

INCIDENT SUPPORT GUIDELINES

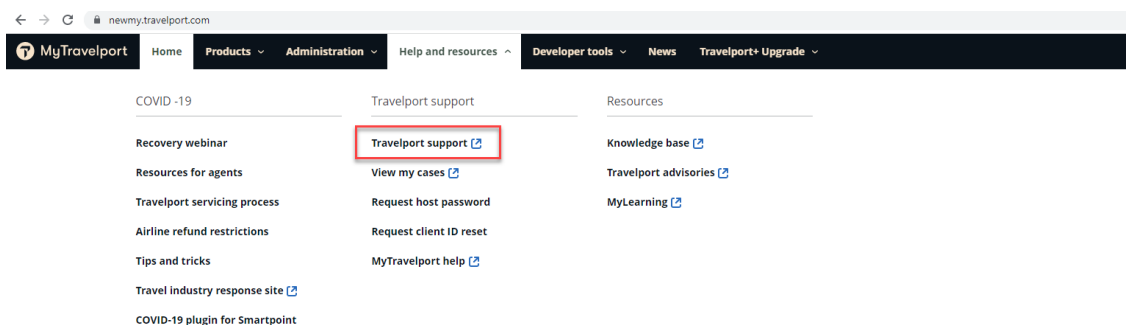
User Guide

Version 1.0

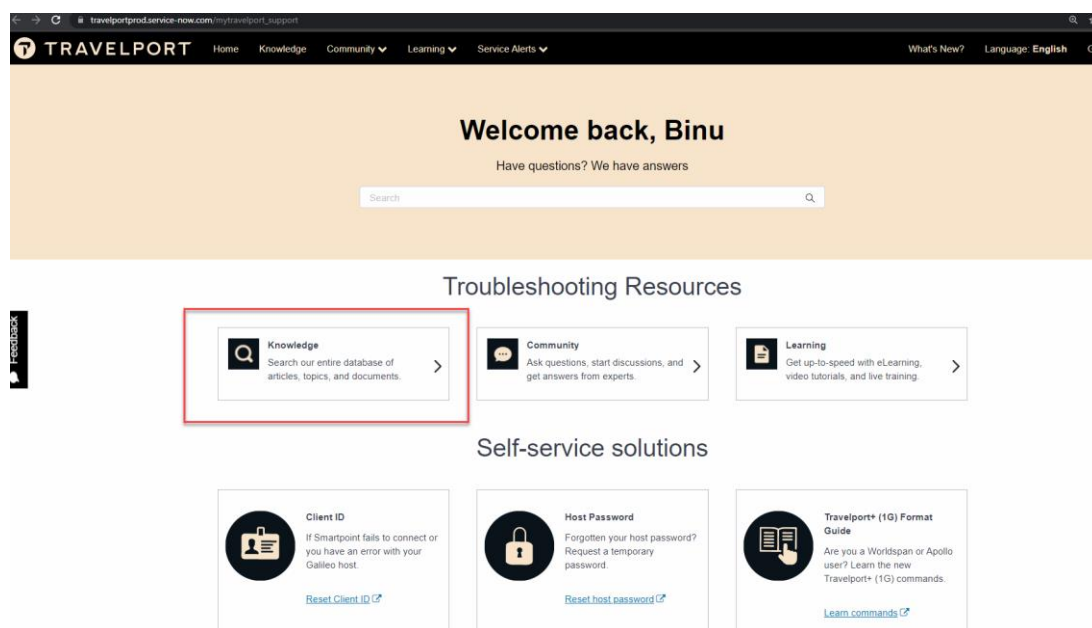


How to create an incident support ticket?

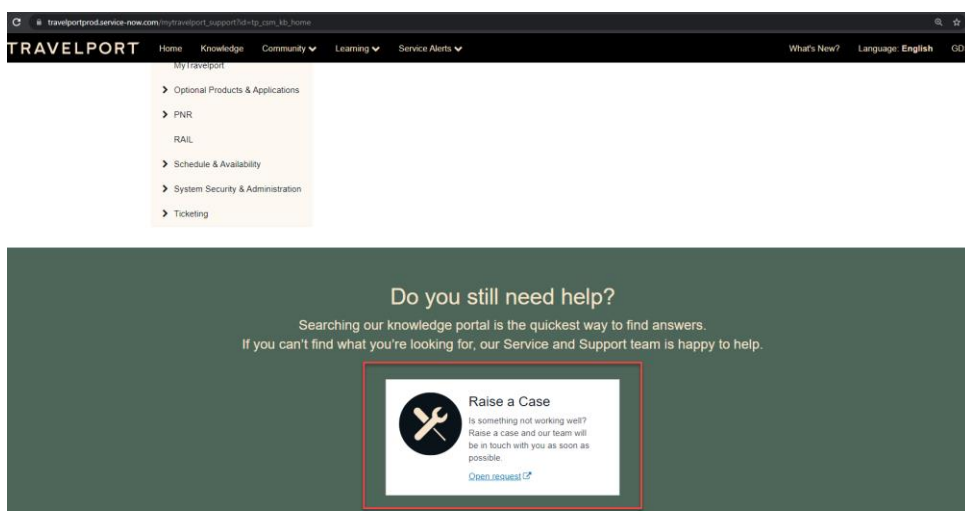
Go to <https://newmy.travelport.com/> and select the option listed below:



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

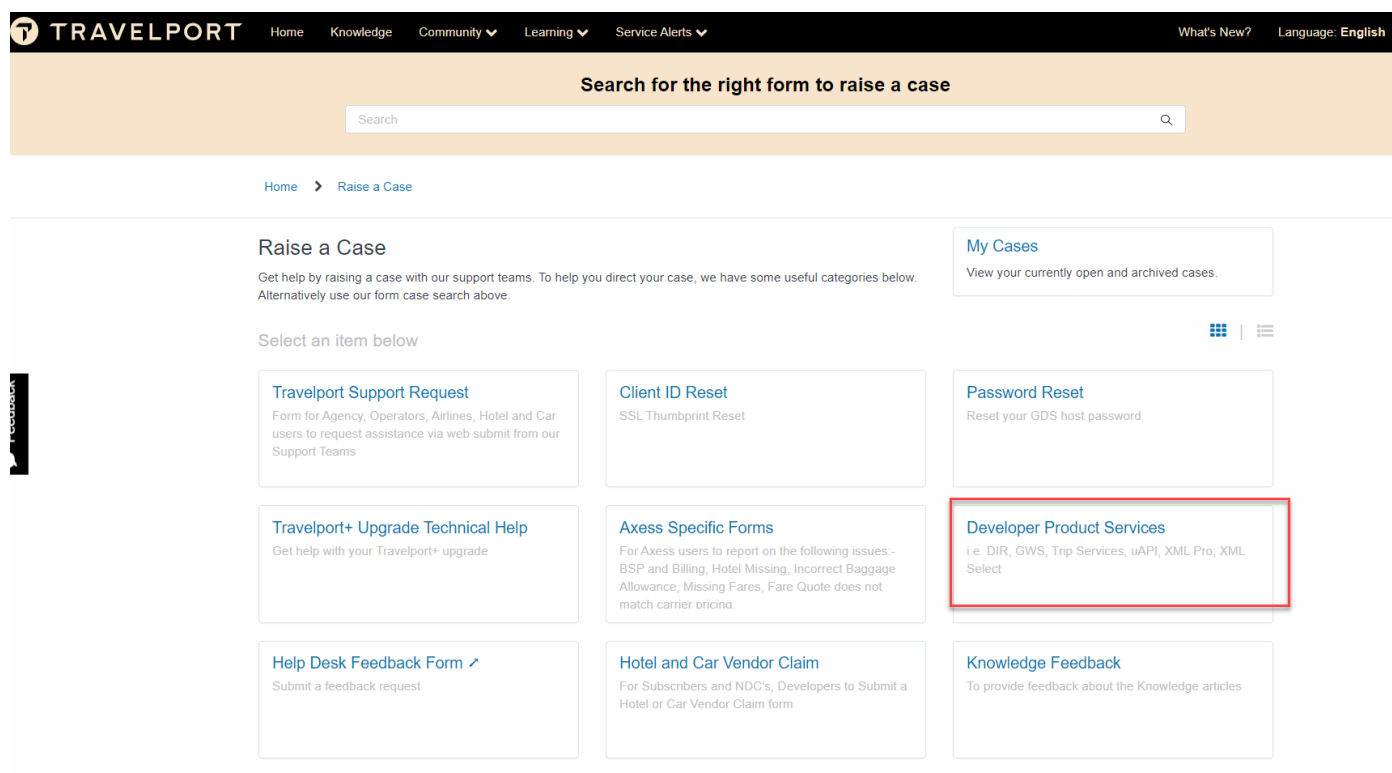


Click on the Knowledge link as highlighted above, which opens the screen as shown below:



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

If it is a request related to certification of products, please select the option highlighted below:



This will launch the screen below:

Please select the problem type as certification and cc email id as DesktopSDKSupport@travelport.com.

Once the request has been raised, kindly use the above email id for any further clarifications/queries related to certification of the product.



← → ↻ travelportprod.service-now.com/mytravelport_support?id=csm_sc_cat_item&sys_id=e236271b1bd2e810f1a3dbd4ec4bcbcf



Language: **English**

Travelport Support

Your portal for knowledge and resolving cases

Developer Product Services

i.e. DIR, GWS, Trip Services, uAPI, XML Pro, XML Select

Your Account Information

Requested By

Binu Jacob

* Account

ASK IT INTERNAL RECORD FOR 1G - 0000588097 ✕

* Problem Type

Certification

SID/PCC

5A10

* Product

Other Products not listed ✕

☐ Override SID/PCC

* Travelport Cores

1G - Galileo

CC Email

DesktopSDKSupport@travelport.com

Please give us additional information about the issue

* Short description / Subject

Certification of My SP plugin app

Submit

Once you've submitted your case it can be managed in [My Cases](#)

Submit

Your checklist of required fields

Full Description of the Problem

Details of Entry Used and System Response

Environment

Web Service URL

If it is a request related to any issues related to products, please select the below highlighted option:



Language: **English** GDS: **All**

Travelport Support

Your portal for knowledge and resolving cases

Binu Jacob

Search for the right form to raise a case

E.g. "Name change request"

▼ All



If searching for a specific term, please include quote marks ("") on either side of the term

[Home](#) > [Raise a Case](#)

Raise a Case

Get help by raising a case with our support teams. To help you direct your case, we have some useful categories below. Alternatively use our form case search above.

Select an item below

Travelport Support Request

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

Client ID Reset

SSL Thumbprint Reset

My Cases

View your currently open and archived cases.

Password Reset

Reset your GDS host password

Axess Specific Forms

For Axess users to report on the following issues:- BSP and Billing, Hotel Missing, Incorrect Baggage Allowance, Missing Fares, Fare Quote does not match carrier

Developer Product Services

i.e. DIR, GWS, Trip Services, uAPI, XML Pro, XML Select

Help Desk Feedback Form

Submit a feedback request



When “Travelport Support Request” option is selected, the below screen launches:

Travelport Support Request

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

Your Account Information

Requested By: Binu Jacob

* Account: ASK IT INTERNAL RECORD FOR 1G - 0000588097

* What help do you require? Other

Product:

Is your issue related to one of the following?

☒ Not Applicable

☐ EMD

☐ Name Change

☐ Exchange Ticket

☐ Fares and Pricing

☐ Ticketing

Submit

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

Your checklist of required fields

- Short description / Subject
- Full Description of the Problem
- PNR Booking File Reference

Please select the option “Other” as highlighted.

For the products, please make the following selections:

QCC:

Travelport Support Request

assistance via web submit from our Support Teams

* Account: ASK IT INTERNAL RECORD FOR 1G - 0000588097

SID/PCC: 5A10

* Travelport Cores: 1G - Galileo

Is your issue related to one of the following?

☒ Not Applicable

☐ EMD



Marketplace:

Travelport Support Request

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

Your Account Information

Requested By

Binu Jacob

*What help do you require?

Other

Product

Marketplace

Is your issue related to one of the following?

☒ Not Applicable

* Account

ASK IT INTERNAL RECORD FOR 1G - 0000588097

SID/PCC

5A10

☐ Override SID/PCC

* Travelport Cores

1G - Galileo



GTSM:

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

Your Account Information

Requested By: Binu Jacob

* Account: ASK IT INTERNAL RECORD FOR 1G - 0000588097

* What help do you require?: Other

SID/PCC: 5A10

Product: Other Products not listed

☐ Override SID/PCC

* Travelport Cores: 1G - Galileo

Is your issue related to one of the following?

☒ Not Applicable
☐ EMD
☐ Name Change
☐ Exchange Ticket
☐ Fares and Pricing
☐ Ticketing

Please give us additional information about the issue

* Short description / Subject: GTSM -

Submit
Once you've submitted your case it can be managed in [My Cases](#)

Your checklist of required fields

- Full Description of the Problem
- PNR Booking File Reference

Please ensure the short description starts with GTSM for easy identification

APT:

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

Your Account Information

Requested By: Binu Jacob

* Account: ASK IT INTERNAL RECORD FOR 1G - 0000588097

* What help do you require?: Other

SID/PCC: 5A10

Product: Other Products not listed

☐ Override SID/PCC

* Travelport Cores: 1G - Galileo

Is your issue related to one of the following?

☒ Not Applicable
☐ EMD
☐ Name Change
☐ Exchange Ticket
☐ Fares and Pricing
☐ Ticketing

Please give us additional information about the issue

* Short description / Subject: APT

Submit
Once you've submitted your case it can be managed in [My Cases](#)

Your checklist of required fields

- Full Description of the Problem
- PNR Booking File Reference

Please ensure the short description starts with APT for easy identification



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

What if it is urgent?

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