Availability and Selling
Cancel and Rebook

Travelport Smartpoint

Standard availability

- Format:
  - A
  - Date
  - Outbound airport code
  - Destination airport code
  - /
  - AI
    - Example: **A22MARLONDEL/AI**

Carrier specific

We recommend using carrier specific to ensure you are seeing complete availability.

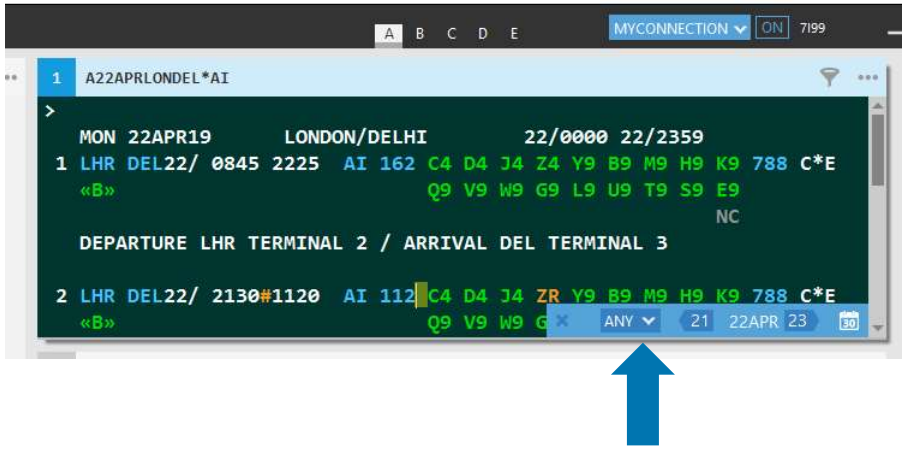
- Format
  - Date
  - Outbound airport code
  - Destination airport code
  - *
    - Example: **A22MARLONDEL*AI**

Selling

- Two ways to sell
  - Cryptic format
  - Smartpoint links
- Cryptic format:
  - N
  - Number of seats
  - Class of service
  - Line number
    - Example: **N1Y1**
      - For connecting flights add a * to the end of the format assuming you want the same booking code for both flights and that code is available, otherwise you can choose individually
        - Examples: **N1Y1* / N1U1L2**

Selling

- Smartpoint links
  - Adjust the number of seats needed in the fly-out calendar icon (one passenger is the assumption)
  - Single click the booking code you wish starting with the first flight
    - For connecting flights, double click the code you wish starting with the first flight assuming you want the same booking code for both flights and that code is available, otherwise you can select individually

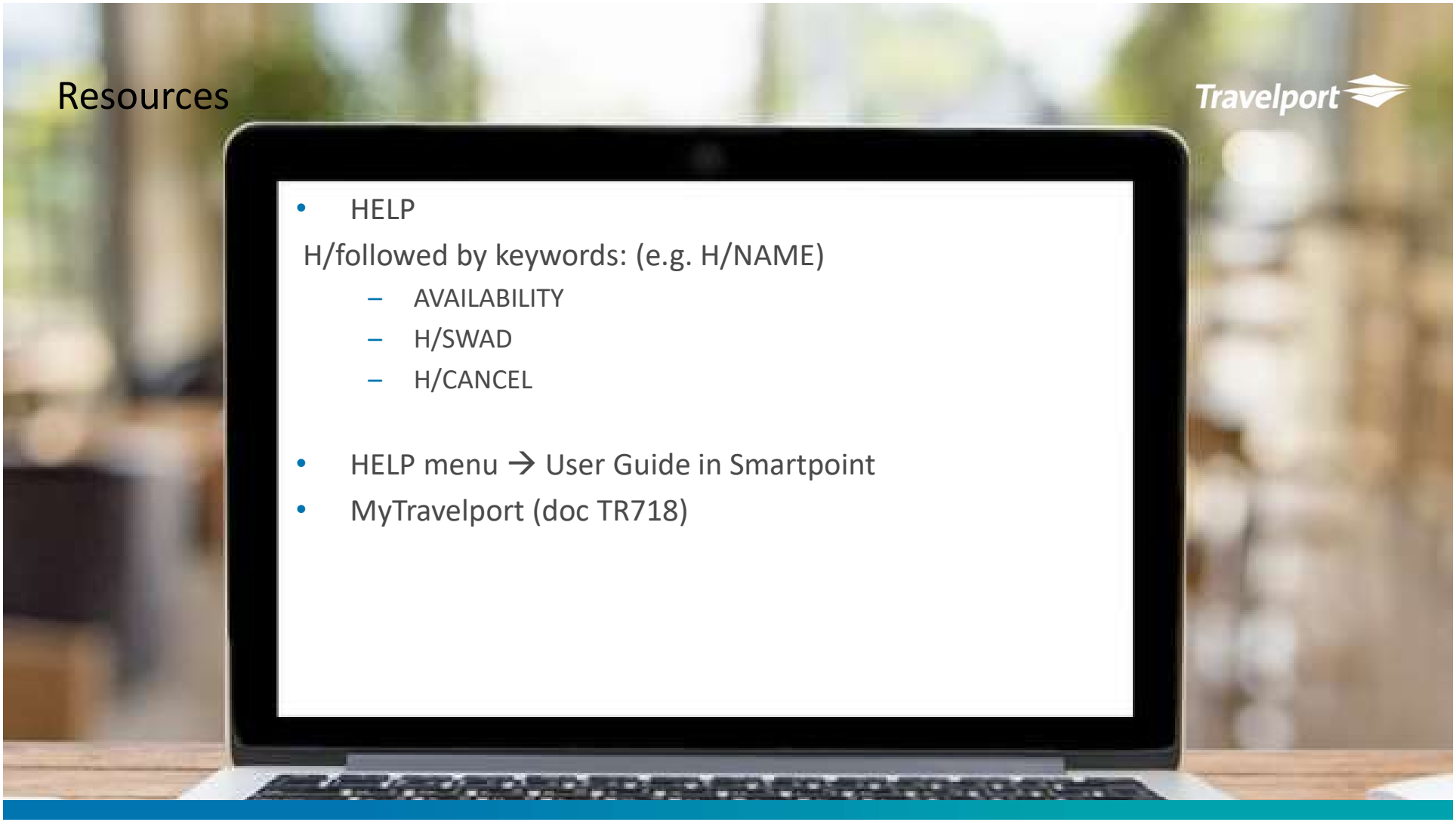


Cancelling/Rebooking

- Cancelling formats
  - X1 – cancel segment 1 only
  - X2.3 – cancel segments 2 and 3
  - X2-4 – cancel segments 2 to 3
  - XA – cancel all air segments
  - XI – cancel all segments

- Cancelling and rebooking formats
  - @1/U – cancel segment 1 only and rebook in U class
  - @A/U – cancel all air segments and rebook in U class
  - @2/28MAR – cancel segment 2 only and rebook for March 28th (same class of service is assumed)
  - @1/U/28MAR - cancel segment 1 only and rebook in U class for March 28th
  - @2/AI725 – cancel segment 2 only and rebook in flight AI725

Resources



- HELP

H/followed by keywords: (e.g. H/NAME)

  - AVAILABILITY
  - H/SWAD
  - H/CANCEL

- HELP menu → User Guide in Smartpoint
- MyTravelport (doc TR718)

Travelport