

TRAVELPORT SMARTPOINT BEST PRACTICES (GALILEO)

User Guide

Version 2.21



CONTENTS

| | |
|-------------------------------------|-----------|
| Introduction | 3 |
| Airline ADM Policies | 4 |
| Cancelled Flights (HX) | 5 |
| Changing Flights | 6 |
| Duplicate Flights | 8 |
| Duplicate Booking..... | 9 |
| Clone Booking..... | 11 |
| Divide Bookings | 12 |
| Passive Bookings..... | 14 |
| Journey Data (Logic)..... | 15 |
| Churning | 16 |
| Test Bookings | 16 |
| Redundant Segments | 16 |
| Dual GDS | 16 |



INTRODUCTION

Travelport has introduced a set of best practices for Travel Agents when using the Galileo Desktop/Travelport Smartpoint. These guidelines are designed to help Travel Agents abide by Airlines and Galileo Desktop/Travelport Smartpoint booking policies and therefore avoid ADMs or your agency being blocked from selling an airlines inventory.

Failure to follow the best practices most likely will result in an ADM from one or more airlines or your agency having content removed by the affected airline including fares and seat inventory. Travelport will not consider these ADMs for reimbursement nor we will assist to have your agency unblocked, you will need to liaise directly with the airline.

For full details of the Travelport Fare Guarantee policy please refer to My.Travelport:

my.travelport.com and search the knowledge base for 'GDS Best Practice' or article number KB0031064

or [click here](#)



AIRLINE ADM POLICIES

In addition to Travelport policy airline also have their own guidelines for Travel Agents. Here are some popular airlines, however every airline has a policy that can be obtained from the carrier. **Click** the Airline name to be re-directed to the airline policy page.

[Aeromexico Airlines](#)

[Aeromar](#)

[Aerolineas Argentinas](#)

[Air Asia](#)

[Air Canada](#)

[Air China](#)

[Air France](#)

[Air India](#)

[Air New Zealand](#)

[Air Serbia](#)

[Alaska Airlines](#)

[Alitalia](#)

[American Airlines](#)

[Austrian](#)

[Avianca](#)

[British Airways](#)

[Cathay Pacific](#)

[Copa](#)

[Croatia Airlines](#)

[Delta Airlines](#)

[Etihad](#)

[Emirates](#)

[Fiji Airways](#)

[Go!](#)

[Finnair](#)

[Garuda](#)

[Hahn Air](#)

[Hawaiian](#)

[Iberia](#)

[Japan Airlines](#)

[Jet Blue](#)

[KLM](#)

[LATAM](#)

[Lufthansa](#)

[LOT Polish Airlines](#)

[Malindo Air](#)

[Philippines Airlines](#)

[Qantas](#)

[Qatar Airways](#)

[SAS Scandinavian Airlines](#)

[Singapore Airlines](#)

[SN Brussels Airlines](#)

[South African](#)

[Southwest Airlines](#)

[Swiss](#)

[TAP Air Portugal](#)

[Thai Airways](#)

[Turkish Airlines](#)

[United Airlines](#)

[Vietnam Airlines](#)

[Virgin Australia](#)

[WestJet](#)



CANCELLED FLIGHTS (HX)

Should you receive a HX flight in your PNR it is important to remove it correctly to avoid an ADM from airlines and PNR out of sync situations.

For all airlines except EK you should remove HX flights passively using the XK entry

```
8B6VXM/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. MH 2 D 01DEC KULLHR HX1 2330 #0535 0* E FR/SA
2. MH 1 D 06DEC LHRKUL HK1 2125 #1825 0* E WE/TH
```

*ALL *P *TD *VL *VR *RV *PI

** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR

- 1) Make the entry @1XK to passively remove MH2 from the PNR without sending a message to Malaysia Airlines

```
>@1XK
SEGMENT 1 XK
NEXT REPLACES 1
```

```
8B6VXM/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. MH 1 D 06DEC LHRKUL HK1 2125 #1825 0* E WE/TH
```

*ALL *P *TD *VL *VR *RV *PI

** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR

- 2) End the PNR
- 3) You may now sell any new flights or make any changes to the PNR

When a booking file/PNR contains HX segments, it will fall onto Queue 23 for agency review. The vendor will transmit the reason for the HX status in vendor remarks.

The treatment of HX segments is essential to avoid receiving an Agency Debit Memo (ADM). The Best Practice, in this case, is to cancel the HX segments by using the above or @ALL entry, which will remove the HX segments on both the agency and the airline side. Failure to do this could result in the HX segments remaining in the airline system, resulting in an ADM. For more information on HX segments, search the MyTravelport knowledge base using the keyword "HX".

For Emirates HX flights the standard cancel entries can be used e.g., X2 for segment 2 or X1 to cancel the whole itinerary. There is no need to use passive entries for Emirates.



CHANGING FLIGHTS

Cancelling and selling flights in the same transaction can cause sync issues with some airlines. The best practice to follow is to cancel your existing flight before selling the new flight.

- 1) Cancel existing flight
- 2) End PNR and re-retrieve (R.XX+ER)
- 3) Sell new flight

```
8BB5H8/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. QF 23 Y 01APR SYDBKK HK1 0950 1640 0* E SU
2. QF 24 Y 10APR BKKSyd HK1 1810 #0630 0* E TU/WE
```

You can check the history of the PNR to check if the change of flight was performed correctly (*HIA)



```
TYPE OF HISTORY: Air segment
***** AIR HISTORY 8BB5H8 *****
25OCT 02:20 UTC - CHANGE CREATED BY C865314:
RCVD-AM/C865314
CRDT- XDB/ XH3/1G AG AM
ADDED SEGMENT (AS)
  QF 23 Y 03APR SYDBKK NN/HS1 950 1640 0
25OCT 02:19 UTC - CHANGE CREATED BY C865314:
RCVD-AM/C865314
CRDT- XDB/ XH3/1G AG AM
CANCELLED SEGMENT (XS)
  QF 23 Y 01APR SYDBKK NN/HK1 950 1640 0*
```

In the above example the old flight and new flight were sold in separate transactions



```
TYPE OF HISTORY: Air segment
***** AIR HISTORY 8BB5H8 *****
25OCT 02:23 UTC - CHANGE CREATED BY C865314:
RCVD-AM/C865314
CRDT- XDB/ XH3/1G AG AM
CANCELLED SEGMENT (XS)
  QF 23 Y 01APR SYDBKK NN/HK1 950 1640 0*
ADDED SEGMENT (AS)
  QF 23 Y 03APR SYDBKK NN/HS1 950 1640 0
```

In the above example the old flight and new flight were sold in the same transaction



```
8DHM50/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. CX 892 Y 01AUG HKGSFO HK1 1845 1625 0* E WE
2. CX 893 Y 10AUG SFOHKG HK1 0125 #0640 0* E FR/SA

*ALL *P *TD *FF *VL *PI

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
```



```
TYPE OF HISTORY: Air segment
***** AIR HISTORY 8DHM50 *****
25OCT 02:28 UTC - CHANGE CREATED BY C865314:
RCVD-AM/C865314
CRDT- XDB/ XH3/1G AG AM
ADDED SEGMENT (AS)
CX 883 Y 10AUG LAXHKG NN/HS1 2355 545 0

25OCT 02:28 UTC - CHANGE CREATED BY C865314:
RCVD-AM/C865314
CRDT- XDB/ XH3/1G AG AM
CANCELLED SEGMENT (XS)
CX 893 Y 10AUG SFOHKG NN/HK1 125 640 0*
```

In the above example the old flight and new flight were sold in separate transactions



```
TYPE OF HISTORY: Air segment
***** AIR HISTORY 8DHM50 *****
25OCT 02:30 UTC - CHANGE CREATED BY C865314:
RCVD-AM/C865314
CRDT- XDB/ XH3/1G AG AM
CANCELLED SEGMENT (XS)
CX 893 Y 10AUG SFOHKG NN/HK1 125 640 0*
ADDED SEGMENT (AS)
CX 883 Y 10AUG LAXHKG NN/HS1 2355 545 0
```

In the above example the old flight and new flight were sold in the same transaction



DUPLICATE FLIGHTS

Travelport & Airlines strictly prohibit duplicate bookings/flights if any flights are duplicated in multiple

PNRS this is considered a duplicate booking (dupe), other examples of dupes are:

- The same journey booked by the client with different agencies
- The same journey booked with one agency by different consultants
- The same flight segment booked several times within a single PNR
- The same or multiple alternate flight routes and dates booked within a single PNR

These bookings are considered duplicates even though the airport in Tokyo is different

```
8DMZHI/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. SQ 12 Y 10JUN SINNRT HK1 0925 1730 0* E SU
2. SQ 11 Y 20JUN NRTSIN HK1 1445 2100 0* E WE
```

```
8FNF1S/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. SQ 632 Y 10JUN SINHND HK1 0800 1555 0* E SU
2. SQ 631 Y 20JUN HNDSIN HK1 0915 1515 0* E WE
```

These bookings are considered duplicates even though the RBD is different

```
8FPXN8/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. CI 517 Y 01FEB TPEPEK HK1 1535 1855 0* E TH
2. CI 512 Y 05FEB PEKTPE HK1 1225 1535 0* E MO
```

```
8FQOXO/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. CI 517 C 01FEB TPEPEK HK1 1535 1855 0* E TH
2. CI 512 C 05FEB PEKTPE HK1 1225 1535 0* E MO
```

These are considered duplicate booking as at least one flight is duplicated

```
8GMJRE/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. EK 338 Y 01DEC CEBDXB HK1 1705 #0110 0* E FR/SA
```

```
8GMJRE/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. EK 338 Y 01DEC CRKDXB HK1 1950 #0110 0* E FR/SA
```




DUPLICATE BOOKING

Airlines views dupe bookings as system abuse and reinstatement of seats is the airline's decision.

In accordance with industry regulations and correct Galileo Desktop/Travelport Smartpoint usage, Travelport strongly recommends that duplicate reservations are avoided. Airlines operate different policies regarding duplicate reservations and merging and cancellation may occur within the airline system without prior notification through the Booking File/PNR. This may result in your passenger not being able to travel.

Sell guarantees can be invalidated where duplicate reservations exist. In such cases, Travelport cannot be held responsible for any difficulties to your passenger as a result of a duplicate reservation. While we recognize that there are occasions when duplicate bookings occur inadvertently, Travelport does not accept any liability for subsequent problems, as they are also outside the control of the system.

If a duplicate booking has been created by your agency, please refer to the carrier to get seats reinstated. Travelport is not able to assist in these circumstances.

The same applies if you are holding duplicate space for the same carrier, e.g., two or more flights or classes for the same route. If your booking has been cancelled because a passenger has made a booking with another agency, the first point of contact must be the carrier. Try to reinstate as many flights as possible and waitlist where necessary to protect your passenger.

What is a dupe booking?

The following are considered dupes:

- Segments within the same Booking File, for the same dates but for a different itinerary
- Segments within the same Booking File for dates when the customer is already traveling
- Dupes can occur between PNRs booked in Galileo and other Galileo Desktop/Travelport Smartpoint
- Segments for the same dates or same itinerary or one of the situations mentioned above within two different Booking Files
- Segments for the same dates and the same itinerary, or for the same dates and different itinerary booked on either the same carrier or different carriers
- A dupe is considered a dupe even if it existed for one minute and it was then cancelled by your agency
- Any travel where the passenger could not be physically in two places at once
- The term "dupe" refers to duplicate confirmed space held by a traveler
- Waitlisted flights are not considered dupes, regardless of how many times a flight might be waitlisted

It is common for some agencies to hold multiple return flights as to not inconvenience the passenger if they wish to have a flexible return, however this is strictly prohibited and could cause all flights to become HX or out of sync with the carrier



Example:



```
8GQ8XS/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. NZ 523 Y 01JUL AKLCHC HK1 0800 0925 0* E SU
2. NZ 562 Y 01JUL CHCAKL HK1 1700 1820 0* E SU
3. NZ 566 Y 01JUL CHCAKL HK1 1800 1920 0* E SU
4. NZ 570 Y 01JUL CHCAKL HK1 1900 2020 0* E SU
5. NZ 572 Y 01JUL CHCAKL HK1 1930 2050 0* E SU
```

The passenger cannot be in two places at once, therefore the below PNRs would also be classed as duplicate bookings and rejected by the carrier



```
8HT1NO/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. MH 141 Y 01MAR KULSYD HK1 0910 2025 0* E TH
```

```
8HW71G/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. MH 139 Y 01MAR KULADL HK1 2220 #0755 0* E TH/FR
```

```
8HWP7E/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. MH 129 Y 01MAR KULMEL HK1 0920 2015 0* E TH
```



CLONE BOOKING

| Entry | Action |
|-----------|------------------------|
| REALLSALL | Copy Names and Flights |
| RESALL | Copy Flights |
| REALL | Copy Names |

When you need to duplicate a PNR including all Flights, Passengers Names and Contact Details you may use the REALLSALL entry, however incorrect use of this entry can cause duplicate bookings with the airline

- 1) In work area A display your PNR
- 2) In work area B display the PNR again
- 3) In work area B make the entry R.XX then REALLSALL – do not end the booking
- 4) In work area A cancel your original PNR
- 5) In work area B End your new PNR
- 6) Your new PNR has now been created and original cancelled without causing a dupe in the airline system

To change work areas, you make the entry SA for work area A and SB for work area B, alternatively in Smartpoint you may click on the desired work area



DIVIDE BOOKINGS

When a booking file has 2 or more passengers and a change needs to be made to one or more of the passengers, you need to divide the booking file.

Use the following procedure to divide out a passenger. The division must be completed before any changes are made to the flight reservations.

Mr. Snape (passenger 2) wishes to change his travel plans. You must divide him from the booking file.

```
8K0R1M/31 XDBKR C865314 AG 02345221 25OCT
 1.1POTTER/HARRYMR  2.1SNAPE/SEVERUSMR
 1. JQ  61 Y 01JUN SYDSGN HK2  1520  2105  S          FR
 2. JQ  64 Y 21JUN SGMEL  HK2  2235  #1010  S          TH/FR
```

1. Divide the applicable name from the booking file, e.g.DP2

```
1-DP2 +
BF MODIFICATION RESTRICTED - FILE RECORD
** THIS BF HAS BEEN CHANGED - IGNORE BEFORE PROCEEDING ** >IR.
8K0R1M/AM XDBKR C865314 AG 2345221 25OCT
 1.1SNAPE/SEVERUSMR
 1. JQ  61 Y 01JUN SYDSGN HK1  1520  2105  S          FR
 2. JQ  64 Y 21JUN SGMEL  HK1  2235  #1010  S          TH
** DIVIDED BOOKINGS EXIST **          >*DV.
FONE-SYDT*1
TKTG-T*
NOTE-
 1. -S*SPLIT PTY/25OCT/AMAG/XDB/8K0R1M AM 25OCT 0301Z
```

Points to note:

- The header line displays a warning message that the booking file may not be modified--- it must be filed, and the divide completed before any changes may be made
- A Divided Bookings Exist field is created
- A notepad item is automatically created, advising the date and time of the divide action, and record locator of the original booking file

2. Enter a received from field, e.g., YOUNG/MR
3. Enter F to file the divided booking file.

The booking file for passenger 2 is automatically displayed:

```
BF MODIFICATION RESTRICTED - FILE RECORD
8K0R1M/AM XDBKR C865314 AG 2345221 25OCT
 1.1SNAPE/SEVERUSMR
 1. JQ  61 Y 01JUN SYDSGN HK1  1520  2105  S*         FR
 2. JQ  64 Y 21JUN SGMEL  HK1  2235  #1010  S*         TH
** VENDOR REMARKS DATA EXISTS **    >*VR.
** DIVIDED BOOKINGS EXIST **        >*DV.
FONE-SYDT*1
TKTG-T*
NOTE-
 1. -S*SPLIT PTY/25OCT/AMAG/XDB/8K0R1M AM 25OCT 0302Z
```



4. Enter a received from field, e.g., R.YOUNG/MR
5. End transaction E

```
8K1VSQ/31 XDBKR C865314 AG 02345221 25OCT
1.1SNAPE/SEVERUSMR
1. JQ 61 Y 01JUN SYDSGN HK1 1520 2105 S* FR
2. JQ 64 Y 21JUN SGNMEL HK1 2235 #1010 S* TH/FR
```

Note: The original booking file record locator stays with the "undivided" passenger in the original booking file.

6. Ensure that you get a new vendor locator from the airline for the divided booking file.
If necessary, send a Vendor Remark:

V.AJQ*DIVIDED BOOKING PLEASE ADVISE NEW LOCATOR

7. Retrieve the original booking file and make appropriate amendments
8. Retrieve the divided booking file and make appropriate amendments

Important note:

Ensure that you receive a new vendor locator from the airline for the divided booking file before you make any amendment.

A Divided Bookings Exist field is automatically created in each booking file allowing quick retrieval of the associated booking file.



PASSIVE BOOKINGS

You may create a passive booking in the following situations:

- When ticketing a reservation made directly with the carrier
- When you are ticketing on behalf of another agency
- When you are ticketing group bookings

Note:

If the correct process has not been followed, Travelport cannot guarantee seat reinstatement. The travel agent must contact the airline for assistance.

Passive Segment Notification is a program that transmits notification to the airline that a segment booked as passive or active exists. This allows PNRs built in Galileo, Worldspan and Apollo to be matched with the corresponding PNR in the applicable airline's system.

The airline will respond with a 'NO', 'UC' or similar action/advice code if the PNRs cannot be matched or if the airline is unable to locate a corresponding PNR in their system.



```
8LB5FY/31 XDBKR C865314 AG 02345221 25OCT
1. 1LESTRANGE/BELLATRIXMS
1. SQ 285 F 01NOV SINAKL NO1 2050 #1145 WE/TH

VENDOR REMARKS
VRMK-VI/ASQ *ADTK1GTOSQ BY 28OCT 0000 OTHERWISE WILL BE XLD 0307Z
25OCT
2. VI/ASQ *NOREC 0309Z 25OCT
```

In the above example SQ is not holding these flights in their system therefore the passive request is rejected



```
8NDT08/31 XDBKR C865314 AG 02345221 25OCT
1. 1LESTRANGE/BELLATRIXMS
1. SQ 285 F 02NOV SINAKL HK1 2050 #1145 0* E TH/FR
```

In the above example SQ is holding these flights in their system therefore the passive request is accepted



JOURNEY DATA (LOGIC)

Carriers can and do restrict availability based on several things, including Point of Sale and Journey Data. This often results in different availability being returned in different scenarios.

Example:

```
8NG030/31 XDBKR C865314 AG 02345221 25OCT
1.1LESTRANGE/BELLATRIXMS
1. QF 11 S 25NOV SYDLAX HK1 1130 0620 0* E SA
2. QF 12 Q 05DEC LAXSYD HK1 2230 *0830 0* E TU/TH
```

This availability was obtained while the above PNR was open

```
7 PER SYD 2315#0625 QF 568 J0 C0 D0 I0 Y1 B1 H1 K1 M1 L1 332 C*E
V1 S1 N1 Q1 O1 X1 EC
```

This availability was obtained with no PNR open

```
7 PER SYD 2315#0625 QF 568 J9 C9 D9 I4 Y9 B9 H9 K9 M9 L9 332 C*E
V9 S9 N9 Q9 O9 XC EC
```

Outside of the PNR less inventory is available, it is against airline policy to manipulate the Journey logic by adding supplementary flights to a PNR in order to sell a lower class on another flight then removing that flight.

For example, in the above scenario a common trick is for agents to book PER---SYD---LAX to obtain the lower booking classes on the PER---SYD flight, once they have secured those seats, they then cancel the SYD---LAX flight. Airlines monitoring systems will pick this up and will almost always result in an ADM from the carrier.

Travelport will not investigate or reimburse any ADM that has been incurred due to the abuse of Journey Logic.



CHURNING

Churning refers to repeated canceling and rebooking of same itinerary in the same or different classes of service across one or more PNRs or GDSs. Churning is often done to circumvent ticketing time limits.

"Churning" is not permitted for any reason including, without limitation, to circumvent or extend ticketing time limits, to hold inventory, or to find a fare, or carry forward special remarks from one itinerary to another.

Churning can cause the airlines system and Galileo to become out of sync without the Travel agent knowing. Passengers can be denied boarding at the airport or charged a higher fare. This would be the responsibility of the Travel Agent to resolve if churning has occurred.

TEST BOOKINGS

Airlines and Hotel/Car suppliers do not permit Travel Agents to create test bookings in the Live Production system without their prior permission.

Airlines frequently block travel agents that make test bookings or issue ADMs. Travelport cannot assist you in these cases and you must contact the carrier to reverse the ADM or have content restored.

Travelport provides a copy system for customers that have a requirement to make test bookings. To gain access please contact your Travelport Account Manager.

REDUNDANT SEGMENTS

A redundant segment refers to instances where segments are held in a PNR that cannot be physically flown by a passenger. An example of redundant segments is listed below:

SYD LAX 10 MAR

BNE LAX 11 MAR

LAX SYD 20 MAR

DUAL GDS

A Travel Agency that uses more than one GDS must book and ticket a specific itinerary within the same GDS. Creation of ticketed passives in another PNR and in another GDS system in the same is not permitted