



Smartpoint App™

User Guide

Revision History

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Overview

Travelport Smartpoint App™ is a Travelport professional services solution. It has been created to supply customers with a valuable and powerful tool in order to speed up their daily operational capability. Enhanced productivity, a more user friendly and intuitive environment to operate in and a reduced reliance on cryptic entries all go to make this an ideal candidate for call centre operations and conversion opportunities.

Travelport Smartpoint App™ is a completely new framework architecture which boosts agent efficiency and introduces new functionality in addition to the functionality already in place with existing Galileo Desktop and point and click products.

By default Travelport Smartpoint App™ provides a basic layout that consists of:

- The **Terminal Window** to enter formats and obtain general responses
- The **PNR Viewer** automatically refreshes the booking file

Smartpoint effectively reduces keystrokes, contributes to increased efficiencies and speeds up the agent booking process.

A plug-in structure governs its design and environment. It is defined as a general application connecting with small units of functionality, called plug-ins, which create a flexible framework allowing a consumer to only use the functionality applicable to their business processes.

Travelport Smartpoint App™ is an example of how the technology of an XML API Desktop product can be integrated with the Galileo Desktop platform to supplement cryptic and point and click navigation with graphical user interfaces and to seamlessly guide an agent through the booking process. Smartpoint support both Galileo and Apollo core systems and allows agents to work on both systems using either system language.

Travelport Smartpoint App™ further improves and streamlines point & click navigation and allows the agent to enter either Galileo or Apollo terminal emulation transaction commands to invoke any GDS function, returning highlighted items (an interactive response) that the user can click on to transmit core transaction, book and complete reservation.

Main features

Here are some of the main features provided

- Automatic redisplay of PNR
- Follow up transactions accessible with a click
- Intuitive point and click approach to booking hotels and cars
- Quick reservation process with up to 70% keystroke savings
- Access to last seat availability from the initial display
- Outbound and return availability using a single transaction
- Shopping results sorted by price or departure time
- Aggregated and surcharge inclusive shopping
- Hotel Images

Increase Productivity

As well as the above Travelport Smartpoint App™ allows agents to focus on cross selling and upselling. By making car and hotel reservations easier for the agent, it could significantly increase attachment rates and subsequently increase revenue and profitability. Productivity gains can be obtained by quicker reservations with fewer errors.

- Limited cryptic entry knowledge needed so less training time
- Experienced users retain control of their workspace via cryptic entries
- Full set of cryptic transactions, keyboard navigation control and shortcuts
- Multiple Window Support, Multi-Tab, dual Terminal per Tab
- Quick Commands to customize own formats
- Easy reporting of errors and bugs via e-mail notification
- Pkeys support for any Travelport Smartpoint App™ entry


Language Translations

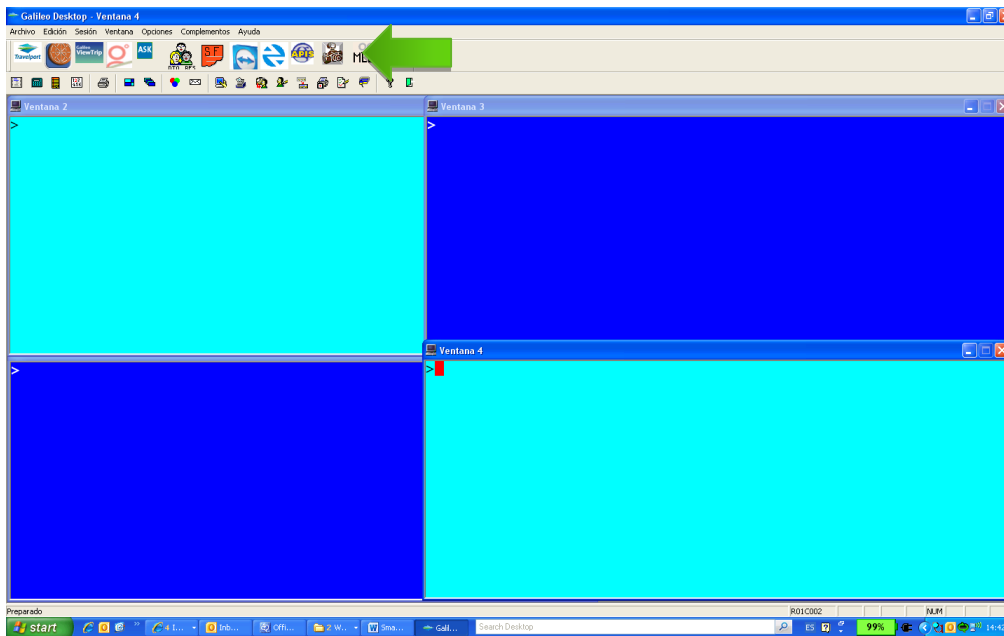
An important and useful feature of Travelport Smartpoint App™ is the ability to use the tool as a transition and conversion instrument. During the process of changing a non-Travelport GDS to Galileo/Apollo, Travelport Smartpoint App™ eases the transition and migration efforts by providing a translation application for Sabre or Amadeus into Galileo or Apollo. Entries can then be transacted in either the primary (Apollo or Galileo) or secondary (Sabre, Amadeus, Galileo or Apollo) languages.


Last Seat Availability

Travelport Smartpoint App™ provides you with the last seat availability for over 300 airlines. By leveraging our *Dynamic Last Seat Availability* capabilities with *Travelport Cache Control*™, we offer the best possible last seat availability from the neutral availability display. You can use a simple availability format and see the C* on screen indicator providing you with confidence of our *Inside Availability* product. Link displays (A*BA for Galileo, L@BA/A for Apollo) can be used inter-changeably.

Starting Travelport Smartpoint App™

Travelport Smartpoint App™ is launched by clicking this icon . It is part of the Custom Toolbar in Desktop. Travelport Smartpoint App™ is re-launched (exit + re-access) every time you click the icon.



 Note that Travelport Smartpoint App™ can be configured to startup automatically when Galileo Desktop is launched. Some customers use this capability in order to avoid the need to launch Travelport Smartpoint App™ manually after each reboot. See *Annex D for advance configuration settings*.

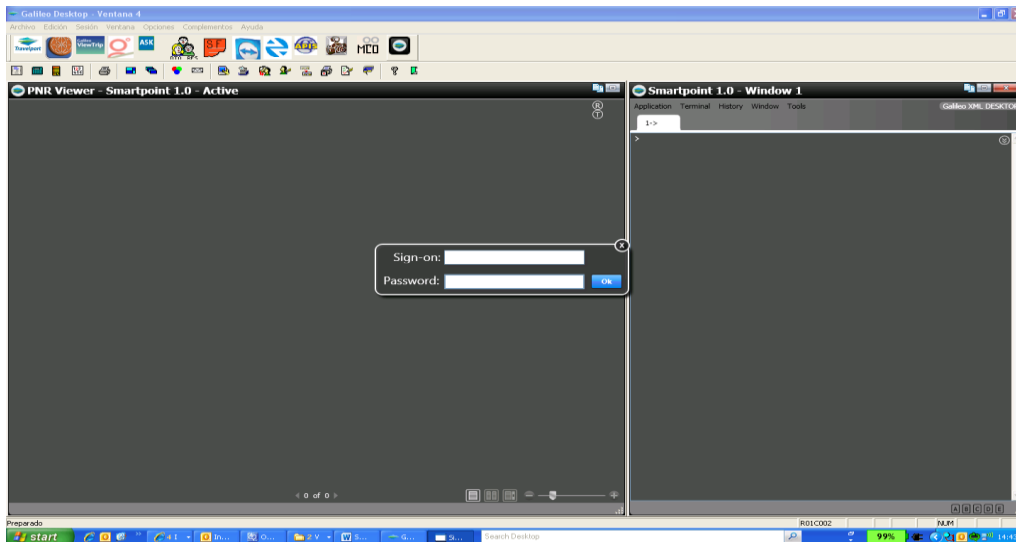
Window Layout

Travelport Smartpoint App™ supports multiple Terminal Windows that can be configured independently. For example a terminal window can have its own font settings or use a different connection to a different host if needed. The layout defined by the user can be saved so that Travelport Smartpoint App™ uses it each time it starts up.

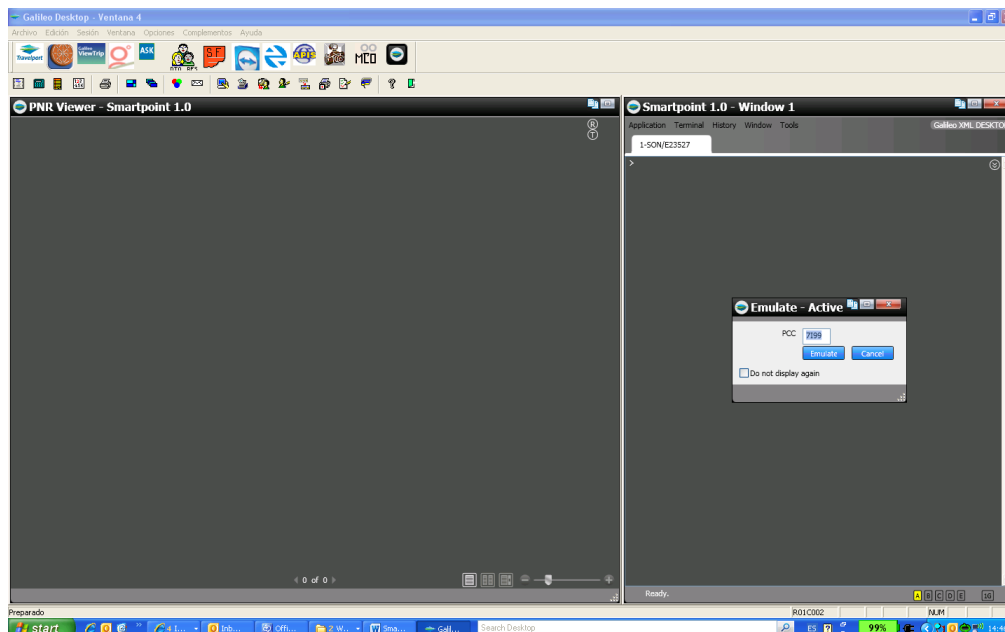
By default, the Travelport Smartpoint App™ window layout is composed of two basic windows, the Terminal Window and the PNR Viewer. The Terminal window permits to input formats easily by means of the command line on top and to obtain outputs to interact according to functional needs. On the other hand, the PNR Viewer window constantly updates the active booking file in the work area.

Signing in

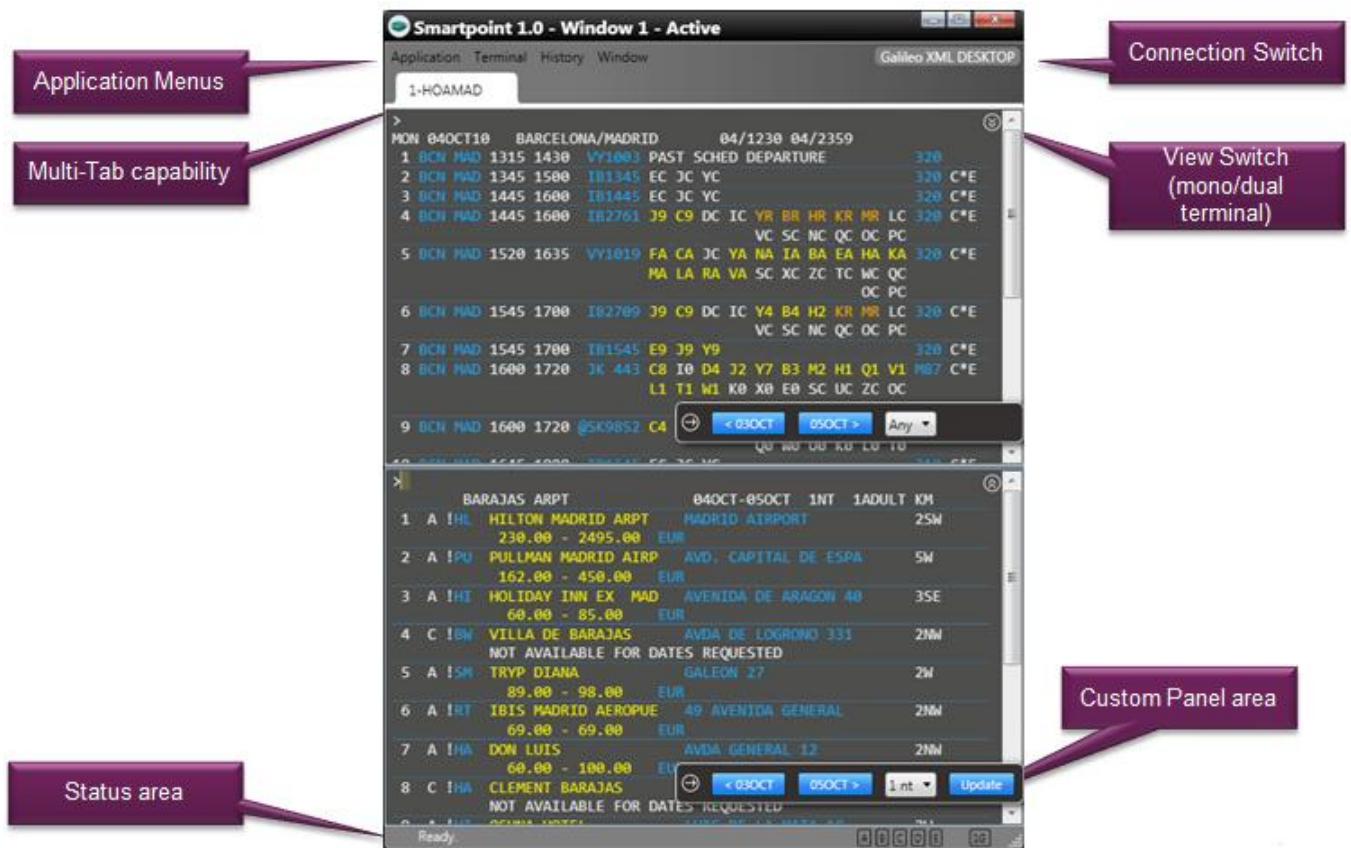
If the Galileo sign-in was not previously entered, Travelport Smartpoint App™ will launch a dialog window to complete with details for signing-on.



For Client IDs which require emulation, another box will be launched to indicate the corresponding PCC if needed. **Cancel** must be clicked not to emulate.



shows how a terminal window is structured:



- **Application Menus:** Provide access to different configuration options and keyboard shortcuts among other things.
- **Connection Switcher:** used to select among all available connections in Galileo Desktop¹
- **View Switch:** Allows to resize the split Terminals in a Terminal Window.
- **Multi-Tab:** support for multiple Tabs, therefore multiple Terminals inside a Terminal Window.
- **Status Area:** Activity indicator.
- **Custom Panel Area:** this area is utilized by some Plug-ins in order to show some user Interface elements to interact with. i.e. Area Switcher.

Air Availability

Standard availability request returns response from the direct carrier link. Users are no longer required to access the Carrier Specific Display (A*AF for Galileo) or access the Carrier Inside Link (L@AF/A for Apollo) to validate last seat availability before selling.

Travelport Smartpoint App™ leverages Travelport's dynamic last seat availability and Cache Control capabilities and automatically populates standard availability screen with last seat availability for over 300 of our participating airlines.

Travelport Smartpoint App™ shows all classes of service offered in a single expanded display. There is no need to remember complicated follow up entries. Travelport Smartpoint App™ uses standard Galileo and Apollo entries to display availability, pricing and ticket. In addition all main displays are supported by highlighting. There is no need to remember complicated follow on transactions. Just point and click and sell flights, access airport, terminal, equipment and flight duration information.

```

Application Terminal History Window Tools Galileo XML DESKTOP
1-ABCNMAD
WED 09FEB11 BARCELONA/MADRID 09/1058 09/2359
1 BCN MAD 1100 1220 VY1895 PAST SCHED DEPARTURE 320
2 BCN MAD 1105 1225 IB2755 PAST SCHED DEPARTURE 320
3 BCN MAD 1115 1230 @JK7554 PAST SCHED DEPARTURE 738
4 BCN MAD 1115 1230 UX2154 PAST SCHED DEPARTURE 738
5 BCN MAD 1140 1300 IB6773 PAST SCHED DEPARTURE 320
6 BCN MAD 1140 1300 IB1141 PAST SCHED DEPARTURE 320
7 BCN MAD 1235 1350 @JK7556 C6 D6 Y6 B9 H9 Q9 V9 L9 T9 E90 C*E
      H9 K9 E9 S9 U9 Z0
8 BCN MAD 1235 1350 UX2153 CC DC IC YC MC BC KC WC VC OC E90 C*E
      XC SC RC UC LC NC AC QC PC
9 BCN MAD 1240 1400 IB1241 E9 J9 Y9 320 C*E
10 BCN MAD 1240 1400 IB2751 J9 C9 D9 IC Y9 B9 H9 K9 MC LC 320 C*E
      VC SC NC QC OC PC
11 BCN MAD 1335 1455 IB1335 E9 J9 Y9 320 C*E
12 BCN MAD 1335 1455 IB6767 JC DC IC Y5 B5 H5 K5 MC LC VC 320 C*E
      SC NC QC OC PC
13 BCN MAD 1440 1600 IB2761 J9 C9 D9 IC Y9 B9 H9 K9 MC LC 320 C*E
      VC SC NC QC OC PC
14 BCN MAD 1440 1600 IB1441 E9 J9 Y9 320 C*E
15 BCN MAD 1500 1620 VY1827 FA CA JC YA NA IC BA EA HA KA 320 C*E
      MA LA RA VA SC XC ZC TC WC QC
      OC PC
16 BCN MAD 1540 1700 IB1541 E9 J9 Y9 320 C*E
«More Flights»
  
```

What does the click do?

- **Blue links** : On airport, carrier and equipment, performs a decode.
- **Flight Numbers**: supplies terminal and elapsed flying time information
- **Booking classes in Yellow**: Books confirmed.
- **Booking classes in Orange**: Books on WL

Standard cryptic entries can also be used to sell a flight. For instance: **N1Y1**



Segment sell responses are displayed underneath the new segment in the PNR Viewer. If the segment sell is unsuccessful, then it still displays this in the terminal window. This behavior can be disabled in a configuration file if needed..

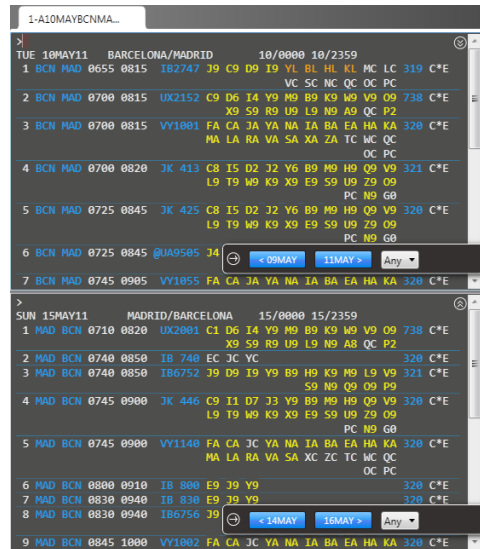
More Flights Link, returns more air availability. **ALT + M** can be entered instead of clicking with the mouse. See Appendix A for more information about the keyboard shortcuts.

Round Trip Availability

Travelport Smartpoint App™ enables users to search for outbound and return flights in a single transaction. In response to such a request, outbound and return availability displays are shown using the upper and lower Terminal Partitions. Users can book both the outbound and inbound segments in a single entry or click on the booking class to sell:

Both screens show the Prior/Next Day toolbar to navigate forward or back and select the quantity of passengers.

Multi sector legs can be booked with the same booking class from a single entry using a “+” symbol. For instance: **A10MAYBCNMAD+15MAY**.



Cryptic formats can be also entered to book outbound and inbound flights. For instance: **N1Y1+N1Y4**

Prior/Next Day search bar

Dates and number of passengers can be changed after availability is performed, so agents can quickly access to the same availability request for the following/prior day or for a different number of passengers.



e-Pricing™ fare search (FS) using Smarpoint

Searching for lower fares using Travelport Smartpoint App™ provides a 70% reduction in keystrokes. Users can access valuable information with a single click.

Using a simple transaction format, customers have access to the broadest choice of any low fares search and pricing system in the industry. Travelport e-Pricing™ technology now powers all fare searches and pricing requests.

Ordered by: Price											
TTL OF 30	PRICING OPTIONS AND 78							ITINERARY OPTIONS		RETURNED	
PRICING OPTION 1										TOTAL AMOUNT	138.85 EUR
ADT										TAX INCLUDED	
1	LH	3691	E	10MAY	BCN	MXP	0930	1100	TU	319	ENN69D0
2	LH	@3776	E	10MAY	MXP	LHR	1610	1710	TU	319	ENN69D0
3	LX	@353	E	15MAY	LHR	GVA	0855	1135	SU	319	ESWISSES
4	LX	@1942	E	15MAY	GVA	BCN	1245	1405	SU	320	ESWISSES
«BOOK»			«DETAILS»				«RULES»		«MORE*1»		
PRICING OPTION 2										TOTAL AMOUNT	147.55 EUR
ADT										TAX INCLUDED	
1	AF	@1231	R	10MAY	BCN	ORY	1420	1610	TU	CRJ	RPRO2ES
2	AF	@5024	R	10MAY	ORY	LCY	1720	1750	TU	F50	RPRO2ES
3	AF	@1981	R	15MAY	LHR	CDG	1245	1500	SU	321	RPRO2ES
4	AF	@1948	R	15MAY	CDG	BCN	1545	1725	SU	321	RPRO2ES
«BOOK»			«DETAILS»				«RULES»		«MORE*2»		
PRICING OPTION 3										TOTAL AMOUNT	148.01 EUR
ADT										TAX INCLUDED	
1	AF	@1149	R	10MAY	BCN	CDG	1025	1220	TU	321	RPRO2ES
2	AF	@2280	R	10MAY	CDG	LHR	1325	1345	TU	321	RPRO2ES
3	AF	@1981	R	15MAY	LHR	CDG	1245	1500	SU	321	RPRO2ES
4	AF	@1948	R	15MAY	CDG	BCN	1545	1725	SU	321	RPRO2ES
«BOOK»			«DETAILS»				«RULES»		«MORE*3»		
PRICING OPTION 4										TOTAL AMOUNT	156.34 EUR
ADT										TAX INCLUDED	
1	LH	3691	E	10MAY	BCN	MXP	0930	1100	TU	319	ENN69D0
2	LH	@3776	E	10MAY	MXP	LHR	1610	1710	TU	319	ENN69D0
3	LH	907	T	15MAY	LHR	FRA	1415	1645	SU	320	TNN69D0
4	LH	1134	T	15MAY	FRA	BCN	1740	1935	SU	321	TNN69D0
«BOOK»			«DETAILS»				«RULES»		«MORE*4»		

All Focalpoint Shopping options can be ordered by price, departure time and journey time.

When requesting round trip itineraries on the same date for both the outbound and the inbound sector, Focalpoint Shopping supplies the options with the ground time to evaluate the convenience of selecting that alternative.

There are some links available that provide the following functionality:



- **Book:** books the selected itinerary.
- **Details:** provides more details about this itinerary and its fares.
- **Rules:** provides detailed information about the fare rules.
- **More*n:** allows the agent to see more itineraries that meet the selected fare.

Fare Displays using Smartpoint

Travelport Smartpoint App™ offers a fantastic environment to request fares for city pairs to check details and analyze rules.

Apart from the current information supplied by Focalpoint, there are many clickable items with follow-up material to complete the whole fare investigation process.

>


UNSALEABLE FARES MAY EXIST

FARES LAST UPDATED 09FEB 16:24PM
 BCN-MAD DEPART 10MAY
 ADDITIONAL TAXES/FEEES MAY APPLY
 PUBLIC/PRIVATE FARES FOR DU7
 USD CURRENCY FARES EXIST

	CX	FARE EUR	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	UX	6.00	QDOW	Q	7+	/12M		R	EH	
2	UX	12.00R	QDRT	Q	7+	/12M		R	EH	
3	-IB	16.00R	PD2YSABA	P	+	/1		R	EH	D
4	UX	16.00R	PPROMSAB	P	+	/1		R	EH	D
5	-IB	9.00	PD2VOF	P	2+	V/		R	EH	D
6	-IB	10.00	PD2V	P	14+			R	EH	
7	-IB	10.00	OD2VOF	O	2+	V/		R	EH	D
8	VY	27.00R	PRTVY	P	+			R	EH	
9	VY	14.00	POWVY	P	+			R	EH	
10	-IB	15.00	PD2COF	P	5+	V/		R	EH	D
11	-IB	15.00	OD2V	O	14+			R	EH	
12	UX	32.00R	ADRT	A	5+	/12M		R	EH	
13	UX	16.00	ADOW	A	5+	/12M		R	EH	
14	JK	17.00	O14	O	+			R	EH	
15	-IB	21.00	PD2C	P	5+			R	EH	
16	VY	47.00R	ORTVY	O	+			R	EH	
17	VY	24.00	QOWVY	O	+			R	EH	
18	UX	52.00R	UDRT	U	2+	/12M		R	EH	
19	UX	26.00	UDOW	U	2+	/12M		R	EH	
20	JK	27.00	Z13	Z	+			R	EH	
21	VY	57.00R	QRTVY	Q	+			R	EH	
22	VY	29.00	QOWVY	Q	+			R	EH	
23	-IB	31.00	OD2C	O	5+			R	EH	
24	-IB	65.00R	ODTOLYJE	O	+	V/1M	03MAY1-12MAY1	R	EH	
25	VY	67.00R	WRTVY	W	+			R	EH	
26	VY	34.00	WOWVY	W	+			R	EH	

Agents can get access to some follow up entries/functions by clicking on the links shown above.

Some of the options are:

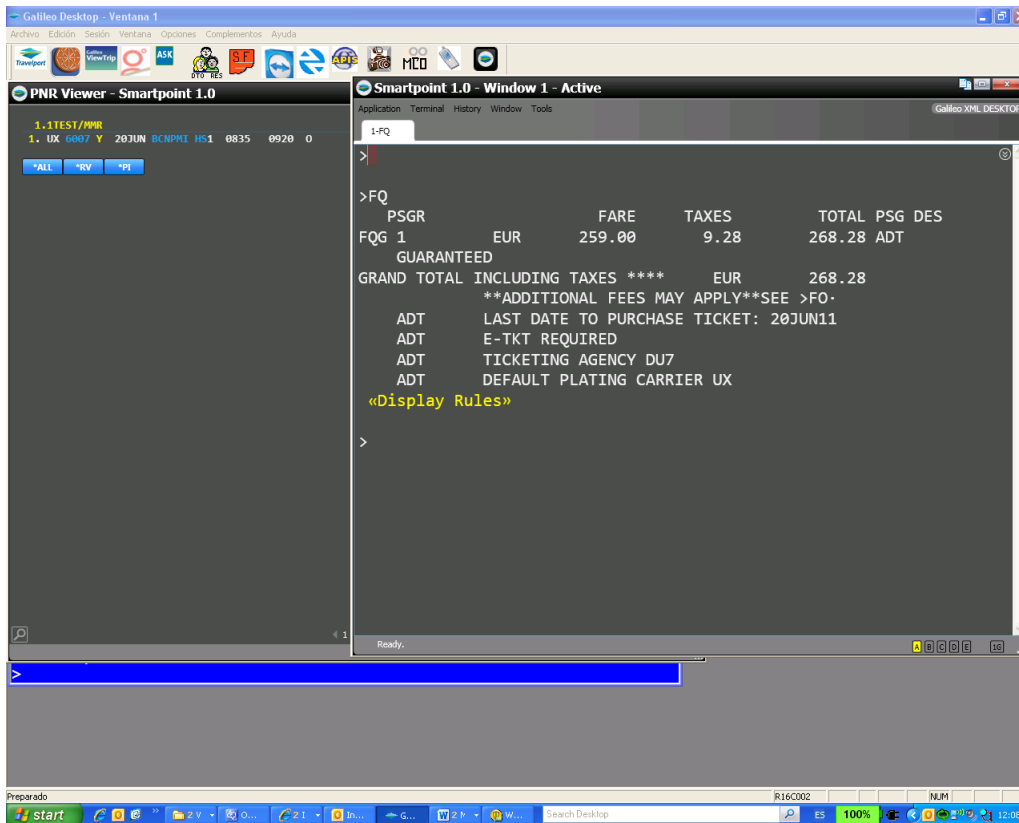
- **Line number:** displays interactive flight availability for specific carrier/class
- **Fare basis:** accesses the complete fare rules
- **Currency code:** displays a dialog window to change into another currency
- **Carrier code:** decodes the carrier code.
- **Fare amount:** displays penalties fare category
- **Booking class:** displays a dialog window to select other booking classes as per primary or secondary carriers, equivalent to the information supplied by the **FDC** format.
- **Advanced Purchase information:** accesses the advanced purchase fare category
- **Min/Max information:** accesses the minimum and maximum fare categories
- **Season dates:** displays the seasonality fare category
- The **R** indicator: accesses the routing information as per the FR entry
- The **global indicator** code: decodes
- **D, DT or DT** indicators=launches the Day/Time restriction fare category
-  *“Unsaleable fares may exist”* means that any unsalable fare for that point of sale if applicable (FU* cryptic format)

Fare Quote and Best Buy

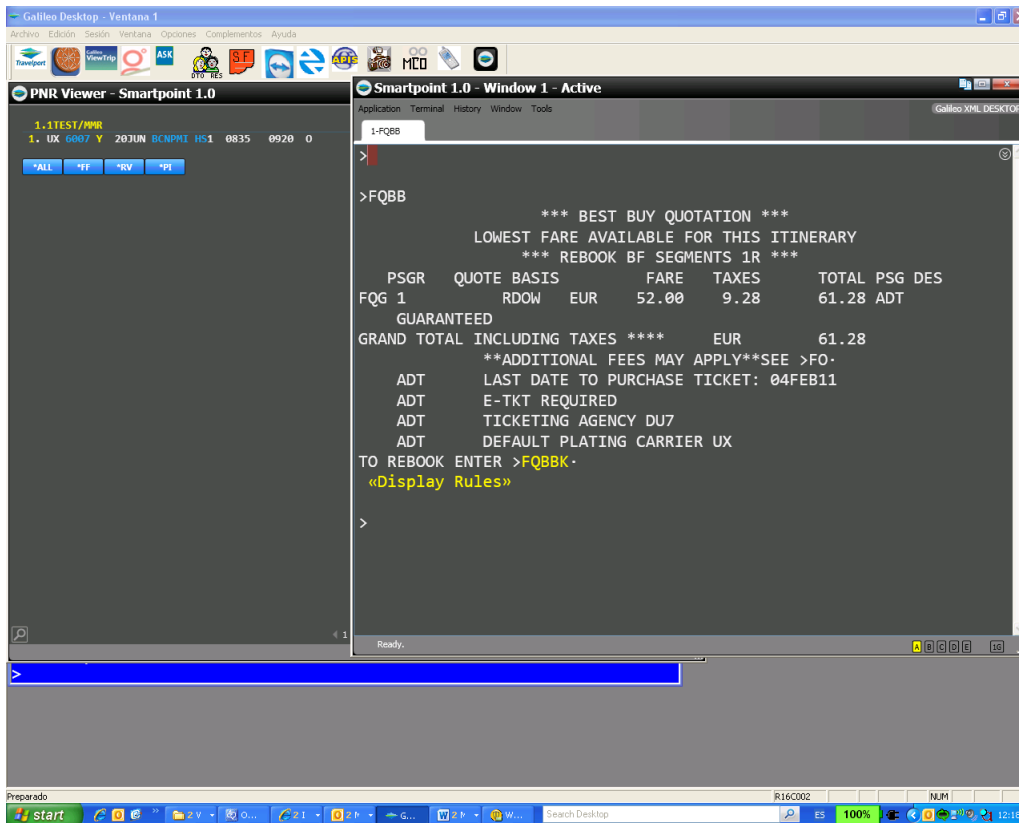
The fare quote response has been enhanced to offer a quick way to check rules. Just FQ, FQBB or FQBC and analyze fare categories easily.

DISPLAY RULES is the gateway. Then, each fare basis participating in the quotation for each fare component can be accessed to display the complete fare rule text.

A simple click on the city pair is required to read only category 16 for penalties.



The lowest fare available for an itinerary FQBB response also supplies agents with a clickable **FQBBK** to make the booking final step more dynamic.



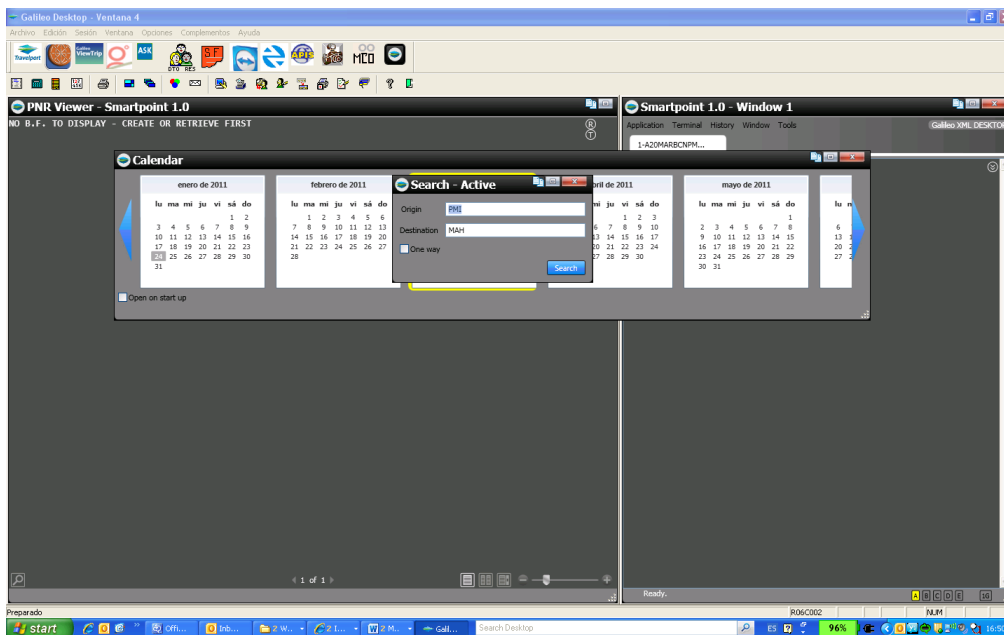
Calendar

The Travelport Smartpoint App™ Calendar is contextual, that means that the user can trigger air availabilities, Focalpoint shopping requests, hotel and cars from the calendar. In order to do this, first select the date range and then right-click on that range, a context menu will be shown with the following options:



The user can also tell Travelport Smartpoint App™ that wants to open up the calendar when the application starts up, for that purpose use the “Open on start-up” checkbox in the calendar.

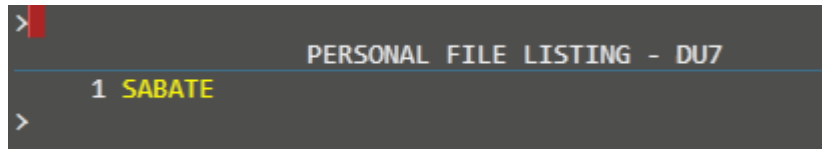
Users can select a range of dates by selecting the departure date first and then the return date. Month calendar provides a full calendar for next 12 months.



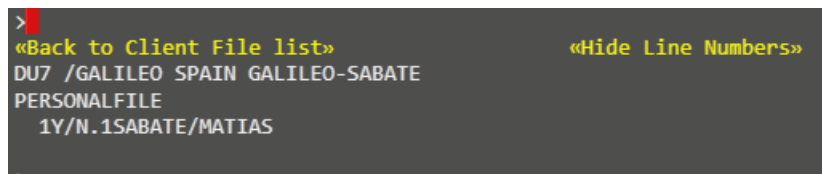
Client Files

Client Files retrieval has been enhanced by Travelport Smartpoint App™

- Personal files:** Any personal file retrieved by the **CLP** format and any personal file retrieved by a single request with a similar name can also be pointed and clicked to access, i.e. **CLP/GALILEO**:



- Into the files:** The following parameters in yellow can be executed by clicking:



Users can either move back to the previous screen or hide/show the line numbers in the profile.

Booking Retrieve

PNR retrieval has also been enhanced in Travelport Smartpoint App™.

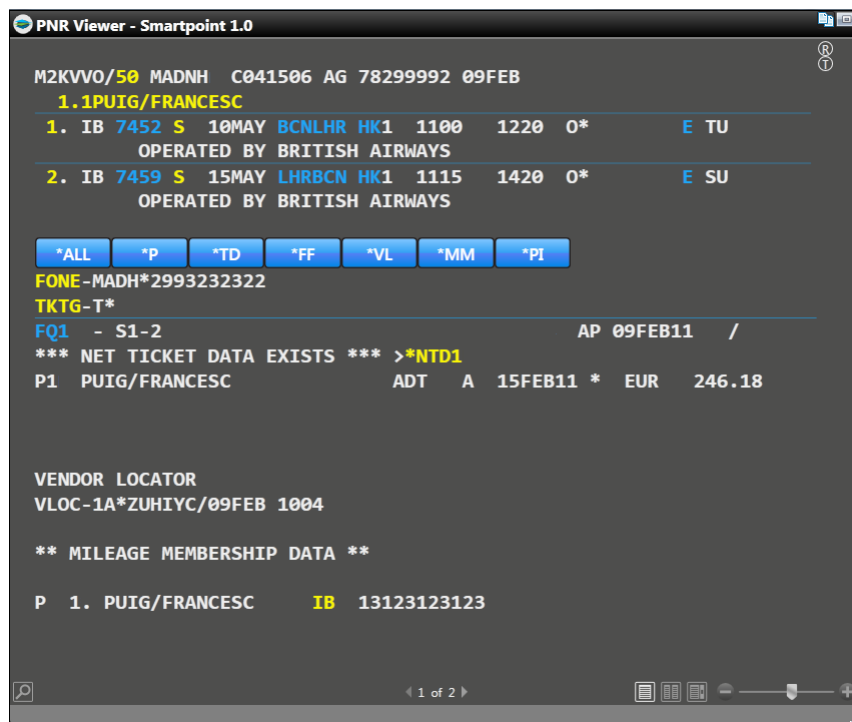
001	01TESTE/JUANI	X	25DEC	002	01TESTE/JUANI	X	08FEB
003	01TEST/KIKEMR	X	20FEB	004	01TESTE/PAXDOSMR	X	20FEB
005	01TESTE/JUANI	X	20FEB	006	01TESTE/JUANI	X	20FEB
007	01TESTE/JUANI	X	20FEB	008	01TESTE/JUANI	X	20FEB
009	01TESTE/JUANI	X	21FEB	010	01TEST/KIKE	X	22FEB
011	01TESTE/JUANI	X	24FEB	012	01TESTE/JUANI	X	25FEB
013	01TESTE/JUANI	X	25FEB	014	01TESTE/JUANI	X	25FEB
015	01TESTE/JUANI	X	26FEB	016	01TESTE/JUANI	X	06MAR
017	01TESTE/JUANI	X	06MAR	018	01TESTE/JUANI		08MAR
019	01TESTE/JUANI	X	12MAR	020	01TEST/IBERIA	X	13MAR
021	01TESTE/JUANI	X	25MAR	022	01TESTE/JUANI		26MAR
023	01TESTE/JUANI	X	23APR	024	01TESTE/JUANI	X	23APR
025	01TEST/F		10MAY	026	01TEST/FRANCESC	X	10MAY
027	01TEST/T	X	14MAY	028	01TESTLCC/EASYJETM		20MAY
029	01TESTE/JUANI		22MAY	030	01TEST/KIKE		25MAY
031	01TEST/DUMMY	X	12JUN	032	01TESTE/JUANI	X	09JUL
033	01TESTE/JUANI	X	25SEP				

A list of same/similar names will be displayed if more than a booking file exists as per data entered. Any of them can be pointed and clicked to access. Once clicked, the booking file is displayed by the PNR Viewer.

Also notice that the ***line_number** can be used.

The PNR Viewer

The PNR Viewer is another Travelport Smartpoint App™ Plug-in that provides an instant view of any change the agent does in the booking file. It shows all relevant information and grouped in sections that can be accessed easily.



PNR Viewer is a sophisticated component in Travelport Smartpoint App™ that can be configured to the customer needs in order to select what information will be displayed. There is an XML File that drives the refresh process in the PNR Viewer and that can be customized². The concept behind this is that Travelport Smartpoint App™ keeps a list of the entries/formats that will force a refresh of the PNR Viewer content.



PNR Viewer has been designed to access the Booking File data quickly and efficiently, however the agent can force a PNR redisplay in the current Terminal Window by adding up the semicolon (;) at the end of the pnr retrieve entry (i.e. *R; in the Galileo System).

² This should be discussed with Travelport’s Solutions Consultants in order to know how to manipulate this file and how to customize properly. Modifying files inside the Smartpoint program folder without the right knowledge might end up with Smartpoint being unable to work properly.

Quick access buttons



Except for passenger names and itinerary, all booking file fields are displayed under the blue buttons (configurable in settings menu) shown below which allow the user to view any section of the PNR at any time.

Once a specific field is retrieved, it is possible to close it again by clicking again on the corresponding blue button or by hovering over the field data and clicking the **Close** button. As an example:

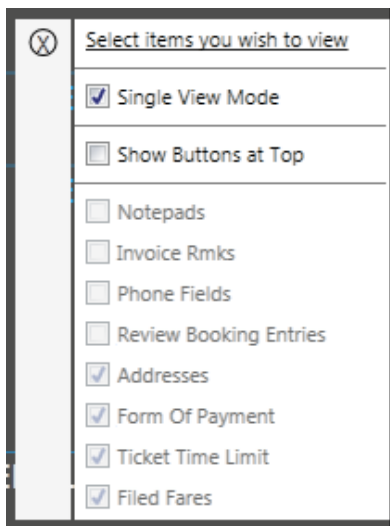
-  displays the complete PNR information with all fields
-  displays the Phone Field information.

Configuring PNR Viewer

PNR Viewer also provides a tool bar that can be used by agents to access to extra functionality:

-  refreshes the PNR VIEWER on every click.
-  shows up the toolbar

Configuration Toolbar



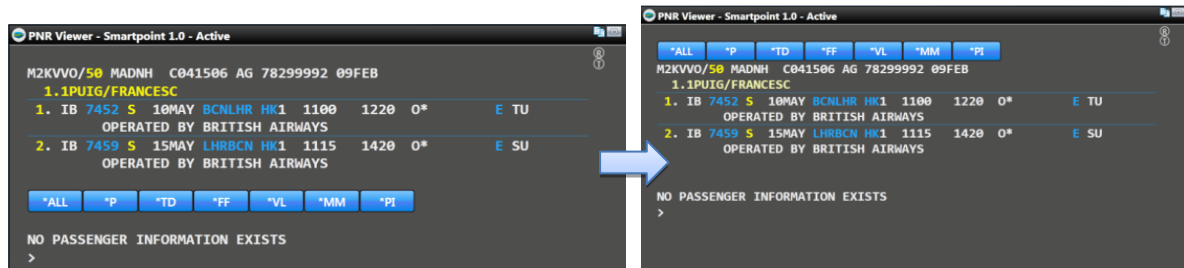
This toolbar provides some options to configure the sections an agent wants to see when the application starts up.

Single View Mode: By default. Names and itinerary are automatically retrieved. Blue buttons must be clicked to retrieve other fields.

Multiple View Mode: It can be configured by activating the different fields to be displayed in an automatic and unhidden mode.

Show Buttons at Top

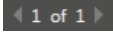
Access buttons are displayed at the bottom of the segments section by default, however it can be configured to show at the top of the PNR Viewer, example:



View Mode



PNR Viewer can be configured to show the PNR information in three different ways:

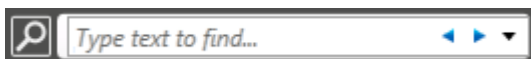
- **Single Page:** Agent can navigate through different pages by using 
- **Two Pages:** PNR Viewer will show two columns simultaneously.
- **Scroll Mode:** only one page will be available but a vertical scrollbar will be available to slide up and down the PNR.

Zoom



Zoom level in the PNR Viewer can be adjusted in order to fit well in the screen. On some PC configurations the resolution might not be optimal for a clear view of the PNR, therefore agents should change this in order to have the PNR width adjusted to the PNR Viewer window width.

Search



When working with large PNRs it might be useful to search any word inside the PNR viewer. This tool allows an agent to look for a word or words in the current PNR. When found, the words will be highlighted in the PNR Viewer.

Booking File sections and color indicators

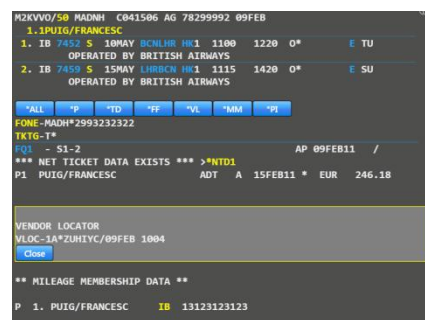
Some booking file fields or elements can be clicked in order to activate follow-up entries or launch pop up boxes, generated by the Viewpoint³, to be completed for different further actions.

These are some main examples:

- 💡 Yellow⁴ items means that an action will be performed, such as opening a new dialog window or sending new formats to the host. For example, when clicking on any of the passenger names, a Viewpoint dialog window will be opened in order to make changes on its personal data, phones, emails, etc.

There are some special links that are important and might require more attention:

- 💡 **Segment number**: will launch a dialog window to search for hotels or cars. Search criteria will be based on the current pnr.
- 💡 **Booking class reserved**: will display a dialog window providing a seat map with a real-time view of available seats. This is only applicable if the airline publishes a seat map for that flight.
- 💡 **Blue items** do normally decode data or supply complementary information. Good instances are flight numbers, city/airport codes, status codes, electronic ticket indicator, filed fare quotation number, etc.



Formats and Functions

Travelport Smartpoint App™ has been designed to supply users with some enhanced formats and interactive responses to speed up follow on actions and processes.

No additional entries are required to get them, just the standard cryptic ones.

³ Some Viewpoint dialog Windows can be accessed from Smartpoint. Notice this is not available to all users, some users might want to have this disabled.

⁴ Notice that colors might change depending on the agent' selected theme in Smartpoint

Terminal Partitions

All terminal windows can hold one or more Tabs, each Tab holds two terminal partitions (upper and lower), and by default, only one (the top terminal partition) is shown.

Both terminal emulators can be rearranged through different options.

- Simple window partition:
- The work window is divided into two parts (terminal partitions) which belong to the same work area (actually all terminal partitions in all Tabs belong to the same area). The **View Switch** button which activates and deactivates the window partition with just the click of the mouse.
- Once the split line is shown, it can be dragged to adjust the size of the upper/lower terminal partition.
- A click is just also required to change from the upper to the lower sub-window or vice versa.
- In addition, **Alt + D** (lower window=2) or **Alt + U** (upper window=1) are valid. If these keystrokes are repeated, these sub-windows are zoomed in / out.

TABs

Each window can be also divided into flaps or strips called “Tabs”. It allows users to multitask in order to conduct many searches at the same time.

The “Terminal” drop down menu offers “New Terminal in Tab” to create them. **Alt + N** is also valid if keystrokes are preferred. Each tab gets a name which corresponds to the last input entered. In addition, a number indicator also gets assigned.



These tabs can be deleted just by means of the **X** present next to their names or by means of **Alt + R**. It is also possible to remove the current terminal tab by means of the Terminal drop down menu.

Alt + 1, 2, 3 changes cursor to the relevant tab section to work. Tabs are renumbered automatically when added/removed, auto-numbering only happens for the first 9 tabs⁵.

- Moving between windows (see keyboard shortcuts section)

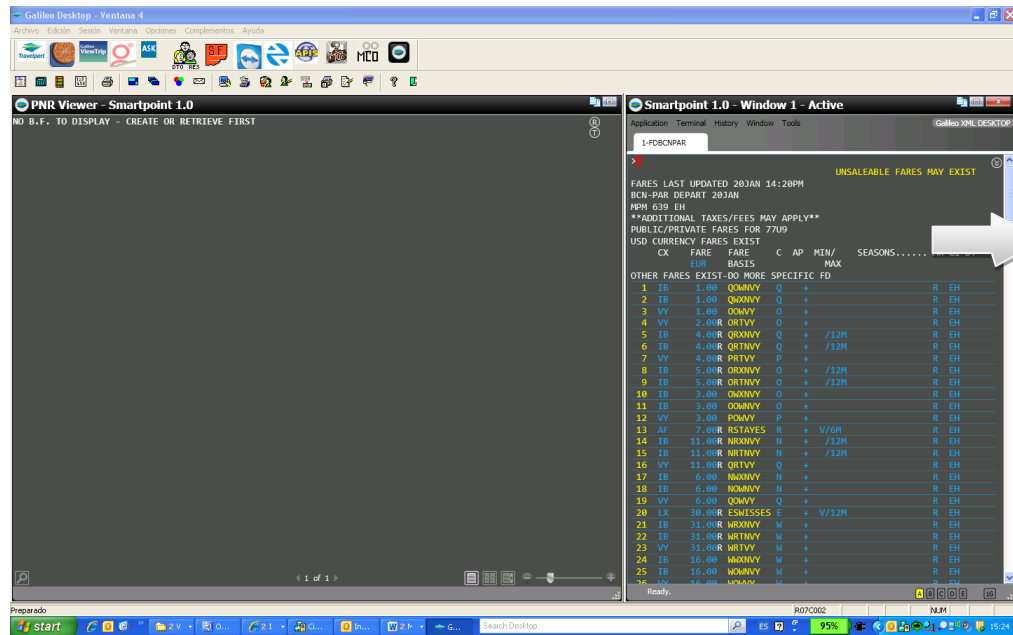
Ctrl + Q allows the user to move between the existing work windows and the PNR Viewer instead of clicking the mouse.

⁵ By default Smartpoint is configured to Support only 9 Tabs, but it can be expanded beyond this limit.

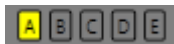
The WINDOW drop down menu also permits users to select the window area to move and work.

- **Scroll Bar**

Some outputs display long responses. The scroll bar allows all available information and details to be viewed at once. However, and in accordance with each type of function, it is possible to click to obtain more details and complementary data.



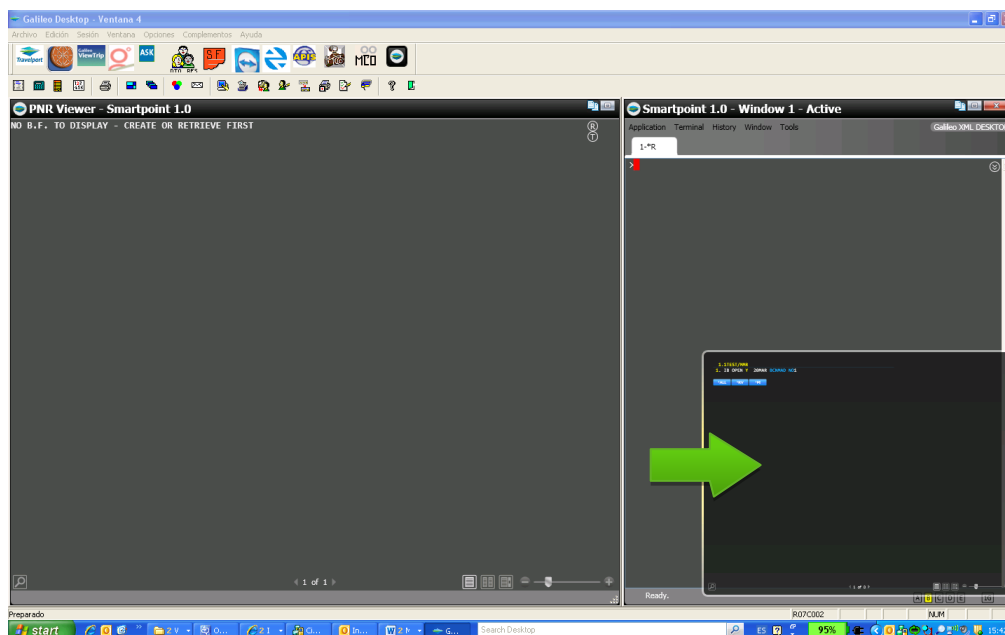
- **Work Areas (Area Switcher):**

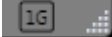


The area switcher is served by a Plug-in that allows the user to switch the area easily.

As per the Galileo/Apollo Central System design, Travelport Smartpoint App™ also offers the 5-work-area infrastructure: A, B, C, D and E. The active one is indicated in the lower right corner. It is also possible to switch between them in an easy way by clicking on their icons. The **SA**, **SB..SE** entries are still accepted. Besides the **OP/W*** Galileo format refreshes the area switcher buttons.

If a retrieved booking file is identified by the host it is automatically displayed in the PNR Viewer. It is also possible to verify the PNR Viewer contents of another work , a thumbnail will appear to show those contents of an existing booking file by hovering over the relevant icon.



- GDS languages:**  This feature is also provided by its own Plug-in and allows the user to set the host language preferences. Travelport Smartpoint App™ offers multiple GDS language options. It supports Galileo and Apollo as primary languages and Amadeus, Sabre, Apollo and Galileo as secondary ones. It allows users to mix and operate with multiple system languages in the same record, considering the most important and basic entries. A more detailed explanation on how this works can be found later in this document.
- The Cursor:** Its color indicates if the insertion mode is active or not. When the cursor (caret cursor block) is red it means that the insertion mode is activated, when yellow means disabled (override mode).
- Type Ahead:** The Type Ahead capability which permits users to go on typing entries while system is processing and returning responses is activated.
- Send an Entry to the Host:** When pressing the Enter/return key, the format/request is sent to the host and its response will be shown in the same tab and Terminal Partition that the user is working in. However, it is possible to send it to a new tab by using **Ctrl + Enter**.



- Window control buttons:** There are 3 icons in the upper right corner of the windows for additional features.

*The first icon is valid for some different copy actions: “Take a window snapshot”, “Copy content as Image” and “Copy content as Text”. This is a contextual menu that behaves differently depending on what window the user is on (activated).

*The second one is to maximize/restore the window

*The third one will close the window (not available in the PNR Viewer, i.e. the PNR Viewer can't be closed). If the user has configured more than one terminal window, the close button will close the selected window only and no confirmation will be requested to the user. However, confirmation will be prompted when the window close button is clicked on the last terminal window or when there is only one available.

By default Travelport Smartpoint App™ hooks to the Galileo Desktop window that means the user moves the Galileo Desktop window, all the Travelport Smartpoint App™ windows will move together.

- **GALILEO XML DESKTOP or APOLLO XML DESKTOP** This is the connection selector. It is automatically activated once Travelport Smartpoint App™ is launched.

Menus

The “**Application**” drop down menu is composed of several elements which controls configuration, position and settings of the window area where entries and point-and-click actions are executed and responses are displayed.

Some Menus show a keyboard shortcut that can be used instead; this is implemented in order to avoid the use of Mouse as much as possible. Therefore, users can chose between menu navigation or keyboard shortcuts.

Booking Hotels using Smartpoint

The basic hotel availability (HOA) can be requested in Travelport Smartpoint App™ via three possible ways:

1. Cryptic entry: HOA20MARBCN/SM

	BARAJAS ARPT	15MAY-16MAY	1NT	1ADULT	KM
1	A !HI HOLIDAY INN EX MAD 47.00 - 85.00 EUR	AVENIDA DE ARAGON 40			3SE
2	A !PU PULLMAN MADRID AIRP 105.00 - 450.00 EUR	AVD. CAPITAL DE ESPA			5W
3	A !CP CROWNE PLAZA MADRID 92.00 - 155.00 EUR	CALLE LOLA FLORES 1			3SE
4	A !HL HILTON MADRID ARPT 130.00 - 2550.00 EUR	MADRID AIRPORT			2SW
5	A !UI AXOR BARAJAS HOTEL 63.00 - 335.00 EUR	C CAMPEZO 4B			3S
6	A !SE SERCOTEL AUDITORIUM 60.19 - 60.19 EUR	MADRID			2S
7	A !BW VILLA DE BARAJAS 61.00 - 99.00 EUR	AVDA DE LOGRONO 331			2NW
8	A !HA CONVENCION BARAJAS 60.00 - 275.00 EUR	28042 MADRID			2S
9	A !HA TACH HOTEL 60.00 - 129.00 EUR	28000 MADRID			2NW
10	A !SM MELIA BARAJAS 87.20 - 267.00 EUR	AVE. DE LOGRONO 305			2NW
11	A !UT HIGH TECH MADRID AE 60.00 - 500.00 EUR	GALEON 25			2SW
12	A !NS NH VILLA DE COSLADA 42.50 - 50.00 EUR	COSLADA - MADRID			5S
13	A !RT NOVOTEL MADRID CAMP 73.00 - 100.00 EUR	C/AMSTERDAM N 3			5W
14	A !RT IBIS MADRID AEROPUE 59.00 - 59.00 EUR	49 AVENIDA GENERAL			2NW
	«More Hotels»				

2. Calendar (tools):

- Selecting a range of dates.
- No other qualifier than the location will be permitted to be specified

3. Segment number of a booking file in the PNR Viewer

- The following qualifiers are automatically populated:
 - *City code
 - *Arrival date
 - *number of adults according to the number of seats booked *ANY for hotel location
 - ANY for reference point.
 - They can be changed and the others can be populated as well.

the departure date is mandatory to process any request

Once Travelport Smartpoint App™ has returned the availability response above, the agent can click on the rates in order to access to a list of all rates for that property, the following screenshot shows its result:

«Back to Hotels»			
HOC INSIDE 15MAY-16MAY/1			
CHECK OUT * WWW.IHGAGENT.COM *			
	EUR RATE	HI 43462 HOLIDAY INN EX MADRID AIRPORT	
	NIGHTLY		APPROX TTL
1	65.00	G EUR	65.00 EUR
BEST FLEXIBLE RATE			
STANDARD ROOM WHEN YOU ARRIVE WE WILL DO OUR			
BEST TO MEET YOUR ROOM BED TYPE AND SMOKING			

Now the agent can click on any of the nightly rates in order to access to the property information page that will let us to book the room:

» «Back to Room Rates»		«Sell Room»	«Advanced Sell»
HI 43462			
ADDRESS: AVENIDA DE ARAGON 402 PHONE: 34 91 / 748 1657			
MADRID SPAIN ES 28022 FAX:			
RATE			
THIS RATE APPLIES TO 1 ADULTS			
STN013A			
BEST FLEXIBLE RATE			
EUR	65.00	PER NIGHT STARTING 15 MAY FOR 1 NIGHT	
	65.00	SUB TOTAL FOR STAY	
	65.00	APPROX TOTAL INCL ALL KNOWN TAXES/FEES	
COMMISSION YES			
INCLUDES TAX			
VAT			
ACCEPTED CREDIT CARDS: CA VI DC AX			
WHEN YOU ARRIVE WE WILL DO OUR BEST TO MEET YOUR ROOM			
BED TYPE AND SMOKING PREFERENCES THESE ARE SUBJECT TO			
AVAILABILITY AND CANNOT BE GUARANTEED STANDARD ROOMS			
HAVE A MAXIMUM CAPACITY OF 2 GUESTS			
EXTRA OPTION PER NIGHT PER ITEM RATES:			
ADULTS-25.00			
RULE			
BOOKING HELD UNTIL-1600 LOCAL HOTEL TIME ON ARRIVAL DATE			
RULES			
GUARANTEE REQUIRED			
GUARANTEE METHOD: ACCEPTED CREDIT CARDS PRE-APRVD ARC-IATA NBR			
CXL AFTER 1600 15MAY FORFEIT ONE NITE STAY			
CHECK IN TIME: 1400			
CHECK OUT TIME: 1200			
1.00 EUR EARLY DEPARTURE FEE			
EXCLUDES GRATUITY			

From here the agent can chose “sell room” to quickly sell the room (if it doesn’t require guarantee) or clicking on the “advanced sell” the following dialog window will be shown in order to proceed with the booking:

Hotel Sell Options - Active

Rooms: 1 Extra Adults: 0 Extra Children: 0

Rollaways and Cribs

CC Guar: e.g. VI45000111122223333EXP0707

/SI- Special service info: e.g. GRND FLOOR ROOM

/FT- Frequent traveller: e.g. BA3756925

/FG- Frequent guest: e.g. HI216593

/CD- Corporate discount number: e.g. Y748392

/NM- Name override e.g. SMITH JMR

/W- Address: e.g. J SMITH 63 COBB ST LONDON W1Y 2AV

/CF- Confirmation number: e.g. 8971654

/IT- Tour number: e.g. AA847655

Selling Cars using Smartpoint

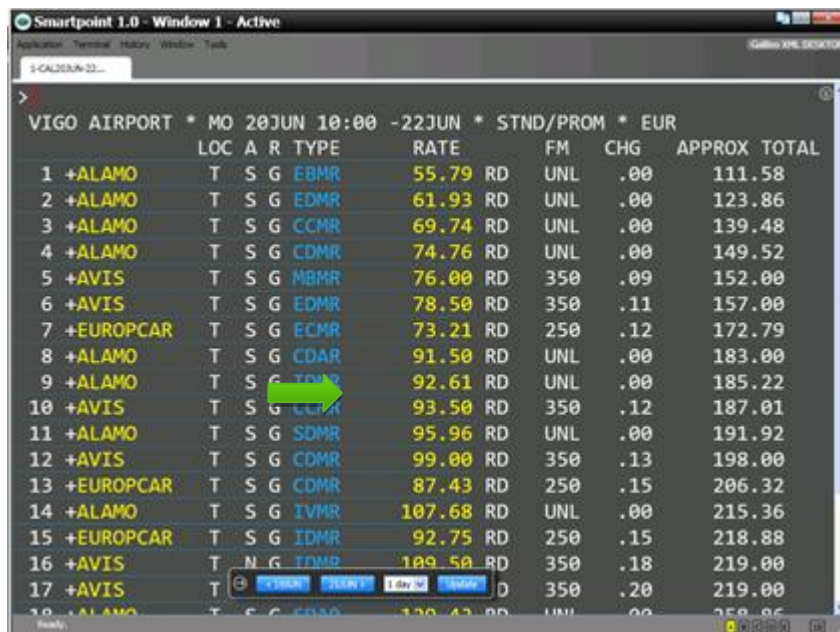
The low-to-high car availability (CAL) can be requested in Travelport Smartpoint App™ via three possible ways:

1. **Cryptic entry:** **CAL20JUN-22JUNVGO/ARR-1000/DT-0900**

2. **Calendar (tools):**
 - selecting one single or a range of dates.
 - No other qualifiers than the pick-up and drop-off locations and time will be permitted to be specified.

3. **Segment number of a booking file in the PNR Viewer:**
 - By clicking on it
 - The following qualifiers are automatically populated:
 - *Pick-up and Drop-off city code (=segment destination)
 - *Pick-up and Drop-off date (=segment date and 1 day)
 - *Pick-up and Drop-off time (=segment arrival time)
 - *ANY for location

They can be changed and the others can be populated as well.



Selling cars follows the same mechanic as selling hotels, however, specific sell indicators are returned by Travelport Smartpoint App™ at the complete rules CAV environment

- **Sell Car(s)**: books the car with no additional modifier
- **Advanced sell**: launches a dialog box to populate with additional modifiers:

Car Sell Options - Active

CC Gua e.g. VI45000111122223333EXP0707

/NM- Name Override - Last: First:

/SI- Special service info: e.g. DSRS 2 DOOR

/FT- Frequent traveller: e.g. BA3756925

/SQ- Special equipment: e.g. CSI

/CD- Corporate discount number: e.g. Y748392

/ID- Customer ID number: e.g. JD8765434

/DO- Drop off location: e.g. SYDC01

/EVV- eVoucher value: e.g. EUR42.00

/BN- Billing number: e.g. A146934

Delivery Information

Collection Information

Low Cost Carriers

Low Cost Carriers may be accessed via Travelport Smartpoint App™, this provides access to the same Low cost carriers available today in Focalpoint.

A Galileo neutral availability request supplies low cost carriers information but some airlines do not show all available booking classes. Consequently, a carrier specific availability request is advisable:

A14SEPOSLSTO*DY

Once the availability information is displayed, all follow-up entries under tab stops, such as fare rules and sell entries, can be also clicked.

From a booking file containing any low cost carrier segment it is possible to launch a dialog window to complete all PNR information in order not to forget any data to end transaction for the reservation. There is a special symbol before the carrier code \$ which requires a click to open:



Timatic and other Host functions

Existing Focalpoint functions are supported in the active window, including Timatic, queue displays , country maps, etc.

Pkeys

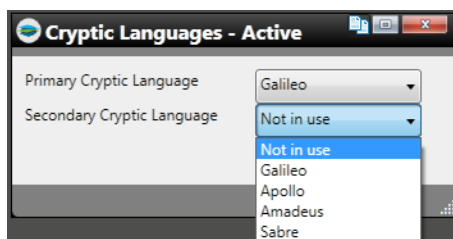
Pkeys (except for any key configured with sign-in details) are also supported and allow the user to configure them from Galileo Desktop. The operation is simple; the user has to configure the pkey from Galileo Desktop as done in the past, then save the pkey file and restart Galileo Desktop and Travelport Smartpoint App™. Travelport Smartpoint App™ will automatically pick up the pkey configuration file and will use it.


Global Access

Travelport Smartpoint App™ goes on supporting Switchable Access (6C1G, 6C1V) to access Global PNRs (**B-Smith or *1V/**B-Smith). These functions provide clients with the ability to offer global account servicing.

Language translation

Travelport Smartpoint App™ has a helper feature that can be used to transition from a GDS system to another. Therefore, Travelport Smartpoint App™ supports a Primary and Secondary Language and can be configured by clicking on . The following dialog window will be shown and the agent will be able to setup his/her system language preferences:



 Note that Travelport Smartpoint App™ cannot translate *all* entries, this is designed to be a helper for the travel agent and help agents to transition from one GDS to another, therefore a limited subset of entries on each GDS system is supported. This capability doesn't mean that the agent won't need to be trained on either Galileo/Apollo, Training is still required.

Keyboard shortcuts

Keyboard shortcuts have been previously introduced and explained as per the corresponding thematic item.

Shortcut	Function
Alt+Up Arrow	Go back to previous interactive response from the response history.
Alt+Down Arrow	Go to the next interactive response from the response history.
ALT+S	Stores the current window positions
Alt+'n'	Move the keyboard focus to Tab 'n'. For example, ATL+1 moves to Tab #1.
ALT+B	Move to the previous interactive response (move back to previous screen).
ALT+C	Copies the Terminal content as text and for the entire host content. Example: do a HELP A and then use ALT+C
ALT+M	Host entries like availabilities, Focalpoint shopping, etc. provide a link at the end for "more" results. This shortcut can be used instead of clicking on that link with the mouse.
ALT+X	If windows positions are changed but not saved, this option returns to the previous layout.
ALT+D	Changes from the upper (1) to the lower (2) Terminal Partition. If this keystroke is repeated, this sub-window is zoomed in and out.
ALT+U	Changes from the lower (2) to the upper (1) sub-window. If this keystroke is repeated, this sub-window is zoomed in and out.
ALT+N	Creates a new Tab in the current Terminal Window.
ALT+R	Removes the current Tab.
ALT+C	Copies terminal content as Text in the clipboard.
ALT+H	Goes to current terminal

CTRL+F12	Hides/Shows Travelport Smartpoint App™ quickly.
CTRL+W	Clears active Terminal Partition (upper or lower)
CTRL+S	Clears all Terminal Partitions in the current Tab.
Enter	Sends a format/entry to the host and shows the interactive response in the current Tab.
CTRL+Enter	Sends a format/entry to the host and shows the interactive response in a new Tab
CTRL+C	Copies the selected text/data in the clipboard.
CTRL+Q	Moves through all Travelport Smartpoint App™ windows. Each time this shortcut is used it moves to the next window.
CTRL+TAB	Navigates through all Tabs in the current terminal window.
CTRL+Up Arrow	Repeats previous (back) entries typed by the user. Supports the last 200 entries
CTRL+Down Arrow	Repeats previous entries. (forward) Supports the last 200 entries
CTRL+B	Prints current Terminal Partition content.
CTRL+M	Opens the Calendar widget.
TAB	Moves the cursor to the next tab stop. Users can also click on tabbed entries.
SHIFT+TAB	Moves the cursor to the previous tab stop
Page Up	Moves to the top of the page
Page down	Moves the cursor to the bottom of the page
ALT+W	Shows the Next/Pervious Day toolbar 
ALT+E	Hides the Next/Previous toolbar.

Quick Commands

Travelport Smartpoint App™ also comes with a Plug-in called “Quick Commands” that allows advanced users to modify a XML file that contains its definitions. There is a list of predefined commands that can be found in the Appendix B. If additional quick commands are required please contact your Travelport to know more about this.

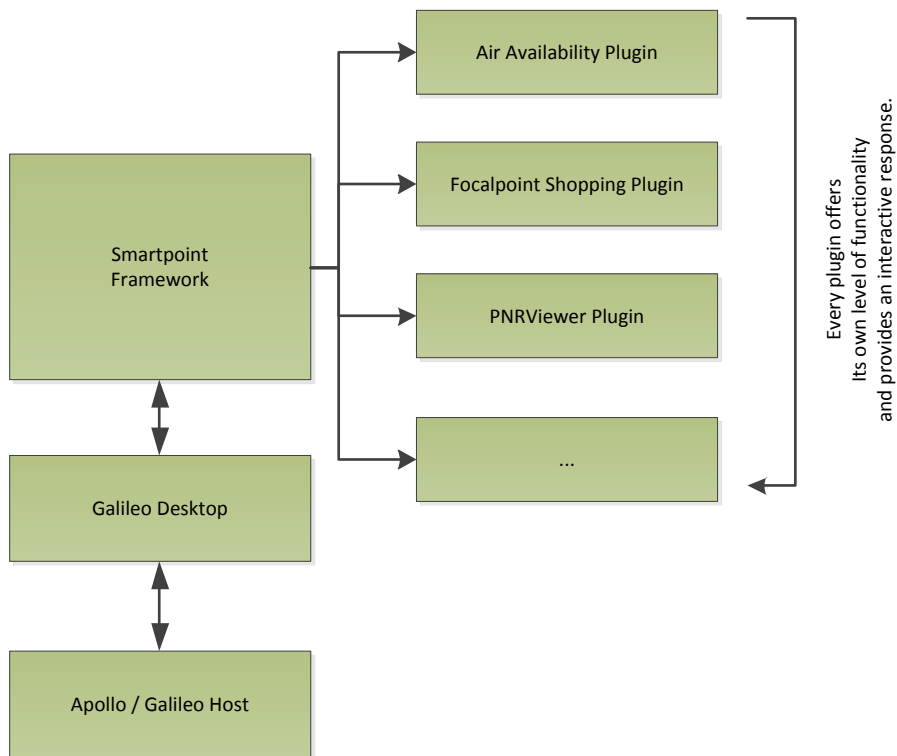
#DF	Direct sell flight segment
#PH	Passive hotel segment sell
#DH	Direct Hotel segment sell
#DC	Direct Car segment sell
#PC	Passive Car segment sell
#SEAT	Displays seat maps for the booked flights
#VT	Launches ViewTrip for a completed PNR
#VTETR	Shows e-ticket via ViewTrip for a completed PNR

Appendix A - Interactive Response & Plug-in Architecture

Travelport Smartpoint App™, as briefly introduced in the general overview, offers the capability to respond to the user’s input in an interactive way, not only supplying a closed structured output but an open follow-up transaction flow. As well as, the possibility of specific window configurations, you can also multitask by means of multiple tabs for several concurrent searches and a dynamic work area system complete the whole landscape.

The architecture which defines Travelport Smartpoint App™ is based on a flexible module diagram that adds specific features, services and functionalities to the larger unit. The components simply plug in to the existing system and enable the execution of different functions. These add-ons for the main program are replaceable and able to be activated and deactivated as required with the aim of customizing the agent operational environment.

Figure 1 shows an overview of the Plug-in architecture behind Travelport Smartpoint App™.



Further details about these two characteristics will be explained in depth in the following topics and subjects.

Definitions

1.1.1. Response: Generally, when talking about a Response in this document it refers to the Galileo or Apollo response, an example of a traditional, Focalpoint, response is shown below:

```

THU 10FEB11 BARCELONA /MADRID 10/0834 10/2359 G*GAL
1 BCN MAD 0835 0950 BUX3969 CC DC IC YC MC BC KC LC WC UC#M87B E
2 BCN MAD 0835 0950 JK 451 CO IO DO JO Y1 B9 M9 H9 Q9 U9#M83B E
3 BCN MAD 0845 1005 IB 845 EC JC YC 321C*E
4 BCN MAD 0845 1005 IB6753 JC DC IC YL BL HL KL MC LC UC#320C*E
5 BCN MAD 0850 1005 UY1127 FA CC JC YA NA IC BA EA HA KA#320B E
6 BCN MAD 0910 1030 IB6755 JL DC IC YR BR HR KR MC LC UC#320C*E
7 BCN MAD 0910 1030 IB 911 EC JC YC 320C*E
8 BCN MAD 0935 1055 IB 935 EC JC YC 320C*E
>A*
    
```

1.1.2. Interactive Response: It is a Response (from the Galileo or Apollo system) that has been processed by Travelport Smartpoint App™ (a plug-in has intercepted the response and has “enhanced” it) and has been converted into a response where agents can click on certain items (flights, IATA codes, booking classes, etc) to find out extra information. An example of this screen is shown below:

```


>
THU 10FEB11 BARCELONA/MADRID 10/0836 10/2359
1 BCN MAD 0845 1005 IB 845 PAST SCHED DEPARTURE 321
2 BCN MAD 0845 1005 IB6753 PAST SCHED DEPARTURE 320
3 BCN MAD 0850 1005 VY1127 PAST SCHED DEPARTURE 320
4 BCN MAD 0910 1030 IB6755 PAST SCHED DEPARTURE 320
5 BCN MAD 0910 1030 IB 911 PAST SCHED DEPARTURE 320
6 BCN MAD 0935 1055 IB 935 PAST SCHED DEPARTURE 320
7 BCN MAD 0935 1055 IB6757 PAST SCHED DEPARTURE 320
8 BCN MAD 0945 1105 VY1141 FA CA JC YA NA IC BA EA HA KA 320 C*E
   MA LA RA VA SC XC ZC TC WC QC
   OC PC
9 BCN MAD 0950 1110 IB 951 EC JC YC 320 C*E
10 BCN MAD 0950 1110 IB6775 JC DC IC Y9 B9 H9 K9 MC LC VC 320 C*E
   SC NC QC OC PC
11 BCN MAD 1040 1200 IB1041 E9 J9 Y9 320 C*E
12 BCN MAD 1040 1200 IB6761 JC DC IC Y9 B9 H9 K9 MC LC VC 320 C*E
   SC NC QC OC PC
13 BCN MAD 1100 1220 VY1095 FA CA JC YA NA IC BA EA HA KA 320 C*E
   MA LA RA VA SC XC ZC TC WC QC
   OC PC
14 BCN MAD 1105 1225 IB2755 J9 C9 D9 IC Y9 B9 H9 K9 MC LC 320 C*E
   VC SC NC QC OC PC
15 BCN MAD 1115 1230 @JK7554 C6 D0 Y0 B9 M9 H9 Q9 V9 L9 T9 738 C*E
   W9 K9 E0 S0 U0 Z0
16 BCN MAD 1115 1230 UX2154 C8 D6 I2 Y9 M9 B9 K9 W9 V9 O9 738 C*E
   X9 SC RC UC L1 NC AC QC P2
«More Flights»
    
```

1.1.3. Plug-in: a Plug-in is a single unit of functionality in Travelport Smartpoint App™. For example, the Air Availability is processed by a Plug-in, the Air sell is processed by another Plug-in, etc. Travelport Smartpoint App™ comes with a list of Plug-ins that are responsible to convert a host response into an Interactive response. A user can see what Plug-ins are being used by using the command “#LISTPLUG-INS”. And they will see the following screen.

Plugin	Functionality
0090.00.LccInterceptor.exe	Provides Low Cost Availability and booking capabilities through the Galileo LCCP (aka Interceptor) System™.
0950.00.PrimaryCrypticLanguage.dll 0050.00.SecondaryCrypticLanguage.dll	Provide language translation capabilities.
0060.00.SwitchableAccess.dll	Provides Switchable Access functionality
0100.00.AirAvailability.dll	Provides regular air availability functionality, if the LCCInterceptor plugin is installed it also combines LCC and Schedule flights in the same interactive response.
140.00.FiledFareDisplay.dll	Provides Filed Fare Display functionality
0150.00.AirSell.dll	Used to sell an air segment by clicking on the booking class or using an Extended reference sell
0150.00.AreaSwitcher.dll	Allows to switch between work areas by clicking on an área icon.
0160.00.FareDisplay.dll	Provides Fare Display capabilities.
0170.00.FocalpointShopping.dll	Maps to the Focalpoint Shopping entry and provides the entire e-Pricing™ response in one single interactive response.
0180.00.FareFinder.dll	Additional fare capabilities provided through this plugin
0190.00.FareQuoteDisplay	Provides fare quote and some of its variations.
0195.00.FareComponentDisplay.dll	Fare Component Display plugin
0200.00.PNRViewer.dll	Presents a new window with the latest status of the current PNR. It also contains an XML file that could be customized to define the entries that will refresh the PNR viewer.

0300.00.HotelAvailability.dll	Gets the Hotel availability as an interactive response.
0310.00.HotelSell.dll	Sell a hotel room
0320.00.HotelAndCarSearch.dll	Used by other plugins in order to launch Hotel and Car search from the PNR Viewer.
0330.00.FareQuoteAlternative.dll	Fare quote alternative plugin
0340.00.TicketDisplay.dll	Shows information about the tickets.
0350.00.PKeys.dll	Provides PKEY Support
0370.00.QuickCommands.dll	Plugin that allows users to customize their own Entries, such as shortcuts to external applications etc. For more information please contact your Travelport representative.
0400.00.CarAvailability.dll	Car Availability
0410.00.CarSell.dll	Sell a rent-a-car service.
0430.00.Timetable.dll	Show timetables
0500.00.ClientFile.dll	Provides interactive responses for Client File entries.
0600.00.Expozee.dll	Allows users to quickly hide/show Smartpoint by pressing CTRL+F12.
0610.01.ViewtripPlugin.dll	Allows the user to quickly Access to viewtrip by using #VT and #VTETR.
0620.00.CrypticSettings.dll	For internal use only.
0800.00.CalendarViewer.dll	Shows a Calendar.

Appendix B - Technical Requirements

- Desktop users:
 - Windows XP Service Pack 3 or above (Vista, windows 7 are supported in both 32bit and 64bit platforms).
 - Travelport Smartpoint App™ has been successfully tested on PCs with 512MB RAM, however 1GB is recommended. Performance will vary depending on the amount of memory available.
 - Performance is going to be based on RAM and CPU speed. Have been tested it successfully on a Pentium IV 1.8GHz. Most of the modern hardware is using Core Duo processors or above (for last 3 years) are recommended.
 - Travelport Smartpoint App™ supports GPU Acceleration too, but a DirectX 9.0 or above is recommended in that case. If no GPU acceleration is supported, Travelport Smartpoint App™ will use Software Rendering instead.
 - Internet Explorer 7
 -  Microsoft © Windows 2000 and Microsoft© Windows 9x are not supported.

- For Citrix Users, Travelport Smartpoint App™ has been tested on:
 - MS Windows Server 2003 R2 Standard
 - Windows Service pack 2
 - 2.8 GHZ CPU2, 2 GB RAM
 - Citrix XenApp™ 5.0
 - Internet Explorer 7
 - A minimum of 150Mbytes RAM per Travelport Smartpoint App™ Instance is required, it is recommended to allocate more memory per user for future use (future Plug-ins).
 - Windows 2000 Citrix servers are not supported.
 - Internet Explorer 7

Appendix C - Installation

Minimal System Requirements

Travelport Smartpoint App™ a Windows Presentation Foundation application, and as such it requires that the host PC to have Windows XP or above, therefore it is not supported on Windows 2000 nor Windows 9x machines. See *Technical Requirements Annex* for more information.

Installation Process

1. Galileo Desktop® must be pre-installed and working (this guide has been tested with Galileo Desktop® - which versions does it work with – list here (*See Technical Requirements Annex* for more information.) this is a prerequisite to continue with the installation.



If Galileo Desktop is running in your PC close it before proceeding.

2. Run the Setup.exe file included as part of this release. It is commonly distributed in a zip file that contains two files, setup.exe and the .msi installer. You must run the setup.exe as this will check out whether the installation of .Net 4.0 Client Profile is required or not.



The .NET 4.0 Installation might require to reboot the PC several times.

3. Once setup.exe has installed .NET it will launch the .msi installer included as part of this package install.
4. If you want to proceed with the installation you must read and agree with the License agreement terms. If you agree, then select “I Agree” and click on “Next”
5. Click on “Next” Again.
6. In the next dialog you can specify the default destination folder for Travelport Smartpoint App™. You can just click on “Next” to accept the default installation settings. Then click “Next” and the installation will start.



On Windows 7 and Windows Vista machines the UAC (User Access Control) system might prompt a message in order to get confirmation that you wish to install this application. Just accept clicking on the “Yes” button.

7. Both a Desktop shortcut and a GD toolbar button will be created (the desktop icon should not be used unless indicated by Travelport) the newly created button in the Galileo desktop toolbar should be used to launch Travelport Smartpoint App™ instead.
8. Run Galileo Desktop and once it is loaded and with the Focalpoint Windows visible, click on the new Travelport icon in the toolbar.

9. Travelport Smartpoint App™ will launch, it may take a while the first time you run the App™ after each PC boot up as the .NET framework needs to load up in memory as well. In case you had a previous version of Travelport Smartpoint App™ a message might popup telling you that a corrupt file exists, just accept that and launch Travelport Smartpoint App™ again.
10. You should see two windows by default on top of Galileo Desktop, the PNR Viewer and the main Terminal Emulator screen.
11. Now you can resize and adjust your windows at your discretion, go to Application->Save Windows Positions to store the current layout. You can also change the fonts, etc and even add more terminal windows by going to Application->Application Settings (don't forget to save the new settings).

How to test all is installed and working properly?

1. *You have to be signed on in Galileo Desktop or in Travelport Smartpoint App™.*
2. *Make sure you are emulated to a valid PCC. In most of the cases agents are preset to a particular PCC. In order to know whether you are in a valid PCC just type >QCA and the PCC will be shown.*
3. *To test Travelport Smartpoint App™ just enter any air availability command such as: **ABCNMAD** and the air response should be displayed, then you can click on the airport codes and should be decoded properly, that indicates that Travelport Smartpoint App™ can access to its internal database and all is properly installed.*
4. *Test some of the Keyboard shortcuts shown in the table below.*

FAQ – Frequently Asked Questions?

Q1. When I try to send a format to the Galileo or Apollo system I got a message like this:

```
AN UNSUPPORTED FORMAT OR MODIFIER HAS BEEN REQUESTED.  
UNSUPPORTED ENTRY/MODIFIER: INVALID OR UNSUPPORTED FORMAT: //F  
USE: >ABCNMAD//F;-  
IF YOU WANT TO REPORT THIS TO TRAVELPORT >#NOTIFYENTRY-  
>
```

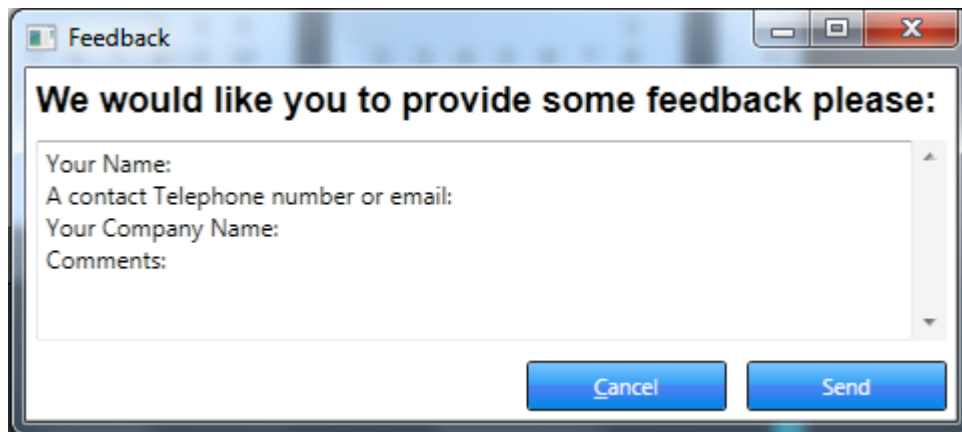
What do I have to do?

A1. This message is not an error, it actually says that the modifier being used has not been implemented in Travelport Smartpoint App™. It's important to remember that NOT ALL modifiers supported by the Galileo or Apollo systems are implemented in Travelport Smartpoint App™. Travelport continues enhancing Travelport Smartpoint App™ as a result of the feedback provided by customers.

In this case there are two possible options.

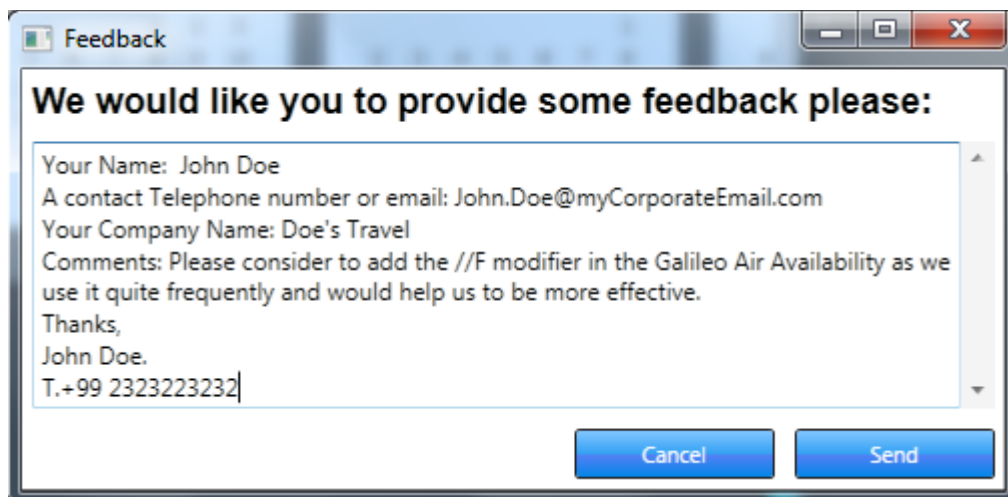
1. First, tab into the yellow entry, which essentially includes the format typed by the agent and the semicolon at the end (;). Remember that the semicolon character is used to tell Travelport Smartpoint App™ that we don't want this format to be processed by Travelport Smartpoint App™, so we just want to send it to the host and get the response back. This can be used for any modifier that is not supported by Travelport Smartpoint App™. When this message appears means that there is a Travelport Smartpoint App™ Plug-in that is responsible to process that format, but the passed modifier is not implemented, so other modifiers will work just right and the responses will be converted into "interactive responses".
2. Tab into the "#NOTIFYENTRY" format to report this to Travelport. Travelport will receive an email with this message so will be aware that this is in the customer's wish list. However, keep in mind that this won't necessarily mean that Travelport will implement this feature; instead, Travelport will evaluate all requests from all customers and will prioritize accordingly. If you belong to a large Travel agency organization, Travelport might have a dedicated account manager for you, in that case would be recommended that you pass your feedback back to the account manager.

Once you have decided to notify this to Travelport using the “#NOTIFYENTRY” option, a dialog window will be shown:



The screenshot shows a dialog window titled "Feedback". The main heading is "We would like you to provide some feedback please:". Below this heading is a text area containing the following labels: "Your Name:", "A contact Telephone number or email:", "Your Company Name:", and "Comments:". At the bottom of the dialog are two buttons: "Cancel" and "Send".

It is important you fill up this little form in order to add as much detailed information as possible, so the Travelport engineering group can actually evaluate this request.



The screenshot shows the same "Feedback" dialog window, but now the form fields are filled out. The text area contains: "Your Name: John Doe", "A contact Telephone number or email: John.Doe@myCorporateEmail.com", "Your Company Name: Doe's Travel", and "Comments: Please consider to add the //F modifier in the Galileo Air Availability as we use it quite frequently and would help us to be more effective. Thanks, John Doe. T.+99 2323223232". The "Cancel" and "Send" buttons are still visible at the bottom.

Hit “Send” and an email will be created and sent to Travelport.

💡 Some large customers have configured this to also send an email to their own product/IT departments.

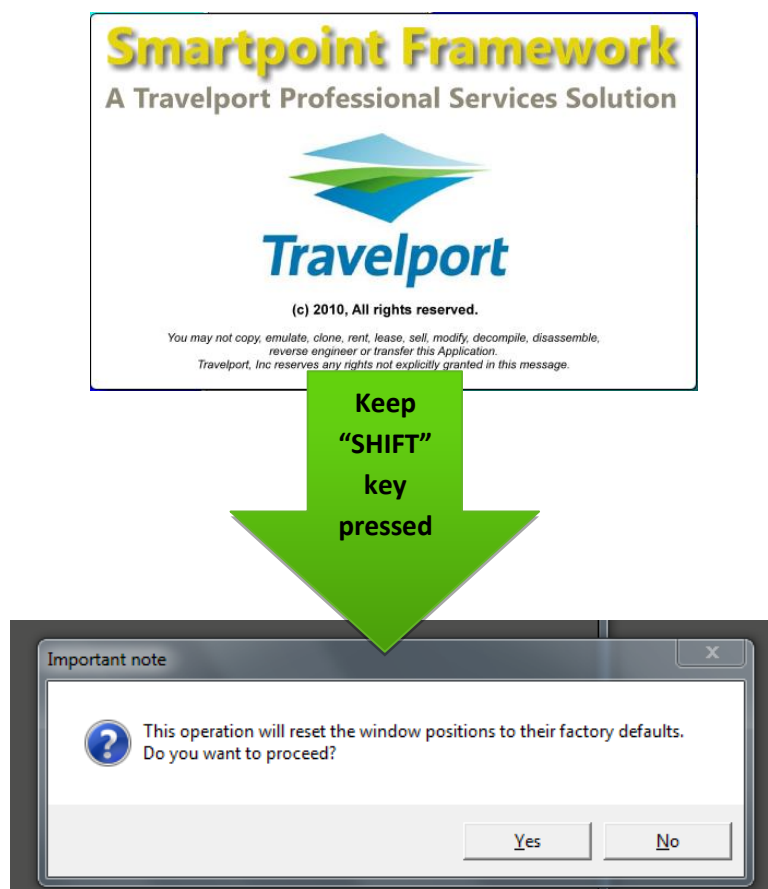
Q2. I am a Galileo or Apollo agent and some other GDS formats are not supported even I have configured the secondary language to use that GDS Language format. What is the problem?

A2. As mentioned in this document, **not** all the “secondary” GDS languages are supported. For example, if the “primary” language is set to Galileo and the “secondary” language is set to Apollo then it **doesn’t mean** that all Apollo formats can be used in the Galileo system by using Travelport Smartpoint App™, only a limited subset of the Apollo (or any other) GDS are supported. This feature **is not meant** to be a replacement for training, instead, it was implemented to help the transition from one GDS to another, or for large organizations that have global call centers to better support their customers.

Q3. When launching Travelport Smartpoint App™ I can’t see the application in the screen.

A3. This occurs in some scenarios, such as multi-monitor setups, or when the configuration file is corrupted. In order to start it up with a default configuration follow these simple steps:

1. Click on the Travelport Smartpoint App™ launch button in Galileo Desktop
2. When the Travelport Smartpoint App™ splash screen is shown, press *shift* and keep it pressed until a message is shown asking for a configuration reset.



3. Click **Yes**.

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