

INCIDENT SUPPORT GUIDELINES

User Guide

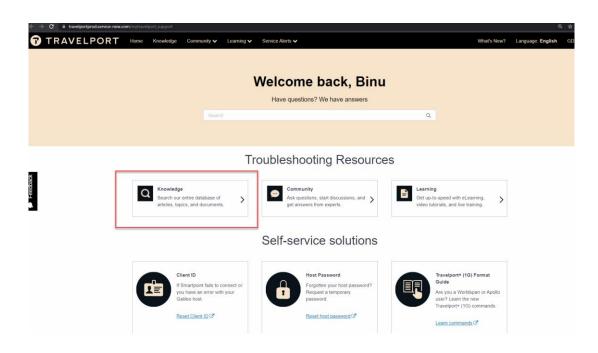
Version 1.0

How to create an incident support ticket?

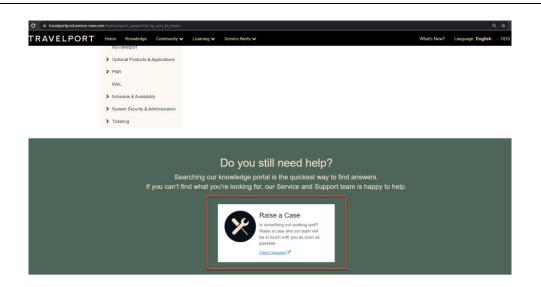
Go to <u>https://newmy.travelport.com/</u> and select the option listed below:

← → C 🗎 newr	ny.travelport.com		
7 MyTravelport	Home Products ~ Administration	Help and resources A Developer to	ols ~ News Travelport+ Upgrade ~
	COVID -19	Travelport support	Resources
	Recovery webinar	Travelport support 🖸	Knowledge base [2]
	Resources for agents	View my cases 🖸	Travelport advisories 🖸
	Travelport servicing process	Request host password	MyLearning 🔁
	Airline refund restrictions	Request client ID reset	
	Tips and tricks	MyTravelport help 🙋	
	Travel industry response site 🛃		
	COVID-19 plugin for Smartpoint		

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:

7 TRAVELPORT	Home Knowledge Community 🗸 Learning 🗸	Service Alerts V	What's New? Language: English
	\$	Search for the right form to raise a cas	e
	Search		Q
	Home > Raise a Case		
		rou direct your case, we have some useful categories below.	My Cases View your currently open and archived cases.
	Alternatively use our form case search above. Select an item below		III i=
	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	Password Reset Reset your GDS host password
	Travelport+ Upgrade Technical Help Get help with your Travelport+ upgrade	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 oricina.	Developer Product Services i.e. DIR, GWS, Trip Services, uAPI, XML Pro, XML Select
	Help Desk Feedback Form > Submit a feedback request	Hotel and Car Vendor Claim For Subscribers and NDC's, Developers to Submit a Hotel or Car Vendor Claim form	Knowledge Feedback To provide feedback about the Knowledge articles

This will launch the screen below:

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

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

Travelport Support Your portal for knowledge and resol	lving cases				
	Developer Product Services i.e. DIR, GWS, Trip Services, uAPI, XML Pro, XML Select Your Account Information Requested By Binu Jacob * * Problem Type Certification * * Product O other Products not listed * *	SID/PCC SA10 Override SID/PCC	K v	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	
	CC Email © DesktopSDKSupport@travelport.com Please give us additional information about the issue *Short description / Subject Certification of My SP plugin app	* Travelport Cores		Environment Web Service URL	

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

TRAVELPO	RT			Language: English GDS: All
Travelport Support Your portal for knowledge and re	solving cases			Binu Jacob
	Searc	h for the right form to raise	a case	
	E.g. "Name change request	1	✓ All	
	lf search	ing 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 d Alternatively use our form case search above.	irect your case, we have some useful categories below.	My Cases View your currently open and archived cases.	
	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	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:

\leftarrow \rightarrow C $$ travelpoint	rtprod.service-now.com/mytravelport_support?id=cs	m_sc_cat_item&sys_id=c28d6abd1bb71c10f1a3dbd	4ec4bcb6d	Q	☆
TRAVELPO	RT		Language	: English	GDS: All
Travelport Support Your portal for knowledge and re				Binu Ja	icob
	Travelport Support Request Form for Agency, Operators, Airlines, Hotel and Car users to request a Your Account Information Requested By Binu Jacob Vhat 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	*Account *Account • ASK IT INTERNAL RECORD FOR 16 - 0000588097 x + SID/PCC SA10 • Override SID/PCC *Travelport Cores ¥ 1G-Galileo	Submit Once you've submitted your case it can be managed in My Cases Submit 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:

tra	assistance via web submit from our Support Teams
Travelport Efficiency Suite	
Travelport Etracker	* Account
Travelport MyLearning	ASK IT INTERNAL RECORD FOR 1G - 0000588097
Travelport Office Plus	
Travelport Queue Control Console	SID/PCC
Travelport Search Control Console	5A10
Travelport Services Customer Portal	
Travelport Viewtrip	Override SID/PCC
	* Travelport Cores
your issue related to one of the following?	× 1G - Galileo



Marketplace:

Travelport Support Reques		ssistance via web submit from our Support Teams	
Your Account Information			
Requested By		*Account	
Binu Jacob	Ψ.	ASK IT INTERNAL RECORD FOR 1G - 0000588097	Ŧ
*What help do you require?		SID/PCC	
Other	•	5A10	v
Product		Override SID/PCC	
Marketplace	* *	* Travelport Cores	
Is your issue related to one of the following?		× 1G - Galileo	
Not Applicable			

GTSM:

Travelport Support Request Form for Agency, Operators, Airlines, Hotel and Car users to request a	assistance via web submit from our Support Teams		Submit Once you've submitted your case it can be managed in My Cases
Your Account Information Requested By Binu Jacob	*Account ASK IT INTERNAL RECORD FOR 1G - 0000588097 ×	¥	Submit
*What help do you require? Other	SID/PCC 5A10	v	Your checklist of required fields Full Description of the Problem
Product Other Products not listed x Is your issue related to one of the following? Not Applicable EMD Name Change Exchange Ticket Fares and Pricing Ticketing	Override SID/PCC Travelport Cores Tavelport Galileo		PNR Booking File Reference
Please give us additional information about the issue Short description / Subject GTSM -			

Please ensure the short description starts with GTSM for easy identification

<u>APT:</u>

our Account Information		*Account	Submit
Binu Jacob	Ψ.	ASK IT INTERNAL RECORD FOR 1G - 0000588097 *	
What help do you require?		SID/PCC	Your checklist of required fields
Other	v	5A10 -	Full Description of the Problem
Other Products not listed	X Y	Override SID/PCC Travelport Cores	PNR Booking File Reference
s your issue related to one of the following?		× 1G - Galileo	
Not Applicable EMD Name Change Exchange Ticket Fares and Pricing Ticketing			

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.