

# Smartpoint Custom Trip Quote

User Guide Version 9.1.54.0

# **Document revision history**

Date	Section/page	Update description	Contact
January 2019	All sections	Creation for release v9.1.54.0	Clementine Leandri

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# Introduction

Smartpoint Custom Trip Quote is an application that offers the following main functionalities:

- Quote: can be used to email quotes from the agency to travelers with all the details of their trips, including air, hotel and car.
- Booked itinerary: to email a booked itinerary from the agency to traveler(s) with all their trip details.
- Flight schedule: quick and easy way to email flight schedule based on air availability from the agency to travelers.
- Save/retrieve a quote (limit of 20 records per agent).
- Book from the saved template (air only).
- Retrieve a saved quote within a same agency Pseudo City Code (PCC) .

Custom Trip Quote is an enhanced regional version of Trip Quote (included with Smartpoint).

# **Availability**

Availability: Travelport Apollo (1V) and Travelport Galileo (1G).

# Languages

Language supported: English, Spanish, French, and Portuguese.

# Requirements

Compatible with both Smartpoint 8 and 9 versions. Minimum requirement: Travelport Smartpoint version 8.1 and higher.

# Installation

- 1. Close Smartpoint application.
- 2. Press on the .MSI file that was downloaded from Marketplace.
- 3. Accept the Terms and Conditions and press Install.

援 Travelport Smartpoint Exter	nsion - Custom Trip Quote Setup — — X Please read the Travelport Smartpoint Extension - Custom Trip Quote License Agreement
	TRAVELPORT CLICK-WRAP LICENCE AGREEMENT
	"Licensee" refers to the person using or initiating the installation of this software (the "Software" as used in this document). Your use of this Software and any associated software or documentation provided by Travelport or an authorized Travelport distributor or affiliate, as applicable (together, "Travelport") or third party licensor (the "Licensor") is subject to the terms and conditions set forth herein (the "Click-Wrap Agreement") and in your subscriber agreement
	$\checkmark$ I accept the terms in the License Agreement
Print	Back Install Cancel

- 4. If prompted, allow installer to make changes.
- 5. Once installation is complete, press **Finish**.

🖟 Travelport Smartpoint Exter	nsion - Custom Trip Quote Setup 🛛 🗆	×
	Completed the Travelport Smartpoint Extension - Custom Trip Quote Setup Wizard	
	Click the Finish button to exit the Setup Wizard.	
	Back Finish Cancel	

# **Known limitations**

While we are trying to integrate as many quoting features and functionalities within Custom Trip Quote, the app does have some limitations:

- <u>Book from a saved quote</u>: for the time being, only air quotes can be booked from a **Retrieve** tab. Agents cannot book car and hotel reservation from a saved quote.
- <u>Limit of 20 saved quotes per user</u>: Custom Trip Quote has a limit of 20 saved quotes per agent, regardless the quote type (air/hotel/air quotes, booked itinerary or flight schedule).
- <u>Email PDF option and email body text</u>: when selecting the preference to always Email PDF, the quote is created as a PDF and attached to an empty email when pressing the Email icon. However, the email opens with only the PDF attachment and no body text is added to the email. Agent can add any information they want to the email. To also have the quote content display as body text of the email, the agent work-around is to Copy to clipboard and paste the content in the body of the email.

Most of the browsers and operating system (OS) already has built-in PDF support. If you are not able to open the PDF, you may need to install Adobe Acrobat Reader.

- <u>Maximum of 5-6 PDF pages</u>: when saving a quote using the **Save as PDF** icon, only a maximum of 5 to 6 pages can be saved as PDF. If over 6 pages, the PDF will be created and saved, but content over 6 pages will be missing.
- <u>Color and font customization</u>: some areas of the quotes or itinerary do not allow color and font customization, such as traveler information or record locator.
- <u>Default fee amount for Booked Itinerary</u>: when adding a default fee amount to the **Booked Itinerary** tab, the fee will be applied per fare and/or ticket. The default fee will not apply to the PNR or complete itinerary and cannot currently be broken down as a preference. Current work-around would be to divide the total fee by the number of fares/tickets/passengers (ie: to charge \$50 for 2 tickets, set-up a fee of \$25).
- <u>Fare rules not displayed</u>: Custom Trip Quote is powered by Trip Quote and getting most information, including fare rules information from Trip Quote. If Custom Trip Quote doesn't give fare rules information, it is very likely that Trip Quote is not returning this information for the app to display it.

An incident should be opened in MyTravelport to escalate the issue. Use category Smartpoint Application Error, add Trip Quote as the subject. The incident must include details of the example and Trip Quote screenshots.

- <u>Flight duration with Classic and Simple themes</u>: for round-trip connecting flights, the flight duration will only display per flight and not for the total journey of each direction. Connecting flights will display the total journey duration only for one-way itineraries.
- <u>Retrieve a saved record with a logo</u>: an agent can retrieve a record saved by another agent within the same PCC. However, when retrieving the saved record, the logo configured in the template might not display depending on how the logo has been configured.

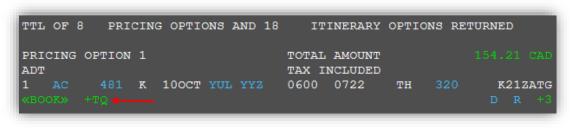
More information about known limitations will be provided in each related section of this document.

# Quote

# **Overview**

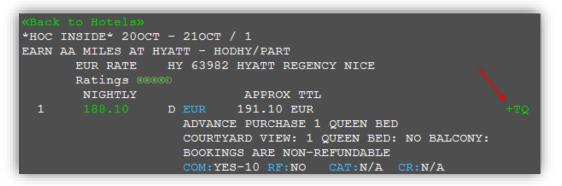
Custom Trip Quote offers a quick and easy way for an agent to email quotes to a traveler(s) with all the details of their trip, using a theme of his choice. The Quote feature works for air, hotel and car quotes. The tool gives a wide range of options and filters that can be applied from one quote to another. Once ready, the quote can be saved for future use, saved as PDF, can be emailed (body text or PDF) or copied to the clipboard.

A clickable action, represented by the green **+TQ**, is available for Air Fare Shopping, Hotel and Car availability:



Hotel Availability results screen

Air Shop (FS) results screen



Car Availability results screen

COTE D AZUR AR	PT * SU 200CT	12:00 PM -2	10CT * STND/P	ROM * EUR
SORT BY VENDOR	LOC TYPE	RATE	FK .	APPROX TOTAL
RATES NOT VALI				<b>4</b>
1+ ALAMO 2+ ENTERPRISE		59.20 RD 61.72 RD	UNL 0.00 UNL 0.00	59.20 +TQ 61.72 +TQ
3+ ADVANTAGE		19.53 RD	UNL 0.00	67.48 +TQ

- 1. Press **+TQ** to add the selection to Custom Trip Quote.
- 2. Type **#CTQ** to launch Custom Trip Quote.

You can also press the Custom Trip Quote button in Smartpoint.

 Custom Tri	p Quote				
СТQ 4	MQ	QCT	Ρ	0	

1	#СТQ	
>#C >	ΤQ	

When using the Quote feature, Custom Trip Quote provides the following options:

- o 5 different layout themes: Classic, Mobile, Plain, Simple and Smartpoint
- 24-hour or 12-hour format hour display
- o Duration
- Operated by
- Baggage allowance
- Sort by price
- Stop detail
- Hide/Clear option(s)
- Book/Remove an option
- o Add a service/administration fee
- $\circ$   $\;$  A friendly set of configurable options that can be included to the template:
  - Price and price details
  - Booking reference(s)
  - Traveler's name(s)
  - Frequent flyer(s)
  - Vendor logo(s)
  - Agency information
  - Titles/Sentences/Footers
  - o Options rules (summarized, detailed, penalties only or custom)
- o Configurable agency template

Some of the options above, such as booking reference, traveler name or frequent flyer can only be used if a PNR is open while using the quote feature.

<ol> <li>Travelpo</li> </ol>	ort, Demo	ke Street, Irvine, CA 92618 P: (94	9) 336-2000 Record Locator: XN589G
Flight Option	on 1		
Montreal - E	Bogota		
() AC 1952	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 22:45	El Dorado International, Bogota (BOG) Wed 21Oct20, 04:15 Terminal 1	Cabin Class: Economy (A) Aircraft: Boeing 767-300 Airline: Air Canada Stop: 0
Bogota - Mo	ontreal		
() AC 1953	El Dorado International, Bogota (BOG) Fri 30Oct20, 09:00 Terminal 1	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Fri 30Oct20, 16:20	Cabin Class: Economy (A) Aircraft: Boeing 767-300 Airline: Air Canada Stop: 0
			Total Fare: 770.30 CAD
Flight Optio	on 2		
Montreal - E	Bogota		
DL 5525	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 12:50	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tue 20Oct20, 15:48 Terminal I	Cabin Class: Economy (X) Aircraft: Canadair Regional Jet 900 Airline: Deta Stop: 0
DL 981	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tue 20Oct20, 18:02 Terminal I	El Dorado International, Bogota (BOG) Tue 20Oct20, 21:50 Terminal 1	Cabin Class: Economy (X) Aircraft: Boeing 757-200 Airline: Delta Stop: 0
Bogota - Mo	ontreal		
	El Dorado International, Bogota (BOG) Fri 30Oct20, 00:10	John F Kennedy Intl, New York (JFK) Fri 30Oct20, 07:00	Cabin Class: Economy (T) Aircraft: Boeing 757-200
Filter Panel			
Check A	II <u>Hide</u> / <u>Clear</u> Action	Total Admin fee Duration	Sort by price Theme Simple 🗸
🗌 Flight C	Option 1 🕀 🕞	770.30 Operated By	Stop detail Hour Format:
🗌 Flight C	Option 2 🕀 🕞	915.00 Baggage allowand	
		Include	
		✓ Price Price details ✓ Booking Reference	✓ Traveler Name    ✓ Agency Info     □ Frequent Flyer  □ Titles/Sentences     ice    ✓ Vendor logo  □ Footers
		Rules:     Summary	Details O Penalties O Custom

When using the quote feature, agents have the following options to choose from:

- Save as PDF
- Email
- Copy to Clipboard

Show More Options Hide Filter Panel Template English V C 🔂 🖂 🗂 X
--

Agents can also **Email as PDF**. Refer to the *Email quotes* section of this guide for more information.

# Adding a quote

#### Air quote

1. Press **+TQ** to add the selection to Custom Trip Quote, from the fare shopping result screen.

1	FSYU	L200CTB	0G26	OCTYUL/	/RMC	0300						◎ ♥ ⇒
>												
TT:	LOF	37 PRI	CIN	G OPTI	ONS 2	AND 65	5 IT	INERAI	RY	OPTIC	ONS RET	URNED
PR	ICING	OPTION	1				TOTAL	AMOUI	ЯT			614.80 CAD
AD	P						TAX I	NCLUDI	ED			
1	CM	423	W	200CT	YUL	PTY	0910	1416		TU	738	WAA7TY1N
2	CM	633	W	200CT	PTY	BOG	1529	1707		TU	738	WAA7TY1N
3	CM	416	W	260CT	BOG	PTY	1517	1710		мо	738	WAA7TY1N
4	CM	422	W	260CT	PTY	YUL	1805	0052	#	MO	738	WAA7TY1N

2. Type **#CTQ** to open Custom Trip Quote.

Flight Option 1				
Montreal - E	Bogota			8h 57m
CM 423	DEPART: Pierre Elliott Trudeau Intl Arp Tuesday 20 October 2020, 0	t, Montreal (YUL) T	ARRIVE: Focumen Intl Arpt, Panama Fuesday 20 October 2020,	
	m Cabin Class: Economy (W) Stop: 0 Baggage Allowance:		7-800 Airline: Copa Airline	es Operated By:
CM 633	DEPART: Tocumen Intl Arpt, Panama ( Tuesday 20 October 2020, 0	City (PTY) E 3:29PM T	ARRIVE: El Dorado International, Bo <sup>r</sup> uesday 20 October 2020, <sup>r</sup> erminal 1	
	8m Cabin Class: Economy (W Stop: 0 Baggage Allowance:	· ·	37-800 Airline: Copa Airlin	nes Operated By:
Bogota - M	ontreal			8h 35m
CM 416	DEPART: El Dorado International, Bogo Monday 26 October 2020, 03 Terminal 1	ota (BOG) T	ARRIVE: Focumen Intl Arpt, Panama Monday 26 October 2020, (	
	3m Cabin Class: Economy (W Stop: 0 Baggage Allowance:		37-800 Airline: Copa Airlin	nes Operated By:
CM 422	DEPART: Tocumen Intl Arpt, Panama ( Monday 26 October 2020, 06	City (PTY) F	ARRIVE: Pierre Elliott Trudeau Intl An Tuesday 27 October 2020,	
	7m Cabin Class: Economy (W Stop: 0 Baggage Allowance:	,	37-800 Airline: Copa Airlin	nes Operated By:
Flight Option 2				
Montreal - E	Bogota			6h 30m
AC 1952	DEPART:	<b>A</b>	ARRIVE:	
ilter Panel Check All Hide Flight Option Flight Option Flight Option	1 (⊕ ) 61 2 (⊕ ) 90	5.10 Op	ation Sort by pric erated By Stop detail ggage allowance	e Theme Smartpoint V Hour Format: C 24-hour © 12-hour

# Car quote

1. Press the **+TQ** to add the car quote to Custom Trip Quote, from the Car Availability display.

SORT BY VENDOR LOC TYPE RATE FM APPROX TOTAL	> DUBLIN ARPT *	FR 21FEB 12:00	PM -25FEB *	STND/PROM *	EUR
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION	SORT BY VENDO	R LOC TYPE	RATE	FM J	PPROX TOTAL
	RATES NOT VAL	IDATED FOR CD#/	ID# AND/OR DI	ROP OFF LOCAT	/
	2+ EUROPCAR	T S G EDMN	6.27 RD	UNL 0.00	28.47 +TQ
2+ EUROPCAR T S G EDMN 6.27 RD UNL 0.00 28.47 +TQ					

2. Type **#CTQ** to open Custom Trip Quote and review your selection.

	light Schedule	Retrieve	
Car Option 1 Europear Dublin Airport, Dublin Arpt (Dub) 4-Door Economy Manual No air Miles included: unlimited Estimated total: 28.47 EUR Da			L2:00PM - TUE 25FEB20 12:00PM
Car Option 2 Sixt Rent A Car Dublin Airport, Dublin Arpt (Dub) Economy Manual No air Miles included: unlimited	-	FRI 21FEB20 1	L2:00PM - TUE 25FEB20 12:00PM
Estimated total: 29.56 EUR Da Car Option 3 Budget Rent & Car Dublin Airport, Dublin Arpt (Dub) Economy Manual No air Miles included: unlimited Estimated total: 47.30 EUR Da	-	FRI 21FEB20 1	L2:00PM - TUE 25FEB20 12:00PM
Car Option 4 Alamo Rent A Car In Terminal No Debit Cards, Dub Economy Manual No air	lin Arpt (Dub)	FRI 21FEB20 1	L2:00PM - TUE 25FEB20 12:00PM
Miles included: unlimited Estimated total: 72.24 EUR Da	ily Rate: 18.06 E	UR	
Estimated total: 72.24 EUR Da	ily Rate: 18.06 E	UR	
Estimated total: 72.24 EUR Da	Action	Total Fee 28.47	✓ Duration     Sort by price Theme Plain     ✓     ✓     Operated By     ✓     Stop detail     Hour Format:
Estimated total: 72.24 EUR Da	Action	Total Fee	✓ Operated By     ✓ Stop detail     Hour Format:       ✓ Baggage allowance     ○ 24-hour     ⑥ 12-hour       Include
Filter Panel  Check All Hide / Clear Car Option 1 Car Option 2 Car Option 3	Action (+) (-) (+) (+) (-) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+)	Total         Fee           28.47	✓ Operated By         ✓ Stop detail         Hour Format:           ✓ Baggage allowance         © 24-hour         © 12-hour

#### Hotel quote

1. Press the **+TQ** button to add the hotel quote to Custom Trip Quote, on the room rate page.



2. Type **#CTQ** to open Custom Trip Quote and review your selection.

IIav	elport 🔫	16455 Bake Stre	eet, Irvine, CA 92618	P: (949) 336-2000	
Hotel Optio	on 1 <u>Hilton Heathrow Term 5</u> (Hilton Hotels) Poyle Road Colnbrook SI3 0Ff Gb		eck-in: Tue 20Oct20 eck-out: Wed 21Oct20	Flexible rate king gu room - comp wifi and access, Rate Code: , Bed: UNK	l gym spa
Price Per N	light: 153.00 GBP (including	tax)	Ap	proximate total including all known	taxes: 153.00 GBP
Hotel Opti	on 2				
	Hilton Heathrow Term 5 (Hilton Hotels) Poyle Road Colnbrook SI3 0Ff		eck-in: Tue 20Oct20 eck-out: Wed 21Oct20	Flexible rate king exe lounge access 28sqr bfast comp wifi - spa A0DLV6	m - exec lounge inc
Drice Der N	Gb light: 203.00 GBP (including	fav)	<u> </u>	Bed: UNK proximate total including all known	taxes: 203.00 GBP
		10,7)	~	proximate total melading all known	12XC3. 205.00 GBI
Hotel Optio	Hilton Heathrow Term 5	Che	eck-in: Tue 20Oct20	Flexible rate king on	e bedroom suite with
Price Per N	(Hilton Hotels) Poyle Road Colnbrook SI3 0Ff Gb light: 333.00 GBP (including	Che	eck-out: Wed 21Oct20	lounge access comp room spa access, Ra Bed: UNK proximate total including all known	wifi separate living ate Code: A0FLV6
	(Hilton Hotels) Poyle Road Colnbrook SI3 0Ff Gb	Che	eck-out: Wed 21Oct20	lounge access comp room spa access, Ra Bed: UNK	wifi separate living ate Code: A0FLV6
	(Hilton Hotels) Poyle Road Colnbrook SI3 0Ff Gb liight: 333.00 GBP (including	Che	eck-out: Wed 21Oct20	lounge access comp room spa access, Ra Bed: UNK	wifi separate living ate Code: A0FLV6
Price Per N	(Hilton Hotels) Poyle Road Colnbrook SI3 0Ff Gb liight: 333.00 GBP (including All Hide / Clear	Che	sck-out: Wed 21Oct20 Ap Fee ☑ Duration	Iounge access comp room spa access, Ra Bed: UNK proximate total including all known	wifi separate living ate Code: A0FLV6
Price Per N	(Hilton Hotels) Poyle Road Colmbrook SI3 0FF Gb liight: 333.00 GBP (including All <u>Hide / Clear</u> Option 1	Che tax) Action Total	Fee Duration	Iounge access comp room spa access, Ra Bed: UNK proximate total including all known Sort by price Th d By Stop detail Ho	wifi separate living ate Code: A0FLV6 In taxes: 333.00 GBP
Price Per N	(Hilton Hotels) Poyle Road Colnbrook SI3 0Ff Gb liight: 333 00 GBP (including All <u>Hide / Clear</u> Option 1 Option 2	Action Total	Fee Duration	Iounge access comp room spa access, Ra Bed: UNK proximate total including all known Sort by price Th d By Stop detail Ho	wifi separate living ate Code: A0FLV6

## **Refresh a quote**

After modifying an option and/or a filter, you need to refresh for the change to take effect. Press the **REFRESH** button to update and redisplay, after making a change.

Filter Panel Check All Hide / Clear Hotel Option 1 Hotel Option 2 Hotel Option 3	Action ⊕ — ⊕ — ⊕ —	Total         Fee           153.00	✓ Duration ✓ Operated By ✓ Baggage allowance	Sort by price	Theme Simpl Hour Format: C 24-hour 6	
Show More Options	Hide Filter Panel	<u>Template</u>	English 💙	<b>C</b> [		<b>`</b> ×
				Ri	EFRESH	

# Show/Hide more options

Press Show More Options to expand the Filter Panel and show the complete set of options.

Check All Hide / Clear	Action		Fee		Sort by price	Theme	Simple	~	Ø
Hotel Option 1	<b>⊕</b> ⊖	153.00			Stop detail	Hour Fo	ormat:		
Hotel Option 2	$\oplus \ominus$	203.00	-	Baggage allowance		C 24-1	our G	12-hour	01
Hotel Option 3	⊕ <b>⊝</b>	333.00							

Press Hide More Options to reset the Filter Panel and hide all filter options.

Filter Panel Check All Hide / Clear Hotel Option 1 Hotel Option 2 Hotel Option 3	Action         Total           ⊕         —         153.00           ⊕         —         203.00           ⊕         —         333.00	Fee Duration Operated By Baggage allowance Include	Sort by price Theme Simple V Stop detail Hour Format: e O 24-hour @ 12-hour
		Price Price details Booking Reference Rules: Summary	□ Traveler Name ☑ Agency Info Frequent Flyer □ Titles/Sentences te ☑ Vendor logo □ Footers Details ◎ Penalties @ Custom
Hide More Options	Hide Filter Panel	Template English V	C 🗊 🖂 🗍 🗙

# **Hide/Show Filter Panel**

Press Hide Filter Panel to hide the Filter Panel.

Check All Hide / Clear	Action	Total	Fee	Duration	Sort by price	Theme	Simple	~	ö
Hotel Option 1	⊕⊕	153.00			Stop detail	Hour Fo			1
Hotel Option 2	$\odot$	203.00		Baggage allowance	Contraction of the second			12-hour	
Hotel Option 3	$\odot$	333.00				241	iour	12-110di	
		/							

Press Show Filter Panel to reset the Filter Panel and display it again.

í									
	Show More Options	Show Filter Panel	Template English	~	G	Ę	$\bowtie$	Ê	×
									-

## **Filter Panel**

Check All Hide / Clear  Flight Option 1  Flight Option 2  Flight Option 3  Flight Option 4  Car Option 1  Car Option 2  Car Option 3  Hotel Option 1  Hotel Option 2	Action	Total         Fee           172.50	✓ Duration       Sort by price       Theme       Simple       ✓         ✓ Operated By       ✓ Stop detail       Hour Format:         ✓ Baggage allowance       © 24-hour       © 12-hour         Include       ✓       ✓         ✓ Price       Traveler Name       ✓ Agency Info         ✓ Price details       Frequent Flyer       Titles/Sentences         Booking Reference       ✓ Vendor logo       Footers         ☐ Rules:       ✓       Operate Custom
--	--------	------------------------------------	--

#### Check All Hide/Clear

Check All allows to quickly select all or none options.

If you select this box, all options will be selected. If you unselect this box, all the options will be unchecked. You can also individually select a check box, to select each option individually.

After selecting one or multiple boxes, you can press Hide or Clear:

- Hide will hide the selected option(s) from the quote
- **Clear** will remove the options(s) from Custom Trip Quote entirely.

To unhide, unselect the option and press Hide.

Below sample, Flight Option 2 and 3 are hidden from the Quote.

Filter Panel						
Check All Hide / Clear	Action	Total F	Fee	Duration	Sort by price	Theme Simple 🗸 🖏
Flight Option 1	$\oplus \bigcirc$	172.50		Operated By	Stop detail	Hour Format:
Flight Option 2	$\oplus \bigcirc$	172.50		Baggage allowance		O 24-hour I 12-hour
Flight Option 3	$\oplus \bigcirc$	172.50		Include		
Flight Option 4	$\oplus \bigcirc$	172.50		✓ Price	Traveler Nam	e 🗹 Agency Info

# Action

Filter Panel	<u> </u>		
Check All Hide / Clear	Action	Total Fee	
Flight Option 1	$\oplus \ominus$	172.50	
Flight Option 2	$\oplus \ominus$	172.50	
Flight Option 3	$\oplus \Theta$	172.50	

Press the + to prompt a dialog box, asking you if you want to book this option:

Travelport	Smartpoint		
0	Do you want to book Flight Optic	on 1?	
	I	<u>Y</u> es	<u>N</u> o

Press the – to prompt a dialog box to remove the option from the quote:

Travelport S	Smartpoint	
0	Do you want to remove Flight Option 2? Yes	No

#### Administrative fee

**Include Price** must be selected to enter the Administrative Fee and to show the price in the quote. See below an example to add an administrative fee amount to different options.

Check All <u>Hide / Clear</u> Flight Option 1 Flight Option 2 Flight Option 3	Action (+) (-) (+) (+) (-) (+) (+) (-) (+) (+) (-) (+) (+) (+) (-) (+) (+) (+) (+) (+) (+) (+) (+) (+) (+)	Total 172.50 172.50 172.50	30	Duration Operated By Baggage allowance Include	Stop detail	Theme Simple V Hour Format: C 24-hour @ 12-hour
Flight Option 4	$\oplus \ominus$	172.50	30	Price	Traveler Nam	e Agency Info

Amounts are added up to the quote totals, where applicable.

Selecting Include Price details will display the breakdown of the fare, including the added administration fee.

ote 🕀	Booked itinerary Flight Schedule	Retrieve		
Flight Optic	on 1			
Chicago - M	liami			
AA 2498	O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 06:30AM Terminal 3	Miami Intl, Miami (MIA) Tue 20Oct20, 10:34AM	Cabin Class: Economy (N) Aircraft: Airbus Industrie A321 Airline: American Stop: 0	
Price per ad	dult: 143.00 CAD + Tax 29.50 CAD + Adn	nin fee 30.00 CAD	Total Fare: 202.50 CAD	
Flight Optic	on 2			
Chicago - M	fiami			
AA 335	O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 12:00PM Terminal 3	Miami Intl, Miami (MIA) Tue 20Oct20, 04:04PM	Cabin Class: Economy (N) Aircraft: Boeing 757-200 Airline: American Stop: 0	
Price per ad	dult: 143.00 CAD + Tax 29.50 CAD + Adm	nin fee 30.00 CAD	Total Fare: 202.50 CAD	

#### Change the fee label

1. Press on Template.

Check All Hide / Clear	Action		Admin fee		Duration	Sort by pr		Theme	Simple	~	ζ
Flight Option 1 Flight Option 2		172.50 172.50		I	Operated By Baggage allowance	Stop detai		Hour Fo	ormat:		
Flight Option 3	$\oplus \Theta$	172.50	30	Ŧ				24-1	iour 🥶	12-nou	r
		~	Template		alish 🗸	-	Ę		- 14	5	

2. In the **Preferences** tab, change the **Fee label.** Press **SAVE.** 

Press **Back** to return to Custom Trip Quote.

Custom Trip Quote 9.1.42.0	x
<ul> <li>Fields support Html</li> <li>Sample: use below html img elemer <img agency="" field,="" make="" name"="" save<br="" src="(AgencyLogo)" sure="" width="2&lt;/li&gt; &lt;/ul&gt;&lt;/td&gt;&lt;td&gt;nt to use Agency logo and enter in the " you=""/>200" height="auto"/&gt;</li></ul>	
A Template = "English"	x
<ul> <li>Agency Info</li> </ul>	
► Titles	
<ul> <li>Sentences</li> </ul>	
► Footers	
Fee label       Admin fee         Classic Theme – alternate bit         Display amounts with a thout         Email Pdf         Applies to quote         Separate lines for Air Fare R         Applies to booked itinerary         Default fee amount         Remove Purchase ticket no         Claulate Grand Total for air	lules Remove Purchase ticket no later than Don't prompt me Separate lines for Air Fare Rules later than
Disclaimer	
Include Time stamp	Message Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes axes" or "conditions may apply, subject to change"
Back Import   Export	SAVE RESET CLOSE

## **Duration**

If **Duration** is selected, the flight duration will display per flight segment and for the total journey.

Flight Option	on 2		×
Montreal - E	logota		10
DL 5525	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 12:50	Hartsfield Jackson Intl Arpt, Atlanta (ATC) Tue 20Oct20, 15:48 Terminal I	Cabin Class: Economy (X) Duration: 2h 58m Aircraft: Canadair Regional Jet 900 Airline: Delta Stop: 0
DL 981	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tue 20Oct20, 18:02 Terminal I	El Dorado International, Bogota (BOG) Tue 20Oct20, 21:50 Terminal 1	Cabin Class: Economy (X) Duration: 4h 48m Aircraft: Boeing 757-200 Airline: Delta Stop: 0

Note: when using Classic and Plain themes, for round-trip connecting flights, the flight duration will only display per flight and not for the total journey of each direction. Connecting flights will display the total journey duration only for one-way itineraries.

Round-trip itinerary with connecting flights doesn't show the total journey time per direction

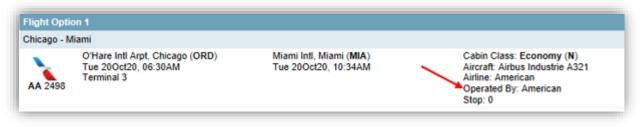
Flight Option	Q TUE	Montreal/YUL	- London/LHR	09:35PM	09:10AM WED	210CT20
AA 6588 Duration: 2h 5m		London/LHR	- Nice/NCE	11:30AM	02:35PM	
AA 6494 ( Duration: 2h 10m	_	Nice/NCE	- London/LHR	03:25PM	04:35PM	
AA 6223 ( Duration: 7h 10m		London/LHR	- Montreal/YUL	05:40PM	07:50PM	

One-way itinerary with connecting flights shows the total journey time

light Option	1 Total elapsed time: 7h 59m	<b>←</b>	
A 1411	K TUE 200CT20	Chicago/ORD - Miami/MIA	05:36AM 09:40A
Duration: 3h 4m	←		
A 913	K TUE 200CT20	Miami/MIA - Bogota/BOG	10:50AM 01:35P
Duration: 3h 45m	<u> </u>		

## **Operated by**

If **Operated By** is selected, the operating carrier information will display on the quote.



Flight Option 5	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / London Heathrow	Tue 20 October	09:35PM-Wed 21Oct 09:10AM	American - Operated By: British Airways	8	Economy (Q)	6222
	London Heathrow / Nice Cote D Azur Arpt	Wed 21 October	11:30AM-02:35PM	American - Operated By: British Airways	0	Economy (Q)	6588
	Nice Cote D Azur Arpt / London Heathrow	Thu 22 October	03:25PM-04:35PM	American - Operated By: British Airways	0	Economy (Q)	6494
	London Heathrow / Montreal Pierre Elliott Trudeau Intl Arpt	Thu 22 October	05:40PM-07:50PM	American - Operated By: British Airways	0	Economy (Q)	6223

#### Baggage allowance

If **Baggage allowance** is selected, baggage information will display on the air quote.

Chicago - E	logota	
AA 1411	DEPART: O'Hare Intl Arpt, Chicago (ORD) Tuesday 20 October 2020, 05:36AM Terminal 3	ARRIVE: Miami Intl, Miami (MIA) Tuesday 20 October 2020, 09:40AM
Cabin Class: piece	Economy (K) Aircraft: Boeing 737-800 Airli	ne: American Stop: 0 Baggage Allowance: *

#### Sort by price

If **Sort by price** is selected, options will be sorted lowest to highest within the same quote type (Air, Car, Hotel). If not selected, quotes by default don't have any sort order, quotes will display in the order they were added.

Check All Hide / Clear	Action	Total Admin fee	Check All Hide / Clear	Action Total Admin fe
Flight Option 1	$\oplus \Theta$	1196.40	Flight Option 1	
Flight Option 2	$\oplus \ominus$	1196.40	Flight Option 2	(1196.40)
Flight Option 3	$\oplus \ominus$	1262.40	Flight Option 3	(1199.60)
Flight Option 4	$\oplus \ominus$	1199.60	Flight Option 4	① 1262.40

#### Stop detail

If **Stop detail** is selected, the stop details will display.

Applies only to flights including a stopover.

Flight Optic	Flight Option 5							
New York -	Singapore							
\$Q 25	John F Kennedy Intl, New York (JFK) Tue 20Oct20, 08:55PM	Changi Intl Arpt, Singapore (SIN) Thu 22Oct20, 06:50AM	Cabin Class: Economy (V) Aircraft: Airbus Industrie A380-800 Pax Airline: Singapore Airl Stop: 1 - Frankfurt (FRA) 1h 50m					

## **Include options**

Check All <u>Hide / Clear</u> Flight Option 1 Flight Option 2 Flight Option 3 Flight Option 4 Flight Option 5	Action (⊕) □ (⊕)	Total         Admin fee           1196.40	□ Duration       □ Sort by price       Theme       Simple       Image: Simple
---	---	---	---

#### Price

If **Price** is selected, the price will display on the quote option(s).

```
Flight Option 1
AA 931
          Q TUE 200CT20
                                   Miami/MIA - Buenos Aires/EZE
                                                                    10:35PM 08:30AM WED 210CT20
Operated By: American
                         Buenos Aires/EZE - Miami/MIA
800 AA
         Q FRI 300CT20
                                                                   10:54PM 06:55AM SAT 310CT20
Operated By: American
Total Fare: 1262.40 CAD 4-
Car Option 1
                                      TUE 200CT20 12:00PM - FRI 300CT20 12:00PM
Alamo Rent A Car
Autopista Tte Gral Ricchie, Ministro Pistarini (Eze)
4-Door Compact Manual
Kilometers included: unlimited
Estimated total: 37221.03 ARS
```

#### **Price details**

Price needs to be selected to be able to select this option.

If Price details is selected, the price information will be detailed: taxes and administrative fee if applicable.

```
Flight Option 1
AA 931
         Q TUE 200CT20
                                    Miami/MIA - Buenos Aires/EZE
                                                                    10:35PM 08:30AM WED 210CT20
Operated By: American
                           Buenos Aires/EZE - Miami/MIA
AA 908
          Q FRI 300CT20
                                                                     10:54PM 06:55AM SAT 310CT20
Operated By: American
Total Fare: 1292.40 CAD Price per adult: 1087.00 CAD + Tax 175.40 CAD + Admin fee 30.00 CAD 🗲
Car Option 1
Alamo Rent A Car
                                       TUE 200CT20 12:00PM - FRI 300CT20 12:00PM
Autopista Tte Gral Ricchie, Ministro Pistarini (Eze)
4-Door Compact Manual
Kilometers included: unlimited
Estimated total: 37221.03 ARS Weekly Rate: 18900.00 ARS 🗲
```

#### **Booking reference**

If **Booking Reference** is selected and a reservation is active in the PNR viewer, the host booking reference (Travelport Apollo/Galileo locator) will display.

		_	Record Locator: KVN85
Flight Opti	on 1		
Miami - Bue	enos Aires		
AA 931	Miami Intl, Miami (MIA) Tue 20Oct20, 10:35PM	Ministro Pistarini, Buenos Aires (EZE) Wed 21Oct20, 08:30AM Terminal 0	Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0
Buenos Aire	es - Miami		
AA 908	Ministro Pistarini, Buenos Aires (EZE) Fri 30Oct20, 10:54PM Terminal A	Miami Intl, Miami (MIA) Sat 31Oct20, 06:55AM	Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0

#### Traveler name

If **Traveler Name** is selected and a reservation is active in the PNR viewer, the traveler name(s) will display.



#### **Frequent flyer**

Traveler Name must be selected to be able to select this option.

If **Frequent Flyer** is selected and a reservation is active in the PNR viewer, the frequent flyer number(s) will display, if any can be found.

Note: All frequent flyer numbers found in the PNR will display, not only the one(s) associated with the quote.

light Opti	on 1		
liami - Bue	nos Aires		
AA 931	Miami Intl, Miami (MIA) Tue 20Oct20, 10:35PM	Ministro Pistarini, Buenos Aires (EZE) Wed 21Oct20, 08:30AM Terminal 0	Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0
uenos Aire	es - Miami		
AA 908	Ministro Pistarini, Buenos Aires (EZE) Fri 30Oct20, 10:54PM Terminal A	Miami Intl, Miami (MIA) Sat 31Oct20, 06:55AM	Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0

#### Vendor logo

This option only applies to the following themes: Mobile, Smartpoint and Simple.

If **Vendor logo** is selected, the vendor logo will appear for each component of your options.

Miami - Bue	enos Aires	
AA 931	DEPART: Miami Intl, Miami (MIA) Tuesday 20 October 2020, 10:35P	ARRIVE: Ministro Pistarini, Buenos Aires (EZE) W Wednesday 21 October 2020, 08:30AM Terminal 0
Cabin Class:	Economy (Q) Aircraft: Boeing 777-2	00 Airline: American Stop: 0
Buenos Air	es - Miami	
AA 908	DEPART: Ministro Pistarini, Buenos Aires (Ez Friday 30 October 2020, 10:54PM Terminal A	ARRIVE: Miami Intl, Miami (MIA) Saturday 31 October 2020, 06:55AM
Cabin Class:	Economy (Q) Aircraft: Boeing 777-2	00 Airline: American Stop: 0
Car Option 1		
Alama Alamo I	Rent A Car	
Autopista Tt	October 2020 12:00PM e Gral Ricchie arini (Eze) s, Argentina	Drop Off Friday 30 October 2020 12:00PM

## Agency info

If **Agency Info** is selected, already configured agency information will display on top of the quote.

Note: Refer to the Template section for more information.

(+)	Booked itinerary Flight Sche	dule Retr	ieve				
	elport < 164	55 Bake S	Street, Irvine, CA 9261 Hour	8 P: (949) 336-	2000		
Flight Option 1	From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Lima Jorge Chavez International Arpt	Tue 20 October	02:05-06:44	LATAM Group	0	Economy (N)	2461
	Lima Jorge Chavez International Arpt / Buenos Aires Ministro Pistarini	Tue 20 October	08:10-14:40	LATAM Group	0	Economy (N)	8011
	Buenos Aires Ministro Pistarini / Lima Jorge Chavez International Arpt	Fri 30 October	04:20-07:10	LATAM Group	0	Economy (N)	7900
		Fri 30				Economy	

#### **Titles/Sentences**

If **Titles/Sentences** is selected, already configured titles and sentences will display when preparing/sending quotes to clients.

*Refer to the* Templates *section of this guide for more information on how to create titles and sentences for your quotes, export/import them to multiple agents.* 

Mapping of the Titles and Sentences when displaying a quote

Flight Option <b>1262.40</b> C/		Sentence 1
Miami - Bu	enos Aires	
AA 931	<b>DEPART:</b> Miami Intl, Miami (MIA) Tuesday 20 October 2020, 22:35	ARRIVE: Ministro Pistarini, Buenos Aires (EZE) Wednesday 21 October 2020, 08:30 Terminal 0
Cabin Class	: Economy (Q) Aircraft: Boeing 777-200 Airli	ine: American Stop: 0
Buenos Ai	res - Miami	
AA 908	<b>DEPART:</b> Ministro Pistarini, Buenos Aires (EZE) Friday 30 October 2020, 22:54 Terminal A	ARRIVE: Miami Intl, Miami (MIA) Saturday 31 October 2020, 06:55
Cabin Class	: Economy (Q) Aircraft: Boeing 777-200 Airli	ine: American Stop: 0
enalty charges	may apply in addition to any fare difference. For more i	information, contact your agent.

#### Footers

If **Footers** is selected, already configured footers will display when preparing/sending quotes to clients. The footer is added to the end of each quote type section: air, hotel and/or car.

Refer to the Templates section of this guide for more information on how to create footers for your quotes, export/import them to multiple agents.

Mapping of the Footers when displaying a quote

Flight Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #	
Total elapsed time: 1h 30m	Paris Charles De Gaulle / Nice Cote D Azur		15:25-16:55 Duration: 1h 30m	Air France	0	Economy (N) 0 bag	7706	
	ote: Availability is subject to change and fares are not guaranteed until ticketed. aggage fees may apply.							
Car Option 1	<b>Budget Ren</b> Economy Manual - Re Kilometers includ	efer to policy page led: unlimited	Pick Up Monday 20 Apr 2020 16:55 AEROPORT NICE COTE I Cote D Azur Arpt (NCE) Nice, France	D*AZUR BD NIĆ Cote D A Nice	21 Apr 2 E APT FI Azur Arpt			
	A major credit card and a valid driving license are required upon pick-up. Additional charges may apply for additional requested services, such a PS rental, additional driver							
Hotel Option 1	HVATT REGE 13 Promenade Nice 060	des Anglais	Check-in: Monday 20 Apr 2020 Check-out: Tuesday 21 Apr 2020	1 king sea view sea vie bed:, Rate Code: 2WKH		nporary decor: k	ing	
Cancellation	policy may apply.	Hotel footer	)					

# **Rules**

Within Custom Trip Quote, you can add Air and/or Hotel rules to the quotes that you send to your clients. If **Rules** is selected, you have the following options to choose from:

- o Summary
- o Details
- o Penalties
- o Custom

Filter Panel				
Check All Hide / Clear	Action	Total	Admin fee	Duration Sort by price Theme Plain 🗸 🔅
Flight Option 1	$\oplus \ominus$	1196.40	)	Operated By Stop detail Hour Format:
Flight Option 2	$\oplus \ominus$	1196.40	)	Baggage allowance
Flight Option 3	$\oplus \ominus$	1262.40	)	Include
Flight Option 4	$\oplus \ominus$	1199.60		Price Traveler Name Agency Info
Car Option 1	$\oplus \ominus$	37221.03	3	✓ Price details ✓ Frequent Flyer ☐ Titles/Sentences
				Booking Reference Vendor logo
				Rules:
				Summary C Details C Penalties C Custom
				1

Note: Rules only apply to Air and Hotel quotes.

Custom Trip Quote is powered by Trip Quote and getting most information, including fare rules information from Trip Quote. If Custom Trip Quote doesn't give fare rules information, it is very likely that Trip Quote is not returning this information for the app to display it.

An incident should be opened in MyTravelport to escalate the issue. Use category Smartpoint Application Error, add Trip Quote as the subject. The incident must include details of the example and Trip Quote screenshots.

#### Summary

Sydney -	Melbourne	
QF405	DEPART: Kingsford Smith, Sydney (SYD) Sunday 10 Feb 2019, 06:30 Terminal 3	<b>ARRIVE:</b> Tullamarine Arpt, Melbourne (MEL) Sunday 10 Feb 2019, 08:05 Terminal <b>1</b>
Duration: 1 Airways	h 35m Cabin Class: Economy (E) Aircraf	t: Boeing 737 Passenger Jet Operated By: Qantas
8. STOPOVERS CONDITIONS A 9. TRANSFERS CONDITIONS A 10. COMBINAE SOJ/DOJ/RT/C 15. SALES RE CONDITIONS A 16. PENALTIE CHG-99AUD/FR 19. CHILDREN	P PPLY ES/TKT TKT REQ OD AFT RES.TKT REQ 28D BEF DEP. PPLY /ROUTING PPLY ILITY T/EOE STRICTIONS PPLY	

329.00 AUD Doubletree By Hilton Melbourne - FI (Hilton Hotels) Doubletree By Hilton Melbourne - FI Check-in: 270 Flinders Street Thursday 20 February 2020 Melbourne V 3000 Check-out: Friday 21 February 2020 Au Flexible rate king flinders street station view 1k station view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4 Bed: UNK Fare Rules: ApproximateTotal PN AT Cancellation CANCEL BEFORE 12AM 20FEB20

## Details

Flight Opti 162.89 A		
Sydney	- Melbourne	
QF405	DEPART: Kingsford Smith, Sydney (SYD) Sunday 10 Feb 2019, 06:30 Terminal 3	ARRIVE: Tullamarine Arpt, Melbourne (MEL) Sunday 10 Feb 2019, 08:05 Terminal 1
Duration: Airways	1h 35m Cabin Class: Economy (E) Airo	craft: Boeing 737 Passenger Jet Operated By: Qantas
APPLICATION RULE - 918, INLESS OTHI DANTAS DOMI SALEABLE OU APPLICATION AREA THESE WITHIN CLASS ON THESE TYPES ON FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES ONE-WI FARES OTHER CONI FARES ON FARES ON FARES ON FARES ON FARES ON FARES ON FARES ON FARES ON FARES ON FOR ASSI TICKET.	P/OTHER CONDITIONS N AND OTHER CONDITIONS /1684 EERNISE SPECIFIED ESTIC AUSTRALIAN RED E-DEAL ECONOMY FI UTSIDE AUSTRALIA/NEW ZEALAND TO NON RE ON FARES APPLY N AUSTRALIA. F SERVICE FARES APPLY FOR ECONOMY CLASS SERVICE FARES APPLY FOR ECONOMY CLASS SERVICE F TRANSPORTATION GOVERNED BY THIS RULE CAN BE USED TO AY/ROUND-TRIP/CIRCLE-TRIP/OPEN-JAW JOU NLY APPLY IF PURCHASED BEFORE DEPARTUR ERS TRAVELLING ON QANTAS DOMESTIC SERV D QF1-399 BETWEEN AUSTRALIAN INTERNATI LS ARE REQUIRED TO CARRY PHOTO ICATION. RIER SHALL LIMIT THE NUMBER OF PASSENU ON ANY ONE FLIGHT AT FARE GOVERNED BY LE AND SUCH FARES WILL NOT NECESSARILY LE ON ALL FLIGHTS. BER OF SEATS WITH THE CARRIER SHALL ME LE ON A GIVEN FLIGHT WILL BE DETERMINI RIER.	ESIDENTS ONLY E. CREATE RREYS. RE. VICES IONAL SERS Y Y BE AKE ED BY RE RE ET OR

Hotel Option 1 329.00 AUI		Price Per Night: 329.00 AUD (including tax)
Double	tree By Hilton Melbourne - Fl (Hilton Hotels)	
Doubletree 270 Flinders Melbourne V Au		Check-in: Thursday 20 February 2020 Check-out: Friday 21 February 2020
	ing flinders street station view 1k station viev	v 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
Bed: UNK		
Address Phone Fax	32900 PER NIGHT 20FEB20 - 21FEB20	

#### Penalties

Flight Opt 162.89		
Sydney	- Melbourne	
QF405	DEPART: Kingsford Smith, Sydney (SYD) Sunday 10 Feb 2019, 06:30 Terminal 3	ARRIVE: Tullamarine Arpt, Melbourne (MEL) Sunday 10 Feb 2019, 08:05 Terminal 1
Duration: Airways	: 1h 35m Cabin Class: Economy (E) Airc	raft: Boeing 737 Passenger Jet Operated By: Qantas
CHANGES CHARGE N	NERWISE SPECIFIED AUD 99.00 FOR REISSUE/REVALIDATION. NOTE - CHANGE FEE MUST BE SHOWN AS AUD90.00 P AUD9.00UO AND IS COLLECTED VIA EMD-S U SERVICE CODE REIS - RFIC CODE D AND RF GST APPLIES WHEN SOLD IN AUSTRALIA ONL NOT APPLY WHEN SOLD IN COMBINATION WIT INTERNATIONAL TRAVEL.  VOLUNTARY REBOOKING AND REISSUE ARE PE	SING ISC 98I. Y. GST DOES H RMITTED
	PRIOR TO DATE OF SCHEDULED DEPARTURE A REISSUE IN ALL CASES. CHANGES MADE ON SCHEDULED DEPARTURE ARE NOT PERMITTED.  VALUE STORED IN CREDIT CANNOT BE USED FARE ON THE DAY OF SCHEDULED DEPARTURE EXCEPTION - NOT PERMITTED IF A FLIGHT IS BEING REB A FUTURE DATE TO TODAY. NOTE - IF THE BASE FARE AND/OR TICKET INCREASED THE REISSUE TICKET MUST BE R ADDITIONAL BASE FARE AND/OR TICKET TAX	THE DAY OF TO PURCHASE OOKED FROM TAXES HAVE EFLECT THE
	THE FOLLOWING PROCESSES MUST BE APPLIE FLIGHT CHANGES. 1. QANTAS DOMESTIC FARES MUST BE RE-PR A CHANGE HAS BEEN MADE TO A TICKETED F	ICED AFTER
	2. THE FARE VALUE OF THE TICKET MAY BE -USED TOWARDS PAYMENT OF A NEW TICKET HIGHER FARE VALUE PROVIDED THE CONDITI	OF EQUAL OR

Hotel Option 1 329.00 AUD	Price Per Night: 329.00 AUD (including fax)
Doubletree By Hilton Melbourne - Fl (Hilton	Hotels)
Doubletree By Hilton Melbourne - Fl 270 Flinders Street Melbourne V 3000 Au	Check-in: Thursday 20 February 2020 Check-out: Friday 21 February 2020
Flexible rate king flinders street station view 1k sta Bed: UNK	tion view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
Fare Rules: Cancellation CANCEL BEFORE 12AM 20FEB20	

#### Custom

Flight Option 1 1262.40 C/		Price per adult: 1087.00 CAD + Tax 175.40 CA		
Miami - Bu	enos Aires			
AA 931	DEPART: Miami Intl, Miami (MIA) Tuesday 20 October 2020, 22:35	ARRIVE: Ministro Pistarini, Buenos Aires (EZE) Wednesday 21 October 2020, 08:30 Terminal 0		
Miami - Buenos Fare Rules: Purchase ticket n Change fee befor Cancellation fee t	Economy (Q) Aircraft: Boeing 777-200 Airl Aires o later than: Tuesday 17 December 2019 e/after departure date: 300CAD before/After departure date: Non Refundable laximum stay: 24H / 12 months	ine: American Stop: 0		

Hotel Option 329.00 AU		Price Per Night: 329.00 AUD (including tax)
Double	etree By Hilton Melbourne - FI (Hilton Hote	els)
Doubletree 270 Flinder Melbourne Au		Check-in: Thursday 20 February 2020 Check-out: Friday 21 February 2020
Flexible rate I Bed: UNK	king flinders street station view 1k station v	view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
Fare Rules: Check-in Check-out Rate Description Guarantee Cancellation	15:00 12:00 329:00 AUD per night 20feb20 - 21feb20 329:00 AUD approx total incl all known taxes fees credit card guarantee cancel before 12am 20feb20	

# **Removing quotes**

#### Remove all

You have multiple options to remove all quotes from Custom Trip Quote:

- Using a terminal entry
- Pressing on the CTQ icon
- Within Custom Trip Quote app

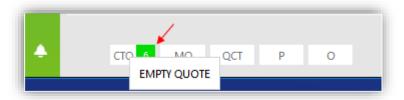
#### **Terminal entry**

Type **#CTQREMOVEALL** and press **Enter** to remove all quotes from Custom Trip Quote. Once done, the counter for CTQ will show 0.

> 1 #CTQREMOVEALL >#CTQREMOVEALL >

# Press the CTQ icon

With your mouse, right click on the CTQ icon. Press on EMPTY QUOTE.

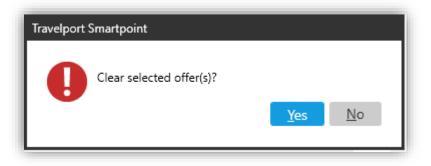


# Within Custom Trip Quote

In the Filter Panel, select Check All and press on Clear.

Filter Panel			
Check All Hide / Clear	Action	Total	Admin fee
Flight Option 1	$\oplus \ominus$	1196.40	
Flight Option 2	$\oplus \ominus$	1196.40	
Flight Option 3	$\oplus \ominus$	1262.40	
Flight Option 4	$\oplus \ominus$	1199.60	
Car Option 1	$\oplus \ominus$	37221.03	
Hotel Option 1	$\oplus \ominus$	329.00	

It will prompt a message that selected offers will be cleared. Press Yes to continue.

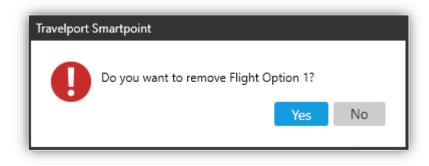


#### **Remove individually**

In the Filter Panel, you can press the – button next to the quote you want to remove.

Check All Hide / Clear	Action	Total	Admin fee	Duration	Sort by price	Theme Smartpoint V
Flight Option 1	⊕ <del>G</del>	1106.40	A	Operated By	Stop detail	Hour Format:
Flight Option 2	⊕ ∈ R	lemove		Baggage allowance		@ 24-hour O 12-hour
Flight Option 3	$\oplus \ominus$	1262.40				24-hour C 12-hour

It will prompt a message confirming the option you asked to remove. Press **Yes** to continue and remove the selected option.

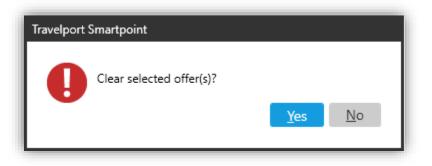


#### **Remove multiple quotes**

Select all the options that you want to remove from Custom Trip Quote and press Clear.

Filter Panel			
Check All Hide / Clear	Action	Total Admin fe	e
Flight Option 1	$\oplus \ominus$	1196.40	
Flight Option 2	$\oplus \ominus$	1196.40	
Flight Option 3	$\oplus \ominus$	1262.40	-

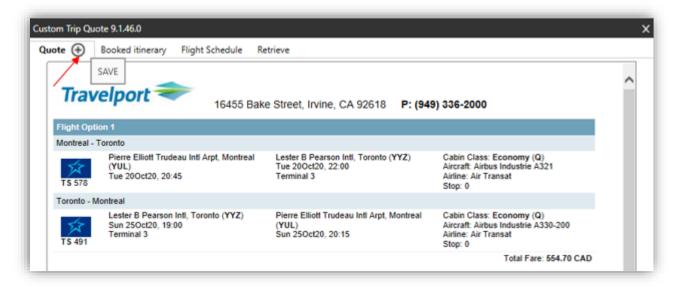
It will prompt a message that selected offers will be cleared. Press Yes to continue.



## Save a quote

Agents can save a displayed quote.

1. Press the + sign on the top tab, to save a displayed quote.



 Select if you want to create a reference mark. Add a description to this saved quote. Press **OK** to continue.

Save Quote 9.1.47.0	×
O record(s) saved of 20 limit	
Do you want to create a reference remark Description:	
Client A - Toronto test	
OK CANCEL	

The saved quote can now be retrieved in the **Retrieve** section of Custom Trip Quote. And the reference remark

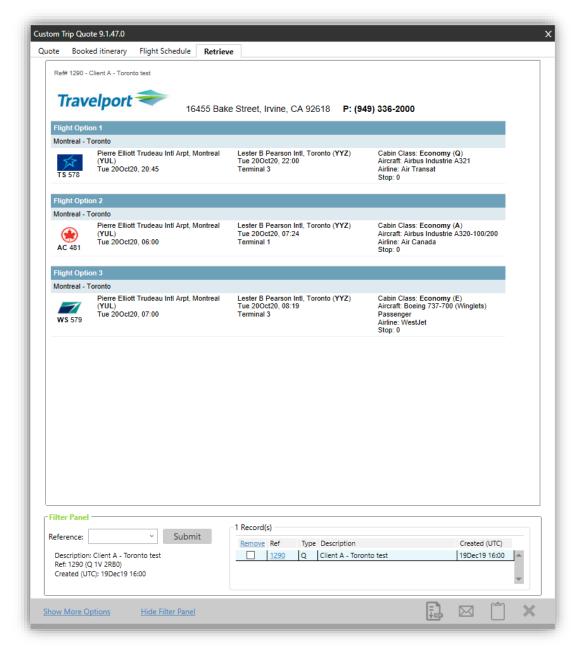
has been added to the PNR.

The reference remark will facilitate that in the **Retrieve** tab, agents will be able to find the reference(s) associated with the current active PNR, by expanding the reference dropdown list or by entering the reference number in the reference field.



Once saved, the quote layout cannot be modified anymore. Should you want to add/remove/modify information or display, you will need to save a brand-new quote.

Refer to the section Retrieve a saved quote for more information.



Note: This feature doesn't hold air inventory or guarantee prices.

# **Booked Itinerary**

# **Overview**

The Booked Itinerary section is a quick and easy way for an agent to email an itinerary to a traveler with all the details, using the theme of his choice. The tool gives a wide range of options and filters that can be applied from one itinerary to another. Once ready, the itinerary can be saved for future use, saved as PDF, can be emailed (body text or PDF) or copied to the clipboard.

1. Type **#CTQ** to launch Custom Trip Quote to display the open PNR in Smartpoint PNR Viewer. You can also press the Custom Trip Quote button in Smartpoint.



When using the Booked Itinerary feature, Custom Trip Quote provides the following options:

- o 5 different layout themes: Classic, Mobile, Plain, Simple and Smartpoint
- 24-hour or 12-hour format hour display
- $\circ$   $\;$  A friendly set of configurable options that can be included to the template:
  - o Traveler name
  - $\circ \quad \text{Frequent flyer} \\$
  - Seat assignment
  - Agency Information
  - Vendor logo(s)
  - Price information
  - Ticket information
  - Airline booking reference
  - Booking reference (PNR locator)
  - o Booking status
  - Itinerary remarks
  - Unassociated remarks
  - Fare rules
- Hide segments
- $\circ$  Add a service/administration fee (in the Template section)
- Configurable agency template

1. Travelport, Ga 2. Travelport, Apo 3. Travelport, De	lileo ollo	A 92618 P: (949) 336-2000	Í
Flight			
Atlanta - Pa	ris		
AF 689	DEPART: Hartsfield Jackson Intl Arpt, Atlanta (ATL) Friday 30 October 2020, 21:15 TERMINAL I	ARRIVE: Charles De Gaulle Intl Arpt, Paris (CDG) Saturday 31 October 2020, 10:45 TERMINAL 2E	
Duration: 8h 3	0m Cabin Class: Economy/Coach Discounted	(Q) Aircraft: Boeing 777-200 Airline: Air	
	ted By: Air France Stop: 0		
Car			
	nt A Car System Inc		
	nt A Car System, Inc.		
Pick Up	ם	rop Off uesday 10 November 2020 10:40	
<b>Pick Up</b> Saturday 31 Paris Roissy	October 2020 10:45 T Cdg Terminal, Paris, Fr P		
Pick Up Saturday 31	October 2020 10:45 T Cdg Terminal, Paris, Fr P Gaul	uesday 10 November 2020 10:40	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611	D October 2020 10:45 T Cdg Terminal, Paris, Fr P Gaul 631	uesday 10 November 2020 10:40	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma	October 2020 10:45 T Cdg Terminal, Paris, Fr P Gaul	uesday 10 November 2020 10:40	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma Flight	October 2020 10:45 T Cdg Terminal, Paris, Fr P Gaul 631 anual <b>CF#:</b> 27677466US5	uesday 10 November 2020 10:40	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma	October 2020 10:45 T Cdg Terminal, Paris, Fr P Gaul 631 anual <b>CF#:</b> 27677466US5	uesday 10 November 2020 10:40	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma Flight	October 2020 10:45 T Cdg Terminal, Paris, Fr P Saul 631 Annual CF#: 27677466US5	ARRIVE:	
Pick Up Saturday 31 Paris Roissy Charles De C Ph: 0820611 2-Door Mini Ma Flight Paris - Atlar	October 2020 10:45 T Cdg Terminal, Paris, Fr P Saul 631 Annual CF#: 27677466US5	uesday 10 November 2020 10:40 aris Roissy Cdg Terminal	
Pick Up Saturday 31 Paris Roissy Charles De C Ph: 0820611 2-Door Mini Ma Flight Paris - Atlar	October 2020 10:45 T Cdg Terminal, Paris, Fr Baul 631 muual CF#: 27677466US5 Ta DEPART: Charles De Gaulle Intl Arpt, Paris (CDG)	ARRIVE: Hartsfield Jackson Intl Arpt, Atlanta (ATL)	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma Flight Paris - Atlan AF 682	Cocober 2020 10:45 Cdg Terminal, Paris, Fr Saul 631 anual CF#: 27677466US5 Tuesday 10 November 2020, 10:40 Tuesday 10 November 2020, 10:40 TERMINAL 2E	ARRIVE: Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tuesday 10 November 2020, 14:35	
Pick Up Saturday 31 Paris Roissy Charles De C Ph: 0820611 2-Door Mini Ma Flight Paris - Atlar AF 682 Duration: 9h 5	Cocober 2020 10:45 Cdg Terminal, Paris, Fr Saul 631 anual CF#: 27677466US5 Tuesday 10 November 2020, 10:40 Tuesday 10 November 2020, 10:40 TERMINAL 2E	ARRIVE: Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tuesday 10 November 2020, 14:35 TERMINAL I	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma Flight Paris - Atlar AF 682 Duration: 9h 5 Filter Panel	October 2020 10:45 T Cdg Terminal, Paris, Fr Saul 631 Annual CF#: 27677466US5 T DEPART: Charles De Gaulle Intl Arpt, Paris (CDG) Tuesday 10 November 2020, 10:40 TERMINAL 2E 5m Cabin Class: Economy (T) Aircraft: Boel	ARRIVE: Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tuesday 10 November 2020, 14:35 TERMINAL I ng 777-300 Airline: Air France Operated By: Air	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma 2-Door Mini Ma Flight Paris - Atlar AF 682 Duration: 9h 5 Filter Panel Include ♥ Traveler Name	October 2020 10:45 Cdg Terminal, Paris, Fr Saul 631 Innual CF#: 27677466US5 Tuesday 10 November 2020, 10:40 TERMINAL 2E 5m Cabin Class: Economy (T) Aircraft: Boei	ARRIVE: Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tuesday 10 November 2020, 14:35 TERMINAL I ng 777-300 Airline: Air France Operated By: Air	
Pick Up Saturday 31 Paris Roissy Charles De ( Ph: 0820611 2-Door Mini Ma Flight Paris - Atlar AF 682 Duration: 9h 5 Filter Panel	October 2020 10:45       T         Cdg Terminal, Paris, Fr       P         Saul       631         anual CF#: 27677466US5         Inta         DEPART:         Charles De Gaulle Intl Arpt, Paris (CDG)         Tuesday 10 November 2020, 10:40         TERMINAL 2E         5m         Cabin Class: Economy (T) Aircraft: Boel         Imagency Info         Agency Info         Agency Info         Booking Reference	ARRIVE: Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tuesday 10 November 2020, 14:35 TERMINAL I ng 777-300 Airline: Air France Operated By: Air	

When using the Booked itinerary option, agents have the following options to choose from:

- Save as PDF
- Email
- Copy to Clipboard

í	Show More Options	Hide Filter Panel	Template English	G	E	ŕ	×	1
					(Yes)			

Agents can also **Email as PDF**. Refer to the *Email quotes* section of this guide for more information.

# Refresh

After modifying an itinerary and/or a filter, you need to refresh for the change to take effect. Press the **REFRESH** button to update and redisplay, after making a change.

Í	Filter Panel				
	Traveler Name	Agency Info Vendor logo	☐ Airline Booking Reference ☑ Booking Reference ☐ Booking status	☐ Itinerary remarks ✓ Unassociated remarks ☐ Fare Rules	Theme Classic V
	Show More Options	Hide Filter Panel	Template E	nglish 🗸	C REFRESH 🖾 🗋 🗙

# Show/Hide more options

Press **Show More Options** to expand the Filter Panel and show the complete set of options.

Include Traveler Name Frequent Flyer Seat assignment	Agency Info Vendor logo Price Ticket	Airline Booking Reference Booking Reference Booking status	☐ Itinerary remarks ☐ Unassociated remarks ☐ Fare Rules	Hour	ne Smart r Format: 4-hour (	]	
Show More Options	Hide Filter Panel	Template Er	nglish 💙	G	Ę	Ê	×

Press Hide More Options to reset the Filter Panel and hide all filter options.

Frequ	ler Name Ient Flyer assignment	Agency Info Vendor logo	Airline Booking Refer Booking Reference Booking status	ence    Itinerary remarks    Unassociated remarks    Fare Rules	Hour Fo	Smartpoint ∨ rmat: our ○ 12-ho	
Hide se	gments						
	Air CarRental Air	310CT20	10:45 ZI HK 310CT-1	DCT-310CT ATL-CDG 0NOV CDG NOV-10NOV CDG-ATL			
		/					

# Hide/show filter panel

Press Hide Filter Panel to hide the Filter Panel.

Filter Panel Include							1	
Traveler Name	Agency Info	Airline Booking Reference	Itinerary remarks	Them	e Smart	point 🗸	0	
Frequent Flyer	Vendor logo	Booking Reference	Unassociated remarks	Hour	Format:			
Seat assignment	Price Ticket	Booking status	Fare Rules	24	4-hour C	2 12-hou	r	
ow More Options	Hide Filter Pane	Template E	nglish 🗸	C	Ę		്രി	>

Press Show Filter Panel to reset the Filter Panel and display it again.

# Show More Options Show Filter Panel Template English V C D X

# **Filter panel**

✓ Traveler Name ☐ Frequent Flyer ☐ Seat assignment	Agency Info Vendor Iogo	Boo	ine Booking Reference oking Reference oking status	☐ Itinerary remarks ☐ Unassociated remarks ☐ Fare Rules	Theme Smartpoint ✓ 🖨 Hour Format:
Hide segments					
☐ 1 Air ☐ 2 CarRental ☐ 3 Air	30OCT20 31OCT20 10NOV20	21:15 10:45 10:40	AF689 HK3 30OCT-3 ZI HK 31OCT-10NOV AF682 HK3 10NOV-1	/ CDG	

#### Traveler name

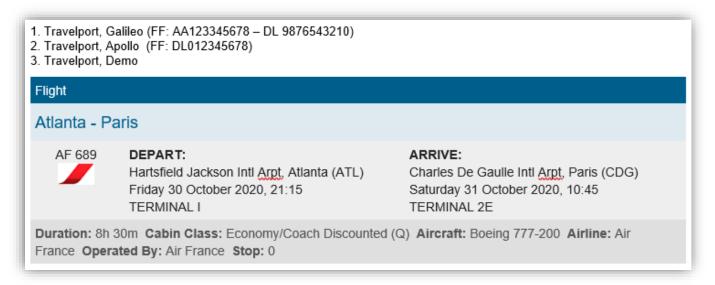
If **Traveler Name** is selected, the traveler name(s) found on the PNR will display.



### **Frequent flyer**

Traveler Name needs to be selected to be able to select this option.

If **Frequent Flyer** is selected, the frequent flyer information found in the PNR will display.



Note: All frequent flyer numbers found in the PNR will display, not only the one(s) associated with the booked airline(s).

### Seat assignment

If **Seat assignment** is selected, seat(s) that have been selected in the PNR will display.

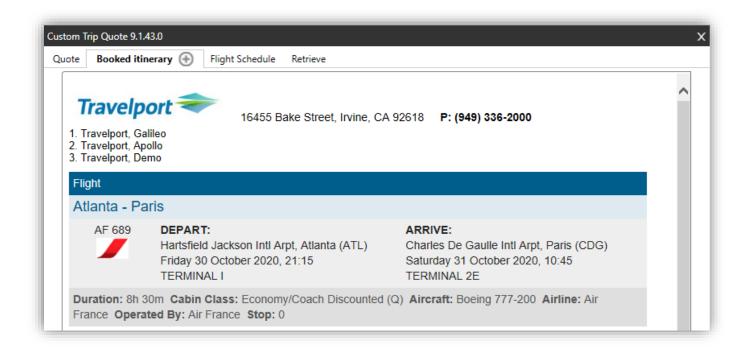
Г	Flight			Hour				
		From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
		Miami Intl / Bogota El Dorado International Seat:15D	Mon 20 April	10:50-13:35	American	0	Economy (V)	913

Miami -	Bogota	
AA 913	DEPART: Miami Intl, Miami (MIA) Monday 20 April 2020, 10:50	ARRIVE: El Dorado International, Bogota (BOG) Monday 20 April 2020, 13:35 TERMINAL 1
Duration: American Seat:15D	Stop: 0	ircraft: Boeing 737Max Airline: American Operated By:

### Agency info

If **Agency Info** is selected, already configured agency information will display on top of the quote.

Note: Refer to the Template section of this guide for more information.



#### Vendor logo

This option only applies to the following themes: Mobile, Smartpoint and Simple.

If **Vendor logo** is selected, the vendor logo will appear for each component of your itinerary.

Flight			
Atlanta - Pa	ris		
AF 689	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Fri 30Oct20, 21:15	Charles De Gaulle Intl Arpt, Paris (CDG) Sat 31Oct20, 10:45	Cabin Class: Economy/Coach Discounted (Q) Aircraft: Airline: Air France Operated By: Air France Stop: 0
Car			
AVIS	Pick Up Sat 31Oct20 10:45 Cdg Paris,	Drop Off Tue 10Nov20 10:40	Vendor: Avis Rent A Car System, Inc. Type: 2-Door Mini Manual CF#: 27677466US5

#### Price

If **Price** is checked, the price will display on the itinerary.

Note: the price must be stored in the PNR for it to display when selected. In the Template section, agents can request to use separate lines for the Air Fare and Fare Rules.

Flight				
Paris - Atla	nta			
AF 682	<b>DEPART:</b> Charles De Gaulle I Tuesday 10 Novem TERMINAL 2E	ntl Arpt, Paris (CDG) ber 2020, 10:40		ickson Intl Arpt, Atlanta (ATL) November 2020, 14:35 I
Duration: 9h 8 France Stop:		onomy (T) Aircraft: Boeir	ng 777-300 Airli	ne: Air France Operated By: Air
• •	<b>, CDG-ATL</b> eo; Travelport, Apollo D Taxes:659.50 CAD Total:	: (x2) 3121.00 CAD		
••••••	FRI 300CT20 nce, Duration: 8h 30m	Atlanta/ATL - Pa	ris/CDG	21:15 10:45 SAT 310CT20
	TUE 10NOV20 nce, Duration: 9h 55m	Paris/CDG - At	lanta/ATL	10:40 14:35
Fare: Taxes:	G, CDG-ATL leo; Travelport, Apollo 901.00 CAD 659.50 CAD 2) 3121.00 CAD			

## Ticket

If **Ticket** is selected, the ticket number will display on the itinerary, per passenger.

Cote D Azur Arpt, Nice (NCE) Tue 200ct20, 10:35 TERMINAL 2 Charles De Gaulle Intl Arpt, Paris (CDG) Tue 200ct20, 12:10 TERMINAL 2F Charles De Gaulle Intl Arpt, Paris (CDG) Duration: 1h 35m Aircraft: Airbus A319	light			
Tue 20Oct20, 10:35Tue 20Oct20, 12:10Duration: 1h 35mTERMINAL 2TERMINAL 2FAircraft: Airbus A319	Nice - Paris			
Operated By: Air France Stop: 0	AF 7705	Tue 20Oct20, 10:35	Tue 20Oct20, 12:10	Duration: 1h 35m Aircraft: Airbus A319 Airline: Air France Operated By: Air France

Flight		
Nice - Paris	i	
AF 7705	DEPART: Cote D Azur Arpt, Nice (NCE) Tuesday 20 October 2020, 10:35 TERMINAL 2	ARRIVE: Charles De Gaulle Intl Arpt, Paris (CDG) Tuesday 20 October 2020, 12:10 TERMINAL 2F
Duration: 1h 3 France Stop:		Airbus A319 Airline: Air France Operated By: Air
Child NCE-CDG	9 - AF 0579900499254; Travelport, Galileo - AF 05 9 - AF 0579900499256	79900499255

#### Airline booking reference

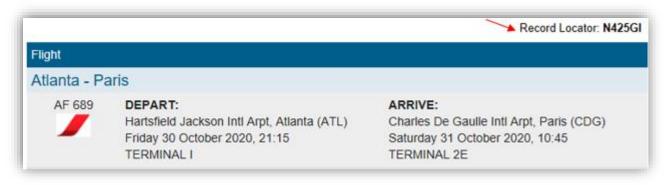
If Airline Booking Reference is selected, the airlines vendor locator will appear on the itinerary.

Flight			Hour				
-	From - To	Date	Depart-Arrive	Airline	Stops	Cabin 🔪	Flight #
	Atlanta Hartsfield Jackson Intl Arpt / Paris Charles De Gaulle Intl Arpt	Fri 30 October	21:15-Sat 31Oct 10:45 Duration: 8h 30m	Air France	- n ·	Economy/Coach Discounted (Q)	



## **Booking reference**

If **Booking Reference** is selected, the PNR locator will display on the itinerary.



						Recor	A Locator N425GI
Flight	From - To	Date	Hour Depart-Arrive	Airtine	Stops	Cabin	Flight #
	Atlanta Hartsfield Jackson Intl Arpt / Paris Charles De Gaulle Intl Arpt	En 30	21:15-Sat 31Oct 10:45 Duration: 8h 30m	Air France	0	Economy/Coach Discounted (Q)	689
Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Paris Charles De Gaulle Intl Arpt / Atlanta Hartsfield Jackson Intl Arpt	Tue 10 November	10:40-14:35 Duration: 9h 55m	Air France	0	Economy (T)	682

#### **Booking status**

If **Booking status** is selected, the booking status of each segment will display.

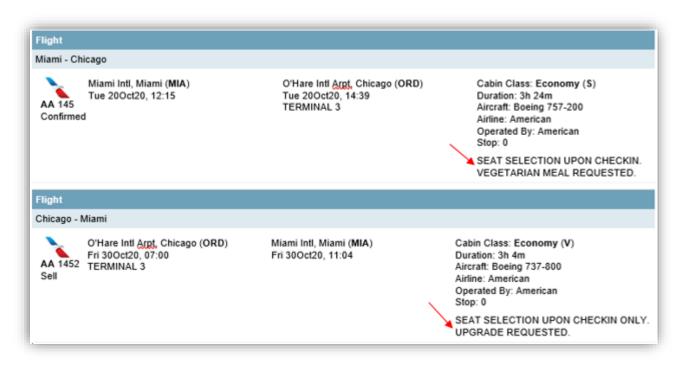
ſ	Flight			Hour				
		From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
		Miami Intl / Bogota El Dorado International	Mon 20 April	10:50-13:35	American Confirmed	0	Economy (V)	913

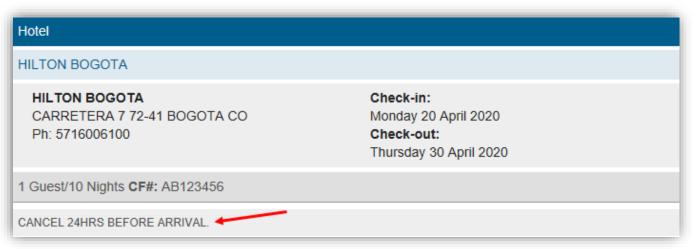
Flig AA 9 Operat		20APR20	Miami/MIA - Bogota/BOG	10:50 13:35
------------------------	--	---------	------------------------	-------------

Flight		
Miami - Bog	ota	
AA 913 Confirmed	DEPART: Miami Intl, Miami (MIA) Monday 20 April 2020, 10:50	ARRIVE: El Dorado International, Bogota (BOG) Monday 20 April 2020, 13:35 TERMINAL 1

#### **Itinerary remarks**

If **Itinerary remarks** is selected, all associated remarks found in the PNR will display, associated to the segments it was added to. Remarks displayed are: **RMA** with Travelport Apollo and **RI.S** with Travelport Galileo.





### **Unassociated remarks**

If **Unassociated remarks** is selected, all unassociated remarks found in the PNR will display at the end of the itinerary. Unassociated remarks displayed are: **RMU** with Travelport Apollo and **RI** with Travelport Galileo.

Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Chicago O'Hare Intl Arpt	Tue 20 October	12:15-14:39 Duration: 3h 24m	American	0	Economy (S)	145
Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Chicago O'Hare Intl Arpt / Miami Intl	Fri 30 October	07:00-11:04 Duration: 3h 4m	American	0	Economy (V)	1452

Flight		
Chicago - N	1iami	
AA 1452	DEPART: O'Hare Intl Arpt, Chicago (ORD) Friday 30 October 2020, 07:00 TERMINAL 3	ARRIVE: Miami Intl, Miami (MIA) Friday 30 October 2020, 11:04
Duration: 3h 4 American Sto		peing 737-800 Airline: American Operated By:
TICKET IS NON F	REFUNDABLE K PENALTY PLUS FARE DIFFERENCE	

#### **Fare Rules**

For air fare rules to display, a fare must be stored in the PNR.

If Fare Rules is selected, fare rules will display for each applicable item.



Note: in the Template section, agents can request to use separate lines for the Air Fare and Fare Rules.

#### **Hide segments**

You can hide segments from a booked itinerary before sending it to the client.

1. Press Show More Options.

Filter Panel					Them	e Smart			
Traveler Name Frequent Flyer Seat assignment	Agency Info Vendor logo	Airline Booking Reference Booking Reference Booking status	Unassociate		Hour	Format: 4-hour	-	]	
how More Options	Hide Filter Pane	Template Er	nglish 🗸	]	G	Ę	$\bowtie$	Ê	X

- 2. Select the segment(s) you want to hide from the booked itinerary.
- 3. Press REFRESH.

Traveler Name Frequent Flyer Seat assignment	Agency Info Vendor logo Price Ticket	Airline Booking Reference Booking Reference Booking status	Itinerary remarks Unassociated remarks Fare Rules	Theme Simple V Hour Format: (@ 24-hour C 12-hou	] <b>o</b>
Hide segments	25OCT20	12:15 AA145 HK1 20OCT-2 14:00 UA1989 SS1 25OCT- 13:35 AA1923 SS1 25OCT-	25OCT ORD-MIA		
le More Options	Hide Filter Pane	I Template E	nglish	C EL M	

The segment(s) will be removed from the booked itinerary display.

Hide segments			
🗌 1 Air	20OCT20	12:15	AA145 HK1 20OCT-20OCT MIA-ORD
✓ 2 Air	25OCT20	14:00	UA1989 SS1 25OCT-25OCT ORD-MIA
3 Air	25OCT20	13:35	AA1923 SS1 25OCT-25OCT ORD-MIA

- 4. Deselect the segment(s) you want to display again.
- 5. Press **REFRESH.**

Hide segments			
🗌 1 Air	20OCT20	12:15	AA145 HK1 200CT-200CT MIA-ORD
2 Air	25OCT20	14:00	UA1989 SS1 25OCT-25OCT ORD-MIA
3 Air	25OCT20	13:35	AA1923 SS1 25OCT-25OCT ORD-MIA

The segment(s) will show again in the booked itinerary display.

# Save a booked itinerary template

Agents can save a displayed booked itinerary.

1. Press the + sign on the top tab, to save a displayed booked itinerary.

e Book	ed itinerary 🔶 Elight Sched	ule Retrieve	
Travelpo		55 Bake Street, Irvine, CA 92618 P: (	949) 336-2000 Record Locator: PSNBTG
light			
Aiami - Chic	ago		
AA 145	Miami Intl, Miami (MIA) Tue 20Oct20, 12:15	O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 14:39 TERMINAL 3	Cabin Class: Economy (S) Duration: 3h 24m Aircraft: Boeing 757-200 Airline: American Operated By: American Stop: 0
Air Fare			
Adult MIA-O Fravelport, D Fare: Faxes: Fotal:			
Change fee I	ket no later than: Thu 19Dec19 before/after departure date: 200USC fee before/after departure date: No owance: 0		

2. Select if you want to create a reference mark.

Add a description to this saved itinerary.

Press **OK** to continue.

we Booked Itinerary 9.1.47.0				
I record(s) saved of 20	limit			
Do you want to create a Description:	reference r	emark		
Travelport ORD Oct20				
		ОК	CANCEL	Ì

The saved itinerary template can now be retrieved in the **Retrieve** section of Custom Trip Quote. And the reference remark has been added to the PNR.

The reference remark will facilitate that in the **Retrieve** tab, agents will be able to find the reference(s) associated with the current active PNR, by expanding the reference dropdown list or by entering the reference number in the reference field.

PSNBTG/66 YULPM C673966 AG 0000000 18DEC 1.1TRAVELPORT/DEMO 1. AA 145 S 200CT MIAORD HK1 1215 1439 * E TU
*ALL *PP *T *LF <b>*PR</b> *VL *PS*PO *P
*** VENDOR LOCATOR DATA EXISTS *** >*VL *** LINEAR FARE DATA EXISTS *** >*LF NOTE -CTQ REFERENCE NUMBER 1291

Once saved, the itinerary layout cannot be modified anymore. Should you want to add/remove/modify information or display, you will need to save a brand-new booked itinerary.

*Refer to the section* Retrieve a saved quote of this guide for more information.

Trav	elport 🔫	10	455 Daka	Otraat Javiaa CA 0001	D. D. (0.40)				
1. Travelpo		10	4ээ ваке	Street, Irvine, CA 9261	18 P: (949)		Locator: P	SNBTG	
Flight									
Miami - Chi	-								
AA 145	Miami Intl, Miami (I Tue 20Oct20, 12:1	ИА) 5		O'Hare Intl Arpt, Chicago (O Tue 20Oct20, 14:39 TERMINAL 3	IRD)	Cabin Class: Eco Duration: 3h 24m Aircraft: Boeing 7 Airline: American Operated By: Am Stop: 0	57-200		
Air Fare									
Adult MIA-( Travelport, I Fare: Taxes: Total:		0							
Fare Rules Purchase tio Change fee	ket no later than: The before/after departur fee before/After dep	e date: 200U		able					
Fare Rules Purchase tio Change fee Cancellation	ket no later than: Th before/after departur fee before/After dep owance: 0	e date: 200U		able					

# Flight Schedule

# **Overview**

Flight Schedule is a functionality that enables an agent to send general flight information to a client, using air availability display in Smartpoint, using the theme of his choice. The Flight schedule feature applies to air only. The tool gives a choice of options and filters that can be applied from one request to another. Once ready, the layout can be saved for future use, saved as PDF, can be emailed (body text or PDF) or copied to the clipboard.

1. Do an air availability display in Smartpoint.

	1	A20	осту	JLBOG													9	
>		mitta	2000				T /D/				,			 	250			Â
					MOI													
			BOG	2245	+0415	(AC)	1952										C*E	
	2	YUL	MIA	0600	0940	AA1										738	C*E	
	3		BOG	1050	1335	@LA(		FL:	IGH	r CZ	ANCI	CLLE	ED			319		
	4	YUL	MIA	0600	0940	AA1	1516	C0			DO	IO	UΟ			738	C*E	
		«В»												00	00			
				1050	1335	ממ	913										C*F	
	~			1000	1000									Q0			0 1	
	~			0010	1 4 1 6												autor.	
				0910	1416		423									138	C-E	
	7		BOG	1529	1707	ĊМ	633									738	C*E	
	8	YUL	PTY	0910	1416	CM	423									738	C*E	

Type #CTQ to launch Custom Trip Quote to display the availability.
 You can also press the Custom Trip Quote button in Smartpoint.

Custom Trip Quote				1	#CTQ	
CTQ 4 MQ	QCT	P	0	>#C >	ΤQ	

Note: if multiple air availability is displayed in Smartpoint, Custom Trip Quote will capture all the air availability found.

When using the Flight Schedule feature, Custom Trip Quote provides the following options:

- o 5 different layout themes: Classic, Mobile, Plain, Simple and Smartpoint
- 24-hour or 12-hour format hour display
- o Direct flights first
- o A friendly set of configurable options that can be included to the template:
  - o Carrier logo
  - o Tab header
  - Agency Information
- o Hide segments
- Configurable agency template

		Diorro E	lliott	Trudoa	u Inti Arpt - (B		Dorado Into	nation	al		
Option 1		leffe E	mou	Inuuea	Hour	00) EI	Dorado Inter	nation	ai		
option		n - To		Date	Depart-Arrive		Airline	Stops	Cabin	Flight #	
	Montreal Pierr Intl Arpt / Bo Interr			Tue 20 October	22:45-Wed 21Oct 0 Duration: 6h 30m		Air Canada - Operated By: AIR CANADA ROUGE	0		1952	
Option 2		n - To		Date	Hour Depart-Arrive		Airline	Stops	Cabin	Flight #	
	Montreal Pierr Intl Arpt	e Elliott T / Miami In		Tue 20 October	06:00-09:40 Duration: 3h 40m		American	0		1516	
	Miami Intl / B			Tue 20 October	10:50-13:35 Duration: 3h 45m		LATAM Group - Operated By: AMERICAN AIRLINES FOR ATAM AIRLINES GRO	0		6534 Cancelled	
Option 3	-	-			Hour						
	Montreal Pierr	m - To e Elliott T / Miami In		Date Tue 20 October	Depart-Arrive 06:00-09:40 Duration: 3h 40m		Airline American	Stops 0	Cabin	Flight # 1516	
	Miami Intl / B	ogota El D national	)orado	Tue 20 October	10:50-13:35 Duration: 3h 45m		American	0		913	
Option 4		n - To		Date	Hour Depart-Arrive		Airline	Stops	Cabin	Flight #	
	Montreal Pierr Intl Arpt / I	e Elliott T	City		09:10-14:16 Duration: 6h 6m		Copa Airlines	0	Cabin	423	
	Panama Cit Arpt / Bogo	/ Tocume	n Inti	Tue 20 October	15:29-17:07 Duration: 1h 38m		Copa Airlines	0		633	
Option 5	Fro Montreal Pierr	n - To e Elliott T	nudeau	Date	Hour Depart-Arrive		Airline	Stops	Cabin	Flight #	
	Wondearrien		uucau	Tue 20	09:10-14:16			_		100	
ilter Panel											
Tue 20	Oct YUL-BOG								Theme	Classic 🗸	Ö
	@AC 195	2 YUL	BOG	22:45-Wed	210ct 04:15	6h 30m	763		L		
	AA 151			06:00-09:40		3h 40m			Hour For		
Cancelled	@LA 653			10:50-13:35		3h 45m			🖲 24-ho	our C 12-ho	ur
	AA 151 AA 913	6 YUL MIA		06:00-09:40 10:50-13:35		3h 40m 3h 45m			Direct	flights first	
	CM 423	YUL		09:10-14:16		6h 6m	738				
	CM 633	PTY		15:29-17:07		1h 38m			Includ	e	
	CM 423	YUL	PTY	09:10-14:16	;	6h 6m	738		✓ Carri	er logo	
	CM 690	PTY		15:48-17:26		1h 38m			Tab h	-	
	@UA 840			20:00-21:26		1h 26m			_		
	@AV 245	JFK		00:10-04:50		5h 40m			Ager	ncy Into	
	@AC 764 @AV 245	2 YUL JFK		20:00-21:26 00:10-04:50		1h 26m 5h 40m					
	@DL 552			12:50-15:48		2h 58m					
	DL 981	ATL		18:02-21:50		4h 48m					

	ED (VIII) Diama Ellight	Trudaau	Intl Armt /	PEOL Con Francisco	Insti Ave		
Option 1	EB (YUL) Pierre Elliott	Trudeau	Hour	SFO) San Francisco	inti Arp		
option	From - To	Date	Depart-Arriv	e Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / San Francisco Intl Arpt	Thu 20 February	17:20-20:47 Duration: 6h 27r		0		781
Option 2		D-1-	Hour			6-bi-	F11-11-1
	From - To	Date	Depart-Arriv	e Airline Delta - Operated By	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Inti Arpt / Minneapolis St Paul International Arpt	Thu 20 February	05:47-08:10 Duration: 3h 23r	ENDEAVOR AIR	0		5479
	Minneapolis St Paul International Arpt / San Francisco Intl Arpt	Thu 20 February	09:09-11:39 Duration: 4h 30r	Delta	0		1273
THE 25E	EB (LAX) Los Angeles	Inti Arnt	(VIII) Pior	o Elliott Trudoau Int	Arnt		
Option 1	ED (LAA) LOS Aligeles	mu Aipt	Hour	e Emott Hudeau mi	Albr		
opoorri	From - To Los Angeles Intl Arpt /	Date	Depart-Arriv	e Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt	Tue 25 February	08:15-16:25 Duration: 5h 10r		0		782
Option 2	From - To	Date	Hour Depart Arriv	e Airline	Etone	Cabin	Clickt #
	Los Angeles Inti Arpt /	Tue 25	Depart-Arriv		Stops	Cabin	Flight #
	Houston George Bush Intercont Arpt	February	00:57-06:00 Duration: 3h 3n	n United	0		2062
	Houston George Bush Intercont Arpt / Montreal Pierre Elliott Trudeau Intl Arpt	Tue 25 February	08:30-13:00 Duration: 3h 30r		0		8243
ler Panel	AC 781 YUL SFO	00-YUL 17:20-20:47 17:20-20:47 17:20-20:47		6h-27m 320 AC 6h-27m 320 AC 6h-27m 320 AC 6h-27m 320 3h-23m CR9	×	Hour Form	Classic ✓ nat ur C 12-hour

When using the Flight Schedule option, agents have the following options to choose from:

- Save as PDF
- Email
- Copy to Clipboard

Show More Options	Hide Filter Panel	Template E	nglish	~	G	Ę,	$\bowtie$	Ê	X
Show More Options	Hide Filter Panel	lemplate	nglish	*	G				- ^

Agents can also **Email as PDF**. Refer to the *Email quotes* section of this guide for more information.

# Refresh

After modifying a display and/or a filter, you need to refresh for the change to take effect.

Press the **REFRESH** button to update and redisplay, after making a change.

Tue 2	00ct 1	UL-BO	G							Theme Plain 🗸 🗯
		@AC	1952	YUL	BOG	22:45-Wed 21Oct 04:15	6h 30m	763	-	
		AA	1516	YUL	MIA	06:00-09:40	3h 40m	738		Hour Format:
Cancelled		OLA	6534	MIA	BOG	10:50-13:35	3h 45m	319		@ 24-hour C 12-hour
		AA	1516	YUL	MIA	06:00-09:40	3h 40m	738		
		**	017		800	10.50 17.75	76 AE	110	181	Direct flights first

# Show/Hide more options

Press Show More Options to expand the Filter Panel and show the complete set of options.

Thu 20Feb ORD-BOG					Theme	Classic	$\sim 1$	5
AA 1644	ORD MIA 05:15-09:24	3h 9m	321	<u>_</u>				
AA 913	MIA BOG 10:51-14:35	3h 44m	319		Hour Fo	rmat:		
AA 1121	ORD MCO 08:44-12:28	2h 44m	321		@ 24-h	our C	12-hour	
@UA 6628	MCO BOG 14:20-18:20	4h	320					
COLC 10 -	OBD ATL 10-20 12-20	25	717		Direc	t flights f	irst	
			$\sim$	C	Ę	$\square$	ഫ	3

Press Hide More Options to reset the Filter Panel and hide all filter options.

						Theme Classic 🗸
A 16	44 ORD	MIA	05:15-09:24	3h 9m	321	<b>a</b>
A 91	3 MIA	BOG	10:51-14:35	3h 44m	319	Hour Format:
A 11	21 ORD	MCO	08:44-12:28	2h 44m	321	© 24-hour C 12-hour
DUA 66	28 MCO	BOG	14:20-18:20	4h	320	
L 21	83 ORD	ATL	10:28-13:28	2h	717	Direct flights first
L 98	1 ATL	BOG	14:49-19:30	4h 41m	76W	
IA 24	73 ORD	MIA	11:25-15:33	3h 8m	320	Include
DUA 66	56 MIA	BOG	17:25-21:03	3h 38m	330	Contractores
A 11	5 ORD	MIA	12:15-16:25	3h 10m	738	Carrier logo
A 91	5 MIA	BOG	18:05-21:50	3h 45m	319	Tab header
IA 37	4 ORD	IAH	13:11-16:08	2h 57m	738	Agency Info
IA 10	07 IAH	BOG	16:45-22:40	4h 55m	752	
A 24	29 ORD	DFW	14:55-17:31	2h 36m	321	
A 11	23 DFW	BOG	18:16-Fri 21Feb 00:35	5h 19m	319	
IA 22	81 ORD	MIA	19:48-23:55	3h 7m	73G	
ALLA 66	25 MIA	POC	01-45-05-24	2h 30m	320	*
	A 91 A 11 DUA 66 DL 21 DL 98 A 24 DUA 66 A 11 A 91 IA 37 IA 10 A 24 A 11	A         913         MIA           A         1121         ORD           DUA         6628         MCO           DUA         981         ATL           A         2473         ORD           DUA         6656         MIA           A         115         ORD           A         915         MIA           A         115         ORD           A         915         MIA           A         374         ORD           A         2429         ORD           A         1123         DFW	A         913         MIA         BOG           A         1121         ORD         MCO           BUA         6628         MCO         BOG           L         2183         ORD         ATL           DL         981         ATL         BOG           A         2473         ORD         MIA           DUA         6656         MIA         BOG           A         115         ORD         MIA           A         915         MIA         BOG           IA         374         ORD         IAH           IA         1007         IAH         BOG           A         2429         ORD         DFW           A         1123         DFW         BOG           IA         2281         ORD         MIA	A         913         MIA         BOG         10:51-14:35           A         1121         ORD         MCO         08:44-12:28           PUA         6628         MCO         BOG         14:20-18:20           L         2183         ORD         ATL         10:28-13:28           JL         981         ATL         BOG         14:49-19:30           IA         2473         ORD         MIA         11:25-15:33           PUA         6656         MIA         BOG         17:25-21:03           A         115         ORD         MIA         12:15-16:25           A         915         MIA         BOG         18:05-21:50           IA         374         ORD         IAH         13:11-16:08           IA         1007         IAH         BOG         16:45-22:40           A         2429         ORD         DFW         14:55-17:31           A         1123         DFW         BOG         18:16-Fri 21Feb 00:35           IA         2281         ORD         MIA         19:48-23:55	A         913         MIA         BOG         10:51-14:35         3h 44m           A         1121         ORD         MCO         08:44-12:28         2h 44m           PUA         6628         MCO         BOG         14:20-18:20         4h           L         2183         ORD         ATL         10:28-13:28         2h           L         981         ATL         BOG         14:49-19:30         4h 41m           A         2473         ORD         MIA         11:25-15:33         3h 8m           PUA         6656         MIA         BOG         17:25-21:03         3h 38m           A         115         ORD         MIA         12:15-16:25         3h 10m           A         915         MIA         BOG         18:05-21:50         3h 45m           A         915         MIA         BOG         18:05-21:50         3h 45m           IA         374         ORD         IAH         13:11-16:08         2h 57m           IA         1007         IAH         BOG         16:45-22:40         4h 55m           A         2429         ORD         DFW         14:55-17:31         2h 36m           A <t< td=""><td>A         913         MIA         BOG         10:51-14:35         3h 44m         319           A         1121         ORD         MCO         08:44-12:28         2h 44m         321           DUA         6628         MCO         BOG         14:20-18:20         4h         320           L         2183         ORD         ATL         10:28-13:28         2h         717           L         981         ATL         BOG         14:49-19:30         4h 41m         76W           A         2473         ORD         MIA         11:25-15:33         3h 8m         320           DUA         6656         MIA         BOG         17:25-21:03         3h 38m         330           A         115         ORD         MIA         12:15-16:25         3h 10m         738           A         915         MIA         BOG         18:05-21:50         3h 45m         319           IA         374         ORD         IAH         13:11-16:08         2h 57m         738           IA         1007         IAH         BOG         16:45-22:40         4h 55m         752           A         2429         ORD         DFW         14:55-17:31&lt;</td></t<>	A         913         MIA         BOG         10:51-14:35         3h 44m         319           A         1121         ORD         MCO         08:44-12:28         2h 44m         321           DUA         6628         MCO         BOG         14:20-18:20         4h         320           L         2183         ORD         ATL         10:28-13:28         2h         717           L         981         ATL         BOG         14:49-19:30         4h 41m         76W           A         2473         ORD         MIA         11:25-15:33         3h 8m         320           DUA         6656         MIA         BOG         17:25-21:03         3h 38m         330           A         115         ORD         MIA         12:15-16:25         3h 10m         738           A         915         MIA         BOG         18:05-21:50         3h 45m         319           IA         374         ORD         IAH         13:11-16:08         2h 57m         738           IA         1007         IAH         BOG         16:45-22:40         4h 55m         752           A         2429         ORD         DFW         14:55-17:31<

# **Hide/Show filter panel**

Press Hide Filter Panel to hide the Filter Panel.

Thu 20Feb O	RD-B	DG								Theme	Classic	$\sim$	Ö
	AA	1644	ORD	MIA	05:15-09:	24	3h 9m	321	<u>_</u>				]
	AA	913	MIA	BOG	10:51-14:	35	3h 44m	319	- 81	Hour Fo	ormat:		
	AA	1121	ORD	MCO	08:44-12:	28	2h 44m	321		@ 24-h	our C	12-hou	r
	@UA	6628	MCO	BOG	14:20-18:	20	4h	320					
	DI I	2102	000	ATI	10.00 10.	20	26	717	1		t flights	first	

Press Show Filter Panel to reset the Filter Panel and display it again.

	/							
Show More Options	Show Filter Panel	Template	English	~	G	[∓]	$\bowtie$	×

# **Filter Panel**

Thu 20Feb	ORD-B	OG						Theme Classic 🗸 🖒
		1644 913	MIA	BOG	05:15-09:24 10:51-14:35	3h 9m 3h 44m	321 319	Hour Format:
	AA @UA DL	1121 6628 2183	мсо		08:44-12:28 14:20-18:20 10:28-13:28	2h 44m 4h 2h	321 320 717	
	DL UA	981 2473	ATL ORD	BOG MIA	14:49-19:30 11:25-15:33	4h 41m 3h 8m	76W 320	Include
	QUA AA AA	6656 115 915	ORD	MIA	17:25-21:03 12:15-16:25 18:05-21:50	3h 38m 3h 10m 3h 45m	330 738 319	Carrier logo
	UA UA	374 1007	IAH		13:11-16:08 16:45-22:40	2h 57m 4h 55m	738 752	Agency Info
		2429 1123	DFW	BOG	14:55-17:31 18:16-Fri 21Feb 00:35	2h 36m 5h 19m	321 319	
	UA	2281			19:48-23:55	3h 7m 3h 30m	73G 320	•

### **Direct flights first**

The flight Schedule option will automatically sort the flights presented in the air availability by departure time. If **Direct flights first** is selected, flights will be sorted by departure time but showing the direct flights on the top of the display.

x

Custom Trip Quote 9.1.47.0

iote Booked itinerary Flight Schedule	
Option 1         Montreal/YUL - San Francisco/SFO           AC 781         THU 20FEB20         Montreal/YUL - San Francisco/SFO           Operated By: Air Canada, Duration: 6h 27m         Montreal/YUL - San Francisco/SFO	17:20 20:47
Option 2         Montreal/YUL - San Francisco/SFO           NZ 4807         THU 20FEB20         Montreal/YUL - San Francisco/SFO           Operated By: Air Canada, Duration: 6h 27m         Montreal/YUL - San Francisco/SFO	17:20 20:47
Option 3 UA 8041 THU 20FEB20 Montreal/YUL - San Francisco/SFO Operated By: Air Canada, Duration: 6h 27m	17:20 20:47
Option 4	
DL 5479 THU 20FEB20 Montreal/YUL - Minneapolis/MSP Operated By: ENDEAVOR AIR DBA DELTA CONNECTION, Duration: 3h 23m	05:47 08:10
DL 1273 THU 20FEB20 Minneapolis/MSP - San Francisco/SFO Operated By: Delta, Duration: 4h 30m	09:09 11:39
Option 5	
DL 5520 THU 20FEB20 Montreal/YUL - Atlanta/ATL	05:40 09:05
Operated By: ENDEAVOR AIR DBA DELTA CONNECTION, Duration: 3h 25m DL 570 THU 20FEB20 Atlanta/ATL - San Francisco/SFO Operated By: Delta, Duration: 5h 30m	09:47 12:17

## **Total flight duration**

Flight duration will automatically display per flight. To have the total journey duration displayed, the air availability must be requested using the modifier **J**.

ie: Travelport Apollo A20FEBYULSFO**/J** and Travelport Galileo AJ20FEBYULSFO

DEPART: Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Thursday 20 February 2020, 17:20	ARRIVE: San Francisco Intl Arpt, San Francisco (SFO) Thursday 20 February 2020, 20:47 Terminal I
7m Aircraft: Airbus Industrie A320-100/200 Air	line: Air Canada Operated By: Air Canada
	Total Duration: 08:5
DEPART: Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Thursday 20 February 2020, 05:47	ARRIVE: Minneapolis St Paul International Arpt, Minneapolis (MSP) Thursday 20 February 2020, 08:10 Terminal 1
Bm Aircraft: Canadair Regional Jet 900 Airline ECTION Stop: 0	: Delta Operated By: ENDEAVOR AIR DBA
DEPART: Minneapolis St Paul International Arpt, Minneapolis (MSP) Thursday 20 February 2020, 09:09 Terminal 1	ARRIVE: San Francisco Intl Arpt, San Francisco (SFO) Thursday 20 February 2020, 11:39 Terminal 1
	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Thursday 20 February 2020, 17:20 7m Aircraft: Airbus Industrie A320-100/200 Air DEPART: Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Thursday 20 February 2020, 05:47 8m Aircraft: Canadair Regional Jet 900 Airline CTION Stop: 0 DEPART: Minneapolis St Paul International Arpt, Minneapolis (MSP) Thursday 20 February 2020, 09:09

```
Option 1 Total Duration: 06:27
AC 781
            THU 20FEB20
                                     Montreal/YUL - San Francisco/SFO
                                                                               17:20 20:47
Operated By: Air Canada, Duration: 6h 27m
Option 2 Total Duration: 08:52
          THU 20FEB20
                                     Montreal/YUL - Minneapolis/MSP
DL 5479
                                                                               05:47 08:10
Operated By: ENDEAVOR AIR DBA DELTA CONNECTION, Duration: 3h 23m
DL 1273 THU 20FEB20
                                Minneapolis/MSP - San Francisco/SFO
                                                                               09:09 11:39
Operated By: Delta, Duration: 4h 30m
```

### **Carrier logo**

This option only applies to the following themes: Mobile, Smartpoint and Simple.

If **Carrier logo** is selected, the vendor logo will appear for each component of your itinerary.

AC 761	DEPART:	ARRIVE:
<b>*</b> 🛞	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Monday 23 September 2019, 09:00	San Francisco Intl Arpt, San Francisco (SFO) Monday 23 September 2019, 12:18 Terminal I
Duration: 6h	18m Aircraft: Airbus Industrie A320-100/200 Air	line: Air Canada Operated By: Air Canada

### Tab header

If **Tab header** is selected, the flight schedule header is added to the display. A tab header will apply to each air availability found in Smartpoint and returned by the app.

ption 1			
() AC 781	Pierre Elliott Trudeau Inti Arpt, Montreal (YUL) Thu 20Feb20, 17:20	San Francisco Intl Arpt, San Francisco (SFO) Thu 20Feb20, 20:47 Terminal I	Duration: 6h 27m Aircraft: Airbus Industrie A320-100/200 Airline: Air Canada Operated By: Air Canada Stop: 0
ption 2			
A 0L 5479	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Thu 20Feb20, 05:47	Minneapolis St Paul International Arpt, Minneapolis (MSP) Thu 20Feb20, 08:10 Terminal 1	Duration: 3h 23m Aircraft: Canadair Regional Jet 900 Airline: Delta Operated By: ENDEAVOR AIR DBA DELTA CONNECTION Stop: 0
A 1273	Minneapolis St Paul International Arpt, Minneapolis (MSP) Thu 20Feb20, 09:09 Terminal 1	San Francisco Intl Arpt, San Francisco (SFO) Thu 20Feb20, 11:39 Terminal 1	Duration: 4h 30m Aircraft: Boeing 737-900 Airline: Delta Operated By: Delta

Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / San Francisco Intl Arpt	Thu 20 February	17:20-20:47 Duration: 6h 27m	Air Canada	0		781
Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / Minneapolis St Paul International Arpt	100.20	05:47-08:10 Duration: 3h 23m	Delta - Operated By: ENDEAVOR AIR DBA DELTA CONNECTION	0		5479
	Minneapolis St Paul International Arpt / San Francisco Inti Arpt	Thu 20 February	09:09-11:39 Duration: 4h 30m	Delta	0		1273
0.000	EB (LAX) Los Angeles	Inti Arpt		illiott Trudeau Int	Arpt -	-	-
Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Los Angeles Intl Arpt / Montreal Pierre Elliott Trudeau Intl Arpt	Tue 25 February	08:15-16:25 Duration: 5h 10m	Air Canada	0		782
			Hour				
Option 2	From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
Option 2	From - To Los Angeles Intl Arpt / Houston George Bush Intercont Arpt	Date Tue 25 February		Airline United	Stops 0	Cabin	Flight # 2062

## Agency info

If **Agency Info** is selected, already configured agency information will display on top of the quote.

*Note: Refer to the* Template *section of this guide for more information.* 

Trip Quot	te 9.1.47.0						
e Booke	ed itinerary Flight Schedule	Ret	trieve				
_							
Trave	elport 🛹 164	155 Bake S	Street, Irvine, CA 9261	8 P: (949) 336-2	2000		
HU 20F	EB (YUL) Pierre Elliot	t Trudea		San Francisco	inti Arp	t	
Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / San Francisco Intl Arpt	Thu 20 February	17:20-20:47 Duration: 6h 27m	Air Canada	0		781
Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / Minneapolis St Paul International Arpt	Thu 20	05:47-08:10 Duration: 3h 23m	Delta - Operated By: ENDEAVOR AIR DBA DELTA CONNECTION			5479
	Minneapolis St Paul International Arpt / San	Thu 20 February	09:09-11:39 Duration: 4h 30m	Delta	0		1273

# Save a flight schedule

Agents can save a displayed flight schedule.

1. Press the + sign on the top tab, to save a displayed flight schedule.

te Book	ed itinerary Flight Schedule	(+) Retr	ieve				
	1	SAVE	7				
	EB (YUL) Pierre Elliott			618 P: (949) 336-2 )) San Francisco I		t	
Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / San Francisco Intl Arpt	Thu 20 February	17:20-20:47 Duration: 6h 27m	Air Canada	0		781
Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / Minneapolis St Paul International Arpt	Thu 20 February	05:47-08:10 Duration: 3h 23m	Delta - Operated By: ENDEAVOR AIR DBA DELTA CONNECTION	0		5479
	Minneapolis St Paul	Thu 20	09:09-11:39	100 March 100	0		1273

 Select if you want to create a reference mark. Add a description to this saved flight schedule. Press **OK** to continue.

Save Flight Schedule 9.1.47.0	x
2 record(s) saved of 20 limit	
Do you want to create a reference remark Description:	
Flight schedule SFO/LAX	
OK CANCE	L

The saved flight schedule template can now be retrieved in the **Retrieve** section of Custom Trip Quote. And the reference remark has been added to the PNR.

The reference remark will facilitate that in the **Retrieve** tab, agents will be able to find the reference(s) associated with the current active PNR, by expanding the reference dropdown list or by entering the reference number in the reference field.

NOTE -CTQ REFERENCE	NUMBER 1292
---------------------	-------------

Once saved, the chosen layout cannot be modified anymore. Should you want to add/remove/modify information or display, you will need to save a brand-new flight schedule.

*Refer to the section* Retrieve a saved quote *of this guide for more information.* 

	ed itinerary Flight Schedule	Retrieve					
Ref# 1292 -	Flight schedule SFO/LAX						
Trout	almart						
IIdv	elport 🛹 164	155 Bake S	treet, Irvine, CA 92	618 P: (949) 336-2	000		
THU 201	FEB (YUL) Pierre Elliott	Trudeau	ı Inti Arpt - (SFO	) San Francisco I	nti Arp	t	
Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / San Francisco Intl Arpt		17:20-20:47 Duration: 6h 27m	Air Canada	0		781
Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Montreal Pierre Elliott Trudeau Intl Arpt / Minneapolis St Paul International Arpt		05:47-08:10 Duration: 3h 23m	Delta - Operated By: ENDEAVOR AIR DBA DELTA CONNECTION	0	Cubili	5479
	Minneapolis St Paul International Arpt / San Francisco Intl Arpt	Thu 20 February	09:09-11:39 Duration: 4h 30m	Delta	0		1273
TUE 25F	EB (LAX) Los Angeles	Inti Arpt	- (YUL) Pierre E	lliott Trudeau Int	l Arpt		
Option 1	From To	Date	Hour Depart Arrive	Airline	Stone	Cabin	Elight #
	From - To Los Angeles Intl Arpt / Montreal Pierre Elliott Trudeau Intl Arpt		Depart-Arrive 08:15-16:25 Duration: 5h 10m	Air Canada	Stops 0	Cabin	Flight # 782
Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Los Angeles Intl Arpt /	Tue 25	00:57-06:00	United	0	Cubin	
	Houston George Bush Intercont Arpt	February	Duration: 3h 3m		-		2062
	Houston George Bush Intercont Arpt / Montreal Pierre Elliott Trudeau Intl Arpt	Tue 25 February	08:30-13:00 Duration: 3h 30m	United - Operated By: AIR CANADA EXPRESS - SKY REGIONAL	0		8243
Filter Panel Reference:	 1292 ~ Subm		Record(s)	e Description			Created (UTC)
Ref: 1292 (F	:: Flight schedule SFO/LAX - 1V 2RB0) TC): 19Dec19 17:56	1	Image: Network         Image: Network         Image: Network           1292         F         F           1291         B         F           1290         Q	Flight schedule SFO/LA3 Travelport ORD Oct20 Client A - Toronto test	K		19Dec19 17:56 19Dec19 16:27 19Dec19 16:00

# Retrieve a saved record

With Custom Trip Quote, agents can save their work, with a limit of 20 saved records per agent. Once a record has been saved, agents can return in Custom Trip Quote, under the **Retrieve** tab, and see their saved records: quotes, itineraries and/or flight schedules.

When saving a quote, an agent has the option to add a **reference remark** that will be saved in the active PNR. This remark facilitates the retrieval of saved record, and agents will be able to find the reference(s) associated with the current active PNR, by expanding the reference dropdown list.

As well, any agent working within the same agency PCC can retrieve a saved record by using the reference remark that has been previously saved in a PNR.

Custom T	rip Quote 9.1.47.0			×
Quote	Booked itinerary	Flight Schedule	Retrieve	
Reft	1292 - Flight schedule S	SFOILAX		

When accessing a saved record in Custom Trip Quote, agents have the following options to choose from:

- Save as PDF
- Email
- Copy to Clipboard

				_
Show More Options Hide Filter Panel	Ę	$\boxtimes$	Ê	×

Agents can also **Email as PDF**. Refer to the *Email quotes* section of this guide for more information.

Note: if a record has been removed from the agent's record list (limit of 20 items) in the **Retrieve** tab, the record cannot be retrieved anymore.

# Hide/show filter panel

Press Hide Filter Panel to hide the Filter Panel.

Filter Panel		4 Record(	s)						
Reference:	<ul> <li>Submit</li> </ul>	Remove	Ref	Type	Description		Created	d (UTC)	
			1292	F	Flight schedule SFO/LAX		19Dec1	9 17:56	<u>_</u>
			1291	В	Travelport ORD Oct20		19Dec1	9 16:27	
			1290	Q	Client A - Toronto test		19Dec1	9 16:00	Ŧ
	/								
how More Options	Hide Filter Panel					Ę	$\bowtie$		>

Press Show Filter Panel to reset the Filter Panel and display it again.

				į,
Show More Options Show Filter Panel	-	$\boxtimes$	×	
			 -	e

# **Filter Panel**

	Contracts	4 Record(s	s)				
Reference:	 Submit	Remove	Ref	Туре	Description	Created (UTC)	
			1292	F	Flight schedule SFO/LAX	19Dec19 17:56	
			1291	В	Travelport ORD Oct20	19Dec19 16:27	
			<u>1290</u>	Q	Client A - Toronto test	19Dec19 16:00	-
							-

#### Reference - retrieve another agent's saved quote

When saving a quote, if the agent has selected the option to **create a reference remark** and if the reference remark can still be found in the PNR, when in the active PNR, the agent can use the dropdown list to retrieve the reference number and saved record.

Without a PNR or without the reference remark, the agent can type the reference number to display the saved record. The record must have been created in the same PCC.

- 1. Open the PNR in Smartpoint.
- 2. Use the dropdown list to retrieve the list of all reference remark saved for this PNR. You can also type in the **reference number** in the box.
- 3. Press Submit.

D. Cohenit	ter Panel 0 Record	)	
Reference: Submit Submit Remove Ref Type Description Created (UTC)	Remove	Ref Type Description Created (UTC)	*

Filter Panel	4 Record(s)		
Reference: 1293 Submit	Remove Ref	Type Description	Created (UTC)
	1292	F Flight schedule SFO/LAX	19Dec19 17:56
	1291	B Travelport ORD Oct20	19Dec19 16:27
	1290	Q Client A - Toronto test	19Dec19 16:00 👻

The saved record will display in Custom Trip Quote.

iote Book	ed itinerary Flight Schedule Retr	ieve 🕀		
Ref# 1293 -	Holidays in Edinburgh			
Trav	elport 🛹 16455 B	ake Street, Irvine, CA 92618 P: (§	949) 336-2000	
Flight Opti	on 1			
Dublin - Edi	-			
<b>(</b> FR 812	Dublin Arpt, Dublin (DUB) Tue 24Dec19, 06:30	Edinburgh Arpt, Edinburgh (EDI) Tue 24Dec19, 07:45	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0	
Edinburgh -	Dublin			
<b>()</b> FR 817	Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 14:10	Dublin Arpt, Dublin (DUB) Thu 02Jan20, 15:15	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0	
Flight Opti	on 2			
Dublin - Edi				
FI 3250	Dublin Arpt, Dublin (DUB) Tue 24Dec19, 06:40 Terminal 2	Edinburgh Arpt, Edinburgh (EDI) Tue 24Dec19, 07:55	Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus Stop: 0	
Edinburgh -	Dublin			
EI 3259	Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 19:40	Dublin Arpt, Dublin (DUB) Thu 02Jan20, 20:55 Terminal 2	Cabin Class: Economy (S) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus Stop: 0	
Filter Panel Reference: Description	1293 × Submit	4 Record(s) Remove Ref Type Description 1292 F Flight schedu	Created (UTC) Jle SFO/LAX 19Dec19 17:56	<b>A</b>
Ref: 1293 (0		1291         B         Travelport OF           1290         Q         Client A - Tor	RD Oct20 19Dec19 16:27	Ţ

# Display a record

To display a saved record, the agent needs to click on the **Ref number**.

			/		
	Remove	Ref	Type	Description	Created (UTC)
100 1001 R Trucket 000 0 100 100 100 100 100 100 100 100		<u>1292</u> 📕	F	Flight schedule SFO/LAX	19Dec19 17:56
I I I I I I I I I I I I I I I I I I I		1291	В	Travelport ORD Oct20	19Dec19 16:27

"Type" stands for the record type: Flight schedule, Booked itinerary or Quote.

"Description" is the text that was typed in when the agent saved the record.

"Created (UTC)" is the creation date and time of the record, using Universal Time Coordinated.

#### **Remove a record**

To remove a saved record, the agent needs to select the option(s) he wants to cancel, and press **Remove**.

Remove	Def	Tuno	Description	Created (UTC)
Remove	<ul> <li>Kei</li> </ul>	Type	Description	Created (UTC)
$\checkmark$	<u>1292</u>	F	Flight schedule SFO/LAX	19Dec19 17:56
	<u>1291</u>	В	Travelport ORD Oct20	19Dec19 16:27
	1290	0	Client A - Toronto test	19Dec19 16:00

Note: agents will not be asked to confirm the removal of the record after pressing **Remove**.

### Book from a saved quote

Only air quotes can be booked from the **Retrieve** tab.

After a quote has been saved, an agent can retrieve it and book from it. The record type must display **Q** (for quote) to enable the booking feature.

Note: this functionality is not holding air inventory or saving price. Booking from a saved quote depends on availability at time of booking and cannot be guaranteed.

1. Press on the quote Ref number you want to display.

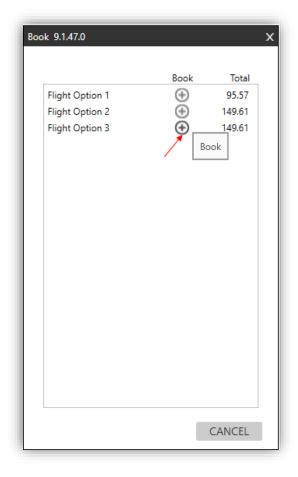
		3 Record(s)							
Reference: 1290 · Sub	mit	Remove Ref Type Description				Created (UTC		I (UTC)	
Description: Client A - Toronto test		1292 F Flight schedule S	Flight schedule SFO/LAX			19Dec19 17:56			
Ref: 1290 (Q 1V 2RB0)		1291				8 Travelport ORD	Travelport ORD Oct20	9 16:27	
Created (UTC): 19Dec19 16:00			1290	Q 🍊	Client A - Toronto test		19Dec1	9 16:00	Ŧ
how More Options Hide Filter Par	nel.					Ę₽,	$\bowtie$	(Å)	>
indernite options	1541					+=>			-

On top of Custom Trip Quote, a + will appear on the **Retrieve** tab.

2. Press the + to prompt a dialog box, asking you to select an option to book.

	Client A - Toronto test	Book	
Trav	relport 🗢 16455 Bal	ke Street, Irvine, CA 92618 P: (94	9) 336-2000
Flight Opti	ion 1		
Montreal -	Toronto		
T\$ 578	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 20:45	Lester B Pearson Intl, Toronto (YYZ) Tue 20Oct20, 22:00 Terminal 3	Cabin Class: Economy (Q) Aircraft: Airbus Industrie A321 Airline: Air Transat Stop: 0
Flight Opti			
Montreal -			Cable Class Frances (1)
AC 481	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 06:00	Lester B Pearson Intl, Toronto (YYZ) Tue 20Oct20, 07:24 Terminal 1	Cabin Class: Economy (A) Aircraft: Airbus Industrie A320-100/200 Airline: Air Canada Stop: 0
Flight Opti	ion 3		
Montreal -	Toronto		
	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 200ct20, 07:00	Lester B Pearson Intl, Toronto (YYZ) Tue 20Oct20, 08:19 Terminal 3	Cabin Class: Economy (E) Aircraft: Boeing 737-700 (Winglets) Passenger

3. Press the + related to the option you want to book.

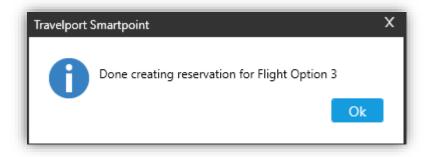


Select Yes to confirm you want to book this option.
 Select No to close the dialog box.

Travelport Smartpoint						
0	Do you want to book Flight Option 3	3? <u>Y</u> es	<u>N</u> o			

A dialog box will prompt confirming the flight segment was booked.

5. Press **Ok** to close the dialog box.



You can book multiple flights if necessary. When done, press CANCEL to close the Book dialog box.

Book 9.1.47.0		2
	Book	Total
Flight Option 1	÷ (+)	95.57
Flight Option 2	$\oplus$	149.61
Flight Option 3	$\oplus$	149.61
	$\sim$	
		CANCEL

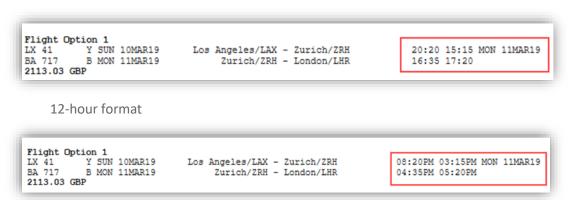
Back in Smartpoint, the requested flight segment should be booked in the class of service it was previously quoted in. The agent needs to price again the segment to get the updated pricing.



# Hour format

The hour format can be configured for all options: Quote, Booked itinerary and Flight schedule. Time can be displayed in either the **24-hour** or **12-hour** format.

24-hour format



# Themes and customization

Check All Hide / Clear	Action	Total	Admin fee	Duration	Sort by price	Theme	Simple 🗸	0
Flight Option 1	$\oplus \odot$	207.69		Operated By	Stop detail	Hour Fr	Classic	1
Flight Option 2	$\oplus \odot$			Baggage allowance	1		Mobile	
							Plain	
						-	Simple	
now More Options Hide	Filter Panel		Template	English V	C	R I	Smartpoint	3

# **5 different themes**

Custom Trip Quote offers 5 different themes that can be used depending on your preference/agency process. When changing the theme, you must press **REFRESH** for the change to be applied.

## Classic theme

Flight Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
202.50CAD	Chicago O'Hare Intl Arpt / Miami Intl	Tue 20 October	06:30AM-10:34AM	American	0	Economy (N)	2498
Car Option 1 83.91USD	Budget Rent A Car Full Size - Ford fusion fwd/sim Miles included: unlimited	nilar	Pick Up Tuesday 20 Oct 2020 12:00F Miami International Apo Miami Intl (Mia) Miami, FL, United States	Drop O PM Wednes		t 2020 12:00	)PM
Hotel Option 1 190.97USD	Hilton Miami Airport Blue La 5101 Blue Lagoon Drive Miami FI 33126 Us	agoon	Check-in: Tuesday 20 Oct 2020 Check-out: Wednesday 21 Oct 2020	Flexible rate king be serenity bed, Rate C Bed: UNK			rgo chair-

Mobile theme

	Option 1 3.03 GBP
Los	Angeles - London
	X41
	ngeles Intl Arpt, Los Angeles (LAX) ay 10 Mar 2019, 20:20
	<b>VE:</b> n Arpt, Zurich (ZRH) ay 11 Mar 2019, 15:15
	tion: 10h 55m Cabin Class:Economy (Y) Taft: Boeing 777-300ER Operated By: Swiss

Plain theme

Flight Option 1		
AA 2498 N TUE 200CT20	Chicago/ORD - Miami/MIA	06:30AM 10:34AM
Baggage Allowance: 0		
Total Fare: 202.50 CAD Price per adult: 143	.00 CAD + Tax 29.50 CAD + Admin fee	30.00 CAD
Car Option 1		
Budget Rent A Car	TUE 200CT20 12:00PM - WE	D 210CT20 12:00PM
Miami International Apo, Miami Intl (Mia)		
Full Size		
Miles included: unlimited		
Estimated total: 83.91 USD Daily Rate: 63.0	00 USD	
Hotel Option 1		
Hilton Miami Airport Blue Lagoon	TUE 200CT20 - WED 21	OCT20
5101 Blue Lagoon Drive, Miami FI 33126, US		
Flexible rate king bed large workstation w erg	o chair-serenity bed, Rate Code: A04LV	0
Bed: UNK		
Approximate total including all known taxe	es: 190.97 USD Price Per Night: 169.00	USD + tax 21.97 USD

Simple theme

fiami		
O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 06:30AM Terminal 3	Miami Intl, Miami ( <b>MIA</b> ) Tue 20Oct20, 10:34AM	Cabin Class: Economy (N) Aircraft: Airbus Industrie A321 Airline: American Stop: 0
dult: 143.00 CAD + Tax 29.50 CAD		Total Fare: 172.50 CAE
1		
Pick Up Tue 20Oct20 12:00PM Miami International Apo Miami Intl (Mia) Miami, FL, United States	Drop Off Wed 21Oct20 12:00PM	Vendor: Budget Rent A Car Type: Full Size - Ford fusion fwd/similar Miles included: unlimited
63.00 USD		Estimated total: 83.91 USE
on 1		
Hilton Miami Airport Blue Lagoon (Hilton Usa/Conrad International Hotels) 5101 Blue Lagoon Drive Miami FI 33126 Us	Check-in: Tue 20Oct20 Check-out: Wed 21Oct20	Flexible rate king bed large workstation w ergo chair-serenity bed, Rate Code: A04LV0 Bed: UNK
	O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 06:30AM Terminal 3 Jult: 143.00 CAD + Tax 29.50 CAD 1 Pick Up Tue 20Oct20 12:00PM Miami International Apo Miami International Apo Miami Int! (Mia) Miami, FL, United States 63.00 USD I Hilton Miami Airport Blue Lagoon (Hilton Usa/Conrad International Hotels) 5101 Blue Lagoon Drive Miami FI 33126	O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 06:30AM       Miami Intl, Miami (MIA) Tue 20Oct20, 10:34AM         Terminal 3       Tue 20Oct20, 10:34AM         Jult: 143.00 CAD + Tax 29.50 CAD       Drop Off         Pick Up Tue 20Oct20 12:00PM       Drop Off Wed 21Oct20 12:00PM         Miami International Apo Miami International Apo Miami, FL, United States       Drop Off Wed 21Oct20 12:00PM         63.00 USD       Check-in: Tue 20Oct20 Check-out: Wed 21Oct20         International Apo Miami Intl (Mia) Miami, FL, United States       Check-in: Tue 20Oct20 Check-out: Wed 21Oct20         Stol I       Entropy Blue Lagoon (Hilton Usa/Conrad International Hotels) 5101 Blue Lagoon Drive Miami FI 33126       Check-in: Tue 20Oct20 Check-out: Wed 21Oct20

Smartpoint theme

Flight Op <b>2103.0</b>		
Los An	geles - London	
LX41	<b>DE PART:</b> Los Angeles Intl Arpt, Los Angeles (LAX) Sunday 10 Mar 2019, 20:20 Terminal B	ARRIVE: Zurich Arpt, Zurich (ZRH) Monday 11 Mar 2019, 15:15
Duration	n: 10h 55m Cabin Class: Economy (Y) Aircraft	Boeing 777-300 ER Operated By: Swiss
BA717	DEPART: Zurich Arpt, Zurich (ZRH) Monday 11 Mar 2019, 16:35	ARRIVE: Heathrow, London (LHR) Monday 11 Mar 2019, 17:20 Terminal 5
Duration British Ai	n: 1h 45m Cabin Class: Economy (B) Aircraft: rways	Airbus Industrie A320-100/200 Operated By:

# **Customize a theme (font and colors)**

Each Custom Trip Quote theme can be color and font customized. Each theme customization is independent from one another, so you can customize each theme differently. However, all sections (Quote, Booked itinerary and Flight Schedule) will have the same customized theme.

Each theme can be customized by clicking on the **Setting** icon.

Theme	Simple	$\sim$	0
			**

Each theme setting gives different options to choose from the following:

- Regular mode
  - Default Default

-

• Custom

o Custom

Dark mode

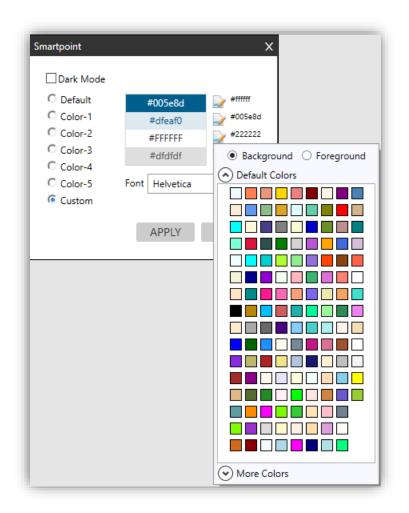
Simple		x
Dark Mode		
Oefault	#6DA0B9	
C Custom	#dfeaf0	
	APPLY	CLOSE

Both regular and dark modes can be customized. When **Custom** is selected, colors and font can be configured:

Plain		x
Dark Mode Default Custom	+FFFFFF +FFFFFF	#000000 #DF0203
	Font Courier New	$\sim$
	APPLY	CLOSE

Flight Option 1 207.69 CAE		Smartpoint		x
Dublin - Edi	inburgh	Dark Mode		
FR 812	DEPART:	C Default	#303c6c	
Ŵ	Dublin Arpt, Dublin (DUB)	C Color-1	#f4976c	
	Tuesday 24 December 2019, 06:	-	#b4dfe5	
Cabin Class:	Economy (Y) Aircraft: Boeing 737-	C Color-3 C Color-4	#d2fdff	
Edinburgh -	Dublin	Color-5		
FR 817	DEPART:	C Custom		
Ŵ	Edinburgh Arpt, Edinburgh (EDI) Thursday 02 January 2020, 14:10		APPLY	CLOSE
Cabin Class:	Economy (Y) Aircraft: Boeing 737-			

Flight Option 1 207.69CAD	From - To Dublin Arpt / Edinburgh Arpt Edinburgh Arpt / Dublin Arpt	Date Tue 24 December Thu 02 January	H Depa 06:3 14:1	Classic Dark Mode	#606060	× Flight # 812 817
Flight Option 2 364.90CAD	From - To Dublin Arpt / Edinburgh Arpt Edinburgh Arpt / Dublin Arpt	Date Tue 24 December Thu 02 January	H Depa 06:4 19:4	<ul> <li>Default</li> <li>Color-1</li> <li>Color-2</li> <li>Color-3</li> <li>Color-4</li> <li>Color-5</li> <li>Custom</li> </ul>	#696969 #C0C0C0 Font Arial Arial Narrow Brush Script MT Calibri Cambria Candara	Flight # 3250 3259



Once done, press **APPLY** to save your changes.

# Save as PDF

When the agent is satisfied with the display of his quote, itinerary or flight schedule, he can save it as a PDF.

1. Press SAVE AS PDF.

	elport 🔷 16455	Bake Street, Irvine, CA 92618 P: (	949) 336-2000
Flight Opt	ion 1		
Dublin - Ed	linburgh		
FR 812	Dublin Arpt, Dublin (DUB) Tue 24Dec19, 06:30	Edinburgh Arpt, Edinburgh (EDI) Tue 24Dec19, 07:45	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0
Edinburgh	- Dublin		
FR 817	Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 14:10	Dublin Arpt, Dublin (DUB) Thu 02Jan20, 15:15	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airtine: RyanAir Stop: 0
			Total Fare: 207.69 CAD
Flight Opti	ion 2		
Dublin - Ed			
61 3250	Dublin Arpt, Dublin (DUB) Tue 24Dec19, 06:40 Terminal 2	Edinburgh Arpl, Edinburgh (EDI) Tue 24Dec19, 07:55	Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus Stop: 0
Edinburgh	- Dublin		
EI 3259	Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 19:40	Dublin Arpt, Dublin (DUB) Thu 02Jan20, 20:55 Terminal 2	Cabin Class: Economy (S) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus Stop: 0
Filter Panel		Total Admin fee	Carbonia Theoreman
	All Hide / Clear Action	Total Admin fee Duration	Sort by price Theme Simple V

2. Select the location in your computer to save the PDF document.

Change the file name if necessary. Press **Save**.

Save as Pdf9.1.47.0		2
- 🚽 🕆 📋 > This PC > Documents > Custom Trip Quote 🖊	v ຽ Search Cu	stom Trip Quote 🔑 🔎
Organize 🔻 New folder		III • 🔞
This PC Name	Date modified Type Size	
3D Objects	No items match your search.	
Desktop		
Documents		
🕹 Downloads		
h Music		
Pictures		
Videos		
Local Disk (C:)		
https://teamsites.travelport.com		
🥏 Network		
File name: EDI option Client ABC.PDF		
Save as type: PDF documents (*.PDF)		
	Şavı	e Cancel

Note: Custom Trip Quote can save as PDF only up to 6 pages. Over this maximum, the content will be missing.

## **Email quotes**

When the agent is satisfied with the display of his quote, itinerary or flight schedule, he can open the displayed layout using his defaulted email application.

Note: this option works best when using Microsoft Outlook email application.

1. Press the **EMAIL** button.

Filter Panel Check All Hide / Clear Flight Option 1 Flight Option 2	Action (+) (-) (+) (-)	Total Admin fee 207.69 364.90	Duration Operated By Baggage allowance	Stop detail	Theme Simple V Hour Format: © 24-hour C 12-hour	
Show More Options H	lide Filter Panel	Template	English 💙	C [		×

It should open the defaulted email application used on the agent's computer. You can view the quote in the body of the email and make any modification if you wish.

<b>日</b> りひイ↓ =			Quote - Message (HTM
ile <b>Message</b> Insert Options	Format Text Review Help	Q Tell me what you want to do	
Cut aste ✓ Gopy SFormat Painter Clipboard r₅		ss Check Names Include	Pollow Up *     ↓       Assign     ↓       High Importance     ↓       Policy*     ↓       Low Importance     *       Tags     ™       Voice     ↓
end To Cc Quote			
	5 Bake Street, Irvine, CA 92618 P:	(949) 336-2000	_
Flight Option 1 Dublin - Edinburgh			
Dublin Argt, Dublin (DUB) Tue 24Dec19, 06:30	Edinburgh Argt, Edinburgh (EDI) Tue 24Dec19, 07:45	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0	
Erickanska Bakira			
Edinburgh - Dublin			
FR 817	Dublin And, Dublin (DUB) Thu 02Jan20, 15:15	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airtine: <u>ByanAir</u> Stop: 0	
Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 14:10		Aircraft: Boeing 737-800 Airline: RyanAir	D
Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 14:10		Aircraft: Boeing 737-800 Airline: <u>RyanAir</u> Stop: 0	D
Edinburgh Argt, Edinburgh (EDI) FR 817		Aircraft: Boeing 737-800 Airline: <u>RyanAir</u> Stop: 0	D
Edinburgh Argt, Edinburgh (EDI) Thu 02Jan20, 14:10		Aircraft: Boeing 737-800 Airline: <u>RyanAir</u> Stop: 0	D
Edinburgh Argt, Edinburgh (EDI) Thu 02Jan20, 14:10 Flight Option 2 Dublin - Edinburgh Dublin Argt, Dublin (DUB) Tue 24Dec19, 06:40	Thu 02Jan20, 15:15	Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0 Total Fare: 207.69 CA Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus	D
Edinburgh Argt, Edinburgh (EDI) Thu 02Jan20, 14:10 Fight Option 2 Dublin - Edinburgh Dublin Argt, Dublin (DUB) Tue 24Dec19, 06:40 Terminal 2	Thu 02Jan20, 15:15	Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0 Total Fare: 207.69 CA Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus	D

#### **Email as PDF**

Agents can also default Custom Trip Quote to open Email with the content as PDF instead of body text. Email as PDF can be defaulted in the **Template** section of Custom Trip Quote.

1. Press on **Template** from any Custom Trip Quote feature.



In the Preferences section, select the box Email pdf.
 Press SAVE to save your changes.
 Press Back to return to Custom Trip Quote.

Fee label Admin fee	
Classic Theme – alterna	ate background color for route (group connections) and not for each flight
Display amounts with a	a thousands separator (1,000)
Email Pdf	
Applies to quote	
Separate lines for Air F	are Rules Remove Purchase ticket no later than
Applies to booked itinerary	
Default fee amount	✓ Don't prompt me ✓ Separate lines for Air Fare Rules
Default fee amount	
	et no later than
Remove Purchase ticke	et no later than
Remove Purchase ticke	et no later than
Remove Purchase ticke Calculate Grand Total f Disclaimer	t no later than for air fare Message
Remove Purchase ticke	tet no later than or air fare Message ^Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes
Remove Purchase ticke Calculate Grand Total f Disclaimer	t no later than for air fare Message
Remove Purchase ticke  Calculate Grand Total f  Disclaimer  Include Time stamp  Location Bottom	tet no later than or air fare Message ^Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes
Calculate Grand Total f  Disclaimer  Include Time stamp	tet no later than or air fare Message ^Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes
Remove Purchase ticke  Calculate Grand Total f  Disclaimer  Include Time stamp  Location Bottom	tet no later than or air fare Message ^Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes

The email icon will have changed to display a red PDF icon.

						_	
Show More Options	Hide Filter Panel	Template	English	~	G	Ę	) X
							 _

When clicking on the EMAIL icon, the quote will be attached to the email as PDF.

ſ		<b>୬</b> ୯1	× ↓ ₹								Quote - N	/lessage (HTML)
Г	File	Message	e Insert	Options	Format Text	Review	Help	Q Tel	l me what you want to do			
	C aste	X Cut []∃ Copy ≪ Format P	Painter		<ul> <li>A^ A<sup>×</sup>   Ξ</li> <li>▲ -   Ξ Ξ</li> </ul>	≡∣≡≖		Names	Attach Attach Signature File • Item • •	Assign Policy v J Low Importance	Dictate	Insights Vie Temp
F		Clipboard	Fa		Basic Text	5	Na	mes	Include	Tags	Ta Voice	My Terr
· ·	Send	To Cc Subject	Quote									
L		Attached	Quot 71 KB		•							

Note: Email as PDF will not copy the displayed content in the body of the email. It will only attach the PDF to the email. To have the content in the email body text as well, agents can return to Custom Trip Quote, press **Copy to Clipboard** and paste the content in the body of the email.

File       Message       nset       Options       Format Text       Review       Help       Tell me what you want to do         Image: Constant Braine       Image: Constante       Image: Constant Braine       Image: ConstantBra				Quote - Message (HTM
Copy         Cable	ile <b>Message</b> Insert Options	Format Text Review Help	Q Tell me what you want to do	
Image: Subject         Caucie           Subject         Quote.pdf           Itached         Image: Quote.pdf           Itach	aste v ≪ Format Painter		Names File Item -	Assign I High Importance Policy • Low Importance
Subject         Quote           Attached              Quotespdf Tit KB               Quotespdf Tit KB                 Travelport               Attached               Quotespdf                 Travelport               Attached               Attached                 Travelport               Attached               Attached                 Dublin - Edinburgh               Edinburgh Argl, Bublin (JUB)               Edinburgh Argl, Edinburgh (EDI)               Cabin Class: Economy (Y)             Aritrard: Boeing 737-800	Cc			
Fight Option 1         Dublin - Edinburgh         Edinburgh Dublin (DUB)       Edinburgh Argt, Edinburgh (EDI)         F R 612       Tue 24Dec19, 06:30         Edinburgh - Dublin         Edinburgh - Dublin         Edinburgh - Dublin         Edinburgh Argt, Edinburgh (EDI)         Dublin Argt, Dublin (PDIB)         Edinburgh - Dublin         FR 617         Thu 02Jan20, 14:10         Dublin Argt, Dublin (PDIB)         FR 617         Thu 02Jan20, 15:15         Arircraft: Boeing 737-800         Aririne: RagnAit         Stop: 0         FR 617         Thu 02Jan20, 15:15         Arircraft: Boeing 737-800         Aririne: RagnAit         Stop: 0         Total Fare: 207.69 CAD         FIght Option 2         Dublin Argt, Dublin (OUB)         Terminal 2         Edinburgh Argt, Edinburgh Argt, Edinburgh (EDI)         Tue 24Dec19, 06:40         Terminal 2         Edinburgh - Dublin         Edinburgh - Dublin         Edinburgh - Dublin         Terminal 2         Edinburgh - Colon Class: Economy (N)         Arircraft: Aerospatiale/Alegnia, Arircraft: Aerospatiale/Alegnia, Arircraft: Ae	Subject Quote Quote.pdf	•		
Edinburgh - Dublin         Image: FR 817       Edinburgh Argt, Edinburgh (EDI)       Dublin Argt, Dublin (DUB)       Cabin Class: Economy (Y)         FR 817       Thu 02Jan20, 14:10       Dublin Argt, Dublin (DUB)       Aircraft: Boeing 737-800         FR 817       Thu 02Jan20, 14:10       Dublin Argt, Dublin (DUB)       Aircraft: Boeing 737-800         Fright Option 2       Total Fare: 207.69 CAD         Fright Option 2         Total Fare: 207.69 CAD         Fublin - Edinburgh         Dublin Argt, Dublin (DUB)         Tue 24Dec19, 06:40       Tue 24Dec19, 07:55       Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh - Dublin         Edinburgh - Dublin       Dublin Argt, Dublin (DUB)       Tue 24Dec19, 07:55         Edinburgh - Dublin       Edinburgh Argt, Edinburgh (EDI)       Cabin Class: Economy (W)         Aircraft: Aer Clingus       Stop: 0         Edinburgh - Dublin       Dublin Argt, Dublin (DUB)       Aircraft: Aer Clingus         Edinburgh Argt, Edinburgh (EDI)       Dublin Argt, Dublin (DUB)       Cabin Class: Economy (S)         Aircraft: Aerospatiale/Alenia, Aircraft: Aerospati	Flight Option 1		(040) 000 2000	
Image: Pression with the second se	Dublin Argt, Dublin (DUB) Tue 24Dec19, 06:30		Aircraft: Boeing 737-800 Airline: RyanAir	
Flight Option 2         Dublin - Edinburgh         Dublin Afgt, Dublin (DUB) Tue 24Dec19, 06:40 Terminal 2       Edinburgh Afgt, Edinburgh (EDI) Tue 24Dec19, 07:55       Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh - Dublin       Dublin Afgt, Dublin (DUB) Tue 24Dec19, 07:55       Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh Afgt, Edinburgh (EDI) Tu 02Jan20, 19:40       Dublin Afgt, Dublin (DUB) Thu 02Jan20, 20:55 Terminal 2       Cabin Class: Economy (S) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus	FR 812		Aircraft: Boeing 737-800 Airline: RyanAir	
Dublin - Edinburgh         Dublin Argt, Dublin (DUB) Tue 24Dec19, 06:40       Edinburgh Argt, Edinburgh (EDI) Tue 24Dec19, 07:55       Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh - Dublin       Dublin Argt, Dublin (DUB) Tue 24Dec19, 07:55       Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh - Dublin       Dublin Argt, Dublin (DUB) Thu 02Jan20, 19:40       Cabin Class: Economy (S) Thu 02Jan20, 20:55 Terminal 2	Edinburgh - Dublin Edinburgh - Dublin Edinburgh 24Dec19, 06:30 Edinburgh - Dublin Edinburgh Argt, Edinburgh (EDI) Thu 02Jan20, 14:10	Tue 24Dec19, 07:45 Dublin Appt, Dublin (DUB)	Aircraft: Boeing 737-800 Airline: <u>RyanAir</u> Stop: 0 Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>RyanAir</u>	
Dublin Argt, Dublin (DUB) Tue 24Dec19, 06:40       Edinburgh Argt, Edinburgh (EDI) Tue 24Dec19, 07:55       Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh - Dublin       Dublin Argt, Dublin (DUB) Tue 24Dec19, 07:55       Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         Edinburgh - Dublin       Dublin Argt, Dublin (DUB) Thu 02Jan20, 19:40       Dublin Argt, Dublin (DUB) Thu 02Jan20, 20:55       Cabin Class: Economy (S) Aircraft: Aerospatiale/Alenia, Airitine: Aer Lingus	Edinburgh - Dublin Edinburgh - Dublin Edinburgh 2005 (EDI) Thu 22JDec 19, 06:30	Tue 24Dec19, 07:45 Dublin Appt, Dublin (DUB)	Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0 Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0	CAD
Tue 24Dec19, 06:40       Tue 24Dec19, 07:55       Aircraft: Aerospatiale/Alenia, Airline: Aer Lingus Stop: 0         El 3250       Terminal 2       Stop: 0         Edinburgh - Dublin       Edinburgh Argt, Edinburgh (EDI)       Dublin (DUB)       Cabin Class: Economy (S)         El 3259       Thu 02Jan20, 19:40       Dublin (DUB)       Cabin Class: Economy (S)         El 3259       Thu 02Jan20, 19:40       Thu 02Jan20, 20:55       Aircraft: Aerospatiale/Alenia, Aircraft: Aerospatiale/Alen	FR 812       Dublin Appt, Dublin (DUB) Tue 24Dec19, 06:30         Edinburgh - Dublin         Edinburgh - Dublin         Edinburgh Appt, Edinburgh (EDI) Thu 02Jan20, 14:10	Tue 24Dec19, 07:45 Dublin Appt, Dublin (DUB)	Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0 Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0	CAD
Edinburgh Argt, Edinburgh (EDI) Dublin Argt, Dublin (DUB) Cabin Class: Economy (S) Thu 02Jan20, 19:40 Thu 02Jan20, 20:55 Aircraft: Aerospatiale/Alenja Terminal 2 Airline: Aer Lingus	Image: Second system       Dublin Arret, Dublin (DUB) Tue 24Dec 19, 06:30         Edinburgh - Dublin       Edinburgh Arret, Edinburgh (EDI) Thu 02Jan20, 14:10         Flight Option 2       Dublin - Edinburgh	Tue 24Dec19, 07:45 Dublin Argt, Dublin (DUB) Thu 02Jan20, 15:15	Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0 Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>ByanAir</u> Stop: 0 Total Fare: 207.69 0	CAD
Thu 02Jan20, 19:40     Thu 02Jan20, 20:55     Aircraft: Aerospatiale/Alenia       EI 3259     Terminal 2     Airline: Aer Lingus	Image: Second system       Dublin Argt, Dublin (DUB)         Tue 24Dec19, 06:30         Edinburgh - Dublin         Image: Second system         FR 817         Edinburgh Argt, Edinburgh (EDI)         FR 817         Flight Option 2         Dublin Argt, Dublin (DUB)         Tue 24Dec19, 06:40	Tue 24Dec19, 07:45 Dublin Argt, Dublin (DUB) Thu 02Jan20, 15:15 Edinburgh Argt, Edinburgh (EDI)	Aircraft: Boeing 737-800 Airline: <u>RvanAir</u> Stop: 0 Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>RvanAir</u> Stop: 0 Total Fare: 207.69 (Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus	CAD
	Image: Second system       Dublin Argt, Dublin (DUB) Tue 24Dec 19, 06:30         Edinburgh - Dublin       Edinburgh Argt, Edinburgh (EDI) Thu 02Jan20, 14:10         FR 817       Edinburgh Argt, Edinburgh (EDI) Thu 02Jan20, 14:10         Flight Option 2       Dublin - Edinburgh Tue 24Dec 19, 06:40 Terminal 2	Tue 24Dec19, 07:45 Dublin Argt, Dublin (DUB) Thu 02Jan20, 15:15 Edinburgh Argt, Edinburgh (EDI)	Aircraft: Boeing 737-800 Airline: <u>RvanAir</u> Stop: 0 Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: <u>RvanAir</u> Stop: 0 Total Fare: 207.69 (Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus	CAD

# Copy to clipboard

1. Press the COPY CLIPBOARD button.

Check All Hide / Clear Flight Option 1 Flight Option 2 Flight Option 3	Action (+) (-) (+) (-) (+) (-)	Total         Fee           467.80	Sort by price	Theme Smartpoint V Hour Format: @ 24-hour C 12-hour	
now More Options Hide	Filter Panel	Template	English 💙	C 🖂	Ď ×

The following message will appear on the top right corner of Smartpoint. The options are copied to your clipboard.



You can paste the content in an email or a Word document.

2. Type **Ctrl + V** on your keyboard or select the Paste option, this will paste the clipboard content in your selected document.

	$\bullet$ $\downarrow$ $\bullet$			l	Untitled - Message (HTML)
File N	<b>lessage</b> Insert Options F	ormat Text Review Help	🖓 Tell me what you want to do		
Paste	Copy Format Painter	A^ A   := + := +   A <sub>p</sub>   ↓ +   = = =   = = + = + = + = + = + = + =	lames File ▼ Item ▼ ▼	Assign Follow Up * High Importance Policy * Low Importance Tags IS	Dictate Voice
Send Sub	eiport →	xe Street, Irvine, CA 92618 P: (94			
	10455 Dai	C SILCEL, II VIIIE, CA 32010 F. (34			
Flight Opti	ion 1	, , ,	57 000-2000		
Flight Opti Montreal -		, ,		30m	
Montreal -		El Dorado International, Bogota (BOG) Wed 21Oct20, 04:15 Terminal 1		30m	
Montreal -	Bogota Pierre Elliott Trudeau Intl Appt, Montreal (YUL) Tue 20Oct20, 22:45	El Dorado International, Bogota (BOG) Wed 210ct20, 04:15	6h Cabin Class: Economy (A) Duration: 6h 30m Airoraft: Boeing 767-300 Airline: Air Canada Stop: 0	30m 20m	
Montreal - AC 1952 Bogota - M	Bogota Pierre Elliott Trudeau Intl Appt, Montreal (YUL) Tue 20Oct20, 22:45	El Dorado International, Bogota (BOG) Wed 210ct20, 04:15	6h Cabin Class: Economy (A) Duration: 6h 30m Airoraft: Boeing 767-300 Airline: Air Canada Stop: 0		

# Templates

Agents can configure Custom Trip Quote templates depending on their preference or agency process. Easy to create and flexible, a template can be saved and distributed to other agents within an agency, using the import/export feature.

Each Customer Trip Quote feature has its own configurable template. Multi-lingual agents/agencies can also save a template for each language they work in: English, French, Spanish and/or Portuguese.

Note: Templates only apply to Quotes and Booked Itinerary.

<i< th=""><th>elds support Html ample: use below html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE img src="{AgencyLogo}" width="200" height="auto"/&gt;</th></i<>	elds support Html ample: use below html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE img src="{AgencyLogo}" width="200" height="auto"/>
🛕 Te	emplate = "English"
<ul> <li>Age</li> </ul>	iency Info
<ul> <li>Titl</li> </ul>	les
Ser	ntences
For	oters
7 Pre	eferences
	□ Display amounts with a thousands separator (1,000)
	Calculate Grand Total for air fare
	Disclaimer Message Include Time stamp Location Bottom Message *Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes taxes" or "conditions may apply, subject to change"

Note: when a change is made in the Templates, make sure to always **SAVE** and **REFRESH** for the change to take effect.

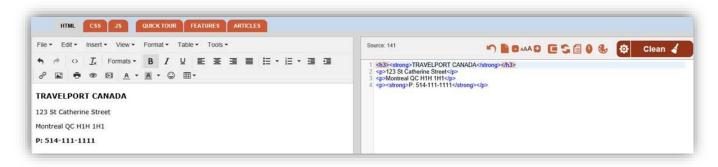
### **HTML helper**

Please, note that HTML configuration is not supported by Travelport helpdesk.

Custom Trip Quote templates can support HTML format. To get you started, you can search in your internet browser for a HTML editor. This editor will help you create your own HTML template.

When using a HTML editor, you type in the text you want, using the formatting you want (font, color, size...) and the HTML editor will adapt it to HTML coding.

Example of a HTML editor



Copy/paste the HTML result in the Agency Name Template.

▼ Agency Info		
Agency Name	<a href="https://www.travelport.com" target="_blank"><img <br="" id="banner" width="188"/>height="auto" src="{AgencyLogo}" /&gt;</a> size:14px;vertical-align:bottom">16455 Bake Street, Irvine, CA 92618 <br td> <th>- </th>	- 

HTML coding can be applied to all configurable areas of the templates where text is required.

### **Agency Info**

Regardless from which option the template is opened, **Agency info** will remain the same and apply for all functionalities.

1. Press Template to configure Agency Info

E			-						
	Show More Options	Hide Filter Panel	Template	English	$\sim$	G	Ę	$\bowtie$	×
1									

2. Add your Agency information

You can add your agency information from an existing agency website, or you can edit information per section, as displayed in the dialog box.

Note: The fields support HTML markup language. Below is an example.

*If you use HTML, make sure that you use the correct syntax and formats. More information on HTML and HTML editors can be found on internet to help get you started.* 

stom Trip Quote 9.1.47	.0	
Fields support Htm	I	
Sample: use below	html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE	
<img height="auto" src="{Agency&lt;/td&gt;&lt;td&gt;/Logo}" width="200"/>		
👠 Template = "Englisl	h"	x
Agency Info		
Agency Name	<a href="https://www.travelport.com" target="_blank"><img <br="" id="banner" width="188"/>height="auto" src="{AgencyLogo}" /&gt;</a> size:14px;vertical-align:bottom">16455 Bake Street, Irvine, CA 92618 </td <td>Î</td>	Î
	td> <b>P: (949) 336-2000</b>	 
Address		
		-
Diama		-
Phone		-
		-
Fax		
		-
Logo		
<ul> <li>Titles</li> </ul>		
Sentences		
Footers		
Preferences		
lack Import   Export	SAVE RESET	CLOSE

3. Click the existing logo to replace it with another logo.



- 4. Browse in your computer to find where you have stored your agency logo.
- 5. Select your logo and press the **Open** button.

	✓ Ŏ Search Logos
+	V O Search Logos
Organize 👻 New folder	📰 👻 🚺
Quick access     Travelport     Travelport     Travelport     Iogo.JPG	
This PC	
3D Objects	
E Desktop	
Documents	
Downloads	
Music	
Contraction Pictures	
Videos	
Local Disk (C:)	
The https://teamsites.travelport.com/commo	
network	
File name: Travelport logoJPG	Image Files (*.jpg:*.jpeg:*.png;

Your logo should be displayed like below.

Press SAVE to change the change.
 Press Back to return to Custom Trip Quote.

Note: for the logo to appear, make sure the following is displayed in the **Agency Name** box. Width and height info is customizable.

<img src="{AgencyLogo}" width="200" height="auto"/>

▼ Agency Info		
	<img height="auto" src="{AgencyLogo}" width="200"/>	Â
Agency Name		Ŧ

ustom Trip Quote 9.1.47	0	
Fields support Htm		
	html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE {Logo}" width="200" height="auto"/>	
🛕 Template = "Englis	n"	3
<ul> <li>Agency Info</li> </ul>		
Agency Name	<a href="https://www.travelport.com" target="_blank"><img <br="" id="banner" width="188"/>height="wete" or = "(Accord or =)" (&lt; &lt; &lt;&gt; </a> (d) at d= "birdth 20m" >  (d) at d= "fort	
Agency Name	height="auto" src="{AgencyLogo}" />td style="width:20px">td style="font- size:14px;vertical-align:bottom">16455 Bake Street, Irvine, CA 92618td>td style="width:20px"> </td <td>а.</td>	а.
	td> <b>P: (949) 336-2000</b>	w
		-
Address		
		-
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		-
Fax		
		-
Logo	Travelport 🗢	
<ul> <li>Titles</li> </ul>		
Sentences		
<ul> <li>Footers</li> </ul>		
<ul> <li>Preferences</li> </ul>	<u>\</u>	
Back Import   Export	SAVE RESET	CLOSE

Once saved, the Agency Info will apply to all Custom Trip Quote options.

When using Custom Trip Quote to send options or itineraries to clients, **Agency Info** must be checked in the **Options**.

#### Add the Agency logo - best practice

When saving a quote including the agency information, depending on how the agency logo has been configured in the **Template**, the logo might not redisplay correctly when displaying the record from another agent.

If the logo has been configured and added from a local computer folder (ie: using a .jpg picture), when another agent retrieves the saved record, the logo will not display, as per below.

zación 9.1.40	).0			
tización It	tinerario reservado	Horario de vuelo <b>Obt</b>	tener	
Ref# 1302 - 1	Test 1			
×				
		16455 Bake Str	eet, Irvine, CA 92618	P: (949) 336-2000 Record Locator: S9
Flight				
	o - Miami			
Chicag	o mann			
Chicage AA 3	35 DEPAR	r.	4.00	RIVE:

For this issue to not happen, best practice would be to add the logo from an URL. In the **Agency Info**, paste the logo source code.

Below is an example of a Travelport URL used to generate the Agency logo.

<ul> <li>Agency Info</li> </ul>		
	<img height="auto" src="https://www.travelport.com/sites/all/themes/custom/travelport/assets/dist/images/homelogostravelport-digital-2018lg.png" width="300"/>	-
Agency Name		

ustom Trip Quote 9.1.	50.0		
Quote 💮 Booke	d itinerary Flight Schedule Retrieve		
Flight Option 1 770.30 CAI			
Montreal - I	Bogota		6h 30m
AC 1952	<b>DEPART:</b> Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tuesday 20 October 2020, 22:45	ARRIVE: El Dorado International, Bogota (BOG) Wednesday 21 October 2020, 04:15 Terminal 1	

Note: For the Agency logo to be used from an URL, the agency needs to have a website to refer to. HTML and URL configuration are not supported by our helpdesk. Please, contact your IT department for help.

*Refer to the* Retrieve a saved record *paragraph of this guide for more information.* 

### Preferences

Regardless from which option the template is opened, **Preferences** apply for all functionalities.

### Press **Template** to configure Preferences

			English			460	— L	
eferences								
Fee label Admin fee								
🗹 Classic Theme – alterna	te background color	for route (group	connections) a	and not for ea	ach flight			
Display amounts with a	thousands separator	(1,000)						
Email Pdf								
Applies to quote								
Separate lines for Air Fa	are Rules Remo	ove Purchase tick	et no later tha	n				
Applies to booked itinerary								
Default fee amount	🗹 Do	n't prompt me	🖌 Separate	lines for Air l	Fare Rules			
Remove Purchase ticke	t no later than							
Calculate Grand Total fo	or air fare							
Disclaimer 🗌								
Include Time stamp	Message					an face ( ) in all of		
	"Subject to availabilit taxes" or "conditions			jes may apply (i	laggage reë, se	ac ree), includ	Jes —	
Location Bottom								

### **General preferences**

The first section of the **Preferences** is general and will apply to all Custom Trip Quote functionalities.

Fee label	Admin fee						
Classic T	heme – alternate backg	round color for route (group connections) and not for each flight					
🗹 Display a	✓ Display amounts with a thousand separator (1,000)						
Email Pd	f						

#### Fee label

Type the label that will be used by Custom Trip Quote to display the fee for Quotes and Booked Itineraries.

Check All Hide / Clear	Action	Total Admin fee	
Flight Option 1	$\oplus \Theta$	207.69 20.00	
Flight Option 2	$\oplus \Theta$	364.90	
Adult NCE-CDG Travelport, Apollo; Travelport, Galileo Fare: 442.00 CAD			
Taxes:         50.90 CAD           Admin fee         20.00 CAD           Total:         (x2) 1025.80 CAD			

### Classic theme – alternate background color for route (group connections) and not for each flight

Applies to the Classic theme only.

If unselected, colors will alternate for each flight

Flight			Hour				
Option 1	From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Charlotte Douglas International Arpt	Tue 20 October	15:00-17:10	American	0	Economy (B)	2700
	Charlotte Douglas International Arpt / Rome Fiumicino Arpt	Tue 20 October	18:25-Wed 21Oct 09:40	American	0	Economy (B)	720
	Rome Fiumicino Arpt / Philadelphia Intl Arpt	Fri 30 October	10:30-15:30	American	0	Economy (B)	719
	Philadelphia Intl Arpt / Miami Intl	Fri 30 October	17:50-20:55	American	0	Economy (B)	304
Flight			Hour				
Option 2	From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Dallas FT Worth Intl Arpt	Tue 20 October	09:10-11:09	American	0	Economy (B)	2808
	Dallas FT Worth Intl Arpt / Rome Fiumicino Arpt	Tue 20 October	13:40-Wed 21Oct 07:00	American	0	Economy (B)	240
	Rome Fiumicino Arpt / Philadelphia Intl Arpt	Fri 30 October	10:30-15:30	American	0	Economy (B)	719
	Philadelphia Intl Arpt / Miami Intl	Fri 30 October	17:50-20:55	American	0	Economy (B)	304

If selected, colors will alternate regrouping flights per direction

Ficht			Hour				
Flight Option 1	From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Charlotte Douglas International Arpt	Tue 20 October	15:00-17:10	American	0	Economy (B)	2700
	Charlotte Douglas International Arpt / Rome Fiumicino Arpt	Tue 20 October	18:25-Wed 21Oct 09:40	American	0	Economy (B)	720
	Rome Fiumicino Arpt / Philadelphia Intl Arpt	Fri 30 October	10:30-15:30	American	0	Economy (B)	719
	Philadelphia Intl Arpt / Miami Intl	Fri 30 October	17:50-20:55	American	0	Economy (B)	304
Flight			Hour				
Option 2	From - To	Date	Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Dallas FT Worth Intl Arpt	Tue 20 October	09:10-11:09	American	0	Economy (B)	2808
	Dallas FT Worth Intl Arpt / Rome Fiumicino Arpt	Tue 20 October	13:40-Wed 21Oct 07:00	American	0	Economy (B)	240
	Rome Fiumicino Arpt / Philadelphia Intl Arpt	Fri 30 October	10:30-15:30	American	0	Economy (B)	719
	Philadelphia Intl Arpt / Miami Intl	Fri 30 October	17:50-20:55	American	0	Economy (B)	304

### Display amounts with a thousand separator (1,000)

If unselected, amounts in the thousands will not have a separator.



If selected, amounts in the thousands will have a separator.

Flight Option 1		
2,927.70 CAD		

### **Email PDF**

Agents can default Custom Trip Quote to open Email with the content as PDF instead of body text. If selected, the email icon will have changed to display a red PDF icon.



When clicking on the EMAIL icon, the quote will be attached to the email as PDF.

Que Que	te - Message (HTML)
FileMessageInsertOptionsFormat TextReviewHelpQTell me what you want to doImage: Second conductionImage: Second cond	Cictate Insights Vie Temp My Tem

Note: **Email as PDF** will not copy the displayed content in the body of the email. It will only attach the PDF to the email. To have the content in the email body text as well, agents can return to Custom Trip Quote, press **Copy to Clipboard** and paste the content in the body of the email.

*Refer to the Email quotes paragraph of this guide for more information.* 

#### **Applies to quote**

This section applies for quotes only.

Applies to quote		1
	Remove Purchase ticket no later than	

#### Separate lines for Air Fare Rules

If unselected, air fare rules will be displayed in one continuous text.

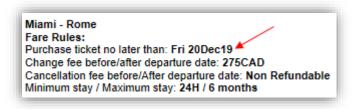
Miami - Rome
Fare Rules:
Purchase ticket no later than: Fri 20Dec19, Change fee before/after departure date: 275CAD, Cancellation fee before/After departure date: Non
Refundable, Minimum stay / Maximum stay: 24H / 6 months

If selected, air fare rules will display on separate lines.

Miami - Rome
Fare Rules:
Purchase ticket no later than: Fri 20Dec19
Change fee before/after departure date: 275CAD
Cancellation fee before/After departure date: Non Refundable Minimum stay / Maximum stay: 24H / 6 months

### Remove Purchase ticket no later than

If unselected, the purchase ticket date will be displayed.



If selected, the purchase ticket date will not be displayed.

	liami - Rome
	are Rules: hange fee before/after departure date: 275CAD
	ancellation fee before/After departure date: Non Refundable
Μ	inimum stay / Maximum stay: 24H / 6 months

#### Applies to booked itinerary

Applies to booked itine	ry
Default fee amount	Don't prompt me Separate lines for Air Fare Rules
Remove Purchase	cket no later than
Calculate Grand To	al for air fare

### Default fee amount

This is to apply a defaulted fee amount for all booked itineraries. If an amount is added, the fee amount will display when the option **Price** is selected.

Air Fare	
Adult MIA-ORD Travelport, Demo	
	4.40 CAD Admin fee50.00 CAD Total:292.40 CAD

Note: the fee label can be modified in the general Preferences.

### Don't prompt me

This option applies to the **Default fee amount** (previous paragraph above).

If unselected, every time you display or **REFRESH** a booked itinerary, you will automatically be prompted to add a fee amount. That would allow agents to make changes for each itinerary.

Air Admin fee 9.1.47.0		×
Admin fee 50	O Separate lines for Air Fare Rules	
	OK CANCEL	

If selected, the defaulted fee amount will automatically apply to all booked itineraries, and you will not be asked again to add a fee. The above dialog box will not automatically display anymore.

#### Separate lines for Air Fare Rules

If unselected, air fare rules will be displayed in one continuous text.

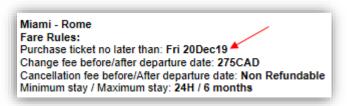
are Rules:	
hange fee before/after departure date: 200USD, Cancellation fee before/After departure date: Non Refundable, Baggage Allowa	nce: O

If selected, air fare rules will display on separate lines.



### Remove Purchase ticket no later than

If unselected, the purchase ticket date will be displayed.



If selected, the purchase ticket date will not be displayed.



### Calculate grand total for air fare

**Price** must be selected for this option to apply. For multiple passenger PNRs, you can display the grand total for all passengers.

If unselected, the total air fare for all passengers will not display.



### If selected, the total air fare for all passengers will be added.



### Disclaimer

If unselected, the below disclaimer doesn't apply and will not show.

If selected, the disclaimer applies to all Custom Trip Quote features: Quote, Booked itinerary and Flight schedule.

Agents can have a defaulted disclaimer that will display every time. The below message is an example and should be configured according to the agency process.

Disclaimer 🗹		
	Message	
<ul> <li>Include Time stamp</li> <li>Location Bottom</li> <li>Don't prompt me</li> </ul>	"Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes taxes" or "conditions may apply, subject to change"	•

### Include time stamp

If unselected, the date and time when the booked itinerary was displayed will not appear. Only the disclaimer

text will show.

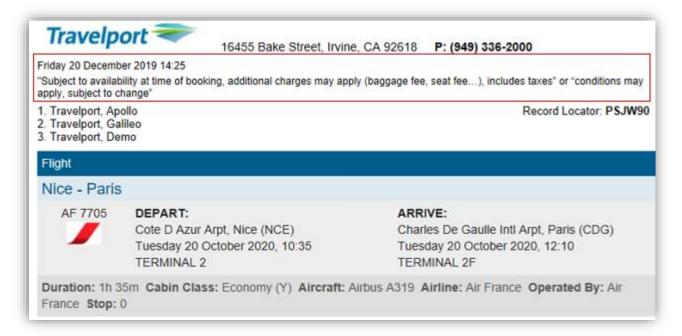
1. Travelport, Apollo 2. Travelport, Galileo 3. Travelport, Demo	16455 Bake Street, Irvine, CA 92	618 P: (949) 336-2000 Record Locator: PSJW90
Flight		
Nice - Paris		
	Arpt, Nice (NCE) October 2020, 10:35	ARRIVE: Charles De Gaulle Intl Arpt, Paris (CDG) Tuesday 20 October 2020, 12:10 TERMINAL 2F
Duration: 1h 35m Cabin Clas France Stop: 0	s: Economy (Y) Aircraft: Airbus A	319 Airline: Air France Operated By: Air
"Subject to availability at time of book apply, subject to change"	ing, additional charges may apply (bagga	ge fee, seat fee), includes taxes" or "conditions may

If selected, the date and time when the booked itinerary was displayed in Custom Trip Quote will appear, along with the configured disclaimer.

1. Travelport, Apollo 2. Travelport, Galileo 3. Travelport, Demo	16455 Bake Street, Irvine, CA 92	618 P: (949) 336-2000 Record Locator: PSJW90
Flight		
Nice - Paris		
	Arpt, Nice (NCE) October 2020, 10:35	ARRIVE: Charles De Gaulle Intl Arpt, Paris (CDG) Tuesday 20 October 2020, 12:10 TERMINAL 2F
Duration: 1h 35m Cabin Clas France Stop: 0	s: Economy (Y) Aircraft: Airbus A3	319 Airline: Air France Operated By: Air
"Subject to availability at time of book apply, subject to change" Friday 20 December 2019 14:22	ing, additional charges may apply (bagga	ge fee, seat fee), includes taxes" or "conditions may

### Location bottom

If unselect, the disclaimer and time stamp (if applicable) will display at the top of the itinerary.



If selected, the disclaimer and time stamp (if applicable) will display at the bottom of the itinerary, compared to the top of the itinerary.

1. Travelport, Apo 2. Travelport, Gal 3. Travelport, Der	ollo ileo	16455 Bake Street, Irvine	e, CA 92618	P: (949) 336-20	00 Record Locator: PSJW90
Flight					
Nice - Paris					
AF 7705		Arpt, Nice (NCE) October 2020, 10:35	Tues		Arpt, Paris (CDG) 020, 12:10
Duration: 1h 3 France Stop: 0		s: Economy (Y) Aircraft: A	Airbus A319 🖌	Airline: Air France	• Operated By: Air
"Subject to available apply, subject to ch Friday 20 December	ange"	ing, additional charges may app	ly (baggage fee	, seat fee), include	s taxes" or "conditions may

### Don't prompt me

If unselected, every time you display or press **REFRESH**, the disclaimer dialog box will automatically be prompted. That would allow agents to make changes for each quote/itinerary/schedule.

Disclaimer 9.1.47.0		X
	Message	
✓Include Time stamp	"Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee), includes taxes" or "conditions may apply, subject to change"	^
Location Bottom		
Don't prompt me		
		Ŧ
	OK CANCEL	_

If selected, the disclaimer will automatically apply, and you will not be asked again to configure it. The above dialog box will not automatically display anymore.

### **Quote template**

You can configure a template for the quotes that will be sent to clients.

#### Press Template from the Quote tab.

Quote 🕀 Booked i	tinerary Flight Schedule	Retrieve			
		Templata English	G		<u>م</u>

The Quote Template dialog box opens.

Custom Trip Quote 9.1.47	7.0	1
	ıl html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE /Logo}" width="200" height="auto"/>	
▲ Template = "Englis	h"	х
▼ Agency Info		
Agency Name	<a href="https://www.travelport.com" target="_blank"><img <br="" id="banner" width="188"/>height="auto" src="{AgencyLogo}" /&gt;</a> size:14px;vertical-align:bottom">16455 Bake Street, Irvine, CA 92618 <br td> <td>•</td>	•
Address		
Phone		¥
		<b>▼</b>
Fax		-
Logo	Travelport 🗢	
► Titles		
Sentences		
Footers		
Preferences		
Back Import   Export	SAVE RESET	CLOSE

### Titles

1. Expand the **Titles** selection by clicking the arrow icon/button. Update each **Title** according to your need and agency process.

▼ Titles		
	TRIP QUOTE	-
Title 1		
		-
	Observations	
Title 2		
		-
	Important notes	<b></b>
Title 3		
		-

Press SAVE to save your changes.
 Press Back to return to your quotes.

Back Import   Export	~	SAVE	RESET	CLOSE

3. Press **REFRESH** in Custom Trip Quote to display the changes.

#### Sentences

Expand the Sentences section by clicking the arrow icon/button.
 Update each Sentence according to your need and agency process.

Sentences		
Sentence 1	Please find below detailed offers for your travel request. An offer is not considered a confirmed reservation and prices are subject to change. I invite you to contact me as soon as possible to confirm any offer.	•
Sentence 2	Penalty charges may apply in addition to any fare difference. For more information, contact your agent.	•
Sentence 3	Thank you for booking with us.	
Sentence 4	We wish you a safe journey.	
Sentence 5	Note that the above proposals are not confirmed bookings. Availability and prices are subject to change and are not guaranteed.	•

2. Press **SAVE** to save your changes.

Press Back to return to your quotes.

Back Import   Export	SAVE RESET CLOSE

3. Press **REFRESH** in Custom Trip Quote to display the changes.

### Mapping of titles and sentences

See below for an example of how **Titles** and **Sentences** are mapped.

Flight Option <b>1262.40</b> C		Sentence 1
Miami - Bu	enos Aires	
AA 931	<b>DEPART:</b> Miami Intl, Miami (MIA) Tuesday 20 October 2020, 22:35	ARRIVE: Ministro Pistarini, Buenos Aires (EZE) Wednesday 21 October 2020, 08:30 Terminal 0
Cabin Class	Economy (Q) Aircraft: Boeing 777-200 Airli	ine: American Stop: 0
Buenos Ai	res - Miami	
AA 908	<b>DEPART:</b> Ministro Pistarini, Buenos Aires (EZE) Friday 30 October 2020, 22:54 Terminal A	ARRIVE: Miami Intl, Miami (MIA) Saturday 31 October 2020, 06:55
Cabin Class	: Economy (Q) Aircraft: Boeing 777-200 Airli	ine: American Stop: 0
enalty charges	may apply in addition to any fare difference. For more i	information, contact your agent.
Observations		Sentence 2

### Footers

 Expand the Footers section by clicking the arrow icon/button. Update each Footer according to your need and agency process.

Air Footer	Note: Availability is subject to change and fares are not guaranteed until ticketed. Baggage fees may apply.  	
		-
Car Footer	A major credit card and a valid driving license are required upon pick-up. Additional charges may apply for additional requested services, such as GPS rental, additional driver	
		-
Hotel Footer	Cancellation policy may apply.	

### 2. Press **SAVE** to save your changes.

Press **Back** to return to your quotes.

Í	Back Import   Export	SAVE	RESET	CLOSE
Ŀ,				

3. Press **REFRESH** in Custom Trip Quote to display the changes.

Below is an example with footers added to quotes:

Flight Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #		
Total elapsed time: 1h 30m	Paris Charles De Gaulle Intl Arp / Nice Cote D Azur Arpt	ot Mon 20 April	15:25-16:55 Duration: 1h 30m	Air France	0	Economy (N) 0 bag	7706		
	Note: Availability is subject to change and fares are not guaranteed until ticketed. Baggage fees may apply.								
Car     Drop Off       Option 1     Budget Rent A Car     Monday 20 Apr 2020 16:55     Tuesday 21 Apr 2020 12:50       Economy Manual - Refer to policy page Kilometers included: unlimited     AEROPORT NICE COTE D*AZUR Cote D Azur Arpt (NCE)     BD NICE APT FR Cote D Azur Arpt Nice, France									
	A major credit card and a valid driving license are required upon pick-up. Additional charges may apply for additional requested services, such as GPS rental, additional driver								
Hotel Option 1	HYATT REGENCY N 13 Promenade des Ang Nice 06000 FR		Check-in: Monday 20 Apr 2020 Check-out: Tuesday 21 Apr 2020	1 king sea view sea view bed:, Rate Code: 2WKR		iporary decor: k	ing		
Cancellation	Cancellation policy may apply. Hotel footer								

### **Booked itinerary template**

You can configure a template for the booked itineraries that will be sent to clients.

Press Template from the Booked itinerary tab.

				_		 _
Show More Options	Hide Filter Panel	Template English	~ C	Ę	$\square$	×

The Booked itinerary template dialog box opens.

Custom Trip Quote 9.1.47	.0	:
Fields support Htm Sample: use below <img agency="" field,="" make="" name"="" save<br="" src="{Agency&lt;/p&gt;&lt;/td&gt;&lt;td&gt;l&lt;br&gt;html img element to use Agency logo and enter in the " sure="" you=""/> /Logo}" width="200" height="auto"/>		
🛕 Template = "Englis	h"	х
<ul> <li>Agency Info</li> </ul>		
▼ Canned Remarks		
Include		
Don't prompt me		
Canned Remark 1 Include Insert C Start C End	** Please ensure you hold a valid passport and VISA. If required, validity of passport must be at least 6 months beyond your stay. Please adhere to check in time. All times are local and are subject to change due to heightened security measures please allow extra time at all airports. **	•
Canned Remark 2 Include Insert C Start C End		*
Canned Remark 3 Include Insert Start End		4
Preferences		
Back Import   Export	SAVE RESET C	CLOSE

#### **Canned remarks**

Specific to Booked itinerary is the **Canned Remarks** section.

#### Include

If unselected, **Canned Remarks** will not display on your booked itinerary display. All will be greyed out and no selection can be done.

Include		
Don't prompt me		
Canned Remark 1 Include Insert Start End	Canned remark 1 ** Please ensure you hold a valid passport and VISA. If required, validity of passport must be at least 6 months beyond your stay. Please adhere to check in time. All times are local and are subject to change due to heightened security measures please allow extra time at all airports. **	
Canned Remark 2 Include Insert Start End	Canned remark 2 - Type here additional text that needs to display on the itinerary	
Canned Remark 3 ✓ Include	Canned remark 3 - Type here additional text that needs to display on the itinerary	
Insert © Start © End		

If selected, the customized **Canned Remarks** will display, as per your selection.

You must select the first **Include** checkbox to enable canned remarks. Once done, you can select each canned remark separately.

Don't prompt me		
Canned Remark 1 Include Insert Start End	Canned remark 1 ** Please ensure you hold a valid passport and VISA. If required, validity of passport must be at least 6 months beyond your stay. Please adhere to check in time. All times are local and are subject to change due to heightened security measures please allow extra time at all airports. **	
Canned Remark 2	Canned remark 2 - Type here additional text that needs to display on the itinerary	
Canned Remark 3	Canned remark 3 - Type here additional text that needs to display on the itinerary	

### Don't prompt me

If unselected, when you display or press **REFRESH** on a booked itinerary, the **Canned Remarks** dialog box will automatically be prompted every time. That would allow agents to make changes for each itinerary.

Don't prompt me		
Canned Remark 1 ✓ Include Insert ○ Start ⓒ End	Canned remark 1 ** Please ensure you hold a valid passport and VISA. If required, validity of passport must be at least 6 months beyond your stay. Please adhere to check in time. All times are local and are subject to change due to heightened security measures please allow extra time at all airports. **	•
Canned Remark 2	Canned remark 2 - Type here additional text that needs to display on the itinerary	•
Canned Remark 3 ✓ Include Insert G Start C End	Canned remark 3 - Type here additional text that needs to display on the itinerary	•
Canned from GDS Include Insert Start End	<small>RESTRICTED FUNCT</small>	•

If selected, the defaulted **Canned Remarks** will automatically apply to all booked itineraries, and you will not be asked again to configure the remarks. The above dialog box will not automatically display anymore.

### Insert: Start/End

The agent can decide to display the selected canned remark at the start or the end of the itinerary.

eyond you		assport and VISA. If required, validity of p times are local and are subject to change	
light			
fontreal - B	ogota		
() AC 1952	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 22:45	El Dorado International, Bogota (BOG) Wed 21Oct20, 04:15 TERMINAL 1	Cabin Class: Economy (A) Duration: 6h 30m Aircraft: Boeing 767 Airline: Air Canada Operated By: AIR CANADA ROUGE Stop: 0
ar			
AVIS	Pick Up Wed 21Oct20 04:15 El Dorado Intl Apo, Bogota, Co El Dorado Inter Ph: 57-1-629-17-22	Drop Off Fri 30Oct20 09:00 EL DORADO INTL APO	Vendor: Avis Rent A Car System, Ir Type: 4-Door Intermediate - Toyota Corolla/Similar CF#: 27988826US5
lotel			
(11)	<u>Hilton Bogota</u> Carrera 7 No. 72-41 Bogota Bogota Co Xxxxx   Ph: 57-1-600-6100	Check-in: Tue 20Oct20 Check-out: Fri 30Oct20	1 Guest/10 Nights CF#: 1234567
light			
ogota - Mo	ntreal		
AC 1953	El Dorado International, Bogota (BOG) Fri 30Oct20, 09:00 TERMINAL 1	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Fri 30Oct20, 16:20	Cabin Class: Economy (A) Duration: 6h 20m Aircraft: Boeing 767 Airline: Air Canada Operated By: AIR CANADA ROUGE Stop: 0

Note: Canned remarks can be HTML formatted. As well, you can add space before, in between, after the text, by adding the format <br />.

### **Export** a template

Use **Export** after creating a template, to distribute it internally to other agents.

You must import each template separately since they are configured separately (ie: exporting the booked itinerary template will not include the quote template).

1. Press the **Template** button from the section of your choice.

r									_
	Show More Options	Hide Filter Panel	Template	English	~	G	Ę,		×

- 1. Create your agency template.
- 2. Once the template is created or has been updated, press the **Export** button to save the template in an xml file.

Back Import   Export	SAVE	RESET	CLOSE

Browse in your computer to store your template.
 Press Save to save the template on your computer.

Export XML File 9.1.49.0						×
← → × ↑ 📑 > This	PC > Documents > Custom Trip Quote 🗡		võ	Search Custom	Trip Quote	,Ρ
Organize 👻 New folder					BII •	0
Versions	^ Name ^	Date modified Type		Size		
💻 This PC		No items match your search.				
3D Objects		-				
Cesktop						
🗧 Documents						
👆 Downloads						
👌 Music						
Pictures						
Videos						
Local Disk (C:)						
👳 Data (\\teamsites.trave	iport.con					
File name: Custom	TripQuote_Main_Template_en.xml					~
Save as type: XML doo	cuments (*.XML)					~
			1	S		
∧ Hide Folders				Save	Cance	el

Note: Templates are language specific. Above example is **CustomTripQuote\_Main\_Template\_en.xml**. "en" stands for English.

Options and filters are not exported, only template configuration.

### Import a template

Use **Import** to retrieve a previously exported template or a template copied from another computer and apply it on your Custom Trip Quote.

This process can be done by all agents within an agency, so all agents have the same consistent information when sending options and itineraries to clients.

1. Press the **Template** button from the section of your choice.

Show More Options	Hide Filter Panel	Template English	~	G	Ę	$\bowtie$	Ê	×	
1								_	

2. Press the **Import** button to retrieve a previously exported template or a template copied from another computer.

Back Import   Export	SAVE	RESET	CLOSE

Browse in your computer and select the xml template to import.
 Press **Open** to apply this template.

	cuments >	Custom Trip Quote		ע ט Search	Custom Trip Quote	
Organize 🔻 New folder					811 <b>-</b>	
Communications	^	Name	Date modified	Туре	Size	
E Desktop		CustomTripQuote_Main_Template_en.xml	12/23/2019 10:40	XML Document	4 KB	
Southwest migration	- 11	•				
Versions						
💻 This PC						
3D Objects						
E Desktop						
Documents						
Developed						
Downloads						
Downloads Music						
h Music						
Music	l					
Music	ØSSL					
Music Pictures Videos Local Disk (C:)	@SSL V					

Note: Templates are language specific. Make sure to select the correct template to apply. Above example is **CustomTripQuote\_Main\_Template\_en.xml**. "en" stands for English.

4. The .xml file has been applied to Custom Trip Quote and the configured settings should apply.

### Import a template to all agents within an agency

The below information is provided as reference only. HTML and URL configuration are not supported by Travelport helpdesk. Please, contact your IT department for help.

If an agency wants to standardize the template for all agents, templates can be configured once, exported and the saved files distributed to all agents.

Below is an example of templates name, language specific: *CustomTripQuote\_Main\_Template\_en.xml CustomTripQuote\_Main\_Template\_es.xml CustomTripQuote\_Main\_Template\_fr.xml CustomTripQuote\_Main\_Template\_pt.xml CustomTripQuote\_Settings.xml*  The above files (where applicable) need to be copied on each agent's folder called: %AppData%/Travelport/Common/CustomTripQuote

If using an embedded or local resource for the agency logo, you need to also copy the image of the logo that is in the Images folder: **%AppData%/Travelport/Common/CustomTripQuote/Images** 

## Languages

	English		
	French		
	Portuguese		
	Spanish		-
Template	English	$\sim$	

Custom Trip Quote supports 4 different languages: English, French, Portuguese and Spanish. The default language is English.

If you change the language selection while your Smartpoint is defaulted to English, only the content shown in Custom Trip Quote will be translated to either French, Spanish or Portuguese. The app will still be defaulted to English.

For Custom Trip Quote to be entirely translated and for French/Portuguese/Spanish to become the language by default, **Smartpoint Application Settings** must be set to be in either of these languages.

plication Settings			
Seneral settings	Application Window N	Aanagement	Search Settings
anguage:	Application Windows:	Name of selected window:	Set the maximum number of
English	Application Windo	Application Window 1	search results you want returned at a time
English	<b>^</b>	Selected connection:	Air Availability: 16 🗸
French		Apollo 🗸	Flight Shopping: 16 V
French (Canada)			
German			Fare Display: 64 🗸
Greek		Font:	Sell and Follow-On Settings
Hebrew	Add Remove	Courier New 🗸	-
1, 1 <sup>1</sup> 1		Font Weight: Font Size:	When entering a sell command for "last availability", sell from:
Auto-display sign on dialog		Normal V 15 V	The last availability returned
Auto-display emulation dialog		AutoReceive	from the terminal I'm focused on or referencing
Show reset option when resolution changes			<ul> <li>The last availability returned from any terminal</li> </ul>
			Note that this will also apply to follow-on commands.
			SAVE CANCEL
			SAVE CANCEL

Custom Trip Quote will display in the selected language.

French (Canada) example

0		16455 Bak	e Street, Irvine,	CA 92618 P: (9	49) 336-2000		
1. Travelpo	ort, Demo		, ,		•	ossier: XN589G	
Option de v	ol 1						
Montreal - B	ogota Pierre Elliott Trudeau Intl (YUL) Mar. 20Oct.20, 22:45	Arpt, Montreal	El Dorado Interna Mer. 21Oct.20, 0 Terminal 1	ational, Bogota (BOG) 4:15	Cabine: <b>(Classe) É</b> co Avion: Boeing 767-30 Transporteur: Air Can Arrêt: 0	0	
Bogota - Mo AC 1953	ntreal El Dorado International, B Ven. 30Oct.20, 09:00 Terminal 1	ogota (BOG)	Pierre Elliott Trud (YUL) Ven. 30Oct.20, 1	leau Inti Arpt, Montreal 6:20	Cabine: (Classe) Éco Avion: Boeing 767-30 Transporteur: Air Can Arrêt: 0	0	
	ve de disponibilité au mor «es incluses" ou "des con					agage, frais de	
						agage, frais de	
siège), tay Filtre	kes incluses" ou "des con ctionner <u>Cacher / Effacer</u>	ditions peuvent :	s'appliquer, sous r	éserve de modification	□Trier par prix Thème	Simple V	0
siège), tax	kes incluses" ou "des con actionner <u>Cacher / Effacer</u> de vol 1	Action To	s'appliquer, sous r	éserve de modification	□Trier par prix Thème □Arrêt détails Format	Simple V	w
siège), tay Filtre Tout séle Option	kes incluses" ou "des con actionner <u>Cacher / Effacer</u> de vol 1	Action To	otal Frais	éserve de modification Durée Opéré par Bagage inclus Inclure Prix détaillé Réf du dossier	□Trier par prix Thème □Arrêt détails Format	Simple V i de l'heure heures O 12 heur VInfo. de l'agence Titres/Phrases Pieds de page	res

Note: some content might not automatically be translated, such as hotel rules, penalties, depending on how the suppliers have provided the information in the GDS.

### Spanish example

	ltinerario reservado   🕀	Horario de vi	uelo Obtener				
1. Travel	port, Demo				L	ocalizador: XN589G	
vuelo							
Montreal	-						
() AC 1952	Pierre Elliott Trudeau Intl A (YUL) Ma. 20Oct.20, 22:45	pt, Montreal	El Dorado International, Mi. 21Oct.20, 04:15 TERMINAL 1	Bogota (BOG)	Clase: Económ Duración: 6h 30 Equipo: Boeing Aerolínea: Air C Operado por: A Parada: 0	m 767	
vehículo							
AVIS	Recogida Mi. 21Oct.20 04:15 El Dorado Intl Apo, Bogota, El Dorado Inter Ph: 57-1-629-17-22	Co	Entrega Vi. 30Oct.20 09:00 EL DORADO INTL APO	1	Inc.	Rent A Car System, ermediate - Toyota US5	
hotel							
	<u>Hilton Bogota</u> Carrera 7 No. 72-41 Bogota Xxxxx   Ph: 57-1-600-6100	Bogota Co	Entrada: Ma. 20Oct.20 Salida: Vi. 30Oct.20		1 Guest/10 Nigl CF#: 1234567	nts	
vuelo							
Bogota - I	Montreal						
() AC 1953	El Dorado International, Bo Vi. 30Oct 20, 09:00 TERMINAL 1	gota (BOG)	Pierre Elliott Trudeau In (YUL) Vi. 30Oct.20, 16:20	I Arpt, Montreal	Clase: Económ Duración: 6h 20 Equipo: Boeing Aerolínea: Air C Operado por: A Parada: 0	)m 767	
Incluye Im	puestos" o "se pueden aplica	r condiciones,	sujetas a cambios"				
Panel de 4							
Panel de f Incluir		la annaia - E	Referencia aerolínea	Comentarios o		Tema Simple 🗸	>
✓ Nomb	re del viajero ☑ Info. de o frecuente ☑ Logo de ción de asiento □ Precio	l vendedor	Referencia de reserva Estado de la reserva	Comentarios r		Formato de hora: • 24-hora  • 12-hora	

### Portuguese example

1. Travelpo	rt, Demo		Localizador: XN589G	~
Opção de v				
Montreal - B	-	Fi Barada Islamatina I Barada (BOO)	Oleven de services Francisco (1)	
() AC 1952	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Ter 20Out20, 22:45	El Dorado International, Bogota (BOG) Qua 21Out20, 04:15 Terminal 1	Classe de serviço: Econômica (A) Aeronave: Boeing 767-300 Cia. aérea: Air Canada Parada: 0	
Bogota - Mo	ntreal			
() AC 1953	El Dorado International, Bogota (BOG) Sex 30Out20, 09:00 Terminal 1	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Sex 30Out20, 16:20	Classe de serviço: Econômica (A) Aeronave: Boeing 767-300 Cia. aérea: Air Canada Parada: 0	
			Tarifa Total: 770.30 CAD	
Opção de v	oo 2			
Montreal - B	-			
DL 5525	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Ter 20Out20, 12:50	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Ter 20Out20, 15:48 Terminal I	Classe de serviço: Econômica (X) Aeronave: Canadair Regional Jet 900 Cia, aérea: Delta Parada: 0	
DL 981	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Ter 20Out20, 18:02 Terminal I	) El Dorado International, Bogota (BOG) Ter 20Out20, 21:50 Terminal 1	Classe de serviço: Econômica (X) Aeronave: Boeing 757-200 Cia. aérea: Delta Parada: 0	
Bogota - Mo	ntreal			
DL 254	El Dorado International, Bogota (BOG) Sex 30Out20, 00:10 Terminal 1	John F Kennedy Intl, New York (JFK) Sex 30Out20, 07:00 Terminal 4	Classe de serviço: Econômica (T) Aeronave: Boeing 757-200 Cia. aérea: Delta Parada: 0	
	John F Kennedy Intl, New York (JFK) Sex 30Out20, 09:45	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL)	Classe de serviço: Econômica (T) Aeronave: Canadair Regional Jet	~
Marcas tud	o <u>Esconder / Limpar</u> Ação Tot	tal Tava Sanijer		
Opção de	0.0		Ordenar pelo preço Tema Simple	$\sim$
<ul> <li>Opção de</li> <li>Opção de</li> </ul>	000		Parada detalhes Formato da hora	80
			24 horas	12 hor
		Incluir		
			Nome do passageiro 🗌 Info. da agenc	
		Detalhes do preço		iças
		Ref. da reserva	Logo do Fornecedor 🗌 Rodapé	
		Regras:	Detalhes C Multa C Personaliz	zar