

The Travelport logo, featuring the word "Travelport" in a white sans-serif font followed by a stylized white wing icon.

Executing an exchange

Travelport Smartpoint

* CONFIDENTIAL



Pre-exchange mask steps: checking rules and pricing for reissue

- Ensure you have read/interpreted the rules and calculated any add-collect as applicable:

FD22MAYLHRDEL/AI.**T15FEB18-M** (HISTORICAL FARE DISPLAY / **-M** BOOKING CODE) *CLICK ON THE FARE TO SEE PENALTIES

- Store the fare for the new ticket:

FQ.**H15FEB18/S1.3**– can be used to price new itinerary (**TICKETING DATE -current taxes**)

FQ.**T15FEB18/S1.3**– can be used to price new itinerary (**TICKETING DATE -old taxes**)

– FBUTAX1/+TAX2/+TAX3/+TTL/ -amend the new fare removing paid taxes that are still applicable.

- When the Fare Build Screen has been completed, it must be filed in order to save your work.

The basic entry to file a Fare is: **FBF Fare Build File**. However, there are a number of format options for filing a fare:

FBF File current passenger screen.

FBFALL File current passenger screen and the same details for remaining passengers

Example of the process:

FQ.H15NOV18/S1.3



Travelport Smartpoint - Application Window 1

PNR-2G0TLG/COLLINS

2G0TLG/50 MADNH C326502 AG 999999992 20NOV
1.1COLLINS/ANNWRS

1.	AI	120	M	18JUN	FRADEL	HK1	2115	#0830	O*
2.	AI	121	M	28JUN	DELFRA	HS1	1320	1815	O*
3.	AI	121	Y	30JUN	DELFRA	HS1	1320	1815	O

DEPARTS DEL TERMINAL 3 - ARRIVES FRA TERMINAL 1
DEPARTURE DEL TERMINAL 3 / ARRIVAL FRA TERMINAL 1
ADD ADVANCE PASSENGER INFORMATION SSRS DOCA/DOCO/DOCS
PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION
WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES
FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES

*ALL *P *FOP *TD *FF *VL *VR *SI *HTI
*HTE *RV *PI

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
** ELECTRONIC DATA EXISTS ** >*HTE

1 *2G0TLG
>FQ.H15NOV18/S1.3

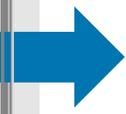
2 *HTE
TICKET: 008-0002-270600 NAME: COLLINS/ANNWRS
ISSUED: 15NOV18 FOP:CASH
PSEUDO: 7199 PLATING CARRIER: AI ISO: ES IATA: 999999992
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
OPEN AI 120 M 18JUN FRADEL 2115 OK 99.000 1
OPEN AI 121 M 28JUN DELFRA 1320 OK 1815.000 2
FARE EUR 1030.00 TAX 9.00DE TAX 41.97OY TAX 330.86KT
TOTAL EUR 1411.83
DE/MONEND/CHANGE/CANCEL/NO SHOW/PENALTY RBD BASED
FRA AI DEL 592.50 AI FRA 592.50 NUC1185.00END ROEO.
869193 XT 33.56R00.97IN3.33W0293.00YQ
RLOC IG 2G0TLG AI JXNKZ

New flight

```

2 FQ.H15NOV18/S1.3
>FQ.H15NOV18/S1.3
PSGR FARE TAXES TOTAL PSG DES
FOM 1 EUR 1265.00 381.83 1646.83 ADT
GRAND TOTAL INCLUDING TAXES *****
EUR 1646.83
**ADDITIONAL FEES MAY APPLY**SEE >
LAST DATE TO PURCHASE TICKET: 18JUN19
ADT TICKETING AGENCY 7199
ADT DEFAULT PLATING CARRIER AI
ADT FARE HAS A PLATING CARRIER RESTRICTION
ADT E-TKT REQUIRED
BAGGAGE ALLOWANCE
ADT
AI FRADEL 2PC
BAG 1 - BAGGAGE CHARGES DATA NOT AVAILABLE
BAG 2 - BAGGAGE CHARGES DATA NOT AVAILABLE
VIENTRIP.TRAVELPORT.COM/BAGGAGEPOLICY/AI
AI DELFRA 2PC
BAG 1 - BAGGAGE CHARGES DATA NOT AVAILABLE
BAG 2 - BAGGAGE CHARGES DATA NOT AVAILABLE
VIENTRIP.TRAVELPORT.COM/BAGGAGEPOLICY/AI
CARRY ON ALLOWANCE
AI FRADEL 08K
BAG 1 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
BAG 2 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
AI DELFRA 08K
BAG 1 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
BAG 2 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE

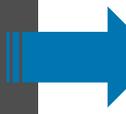
```



```

1 *FF2
>
FQ2 - S1.3 AP M 20NOV18 50/
AG
FQ.H15NOV18/S1.3
P1 COLLINS/ANNMRS ADT M 26NOV18 EUR 1646.83
FRA AI DEL 592.50 AI FRA Q17.25 845.61 NUC1455.36END ROE0.8691
93
FARE EUR1265.00 TAX 9.00DE TAX 41.97OY TAX 33.56RA TAX 0.97IN
TAX 3.33WO TAX 293.00YQ TOT EUR1646.83
***ADDITIONAL FEES MAY APPLY**SEE>
S1 FB-YPU12DE B-2PC NB-18JUN NA-18JUN
S3 FB-YPU12DE B-2PC NB-30JUN NA-30JUN
DE/NONEND
CHANGE/CANCEL/NO SHOW
PENALTY RBD BASED
VALID ON AI ONLY
LAST DATE TO PURCHASE TICKET: 18JUN19
T P1/S1.3/ET/CAI/TA7199
>

```



```

1 *FB2
***
*FB2
ENDORSEMENTS PRESENT
P01 COLLINS/ANNMRS *ADT 01 OF 01
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA B6
. FRA AI 120 M 18JUN 2115 OK MPU12DE 18JUN 18JUN 2PC 1
O DEL AI 121 Y 30JUN 1320 OK YPU12DE 30JUN 30JUN 2PC 2
. FRA
FARE EUR/ 1265.00 EQ .../..... ROE 0.869193
TAX EUR 1 9.00 DE 2 41.97 OY 3 33.56 RA 4 0.97 IN
5 3.33 WO 6 293.00 YQ 7 ...../.. 8 ...../..
TTL (INC TAX) EUR 1646.83
FC
FRA AI DEL 592.50AI FRA Q17.25 845.61YQ12DE NUC1455.
) >FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TAX6/+TTL/|

```

1-FQ.H15NOV18/S1.3

2-*FB2

3-FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TAX6/+TTL/

4-FBF

5-TMU2/FEX0989903279609

Exchange mask

- Request the exchange mask
 - TMU1/FEX1691234567891 (old ticket number)
 - For multiple tickets, select by stored fare (You previously quoted by passenger: FQ.H22MAY18/P2)
TMU2/FEX1691234567892
 - Review/complete the secondary screens if applicable
 - TTL VALUE
 - Tax screen
 - Add Collect
-

Add-collect

- Enter the form of payment for the add-collect if applicable
 - Follow the credit card number with a star (display) and the letter D followed by MMYX expiration
 - Check is entered CK
 - Cash is entered S

Save changes and issue the new document entering: **TKP**

** Please note that you void an original ticket on AI in Galileo per normal BSP rules, HOWEVER, you cannot void an exchange on AI**

Resources



- H/EXCH
- H/TMU
- H/FQ
- MyTravelport Base of knowledges doc TR718

