

Ticket Assist

User Guide version 1.7

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What is Ticket Assist?

Ticket Assist is a Galileo Smartpoint plug-in that enables the user to perform E-ticket Revalidation, Void of E-ticket, Full refund of E-ticket and a complete list of E-ticket(s) including coupon status. All in a graphical user interface.

- E-Ticket Revalidation
- E-Ticket Void
- E-Ticket Full Refund
- E-Ticket List including E-ticket coupon status

How to use Ticket Assist

Ticket Assist can be launched via the Ticket Assist icon in Galileo Smartpoint. The icon will be visible in the PNR if an e-ticket record exists. Ticket Assist can also be launched via pre-defined Quick Commands in Smartpoint.



The pre-defined Quick Commands for above described features are:

E-Ticket list = #TKTLIST

E-Ticket Revalidation = #REVAL

E-Ticket Void = #VOID

E-Ticket Full Refund = #REFUND

Installation

Ticket Assist is easily installed. Download the software from Travelport Marketplace and run the setup file. The setup file will automatically create a new subfolder called TravelportRegionalSolutions under the Smartpoint folder.

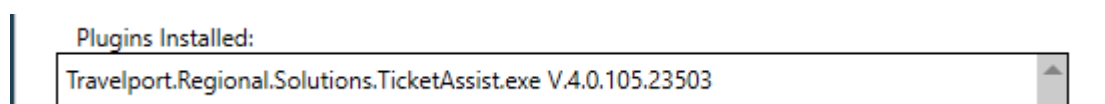
It is not required to create Quick Commands for Ticket Assist as they are already embedded in the application.

Versions

Version number is displayed in the tool – just below the header:

Ticket Assist
version: 4.0.105.23503

Version number can also be found in Galileo Smartpoint: HELP → About → Plugins installed:



Logic behind the scenes

Tab	Which information will be displayed?
Ticket List	E-ticket(s) grouped pr. passenger / segment(s) regardless of status
Ticket Revalidation	Only valid tickets with coupon status OPEN / ARPT All segments will be shown, but segment status will be highlighted if not HK
Ticket Void	Only valid E-tickets with coupon status OPEN / ARPT
Ticket Refund	Only valid E-tickets with coupon status OPEN / ARPT

Ticket List #TKTLIST

Ticket list is providing a full overview of all tickets in a PNR – grouped pr. passenger. The coupon status is marked with a color.

OPEN = Green	VOID = Red	RFND = Amber	USED = Blue	EXCH = light sand
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Example with coupon status OPEN:

Travelport Ticket Assist

Record locator: PLKRVI Ticket Assist
version: 4.0.102.23458 Travelport

Ticket List | Ticket Revalidation | Ticket Void | Ticket Refund

Passengers/Tickets

Passengers	Tickets	Coupon 1	Coupon 2	Coupon 3	Coupon 4
SMITH/JAMESMR (ADT)	1179903195553	OPEN	OPEN	OPEN	OPEN
SMITH/ANNEMRS (ADT)	1179903195554	OPEN	OPEN	OPEN	OPEN
SMITH/LAURA (C04)	1179903195555	OPEN	OPEN	OPEN	OPEN

[CLOSE](#)

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW. ?

Example with coupon status VOID:

Travelport Ticket Assist

Record locator: PLKRVI Ticket Assist
version: 4.0.102.23458 Travelport

Ticket List | Ticket Revalidation | Ticket Void | Ticket Refund

Passengers/Tickets

Passengers	Tickets	Coupon 1	Coupon 2	Coupon 3	Coupon 4
SMITH/JAMESMR (ADT)	1179903195553	VOID	VOID	VOID	VOID
SMITH/ANNEMRS (ADT)	1179903195554	VOID	VOID	VOID	VOID
SMITH/LAURA (C04)	1179903195555	VOID	VOID	VOID	VOID

[CLOSE](#)

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW. ?

Example with coupon status RFND (Refunded):

Travelport Ticket Assist

Record locator: Q2B63Q

Ticket Assist
version: 4.0.102.23498

Travelport

Ticket List | Ticket Revalidation | Ticket Void | Ticket Refund

Passengers/Tickets

Passengers	Tickets	Coupon 1	Coupon 2	Coupon 3	Coupon 4
SMITH/JAMESMR (ADT)	1179903195558	RFND	RFND		

CLOSE

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW. ?

Example with coupon status USED:

Coupon 2	Coupon 3	Coupon 4
USED		

Example with coupon status EXCH (Exchanged):

Travelport Ticket Assist

Record locator: PZNDN2

Ticket Assist
version: 4.0.102.23498

Travelport

Ticket List | Ticket Revalidation | Ticket Void | Ticket Refund

Passengers/Tickets

Passengers	Tickets	Coupon 1	Coupon 2	Coupon 3	Coupon 4
SMITH/JAMESMR (ADT)	1179903195556	EXCH	EXCH		
	1179903195557	OPEN	OPEN		

CLOSE

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW. ?

Ticket detail

An E-ticket number in Ticket List – highlighted with blue - is clickable and will display the E-ticket record in detail such as baggage allowance, equiv. fare, FOP type, coupon status, plating carrier, date of issue, issuing PCC etc.

Travelport Ticket Assist X

Record locator: PLKRV1 **Ticket Assist**
version: 4.0.102.23498 **Travelport**

Ticket List Ticket Revalidation Ticket Void Ticket Refund

Passengers/Tickets

Passengers	Tickets	Coupon 1	Coupon 2	Coupon 3	Coupon 4
SMITH/JAMESMR (ADT)	1179903195553	OPEN	OPEN	OPEN	OPEN
SMITH/ANNEMRS (ADT)	1179903195554	OPEN	OPEN	OPEN	OPEN
SMITH/LAURA (C04)	1179903195555	OPEN	OPEN	OPEN	OPEN

CLOSE

Ticket detail

Ticket No	Name	Issued
1179903195553	SMITH/JAMESMR	02JUL19

Pseudo	Plating Carrier	FOP	IATA
OF15	117	CASH	99999992

Use	Carrier	Flight	Class	Date	BRD-OFF	Time	Status	Fare Basis	Baggage	NVB	NVA	Coupon
OPEN	SK	1460	Y	10NOV	CPHOSL	15:25	OK	YDKRTY	2P			1
OPEN	SK	4478	Y	10NOV	OSLKKN	17:55	OK	YDKRTY	2P			2
OPEN	SK	4473	Y	18NOV	KKNOSL	11:35	OK	YDKRTY	2P			3
OPEN	SK	1471	Y	18NOV	OSLCPH	15:10	OK	YDKRTY	2P			4

Fare	Eqv. Fare	Tax	Total
DKK 3799		161ZO 58G2 828XT	DKK 4846

Fare Construction

CPH SK X/OSL SK KKN 286.31 SK X/OSL SK CPH 286.31 NUC572.62END ROE6.633619 XT 148ZN680YQ

CLOSE

Ticket Revalidation #REVAL

Ticket Revalidation enables the user to revalidate one or multiple E-ticket coupons for one or multiple passengers with a few clicks. Segment(s) must hold status HK (Confirmed) and E-ticket coupon must hold status OPEN or ARPT to enable revalidation.

If the segment status is not HK a warning will be shown and segment(s) and status will be highlighted with red. If the coupon status is not OPEN or ARPT the E-ticket(s) will not be shown in Ticket Revalidation.

Travelport Ticket Assist
Ticket Assist
version: 4.0.102.23498
Travelport

Record locator: PLKRVI

Ticket List | **Ticket Revalidation** | Ticket Void | Ticket Refund

Segments

Segment Num	Flight	Class	Dep. Date/Tm	Arr. Date/Tm	Route	Status
1	SK 1460	Y	10NOV 15:25	10NOV 16:40	CPHOSL	HK
2	SK 4478	Y	10NOV 17:55	10NOV 20:05	OSLKKK	HK
3	SK 4473	Y	19NOV 11:35	19NOV 13:45	KKNOSL	HS
4	SK 1471	Y	19NOV 15:10	19NOV 16:20	OSLCPH	HS

Passengers/Tickets

Passengers	Tickets	(1) CPHOSL SK 1460 10NOV	(2) OSLKKK SK 4478 10NOV	(3) KKNOSL SK 4473 19NOV	(4) OSLCPH SK 1471 19NOV
SMITH/JAMESMR (ADT)	1179903195553	CPN 1 (553)	CPN 2 (553)	CPN 3 (553)	CPN 4 (553)
SMITH/ANNEMRS (ADT)	1179903195554	CPN 1 (554)	CPN 2 (554)	CPN 3 (554)	CPN 4 (554)
SMITH/LAURA (C04)	1179903195555	CPN 1 (555)	CPN 2 (555)	CPN 3 (555)	CPN 4 (555)

Not Valid Before

Not Valid After

**PNR HAS INVALID SEGMENTS.
END AND RETRIEVE PNR AND TRY AGAIN.**

REVALIDATE
CLOSE

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW. ?

If revalidation is allowed by carrier and activated in Galileo it can be performed via Ticket Assist.

If carrier does not allow revalidation a warning will be shown when trying to process the revalidation. More information about revalidation in Galileo can be found in MyTravelport ID KB0023869.

Example of E-ticket revalidation:

Inbound journey has been changed from 18NOV to 19NOV – same flights and same booking class. Ticket Revalidation is showing the new dates 19NOV, but E-ticket is still showing 18NOV

Ticket detail – before revalidation has been performed:

Ticket detail												
Ticket No		Name							Issued			
1179903195553		SMITH/JAMESMR							02JUL19			
Pseudo		Plating Carrier			FOP			IATA				
0F15		117			CASH			99999992				
Use	Carrier	Flight	Class	Date	BRD-OFF	Time	Status	Fare Basis	Baggage	NVB	NVA	Coupon
OPEN	SK	1460	Y	10NOV	CPHOSL	15:25	OK	YDKRTY	2P			1
OPEN	SK	4478	Y	10NOV	OSLKKK	17:55	OK	YDKRTY	2P			2
OPEN	SK	4473	Y	18NOV	KKNOSL	11:35	OK	YDKRTY	2P			3
OPEN	SK	1471	Y	18NOV	OSLCPH	15:10	OK	YDKRTY	2P			4
Fare		Eqv. Fare		Tax						Total		
DKK 3799				161ZO 58G2 828XT						DKK 4846		
Fare Construction												
CPH SK X/OSL SK KKN 286.31 SK X/OSL SK CPH 286.31 NUC572.62END ROE6.633619 XT 148ZN680YQ												
												CLOSE

A revalidation of the E-ticket is required, but only for segment 3 + 4/coupon 3 + 4. Select the coupon(s)/segment(s). Not Valid Before / Not Valid After will be shown with segment date by default. If NVB/NVA is not needed you can delete the fields before processing the revalidation.

Travelport Ticket Assist X

Record locator: PLKRV1 Ticket Assist Travelport
version: 4.0.102.23488

Ticket List Ticket Revalidation Ticket Void Ticket Refund

Segments

Segment Num	Flight	Class	Dep. Date/Tm	Arr. Date/Tm	Route	Status
1	SK 1460	Y	10NOV 15:25	10NOV 16:40	CPHOSL	HK
2	SK 4478	Y	10NOV 17:55	10NOV 20:05	OSLKKK	HK
3	SK 4473	Y	19NOV 11:35	19NOV 13:45	KKNOSL	HK
4	SK 1471	Y	19NOV 15:10	19NOV 16:20	OSLCPH	HK

Passengers/Tickets

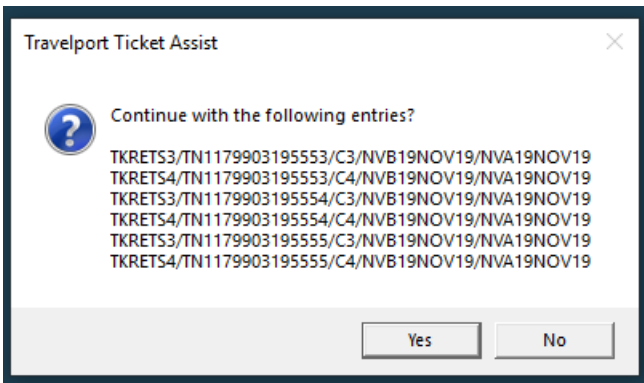
Passengers	Tickets	(1) CPHOSL SK 1460 10NOV	(2) OSLKKK SK 4478 10NOV	(3) KKNOSL SK 4473 19NOV	(4) OSLCPH SK 1471 19NOV
SMITH/JAMESMR (ADT)	1179903195553	CPN 1 (553)	CPN 2 (553)	CPN 3 (553)	CPN 4 (553)
SMITH/ANNEMRS (ADT)	1179903195554	CPN 1 (554)	CPN 2 (554)	CPN 3 (554)	CPN 4 (554)
SMITH/LAURA (C04)	1179903195555	CPN 1 (555)	CPN 2 (555)	CPN 3 (555)	CPN 4 (555)

Not Valid Before:

Not Valid After:

TICKET #VOID=VOID TICKETS; #REFUND=REFUND TICKETS; #REVAL=REVALIDATE TICKETS; #TKTLIST=LIST ALL TICKETS WITH STATUS; #TKTCNFIG=OPEN TICKETASSIST CONFIGURATION WINDOW. ?

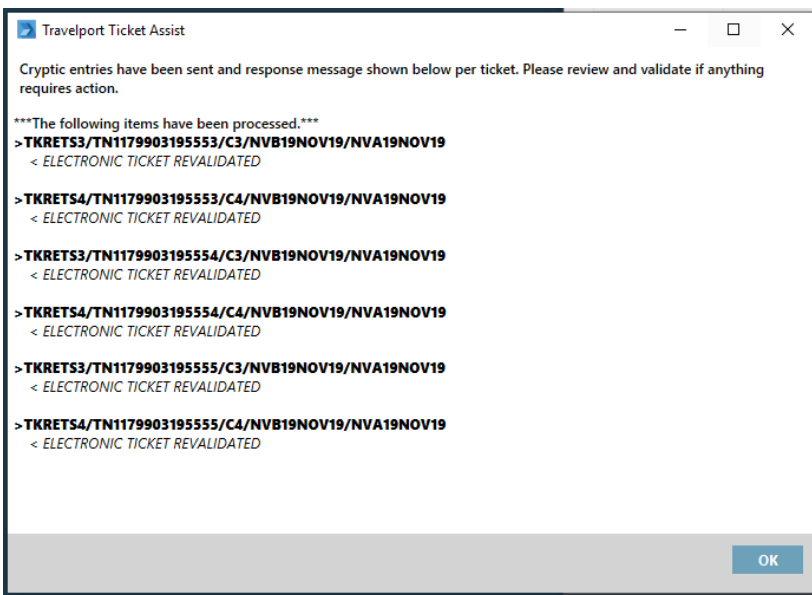
Click on REVALIDATE to perform the revalidation. A box with the cryptic entries for revalidation in Galileo is displayed:



If you press **NO**, you will be directed back to the Ticket Revalidation tab and the revalidation will not be processed.

If you press **YES** revalidation will be processed and a message will be shown. Ticket Assist will show the response from Galileo. If any error occurred during the revalidation process it will be shown in **RED** text. Please pay attention!

An example of an E-Ticket being successfully revalidated:



Coupon 1 + 2 have been revalidated and the E-ticket is now reflecting the revised itinerary:

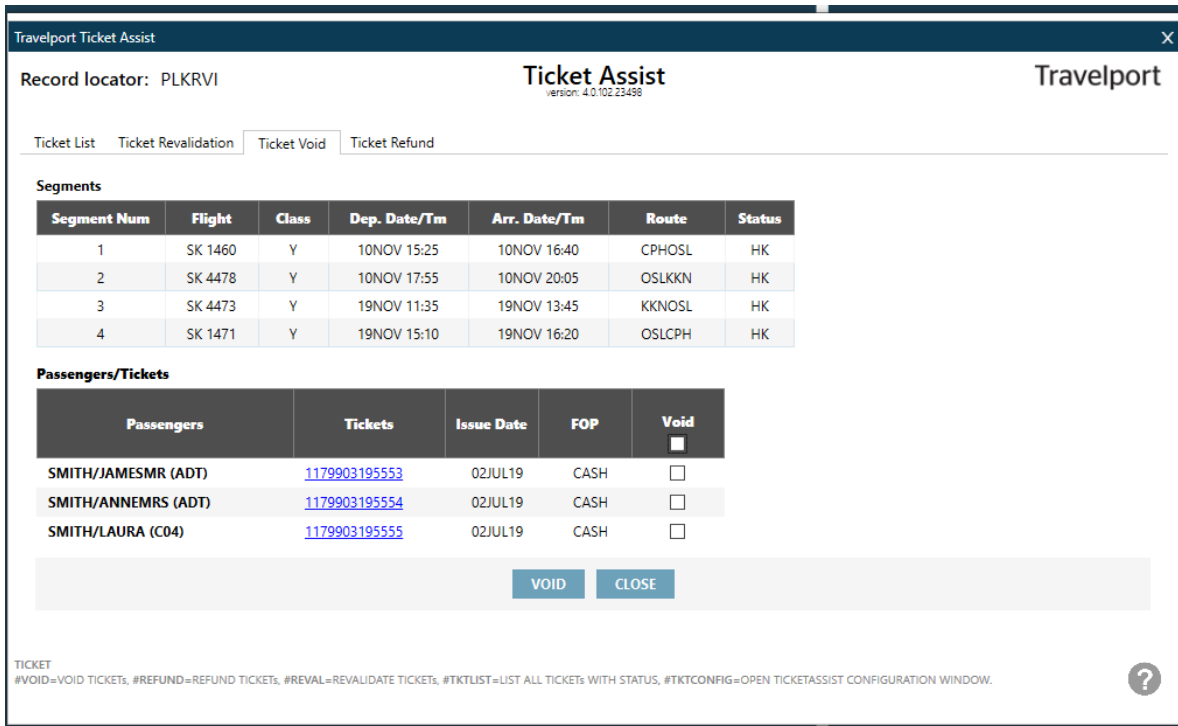
Ticket detail												
Ticket No		Name							Issued			
1179903195553		SMITH/JAMESMR							02JUL19			
Pseudo			Plating Carrier			FOP			IATA			
OF15			117			CASH			99999992			
Use	Carrier	Flight	Class	Date	BRD-OFF	Time	Status	Fare Basis	Baggage	NVB	NVA	Coupon
OPEN	SK	1460	Y	10NOV	CPHOSL	15:25	OK	YDKRTY	2P			1
OPEN	SK	4478	Y	10NOV	OSLKKK	17:55	OK	YDKRTY	2P			2
OPEN	SK	4473	Y	19NOV	KKNOSL	11:35	OK	YDKRTY	2P	19NOV19	19NOV19	3
OPEN	SK	1471	Y	19NOV	OSLCPH	15:10	OK	YDKRTY	2P	19NOV19	19NOV19	4
Fare		Eqv. Fare		Tax							Total	
DKK 3799				161ZO 58G2 828XT							DKK 4846	
Fare Construction												
CPH SK X/OSL SK KKN 286.31 SK X/OSL SK CPH 286.31 NUC572.62END ROE6.633619 XT 148ZN680YQ												
												CLOSE

Ticket Void #VOID

Ticket Void will only show E-ticket(s) with status OPEN or ARPT. It is only possible to void a ticket on the day of issue. Other than checking and only displaying E-tickets with status OPEN / ARPT Ticket Assist is not validating if void is possible. Validation occurs when processing the void.

Information displayed in Ticket Assist will be updated every time an action has been performed successfully. E.g. when a void has been performed successfully the ticket will disappear from Ticket Void.

Go to Ticket List to get the full overview of coupon status.



Travelport Ticket Assist

Record locator: PLKRVI

Ticket Assist
version: 4.0.102.23498

Ticket List Ticket Revalidation **Ticket Void** Ticket Refund

Segments

Segment Num	Flight	Class	Dep. Date/Tm	Arr. Date/Tm	Route	Status
1	SK 1460	Y	10NOV 15:25	10NOV 16:40	CPHOSL	HK
2	SK 4478	Y	10NOV 17:55	10NOV 20:05	OSLKKN	HK
3	SK 4473	Y	19NOV 11:35	19NOV 13:45	KKNOSL	HK
4	SK 1471	Y	19NOV 15:10	19NOV 16:20	OSLCPH	HK

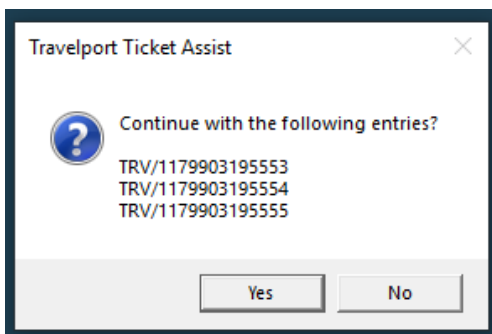
Passengers/Tickets

Passengers	Tickets	Issue Date	FOP	Void
SMITH/JAMESMR (ADT)	1179903195553	02JUL19	CASH	<input type="checkbox"/>
SMITH/ANNEMRS (ADT)	1179903195554	02JUL19	CASH	<input type="checkbox"/>
SMITH/LAURA (C04)	1179903195555	02JUL19	CASH	<input type="checkbox"/>

VOID CLOSE

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW.

Tick the E-ticket(s) you want to void and click on VOID to perform the voiding of the E-ticket(s). A box with the cryptic entries for void in Galileo will be displayed:



Travelport Ticket Assist

Continue with the following entries?

TRV/1179903195553
TRV/1179903195554
TRV/1179903195555

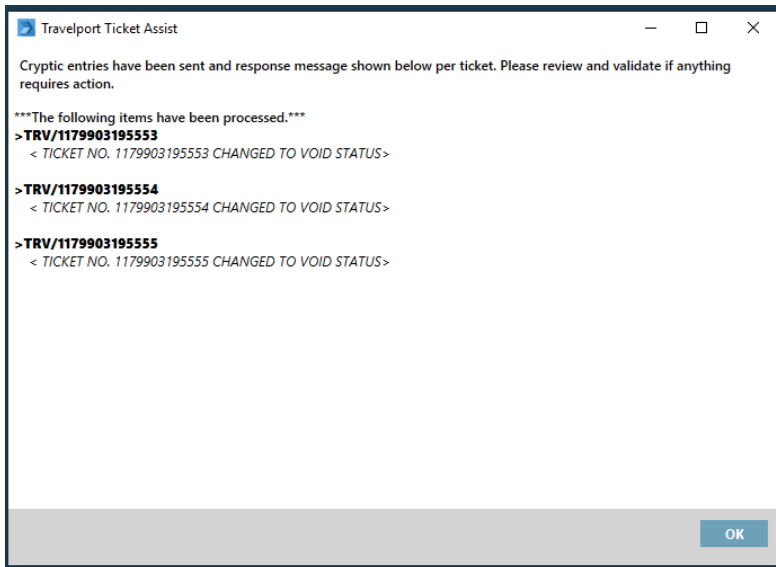
Yes No

If you press **NO**, you will be directed back to the Ticket Void tab and the void will not be processed.

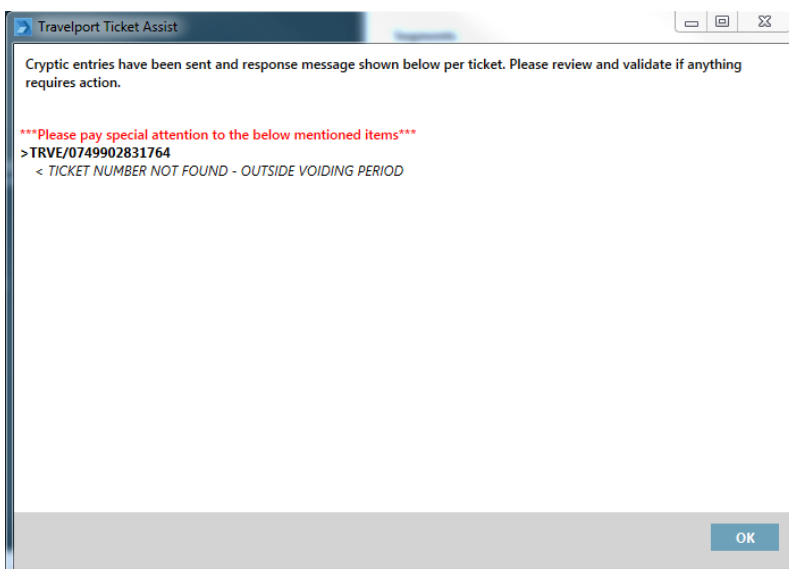
If you press **YES** voiding of the E-ticket(s) will be processed and a message will be shown. Ticket Assist will show the response from Galileo. If any error occurred during the voiding process it will be shown in **RED** text.

Please pay attention!

An example of an E-Ticket being successfully voided:



An example of an E-ticket failing to void:



More information about E-ticket Void in Galileo can be found in MyTravelport ID KB0025439.

Ticket Refund #REFUND

Ticket Refund will only show E-ticket(s) with coupon status OPEN or ARPT and can be used for full refund only. Partial refund must be processed in Galileo Smartpoint using Automated Refunds.

Information displayed in Ticket Assist will be updated every time an action has been performed successfully. E.g. when a refund has been performed successfully the ticket will disappear from Ticket Refund. Go to Ticket List to get the full overview of coupon status.

Record locator: PZNDN2

Ticket Assist
version: 4.0.102.23498

Travelport

Ticket List Ticket Revalidation Ticket Void **Ticket Refund**

Segments

Segment Num	Flight	Class	Dep. Date/Tm	Arr. Date/Tm	Route	Status
1	SK 402	Y	18OCT 07:20	18OCT 08:35	CPHARN	HK
2	SK 1415	Y	28OCT 06:05	28OCT 07:20	ARNCPH	HK

Passengers/Tickets

Passengers	Tickets	Issue Date	FOP	Refund
SMITH/JAMESMR (ADT)	1179903195556	02JUL19	CASH	<input type="checkbox"/>

REFUND CLOSE

TICKET
#VOID=VOID TICKETS, #REFUND=REFUND TICKETS, #REVAL=REVALIDATE TICKETS, #TKTLIST=LIST ALL TICKETS WITH STATUS, #TKTCONFIG=OPEN TICKETASSIST CONFIGURATION WINDOW.

Tick the E-ticket(s) you want to refund and click on REFUND to perform a full refund of the E-ticket(s). A box with the cryptic entries for refund in Galileo will be displayed:

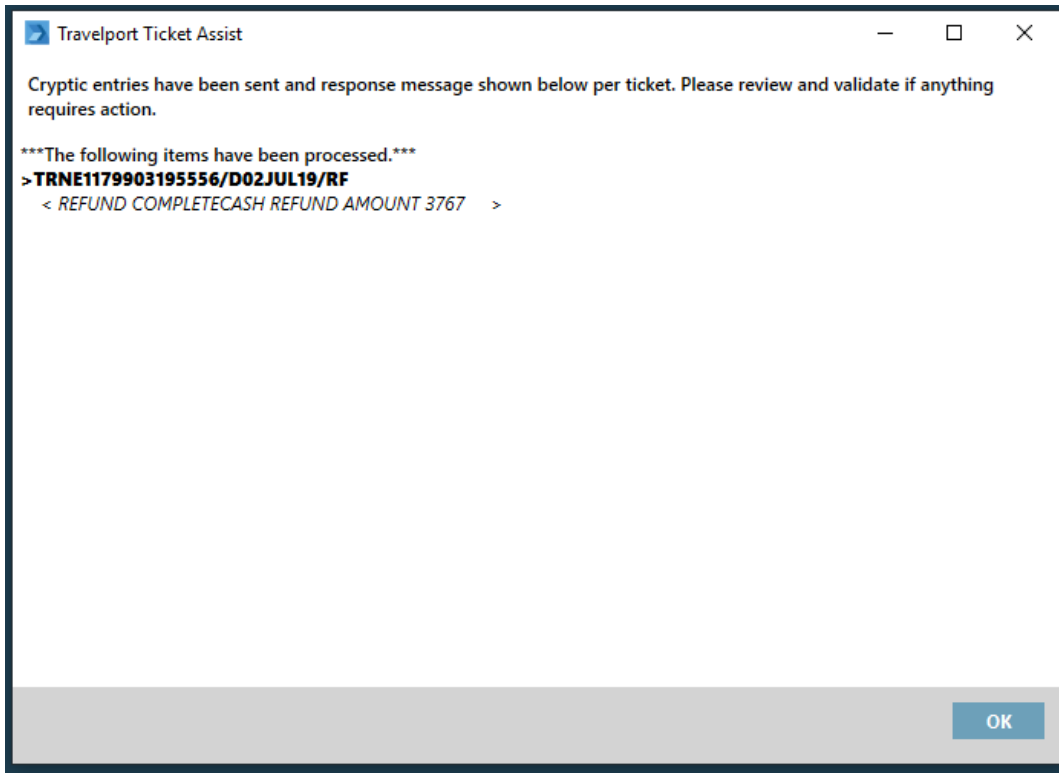
Travelport Ticket Assist

Continue with the following entries?
TRNE1179903195556/D02JUL19/RF

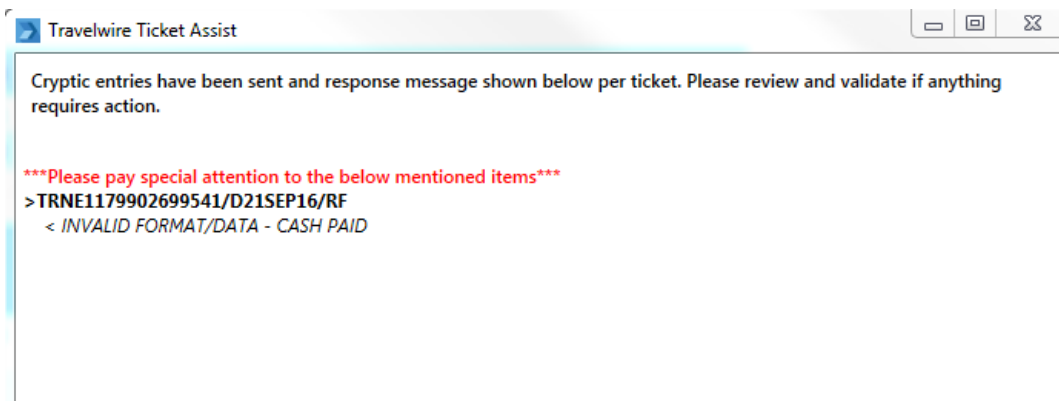
Yes No

If you press **NO** you will be directed back to the Ticket Refund tab and the refund will not be processed. If you press **YES**, a full refund of the E-ticket(s) will be processed, and a message will be shown. Ticket Assist will show the response from Galileo. If any error occurred during the refunding process it will be shown with **RED** text. Please pay attention.

An example of an E-Ticket being successfully refunded:



An example of an E-Ticket failing the refund process:



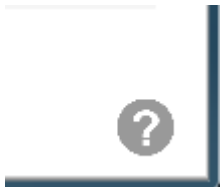
More information regarding E-ticket Refund in Galileo can be found MyTravelport ID KB0011199

Support/Help

For Northern Europe: All support of this application is handled by your local Solution Account Manager.

Other regions: All support of this application is handled by your local functional team/Regional product manager.

Additional information is available within the application. Click on the question mark and you will be directed to a help page.



Travelport

Ticket Assist

Download:

Travelport Marketplace: <https://www.travelportmarketplace.com/Product/Ticket-Assist>

Support:

User guide: [View](#)

Support contact: Please contact your local Solution Account Manager/Functional support

Product Support Page: [Ask Travelport](#)

Email Address: DEV-NE@Travelport.com

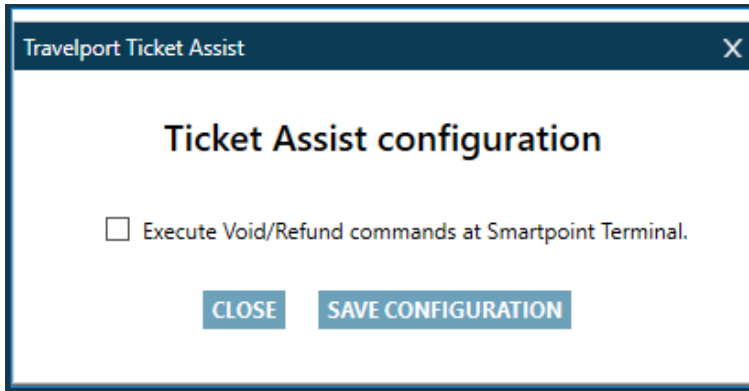
Troubleshooting

In case you experience issues when using Ticket Assist for the first time we recommend you to go through these steps to identify the reason:

- **Has the application been installed successfully?**
Check if the plugin is available in HELP → About... → Plugins installed.
Look for Travelport.Travelwire.TicketAssist.exe
 - If the plugin is mentioned, but still not working. Do #DELETEPLUGINCACHE + #RESTART.
 - If the plugin is NOT mentioned, try to install it again/ask your system admin to install it again.
- **Do you have an active PNR open in Galileo Smartpoint?**
 - If yes, has your PNR been ticketed? This is a requirement for Ticket Assist to work.
 - If no, retrieve a PNR with tickets available and attempt to open Ticket Assist again.
- **Have you configured more than one connection in Smartpoint?**
Check your Control Panel and Galileo TCP/IP. The default connection **must** be pointing to production. Ensure default connection is corrected and restart Galileo Smartpoint.
Amended option to set configuration to execute commands in



Execute commands for VOID and REFUND in Smartpoint Terminal window

An option to configure Ticket Assist to execute commands and show response (for VOID and REFUND) in Smartpoint terminal instead of executing behind the scenes and displaying in the GUI has been amended to Ticket Assist. As the feature is optional it is default unticked. The below configuration screen can be displayed with the following inbuilt Quick Command: **#TKTCONFIG**. This must be done on each workstation after installation of Ticket Assist.



In case there is a requirement for this configuration to be default ticked for the user another option is available. The setting can be set to default while installing Ticket Assist. Take the following steps:

1. Place the installer file for Ticket Assist in a folder on the PC
2. Place an empty text (txt) file next to the installer. The file must be named TicketAssist

Name	Date modified	Type	Size
 TicketAssist	01/11/2018 11:56	File	0 KB
 TravelportTicketAssist.Setup.exe	01/07/2019 16:34	Application	787 KB

3. Run the installer
4. Open Galileo Smartpoint and use #TKTCONFIG to open the configuration. The box has been defaulted ticked.

