FS++DT3.D	Search direct flight options max 3 hours around departure time.
FS++AT3	Search options max 3 hours around arrival time.
FS++JT12	Maximum journey time per leg 12 hours.



FARE DISPLAY

H/FD

Format	Explanation
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 for 14AUG for BA.
FD14AUGLONNYC/BA/UA	Fare display from London to New York for 14AUG for BA and UA. A maximum of three airlines can be specified.
FD13AUGSINHKG -RT FD13AUGSINHKG -OW	Journey type Round Trip(RT), One Way (OW)
FD14AUGPARPAR-RTW FD14AUGPARPAR-CTF	Display the available Round the World (RTW) or Circle Trip Fares (CTF) from Paris
FDLONPAR*PTC	Display all passenger fare types codes for city pair (except adult)
FD10JAN20LONPAR/BA.T12DEC21	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 public and private fares, including fares with account code TO.
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 (without 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.

Search qualifiers

Format	Explanation
/UA/CO/US	Carriers (max. 3)
OW or RT	Journey type (one way/round trip)
*PTC	Display fares for all non-ADT passenger types
-B	Booking class modifier (MUST be accompanied by airline code)
@Y, @W, @C, @F, @P or @ECON, @PREME, @BUSNS, @FIRST, @PREMF	Show only fares of a specific cabin: Economy, Premium Economy, Business, First, Premium First
/2	Display half round trip in NUCs for all round trip fares



:NUC	Display fares in NUC
FDSFOLONV26JAN08FEB	Validates fare restrictions and displays applicable return fares for specified dates
/A	Include estimated taxes (not guaranteed)
/BA-RT@SPCLS*CNN	Fare Display return, special and child fares with BA


Fare Notes


H/FUFN

Format	Explanation
FN*2	Display fare notes by category menu
FQN	Display fare components
FN*1/P8 or FN*1/8	Display specific fare note category from fare display
FN*1/ALL	Display all fare notes
FN2/ALL	Display fare notes for segment 2 after FQN
FN*3/P2-4.7	Display fare notes by specified category
AV	Converts Fare Display to an Availability
FDA	Converts Availability to a Fare Display
FDC*1	Display booking codes for line 1
FDC*2/UA	Display booking codes for secondary carrier UA from primary carrier's Fare Display line 2
FR*2	Display route information, line 2
FH*1	Display extensive fare information e.g. Travel/Ticket Dates from FD line 1



ANCILLARY SERVICES (DAS)

The easiest process of booking ancillary services in Smartpoint is via the shopping basket  in the booking file, after finishing the booking file. However, the entries can still be used, but might give a terminal response.

Select the shopping basket  to request ancillaries and fill in the mask.


The shopping basket can only be opened when the booking file is closed (except for Direct Payment Carriers). Before opening the Shopping Basket, add a quote and, if applicable, Frequent Flyer cards, to have correct details loaded in the Ancillary Services mask.

Format	Explanation
DAS*	View available additional services.
*DAS	Display booked ancillaries.



DIRECT PAYMENT CARRIERS

Direct Payment Carriers can be booked via availability or Fare Shopper. The easiest way to book is to select  **CREATE/EDIT CUSTOMER INFORMATION** then fill in all mandatory information.

Format	Explanation
ZPROV	Show list of activated Direct Payment Carriers
FSAMS23AUGLON	FS request and click to book a flight Or, use one of the following availability requests.
A20SEPLONAMS	Neutral availability
A20SEPLONAMS*YY	Carrier specific availability
N1Y1	Book one seat Y class, line one, or click on a class to book a flight
N T. R. W. MF. or MT. P. SSRDOCS ER	Mandatory fields required to complete the booking: NAME, TICKETING, RECEIVED, ADDRESS, EMAIL, PHONE, END booking. Some airlines also require SSRDOCS. 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 booking file.
M.U21234567	Frequent Flyer card if needed
FQ	Price Direct Payment Carrier segment/s.
<ol style="list-style-type: none">1. Click  to request ancillaries and fill in the mask.2. Click on the booking class of travel to open the seat map and click on the required seat to book.3. Click # before the carrier to open the payment screen and fill in the required information	
F.VI4444XXXXXXXXXXXX/D1026/S234	Form of payment
R.	Add received
ER	Finish the booking

Note: Most entries are the usual Travelport+ entries. In Smartpoint almost all entries can be 'clicked'.



DIVIDE

H/DP

Divide Procedure		
Step #	Format	Explanation
1	DP2	Divide passenger 2 from the booking file.
2	R.YY	Received field (YY = agent initials).
3	F	File the new booking file.
4	R.YY	Received field(YY = agent initials).
5	E or ER	End the booking file.
	*DV	You can switch any time to the divide booking file

Notes:

- No modification is allowed before the dividing process is completed.
- Special Service Request will stay with the divided passenger.
- 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



REPEAT BOOKING FILE

H/REALLSALL

Format	Explanation
REALLSALL	Repeat all customer data and segments
REALL	Repeat all customer data
RESALL	Repeat all segments
RES2	Repeat segment 2 only
REALLS2	Repeat booking file with segment 2 only.

Procedure

Step	Format	Explanation
1		Retrieve the BF to be copied.
2	R.YY	Received from (YY = agent initials).
3	REALLSALL or RESALL or REALL	Execute repeat options. 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

Format	Explanation
LD/ALL/28DEC-D	Retrieve all booking files with a segment date 28 December. Output is to screen.
LD/TKT/28DEC-Q/44	Retrieve booking files, without a ticketing deadline, and with a segment date of 28 December. Output is to Queue 44.
LDT/UTK/28DEC-Q/60	Retrieve all unticketed booking files with a segment date of 28 December. Output is to queue 60. When using UTK, bear in mind booking files containing a Ticketing Field T.T* will be considered as ticketed.
LD/ALL/15JUN*20JUN-Q/44	Retrieve all booking files, with a segment date between 15 and 20JUN. Output is to Queue 44.

Listings by air segments optional items

Format	Explanation
/XF7	A branch PCC code can be specified.
/BA	Specific airline
/BA.AZ	Multiple airlines (max. 5)
/KL285	Flight number
/F	Specific Class
/BAMS	Board point
/DGVA or /OGVA	Destination point
/C15JUN	Creation date 15 June
/S-WP	By user sign
LD/ABS/ALL etc	All branches

Example entry, the sequence of the modifiers is important.

LD/XF6/ALL/BAMS/KL/C28DEC*31DEC/1MAR*31MAR-Q/50

List Display all booking files 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.



CLIENT FILES

H/CLIENT FILES

Format	Explanation
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 booking file
CMT/Business File Title	Move a business file to a booking file
CMT/Business File Title-Personal File Title	Move a personal file to a booking file
CMB/	Move a displayed BAR to a booking file
CMP/	Move a displayed PAR to a booking file
CM/R	Moves related lines into the booking file for ALL segments and applicable to ALL passengers.
CM/R/P-2	Moves related lines into the booking file for ALL segments and applicable to the specified passenger (nbr 2).
CM/R/S-1	Moves related lines into the booking file for the specified segment (nbr 1) and applicable to the 1st passenger.
CM/R/P-2/S-1	Moves related lines into the booking file 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

Format	Explanation
QCA	Queue Count All
Q/0 (URG) Q/1 (GEN) Q/10	Open a queue number 0-99
I	Ignore (back in the list)
QR	Remove the booking file from the queue
QR/23+77	Remove booking file from active queue plus queue 23 and 77
QRQ/ALL	Remove booking file from all queues in your PCC (cannot be done if in the queue)
QXI	Sign out of the queue and ignore active booking file
QW	Queue where will show you on which queues a specific booking file resides
QEB/50	Send active booking file to queue 50
QEB/71MG/50	Send to another Q of PCC 71MG
ORB/TAU/17SEP	Place booking files with TAU for 17 September on queue 10
ORB/TAU/17SEP-Q/31	Place booking files with TAU for 17 September on queue 31.
ORB/RB/17SEP	Place booking files with RB Field for 17 September on queue 12.
ORB/RB/01JUN-Q/30	Place booking files 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

Format	Explanation
*H	Display entire history
*HI	Display itinerary history (including Hotel/Car)
*HIA	Display air segment history
*HFF	Display filed fares history



PAST DATE BOOKING FILE


H/PQ

Format	Explanation
PQ/R-3S71JL	Retrieve past date booking file by record locator
PQ/24JAN22-SHARP/RICHARD	Retrieve past date booking file by departure date and name
PQ/01JAN22-31JAN22-PALIN	Retrieve by date range (max. 31 days) and name, own branch
PQ/B/26APR20-SMIT	Retrieve past date booking file by departure date and name for all group coded branches and all selective access PCCs
Q/1*CPD	Display the historical booking file



PRINTING IN TRAVELPORT+

H/P-

Most Travelport+ entry responses can also be printed by adding **P-** in front of the entry. To print in Smartpoint, use the  button.

Entry	Explanation
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.



TIMATIC

Timatic is used to find all relevant passport, visa, and health regulations.

H/TIMATIC, H/TI-

Format	Explanation
TI-	Display TIMATIC menu
TI-MV	Display fill-in format for visa information
TI-MH	Display fill-in format for health information
TI-MA	Display fill-in format for health and visa information
TI-RGL	Display list with regions
TI-RGL/SCHN	Display list with Schengen countries



ETAS - FOR AUSTRALIA ONLY

H/ETA

Format	Explanation
TIETAR	<p>Deactivated since 6 April 2022.</p> <p>The Australian government has now made their Electronic Travel Authority (ETA) visa available online.</p> <p>Travelers / Agents need to download and use the Australian ETA app — in order to apply for an ETA visa to enter Australia.</p> <p>For more details refer to Electronic Travel Authority section on the Australian Government Department of Home Affairs website.</p>



EXCHANGE RATES

H/FZI, H/FZS

Format	Explanation
FZSEUR100.00GBP	Convert 100 EUR to GBP
FZSUSD120.00GBP/U	Unrounded conversion
FZINUC	ROE between local currency and NUC
FZINUC.15JUN21	ROE between EUR and NUC for historical date
FZIEUR100.00NUC	Convert currency to NUC
FZIEUR100.00NUC.15JUN21	Convert currency to NUC with historical date



CAR


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

To request a car availability, click on air segment number in ViewPNR, or use the script under  - Car Availability Search.

Format	Explanation
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/0CCR

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.

Format	Explanation
0CCRZENN1AMS1JUN-2JUNECMN/ARR-1100A/DT-1700/RC-BEST/SQ-NVS	Long sell entry. Sell without an availability.



HOTEL

H/HOTEL


To request a hotel availability, click on air segment number in ViewPNR, or use the script under  - **Hotel Availability Search**.

You can also use **Hotel Retail** .

Format	Explanation
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: check in date, check out date, and city.
/1+HOA	Request hotel availability from flight segment 1 to 2.
Some HOA search qualifiers: /HL+HI+IC /N-KRANSNAPOLSKI /VEUR /R-BARKARBY /D10K @BEST	Hotel vendors, max 6 Hotel name, max length 12 characters 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-VI4444333322221111EXP1224	Book 1 room on line 2 of tariff display, guaranteed with a credit card. Maximum 9 rooms in one sell entry.
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/0HTL, H/HRBC

Passive and Active hotel segments can be added to a PNR via a direct sell, using the SELL script under  - **HOTEL**. All the information must be known by the agent.

Format	Explanation
0HTLICMK1STO10NOV-OUT18NOV/H-STRAND HOTEL/P-10327/R-AIK/BC-I	Long sell entry. Passive segment, code MK. P for Roommaster property ID, BC is the booking reason code.



DOCUMENT PRODUCTION

Smartpoint Assisted Ticketing (SAT) facilitates document production and is available from Smartpoint 9.0.2.

The symbol in Smartpoint for SAT is



Smartpoint Assisted Ticketing provides a full user interface for ticketing tasks.

Format	Description
#TKTISSUE	Assists with updating the filed fare and issuing a ticket.
#TKTLIST	Displays a list of electronic tickets in a booking file.
#REVAL	Helps the agent revalidate a ticket when the flight details have changed.
#VOID	Allows the agent to void tickets.
#REFUND	Allows the agent to do a full, partial, or cancel a refund.
#MANMASK	Assists the agent in creating a manual fare.
#SATINVOL or #INVOL	Helps the agent process an involuntary exchange.
#SATVOL	Helps the agent process a voluntary exchange.

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



PRINTER LINKAGE

H/HMLM

Format	Description
HMLD	Display Linkage H ow is M y Link D oing
HMLMF52303DT	Link Ticket Printer F52303 DT = Ticketing DA = Mir Device DI = Itinerary H elp M e Link 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**(airline)

A ticket can be issued via **SAT** or by typing **#TKTISSUE**

A ticket can be voided via **SAT** or by typing **#VOID**

Format	Description
TKPVB	Validate the booking before issuance
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
TKP1DTD	Issue all passenger priced for filed fare 1
TKP2	Issue ticket and associated documents for filed fare 2
TKP1P2	Issue ticket and associated documents for filed fare 1, passenger 2 only.
*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. BSP: voiding on the same day only. ARC: voiding until next business day.
TRVE/0741234567890	Void a reissued ticket (if supported by the airline). Only same day for both ARC and BSP.
DT/IAT/DISKL	Interline ticketing 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

Some airlines may require FOID before ticket issue or passenger departure. Some accepted forms of identification are indicated below. Refer to carrier specifications in MyTravelport under ETKT LA.

FOIDs can be added using the script under the header **PNR – CREATE/EDIT SPECIAL SERVICES** and choose **SPECIAL SERVICE REQUEST – SSR TYPE - MISCELLANEOUS**.

Format	Explanation
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

Format	Description
HMPR	Display TINS report for today for own office.
HMPR/1C6	Display TINS report for today for branch office.
HMPR/25APR	Display TINS report for a specific historic date.
HMPR/REF/02JUN-02JUN	Display TINS report for refunded tickets only
HMPPP/11FEB-14FEB	Periodic TINS report



TICKET MODIFIERS

H/TMU

Format	Description
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*D1224	Credit card for filed fare 2
TMU1FGRxxxxxxxxxxxxx YYYYYYYYY 12345	Government warrant code for Malaysia. <ul style="list-style-type: none">• Warrant number, max 13 numbers• Debtor's code, max 9 characters• Object code, max 5 characters Mandatory space between codes.
TMU1Z5	5% commission 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
TMU1TDUSA123	Add Ticket Designator (USA / Canada only)
TMU1DTD	Demand ticket only when issuing a ticket
TMU1Z@	Delete or change modifier
CGCTD/CSK	Show commission table for SK
CGCTD	Show commission table for all airlines



MANUAL FARE BUILD

H/FBU or 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.

Format	Explanation
FQ@HLSFNL	Forced 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 Fare basis
FBUNVB/15NOV22 or FBUNVB1/15NOV22	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+NVA1/12JUN22+NVB1/12JUN22+NVA2/21JUN22 +NVA2/21JUN22+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  @.....          .....  .....  1
O  FCO  KL1604  Q  30NOV  1715  OK  @.....          .....  .....  2
.  AMS
FARE @../. ..... EQ ..../. .... ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
      5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) @.....
FC
@.....
.....

```



FARE QUOTE PLANNER

H/FQP

Format	Explanation
FQQAMS15JANFCO30JANAMS+KL	Lowest possible informative quote. Always use airport codes to include airport taxes.
FQPAMS15JANFCO30JANAMS+KL	Informative quote. Maximum 10 responses
FQPSYD+QF.Y15JUNAKL+NZ.J20JUNSYD	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.
FQPAMS20JAN22EZE29JAN22AMS +KL.T15DEC21	Quote fare for unbooked itinerary with historical dates and historical ticketing date (maximum 1 year in the past). Due to Covid, the historical date has been temporarily been extended to 2 years in the past.
FQPAMS20NOV21EZE26JAN22AMS +KL.B15SEP21.T22OCT21	Informative quote with historical dates and historical booking and ticketing date.
FQP*3	Display third response from FQP



HISTORICAL FARE QUOTE

H/FQ

Format	Explanation
FQ.T11MAR23	Fare Quote for booking with historical ticketing date. Fare and taxes as on historical date. Cannot be used with FQBB. Due to Covid-19, a historical date can be maximum 2 years in the past.
FQ.H11MAR23	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.
FQ.B01MAR23	Override Booking date. This modifier will override the booking date/time stamp and will be applied to all segments or all segments in the quote request. Booking date modifier can be used alone or in combination with the '.T' or '.H' historical modifier. Cannot be used with FQBB.
FQT	Fare quote without validating Advance Purchase



TICKET REVALIDATION

A ticket can be revalidated via **SAT** or by typing **#REVAL**

Format	Description
TKRETS1/TN0741234567890/C1	Revalidate segment 1, coupon 1
TKRETS1/TN0741234567890/C1/NVB15SEP22/NVA15SEP22	Revalidation entry including NVB/NVA details
TKRETS2/TNIN0741234567890/C1	Revalidate infant ticket, segment 2, coupon 1



EXCHANGE TICKETS

H/TKEX and H/ETKT

A ticket can be manually exchanged via **SAT** or by typing **#SATVOL** (1st reissue only).

Automated Exchanges (Rapid Reprice) can be installed to exchange tickets for most airlines. To activate Automated Exchanges, please contact your account manager.

Format	Description
TMU1FEX0571234567890	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'.
TKP1FEX0571234567890/P1	Create the exchange for Filed Fare 1, for passenger 1. This entry can be used in case of multiple passengers to be reissued.
TKPFEX	ARC only. Open empty exchange mask. Needed when exchanging an MCO for an e-ticket.
TKP1FEX	ARC only. Open empty exchange mask for filed fare 1. Needed when exchanging an MCO for an e-ticket.
TKPFEX0011234567890/EP\$200.00	ARC only. Add penalty of \$200.00.

Example of exchange masks

```

2 TKP1FEX11799039708311
>*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 .....

```




REFUNDS

H/REFUND

Full and partial refunds can also be done via **SAT** or by typing **#REFUND**

Format	Description
TRNE2201234567890/D23MAR22/RF	Full refund (only possible after first issue)
TRNE0749902317083/D16MAR22/RF /X100.00	Full refund with cxl fee of EUR100.00 (only possible after first issue)
TRNE0741234567890/15JAN22	Request refund mask. 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(airline)**

Format	Description
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*D1024	Form of Payment via credit card
OSVCKLEK1AMS15JUN-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 number 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
EDOC	Show EMD-stock

Exchange EMD

Format	Description
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/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.



Format	Description
EMDI/EXED0741234567890/DV150.00	Exchange of an exchanged eticket to an EMD. The Document Value (DV) must be specified.
TKP1FEXD0741234567890	Exchange an airline or agency issued EMD against a new ticket (limited number of airlines only).



MCO FOR RESIDUAL VALUE (ARC ONLY)

H/MCO

Format	Description
MCOB/R-K	Open refund mask for residual value.
MCOBP1/R-K	Open refund mask for passenger 1, residual value.
MCOBP1/S2/R-K	Open refund mask for passenger 1, segment 2, residual value.
MCOF	Finalize MCO
MCOP1	Issue MCO 1
*MCO01	Display MCO 1 in a booking file
TRV/0011234567890	Void MCO, same day only.

Example of MCO

```
MCOM01          *** MISC CHARGE ORDER ***
NAME-ROBERTSON/JANET MRS.....
TO-AMERICAN AIRLINES.....
AT-FLL.....
FOR-RESIDUAL.....
POP-CK.....
AMOUNT-USD--36.01... EQUIV..... BSR.....
COMM-0..... CARRIER-AA RC K RELATED TKT NBR-0019904396084..
PTA OR TOD FEE PER MCO/PERSON.. AMT/PCT.....
TAXES?-N MCO REMARKS?-N PTA/TOD..
```