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your selling experience

Travelport Smartpoint for
Travelport Apollo and Travelport Galileo



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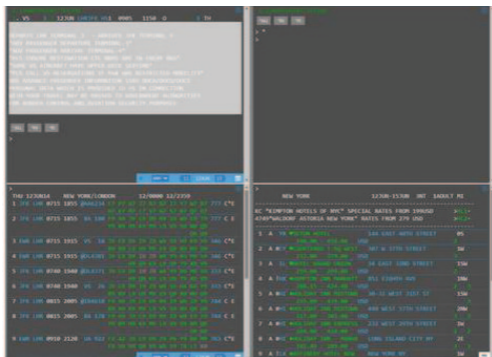


1. Accessing the four window view

A four window display can be accessed:

- Click on the Terminal menu
- Select GRID VIEW (CNTRL+ALT+F11)

To switch back to the standard view, click on the grey arrow in the top left hand corner.





2. Personalizing the window color, font and theme

The screen colors, font, font size, font weight and theme can all be customized:

- Click on the Application menu
- Select Application Settings
- Select the new theme, color scheme, font, font size and font weight
- Click Save

The new theme, font, font size, font weight or color scheme will appear once Travelport Smartpoint has been restarted.

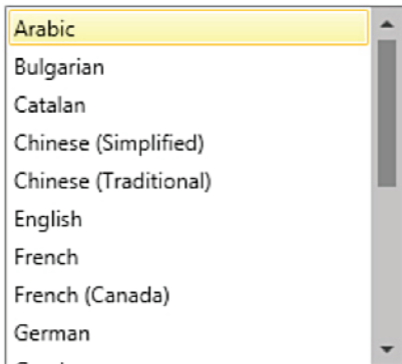


3. Changing local language

The local language can be customized:

- Click on the Application menu
- Select Application Settings
- Select the new local language (18 available)
- Click Save

The new local language will appear once Travelport Smartpoint has been restarted.

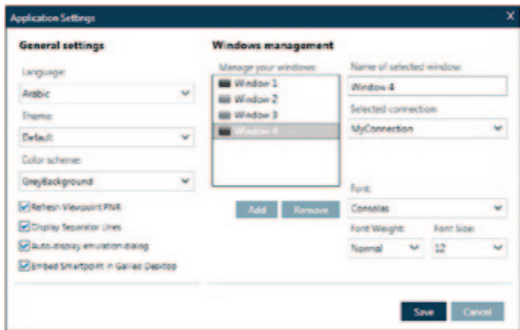


4. Renaming windows

Each window can be renamed:

- Click on the Application menu
- Select Application Settings
- Enter a new name into the name of selected window box
- Click Save

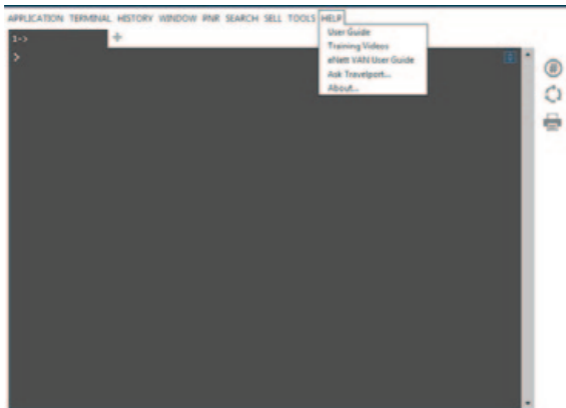
The new name will appear at the top of each terminal window within Travelport Smartpoint.



5. Accessing the user guide

A User Guide is available within the application:

- Click on the Help menu
- Select User Guide





6. Creating additional work area tabs

Additional work area tabs can easily be created within the terminal window:

- Click on the '+' symbol to add additional work area windows



OR

- Click on the Terminal menu
- Click on New Terminal in tab (or press Alt+N)

To remove a tab:

- Click on the 'X' symbol to close a work area window

OR

- Select the desired tab to be deleted
- Click Terminal
- Remove current terminal tab (or press Alt+R)

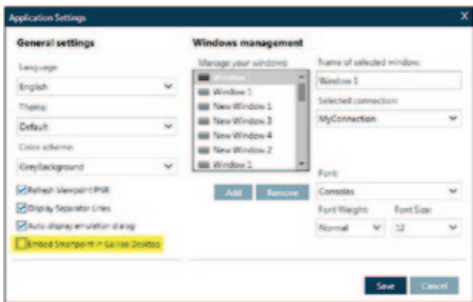


7. Viewing additional applications

A window known as a 'floating' window can be configured so that it opens alongside other applications such as e-mail:

- Click on the Application menu
- Select Application Settings
- Uncheck Embed Smartpoint in Galileo Desktop
- Click Save

These changes will take effect when Travelport Smartpoint is restarted.



8. Accessing drop through carriers

Quick command keys can be created for fast access to websites, executable applications or viewpoint dialogues by:

- Accessing the Setup and configuration menu by clicking on Tools > Quick Commands > Configuration

Existing quick commands can be viewed and launched by clicking on the '#' symbol at the right hand side of the screen (or ALT+F12).



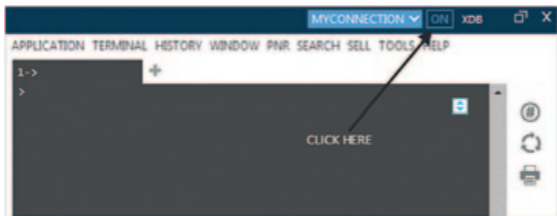
9. Configuring quick command keys

After deactivating the plug-ins, drop through carriers and drop through entries can be accessed by:

- Clicking the plug-in button in the upper right hand corner of the screen and ensuring its set to OFF.

Note: The button is located between your office ID and the connection name)

NB: Switch plug-ins back to ON to enjoy the full range of features Travelport Smartpoint provides.

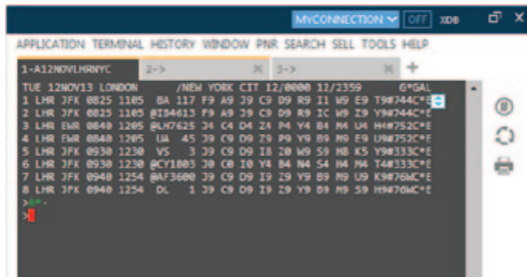


10. Creating native/interactive windows

Interactive and traditional native work areas can be created within Travelport Smartpoint:

- Native/Interactive windows can be created by clicking on the Terminal menu > Native/Interactive mode (or CNTRL+N)

Native windows are identified with an orange band at the top of the window tab as shown in the example.



```

1-A12NOVLHRYNC 2-> 3->
TUE 12NOV13 LONDON /NEW YORK CIT 12/0000 12/2359 6*GAL
1 LHR JFK 0825 1105 BA 117 F9 A9 J9 C9 D9 R9 I1 W9 E9 T9#744C*E
2 LHR JFK 0825 1105 @I94613 F9 A9 J9 C9 D9 R9 IC W9 Z9 Y9#744C*E
3 LHR EWR 0840 1205 @LH7625 J4 C4 D4 Z4 P4 Y4 B4 M4 U4 H4#752C*E
4 LHR EWR 0840 1205 UA 45 J9 C9 D9 J9 P9 Y9 B9 W9 E9 U9#752C*E
5 LHR JFK 0930 1230 VS 3 J9 C9 D9 I8 Z0 W9 S9 HB K5 Y9#333C*E
6 LHR JFK 0930 1230 @CY1803 J0 C0 I0 Y4 B4 N4 S4 H4 M4 T4#333C*E
7 LHR JFK 0940 1254 @AF3600 J9 C9 D9 I9 Z9 Y9 B9 W9 U9 K9#76MC*E
8 LHR JFK 0940 1254 DL 1 J9 C9 D9 I9 Z9 Y9 B9 W9 S9 H9#76MC*E
>
  
```



11. Setting queue count options

Up to ten frequently used queues including categories can be automatically polled or set to be polled at a defined time. Proactive notifications are received when queues are updated. To work the queues, click on the required record locator to display the PNR:

- Click on the Tools menu
- Select Queue Count Options (Alternatively click on the 'O' symbol at the bottom right hand side of the screen)
- Enter the PCC, queue number and/or queue category
- Select which queues you would like visible (up to five can be selected)
- Select the polling frequency
- Click Save

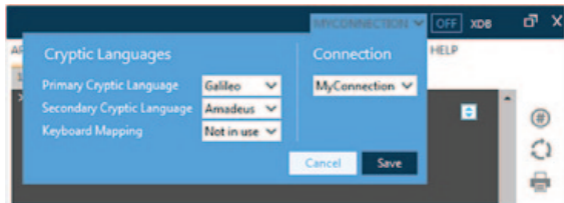
11. Setting queue count options (cont'd)

MQ	<div data-bbox="360 397 829 1218"> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: right; margin: 0;">X</p> <p>Queue Count Options</p> <p>QuickView Queues</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">PCC</th> <th style="width: 15%;">Queue</th> <th style="width: 15%;">Visible</th> <th style="width: 55%;">Category</th> </tr> </thead> <tbody> <tr> <td>E9G</td> <td>60</td> <td><input checked="" type="checkbox"/></td> <td><input type="text"/></td> </tr> <tr> <td>E9G</td> <td>40</td> <td><input checked="" type="checkbox"/></td> <td><input type="text"/></td> </tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> <tr><td> </td><td> </td><td><input type="checkbox"/></td><td><input type="text"/></td></tr> </tbody> </table> <p>Queue Count Polling</p> <p><input checked="" type="checkbox"/> Display queue change notifications</p> <p><input type="checkbox"/> Enable queue count polling</p> <p>Poll QuickView queue totals every <input style="width: 40px;" type="text" value="30"/> minutes</p> <p style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p> </div> </div>	PCC	Queue	Visible	Category	E9G	60	<input checked="" type="checkbox"/>	<input type="text"/>	E9G	40	<input checked="" type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="text"/>
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12. Setting up your GDS language

The translation feature supports a primary and secondary language, it can be configured by:

- Clicking on the Connection box at the top of the screen (see image below)
- Selecting your primary cryptic language
- selecting a secondary cryptic language



13. Replaying entries

To display a list of recent entries:

- Click on the Tools menu
- Select Replay Entries
- Click on the entry you want to replay (multiple entries can be selected by holding down the control key while clicking on each entry)
- Click Send to transmit the entry

OR

- Click on the '🔄' symbol on the right hand side of the screen to launch reply entries

Storing options i.e. the number of entries can be configured by clicking on the Options button.





14. Viewing hotel images

To view hotel images and 360 virtual tours, click on the street name from the hotel availability display or map display.



Hotel Media **Travelport** 

Name

Room Number ID: Room Number ID: *000
Hotel Name: SUNNYSIDE RESORT AND SPA, AUSTRALIA
Hotel Address: 2000 AU, AU-2000

EXTERIOR VIEW



PHOTOS

Hotel Exterior Photo	Hotel Room Photo	Hotel Room Photo	Swims Photo	Exterior View Photo
Hotel Lobby Photo	Hotel Room Photo	Hotel Room Photo	Spa/Wellness Facility Photo	Business Photo
Hotel Lobby Photo	Hotel Room Photo	Hotel Room Photo	Spa Photo	Spa Photo
Spa Photo	Spa Photo	Spa Photo	Spa Photo	Spa Photo

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15. Accessing calendar shop

The interactive calendar can be opened by:

- Clicking on the Tools menu
- Selecting Calendar

Note: To ensure the calendar remains open on startup, check the open on startup box.

To shop:

- Select a range of dates by left clicking on the first date and then left clicking on the last date
- Right click the selection of dates to display the calendar shop options
- Select how you wish to shop


Hint: Flights and hotels can be shopped together.





16. Printing, copying and pasting

To print, copy and paste content:

- Click on the  icon at the bottom of the PNR Viewer Window or at the right hand side of the terminal window

Select to:

- Take a window snapshot
- Copy content as an image
- Copy content as text
- Print the window


Additionally, information displayed in the terminal window can be printed by:

- Clicking on the Terminal menu
- Selecting Print (or Ctrl+B)



17. Viewing recent PNRs

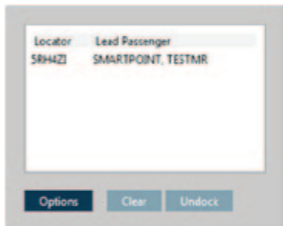
To display a list of PNRs previously viewed or created:

- Click on the  icon at the bottom of the PNR viewer window

OR

- Select Tools
- Recent PNRs
- Click on the required record locator or name and the PNR will be displayed in the PNR Viewer Window

Note: Storing options like the number of PNRs displayed can be configured by clicking on the options button.





18. Switching on work areas

To access alternate work areas:

- Click on one of the five work area letters at the top of the screen
- Alternatively, type in SA, SB, SC etc in the active window

An orange underscore under the work area letter identifies that area is active and contains data.

A blue underscore under the work area letter identifies that area is active but contains no data.





19. Accessing Smartpanel

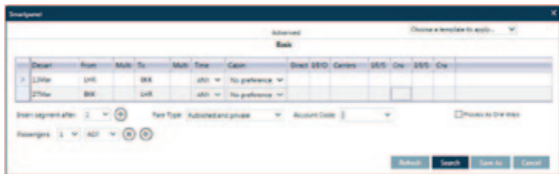
The Smartpanel provides an easy to use graphical fill-in format screen that further simplifies focalpoint shopping commands. Multiple sectors and multiple passengers can be added, published, net and private fares can be searched individually or jointly as well as a range of availability and fare modifiers can be used. Results are returned in the terminal window and can be easily viewed and booked.

The Smartpanel can be accessed by:

- Clicking on the FS icon at the bottom right hand corner of the screen

OR

- Clicking on the Tools menu and then Smartpanel



Smartpanel

Advanced Choose a terminal to edit...

Book

Origin	From	Multi	To	Multi	Fare	Cabin	Class	Direct	SE/O	Center	SSS	Cre	SSS	Cre
> L200a	LHR		BKK		ADT		No preference							
270a	BKK		LHR		ADT		No preference							

Inter segment after: 2

Fare Type: Published and private Account Code:

Passengers: 1 ADT

Print to the Web



20. Inserting key identification

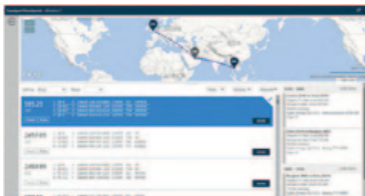
Identifying whether a keyboard insert key is active is easy. If the cursor flashes red the insert key is active. If the cursor flashes yellow, the insert key is inactive.





21. Viewing graphical maps

Interactive maps that allow you to obtain a clear graphical view of shopping options as well as flight routes and hotel locations that are available. There is also the option to sell from the map view.






22. Filtering fare shopping results

The option to filter fare shopping results is available. This allows for specific results to be displayed quickly. Filtering by airport, carriers, departure and arrival time is also available.

Filtering is accessed by:

- Clicking on the  icon that appears on the right hand side after a fare search has been requested

Travelport Shopping Filters X

Bangkok Select All | Unselect All
 Suvarnabhumi Int'l Aopt

London Select All | Unselect All
 Heathrow London City Aopt
 Gatwick Aopt

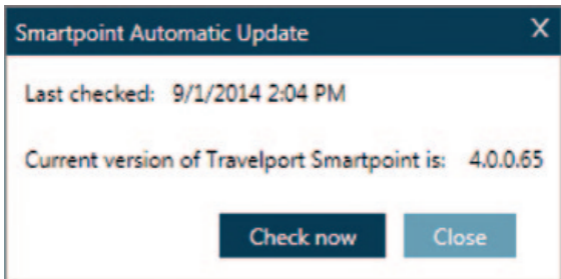
Airlines Select All | Unselect All
 Air France Emirates
 KLM Royal Dutch Airlines Turkish Airlines Int
 Thai Airways Int'l Public Co Ltd Qatar Airways
 British Airways Air China Limited
 Deutsche Lufthansa AG Qatar Airways (Q.C.S.C)
 Lufthansa Air Lines GmbH EVA Airways Corporation
 Air India

Departure Time Arrival Time
DEPART 12:00 AM - 11:59 PM ARRIVE 12:00 AM - 11:59 PM



23. Receiving automatic updates

New updates and versions are automatically received*. To search for updates manually, click on the tools menu and search for automatic updates.



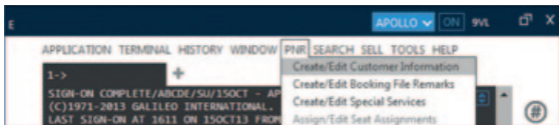
*Applicable to Travelport Smartpoint V2.3 and above.



24. Selecting eNett as a payment option

The ability to select eNett Virtual Account Numbers (VANS) as a payment option within your GDS booking flow is now available*.

It can be selected as payment option under the Form of Payment dropdown located in the create/edit customer information screen under the PNR tab.



*eNett VAN is a single-use MasterCard that is requested within Travelport Smartpoint to seamlessly pay your suppliers. It reduces handling times, provides protection from supplier default and fraud. Available in certain countries only. Visit www.enett.com/Travelport to find out more.

24. Selecting eNett as a payment option (cont'd)

Once eNett VAN is selected, the following fields will be available for generating and issuing a VAN:

Customer Information
✕

Name Mileage Membership Contact Addresses Ticketing Form of Payment

Form of Payment

eNett VAN ▾

Amount

Currency

Free Text

Add VAN FOP to PNR Display VAN FOP

Hint

eNett VANs are MasterCard Virtual Account Numbers generated for payments to airlines, hotels, car rental companies and other suppliers. An active eNett account is required to generate a VAN - visit <http://www.enett.com/travelport> for more information.



25. Making hotel reservations via the graphical screens

There are several ways you can make a hotel reservation via the graphical screens within Travelport Smartpoint.

1) Using a graphical Hotel Availability search

- Click on Search in the top menu
- Click on Hotel Availability Search

2) Via the Interactive Calendar

- Click on Tools in the top menu
- Click on Calendar
- Select your required dates by clicking on the start and end dates
- Right click on the date range to access the search options the menu
- Click Hotels

25. Making hotel reservations via the graphical screens (cont'd)

3) Within a booked Air Segment

- Click on the segment number to display the Hotel and Car Booking Panel

Hotel Availability Search
✕

Reservation Data

City:	Check-in date:	Check-Out Date:
<input type="text" value="NYC - New York"/>	<input type="text" value="21-Oct-14"/>	<input type="text" value="29-Oct-14"/>
Hotel location:	Adults:	Reference point:
<input type="text" value="CITY"/>	<input type="text" value="2"/>	<input type="text" value="ANY"/>

Vendor Profile

Vendor:	Property number:	Property name:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country:	Postal Code:	
<input type="text"/>	<input type="text"/>	
Rate access code:		
<input type="text"/>	<input type="text"/>	<input type="text"/>
NTM Rating	AAA Rating	
<input type="text"/> - <input type="text"/>	<input type="text"/> - <input type="text"/>	



26. Making car reservations via the graphical screens

There are several ways you can make a car reservation via the graphical screens within Travelport Smartpoint.

1) Using a graphical Car Availability search

- Click on Search in the top menu
- Click on Car Availability Search

2) Via the Interactive Calendar

- Click on Tools in the top menu
- Click on Calendar
- Select your required dates by clicking on the start and end dates
- Right click on the date range to access the search options menu
- Click Cars

26. Making car reservations via the graphical screens (cont'd)

3) Within a booked air segment

- Click on the segment number to display the Hotel and Car Booking Panel

Car Availability Search
✕

Reservation Data

Pick-Up City:	Date:	Time:
<input type="text" value="NYC - New York"/>	<input type="text" value="18-Nov-14"/>	<input type="text" value="9:00 AM"/>
Pick-Up Location:	Car Type:	
<input type="text" value="ZI - MANHATTAN - 153 W 54TH S"/>	<input type="text" value="CBMR - 2-Door Compact Manual"/>	
Drop-Off City:	Date:	Time:
<input type="text" value="NYC - New York"/>	<input type="text" value="19-Nov-14"/>	<input type="text" value="9:00 AM"/>
Drop-Off Location:		
<input type="text" value="ZI - MANHATTAN - 220 W 31ST S"/>		

Vendor Profile

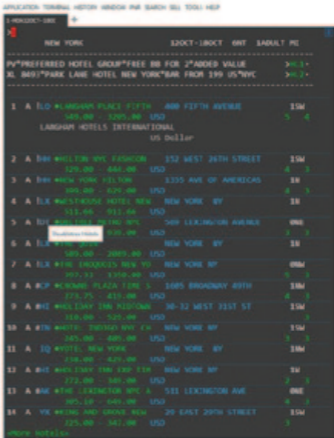
Vendor:	CD Number:
<input type="text" value="ZI"/>	<input type="text"/>



27. Reading hotel availability screens

The Hotel Availability screens within Travelport Smartpoint are interactive. Either use the booking entries or alternatively, hover over the text to find out more information and access clickable links.

Note: All text in blue can be hovered over to supply information. All text in green includes clickable links that can take you to further pages such as the hotel description and rate rule pages.



	NEW YORK	12OCT-18OCT	INT	ADULT PR
PV**PREFERRED HOTEL GROUP**FREE BB FOR 2**ADDED VALUE >+1.3*				
X. 8493**PARK LANE HOTEL NEW YORK**BAR FROM 199 US**NYC >+1.2*				
1	A 1LO	LARGHAM PLACE FIFTH	400 FIFTH AVENUE	19M
		589.00 - 1209.00	USD	5 4
		LARGHAM HOTELS INTERNATIONAL US Dollar		
2	A 1RH	WILTUN NYC FASHION	152 WEST 26TH STREET	19M
		129.00 - 441.00	USD	4 3
3	A 1RH	NEW YORK FULTON	1335 AVE OF AMERICAS	18
		399.00 - 829.00	USD	4 3
4	A 1LK	WESTHOUSE HOTEL NEW	NEW YORK NY	18
		511.64 - 911.64	USD	
5	A 1D1	LESLIE HOUSE HOTEL NYC	509 LEXINGTON AVENUE	09M
		630.00 - 930.00	USD	3 3
6	A 1LK	NYC HOTEL	NEW YORK NY	18
		589.00 - 2089.00	USD	
7	A 1LK	NYC ESCAPEES NEW NY	NEW YORK NY	09M
		209.32 - 1359.99	USD	5 3
8	A 1CP	KNOXMAN PLAZA TIME S	1685 BROADWAY 89TH	18M
		779.75 - 419.00	USD	4 3
9	A 1H1	HOLIDAY INN MIDTOWN	36-32 WEST 31ST ST	19M
		319.00 - 549.00	USD	3 3
10	A 1TH	NYC HOTEL	NEW YORK NY	19M
		349.00 - 499.00	USD	3 3
11	A 1Q	NYC HOTEL	NEW YORK NY	19M
		719.00 - 829.00	USD	
12	A 1H1	HOLIDAY INN 100 110	NEW YORK NY	18
		779.00 - 349.00	USD	3 3
13	A 1H1	NYC LEXINGTON NYC A	511 LEXINGTON AVE	09M
		399.19 - 649.00	USD	4 3
14	A 1X	NYC AND GRAND NYC	20 EAST 20TH STREET	19M
		729.00 - 349.00	USD	3 3

28. Reading car availability screens

The Car Availability screens within Travelport Smartpoint are interactive. Either use the booking entries or alternatively, hover over the text to find out more information and access clickable links.

Note: All text in blue can be hovered over to supply information. All text in green includes clickable links that can take you to further pages such as the car description and rate rule pages.

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1-CAL26PAR-27M

>

[«Back to Cars Index»](#)

NEW YORK NY * WE 26MAR 9:06 AM -27MAR * PROMOTIONAL * USD

	LOC	A	R	TYPE	RATE	FM	CHG	APPROX	TOTAL	
1 +	HERTZ	C	S	G	ECAR	298.00	RD	UNL	0.00	357.23
Economy										
2 +	HERTZ	C	S	G	CCAR	298.00	RD	UNL	0.00	357.23
3 +	HERTZ	C	S	G	ICAR	298.00	RD	UNL	0.00	357.23
4 +	HERTZ	C	S	G	SCAR	298.00	RD	UNL	0.00	357.23
Standard										
5 +	HERTZ	C	S	G	FCAR	298.00	RD	UNL	0.00	357.23
6 +	HERTZ	C	S	G	PCAR	298.00	RD	UNL	0.00	357.23
7 +	HERTZ	C	S	G	LCAR	298.00	RD	UNL	0.00	357.23
Luxury										
8 +	HERTZ	C	S	G	IFAR	298.00	RD	UNL	0.00	357.23
9 +	HERTZ	C	S	G	SFAR	298.00	RD	UNL	0.00	357.23
10 +	HERTZ	C	S	G	MVAR	298.00	RD	UNL	0.00	357.23
11 +	HERTZ	C	S	G	FRAR	298.00	RD	UNL	0.00	357.23



29. Accessing Travelport Rooms and More

Users of Travelport Smartpoint are able to gain quick access to Travelport Rooms and More by entering #TRAM into the cryptic window.





30. Accessing more content through your desktop

Unique airline content and branded fares for participating carriers can now be accessed directly from the shopping results screen.

Results for participating carriers are highlighted with a green interactive clickable fare.

Once clicked on, a graphical screen appears displaying additional information such as services offered in each cabin, a comparison of cabin services as well as available cabin upgrades.



The screenshot displays a flight booking interface for the route LHR to BCN. The selected fare is Euro Traveller - Semi-flex, priced at +49.00 GBP, which is highlighted with a green border. The interface includes a list of fare options on the left, a central details panel for the selected fare, and a right-hand sidebar with service details. At the bottom, a price comparison shows the original selection at 107.04 and the current selection at 49.00. A 'FARE QUOTE' button is visible at the bottom right.

Fare Option	Price (GBP)
Euro Traveller - Standard (Included)	-
Euro Traveller - Semi-flex	+49.00
Club Europe	+86.00
Euro Traveller - Fully-flex	+282.00

Currently Selected: Euro Traveller - Semi
+49.00
GBP EXCLUDING TAX

Benefits include:
contoured leather seats and generous leg room
select your seat from 60 hours before departure
change your flight at any time and only pay any difference in fare.
generous free baggage allowance
complimentary newspapers on most flights
conditions/limitations/fees apply. See our website for details.

Services:
Checked baggage - Europe: Included
Hand Baggage: Included
Seating: 0-25 GBP
Reserve your seat for free during check-in. Once check-in opens, from 24 hours before departure, everybody can choose their seat for free, although your choice may be limited.

Price Comparison:
ORIGINAL SELECTION INCLUDING TAX: 107.04
CURRENT SELECTION INCLUDING TAX: 49.00

FARE QUOTE CANCEL

30. Accessing more content through your desktop (cont'd)

PRICING OPTION 39								TOTAL AMOUNT		106.98 GBP
ADT								TAX INCLUDED		
1	#J2	8571	B	12OCT	LGW	BCN	0900	1205	SU	B
2	#J2	8578	B	18OCT	BCN	LGW	1925	2045	SA	B
										Ⓚ Ⓛ
PRICING OPTION 40								TOTAL AMOUNT		107.04 GBP
ADT								TAX INCLUDED		
1	BA	2710	O	12OCT	LGW	BCN	1840	2150	SU	734 OLV1K
2	BA	2711	O	18OCT	BCN	LGW	2155	2310	SA	319 OLV1K
										Ⓚ Ⓛ
PRICING OPTION 41								TOTAL AMOUNT		107.14 GBP
ADT								TAX INCLUDED		
1	VY	7827	O	12OCT	LGW	BCN	1445	1745	SU	320 ORTVY
2	VY	7824	O	18OCT	BCN	LGW	1730	1840	SA	320 ORTVY
										Ⓚ Ⓛ +3
PRICING OPTION 42								TOTAL AMOUNT		107.82 GBP
ADT								TAX INCLUDED		
1	#J2	8571	B	12OCT	LGW	BCN	0900	1205	SU	B
2	#J2	8572	B	18OCT	BCN	LGW	1040	1155	SA	B
										Ⓚ Ⓛ +2
PRICING OPTION 43								TOTAL AMOUNT		109.04 GBP
ADT								TAX INCLUDED		
1	IB @	5551	O	12OCT	LGW	BCN	1445	1745	SU	320 OLV10
2	IB @	4697	O	18OCT	BCN	LGW	2155	2310	SA	319 OLIBKO
										Ⓚ Ⓛ +2
PRICING OPTION 44								TOTAL AMOUNT		110.04 GBP
ADT								TAX INCLUDED		
1	IB @	4694	Q	12OCT	LGW	BCN	0640	0940	SU	320 QLIBKO
2	IB @	4693	Q	18OCT	BCN	LGW	1500	1610	SA	319 QLIBKO
										Ⓚ Ⓛ +3



31. Booking ancillary services

The ability to book airline ancillary services for participating carriers directly from the desktop is available.

- Click on the grey shopping cart icon that's displayed within the PNR viewer screen
- Click on the additional services required e.g. seats, additional baggage, sporting equipment and enter the amount
- Click review
- Click apply

1. 1SMARTPOINT/AMR

1.	#U2	8575	Y	12OCT	LGWBCN	ZK1	1325	1630	L	SU
2.	#U2	8570	Y	18OCT	BCNLGW	ZK1	0730	0845	L	SA

*ALL *TV *PI 

31. Booking ancillary services (cont'd)

Ancillary Services

Passenger: AMR SMARTPOINT Note: Frequent Flyer number may affect pricing. Add Frequent Flyer numbers prior to selecting ancillaries. Filter: All

AMR SMARTPOINT - Frequent Flyer	1 LOW-BCN	2 BCN-GOW
<input checked="" type="checkbox"/> New bag charge - Web/Call Sales (U2) 15.00	<input type="text" value="0"/> 15.00	<input type="text" value="0"/> 15.00
<input checked="" type="checkbox"/> 3kg top up for Baggage weight - 3kg top up for Baggage weight (U2) 9.00	<input type="text" value="1"/> 9.00	<input type="text" value="1"/> 9.00
<input checked="" type="checkbox"/> Large Sports Equipment Charge - Bicycle - Maximum weight allowance of a large sports equipment is 32 KG - Bicycle (U2) 35.00	<input type="text" value="0"/> 35.00	<input type="text" value="0"/> 35.00
<input checked="" type="checkbox"/> Large Sports Equipment Charge - Canoe - Maximum weight allowance of a canoe	<input type="text" value="0"/> 35.00	<input type="text" value="0"/> 35.00

FLIGHTS 54.63 | FLIGHTS + ANCILLARIES 72.63 GBP

ANCILLARY TOTAL 18.00 GBP

REVIEW CANCEL

32. Shopping for low cost and scheduled carriers in a single entry

Low cost carrier and scheduled carrier availability will now be displayed in the same transaction without the need to input an additional modifier to display low cost carriers.

All results are displayed using the standard shopping commands.

TTL OF 28 PRICING OPTIONS AND 499 ITINERARY OPTIONS RETURNED											
PRICING OPTION 1											
ADT									TOTAL AMOUNT	65.98 GBP	
TAX INCLUDED											
1	#FR	331	A	12OCT	LIN	DUB	0635	0750	SU	738	ASLOW
2	#FR	332	A	18OCT	DUB	LIN	0815	0925	SA	738	ASLOW
AIRLINE: RYANAIR LTD											
(book) Ⓜ Ⓞ +15											
PRICING OPTION 2											
ADT									TOTAL AMOUNT	65.98 GBP	
TAX INCLUDED											
1	#FR	113	A	12OCT	LON	DUB	0940	1100	SU	738	ASLOW
2	#FR	112	A	18OCT	DUB	LON	0740	0905	SA	738	ASLOW
(book) Ⓜ Ⓞ +15											
PRICING OPTION 3											
ADT									TOTAL AMOUNT	65.98 GBP	
TAX INCLUDED											
1	#FR	283	A	12OCT	STN	DUB	0630	0750	SU	738	ASLOW
2	#FR	282	A	18OCT	DUB	STN	0625	0740	SA	738	ASLOW
(book) Ⓜ Ⓞ +15											
PRICING OPTION 4											
ADT									TOTAL AMOUNT	71.98 GBP	
TAX INCLUDED											
1	#FR	117	H	12OCT	LON	DUB	1730	1850	SU	738	HSLOW
2	#FR	112	A	18OCT	DUB	LON	0740	0905	SA	738	ASLOW
(book) Ⓜ Ⓞ +3											
PRICING OPTION 5											
ADT									TOTAL AMOUNT	122.28 GBP	
TAX INCLUDED											
1	BA	832	O	12OCT	LHR	DUB	0725	0840	SU	319	DAPV3R
2	BA	823	O	18OCT	DUB	LHR	1920	2030	SA	319	DAPV3R
AIRLINE: BRITISH AIRWAYS											
(book) Ⓜ Ⓞ +23											
PRICING OPTION 6											
ADT									TOTAL AMOUNT	136.79 GBP	
TAX INCLUDED											
1	AF	@ 3198	V	12OCT	LYV	DUB	2835	2150	SU	ARR	YSR2UGB
2	AF	@ 3137	V	18OCT	DUB	LYV	0855	1415	SA	ARR	YSR2UGB
AIRLINE: AIR FRANCE											
(book) Ⓜ Ⓞ +13											



33. Viewing TripAdvisor ratings and reviews

TripAdvisor ratings and reviews can now be retrieved and displayed as part of your existing workflow enabling you and your customers to make an informed decision when booking hotels.

TripAdvisor ratings and reviews can be displayed within the hotel availability response screen.



The review window will display the latest top five reviews (maximum of 5 reviews) from TripAdvisor for the specified property.



34. Increasing hotel upsell opportunities

Agent Alerts remind you to offer to book a hotel for an inventory that contains an overnight stay, thereby increasing hotel upsell opportunities.

Click on the search tab to launch the hotel search screen. The screen will be pre-populated with information based on the existing PNR data.



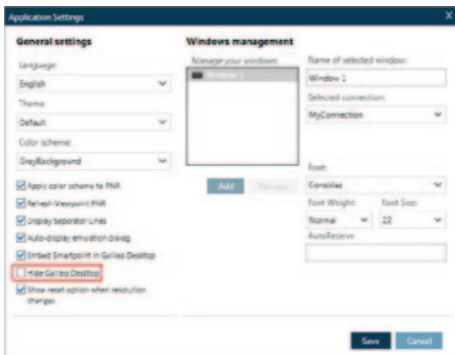


35. Hiding the Travelport Galileo Desktop

To customize the workspace to support how you want to work, the Travelport Galileo Desktop can be hidden.

- Under Application Settings menu
- Select Hide Galileo Desktop

Once selected and saved, Travelport Smartpoint will need to be restarted.





36. Sending quotes directly from the desktop

Quotes that contains full details of a trip can now be sent straight from the desktop to the traveler.

Click on the interactive +TQ modifier on the following:

- Fare Shopping screen
- Hotel Pricing screen
- Car Pricing screen




37. Viewing a PNRs history

Certain sections of a PNRs history can be selected not be viewed, making it easier to digest and read.

Enter the display PNR history command (*H) to view the complete PNR history. Click the 'Type of history' drop down menu to select the sections of the history you would like to see.

Upon entering a display PNR history command (*H) the complete PNR history appears. A new "TYPE OF HISTORY" drop down menu allows agents to view certain sections of the history, making it easier to digest and read.



```

** BOOKING FILE HISTORY **
TYPE OF HISTORY:
BOOKING CREATED BY:
DATE:
ORIGINAL RECEIVED:
L206C 88:28 UTC
*****
HISTORY **
VENDOR
  SA**79E92 PLAC
L206C 88:28 UTC
VENDOR LOCATOR
  BA 175 0 123N
  BA 180 0 123UN 3FALHR WN/HS1 916 1229 0*
  ADDED VENDOR LOCATOR (AVL)
  SA**79E92 PLAC/PLA L206C 1628
L206C 88:28 UTC - CHANGES CREATED BY C854486:
ADDED QUOTE PLACE (AQP)
  PRQ/EN/MS AMT A-TRAVELERXXXXX.KXX
ORIGINAL SEGMENT STATUS (HS)
  BA 175 0 123UN LHRDFE WN/HS1 916 1229 0
  BA 180 0 123UN 3FALHR WN/HS1 715 1915 0
  ADDED RELEASE MEMBERSHIP (AP)
  P 1. TRAVELER/AVL BA 1234567
    
```



38. Quick keys

- #SEAT = Seat maps
- #DH = Hotel direct sell pop up box
- #DF = Air sell box
- #VT = Viewtrip
- #TRAM = Travelport Rooms and More
- #PC = Car passive sell
- #PH = Hotel passive sell
- #NOTEPAD = Notepad pop up
- #SEATGURU = www.seatguru.com



Scan the code above with your smartphone
to find out more about Travelport Smartpoint
or visit travelportsmartpoint.com

