

Smartpoint Custom Trip Quote

User Guide

Version 9.1.54.0

Document revision history

Date	Section/page	Update description	Contact
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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.

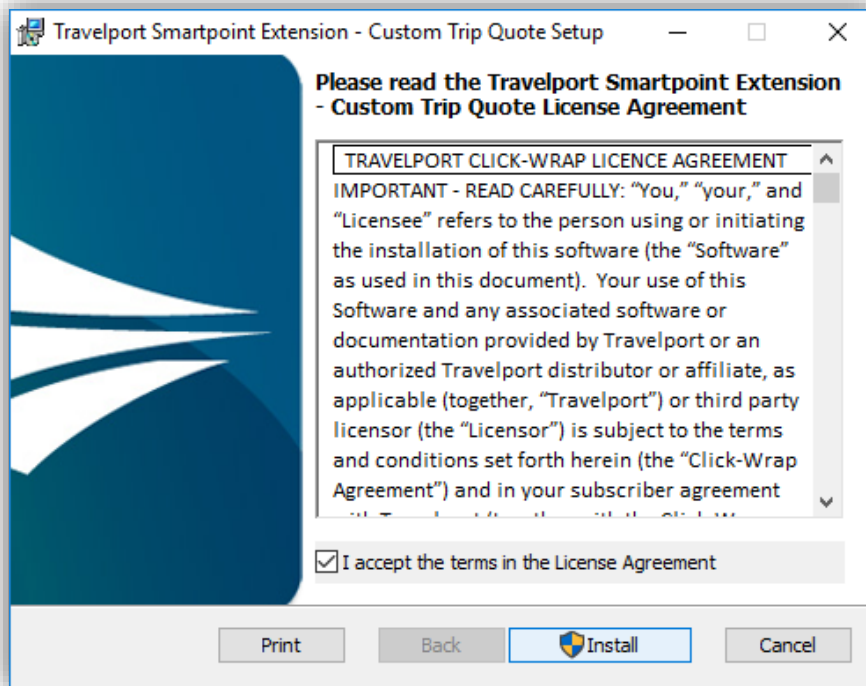
Requirements

Compatible with both Smartpoint 8 and 9 versions.

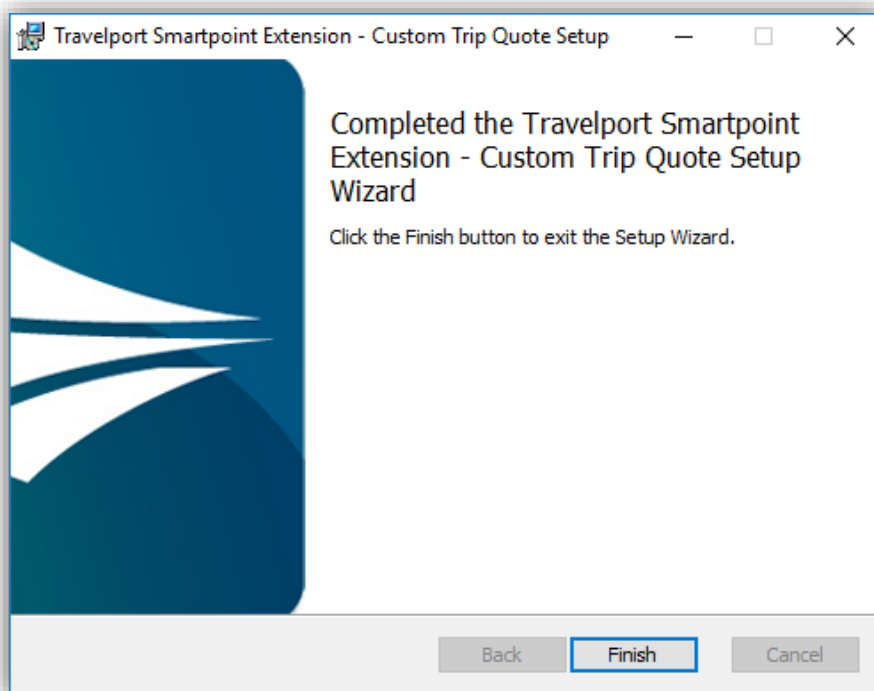
Minimum requirement: Travelport Smartpoint version 8.1 and higher.

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**.



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



Known limitations

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

- Book from a saved quote: 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.
- Limit of 20 saved quotes per user: 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).
- Email PDF option and email body text: 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.
- Maximum of 5-6 PDF pages: 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.
- Color and font customization: some areas of the quotes or itinerary do not allow color and font customization, such as traveler information or record locator.
- Default fee amount for Booked Itinerary: 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).
- Fare rules not displayed: 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.
- Flight duration with Classic and Simple 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.
- Retrieve a saved record with a logo: 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:

Air Shop (FS) results screen

```
TTL OF 8   PRICING OPTIONS AND 18   ITINERARY OPTIONS RETURNED
PRICING OPTION 1                     TOTAL AMOUNT           154.21 CAD
ADT                                     TAX INCLUDED
1  AC    481  K  10OCT YUL YYZ  0600  0722  TH  320      K21ZATG
<BOOK>  +TQ ←
```

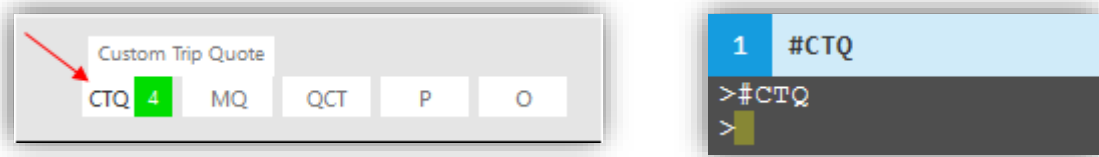
Hotel Availability results screen

```
<Back to Hotels>
*HOC INSIDE* 20OCT - 21OCT / 1
EARN AA MILES AT HYATT - HODHY/PART
EUR RATE HY 63982 HYATT REGENCY NICE
Ratings ◎◎◎◎◎
NIGHTLY APPROX TTL
1  188.10 D EUR 191.10 EUR +TQ
ADVANCE PURCHASE 1 QUEEN BED
COURTYARD VIEW: 1 QUEEN BED: NO BALCONY:
BOOKINGS ARE NON-REFUNDABLE
COM:YES-10 RF:NO CAT:N/A CR:N/A
```

Car Availability results screen

```
COTE D AZUR ARPT * SU 20OCT 12:00 PM -21OCT * STND/PROM * EUR
-----
SORT BY VENDOR LOC TYPE RATE FK APPROX TOTAL
-----
RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION
1+ ALAMO T S G MCMR 59.20 RD UNL 0.00 59.20 +TQ
2+ ENTERPRISE T S G MCMR 61.72 RD UNL 0.00 61.72 +TQ
3+ ADVANTAGE T S G ECMR 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.



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

- 5 different layout themes: Classic, Mobile, Plain, Simple and Smartpoint
- 24-hour or 12-hour format hour display
- Duration
- Operated by
- Baggage allowance
- Sort by price
- Stop detail
- Hide/Clear option(s)
- Book/Remove an option
- Add a service/administration fee
- 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
 - Options rules (summarized, detailed, penalties only or custom)
- 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.

Custom Trip Quote 9.1.49.0


Quote (+) Booked itinerary Flight Schedule Retrieve

Travelport 16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000


1. Travelport, Demo Record Locator: XN589G

Flight Option 1

Montreal - Bogota

	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 22:45 AC 1952	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 - Montreal


	El Dorado International, Bogota (BOG) Fri 30Oct20, 09:00 Terminal 1 AC 1953	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 Option 2

Montreal - Bogota

	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 12:50 DL 5525	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tue 20Oct20, 15:48 Terminal 1	Cabin Class: Economy (X) Aircraft: Canadair Regional Jet 900 Airline: Delta Stop: 0
---	---	---	--





	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tue 20Oct20, 18:02 Terminal 1 DL 981	El Dorado International, Bogota (BOG) Tue 20Oct20, 21:50 Terminal 1	Cabin Class: Economy (X) Aircraft: Boeing 757-200 Airline: Delta Stop: 0
---	---	---	---


Bogota - Montreal

	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 All [Hide](#) / [Clear](#)

	Action	Total	Admin fee
<input type="checkbox"/> Flight Option 1	 	770.30	
<input type="checkbox"/> Flight Option 2	 	915.00	

Duration Sort by price Theme: Simple 

Operated By Stop detail Hour Format: 24-hour 12-hour

Baggage allowance

Include






Price Traveler Name Agency Info

Price details Frequent Flyer Titles/Sentences

Booking Reference Vendor logo Footers






Rules:

Summary Details Penalties Custom

[Hide More Options](#) [Hide Filter Panel](#) [Template](#) English     

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

- Save as PDF
- Email
- Copy to Clipboard

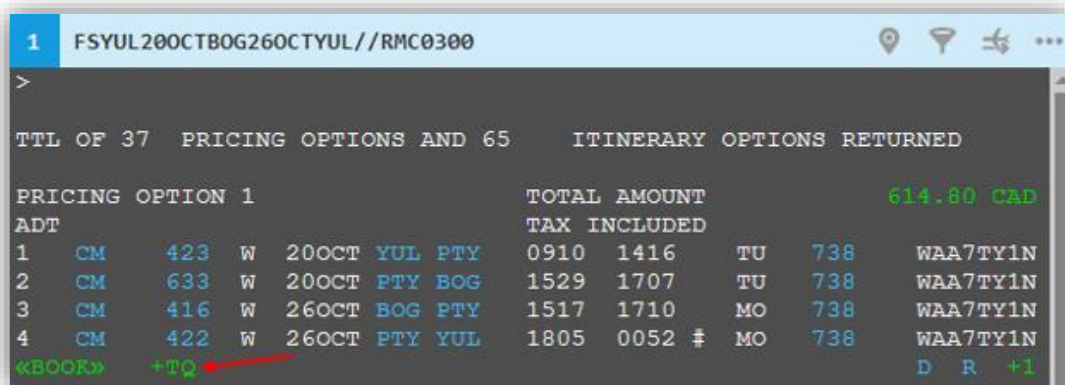
[Show More Options](#) [Hide Filter Panel](#) [Template](#) English     

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

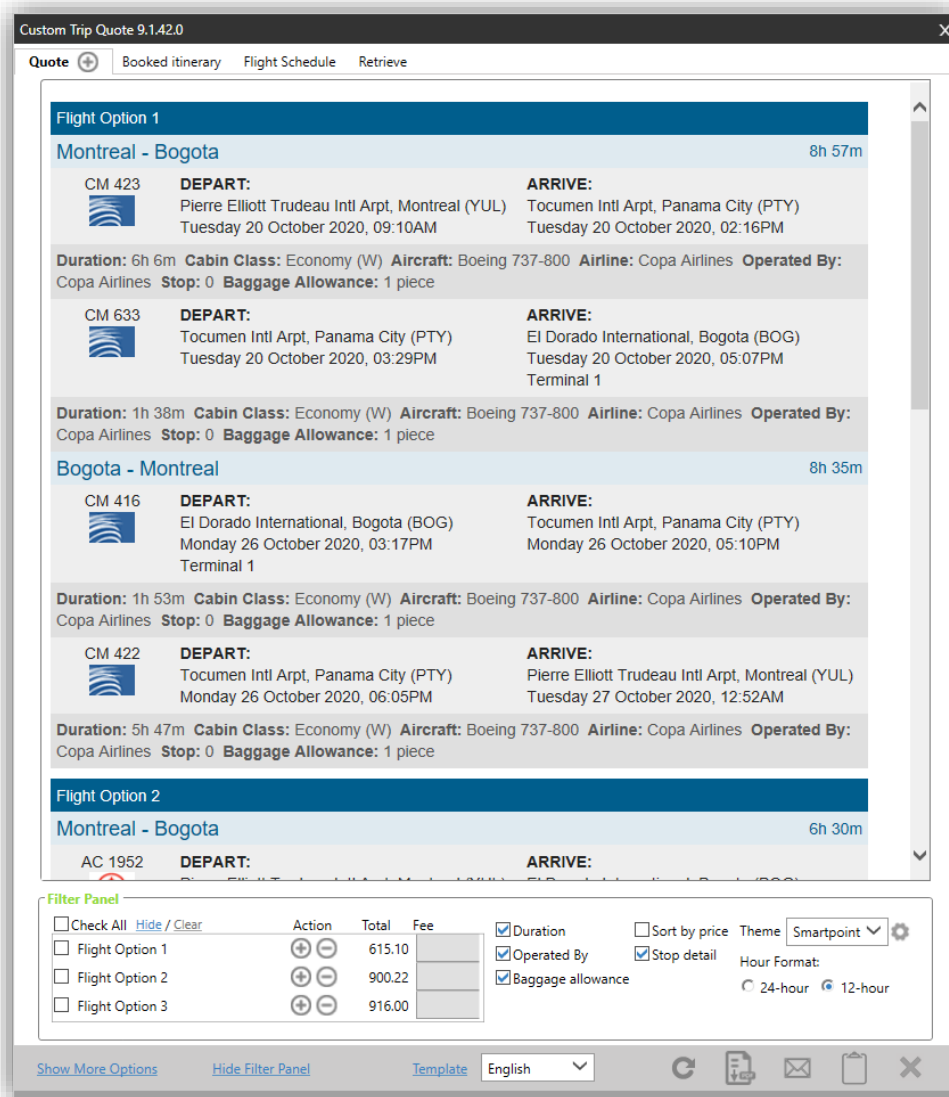
Adding a quote

Air quote

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



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



Car quote

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

1 CAL21FEB-25FEBDUB/ARR-1200/DT-1200.E										
DUBLIN ARPT * FR 21FEB 12:00 PM -25FEB * STND/PROM * EUR										

SORT BY		VENDOR	LOC	TYPE	RATE	FM		APPROX	TOTAL	

RATES NOT VALIDATED FOR CD#/ID# AND/OR DROP OFF LOCATION										
1+	SIXT	T	S	G	EBMN	5.86	D	UNL	0.00	26.60 +TQ
2+	EUROPCAR	T	S	G	EDMN	6.27	RD	UNL	0.00	28.47 +TQ
3+	SIXT	T	S	G	ECMN	6.51	D	UNL	0.00	29.56 +TQ

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

Custom Trip Quote 9.1.42.0

Quote (+) Booked itinerary Flight Schedule Retrieve

Car Option 1
 Europcar FRI 21FEB20 12:00PM - TUE 25FEB20 12:00PM
 Dublin Airport, Dublin Arprt (Dub)
 4-Door Economy Manual No air
 Miles included: unlimited
Estimated total: 28.47 EUR Daily Rate: 6.27 EUR

Car Option 2
 Sixt Rent A Car FRI 21FEB20 12:00PM - TUE 25FEB20 12:00PM
 Dublin Airport, Dublin Arprt (Dub)
 Economy Manual No air
 Miles included: unlimited
Estimated total: 29.56 EUR Daily Rate: 6.51 EUR

Car Option 3
 Budget Rent A Car FRI 21FEB20 12:00PM - TUE 25FEB20 12:00PM
 Dublin Airport, Dublin Arprt (Dub)
 Economy Manual No air
 Miles included: unlimited
Estimated total: 47.30 EUR Daily Rate: 3.25 EUR

Car Option 4
 Alamo Rent A Car FRI 21FEB20 12:00PM - TUE 25FEB20 12:00PM
 In Terminal No Debit Cards, Dublin Arprt (Dub)
 Economy Manual No air
 Miles included: unlimited
Estimated total: 72.24 EUR Daily Rate: 18.06 EUR

Filter Panel

Check All [Hide](#) / [Clear](#)

	Action	Total	Fee
<input type="checkbox"/> Car Option 1	+ -	28.47	
<input type="checkbox"/> Car Option 2	+ -	29.56	
<input type="checkbox"/> Car Option 3	+ -	47.30	
<input type="checkbox"/> Car Option 4	+ -	72.24	

Duration Sort by price Theme Plain [⚙](#)

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

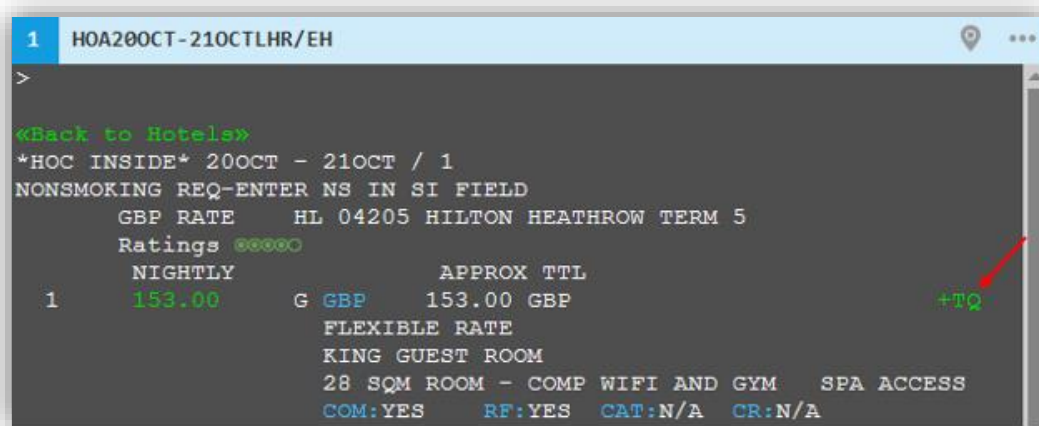
Rules:

Summary Details Penalties Custom

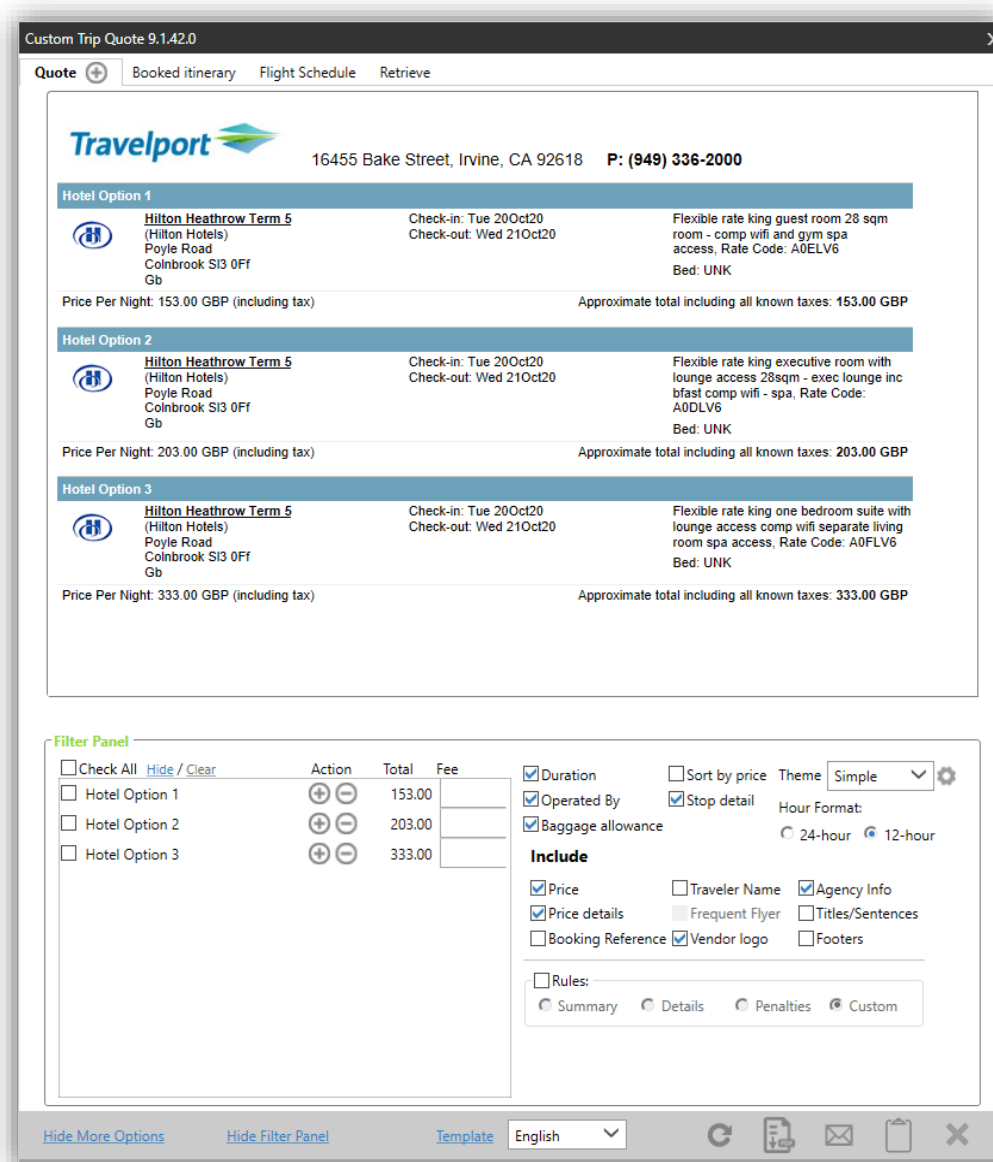
[Hide More Options](#) [Hide Filter Panel](#) [Template](#) English [↕](#) [↻](#) [📄](#) [✉](#) [🗑](#) [✕](#)

Hotel quote

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

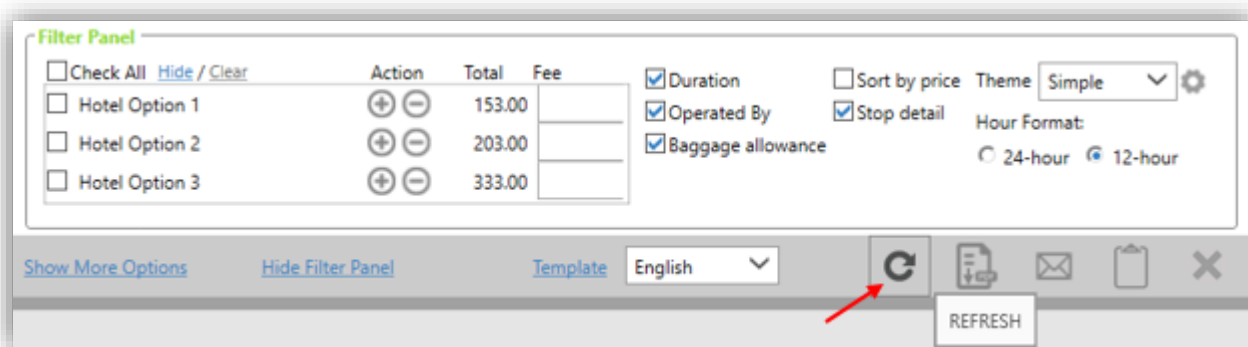


2. Type **#CTQ** to open Custom Trip Quote and review your selection.



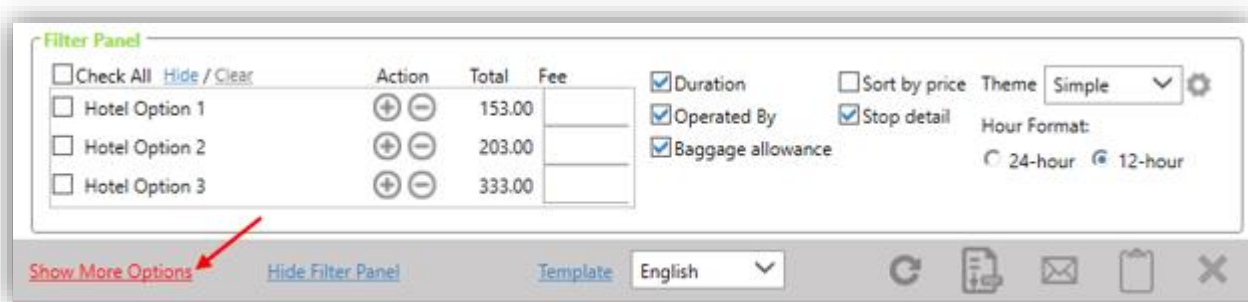
Refresh a quote

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.

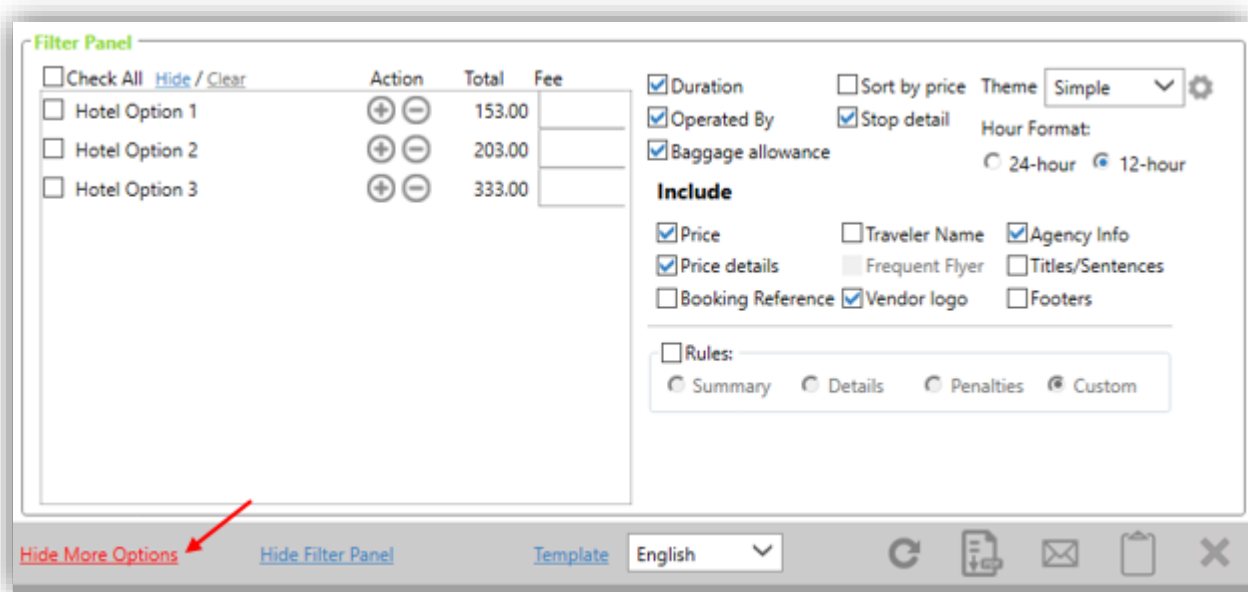


Show/Hide more options

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

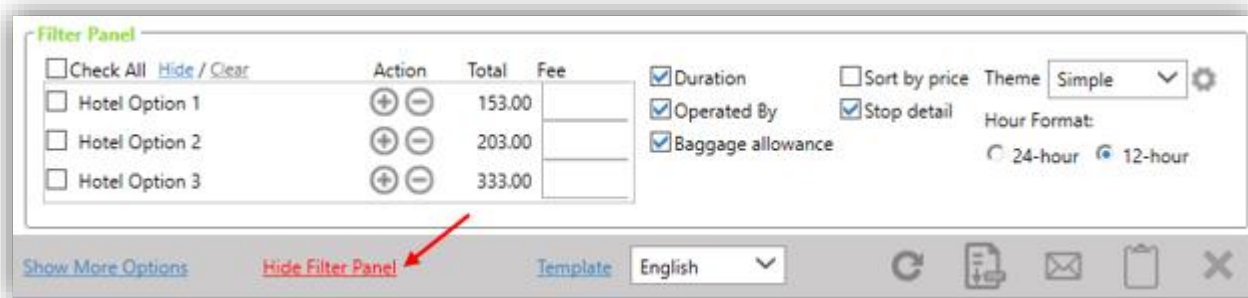


Press **Hide More Options** to reset the Filter Panel and hide all filter options.

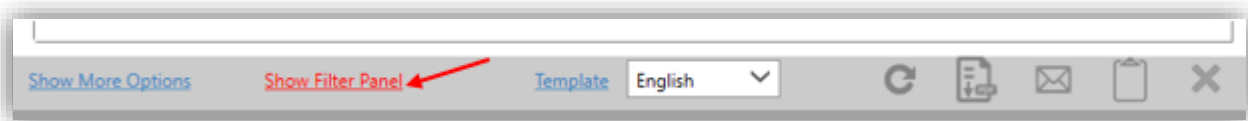


Hide/Show Filter Panel

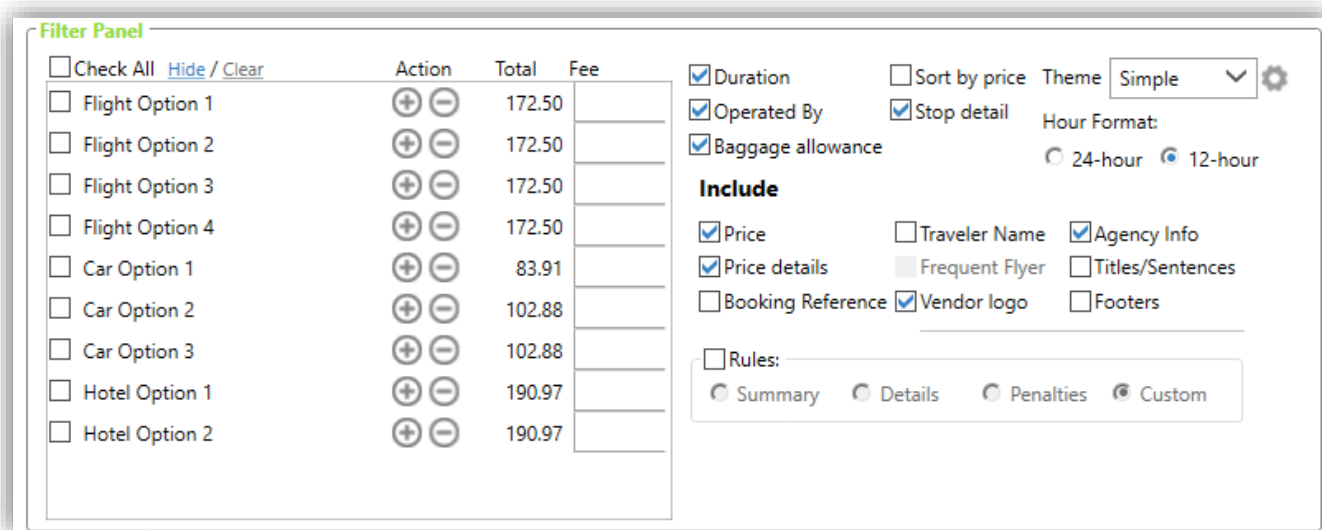
Press **Hide Filter Panel** to hide the Filter Panel.



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



Filter Panel



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				
<input type="checkbox"/> Check All Hide / Clear	Action	Total	Fee	
<input type="checkbox"/> Flight Option 1	+ -	172.50		
<input checked="" type="checkbox"/> Flight Option 2	+ -	172.50		
<input checked="" type="checkbox"/> Flight Option 3	+ -	172.50		
<input type="checkbox"/> Flight Option 4	+ -	172.50		

<input checked="" type="checkbox"/> Duration	<input type="checkbox"/> Sort by price	Theme <input type="text" value="Simple"/>
<input checked="" type="checkbox"/> Operated By	<input checked="" type="checkbox"/> Stop detail	Hour Format:
<input checked="" type="checkbox"/> Baggage allowance	<input type="radio"/> 24-hour <input checked="" type="radio"/> 12-hour	
Include		
<input checked="" type="checkbox"/> Price	<input type="checkbox"/> Traveler Name	<input checked="" type="checkbox"/> Agency Info

Action

Filter Panel				
<input type="checkbox"/> Check All Hide / Clear	Action	Total	Fee	
<input type="checkbox"/> Flight Option 1	+ -	172.50		
<input type="checkbox"/> Flight Option 2	+ -	172.50		
<input type="checkbox"/> Flight Option 3	+ -	172.50		

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

Travelport Smartpoint

Do you want to book Flight Option 1?

Yes
No

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

Travelport Smartpoint

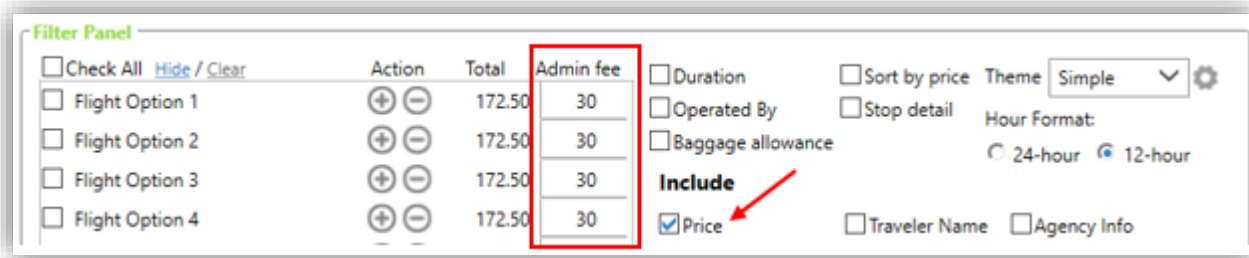
Do you want to remove Flight Option 2?

Yes
No

Administrative fee

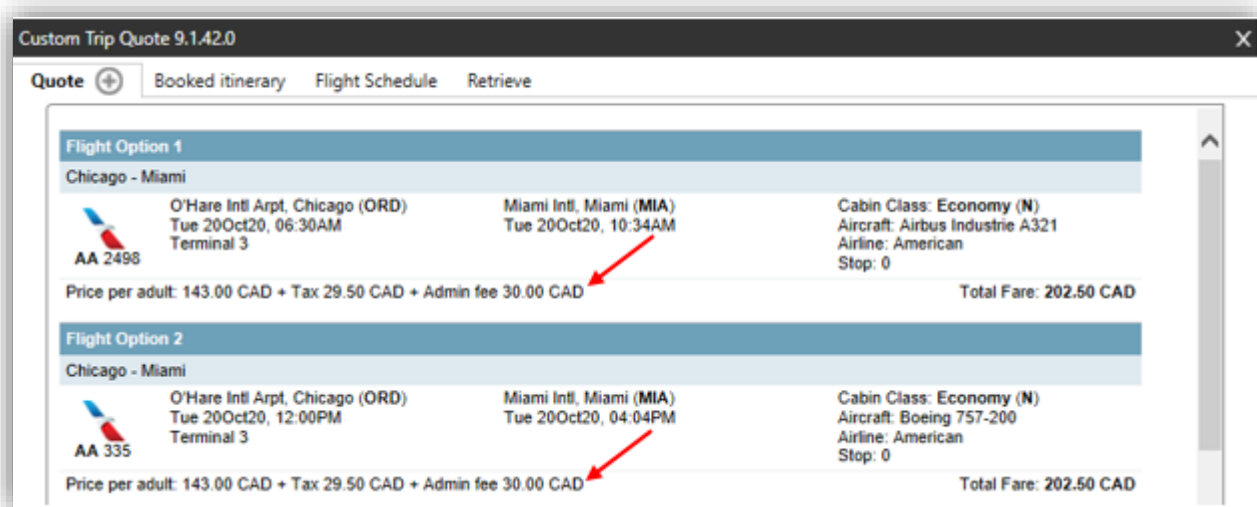
Include Price must be selected to enter the Administrative Fee and to show the price in the quote.

See below an example to add an administrative fee amount to different options.



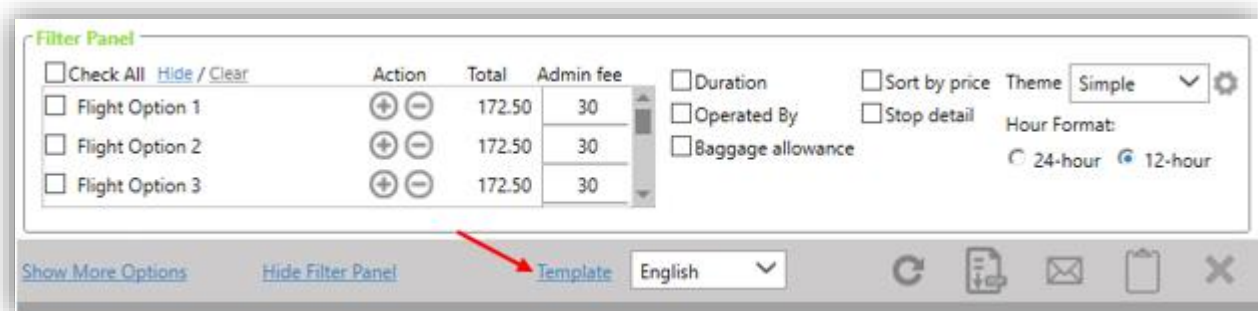
Amounts are added up to the quote totals, where applicable.

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

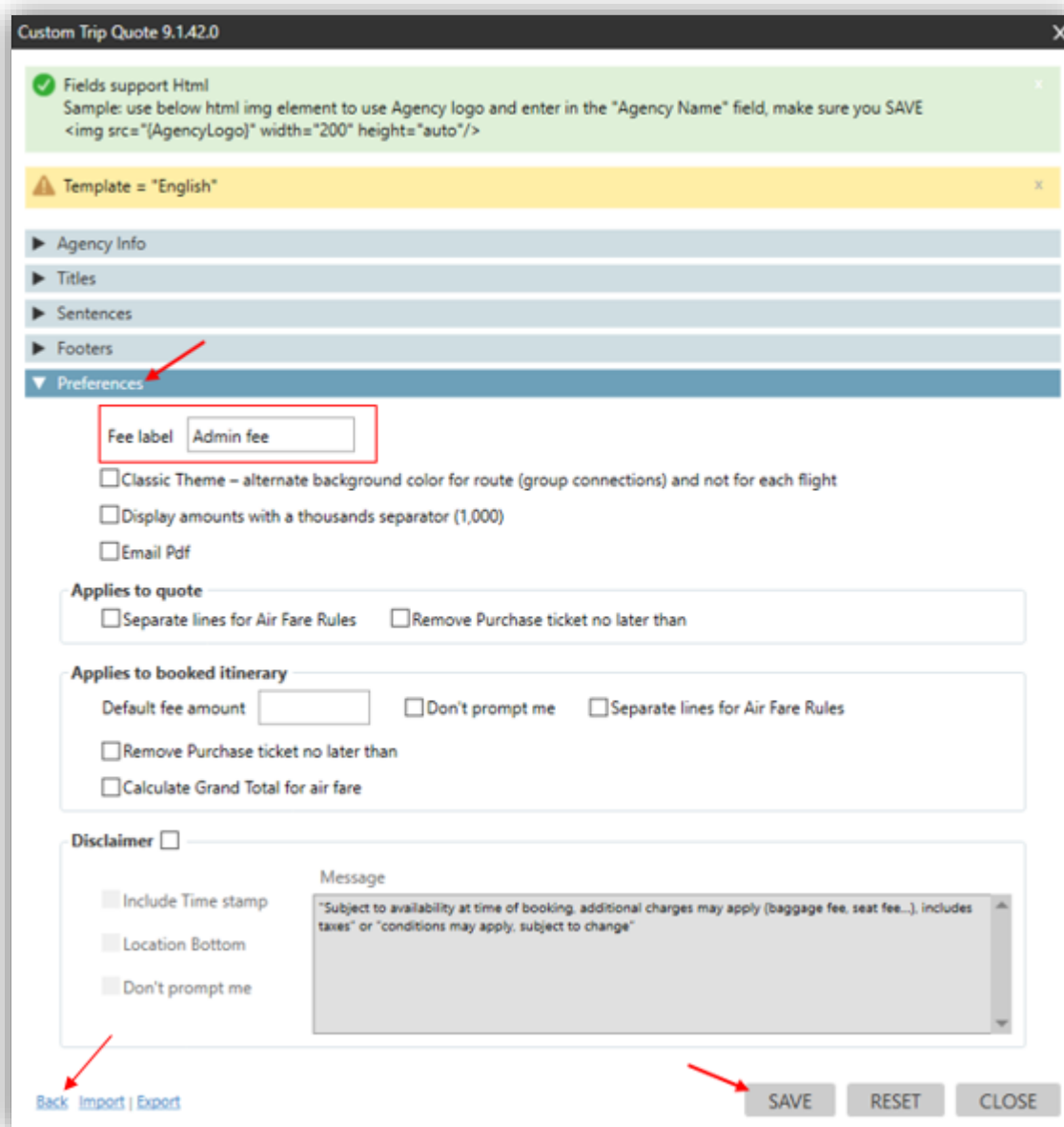


Change the fee label

1. Press on **Template**.



2. In the **Preferences** tab, change the **Fee label**.
Press **SAVE**.
Press **Back** to return to Custom Trip Quote.



Duration

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

Flight Option 2			
Montreal - Bogota 10h			
DL 5525	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Tue 20Oct20, 12:50	Hartsfield Jackson Intl Arpt, Atlanta (ATL) Tue 20Oct20, 15:48 Terminal 1	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 1	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 1			
AA 6222	Q TUE 20OCT20	Montreal/YUL - London/LHR	09:35PM 09:10AM WED 21OCT20
Duration: 8h 35m ←			
AA 6588	Q WED 21OCT20	London/LHR - Nice/NCE	11:30AM 02:35PM
Duration: 2h 5m ←			
AA 6494	Q THU 22OCT20	Nice/NCE - London/LHR	03:25PM 04:35PM
Duration: 2h 10m ←			
AA 6223	Q THU 22OCT20	London/LHR - Montreal/YUL	05:40PM 07:50PM
Duration: 7h 10m ←			

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

Flight Option 1 Total elapsed time: 7h 59m ←			
AA 1411	K TUE 20OCT20	Chicago/ORD - Miami/MIA	05:36AM 09:40AM
Duration: 3h 4m ←			
AA 913	K TUE 20OCT20	Miami/MIA - Bogota/BOG	10:50AM 01:35PM
Duration: 3h 45m ←			

Operated by

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

Flight Option 1			
Chicago - Miami			
	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 Operated By: American Stop: 0

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	0	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.

Flight Option 1

Chicago - Bogota

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: Economy (K) **Aircraft:** Boeing 737-800 **Airline:** American **Stop:** 0 **Baggage Allowance:** 1 piece

AA 913 **DEPART:** Miami Intl, Miami (MIA)
Tuesday 20 October 2020, 10:50AM

ARRIVE: El Dorado International, Bogota (BOG)
Tuesday 20 October 2020, 01:35PM
Terminal 1

Cabin Class: Economy (K) **Aircraft:** Airbus Industrie A319 **Airline:** American **Stop:** 0 **Baggage Allowance:** 1 piece

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.

Filter Panel

<input type="checkbox"/> Check All Hide / Clear	Action	Total	Admin fee
<input type="checkbox"/> Flight Option 1	⊕ ⊖	1196.40	
<input type="checkbox"/> Flight Option 2	⊕ ⊖	1196.40	
<input type="checkbox"/> Flight Option 3	⊕ ⊖	1262.40	
<input type="checkbox"/> Flight Option 4	⊕ ⊖	1199.60	

Filter Panel

<input type="checkbox"/> Check All Hide / Clear	Action	Total	Admin fee
<input type="checkbox"/> Flight Option 1	⊕ ⊖	1196.40	
<input type="checkbox"/> Flight Option 2	⊕ ⊖	1196.40	
<input type="checkbox"/> Flight Option 3	⊕ ⊖	1199.60	
<input type="checkbox"/> Flight Option 4	⊕ ⊖	1262.40	

Stop detail

If **Stop detail** is selected, the stop details will display.
Applies only to flights including a stopover.

Flight Option 5

New York - Singapore

SQ 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

Filter Panel

<input type="checkbox"/> Check All Hide / Clear							
<input type="checkbox"/> Flight Option 1	(+) (-)	1196.40		<input type="checkbox"/> Duration	<input type="checkbox"/> Sort by price	Theme Simple <input type="checkbox"/>	
<input type="checkbox"/> Flight Option 2	(+) (-)	1196.40		<input type="checkbox"/> Operated By	<input type="checkbox"/> Stop detail	Hour Format:	
<input type="checkbox"/> Flight Option 3	(+) (-)	1262.40		<input type="checkbox"/> Baggage allowance		<input type="radio"/> 24-hour <input checked="" type="radio"/> 12-hour	
<input type="checkbox"/> Flight Option 4	(+) (-)	1199.60		Include <input checked="" type="checkbox"/> Price <input type="checkbox"/> Traveler Name <input type="checkbox"/> Agency Info <input checked="" type="checkbox"/> Price details <input type="checkbox"/> Frequent Flyer <input type="checkbox"/> Titles/Sentences <input type="checkbox"/> Booking Reference <input checked="" type="checkbox"/> Vendor logo <input type="checkbox"/> Footers <input type="checkbox"/> Rules: _____ <input type="radio"/> Summary <input type="radio"/> Details <input type="radio"/> Penalties <input checked="" type="radio"/> Custom			
<input type="checkbox"/> Flight Option 5	(+) (-)	687.10					

Price

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

```

Flight Option 1
AA 931 Q TUE 20OCT20 Miami/MIA - Buenos Aires/EZE 10:35PM 08:30AM WED 21OCT20
Operated By: American
AA 908 Q FRI 30OCT20 Buenos Aires/EZE - Miami/MIA 10:54PM 06:55AM SAT 31OCT20
Operated By: American
Total Fare: 1262.40 CAD ←
    
```

```

Car Option 1
Alamo Rent A Car TUE 20OCT20 12:00PM - FRI 30OCT20 12:00PM
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 20OCT20 Miami/MIA - Buenos Aires/EZE 10:35PM 08:30AM WED 21OCT20
Operated By: American
AA 908 Q FRI 30OCT20 Buenos Aires/EZE - Miami/MIA 10:54PM 06:55AM SAT 31OCT20
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 20OCT20 12:00PM - FRI 30OCT20 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: KVN85U
Flight Option 1			
Miami - Buenos Aires			
 AA 931	Miami Intl, Miami (MIA) Tue 20Oct20, 10:35PM	Ministro Pizarini, Buenos Aires (EZE) Wed 21Oct20, 08:30AM Terminal 0	Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0
Buenos Aires - Miami			
 AA 908	Ministro Pizarini, 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.

1. Travelport, Galileo 2. Travelport, Apollo	Record Locator: KVN85U
Flight Option 1	
Miami - Buenos Aires	
 AA 931	Miami Intl, Miami (MIA) Tue 20Oct20, 10:35PM
 AA 908	Ministro Pizarini, Buenos Aires (EZE) Fri 30Oct20, 10:54PM Terminal A

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.

1. Travelport, Galileo (FF: AA1232456 - DL987654321) ←




2. Travelport, Apollo

Flight Option 1			
Miami - Buenos Aires			
	Miami Intl, Miami (MIA) Tue 20Oct20, 10:35PM	Ministro Pizarini, Buenos Aires (EZE) Wed 21Oct20, 08:30AM Terminal 0	Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0
Buenos Aires - Miami			
	Ministro Pizarini, 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.

Flight Option 1			
Miami - Buenos Aires			
	DEPART: Miami Intl, Miami (MIA) Tuesday 20 October 2020, 10:35PM	ARRIVE: Ministro Pizarini, Buenos Aires (EZE) Wednesday 21 October 2020, 08:30AM Terminal 0	
Cabin Class: Economy (Q) Aircraft: Boeing 777-200 Airline: American Stop: 0			
Buenos Aires - Miami			
	DEPART: Ministro Pizarini, Buenos Aires (EZE) 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 777-200 Airline: American Stop: 0			
Car Option 1			
 Alamo Rent A Car			
Pick Up Tuesday 20 October 2020 12:00PM Autopista Tte Gral Ricchie Ministro Pizarini (Eze) Buenos Aires, Argentina		Drop Off Friday 30 October 2020 12:00PM	
4-Door Compact Manual Kilometers included: unlimited			

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.

The screenshot shows a window titled "Custom Trip Quote 9.1.43.0" with a close button (X) in the top right corner. Below the title bar, there are tabs: "Quote" (selected), "Booked itinerary", "Flight Schedule", and "Retrieve". The main content area displays the Travelport logo and contact information: "16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000". Below this is a table with the following data:

Flight Option 1	From - To	Date	Hour 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
	Lima Jorge Chavez International Arpt / Miami Intl	Fri 30 October	08:30-15:20	LATAM Group	0	Economy (N)	2460

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


TRIP QUOTE Title 1

Wednesday 18 December 2019, 09:21

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.


Flight Option 1
1262.40 CAD Sentence 1

Miami - Buenos Aires

	<p>DEPART: Miami Intl, Miami (MIA) Tuesday 20 October 2020, 22:35</p>	<p>ARRIVE: Ministro Pistarini, Buenos Aires (EZE) Wednesday 21 October 2020, 08:30 Terminal 0</p>
---	--	--

Cabin Class: Economy (Q) **Aircraft:** Boeing 777-200 **Airline:** American **Stop:** 0

Buenos Aires - Miami

	<p>DEPART: Ministro Pistarini, Buenos Aires (EZE) Friday 30 October 2020, 22:54 Terminal A</p>	<p>ARRIVE: Miami Intl, Miami (MIA) Saturday 31 October 2020, 06:55</p>
--	---	---

Cabin Class: Economy (Q) **Aircraft:** Boeing 777-200 **Airline:** American **Stop:** 0

Penalty charges may apply in addition to any fare difference. For more information, contact your agent.

Observations Title 2

Thank you for booking with us. Sentence 2
We wish you a safe journey. Sentence 3 & 4

Important notes Title 3

Note that the above proposals are not confirmed bookings. Availability and prices are subject to change and are not guaranteed. Sentence 5

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 Intl Arpt / Nice Cote D Azur Arpt	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. <div style="float: right; border: 1px solid red; padding: 2px; color: red;">Air footer</div>							
Car Option 1	Budget Rent A Car Economy Manual - Refer to policy page Kilometers included: unlimited		Pick Up Monday 20 Apr 2020 16:55 AEROPORT NICE COTE D*AZUR Cote D Azur Arpt (NCE) Nice, France	Drop Off Tuesday 21 Apr 2020 12:50 BD NICE APT FR Cote D Azur Arpt Nice			
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... <div style="float: right; border: 1px solid red; padding: 2px; color: red;">Car footer</div>							
Hotel Option 1	HYATT REGENCY NICE 13 Promenade des Anglais Nice 06000 FR		Check-in: Monday 20 Apr 2020 Check-out: Tuesday 21 Apr 2020	1 king sea view sea view: contemporary decor: king bed.; Rate Code: 2WKRACK			
Cancellation policy may apply. <div style="float: right; border: 1px solid red; padding: 2px; color: red;">Hotel footer</div>							

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:

- Summary
- Details
- Penalties
- Custom

Filter Panel

<input type="checkbox"/> Check All Hide / Clear			<input type="checkbox"/> Duration	<input type="checkbox"/> Sort by price	Theme Plain
<input type="checkbox"/> Flight Option 1	Action (+) (-)	Total 1196.40	<input type="checkbox"/> Operated By	<input type="checkbox"/> Stop detail	Hour Format:
<input type="checkbox"/> Flight Option 2	Action (+) (-)	Total 1196.40	<input type="checkbox"/> Baggage allowance	<input checked="" type="radio"/> 24-hour <input type="radio"/> 12-hour	
<input type="checkbox"/> Flight Option 3	Action (+) (-)	Total 1262.40	Include		
<input type="checkbox"/> Flight Option 4	Action (+) (-)	Total 1199.60	<input type="checkbox"/> Price	<input type="checkbox"/> Traveler Name	<input checked="" type="checkbox"/> Agency Info
<input type="checkbox"/> Car Option 1	Action (+) (-)	Total 37221.03	<input checked="" type="checkbox"/> Price details	<input checked="" type="checkbox"/> Frequent Flyer	<input type="checkbox"/> Titles/Sentences
			<input type="checkbox"/> Booking Reference	<input checked="" type="checkbox"/> Vendor logo	<input type="checkbox"/> Footers
<div style="border: 1px solid red; padding: 5px;"> <input checked="" type="checkbox"/> Rules: <input checked="" type="radio"/> Summary <input type="radio"/> Details <input type="radio"/> Penalties <input type="radio"/> Custom </div>					

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

Flight Option 1
162.89 AUD

Sydney - Melbourne

 <p>QF405</p>	<p>DEPART: Kingsford Smith, Sydney (SYD) Sunday 10 Feb 2019, 06:30 Terminal 3</p>	<p>ARRIVE: Tullamarine Arpt, Melbourne (MEL) Sunday 10 Feb 2019, 08:05 Terminal 1</p>
---	---	---

Duration: 1h 35m **Cabin Class:** Economy (E) **Aircraft:** Boeing 737 Passenger Jet **Operated By:** Qantas Airways

Sydney - Melbourne

4. FLIGHT APP
 CONDITIONS APPLY

5. ADVANCE RES/TKT
 RES REQ 28D.TKT REQ 0D AFT RES.TKT REQ 28D BEF DEP.

8. STOPOVERS
 CONDITIONS APPLY

9. TRANSFERS/ROUTING
 CONDITIONS APPLY


10. COMBINABILITY
 SOJ/DOJ/RI/CT/EOE

15. SALES RESTRICTIONS
 CONDITIONS APPLY

16. PENALTIES
 CHG-99AUD/FREE/CXL-NONREF/FREE

19. CHILDREN'S DISCOUNTS
 INF W/O SEAT UNDER 2 FREE.INF W/ SEAT UNDER 2 100PCT

Hotel Option 1
329.00 AUD Price Per Night: 329.00 AUD (including tax)

 **Doubletree By Hilton Melbourne - FI (Hilton Hotels)**

<p>Doubletree By Hilton Melbourne - FI 270 Flinders Street Melbourne V 3000 Au</p>	<p>Check-in: Thursday 20 February 2020</p> <p>Check-out: Friday 21 February 2020</p>
--	--

Flexible rate king flinders street station view 1k station view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
 Bed: UNK


Fare Rules:

Approximate Total	PN
Cancellation	AT CANCEL BEFORE 12AM 20FEB20

Details

Flight Option 1
162.89 AUD

Sydney - Melbourne

<p>QF405</p> 	<p>DEPART: Kingsford Smith, Sydney (SYD) Sunday 10 Feb 2019, 06:30 Terminal 3</p>	<p>ARRIVE: Tullamarine Arpt, Melbourne (MEL) Sunday 10 Feb 2019, 08:05 Terminal 1</p>
--	--	--

Duration: 1h 35m **Cabin Class:** Economy (E) **Aircraft:** Boeing 737 Passenger Jet **Operated By:** Qantas Airways

Sydney - Melbourne

0. RULE APP/OTHER CONDITIONS

APPLICATION AND OTHER CONDITIONS

RULE - 918/1684

UNLESS OTHERWISE SPECIFIED

QANTAS DOMESTIC AUSTRALIAN RED E-DEAL ECONOMY FARES

SALEABLE OUTSIDE AUSTRALIA/NEW ZEALAND TO NON RESIDENTS ONLY

APPLICATION

AREA

THESE FARES APPLY

WITHIN AUSTRALIA.

CLASS OF SERVICE

THESE FARES APPLY FOR ECONOMY CLASS SERVICE.

TYPES OF TRANSPORTATION

FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE

ONE-WAY/ROUND-TRIP/CIRCLE-TRIP/OPEN-JAW JOURNEYS.

FARES ONLY APPLY IF PURCHASED BEFORE DEPARTURE.

PASSENGERS TRAVELLING ON QANTAS DOMESTIC SERVICES

NUMBERED QF1-399 BETWEEN AUSTRALIAN INTERNATIONAL

TERMINALS ARE REQUIRED TO CARRY PHOTO

IDENTIFICATION.

THE CARRIER SHALL LIMIT THE NUMBER OF PASSENGERS

CARRIED ON ANY ONE FLIGHT AT FARE GOVERNED BY

THIS RULE AND SUCH FARES WILL NOT NECESSARILY BE

AVAILABLE ON ALL FLIGHTS.

THE NUMBER OF SEATS WITH THE CARRIER SHALL MAKE

AVAILABLE ON A GIVEN FLIGHT WILL BE DETERMINED BY

THE CARRIER.

OTHER CONDITIONS

FARES ONLY APPLY IF PURCHASED BEFORE DEPARTURE

EXCEPT WHEN USED FOR EN ROUTE FOR ANOTHER FARE

PROVIDED ALL CONDITIONS OF THESE FARES ARE MET OR

FOR ASSESSING THE REFUND OF PARTIALLY TRAVELLED

TICKET.

PASSENGERS EXPENSES DO NOT APPLY.

Hotel Option 1
329.00 AUD

Price Per Night: 329.00 AUD (including tax)

 [Doubletree By Hilton Melbourne - FI \(Hilton Hotels\)](#)

Doubletree By Hilton Melbourne - FI
 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 station view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
 Bed: UNK

Fare Rules:

Address	270 FLINDERS STREET MELBOURNE 3000
Phone	61 3 96546888
Fax	61 3 96540388
PromotionalData	NONSMOKING REQ-ENTER NS IN SI FIELD
RateDescription	FLEXIBLE RATE KING FLINDERS STREET STATION VIEW 1K STATION VIEW 22SQM HDTV WIFI CHG MINIBAR DESK WALK-IN SHWR TEA-KETTLE FREE LOBBY WIFI PN
ApproximateTotal	32900
RateAmount	32900
RateComment	PER NIGHT 20FEB20 - 21FEB20
ApproximateTotal	AT
TotalAmount	32900
RateComment	APPROX TOTAL INCL ALL KNOWN TAXES FEES TAXES AND SERVICE CHARGES INCLUDED
RoomRateData	AGENT COMMISSION 10.00 PERCENT
Guarantee	CREDIT CARD GUARANTEE CREDIT CARDS: AX DC JC MC VI
Deposit	DEP CREDIT CARDS: AX DC JC MC VI
Cancellation	CANCEL BEFORE 12AM 20FEB20

Penalties

Flight Option 1

162.89 AUD

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: 1h 35m **Cabin Class:** Economy (E) **Aircraft:** Boeing 737 Passenger Jet **Operated By:** Qantas Airways

Sydney - Melbourne

16. PENALTIES

PENALTIES

UNLESS OTHERWISE SPECIFIED

CHANGES

CHARGE **AUD 99.00** FOR REISSUE/REVALIDATION.

NOTE -

CHANGE FEE MUST BE SHOWN AS AUD90.00 PLUS GST OF AUD9.00UO AND IS COLLECTED VIA EMD-S USING SERVICE CODE REIS - RFIC CODE D AND RFISC 98I. GST APPLIES WHEN SOLD IN AUSTRALIA ONLY. GST DOES NOT APPLY WHEN SOLD IN COMBINATION WITH INTERNATIONAL TRAVEL.

VOLUNTARY REBOOKING AND REISSUE ARE PERMITTED PRIOR TO DATE OF SCHEDULED DEPARTURE AND REQUIRE REISSUE IN ALL CASES. CHANGES MADE ON THE DAY OF SCHEDULED DEPARTURE ARE NOT PERMITTED.

VALUE STORED IN CREDIT CANNOT BE USED TO PURCHASE FARE ON THE DAY OF SCHEDULED DEPARTURE.

EXCEPTION -

NOT PERMITTED IF A FLIGHT IS BEING REBOOKED FROM A FUTURE DATE TO TODAY.


NOTE - IF THE BASE FARE AND/OR TICKET TAXES HAVE INCREASED THE REISSUE TICKET MUST BE REFLECT THE ADDITIONAL BASE FARE AND/OR TICKET TAXES.

THE FOLLOWING PROCESSES MUST BE APPLIED FOR ALL FLIGHT CHANGES.

1. QANTAS DOMESTIC FARES MUST BE RE-PRICED AFTER A CHANGE HAS BEEN MADE TO A TICKETED FLIGHT.

2. THE FARE VALUE OF THE TICKET MAY BE -USED TOWARDS PAYMENT OF A NEW TICKET OF EQUAL OR HIGHER FARE VALUE PROVIDED THE CONDITIONS OF THE NEW FARE ARE MET OR

Hotel Option 1
329.00 AUD Price Per Night: 329.00 AUD (including tax)

 [Doubletree By Hilton Melbourne - FI \(Hilton Hotels\)](#)

Doubletree By Hilton Melbourne - FI 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 station view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
 Bed: UNK

Fare Rules:
Cancellation CANCEL BEFORE 12AM 20FEB20

Custom

Flight Option 1
1262.40 CAD Price per adult: 1087.00 CAD + Tax 175.40 CAD


Miami - Buenos 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
---	---	--

Cabin Class: Economy (Q) **Aircraft:** Boeing 777-200 **Airline:** American **Stop:** 0

Miami - Buenos Aires
Fare Rules:
 Purchase ticket no later than: **Tuesday 17 December 2019**
 Change fee before/after departure date: **300CAD**
 Cancellation fee before/After departure date: **Non Refundable**
 Minimum stay / Maximum stay: **24H / 12 months**

Hotel Option 1
329.00 AUD Price Per Night: 329.00 AUD (including tax)

 [Doubletree By Hilton Melbourne - FI \(Hilton Hotels\)](#)

Doubletree By Hilton Melbourne - FI 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 station view 22sqm hdtv wifi chg minibar, Rate Code: A0CLV4
 Bed: UNK

Fare Rules:

Check-in	15:00
Check-out	12:00
Rate Description	329.00 AUD per night 20feb20 - 21feb20 329.00 AUD approx total incl all known taxes fees
Guarantee	credit card guarantee
Cancellation	cancel before 12am 20feb20

Removing quotes

Remove all

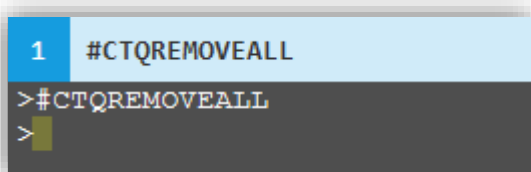
You have multiple options to remove all quotes from Custom Trip Quote:

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

Terminal entry

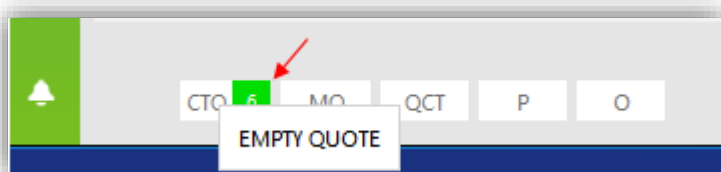
Type **#CTQREMOVEALL** and press **Enter** to remove all quotes from Custom Trip Quote.

Once done, the counter for CTQ will show 0.



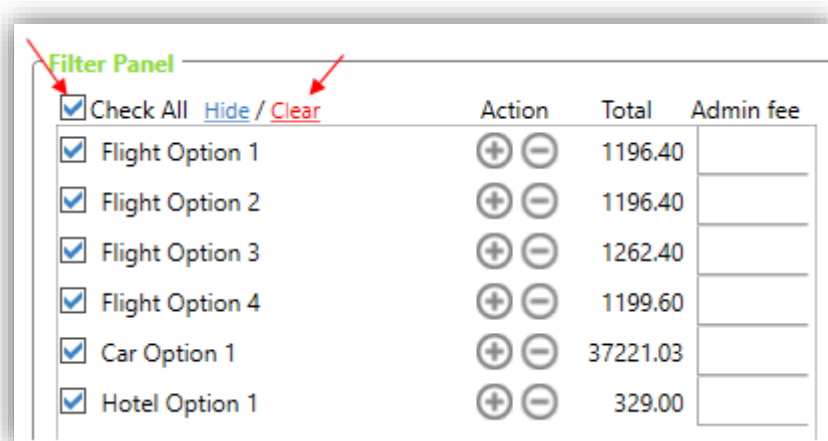
Press the CTQ icon

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

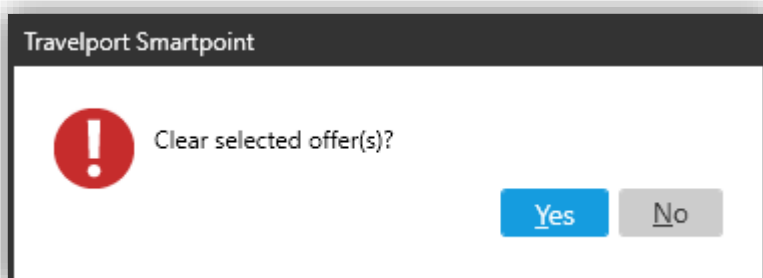


Within Custom Trip Quote

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

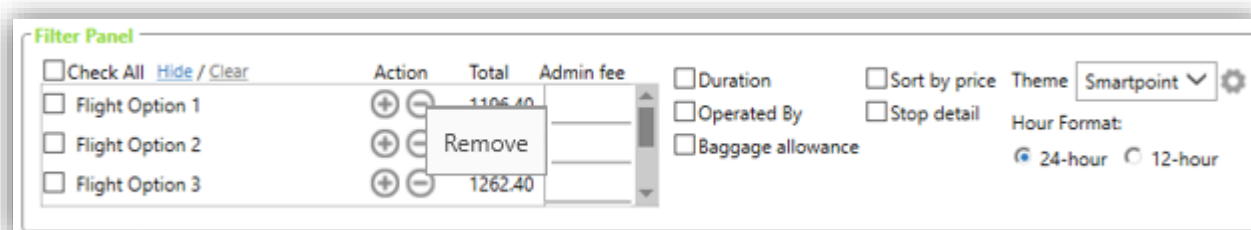


It will prompt a message that selected offers will be cleared. Press **Yes** to continue.

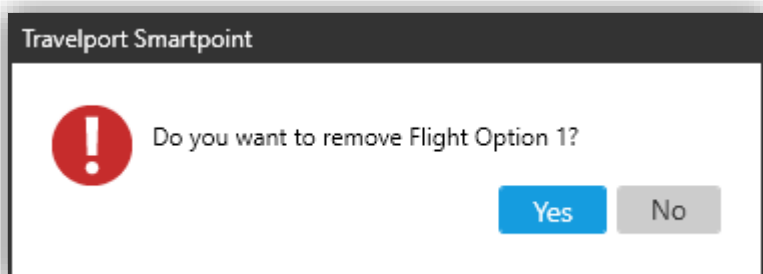


Remove individually

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

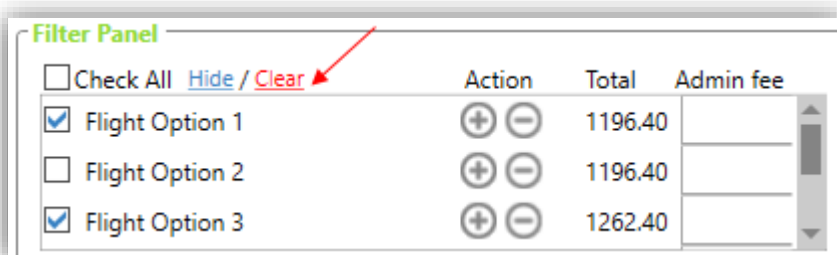


It will prompt a message confirming the option you asked to remove. Press **Yes** to continue and remove the selected option.

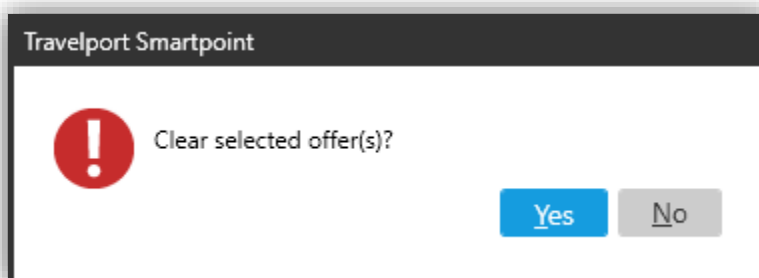


Remove multiple quotes

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



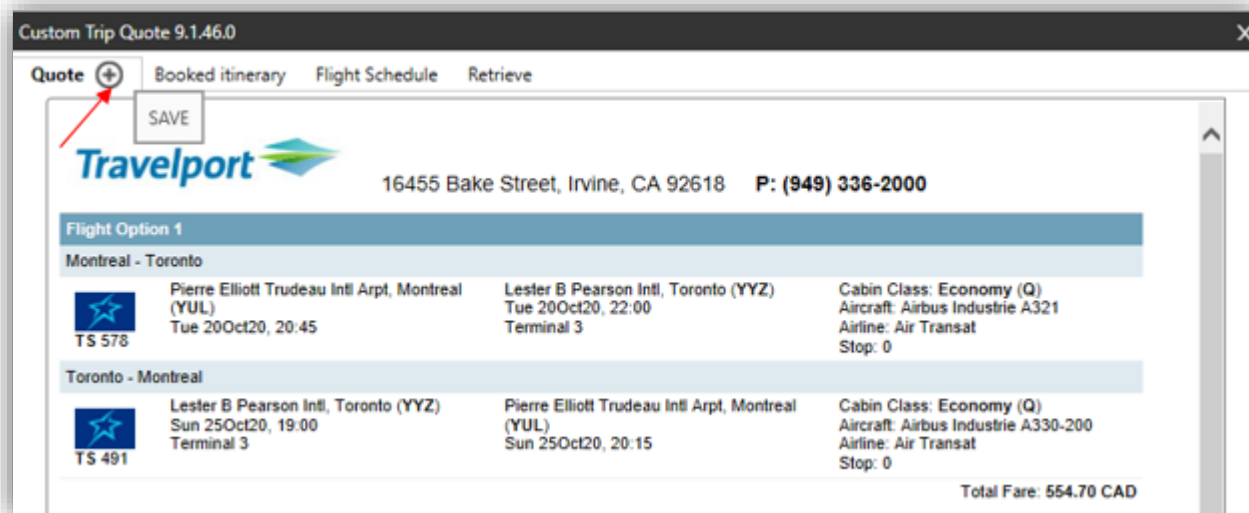
It will prompt a message that selected offers will be cleared. Press **Yes** to continue.



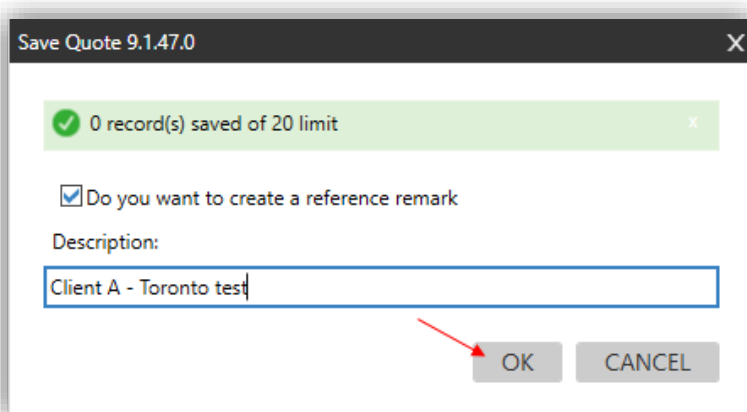
Save a quote

Agents can save a displayed quote.

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



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



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

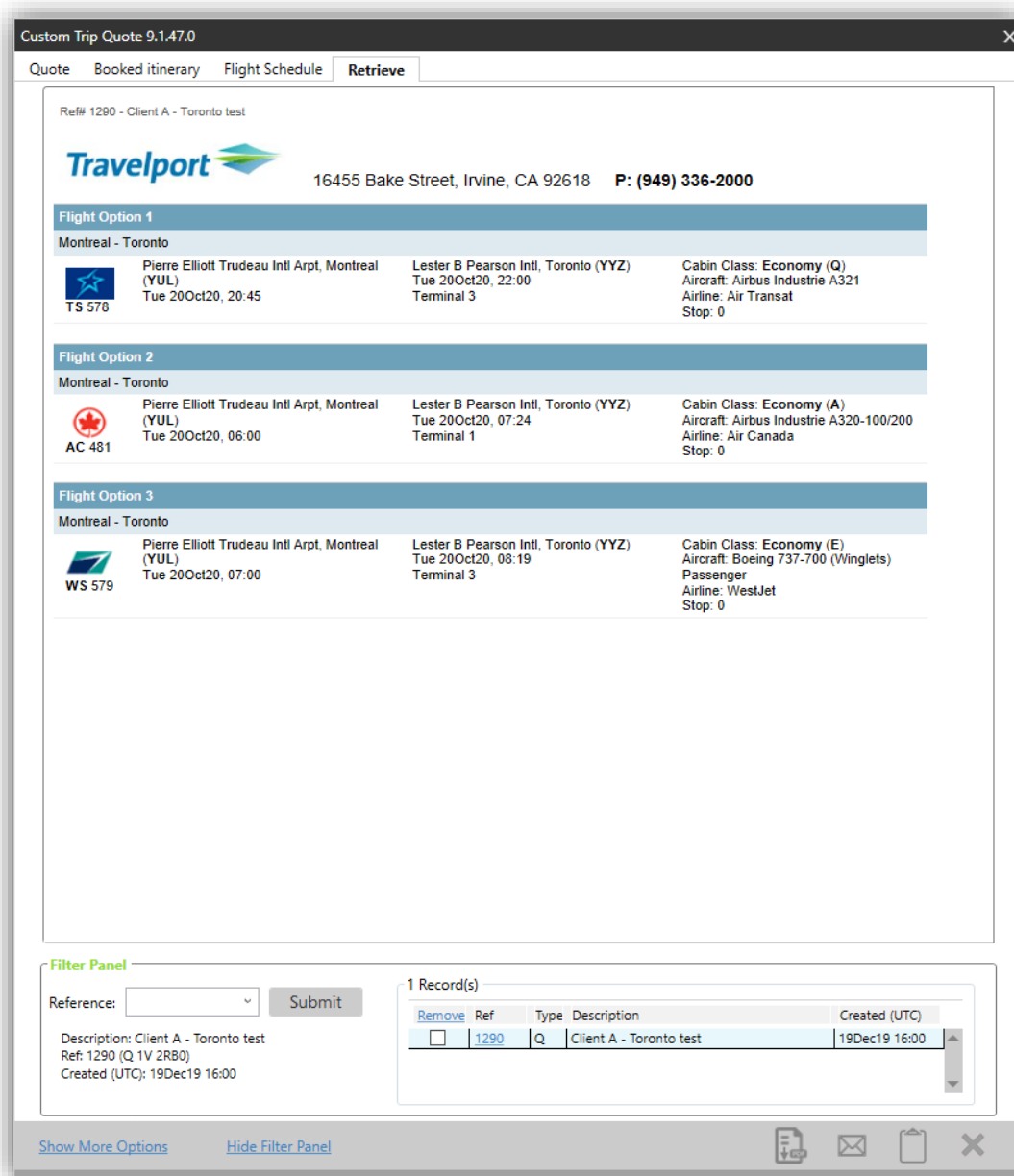
has been added to the PNR.

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.

NOTE -CTQ REFERENCE NUMBER 1290

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.



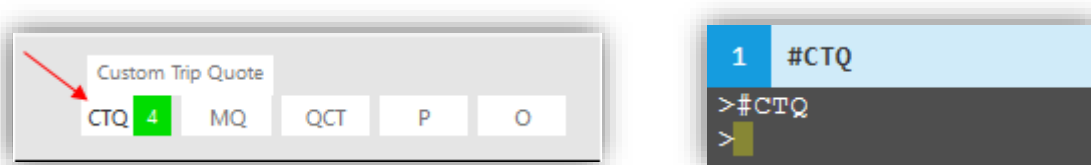
Note: This feature doesn't hold air inventory or guarantee prices.

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:

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

Custom Trip Quote 9.1.43.0

Quote **Booked itinerary** Flight Schedule Retrieve

Travelport 16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000

1. Travelport, Galileo
2. Travelport, Apollo
3. Travelport, Demo

Flight

Atlanta - Paris

AF 689 **DEPART:** Hartsfield Jackson Intl Arpt, Atlanta (ATL) **ARRIVE:** Charles De Gaulle Intl Arpt, Paris (CDG)
Friday 30 October 2020, 21:15 Saturday 31 October 2020, 10:45
TERMINAL I TERMINAL 2E

Duration: 8h 30m **Cabin Class:** Economy/Coach Discounted (Q) **Aircraft:** Boeing 777-200 **Airline:** Air France **Operated By:** Air France **Stop:** 0

Car

AVIS Avis Rent A Car System, Inc.

Pick Up Saturday 31 October 2020 10:45 **Drop Off** Tuesday 10 November 2020 10:40
Paris Roissy Cdg Terminal, Paris, Fr Paris Roissy Cdg Terminal
Charles De Gaul
Ph: 0820611631

2-Door Mini Manual **CF#:** 27677466US5

Flight

Paris - Atlanta

AF 682 **DEPART:** Charles De Gaulle Intl Arpt, Paris (CDG) **ARRIVE:** Hartsfield Jackson Intl Arpt, Atlanta (ATL)
Tuesday 10 November 2020, 10:40 Tuesday 10 November 2020, 14:35
TERMINAL 2E TERMINAL I

Duration: 9h 55m **Cabin Class:** Economy (T) **Aircraft:** Boeing 777-300 **Airline:** Air France **Operated By:** Air

Filter Panel

Include

Traveler Name Agency Info Airline Booking Reference Itinerary remarks
 Frequent Flyer Vendor logo Booking Reference Unassociated remarks
 Seat assignment Price Ticket Booking status Fare Rules

Theme: Smartpoint

Hour Format:
 24-hour 12-hour

Show More Options Hide Filter Panel Template English

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

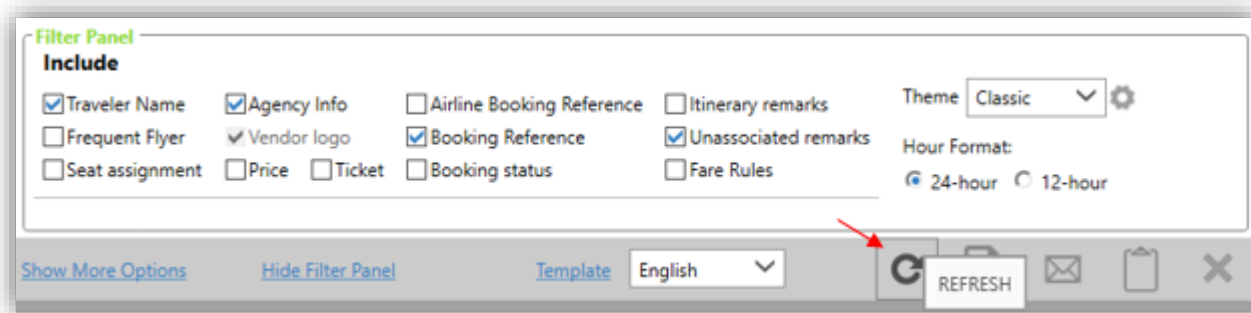
- Save as PDF
- Email
- Copy to Clipboard

Show More Options Hide Filter Panel Template English

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

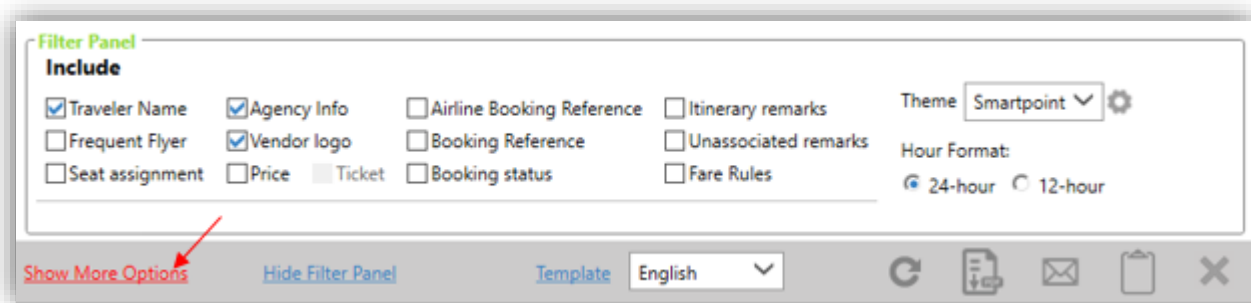
Refresh

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.

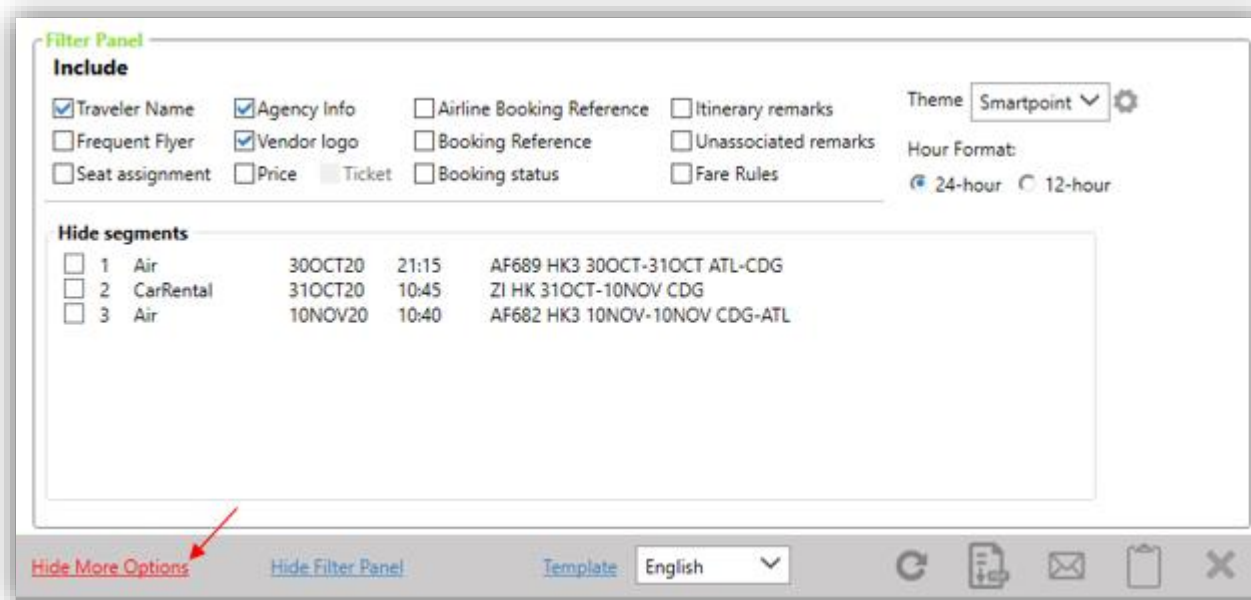


Show/Hide more options

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

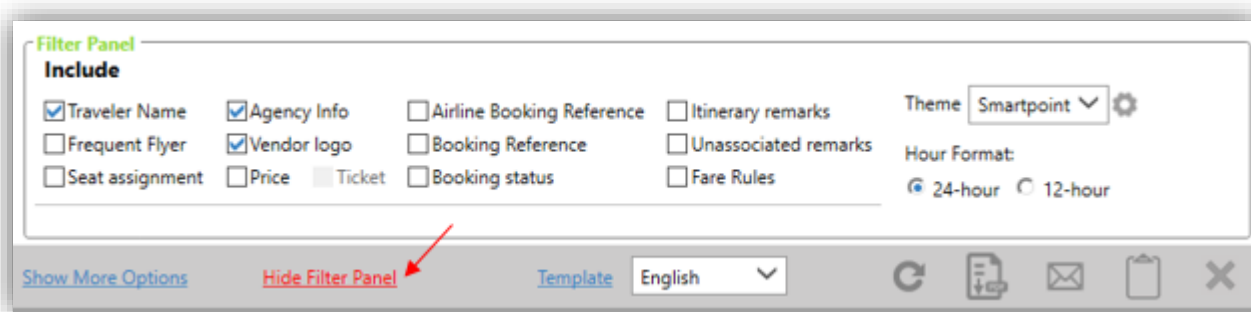


Press **Hide More Options** to reset the Filter Panel and hide all filter options.

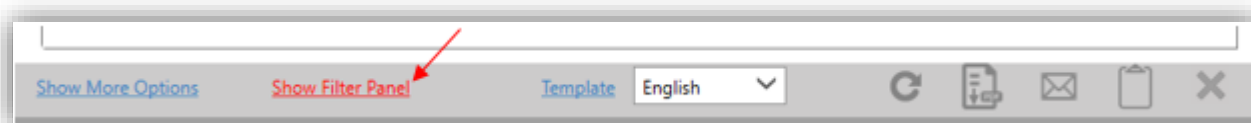


Hide/show filter panel

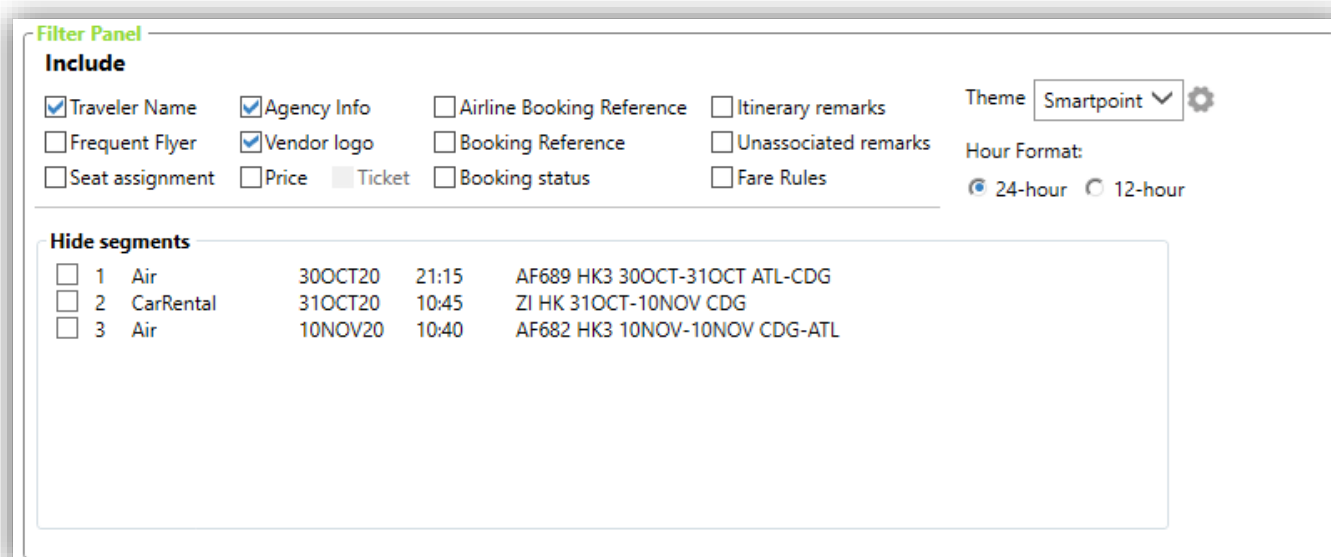
Press **Hide Filter Panel** to hide the Filter Panel.



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

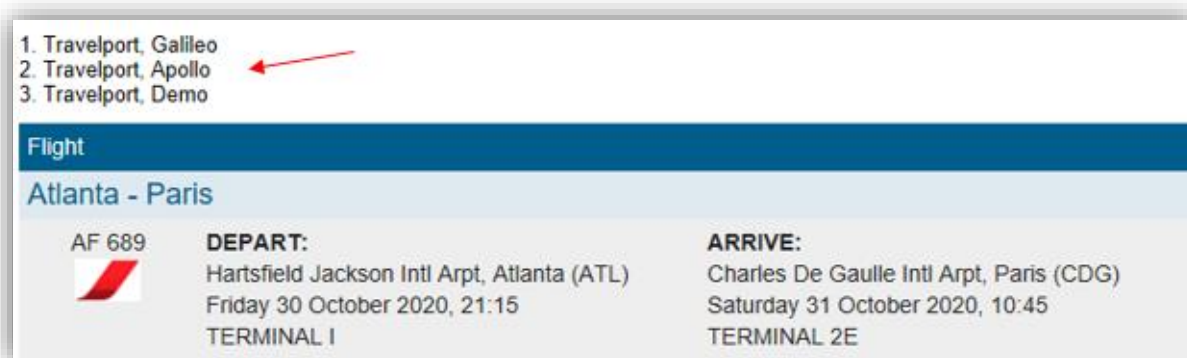


Filter panel



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.

1. Travelport, Galileo (FF: AA123345678 – DL 9876543210)
2. Travelport, Apollo (FF: DL012345678)
3. Travelport, Demo

Flight

Atlanta - Paris

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 30m **Cabin Class:** Economy/Coach Discounted (Q) **Aircraft:** Boeing 777-200 **Airline:** Air France **Operated By:** Air France **Stop:** 0

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.

Flight	From - To	Date	Hour 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

Flight

Miami - Bogota

AA 913

DEPART:

Miami Intl, Miami (MIA)
 Monday 20 April 2020, 10:50

ARRIVE:

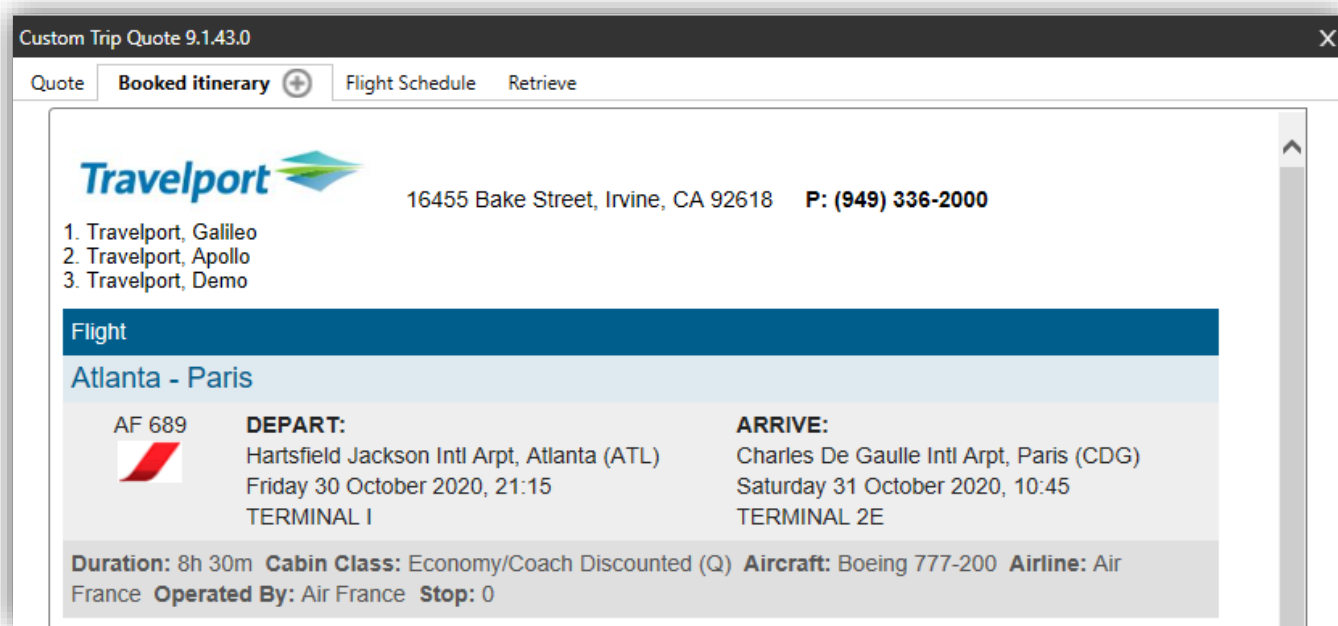
El Dorado International, Bogota (BOG)
 Monday 20 April 2020, 13:35
 TERMINAL 1

Duration: 3h 45m **Cabin Class:** Economy (V) **Aircraft:** Boeing 737Max **Airline:** American **Operated By:** American **Stop:** 0
 Seat:15D

Agency info

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

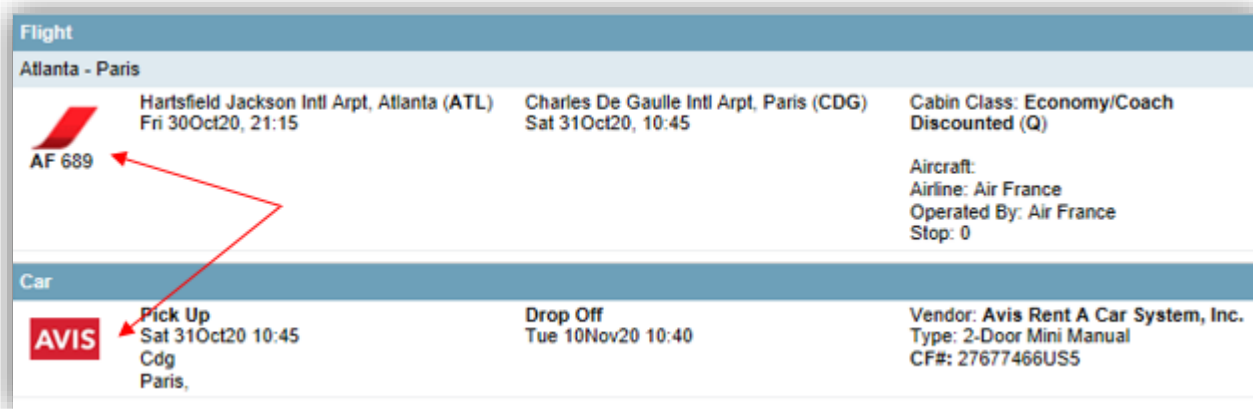
Note: Refer to the Template section of this guide for more information.



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.



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 - Atlanta

AF 682

**DEPART:**

Charles De Gaulle Intl Arpt, Paris (CDG)
 Tuesday 10 November 2020, 10:40
 TERMINAL 2E

ARRIVE:

Hartsfield Jackson Intl Arpt, Atlanta (ATL)
 Tuesday 10 November 2020, 14:35
 TERMINAL I

Duration: 9h 55m **Cabin Class:** Economy (T) **Aircraft:** Boeing 777-300 **Airline:** Air France **Operated By:** Air France **Stop:** 0

Air Fare

Adult ATL-CDG, CDG-ATL

Travelport, Galileo; Travelport, Apollo

Fare:901.00 CAD Taxes:659.50 CAD Total: (x2) 3121.00 CAD

Flight

AF 689 Q FRI 30OCT20

Atlanta/ATL - Paris/CDG

21:15 10:45 SAT 31OCT20

Operated By: Air France, Duration: 8h 30m

Flight

AF 682 T TUE 10NOV20

Paris/CDG - Atlanta/ATL

10:40 14:35

Operated By: Air France, Duration: 9h 55m

Air Fare

Adult ATL-CDG, CDG-ATL

Travelport, Galileo; Travelport, Apollo

Fare: 901.00 CAD

Taxes: 659.50 CAD

Total: (x2) 3121.00 CAD

Ticket

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

1. Travelport, Apollo
2. Travelport, Galileo
3. Travelport, Demo

Flight

Nice - Paris



AF 7705

Cote D Azur Arpt, Nice (NCE)
 Tue 20Oct20, 10:35
 TERMINAL 2

Charles De Gaulle Intl Arpt, Paris (CDG)
 Tue 20Oct20, 12:10
 TERMINAL 2F

Cabin Class: Economy (Y)
Duration: 1h 35m
Aircraft: Airbus A319
Airline: Air France
Operated By: Air France
Stop: 0

Adult NCE-CDG


Travelport, Apollo - AF 0579900499254; Travelport, Galileo - AF 0579900499255

Child NCE-CDG

Travelport, Demo - AF 0579900499256

Flight

Nice - Paris

AF 7705  **DEPART:** Cote D Azur Arprt, Nice (NCE)
 Tuesday 20 October 2020, 10:35
 TERMINAL 2

ARRIVE: Charles De Gaulle Intl Arprt, Paris (CDG)
 Tuesday 20 October 2020, 12:10
 TERMINAL 2F

Duration: 1h 35m **Cabin Class:** Economy (Y) **Aircraft:** Airbus A319 **Airline:** Air France **Operated By:** Air France **Stop:** 0

Adult NCE-CDG
 Travelport, Apollo - AF 0579900499254; Travelport, Galileo - AF 0579900499255

Child NCE-CDG
 Travelport, Demo - AF 0579900499256

Airline booking reference

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

Flight	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Atlanta Hartsfield Jackson Intl Arprt / Paris Charles De Gaulle Intl Arprt	Fri 30 October	21:15-Sat 31Oct 10:45 Duration: 8h 30m	Air France	0	Economy/Coach Discounted (Q)	689 CF# M9IKT2

Flight

Atlanta - Paris


 **AF 689** **CF# M9IKT2** 

Hartsfield Jackson Intl Arprt, Atlanta (ATL) **Charles De Gaulle Intl Arprt, Paris (CDG)**
 Fri 30Oct20, 21:15 **Sat 31Oct20, 10:45**
 TERMINAL I **TERMINAL 2E**

Cabin Class: Economy/Coach Discounted (Q)
 Duration: 8h 30m
 Aircraft: Boeing 777-200
 Airline: Air France
 Operated By: Air France
 Stop: 0


Booking reference

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

 **Record Locator: N425GI**

Flight

Atlanta - Paris

AF 689  **DEPART:** Hartsfield Jackson Intl Arprt, Atlanta (ATL)
 Friday 30 October 2020, 21:15
 TERMINAL I

ARRIVE: Charles De Gaulle Intl Arprt, Paris (CDG)
 Saturday 31 October 2020, 10:45
 TERMINAL 2E

								Record Locator: N425GI
Flight	From - To	Date	Hour 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	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.



Flight	From - To	Date	Hour 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

Flight	AA 913	HK V MON 20APR20	Miami/MIA - Bogota/BOG	10:50 13:35
	Operated By: American			

Flight		
Miami - Bogota		
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.

Flight			
Miami - Chicago			
 AA 145 Confirmed	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 SEAT SELECTION UPON CHECKIN. VEGETARIAN MEAL REQUESTED.
Flight			
Chicago - Miami			
 AA 1452 Sell	O'Hare Intl Arpt, Chicago (ORD) Fri 30Oct20, 07:00 TERMINAL 3	Miami Intl, Miami (MIA) Fri 30Oct20, 11:04	Cabin Class: Economy (V) Duration: 3h 4m Aircraft: Boeing 737-800 Airline: American Operated By: American Stop: 0 SEAT SELECTION UPON CHECKIN ONLY. UPGRADE REQUESTED.

Hotel	
HILTON BOGOTA	
HILTON BOGOTA CARRETERA 7 72-41 BOGOTA CO Ph: 5716006100	Check-in: Monday 20 April 2020 Check-out: Thursday 30 April 2020
1 Guest/10 Nights CF#: AB123456	
CANCEL 24HRS BEFORE ARRIVAL.	

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
	Chicago O'Hare Intl Arpt / Miami Intl	Fri 30 October	07:00-11:04 Duration: 3h 4m	American	0	Economy (V)	1452

TICKET IS NON REFUNDABLE
 CHANGES WITH PENALTY PLUS FARE DIFFERENCE

Flight		
Chicago - Miami		
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 4m Cabin Class: Economy (V) Aircraft: Boeing 737-800 Airline: American Operated By: American Stop: 0		
TICKET IS NON REFUNDABLE CHANGES WITH 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.

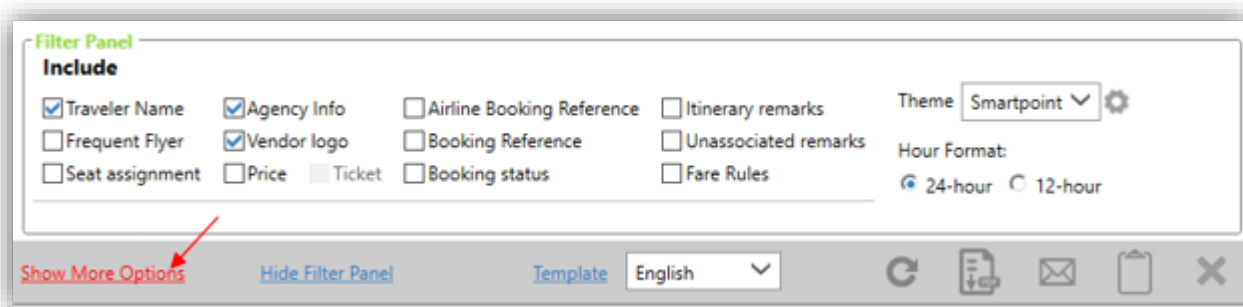
Flight			
Miami - Chicago			
 AA 145	Miami Intl, Miami (MIA) Tue 20Oct20, 12:15	O'Hare Intl Arpt, Chicago (ORD) Tue 20Oct20, 14:39 TERMINAL 3	Cabin Class: Economy (S) Duration: 3h 24m Aircraft: Boeing 757-200 Airline: American Operated By: American Stop: 0
Air Fare			
Adult MIA-ORD			
Travelport, Demo; Travelport, Apollo			
Fare:	208.00 CAD		
Taxes:	34.40 CAD		
Total:	(x2) 484.80 CAD		
Fare Rules:			
Purchase ticket no later than: Thu 19Dec19			
Change fee before/after departure date: 200U SD			
Cancellation fee before/After departure date: Non Refundable			
Baggage Allowance: 0			

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

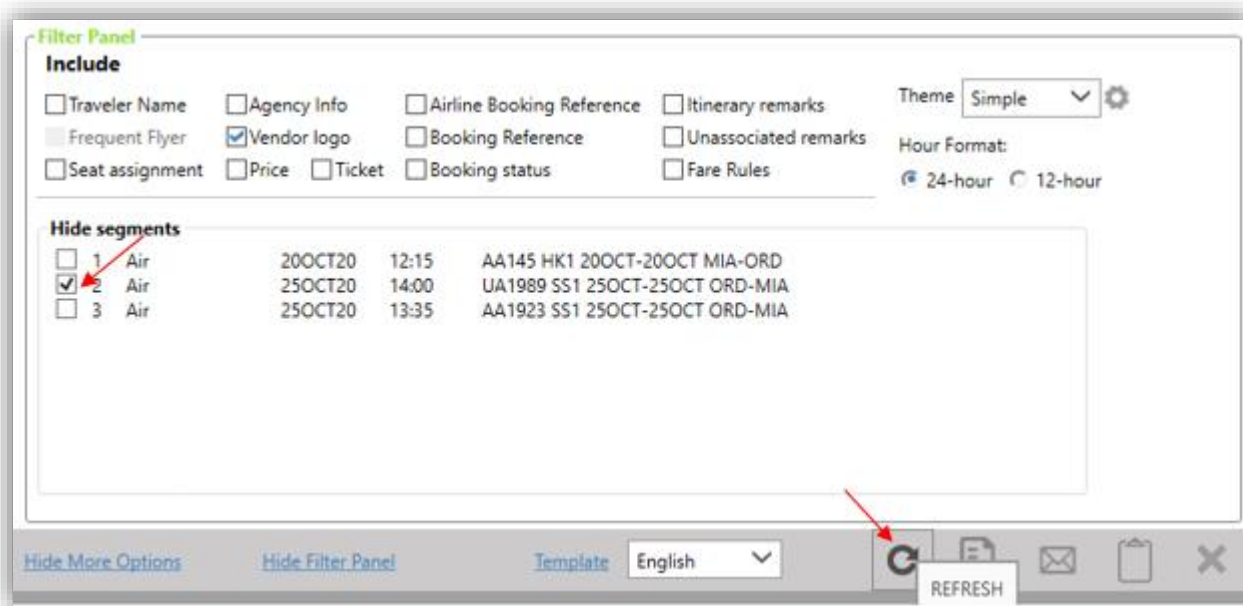
Hide segments

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

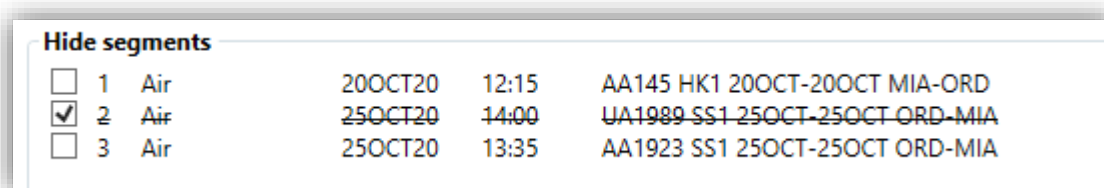
1. Press **Show More Options**.



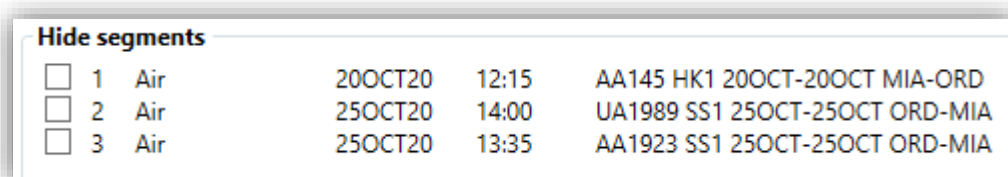
2. Select the segment(s) you want to hide from the booked itinerary.
3. Press **REFRESH**.



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



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

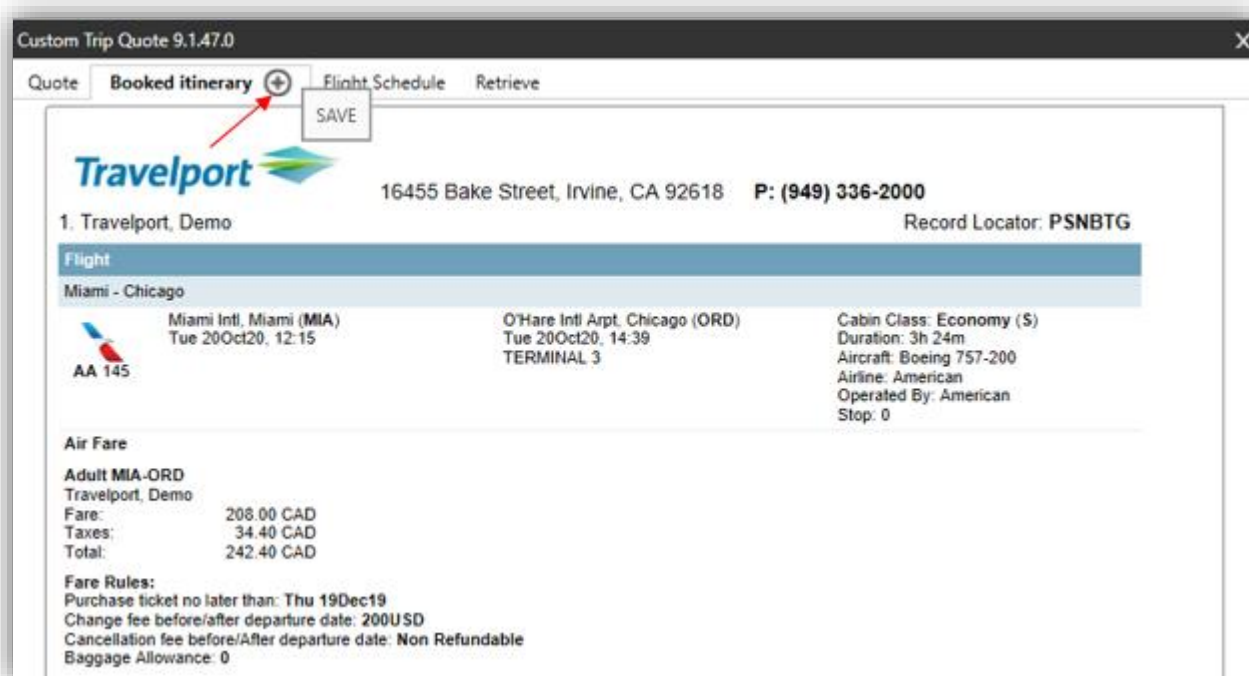


The segment(s) will show again in the booked itinerary display.

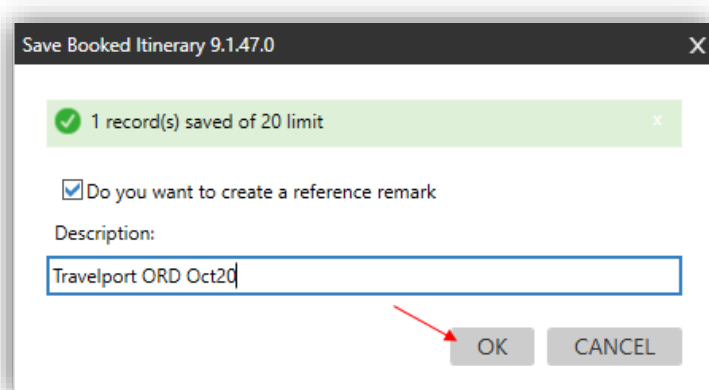
Save a booked itinerary template

Agents can save a displayed booked itinerary.

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

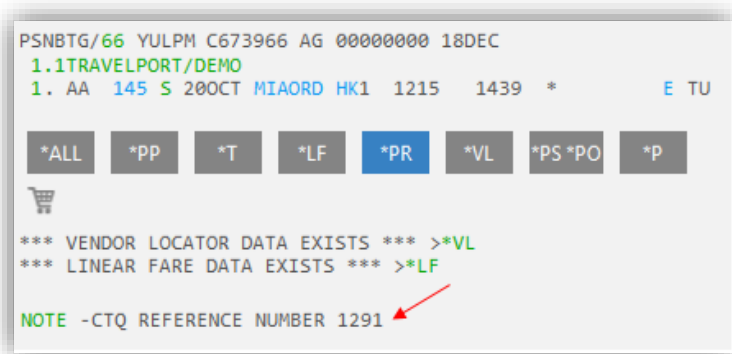


2. Select if you want to create a reference mark.
Add a description to this saved itinerary.
Press **OK** to continue.



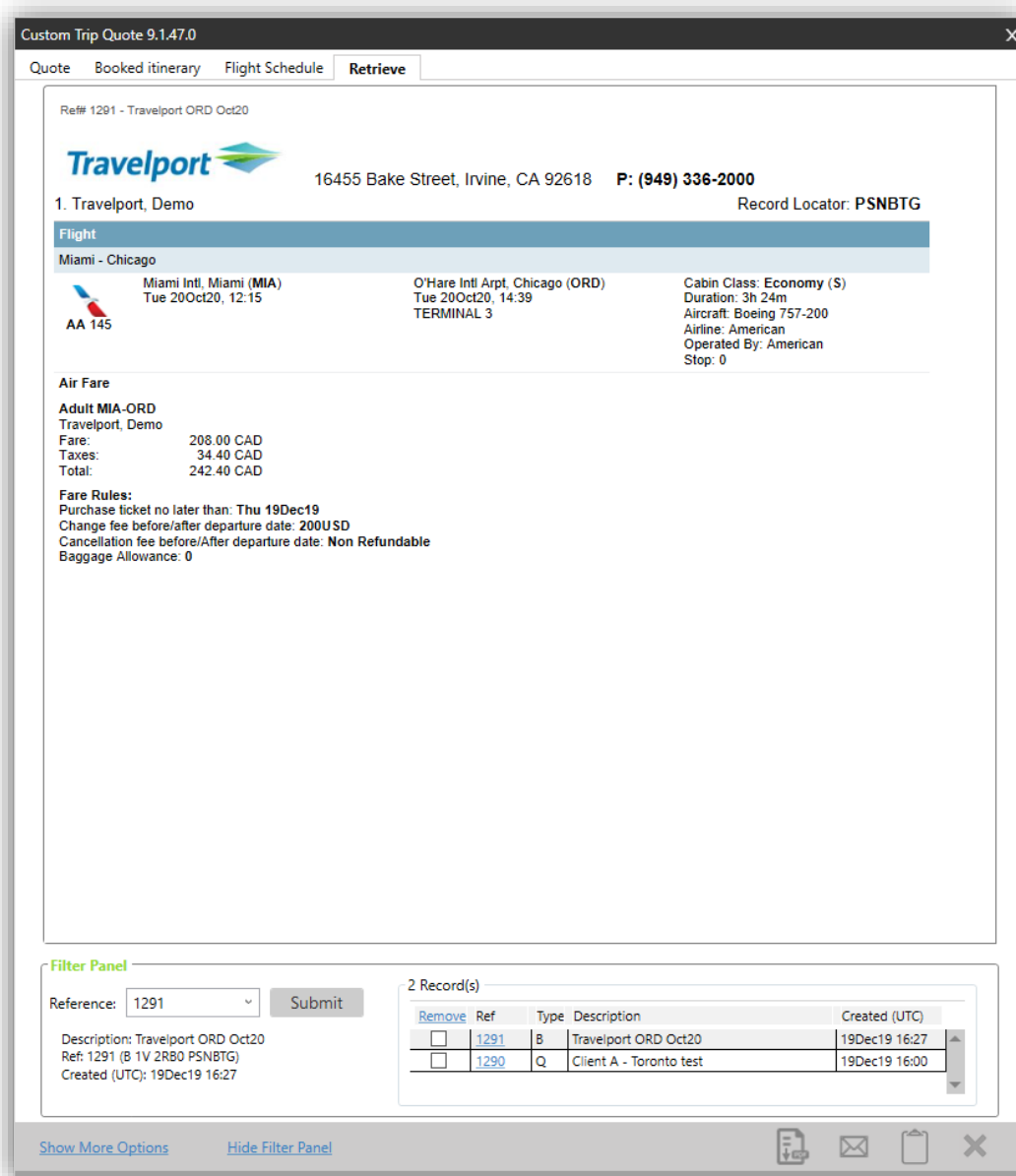
The saved itinerary template can now be retrieved in the **Retrieve** section of Custom Trip Quote. And the reference remark has been added to the PNR.

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.



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.

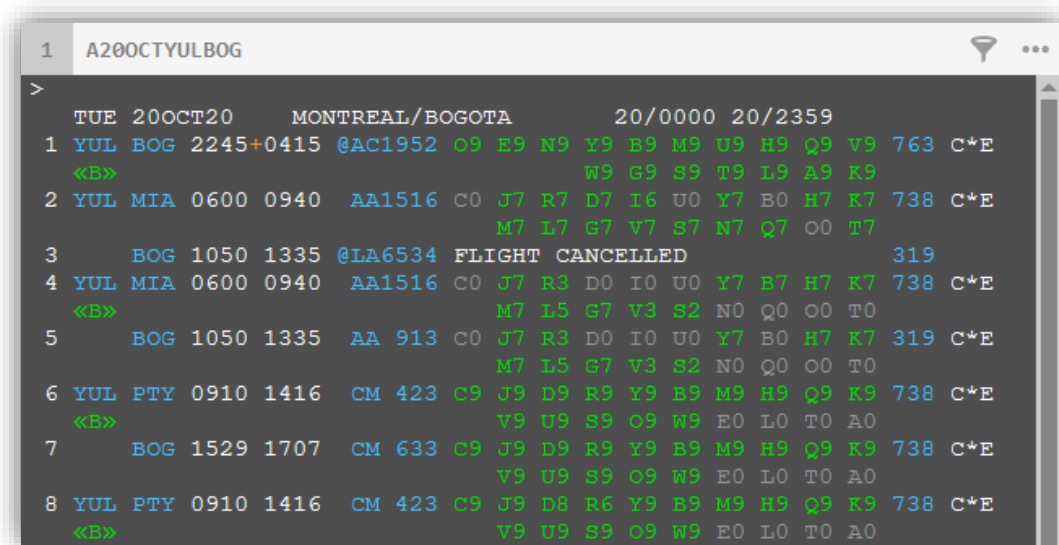


Flight Schedule

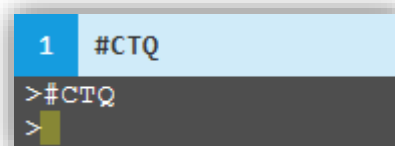
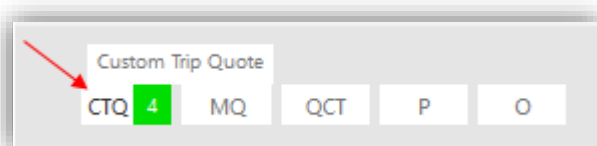
Overview

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.



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



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:

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

Custom Trip Quote 9.1.49.0

Quote Booked itinerary Flight Schedule Retrieve

TUE 20OCT (YUL) Pierre Elliott Trudeau Intl Arpt - (BOG) El Dorado International

Option	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
Option 1	Montreal Pierre Elliott Trudeau Intl Arpt / Bogota El Dorado International	Tue 20 October	22:45-Wed 21Oct 04:15 Duration: 6h 30m	Air Canada - Operated By: AIR CANADA ROUGE	0		1952
	Montreal Pierre Elliott Trudeau Intl Arpt / Miami Intl	Tue 20 October	06:00-09:40 Duration: 3h 40m	American	0		1516
Option 2	Miami Intl / Bogota El Dorado International	Tue 20 October	10:50-13:35 Duration: 3h 45m	LATAM Group - Operated By: AMERICAN AIRLINES FOR LATAM AIRLINES GRO	0		6534 Cancelled
	Montreal Pierre Elliott Trudeau Intl Arpt / Miami Intl	Tue 20 October	06:00-09:40 Duration: 3h 40m	American	0		1516
Option 3	Miami Intl / Bogota El Dorado International	Tue 20 October	10:50-13:35 Duration: 3h 45m	American	0		913
	Montreal Pierre Elliott Trudeau Intl Arpt / Panama City Tocumen Intl Arpt	Tue 20 October	09:10-14:16 Duration: 6h 6m	Copa Airlines	0		423
Option 4	Panama City Tocumen Intl Arpt / Bogota El Dorado International	Tue 20 October	15:29-17:07 Duration: 1h 38m	Copa Airlines	0		633
	Montreal Pierre Elliott Trudeau Intl Arpt / Bogota El Dorado International	Tue 20 October	09:10-14:16				
Option 5	Montreal Pierre Elliott Trudeau Intl Arpt / Bogota El Dorado International	Tue 20 October	09:10-14:16				

Filter Panel

Tue 20Oct YUL-BOG

Carrier	Flight #	From - To	Date	Hour	Duration	Stops
<input type="checkbox"/> @AC	1952	YUL BOG	22:45-Wed 21Oct 04:15	6h 30m	763	
<input type="checkbox"/> AA	1516	YUL MIA	06:00-09:40	3h 40m	738	
<input type="checkbox"/> @LA	6534	MIA BOG	10:50-13:35	3h 45m	319	Cancelled
<input type="checkbox"/> AA	1516	YUL MIA	06:00-09:40	3h 40m	738	
<input type="checkbox"/> AA	913	MIA BOG	10:50-13:35	3h 45m	319	
<input type="checkbox"/> CM	423	YUL PTY	09:10-14:16	6h 6m	738	
<input type="checkbox"/> CM	633	PTY BOG	15:29-17:07	1h 38m	738	
<input type="checkbox"/> CM	423	YUL PTY	09:10-14:16	6h 6m	738	
<input type="checkbox"/> CM	690	PTY BOG	15:48-17:26	1h 38m	E90	
<input type="checkbox"/> @UA	8400	YUL LGA	20:00-21:26	1h 26m	E75	
<input type="checkbox"/> @AV	245	JFK BOG	00:10-04:50	5h 40m	330	
<input type="checkbox"/> @AC	7642	YUL LGA	20:00-21:26	1h 26m	E75	
<input type="checkbox"/> @AV	245	JFK BOG	00:10-04:50	5h 40m	330	
<input type="checkbox"/> @DL	5525	YUL ATL	12:50-15:48	2h 58m	CR9	
<input type="checkbox"/> DL	981	ATL BOG	18:02-21:50	4h 48m	757	

Theme: Classic

Hour Format: 24-hour 12-hour

Direct flights first

Include

Carrier logo

Tab header

Agency Info

Hide More Options Hide Filter Panel Template English

Custom Trip Quote 9.1.47.0

Quote Booked itinerary Flight Schedule Retrieve

THU 20FEB (YUL) Pierre Elliott Trudeau Intl Arpt - (SFO) San Francisco Intl Arpt

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 International Arpt / San Francisco Intl Arpt	Thu 20 February	09:09-11:39	Duration: 4h 30m	Delta	0		1273

TUE 25FEB (LAX) Los Angeles Intl Arpt - (YUL) Pierre Elliott Trudeau Intl 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

Option 2

From - To	Date	Hour	Depart-Arrive	Airline	Stops	Cabin	Flight #
Los Angeles Intl Arpt / Houston George Bush Intercont Arpt	Tue 25 February	00:57-06:00	Duration: 3h 3m	United	0		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

Thu 20Feb YUL-SFO Tue 25Feb LAX-YUL

Checked	Code	Origin	Destination	Time	Duration	Class	Carrier
<input checked="" type="checkbox"/>	@UA 8041	YUL	SFO	17:20-20:47	6h 27m	320	AC
<input checked="" type="checkbox"/>	@N7 4807	YUL	SFO	17:20-20:47	6h 27m	320	AC
<input type="checkbox"/>	AC 781	YUL	SFO	17:20-20:47	6h 27m	320	
<input type="checkbox"/>	@DL 5479	YUL	MSP	05:47-08:10	3h 23m	CR9	
<input type="checkbox"/>	@DL 1273	MSP	SFO	09:09-11:39	4h 30m		

Theme: Classic

Hour Format: 24-hour 12-hour

Direct flights first

Show More Options Hide Filter Panel Template English

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

- Save as PDF
- Email
- Copy to Clipboard

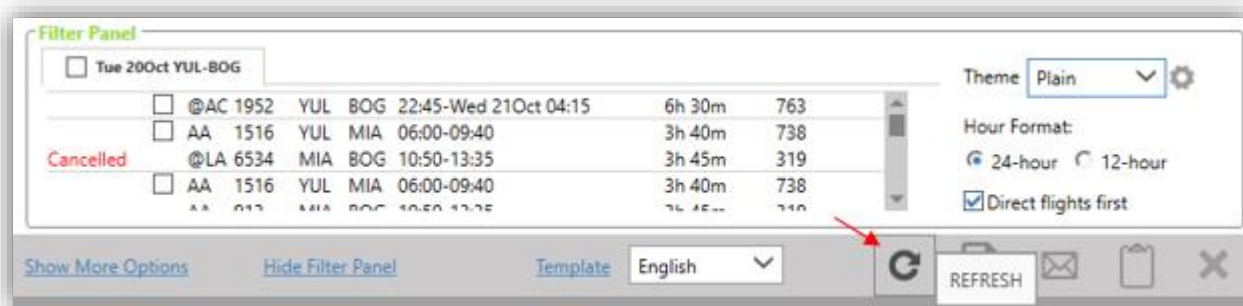
Show More Options Hide Filter Panel Template English

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

Refresh

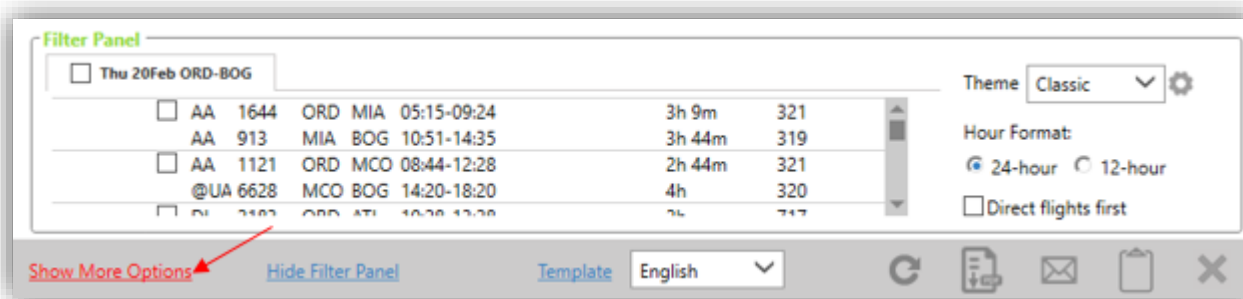
After modifying a display and/or a filter, you need to refresh for the change to take effect.

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

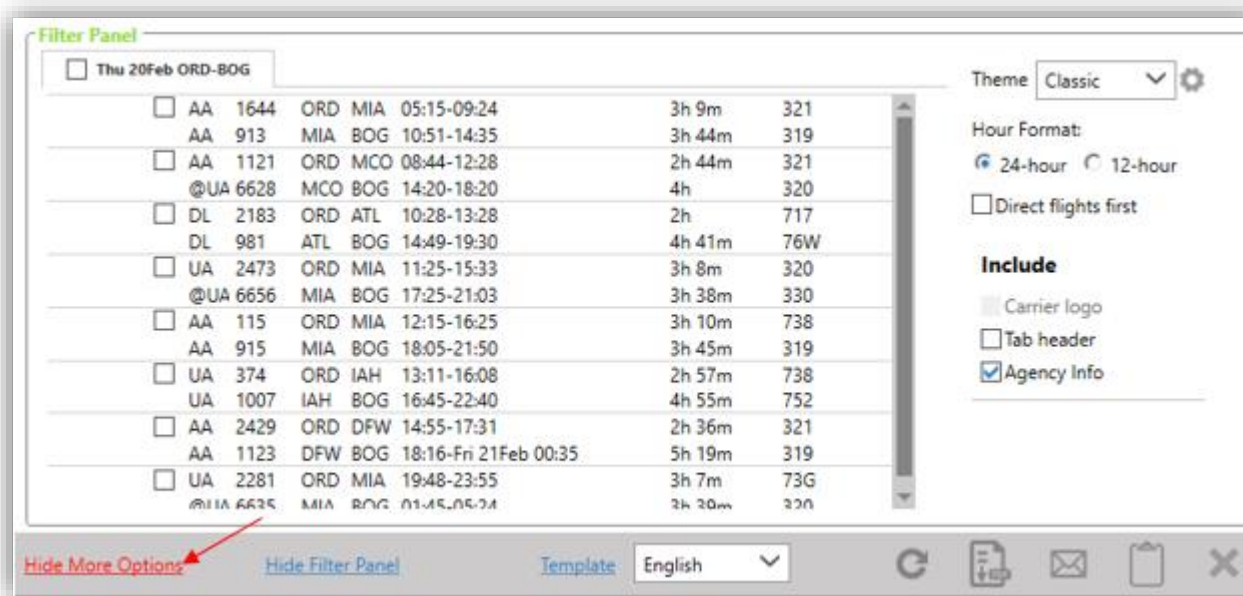


Show/Hide more options

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

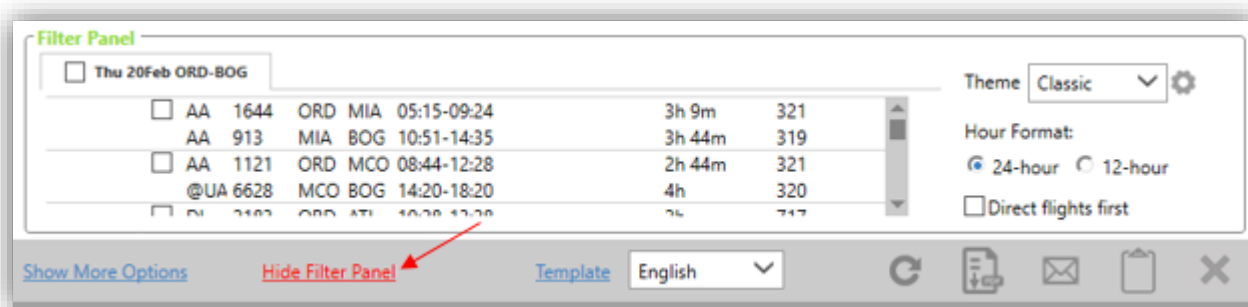


Press **Hide More Options** to reset the Filter Panel and hide all filter options.

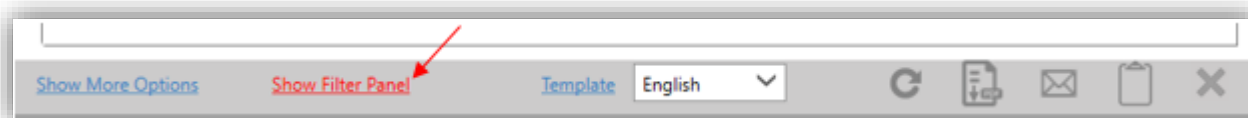


Hide/Show filter panel

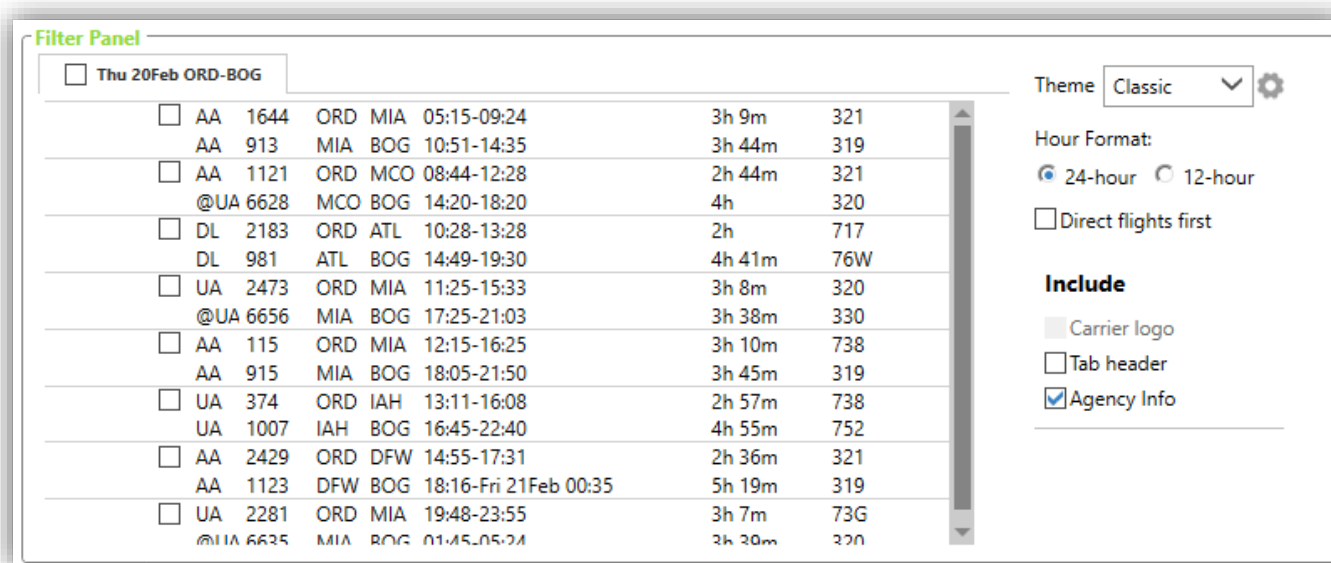
Press **Hide Filter Panel** to hide the Filter Panel.



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



Filter Panel



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.

Custom Trip Quote 9,147.0 X

Quote Booked itinerary **Flight Schedule** + Retrieve

Option 1			
AC 781	THU 20FEB20	Montreal/YUL - San Francisco/SFO	17:20 20:47
Operated By: Air Canada, Duration: 6h 27m			
Option 2			
NZ 4807	THU 20FEB20	Montreal/YUL - San Francisco/SFO	17:20 20:47
Operated By: Air Canada, Duration: 6h 27m			
Option 3			
UA 8041	THU 20FEB20	Montreal/YUL - San Francisco/SFO	17:20 20:47
Operated By: Air Canada, Duration: 6h 27m			
Option 4			
DL 5479	THU 20FEB20	Montreal/YUL - Minneapolis/MSP	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			
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	09:47 12:17
Operated By: Delta, Duration: 5h 30m			

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*


Option 1	Total Duration: 06:27	
AC 781	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
Duration: 6h 27m Aircraft: Airbus Industrie A320-100/200 Airline: Air Canada Operated By: Air Canada Stop: 0		
Option 2	Total Duration: 08:52	
DL 5479	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
Duration: 3h 23m Aircraft: Canadair Regional Jet 900 Airline: Delta Operated By: ENDEAVOR AIR DBA DELTA CONNECTION Stop: 0		
DL 1273	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
Duration: 4h 30m Aircraft: Boeing 737-900 Airline: Delta Operated By: Delta Stop: 0		

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			
DL 5479	THU 20FEB20	Montreal/YUL - Minneapolis/MSP	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.

Option 1		
 AC 761	DEPART: Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Monday 23 September 2019, 09:00	ARRIVE: San Francisco Intl Arpt, San Francisco (SFO) Monday 23 September 2019, 12:18 Terminal I
Duration: 6h 18m Aircraft: Airbus Industrie A320-100/200 Airline: Air Canada Operated By: Air Canada Stop: 0		

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.

THU 20FEB (YUL) Pierre Elliott Trudeau Intl Arpt - (SFO) San Francisco Intl Arpt			
Option 1			
 AC 781	Pierre Elliott Trudeau Intl 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
Option 2			
 DL 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
 DL 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 Stop: 0

THU 20FEB (YUL) Pierre Elliott Trudeau Intl Arpt - (SFO) San Francisco Intl Arpt ←							
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 International Arpt / San Francisco Intl Arpt	Thu 20 February	09:09-11:39 Duration: 4h 30m	Delta	0		1273
TUE 25FEB (LAX) Los Angeles Intl Arpt - (YUL) Pierre Elliott Trudeau Intl 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
Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Los Angeles Intl Arpt / Houston George Bush Intercont Arpt	Tue 25 February	00:57-06:00 Duration: 3h 3m	United	0		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


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.

Custom Trip Quote 9.1,47.0 X

Quote Booked itinerary **Flight Schedule** + Retrieve



16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000

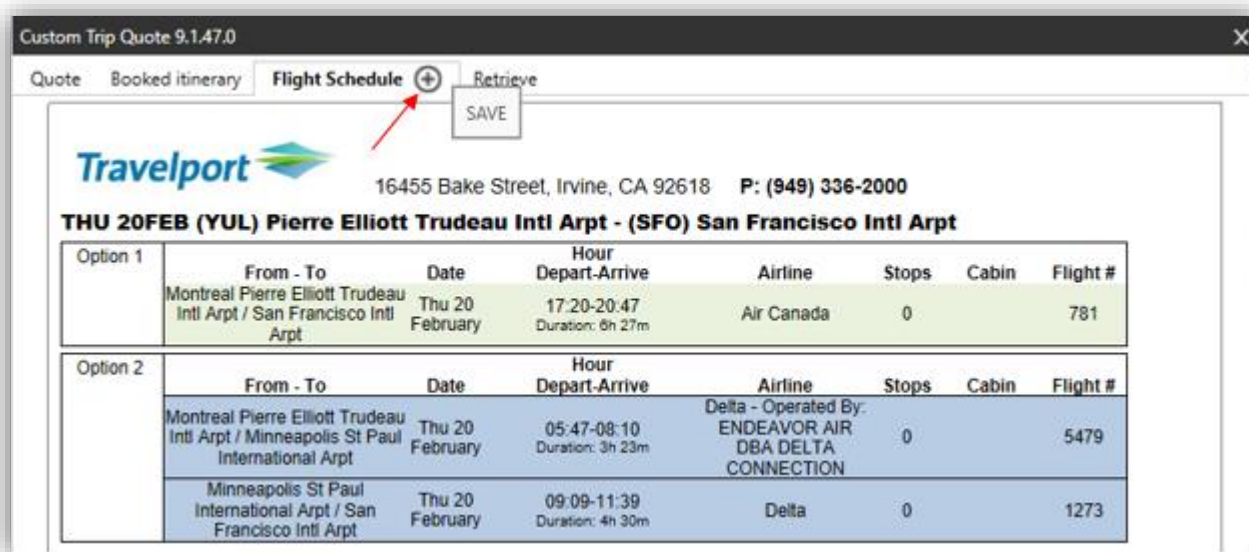
THU 20FEB (YUL) Pierre Elliott Trudeau Intl Arpt - (SFO) San Francisco Intl Arpt

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 International Arpt / San Francisco Intl Arpt	Thu 20 February	09:09-11:39 Duration: 4h 30m	Delta	0		1273

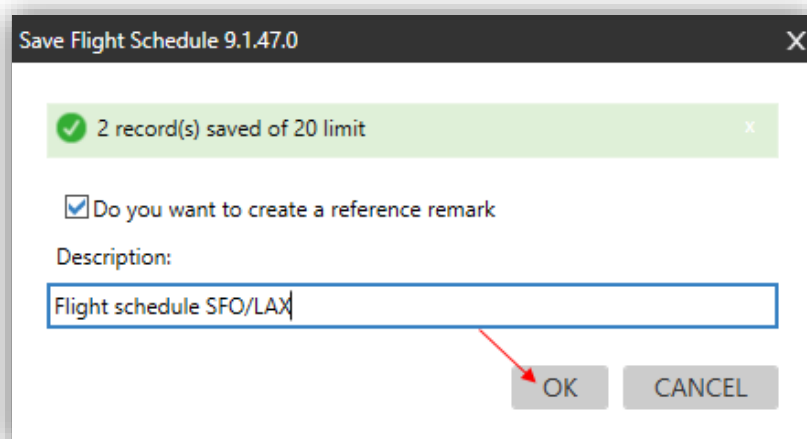
Save a flight schedule

Agents can save a displayed flight schedule.

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



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



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.

Custom Trip Quote 9.1.47.0

Quote Booked itinerary Flight Schedule **Retrieve**

Ref# 1292 - Flight schedule SFO/LAX

Travelport 16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000

THU 20FEB (YUL) Pierre Elliott Trudeau Intl Arpt - (SFO) San Francisco Intl Arpt

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 International Arpt / San Francisco Intl Arpt	Thu 20 February	09:09-11:39 Duration: 4h 30m	Delta	0		1273

TUE 25FEB (LAX) Los Angeles Intl Arpt - (YUL) Pierre Elliott Trudeau Intl 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

Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Los Angeles Intl Arpt / Houston George Bush Intercont Arpt	Tue 25 February	00:57-06:00 Duration: 3h 3m	United	0		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:

Description: Flight schedule SFO/LAX
 Ref: 1292 (F 1V 2R80)
 Created (UTC): 19Dec19 17:56

3 Record(s)				
Remove	Ref	Type	Description	Created (UTC)
<input type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	Q	Client A - Toronto test	19Dec19 16:00

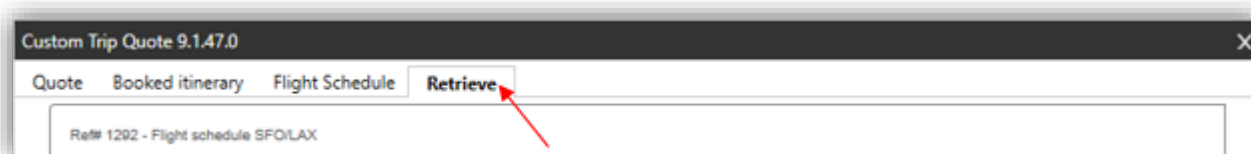
[Show More Options](#) [Hide Filter Panel](#)

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.

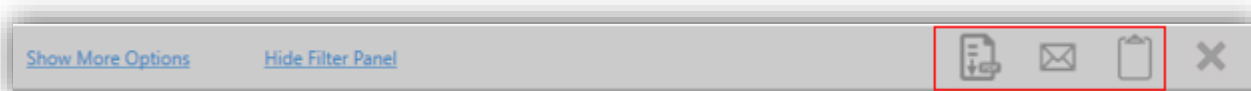
When saving a quote, an agent has the option to add a **reference remark** that will be saved in the active PNR. This remark facilitates the retrieval of saved record, and agents will be able to find the reference(s) associated with the current active PNR, by expanding the reference dropdown list.

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.



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

- Save as PDF
- Email
- Copy to Clipboard

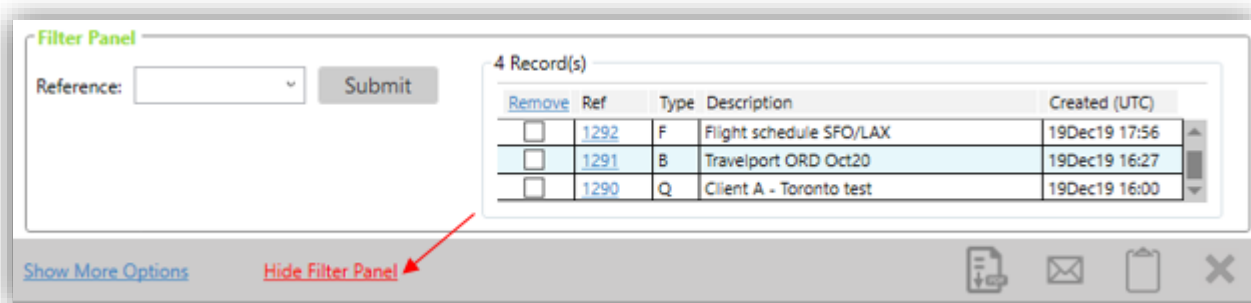


Agents can also **Email as PDF**. Refer to the *Email quotes* section of this guide for more information.

*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.



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



Filter Panel

Filter Panel

Reference:

4 Record(s)

Remove	Ref	Type	Description	Created (UTC)
<input type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	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**.

Filter Panel

Reference:

0 Record(s)

Remove	Ref	Type	Description	Created (UTC)
------------------------	-----	------	-------------	---------------

Filter Panel

Reference:

4 Record(s)

Remove	Ref	Type	Description	Created (UTC)
<input type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	Q	Client A - Toronto test	19Dec19 16:00

The saved record will display in Custom Trip Quote.

Custom Trip Quote 9.1.47.0


Quote Booked itinerary Flight Schedule **Retrieve** +

Ref# 1293 - Holidays in Edinburgh


Travelport 16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000

Flight Option 1

Dublin - Edinburgh


 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 Airline: RyanAir Stop: 0
--	---	---	---

Flight Option 2

Dublin - Edinburgh

 EI 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: Holidays in Edinburgh
Ref: 1293 (Q 1V 2RB0)
Created (UTC): 19Dec19 19:40

4 Record(s)

Remove	Ref	Type	Description	Created (UTC)
<input type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	Q	Client A - Toronto test	19Dec19 16:00

[Show More Options](#) [Hide Filter Panel](#)

Display a record

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

4 Record(s)

Remove	Ref	Type	Description	Created (UTC)
<input type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	Q	Client A - Toronto test	19Dec19 16:00

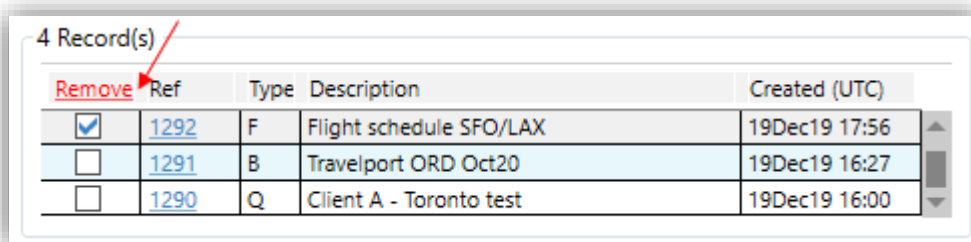
“Type” stands for the record type: **F**light schedule, **B**ooked itinerary or **Q**uote.

“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	Ref	Type	Description	Created (UTC)
<input checked="" type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	Q	Client A - Toronto test	19Dec19 16:00

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

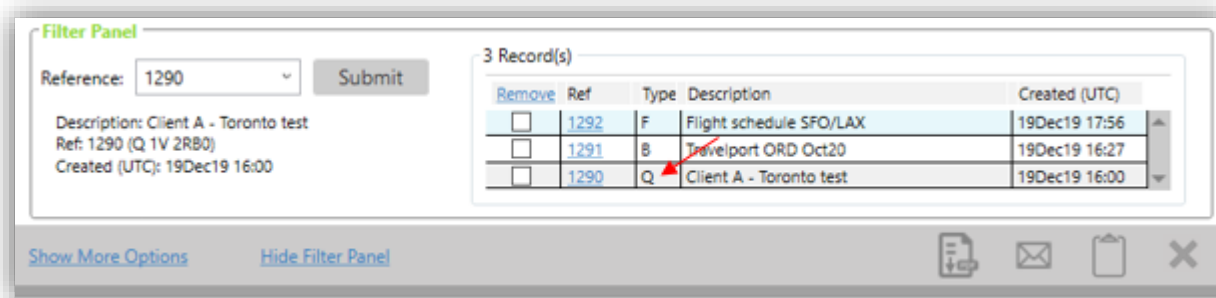
Book from a saved quote

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.



Filter Panel

Reference:

Description: Client A - Toronto test
Ref: 1290 (Q 1V 2RB0)
Created (UTC): 19Dec19 16:00

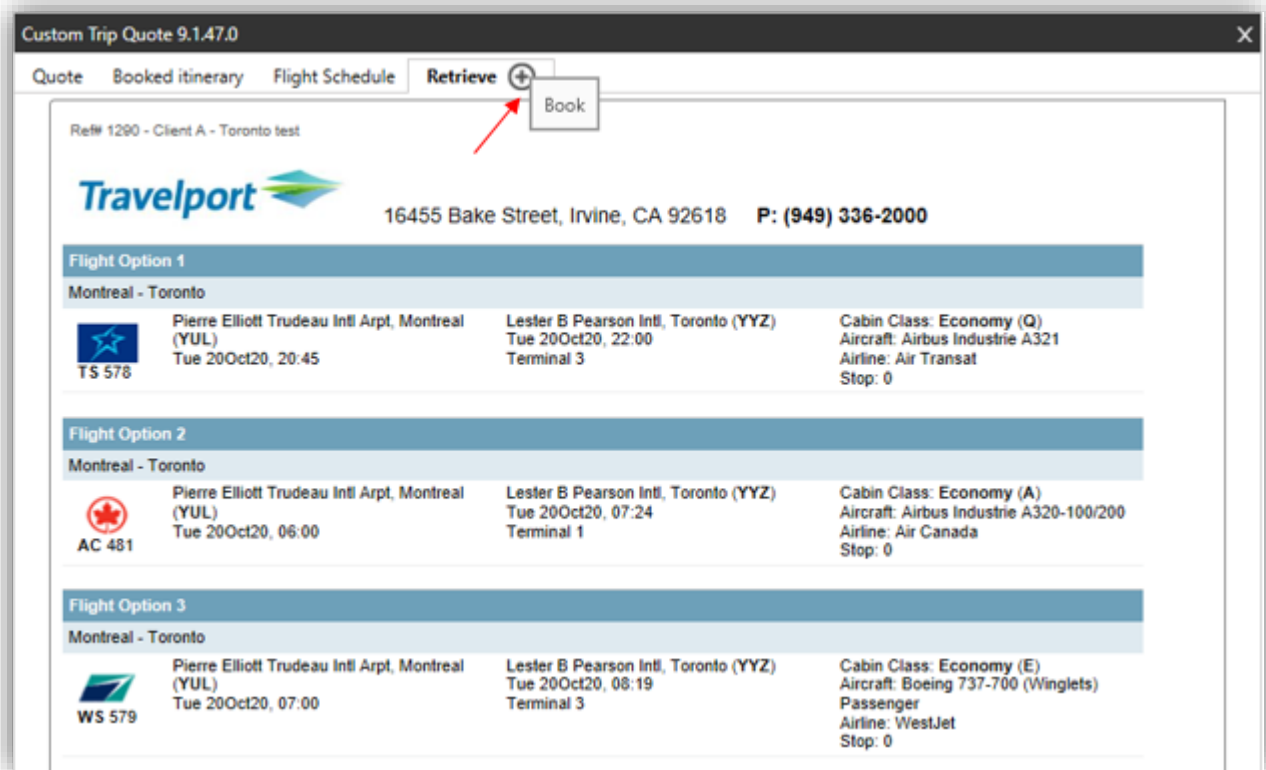
3 Record(s)

Remove	Ref	Type	Description	Created (UTC)
<input type="checkbox"/>	1292	F	Flight schedule SFO/LAX	19Dec19 17:56
<input type="checkbox"/>	1291	B	Travelport ORD Oct20	19Dec19 16:27
<input type="checkbox"/>	1290	Q	Client A - Toronto test	19Dec19 16:00

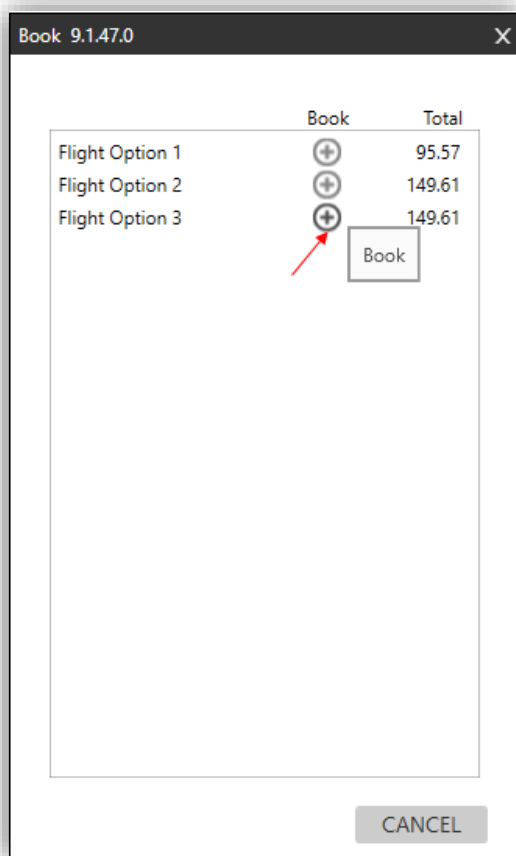
[Show More Options](#) [Hide Filter Panel](#)

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

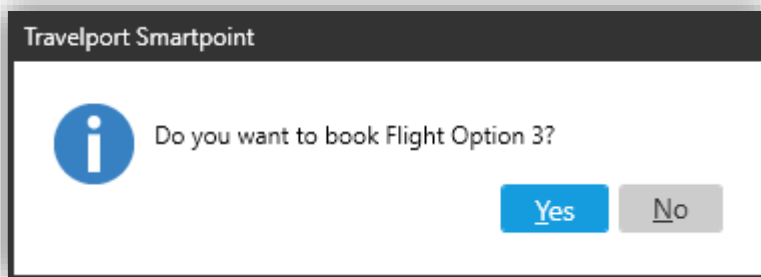
2. Press the + to prompt a dialog box, asking you to select an option to book.



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

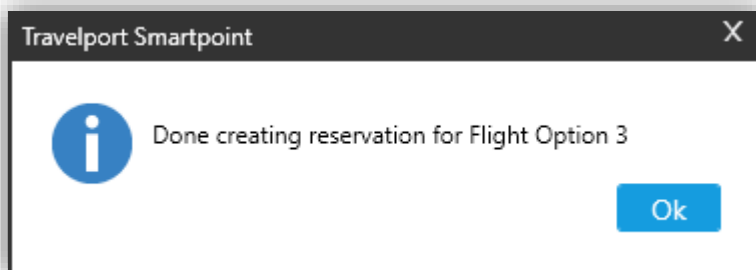


4. Select **Yes** to confirm you want to book this option.
Select **No** to close the dialog box.

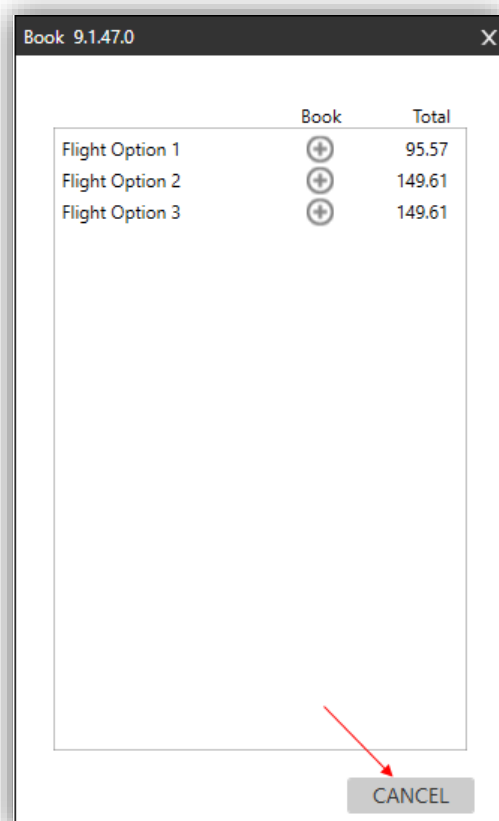


A dialog box will prompt confirming the flight segment was booked.

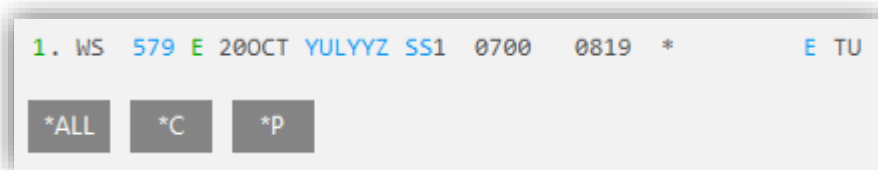
5. Press **Ok** to close the dialog box.



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



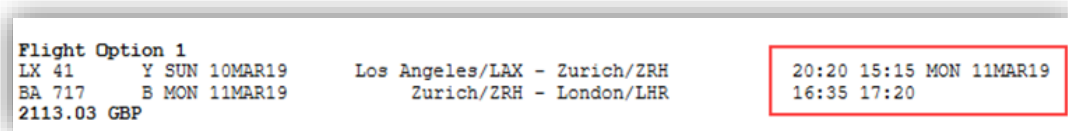
Back in Smartpoint, the requested flight segment should be booked in the class of service it was previously quoted in. The agent needs to price again the segment to get the updated pricing.



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.

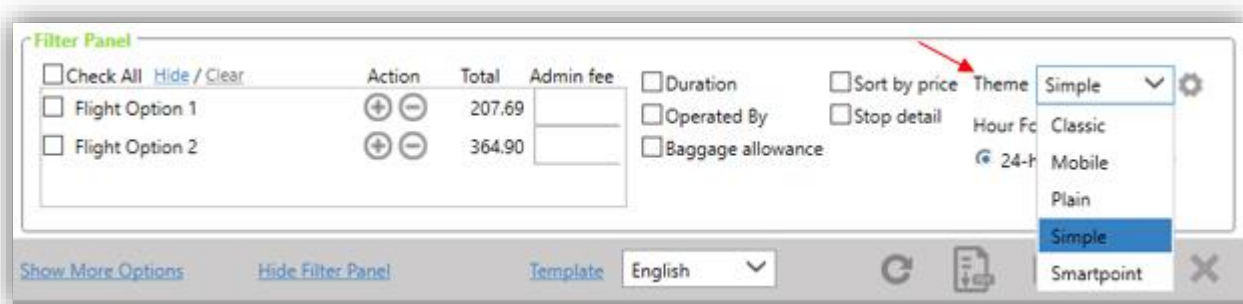
24-hour format



12-hour format



Themes and customization



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 1 202.50CAD	From - To Chicago O'Hare Intl Arpt / Miami Intl	Date Tue 20 October	Hour Depart-Arrive 06:30AM-10:34AM	Airline American	Stops 0	Cabin Economy (N)	Flight # 2498
Car Option 1 83.91USD	Budget Rent A Car Full Size - Ford fusion fwd/similar Miles included: unlimited		Pick Up Tuesday 20 Oct 2020 12:00PM Miami International Apo Miami Intl (Mia) Miami, FL, United States	Drop Off Wednesday 21 Oct 2020 12:00PM			
Hotel Option 1 190.97USD	Hilton Miami Airport Blue Lagoon 5101 Blue Lagoon Drive Miami Fl 33126 Us		Check-in: Tuesday 20 Oct 2020 Check-out: Wednesday 21 Oct 2020	Flexible rate king bed large workstation w ergo chair- serenity bed, Rate Code: A04LV0 Bed: UNK			

Mobile theme

Flight Option 1 2103.03 GBP
Los Angeles - London
 LX41
DEPART: 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: 10h 55m Cabin Class: Economy (Y) Aircraft: Boeing 777-300ER Operated By: Swiss

Plain theme

Flight Option 1		
AA 2498	N TUE 20OCT20	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 20OCT20 12:00PM - WED 21OCT20 12:00PM	
Miami International Apo, Miami Intl (Mia)		
Full Size		
Miles included: unlimited		
Estimated total: 83.91 USD Daily Rate: 63.00 USD		
Hotel Option 1		
Hilton Miami Airport Blue Lagoon	TUE 20OCT20 - WED 21OCT20	
5101 Blue Lagoon Drive, Miami Fl 33126, US		
Flexible rate king bed large workstation w ergo chair-serenity bed, Rate Code: A04LV0		
Bed: UNK		
Approximate total including all known taxes: 190.97 USD Price Per Night: 169.00 USD + tax 21.97 USD		

Simple theme

Flight Option 1			
Chicago - Miami			
	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 adult: 143.00 CAD + Tax 29.50 CAD			Total Fare: 172.50 CAD
Car Option 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
Daily Rate: 63.00 USD			Estimated total: 83.91 USD
Hotel Option 1			
	Hilton Miami Airport Blue Lagoon (Hilton Usa/Conrad International Hotels) 5101 Blue Lagoon Drive Miami Fl 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
Price Per Night: 169.00 USD + tax 21.97 USD			Approximate total including all known taxes: 190.97 USD

Smartpoint theme

Flight Option 1
2103.03 GBP

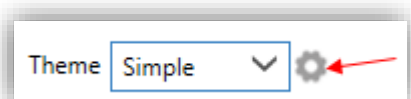
Los Angeles - London

LX41 	DEPART: 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: 10h 55m Cabin Class: Economy (Y) Aircraft: Boeing 777-300ER 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: 1h 45m Cabin Class: Economy (B) Aircraft: Airbus Industrie A320-100/200 Operated By: British Airways		

Customize a theme (font and colors)

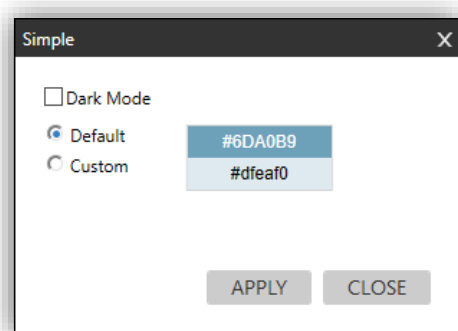
Each Custom Trip Quote theme can be color and font customized. Each theme customization is independent from one another, so you can customize each theme differently. However, all sections (Quote, Booked itinerary and Flight Schedule) will have the same customized theme.

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

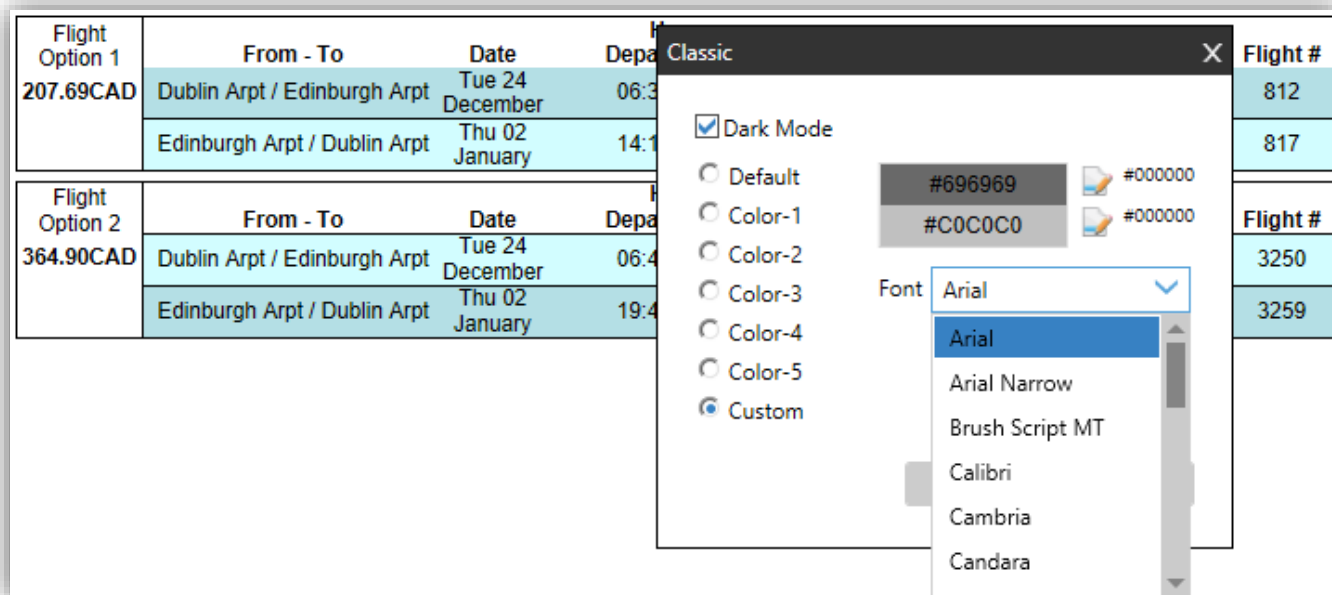
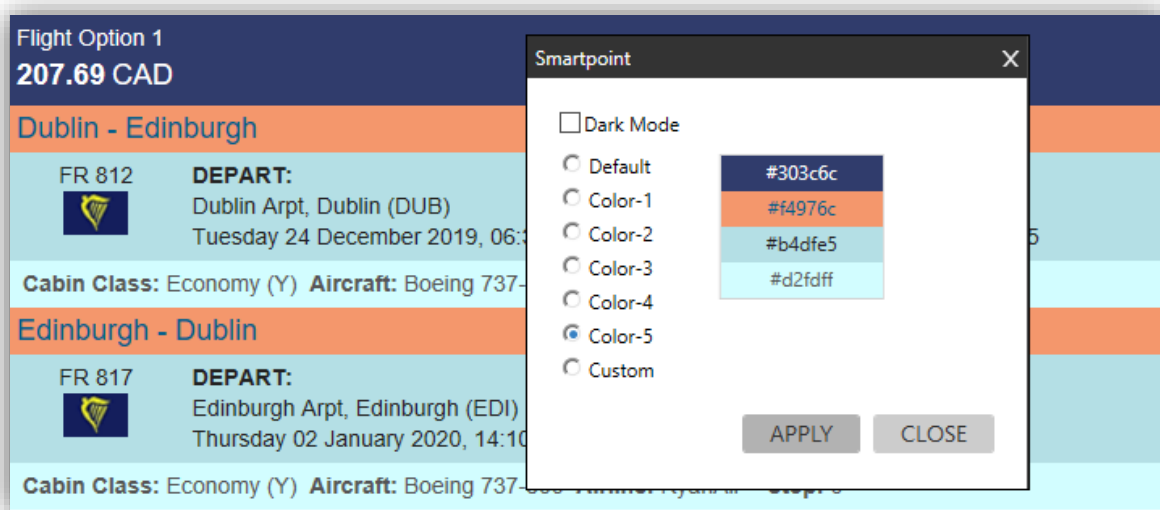
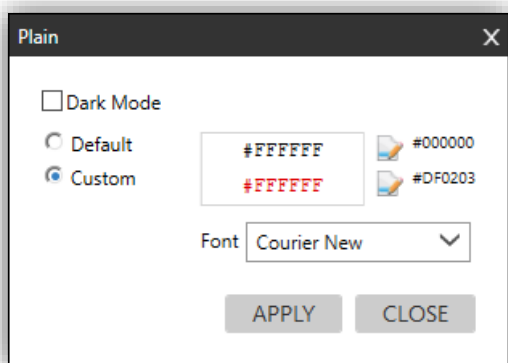


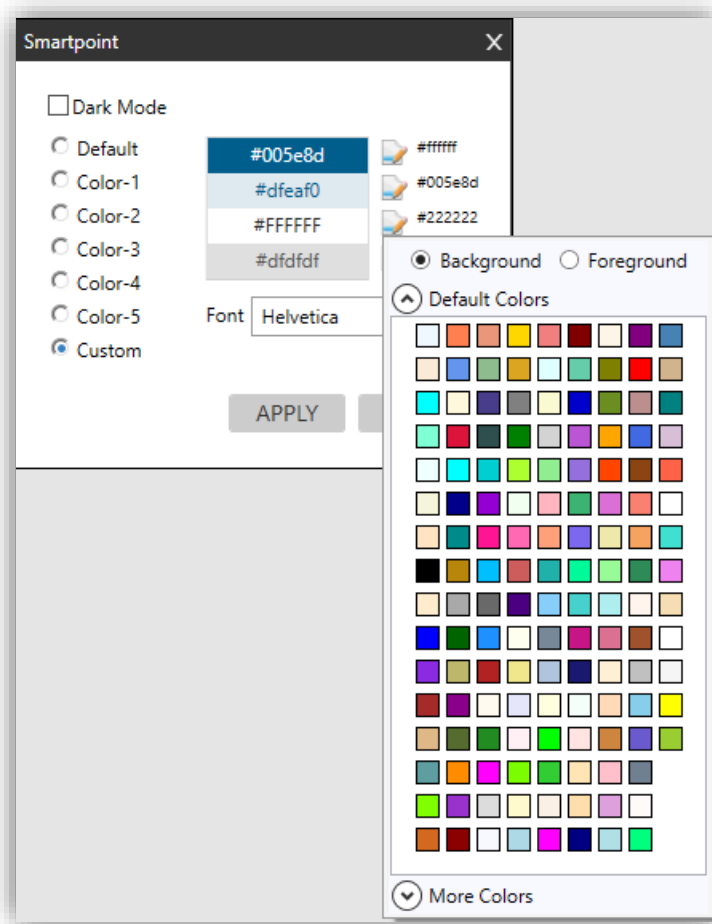
Each theme setting gives different options to choose from the following:

- Regular mode
 - Default
 - Custom
- Dark mode
 - Default
 - Custom



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





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**.


Custom Trip Quote 9.1.47.0

Quote + Booked itinerary Flight Schedule Retrieve


Travelport 16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000

Flight Option 1

Dublin - Edinburgh

 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 Airline: RyanAir Stop: 0
---	---	---	---


Total Fare: 207.69 CAD

Flight Option 2

Dublin - Edinburgh

 EI 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
--	---	---	---

Total Fare: 364.90 CAD

Filter Panel

Check All [Hide / Clear](#)


	Action	Total	Admin fee
<input type="checkbox"/> Flight Option 1	(+) (-)	207.69	
<input type="checkbox"/> Flight Option 2	(+) (-)	364.90	

Duration Sort by price Theme: Simple

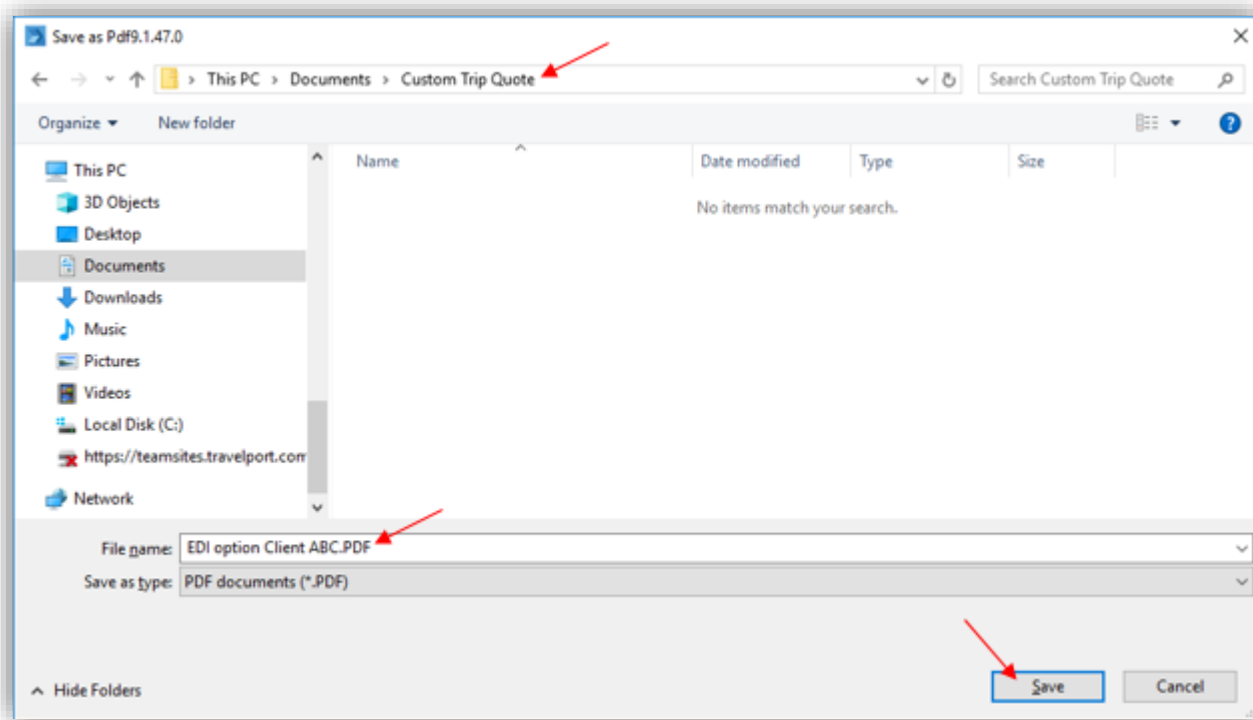
Operated By Stop detail Hour Format: 24-hour 12-hour

Baggage allowance

Show More Options Hide Filter Panel Template English

 **SAVE AS PDF**

- Select the location in your computer to save the PDF document.
Change the file name if necessary.
Press **Save**.



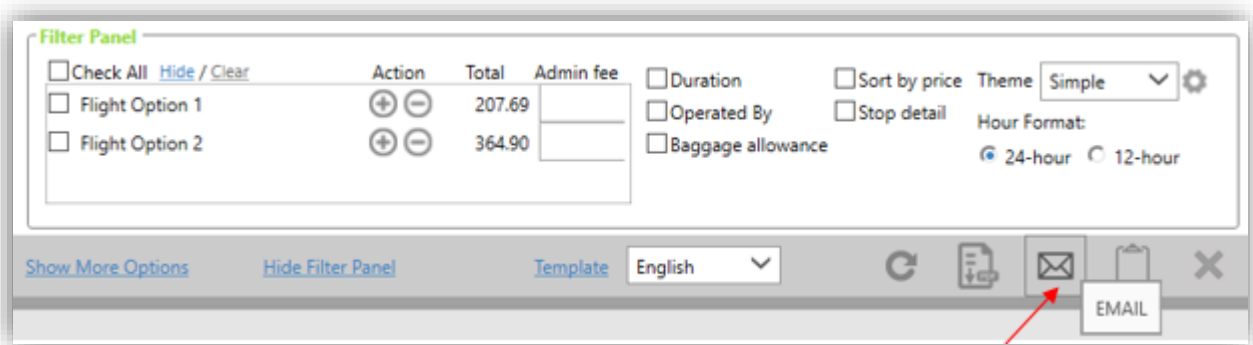
Note: Custom Trip Quote can save as PDF only up to 6 pages. Over this maximum, the content will be missing.

Email quotes

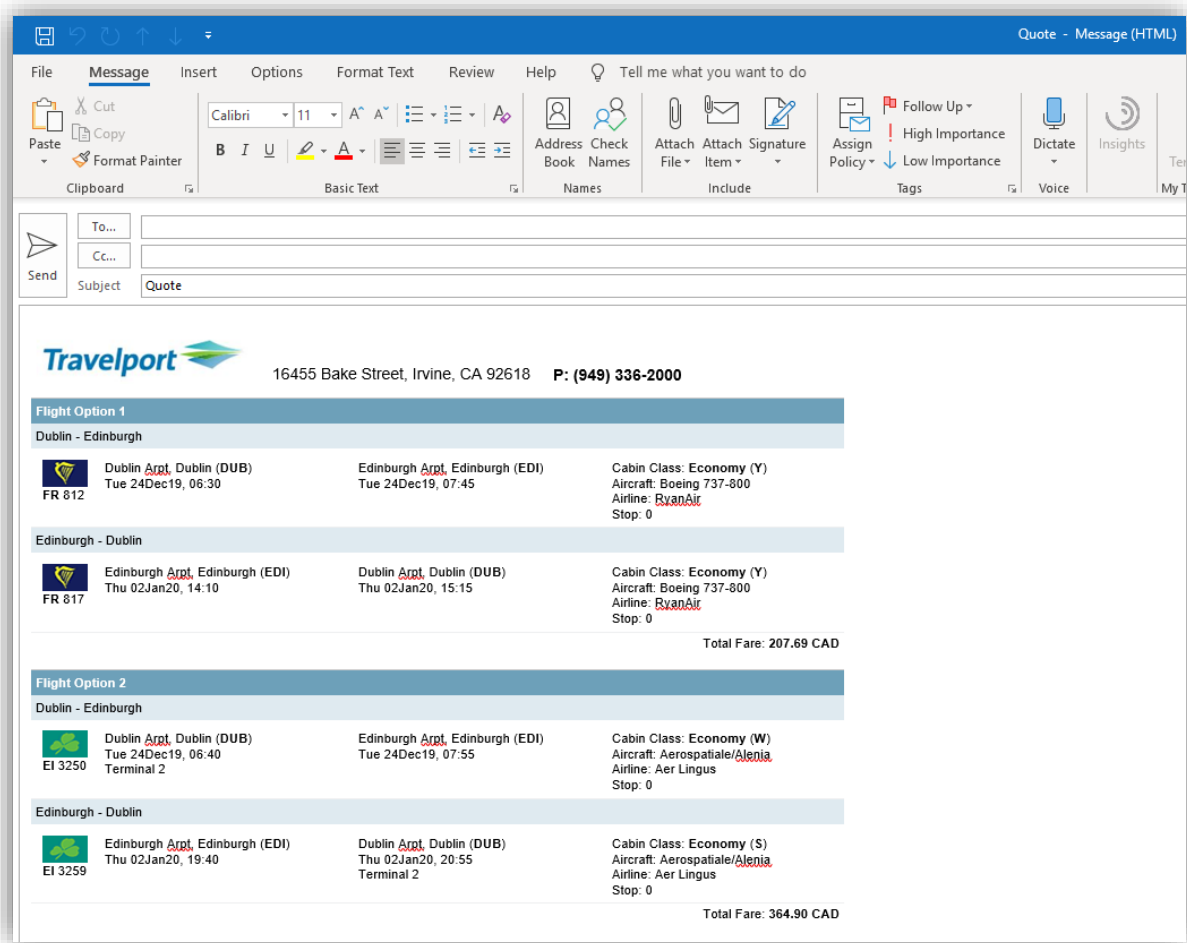
When the agent is satisfied with the display of his quote, itinerary or flight schedule, he can open the displayed layout using his defaulted email application.

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

1. Press the **EMAIL** button.



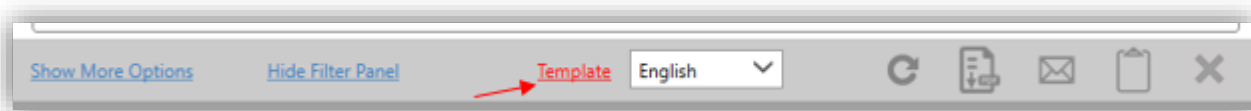
It should open the defaulted email application used on the agent’s computer. You can view the quote in the body of the email and make any modification if you wish.



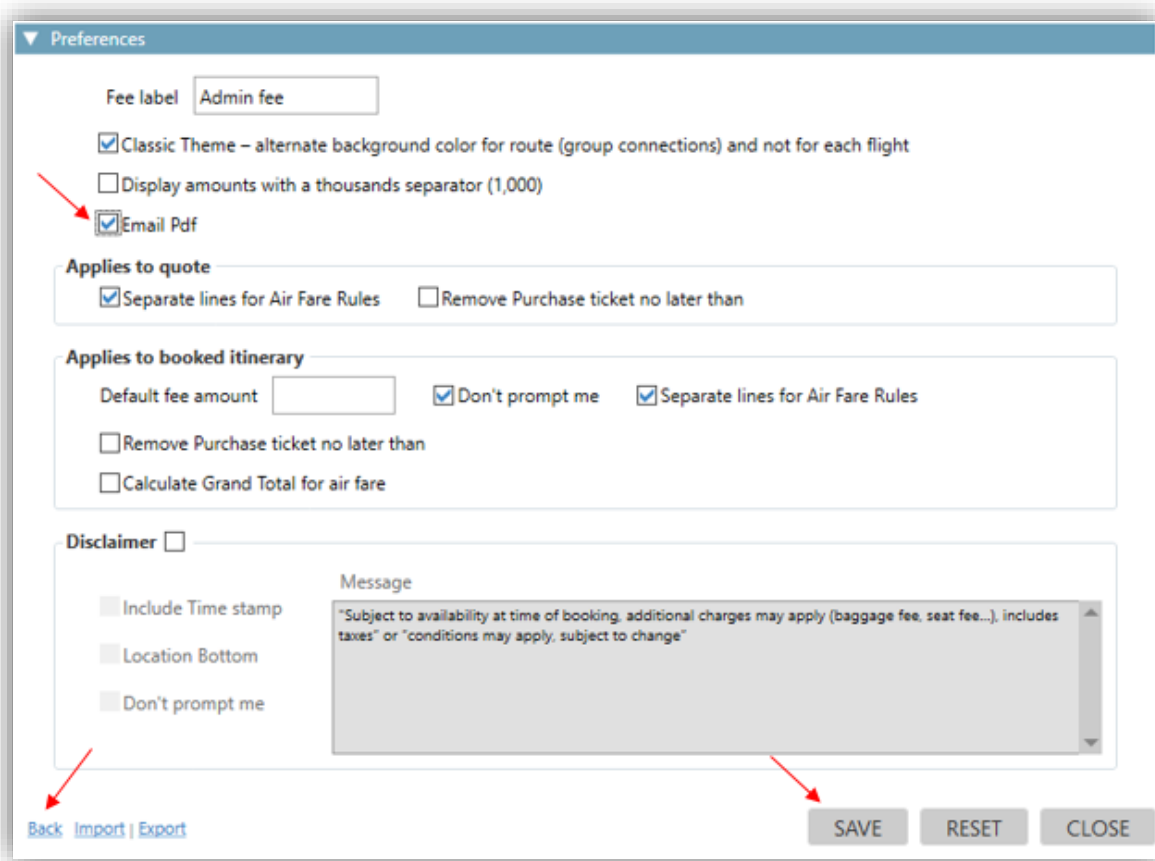
Email as PDF

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.

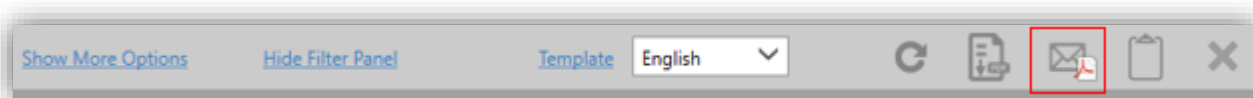
1. Press on **Template** from any Custom Trip Quote feature.



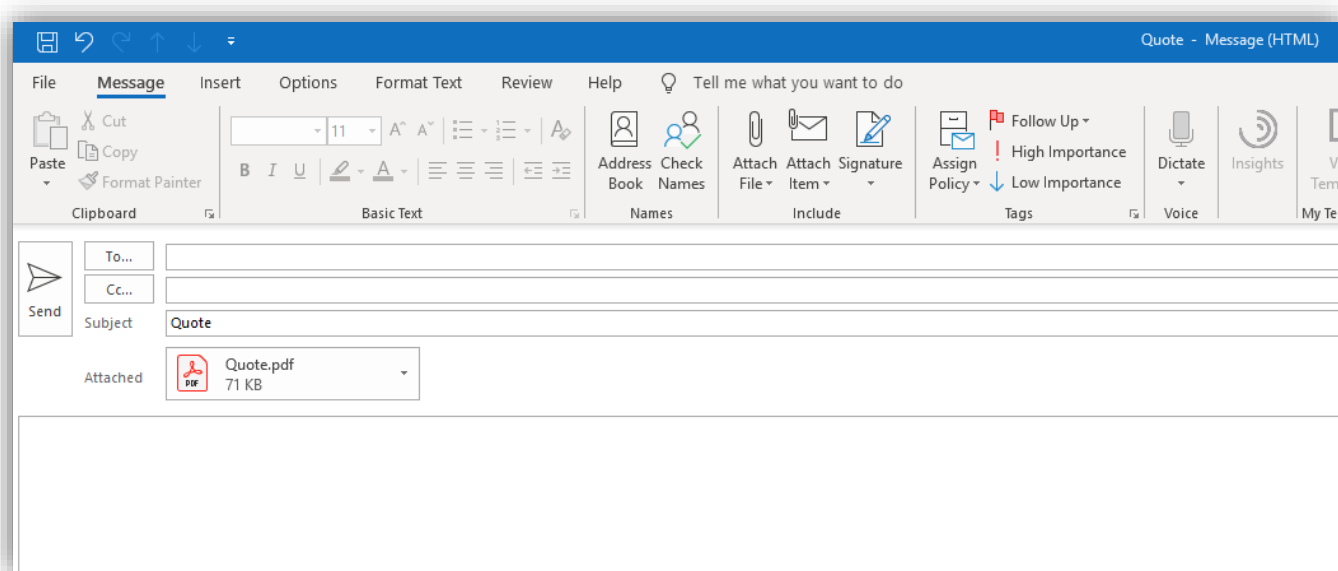
2. In the **Preferences** section, select the box **Email pdf**.
Press **SAVE** to save your changes.
Press **Back** to return to Custom Trip Quote.



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.



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.

The screenshot shows an email client window titled "Quote - Message (HTML)". The interface includes a ribbon with tabs for File, Message, Insert, Options, Format Text, Review, and Help. The Message tab is active, showing options like Paste, Copy, Format Painter, and various text formatting tools. Below the ribbon, there are fields for To, Cc, and Subject (containing "Quote"). An attached PDF file named "Quote.pdf" (71 KB) is visible. The main body of the email contains a Travelport logo and contact information: "16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000".

Flight Option 1

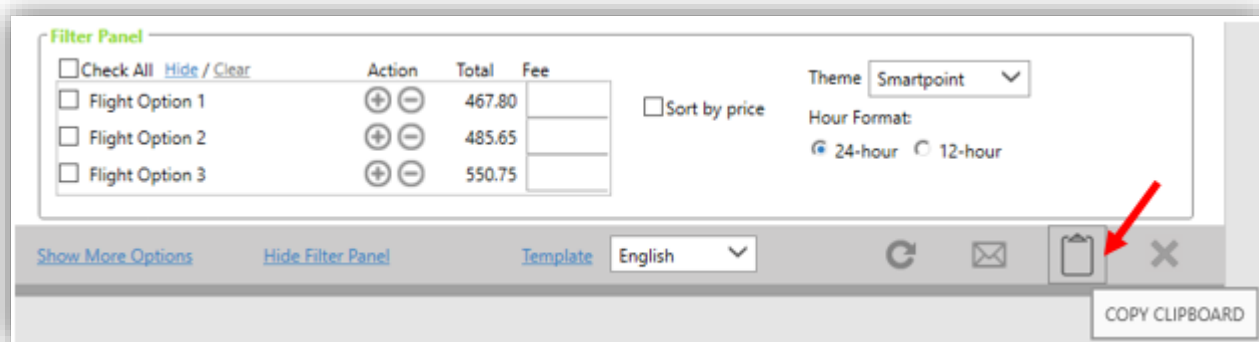
Dublin - Edinburgh			
	Dublin Arpt, Dublin (DUB) Tue 24Dec19, 06:30 FR 812	Edinburgh Arpt, Edinburgh (EDI) Tue 24Dec19, 07:45	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0
Edinburgh - Dublin			
	Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 14:10 FR 817	Dublin Arpt, Dublin (DUB) Thu 02Jan20, 15:15	Cabin Class: Economy (Y) Aircraft: Boeing 737-800 Airline: RyanAir Stop: 0
Total Fare: 207.69 CAD			

Flight Option 2

Dublin - Edinburgh			
	Dublin Arpt, Dublin (DUB) Tue 24Dec19, 06:40 Terminal 2 EI 3250	Edinburgh Arpt, Edinburgh (EDI) Tue 24Dec19, 07:55	Cabin Class: Economy (W) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus Stop: 0
Edinburgh - Dublin			
	Edinburgh Arpt, Edinburgh (EDI) Thu 02Jan20, 19:40 EI 3259	Dublin Arpt, Dublin (DUB) Thu 02Jan20, 20:55 Terminal 2	Cabin Class: Economy (S) Aircraft: Aerospatiale/Alenia Airline: Aer Lingus Stop: 0
Total Fare: 364.90 CAD			

Copy to clipboard

1. Press the **COPY CLIPBOARD** button.

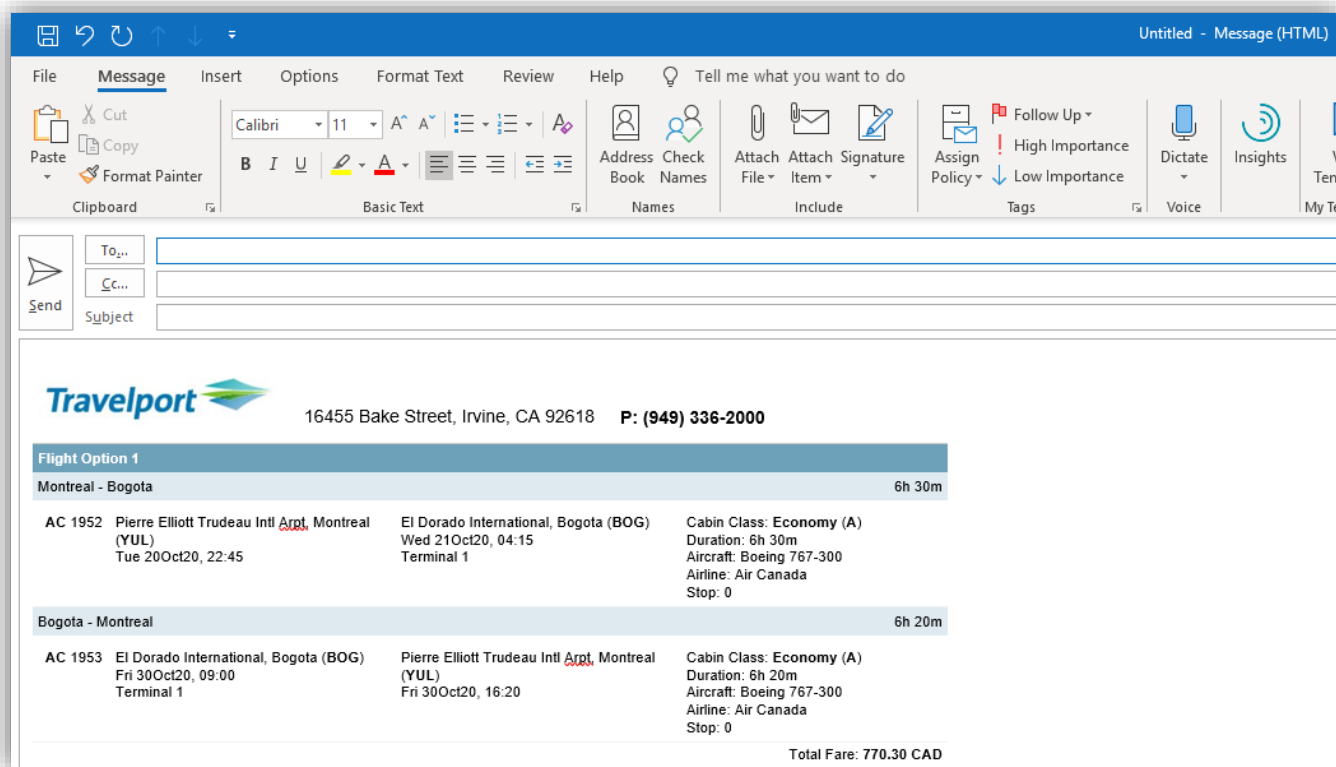


The following message will appear on the top right corner of Smartpoint. The options are copied to your clipboard.



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.



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.

Custom Trip Quote 9.1.47.0

✓ Fields support Html
Sample: use below html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE

⚠ Template = "English"

▶ Agency Info

▶ Titles

▶ Sentences

▶ Footers

▼ Preferences

Fee label

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

Display amounts with a thousands separator (1,000)

Email Pdf

Applies to quote

Separate lines for Air Fare Rules Remove Purchase ticket no later than

Applies to booked itinerary

Default fee amount

Don't prompt me Separate lines for Air Fare Rules

Remove Purchase ticket no later than

Calculate Grand Total for air fare

Disclaimer

Include Time stamp

Location Bottom

Don't prompt me

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"

[Back](#) [Import](#) | [Export](#)

SAVE RESET CLOSE

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

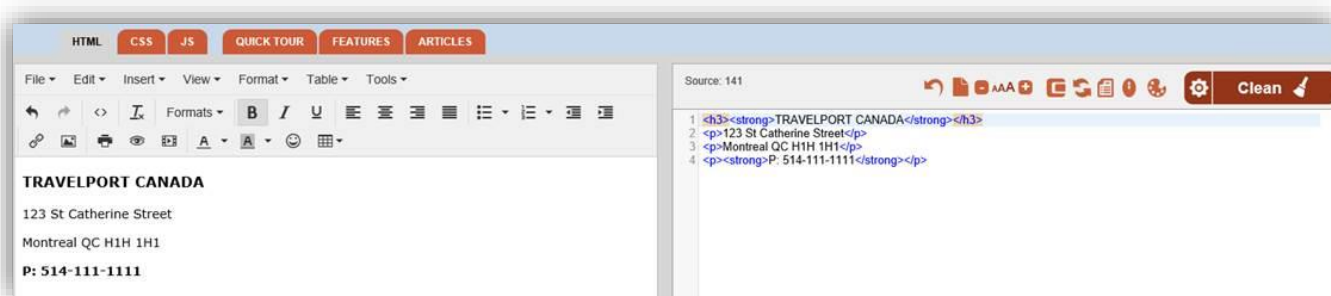
HTML helper

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

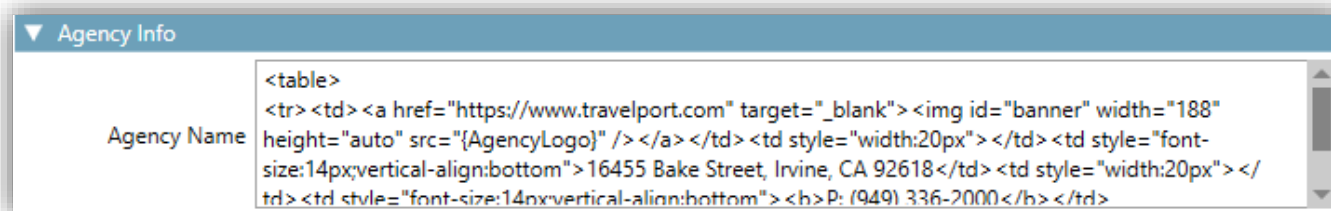
Custom Trip Quote templates can support HTML format. To get you started, you can search in your internet browser for a HTML editor. This editor will help you create your own HTML template.

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**.

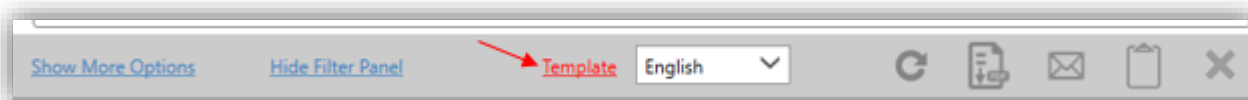


HTML coding can be applied to all configurable areas of the templates where text is required.

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



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.

Custom Trip Quote 9.1.47.0

Fields support Html
Sample: use below html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE

Template = "English"

Agency Info

Agency Name

```
<table>
<tr><td><a href="https://www.travelport.com" target="_blank"></a></td><td style="width:20px"></td><td style="font-
size:14px;vertical-align:bottom">16455 Bake Street, Irvine, CA 92618</td><td style="width:20px"></
td><td style="font-size:14px;vertical-align:bottom"><h>P: (949) 336-2000</h></td>
</tr>
</table>
```

Address

Phone

Fax

Logo

Titles

Sentences

Footers

Preferences

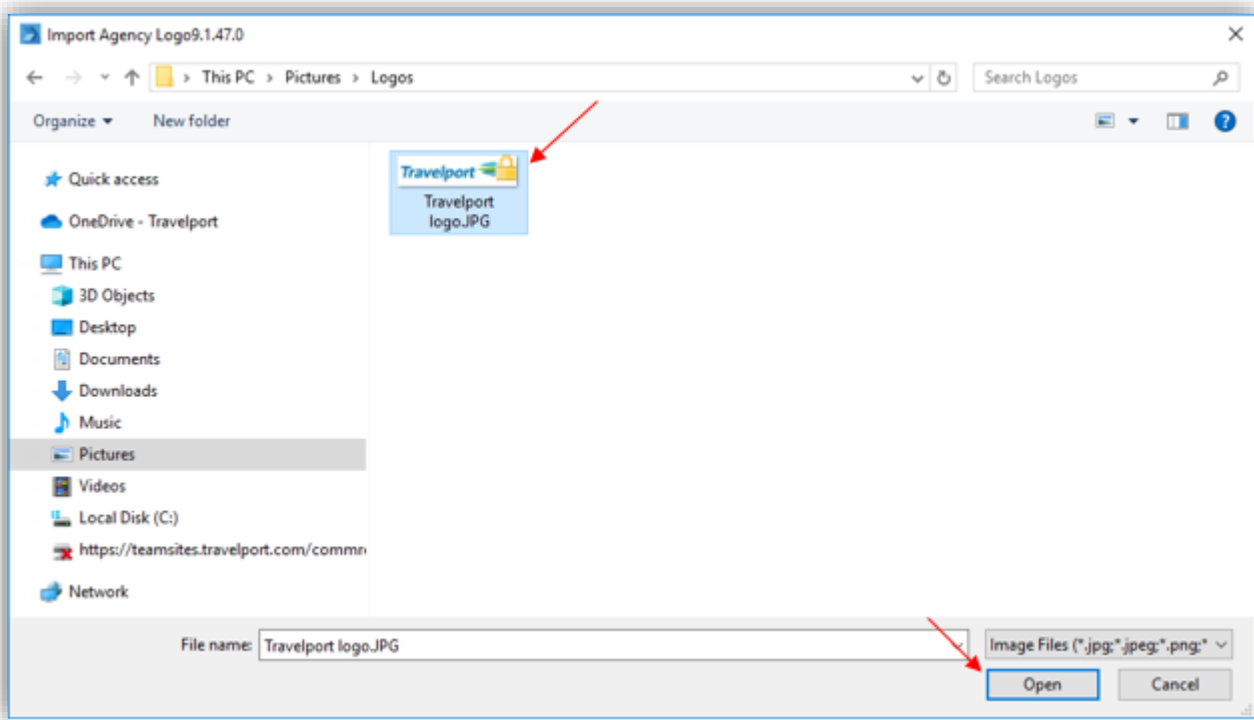
Back Import | Export

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.



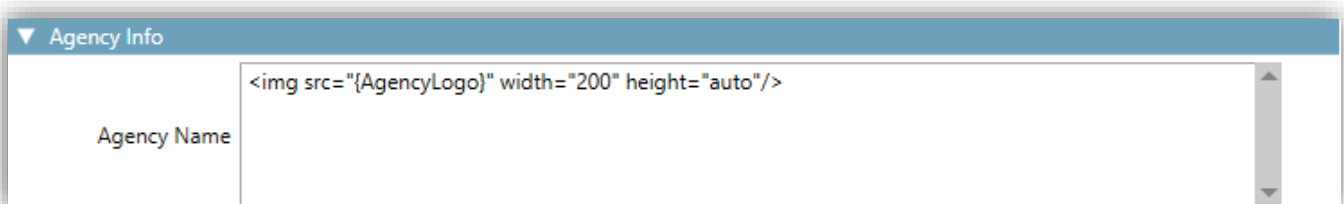
Your logo should be displayed like below.

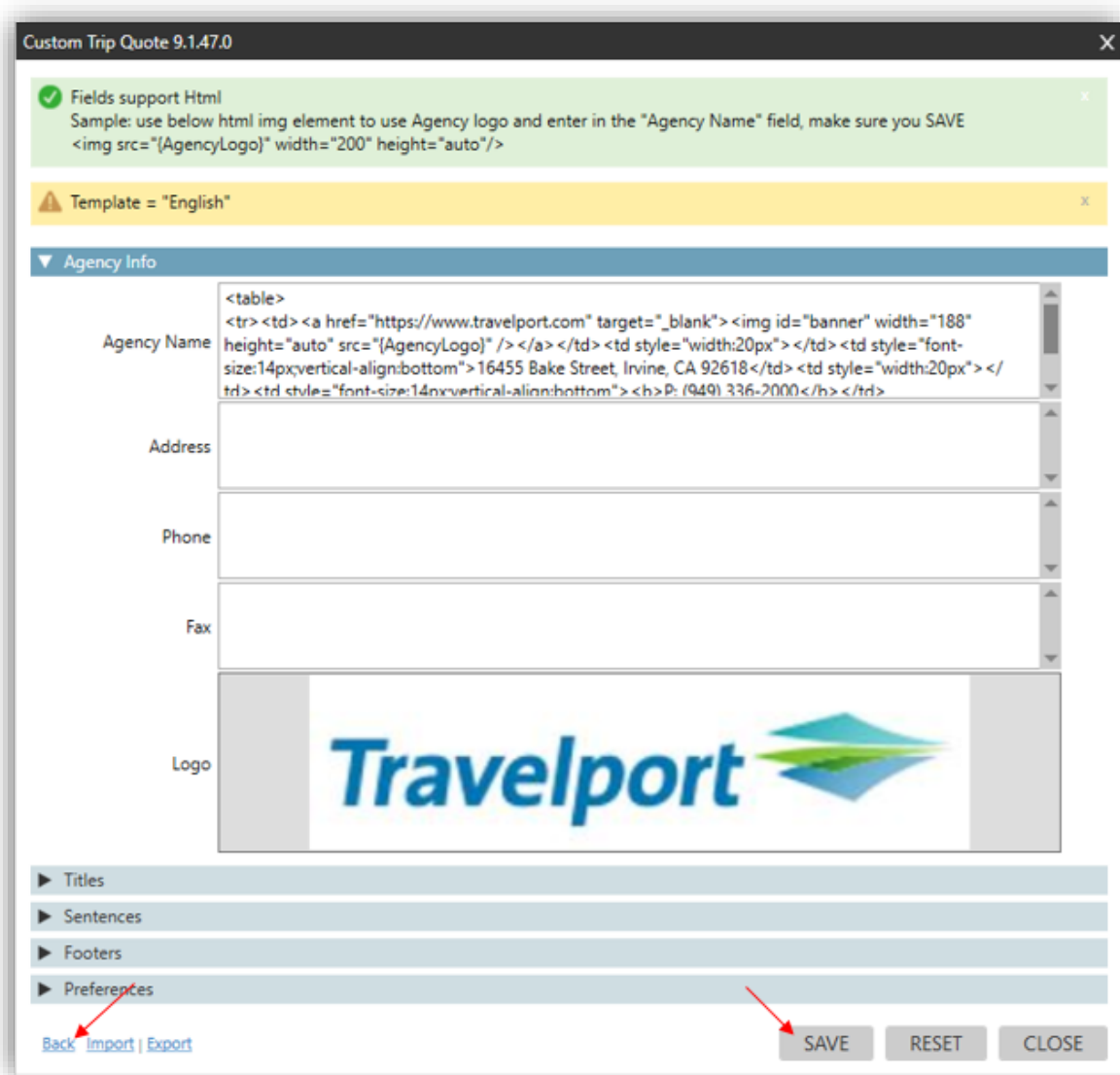
6. Press **SAVE** to change the change.
Press **Back** to return to Custom Trip Quote.

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

```

```





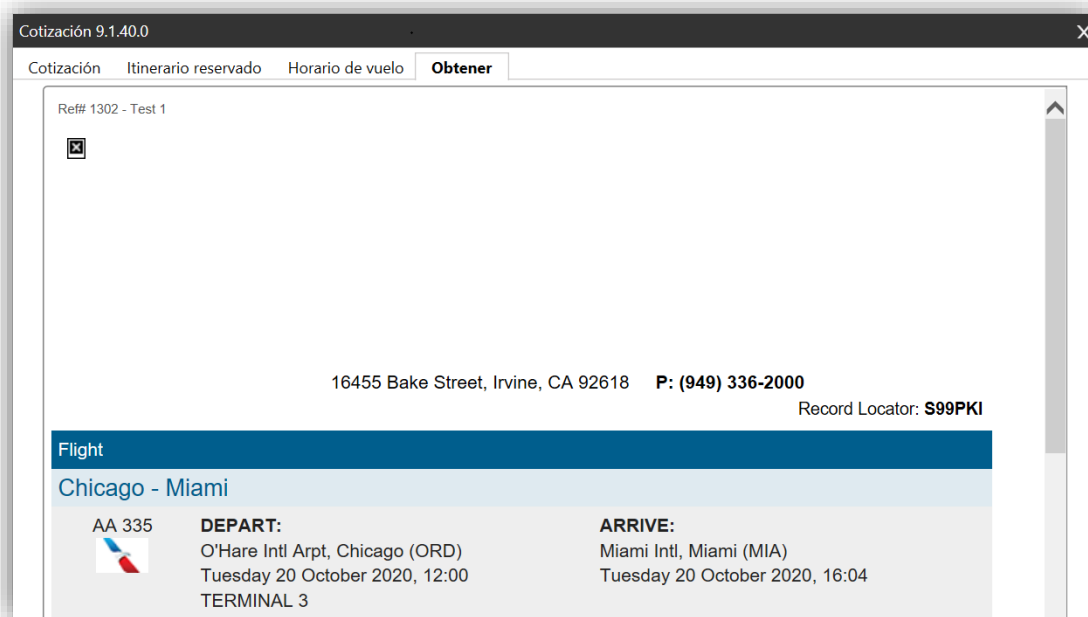
Once saved, the Agency Info will apply to all Custom Trip Quote options.

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

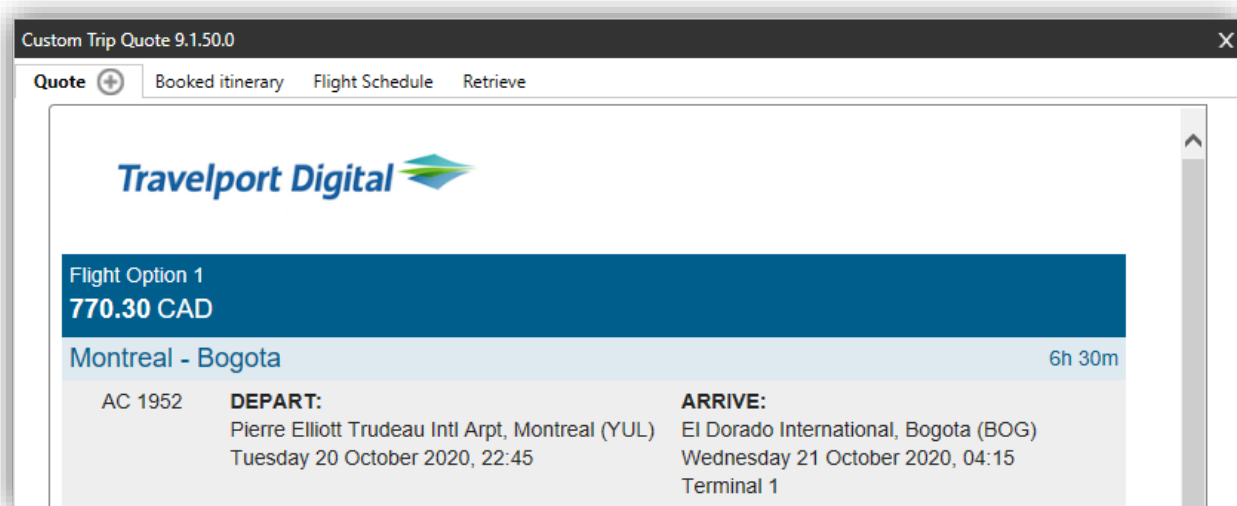
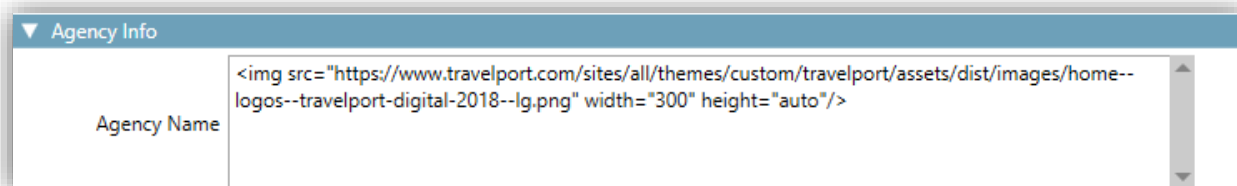
When saving a quote including the agency information, depending on how the agency logo has been configured in the **Template**, the logo might not redisplay correctly when displaying the record from another agent.

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.



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.



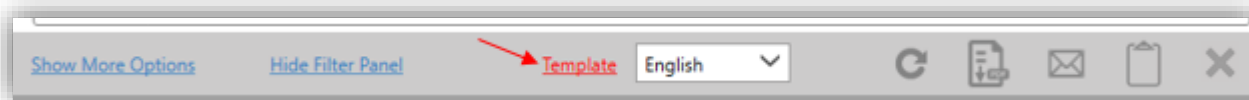
Note: For the Agency logo to be used from an URL, the agency needs to have a website to refer to. HTML and URL configuration are not supported by our helpdesk. Please, contact your IT department for help.

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



 A screenshot of the 'Preferences' configuration window. The window has a title bar with a dropdown arrow and the text 'Preferences'. The main content area is divided into several sections:

- Fee label:** A text input field containing 'Admin fee'.
- Checkboxes:**
 - Classic Theme – alternate background color for route (group connections) and not for each flight
 - Display amounts with a thousands separator (1,000)
 - Email Pdf
- Applies to quote:** A section with two checkboxes:
 - Separate lines for Air Fare Rules
 - Remove Purchase ticket no later than
- Applies to booked itinerary:** A section with a 'Default fee amount' input field (empty), and three checkboxes:
 - Don't prompt me
 - Separate lines for Air Fare Rules
 - Remove Purchase ticket no later than
 - Calculate Grand Total for air fare
- Disclaimer:** A section with a 'Disclaimer' checkbox (unchecked) and three sub-checkboxes:
 - Include Time stamp
 - Location Bottom
 - Don't prompt me
- Message:** A text area containing the text: "Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee...), includes taxes" or "conditions may apply, subject to change".

General preferences

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

 A screenshot of the 'General preferences' section of the Preferences window. It includes:

- Fee label:** A text input field containing 'Admin fee'.
- Checkboxes:**
 - Classic Theme – alternate background color for route (group connections) and not for each flight
 - Display amounts with a thousand separator (1,000)
 - Email Pdf

Fee label

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

Filter Panel

Check All [Hide](#) / [Clear](#)

	Action	Total	Admin fee
<input type="checkbox"/> Flight Option 1	(+) (-)	207.69	20.00
<input type="checkbox"/> Flight Option 2	(+) (-)	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

Flight Option 1
227.69 CAD

Price per adult: 207.69 CAD + Tax 0.00 CAD + Admin fee 20.00 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 Option 1	From - To	Date	Hour 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 Option 2	From - To	Date	Hour 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

Flight Option 1	From - To	Date	Hour 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	

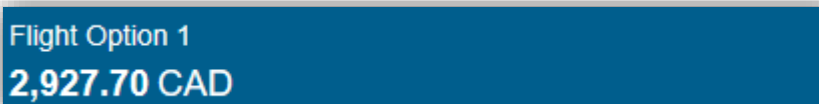
Flight Option 2	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
	Miami Intl / Dallas FT Worth Intl Arpt	Tue 20 October	09:10-11:09	American	0	Economy (B)	2808
Dallas FT Worth Intl Arpt / Rome Fiumicino Arpt	Tue 20 October	13:40-Wed 21Oct 07:00	American	0	Economy (B)	240	
Rome Fiumicino 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.



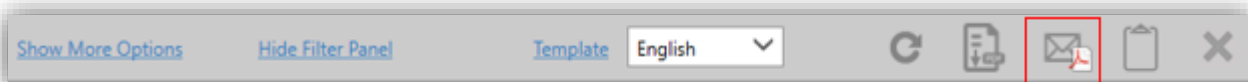
If selected, amounts in the thousands will have a separator.



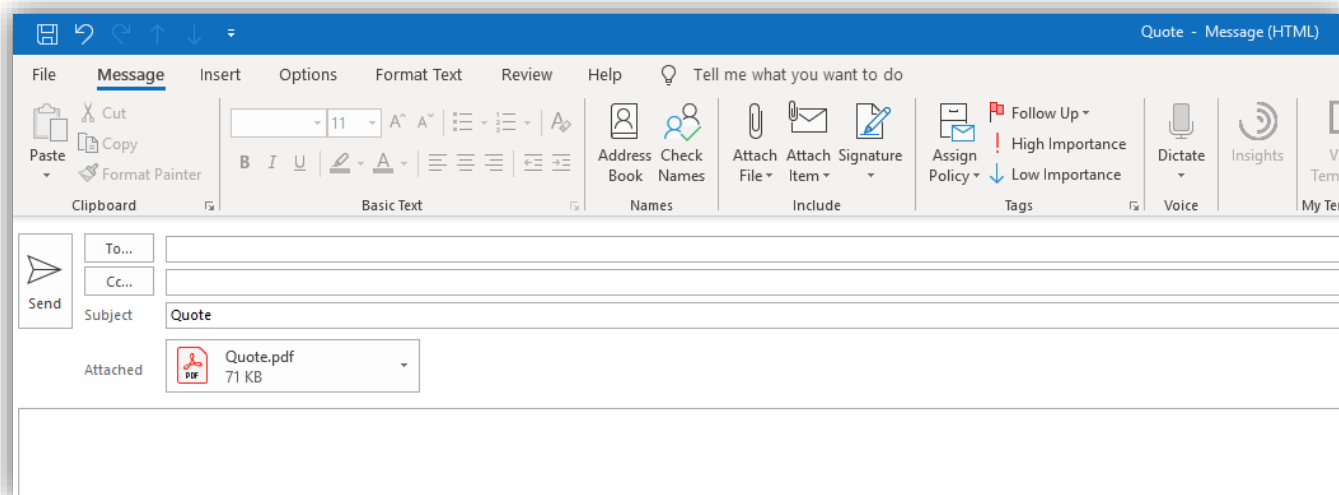
Email PDF

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.

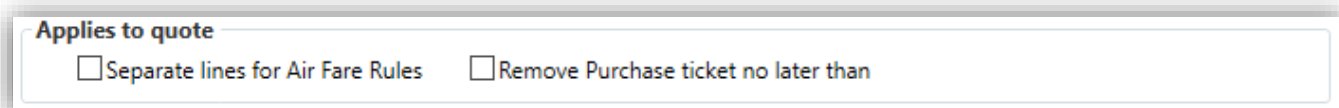


Note: Email as PDF will not copy the displayed content in the body of the email. It will only attach the PDF to the email. To have the content in the email body text as well, agents can return to Custom Trip Quote, press **Copy to Clipboard** and paste the content in the body of the email.

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

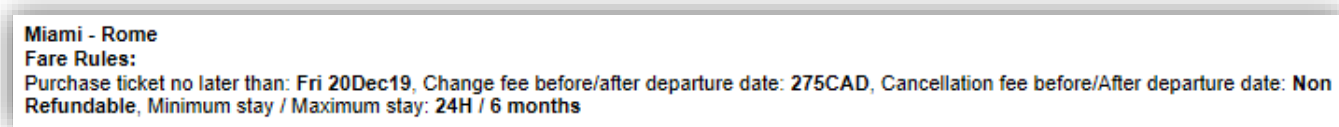
Applies to quote

This section applies for quotes only.

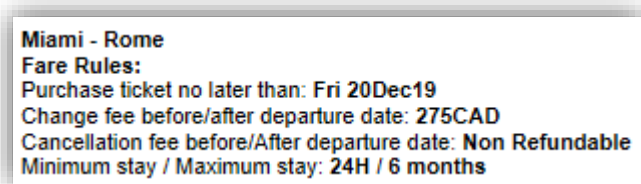


Separate lines for Air Fare Rules

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



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.

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, the purchase ticket date will not be displayed.

Miami - Rome
Fare Rules:
 Change fee before/after departure date: 275CAD
 Cancellation fee before/After departure date: **Non Refundable**
 Minimum stay / Maximum stay: 24H / 6 months

Applies to booked itinerary

Applies to booked itinerary

Default fee amount Don't prompt me Separate lines for Air Fare Rules

Remove Purchase ticket no later than

Calculate Grand Total 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
 Fare:208.00 CAD Taxes:34.40 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 Separate lines for Air Fare Rules
 Don't prompt me

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.

Fare Rules:
 Change fee before/after departure date: 200USD, Cancellation fee before/After departure date: **Non Refundable**, Baggage Allowance: 0

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

Fare Rules:
 Change fee before/after departure date: 200USD
 Cancellation fee before/After departure date: **Non Refundable**
 Baggage Allowance: 0

Remove Purchase ticket no later than

If unselected, the purchase ticket date will be displayed.

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, the purchase ticket date will not be displayed.

Miami - Rome
Fare Rules:
 Change fee before/after departure date: 275CAD
 Cancellation fee before/After departure date: **Non Refundable**
 Minimum stay / Maximum stay: 24H / 6 months

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.

Air Fare
Adult NCE-CDG
 Travelport, Apollo; Travelport, Galileo
 Fare:442.00 CAD Taxes:50.90 CAD Total: (x2) 985.80 CAD
Child NCE-CDG
 Travelport, Demo
 Fare:355.00 CAD Taxes:50.90 CAD Total:405.90 CAD

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

Air Fare
Adult NCE-CDG
 Travelport, Apollo; Travelport, Galileo
 Fare:442.00 CAD Taxes:50.90 CAD Total: (x2) 985.80 CAD
Child NCE-CDG
 Travelport, Demo
 Fare:355.00 CAD Taxes:50.90 CAD Total:405.90 CAD
Grand Total: 1391.70 CAD ←

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

Include Time stamp

Location Bottom

Don't prompt me


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"

Include time stamp

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

text will show.




16455 Bake Street, Irvine, CA 92618 **P: (949) 336-2000**

Record Locator: **PSJW90**

1. Travelport, Apollo
2. Travelport, Galileo
3. Travelport, Demo

Flight


Nice - Paris

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 35m **Cabin Class:** Economy (Y) **Aircraft:** Airbus A319 **Airline:** Air France **Operated By:** Air France **Stop:** 0

"Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee...), includes taxes" or "conditions may apply, subject to change"

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




16455 Bake Street, Irvine, CA 92618 **P: (949) 336-2000**

Record Locator: **PSJW90**

1. Travelport, Apollo
2. Travelport, Galileo
3. Travelport, Demo


Flight

Nice - Paris

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 35m **Cabin Class:** Economy (Y) **Aircraft:** Airbus A319 **Airline:** Air France **Operated By:** Air France **Stop:** 0

"Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee...), includes taxes" or "conditions may apply, subject to change"

Friday 20 December 2019 14:22 

Location bottom

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

Travelport  16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000


Friday 20 December 2019 14:25
 "Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee...), includes taxes" or "conditions may apply, subject to change"

1. Travelport, Apollo
 2. Travelport, Galileo
 3. Travelport, Demo

Record Locator: PSJW90

Flight


Nice - Paris

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 35m **Cabin Class:** Economy (Y) **Aircraft:** Airbus A319 **Airline:** Air France **Operated By:** Air France **Stop:** 0

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


Travelport  16455 Bake Street, Irvine, CA 92618 P: (949) 336-2000

1. Travelport, Apollo
 2. Travelport, Galileo
 3. Travelport, Demo

Record Locator: PSJW90

Flight

Nice - Paris

AF 7705  **DEPART:**
 Cote D Azur Arpt, Nice (NCE)
 Tuesday 20 October 2020, 10:35
 TERMINAL 2

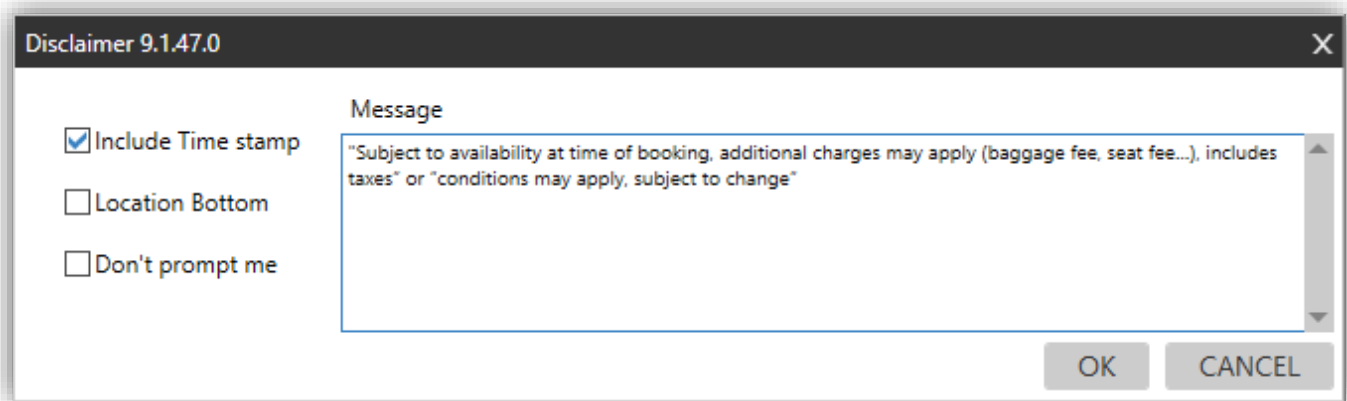
ARRIVE:
 Charles De Gaulle Intl Arpt, Paris (CDG)
 Tuesday 20 October 2020, 12:10
 TERMINAL 2F

Duration: 1h 35m **Cabin Class:** Economy (Y) **Aircraft:** Airbus A319 **Airline:** Air France **Operated By:** Air France **Stop:** 0

"Subject to availability at time of booking, additional charges may apply (baggage fee, seat fee...), includes taxes" or "conditions may apply, subject to change"
 Friday 20 December 2019 14:22

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.

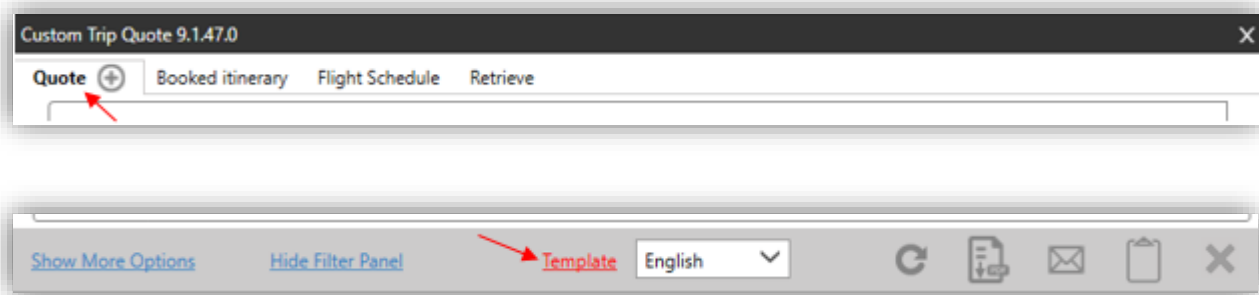


If selected, the disclaimer will automatically apply, and you will not be asked again to configure it. The above dialog box will not automatically display anymore.

Quote template

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

Press **Template** from the **Quote** tab.




The Quote Template dialog box opens.

Custom Trip Quote 9.1.47.0
✕

✔ Fields support Html
 Sample: use below html img element to use Agency logo and enter in the "Agency Name" field, make sure you SAVE
``

⚠ Template = "English"

▼ Agency Info

Agency Name	<pre><table> <tr> <td> </td> <td style="width:20px"> </td> <td style="font- size:14px;vertical-align:bottom">16455 Bake Street, Irvine, CA 92618</td> <td style="width:20px"> </ td> <td style="font-size:14px;vertical-align:bottom"> <h>P: (949) 336-2000</h> </td></pre>
Address	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>
Logo	

▶ 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

Title 1	TRIP QUOTE
Title 2	Observations
Title 3	Important notes

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.

Sentences

1. 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.



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.

TRIP QUOTE Title 1

Wednesday 18 December 2019, 09:21

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.

Flight Option 1 Sentence 1

1262.40 CAD

Miami - Buenos Aires

	<p>DEPART: Miami Intl, Miami (MIA) Tuesday 20 October 2020, 22:35</p>	<p>ARRIVE: Ministro Pistarini, Buenos Aires (EZE) Wednesday 21 October 2020, 08:30 Terminal 0</p>
--	--	--

Cabin Class: Economy (Q) **Aircraft:** Boeing 777-200 **Airline:** American **Stop:** 0

Buenos Aires - Miami

	<p>DEPART: Ministro Pistarini, Buenos Aires (EZE) Friday 30 October 2020, 22:54 Terminal A</p>	<p>ARRIVE: Miami Intl, Miami (MIA) Saturday 31 October 2020, 06:55</p>
--	---	---

Cabin Class: Economy (Q) **Aircraft:** Boeing 777-200 **Airline:** American **Stop:** 0

Penalty charges may apply in addition to any fare difference. For more information, contact your agent.

Observations Title 2

Thank you for booking with us. Sentence 3 & 4

We wish you a safe journey. Sentence 2

Important notes Title 3

Note that the above proposals are not confirmed bookings. Availability and prices are subject to change and are not guaranteed. Sentence 5

Footers

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

Footers	
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.

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



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

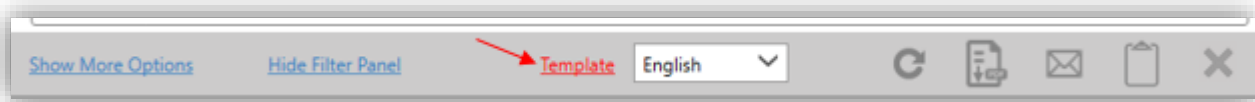
Below is an example with footers added to quotes:

Flight Option 1	From - To	Date	Hour Depart-Arrive	Airline	Stops	Cabin	Flight #
Total elapsed time: 1h 30m	Paris Charles De Gaulle Intl Arpt / Nice Cote D Azur Arpt	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.			Air footer				
Car Option 1	Budget Rent A Car Economy Manual - Refer to policy page Kilometers included: unlimited	Pick Up Monday 20 Apr 2020 16:55 AEROPORT NICE COTE D*AZUR Cote D Azur Arpt (NCE) Nice, France	Drop Off Tuesday 21 Apr 2020 12:50 BD NICE APT FR Cote D Azur Arpt Nice	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...			
			Car footer				
Hotel Option 1	HYATT REGENCY NICE 13 Promenade des Anglais Nice 06000 FR	Check-in: Monday 20 Apr 2020 Check-out: Tuesday 21 Apr 2020	1 king sea view sea view: contemporary decor: king bed:, Rate Code: 2WKRACK				
Cancellation policy may apply.			Hotel footer				

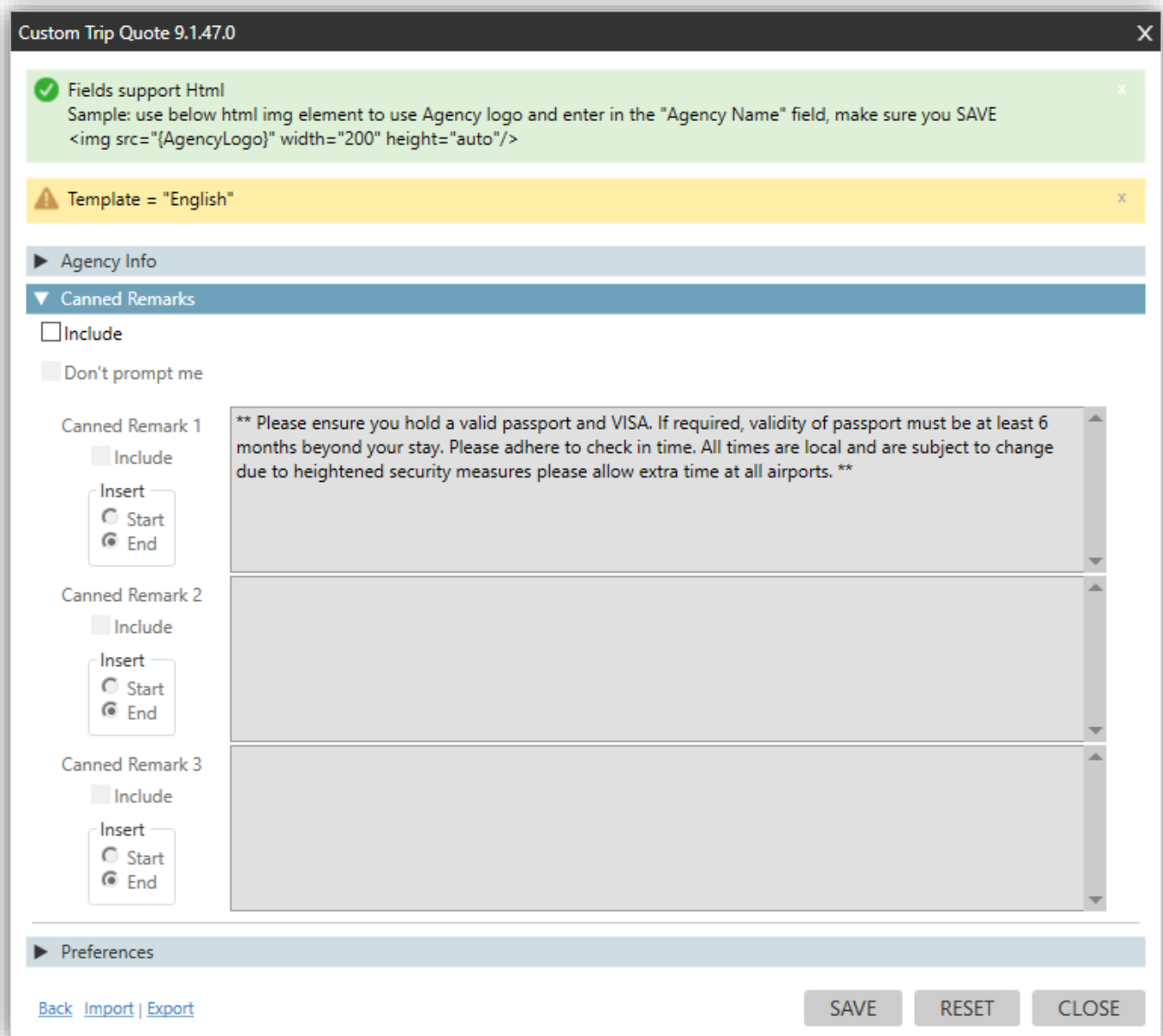
Booked itinerary template

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

Press **Template** from the **Booked itinerary** tab.



The Booked itinerary template dialog box opens.

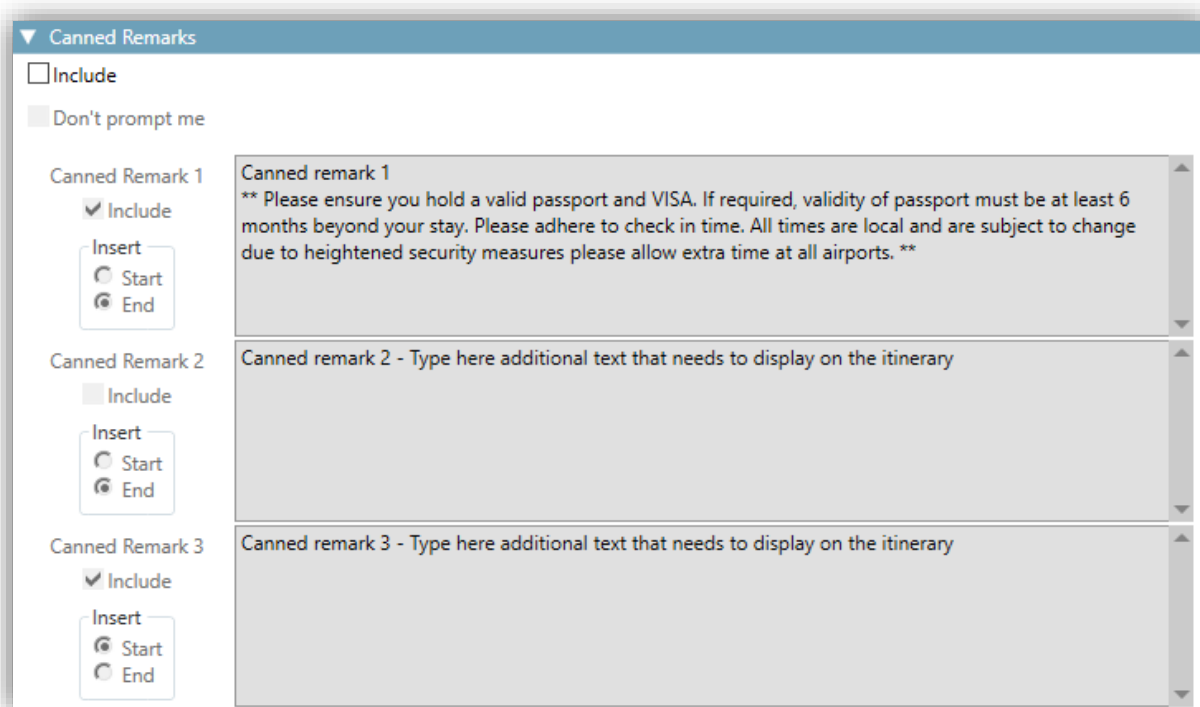


Canned remarks

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

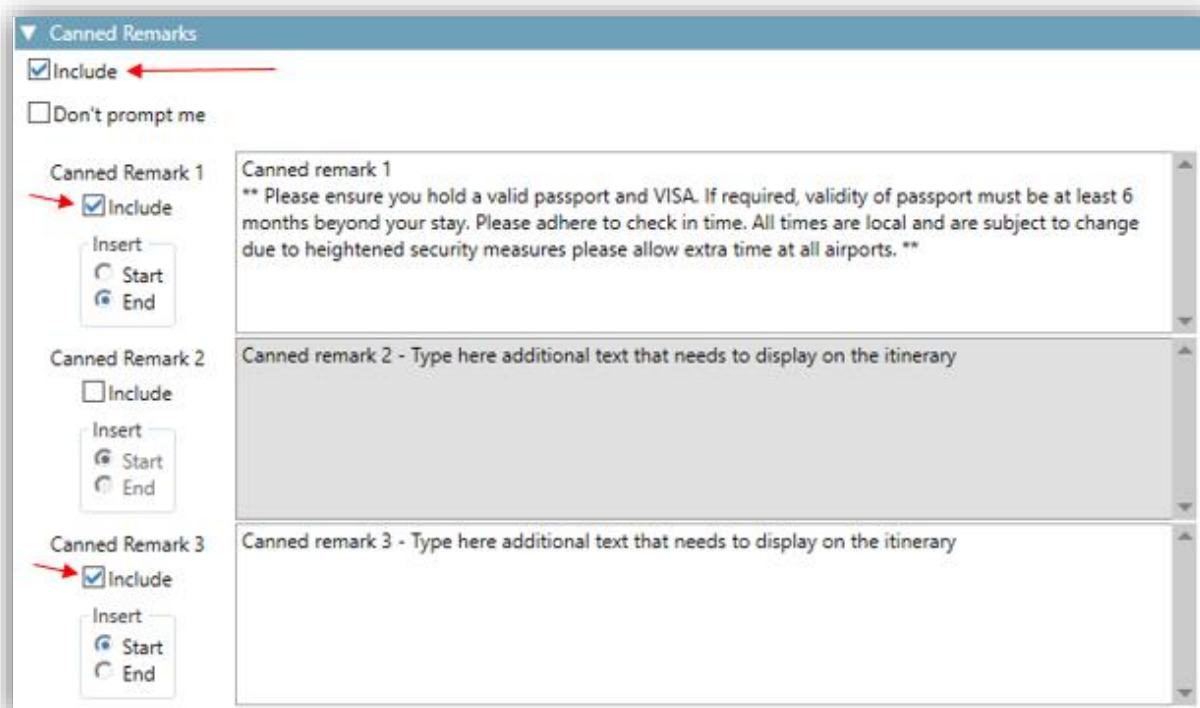
Include

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



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

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
 Include
Insert
 Start
 End
Canned remark 2 - Type here additional text that needs to display on the itinerary

Canned Remark 3
 Include
Insert
 Start
 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>

OK CANCEL

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.

1. Travelport, Demo Record Locator: XN589G


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. **

Flight


Montreal - 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) Duration: 6h 30m Aircraft: Boeing 767 Airline: Air Canada Operated By: AIR CANADA ROUGE Stop: 0
--	--	---	---

Car


	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, Inc. Type: 4-Door Intermediate - Toyota Corolla/Similar CF#: 27988826US5
---	--	--	--

Hotel

	Hilton Bogota 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
---	--	---	-----------------------------------

Flight

Bogota - Montreal

 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
--	---	--	---

Canned remark 2 - Type here additional text that needs to display on the itinerary

Canned remark 3 - Type here additional text that needs to display on the itinerary

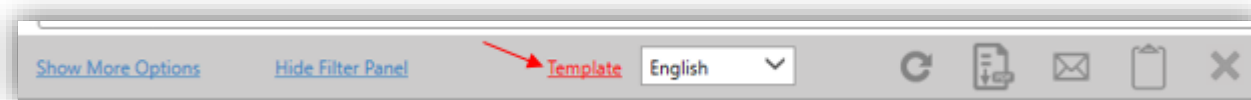
Note: Canned remarks can be HTML formatted. As well, you can add space before, in between, after the text, by adding the format `
`.

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).

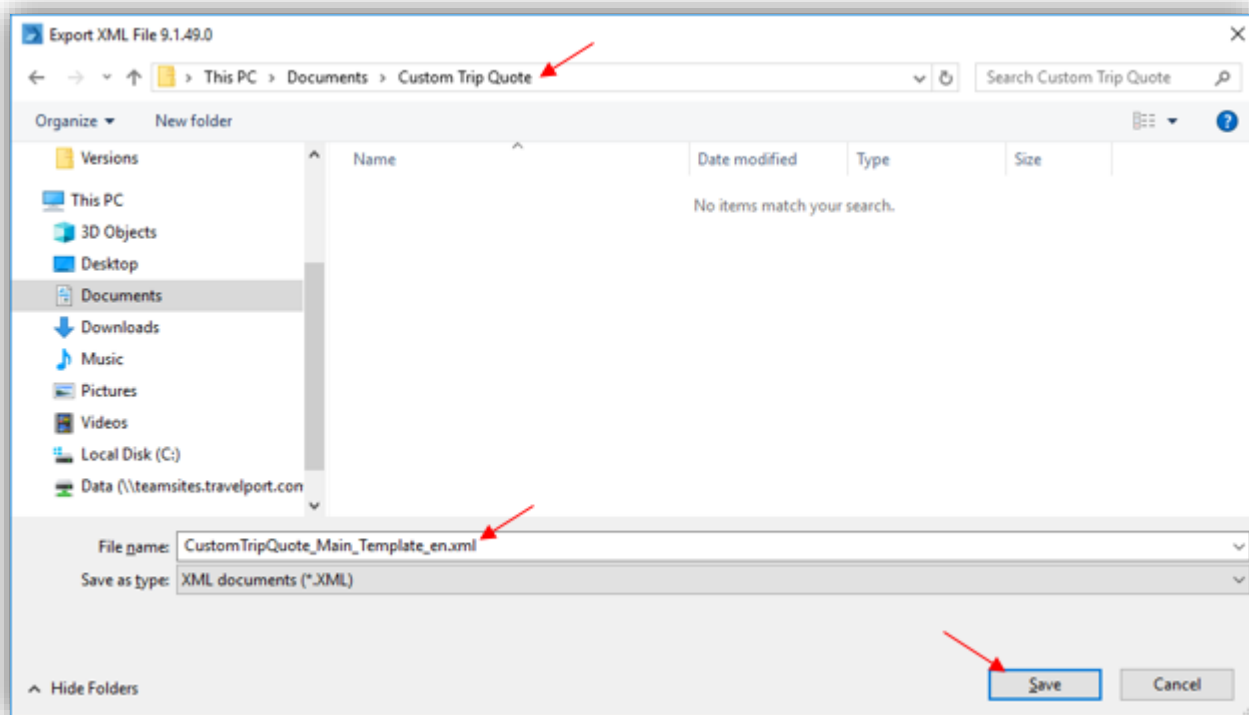
1. Press the **Template** button from the section of your choice.



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.



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



*Note: Templates are language specific. Above example is **CustomTripQuote_Main_Template_en.xml**. “en” stands for English.*

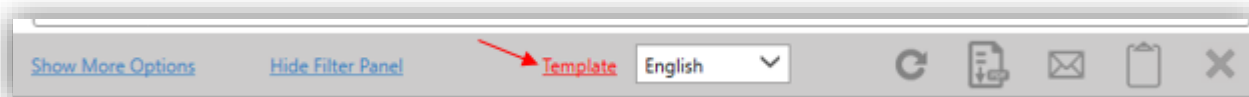
Options and filters are not exported, only template configuration.

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.

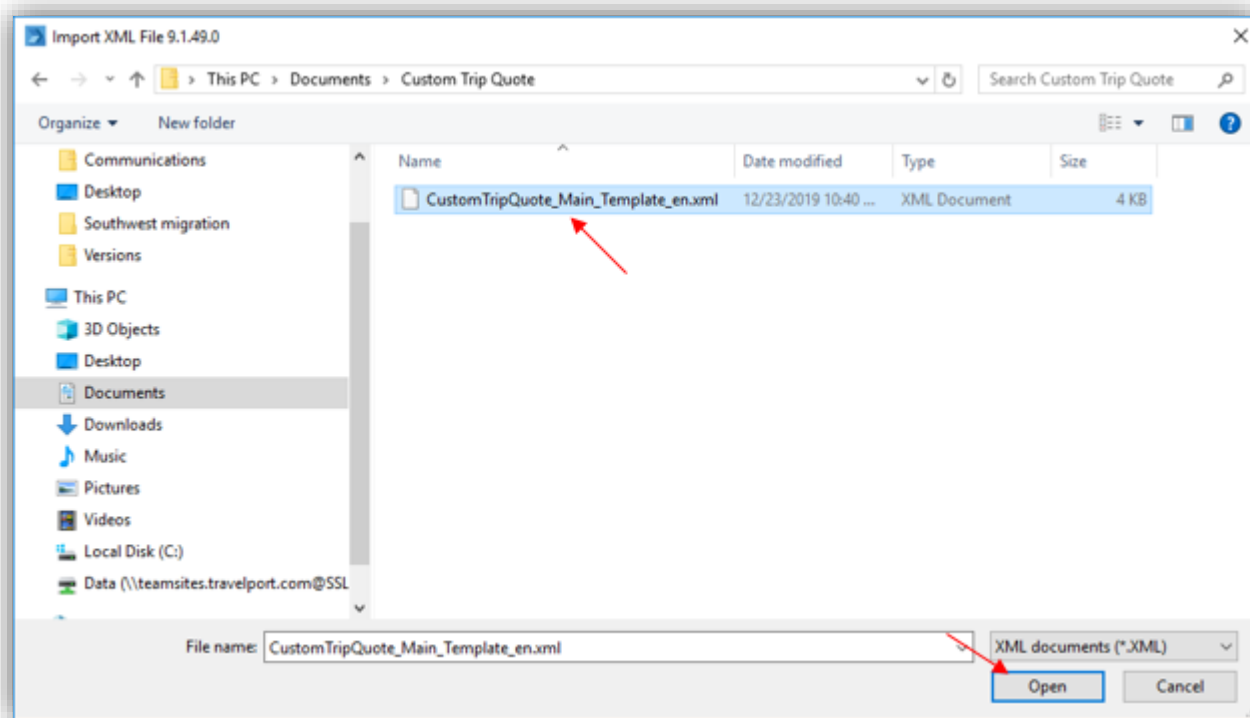
1. Press the **Template** button from the section of your choice.



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



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



*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.

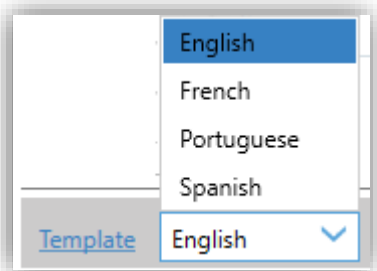
Below is an example of templates name, language specific:

*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**

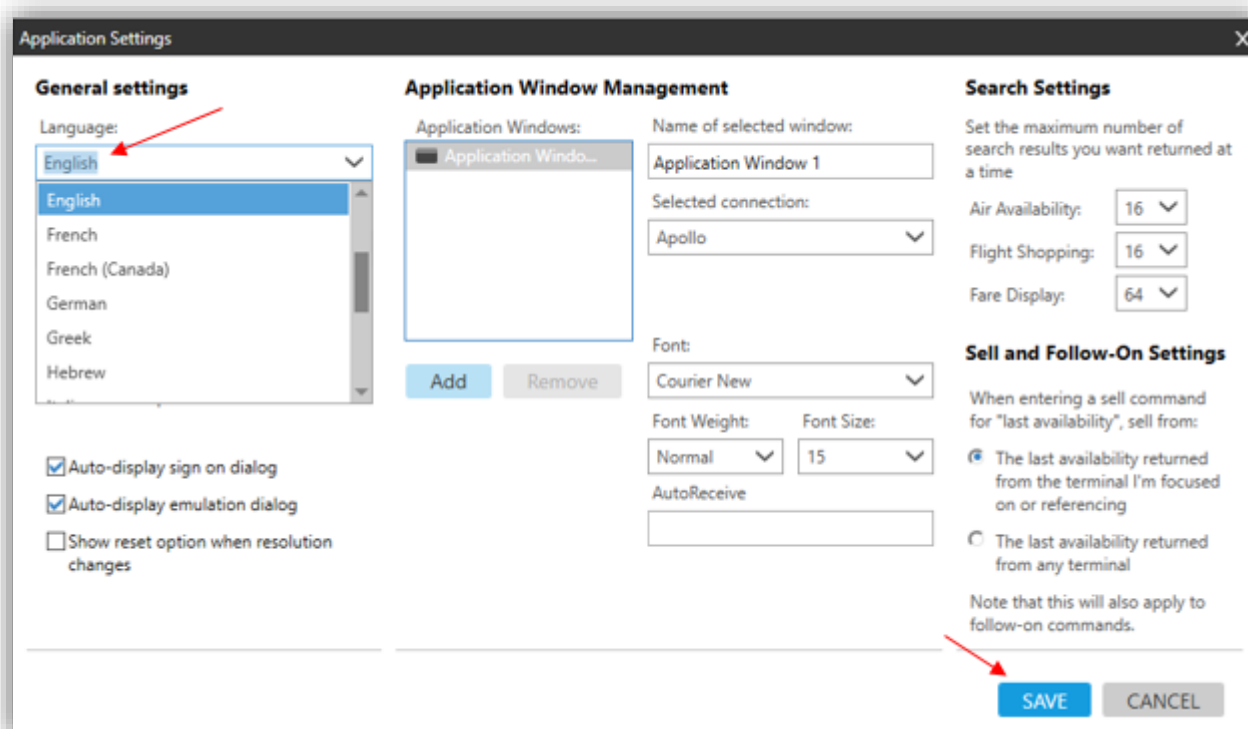
Languages



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.



Custom Trip Quote will display in the selected language.

French (Canada) example

Cotation personnalisée 9.1.49.0

Cotation
Itinéraire réservé
Horaire de vol
Récupérer



16455 Bake Street, Irvine, CA 92618 **P: (949) 336-2000**

1. Travelport, Demo Numéro de dossier: XN589G

Option de vol 1

Montreal - Bogota

	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Mar. 20Oct.20, 22:45	El Dorado International, Bogota (BOG) Mer. 21Oct.20, 04:15 Terminal 1	Cabine: (Classe) Économie (A) Avion: Boeing 767-300 Transporteur: Air Canada Arrêt: 0
AC 1952			

Bogota - Montreal

	El Dorado International, Bogota (BOG) Ven. 30Oct.20, 09:00 Terminal 1	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Ven. 30Oct.20, 16:20	Cabine: (Classe) Économie (A) Avion: Boeing 767-300 Transporteur: Air Canada Arrêt: 0
AC 1953			

Prix Total: 770.30 CAD

"Sous réserve de disponibilité au moment de la réservation, des frais supplémentaires peuvent s'appliquer (frais de bagage, frais de siège...), taxes incluses" ou "des conditions peuvent s'appliquer, sous réserve de modifications".

Filtre

<input type="checkbox"/> Tout sélectionner	Cacher / Effacer	Action	Total	Frais	<input type="checkbox"/> Durée	<input type="checkbox"/> Trier par prix	Thème Simple
<input type="checkbox"/> Option de vol 1		+ -	770.30		<input type="checkbox"/> Opéré par	<input type="checkbox"/> Arrêt détails	Format de l'heure
<input checked="" type="checkbox"/> Option de vol 2		+ -	915.00		<input type="checkbox"/> Bagage inclus		<input checked="" type="radio"/> 24 heures <input type="radio"/> 12 heures

Inclure

<input checked="" type="checkbox"/> Prix	<input checked="" type="checkbox"/> Nom du passager	<input checked="" type="checkbox"/> Info. de l'agence
<input type="checkbox"/> Prix détaillé	<input type="checkbox"/> Numéro de fidélité	<input type="checkbox"/> Titres/Phrases
<input checked="" type="checkbox"/> Réf du dossier	<input checked="" type="checkbox"/> Logo du vendeur	<input type="checkbox"/> Pieds de page

Règlements:

Sommaire
 Détails
 Pénalités
 Personnaliser

Cacher les options
Cacher les filtres
Modèle
French

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

Cotización 9.1.49.0
✕

Cotización
Itinerario reservado +
Horario de vuelo
Obtener

1. Travelport, Demo
Localizador: **XN589G**

vuelo

Montreal - Bogota

	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Ma. 20Oct.20, 22:45 AC 1952	El Dorado International, Bogota (BOG) Mi. 21Oct.20, 04:15 TERMINAL 1	Clase: Económica (A) Duración: 6h 30m Equipo: Boeing 767 Aerolínea: Air Canada Operado por: AIR CANADA ROUGE Parada: 0
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vehículo

	Recogida Mi. 21Oct.20 04:15 El Dorado Intl Apo, Bogota, Co El Dorado Inter Ph: 57-1-629-17-22	Entrega Vi. 30Oct.20 09:00 EL DORADO INTL APO	Vendedor: Avis Rent A Car System, Inc. Tipo: 4-Door Intermediate - Toyota Corolla/Similar CF#: 27988826US5
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hotel

	Hilton Bogota Carrera 7 No. 72-41 Bogota Bogota Co Xxxxx Ph: 57-1-600-6100	Entrada: Ma. 20Oct.20 Salida: Vi. 30Oct.20	1 Guest/10 Nights CF#: 1234567
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vuelo

Bogota - Montreal

	El Dorado International, Bogota (BOG) Vi. 30Oct.20, 09:00 TERMINAL 1 AC 1953	Pierre Elliott Trudeau Intl Arpt, Montreal (YUL) Vi. 30Oct.20, 16:20	Clase: Económica (A) Duración: 6h 20m Equipo: Boeing 767 Aerolínea: Air Canada Operado por: AIR CANADA ROUGE Parada: 0
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"Sujeto a disponibilidad al momento de la reserva, se pueden aplicar cargos adicionales (tarifa de equipaje, tarifa de asiento ...), incluye impuestos" o "se pueden aplicar condiciones, sujetas a cambios"

Panel de filtro

Incluir

<input checked="" type="checkbox"/> Nombre del viajero	<input checked="" type="checkbox"/> Info. de la agencia	<input type="checkbox"/> Referencia aerolínea	<input type="checkbox"/> Comentarios del itinerario	Tema Simple ⚙
<input type="checkbox"/> Viajero frecuente	<input checked="" type="checkbox"/> Logo del vendedor	<input checked="" type="checkbox"/> Referencia de reserva	<input checked="" type="checkbox"/> Comentarios no asociados	Formato de hora:
<input type="checkbox"/> Asignación de asiento	<input type="checkbox"/> Precio	<input type="checkbox"/> Boleto	<input type="checkbox"/> Estado de la reserva	<input checked="" type="radio"/> 24-hora <input type="radio"/> 12-hora
				<input type="checkbox"/> Condiciones de la tarifa

Mostrar más opciones
Ocultar panel filtro
Plantilla
Spanish ▼

↻
📄
✉
🗑
✕

Portuguese example


Cotação Personalizada 9.1.49.0 X

Tarifa + Itinerário reservado Disponibilidade de voo Buscar


1. Travelport, Demo Localizador: XN589G

Opção de voo 1

Montreal - Bogota

 AC 1952	Pierre Elliott Trudeau Intl Arprt, 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
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Bogota - Montreal

 AC 1953	El Dorado International, Bogota (BOG) Sex 30Out20, 09:00 Terminal 1	Pierre Elliott Trudeau Intl Arprt, Montreal (YUL) Sex 30Out20, 16:20	Classe de serviço: Econômica (A) Aeronave: Boeing 767-300 Cia. aérea: Air Canada Parada: 0
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Tarifa Total: 770.30 CAD

Opção de voo 2

Montreal - Bogota

 DL 5525	Pierre Elliott Trudeau Intl Arprt, Montreal (YUL) Ter 20Out20, 12:50	Hartsfield Jackson Intl Arprt, 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 Arprt, 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 - Montreal

 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 Terminal 4	Pierre Elliott Trudeau Intl Arprt, Montreal (YUL) Sex 30Out20, 11:21	Classe de serviço: Econômica (T) Aeronave: Canadair Regional Jet Cia. aérea: Delta

Filtros

<input type="checkbox"/> Marcar tudo Esconder / Limpar	Ação	Total	Taxa Serviço	<input type="checkbox"/> Duração	<input type="checkbox"/> Ordenar pelo preço	Tema Simple
<input type="checkbox"/> Opção de voo 1	⊕ ⊖	770.30		<input type="checkbox"/> Operado por	<input type="checkbox"/> Parada detalhes	Formato da hora:
<input type="checkbox"/> Opção de voo 2	⊕ ⊖	915.00		<input type="checkbox"/> Franquia de Bagagem		<input checked="" type="radio"/> 24 horas <input type="radio"/> 12 horas






Incluir

<input checked="" type="checkbox"/> Preço	<input checked="" type="checkbox"/> Nome do passageiro	<input type="checkbox"/> Info. da agencia
<input type="checkbox"/> Detalhes do preço	<input type="checkbox"/> Cartão de milhagem	<input type="checkbox"/> Títulos/Sentenças
<input checked="" type="checkbox"/> Ref. da reserva	<input checked="" type="checkbox"/> Logo do Fornecedor	<input type="checkbox"/> Rodapé

Regras:

Resumo
 Detalhes
 Multa
 Personalizar

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 [Esconder filtros](#)
 [Template](#)
 Portuguese v

ATUALIZAR