

# INCIDENT SUPPORT GUIDELINES

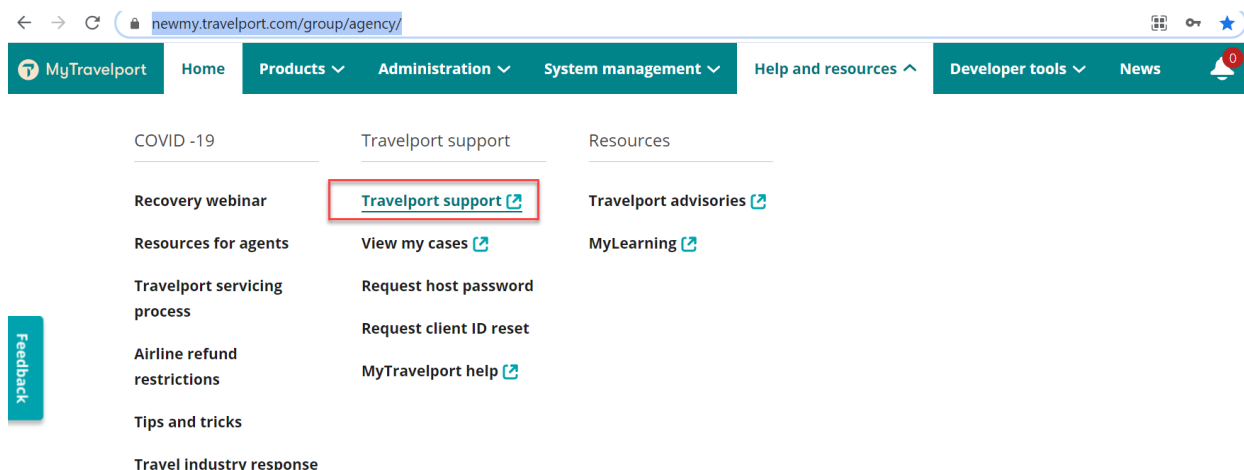
**User Guide**

Version 1.0

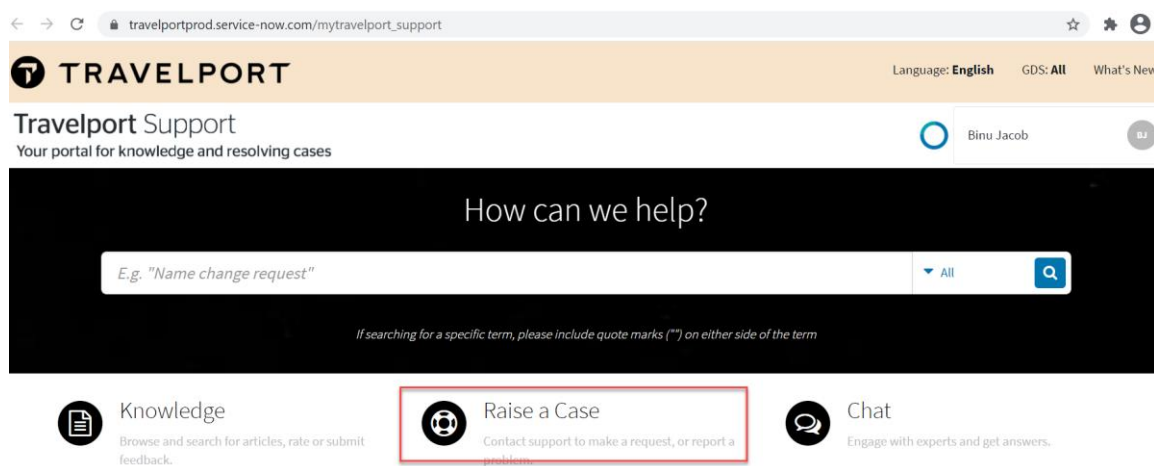


## How to create an incident support ticket?

Go to <https://my.travelport.com/> and select the option listed below:



When the Travelport Support link is selected, the below screen opens:



The option “Raise a Case” must be selected. This launches the page as shown below:



Please select Travelport Support Request as highlighted above, which launches the screen shown below:

Please select the option "Other" as highlighted.

For the products, please make the following selections:



QCC:

Travelport Support Request

assistance via web submit from our Support Teams

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- Travelport Efficiency Suite
- Travelport Etracker
- Travelport MyLearning
- Travelport Office Plus
- Travelport Queue Control Console**
- Travelport Search Control Console
- Travelport Services Customer Portal
- Travelport Viewtrio

Is your issue related to one of the following?

Not Applicable

EMD

\*Account

ASK IT INTERNAL RECORD FOR 1G - 0000588097

SID/PCC

5A10

Override SID/PCC

\*Travelport Cores

1G - Galileo

Marketplace:

Travelport Support Request

Form for Agency, Operators, Airlines, Hotel and Car users to request assistance via web submit from our Support Teams

Your Account Information

Requested By

Binu Jacob

\*Account

ASK IT INTERNAL RECORD FOR 1G - 0000588097

\*What help do you require?

Other

SID/PCC

5A10

Override SID/PCC

\*Travelport Cores

1G - Galileo

Product

Marketplace

Is your issue related to one of the following?

Not Applicable



## GTSM:

Travelport Support Request  
Form for Agency, Operators, Airlines, Hotel and Car users to request assistance via web submit from our Support Teams

**Your Account Information**

Requested By: Binu Jacob | \*Account: ASK IT INTERNAL RECORD FOR 1G - 0000588097

\*What help do you require?: Other | SID/PCC: 5A10

Product: Other Products not listed |  Override SID/PCC

\*Travelport Cores: 1G - Galileo

Is your issue related to one of the following?  
 Not Applicable  
 EMD  
 Name Change  
 Exchange Ticket  
 Fares and Pricing  
 Ticketing

Please give us additional information about the issue  
\*Short description / Subject: GTSM -

**Submit**  
Once you've submitted your case it can be managed in My Cases

Your checklist of required fields  
Full Description of the Problem  
PNR Booking File Reference

Please ensure the short description starts with GTSM for easy identification

## APT:

Travelport Support Request  
Form for Agency, Operators, Airlines, Hotel and Car users to request assistance via web submit from our Support Teams

**Your Account Information**

Requested By: Binu Jacob | \*Account: ASK IT INTERNAL RECORD FOR 1G - 0000588097

\*What help do you require?: Other | SID/PCC: 5A10

Product: Other Products not listed |  Override SID/PCC

\*Travelport Cores: 1G - Galileo

Is your issue related to one of the following?  
 Not Applicable  
 EMD  
 Name Change  
 Exchange Ticket  
 Fares and Pricing  
 Ticketing

Please give us additional information about the issue  
\*Short description / Subject: APT

**Submit**  
Once you've submitted your case it can be managed in My Cases

Your checklist of required fields  
Full Description of the Problem  
PNR Booking File Reference

Please ensure the short description starts with APT for easy identification



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Please add description, subject, and attach emails/documents related to the incident that is raised.

### **What if it is urgent?**

If your request is urgent, please write “Urgent - Escalate to level 2” in “Full Description of the Problem” area.