Travelport ViewTrip

User Guide – 7th. February 2018

(Note: Sections highlighted in yellow are updates from the previous version.)

Table of Contents

Overview

The latest version of Travelport ViewTrip constitutes an upgrade to ViewTrip Classic. This mobile-friendly traveler-facing itinerary management platform is web-responsive and optimized to display well on any internet-connected device.

- Modern itinerary - designed for use by travelers on mobile devices
- Ensures travelers remain informed prior to and during their trip
- Always "live", always accurate itinerary
- Greatly simplified traveler user experience
- Supports all Travelport bookings (Travelport Apollo, Galileo, Worldspan)
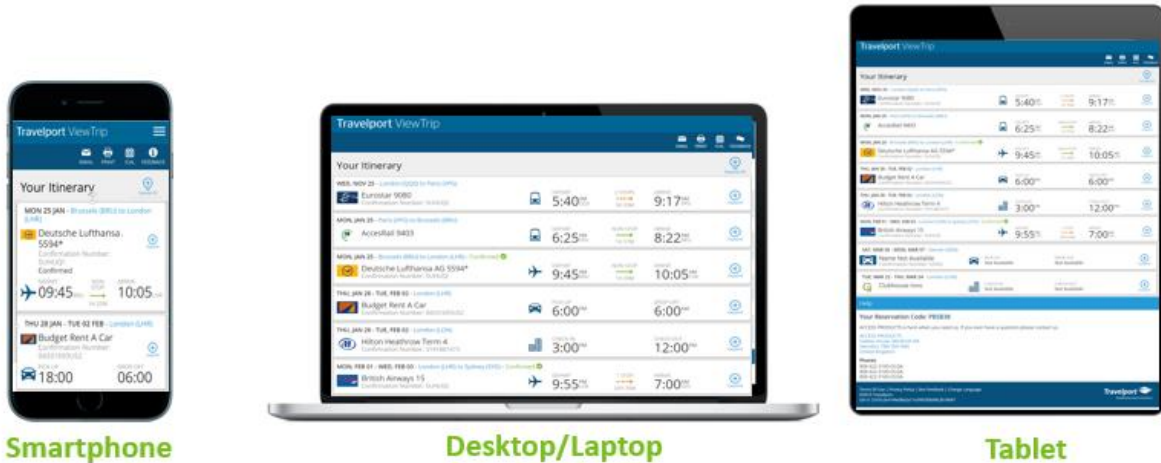
Product name

The official product name is Travelport ViewTrip. For the purposes of this document only, the upgraded Travelport ViewTrip is referred to as ViewTrip. The "old" Travelport ViewTrip is referred to as "ViewTrip Classic."

Details

- New product URL: https://ViewTrip.travelport.com
  - Notice www is NOT used in URL.
  - Once your agency has been upgraded, if your travelers go to ViewTrip.com or mytripandmore.com, they will be automatically redirected to the new URL.
- The upgraded ViewTrip will ultimately replace ViewTrip.com (Apollo and Galileo), MyTripAndMore.com (Worldspan), ViewTrip Mobile app (Mantic Point), and 16+ other regional products.
- Ability to store (cache) last viewed itinerary for offline viewing.
- Supports all Travelport bookings (Apollo, Galileo, and Worldspan)

Process Flow – Agent to Traveler
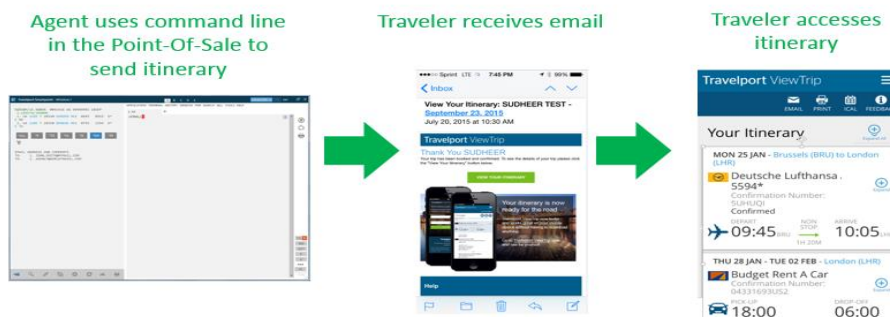
Benefits

Traveler Benefits:
- Modern itinerary delivery - designed for use by travelers on mobile devices
- Traveler-facing itinerary

- Ensures travelers remain informed prior to and during their trip
- Always "live," always accurate itinerary
- Greatly simplified traveler-user experience
- New features and updates constantly
- No training necessary

Agency Benefits:

- Agency logo/branding free of charge
- Improved service to travelers
- Modern itinerary delivery - designed for use by travelers on mobile devices
- Greatly simplified traveler user experience
- Always "live," always accurate itinerary
- Print out or save as PDF (itinerary, ETicket and Expense)
- Add trip to calendar in 1 click
- Comparable look and feel to other intuitive itinerary solutions
- Travelport point-of-sale integration
- Itinerary link easily sent using host email commands
- Send itinerary right from the point-of-sale, saving 10-15 minutes for agents.
- No need to use –pdf or other modifiers
- One single product for all Travelport bookings (Travelport Apollo, Galileo, Worldspan)
- No software installation required
- No agent training necessary

Website – viewtrip.travelport.com

Once homepage of website is rendered, under the "Find a Reservation" section on the left side of the screen, the traveler can enter Travelport PNR Record Locator (Apollo,Galileo,Worldspan) and Travelers Last Name. This will retrieve the booking and display the "Itinerary" to the traveler.

In the very rare situation where two travelers have the same record locator and same last name, they will be asked to enter their first name to help retrieve the correct itinerary.

Sign In using Profile - Register or Create a Profile - see section further in document

Language and Clock Display

- User may change Language and Time Display either by clicking on "Change Language" from bottom left footer or by clicking on "Sign-In – Change Language"
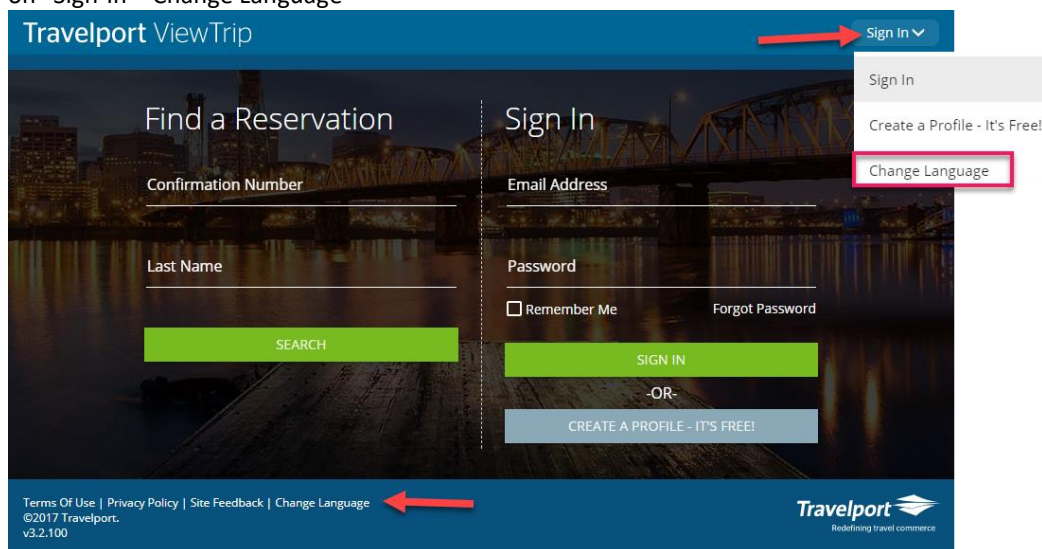
- ViewTrip can be displayed in 20 languages. US English, GB English, Chinese (CH), Chinese (HK), Czech, Danish, French, French Canadian, German, Greenlandic, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, and Swedish.
- The default language will be whatever language the User has specified in their browser settings, assuming it is one of the supported languages. Otherwise the language will default to US English. The User may override this default behaviour by selecting a language of their choosing via the "Change Language" menu options.
- For all languages except English (United States), times are displayed using a 24 hour clock (e.g. 14:30). For English (United States), times are displayed using a 12 hour clock (2:30 pm).
- Note – when a User selects a different language via the "Change Language" menu option, the new language selection is "cookied" in their browser. Therefore, the user-selected language will be displayed upon subsequent visits to the ViewTrip website. The User must clear their cookies to return Travelport ViewTrip to its default behaviour (of using the browser's settings).
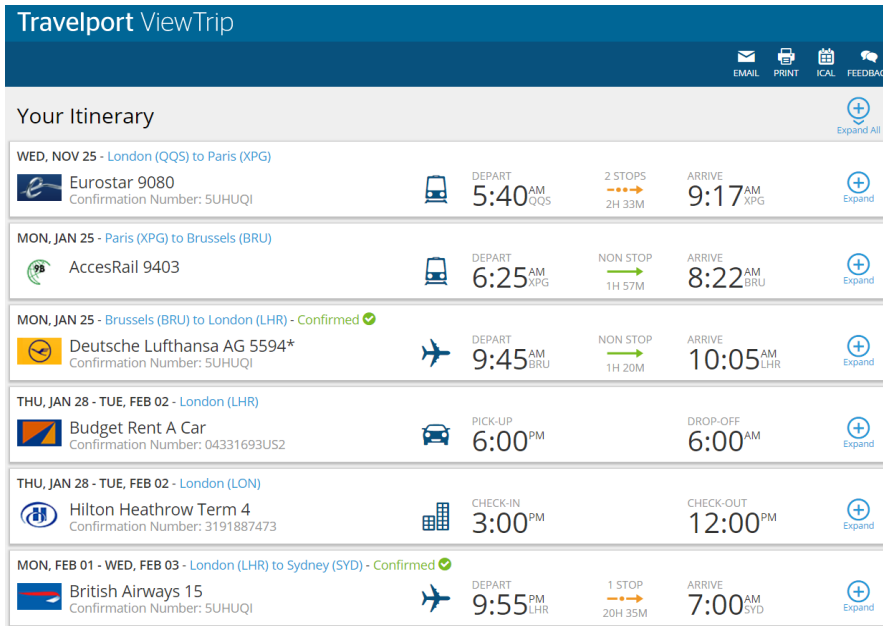
Add to Calendar (import)

Once traveler has retrieved their booking, they may select the "ICAL" icon to import their segment details into their device's calendar.

- This feature was developed around "iCal," and should work on all other calendars.
- Mobile calendar – the traveler can opt to add each segment as separate calendar events or add all.
- A link back to the traveler's itinerary is located at the bottom of the calendar entry.
- The time is set to UTC (universal time) that has no time zone. It adjusts to the traveler's local time.

- Air segments – the flight departure date/time (adjusted to the current time zone) is the calendar start date/time, and then the endpoint is the duration of that flight.
  - For example, a 3-hour flight would occupy 3 hours on the calendar.
- Car and hotel segments - the calendar blocks an hour for the pick-up/check-in and drop-off/check-out events.

Note: Adding calendar events was designed to be added on mobile devices and therefore - the user experience on a desktop computer may be less than optimal.   See section "Functionality Deletions or Not Available Yet" section for more details.

Itinerary

This is a high-level view of the traveler's itinerary. Select the plus signs ⊕ Expand on the right side of each segment to expand the details for the segment. At the top on the right side is an option to "Expand All" of the details at once. Select "Collapse All" to collapse all details, or select the individual "Collapse" links to collapse details and return to the high level view.

Travelport ViewTrip				EMAIL PRINT ICAL FEEDBACK	
Your Itinerary					⊕ Expand All
WED, NOV 25 - London (QQS) to Paris (XPG)					
Eurostar 9080 Confirmation Number: 5UHUQI	🚆	DEPART 5:40 AM QQS	2 STOPS 2H 33M	ARRIVE 9:17 AM XPG	⊕ Expand
MON, JAN 25 - Paris (XPG) to Brussels (BRU)					
AccesRail 9403	🚆	DEPART 6:25 AM XPG	NON STOP 1H 57M	ARRIVE 8:22 AM BRU	⊕ Expand
MON, JAN 25 - Brussels (BRU) to London (LHR) - Confirmed ✅					
Deutsche Lufthansa AG 5594* Confirmation Number: 5UHUQI	✈	DEPART 9:45 AM BRU	NON STOP 1H 20M	ARRIVE 10:05 AM LHR	⊕ Expand
THU, JAN 28 - TUE, FEB 02 - London (LHR)					
Budget Rent A Car Confirmation Number: 04331693US2	🚗	PICK-UP 6:00 PM		DROP-OFF 6:00 AM	⊕ Expand
THU, JAN 28 - TUE, FEB 02 - London (LON)					
Hilton Heathrow Term 4 Confirmation Number: 3191887473	🏨	CHECK-IN 3:00 PM		CHECK-OUT 12:00 PM	⊕ Expand
MON, FEB 01 - WED, FEB 03 - London (LHR) to Sydney (SYD) - Confirmed ✅					
British Airways 15 Confirmation Number: 5UHUQI	✈	DEPART 9:55 PM LHR	1 STOP 20H 35M	ARRIVE 7:00 AM SYD	⊕ Expand
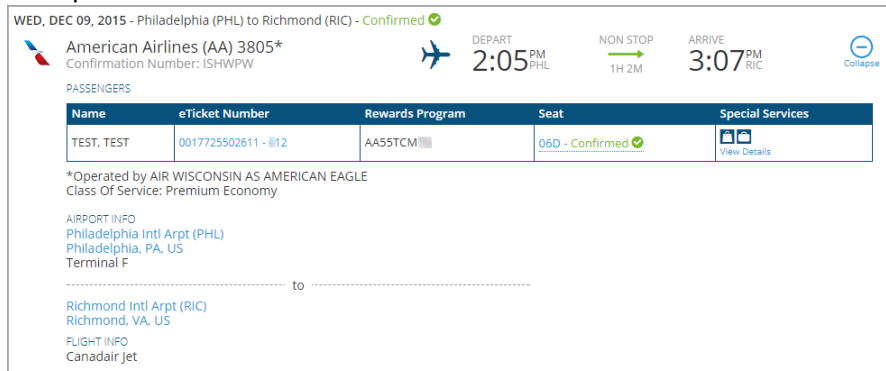
In general, more information is available for active segments versus passive segments.

Air Segments

At a high level, the air segments will have the following information.

Example 1:

WED, DEC 09, 2015 - Philadelphia (PHL) to Richmond (RIC) - Confirmed ✅					
American Airlines (AA) 3805* Confirmation Number: ISHWPW	✈	DEPART 2:05 PM PHL	NON STOP 1H 2M	ARRIVE 3:07 PM RIC	⊖ Collapse

PASSENGERS

Name	eTicket Number	Rewards Program	Seat	Special Services
TEST, TEST	0017725502611 - ▮12	AA55TCM▮	06D - Confirmed ✅	🎫🎫 View Details

*Operated by AIR WISCONSIN AS AMERICAN EAGLE
Class Of Service: Premium Economy

AIRPORT INFO
Philadelphia Intl Arpt (PHL)
Philadelphia, PA, US
Terminal F

--- to ---

Richmond Intl Arpt (RIC)
Richmond, VA, US

FLIGHT INFO
Canadair Jet

Example 2:

- Flight date, origination city – destination city, segment status code*
- Airline Name, 2-letter Airline Code and Flight Number (* indicates codeshare flight) departure, arrival times
- Airline Confirmation Number
- Passenger Name(s), ETicket number, rewards program, assigned seat and status (if available – show as Confirmed, Pending or Unconfirmed)
- Purchased Ancillaries / Special Services / Baggage Allowance

  o Display all supported SSRS (if applicable)
  o Display Baggage Allowance
    Listed in first air segment only - where baggage is checked-in. Will not display for the rest of the stopover point(s) segments.
    Display links to the carriers' online baggage policies

- Code Share Information if applicable (operating carrier)
- Class of Service
- Airport Info including Terminal (if available)
- Flight Info - aircraft type and meals (if available)

* Status code – the following are supported in ViewTrip:

If the segment has been "Flown", the status will indicate as "Flown"

Apollo/Galileo
Segments with "AK", "BK", "HK", "RR", "ZK", "GK", "KK", "KL", "MK", "TK" are displayed as Confirmed
Segments with "AL", "HL", "LL" are displayed as Waitlisted
Segments with "HX" are displayed as Cancelled
Segments with any other status code are considered as Unknown and we don't display status for them.

Worldspan
Segments with "HK", "KK, "KL", "MK", "TK", "TN", "ZK" are displayed as Confirmed
Segments with "HL", "PW", "TL", "PA", "PB", "PC", "PD", "UU", "ML" are displayed as Waitlisted
Segments with "HX" are displayed as Cancelled
Segments with any other status code are considered as Unknown and we don't display status for them.

Hotel Segments

At a high level, the hotel segments will have the following information.

Example 1:

Example 2:

- Hotel stay start date, end date, city
- Hotel name, check in time and check out time
- Hotel Confirmation Number
- Agent Comments - Associated Remarks
- Guest Name(s) and Loyalty Program Number
  - Hotel rewards number is labelled as: "Rewards Program"
  - Airline rewards number (for hotel segments) is labelled as: "Flight Rewards Program"
- Property Info
  - Phone number and address are clickable, and enable the phone's dialling function and mapping feature.
- Contact Info
- Room Info – number of guests, number of rooms, number of nights
- Rate Info - Approximate total (pulled from host, not calculated in ViewTrip).
- Hotel nightly rate breakdown (if applicable)

Car Segment

At a high level, the car segments will have the following information.

Example 1:

WED, DEC 20, 2017 - THU, DEC 21, 2017 - London (LHR)

Easirent
Confirmation Number: GZZZ001C3A

PICK-UP
8:05AM

DROP-OFF
12:00PM

Collapse

RESERVED FOR
KADALI, SUDHEER

PICK-UP AND DROP-OFF LOCATION
Heathrow (Off Term)
Sheraton Skyline Hotel, London, GB
Phone: 0044 (0)20 3130 0447

CAR INFO
Mini 2 Door Manual No A/C Any Fuel
1 Car
Mileage: Unlimited Free Miles
Rate Plan: Daily
Total Rate: 43.48 GBP

Example 2:

THU, JUN 15, 2017 - FRI, JUN 16, 2017 - Frankfurt (FRA)

Hertz Corporation
Confirmation Number: H311E9827E2

PICK-UP
12:00PM

DROP-OFF
12:00PM

Collapse

RESERVED FOR
KADALI, SUDHEER

PICK-UP AND DROP-OFF LOCATION
Frankfurt Intl
Frankfurt, DE

CAR INFO
Compact 4 Door Manual A/C Any Fuel
1 Car
Mileage: Unlimited Free Kilometers
Rate Plan: Daily
Total Rate: 24.34 EUR
eVoucher Number: H311E9827E2
eVoucher Type: Full Credit

- Car rental start date, end date, city
- Car rental name, pick-up time and drop-off time
- Car Confirmation Number
- Agent Comments - Associated Remarks
- Customer Name – "RESERVED FOR"
- Loyalty Program Number
    - Car rewards number is labelled as: "Rewards Program"
    - Airline rewards number (for car segments) is labelled as: "Flight Rewards Program"
- Pick-Up/Drop-Off Location
    - Phone number and address are clickable, and enable the phone's dialling function and mapping feature.
- Car Info
- Car type
- Mileage
- GPS Navigation System, if applicable
- Approximate total
    - total comes from host, not calculated in ViewTrip.
    - If they want rate breakdown, suggestion is for agent to include in associated remarks.

As part of VTNG R3.2.13, more fields were added to the Car Segment for 1G/1V/1P. The objective of this addition is to achieve parity with the Car Segment fields that are displayed in ViewTrip Classic.

Attached, is an example of the new and improved Car Segment:

WED, DEC 20, 2017 - THU, DEC 21, 2017 - London (LHR)

Ace Rent A Car
Confirmation Number: GWF4854482

PICK-UP
8:00AM

DROP-OFF
4:00PM

⊖
Collapse

AGENT COMMENTS
EST TOTAL PRICE 23.76
CALL 00 44 208 619 7000 FOR INFO

RESERVED FOR
TEST, SUDHEER

PICK-UP AND DROP-OFF LOCATION
Heathrow (Ace/green Motion)
Holiday Inn M4j4, London, GB
Phone: 442086197000

CAR INFO
Special Special Manual A/C Any Fuel
1 Car
Mileage: 90FK .25KM
Rate Plan: Daily
Extra Hour: 3.67 GBP
Extra Day: 9.90 GBP
Total Rate: 9.90 GBP

Rail and Ferry Segments

At a high level, the rail and ferry segments will have the following information.

Example 1:

- Date, origination city – destination city, status code
- Rail name, rail number, depart time, arrival time
- Rail Confirmation Number
- Associated Remarks
- Passenger Name(s), Rewards Program and Seat.
- Class of Service
- Train Station Info
  - Phone number and address are clickable, and enable the phone's dialling function and mapping feature.
- Also covers all train vendors booked as air segments

Cruise Segments

At a high level, the cruise segments will have the following information.

Example 1:

- Dates, origination city
- Cruise name, Embark time, Disembark time
- Cruise Confirmation Number
- Associated Remarks
- Passenger Name(s)

- Cruise Info
  - Ship name
  - Cruise length
  - Total amount, deposit due, balance due, balance received
- Cabin Info
  - Cabin location
  - # passengers
- Embark/Disembark Port
  - Port location
  - Date/time
- Cruise Itinerary

Tour (TUR) Segments (1G/1V Core)

- Tour details include: Passengers / Vendor Name / Tour Name / Package description / Tour Start Date / Tour End Date / Length / Inclusions / Exclusions / Associated Remarks
- Tour icon will default to bus – unless it is a ZC cruise in which case it will display a boat icon.
- Empty Tour segments used for PNR retention should not display. If Tour segment is at the end of the itinerary with no free form text value, then Tour segment will not display.
- List of TUR segment codes:
  - Bus = ZB
  - Cancel/change policy = XL
  - Cruise = ZC
  - Delivery = XY
  - Excludes = XE
  - Forms = ZF
  - Group = ZG
  - Includes = ZI
  - Insurance = ZN
  - Land arrangements = ZL
  - Leisure = LS
  - Limousine service = ZM
  - Miscellaneous travel product = XM
  - Package = ZP
  - Processing fee = XF
  - Railroad = ZR
  - Supplies = ZS
  - Tour = ZZ
  - Tours = ZT
  - Software packages = ZW
  - Other = ZO

Travel (TVL) Segments (1P Core)

- Like TUR segments (which are applicable to 1G/1V core), we have corresponding TVL segments (that are just applicable to 1P core).
- The following TVL segments in 1P are supported within VTNG.
- As per the table attached, the display of the TVL segments is supported in display within Itinerary Page, the Expense Page and within the Site Email Body too.

TVL Segment Type	Display in Itinerary Page	Display in Expense Page	Display in Site Email Body
TVL Air With Max Data	Yes	Yes	Yes
TVL Air With Min Data	Yes	Yes	Yes

TVL Car	Yes	Yes	Yes
TVL Hotel	Yes	Yes	Yes
TVL Cruise	Yes	Yes	Yes
TVL Train (Air)	Yes	Yes	Yes
TVL Train (TRN)	Yes	Yes	Yes
TVL Miscellaneous	Yes	Yes	Yes
TVL Tour	Yes	Yes	Yes
TVL Limo	Yes	Yes	Yes

Surface Segments

In Galileo and Apollo, Surface segments are utilized for Taxi, Limo and other forms of ground transportation, such as Airport Express.

Itinerary Remarks

Itinerary Remarks Galileo Core:

- Associated Remarks
  Galileo: RI.S1*THIS IS WHERE ASSOCIATED REMARKS APPEAR
- Itinerary Unassociated Remarks
  Galileo: RI.THIS IS WHERE UNASSOCIATED REMARKS APPEAR
- Suppressed Associated Remarks (will not appear on Itinerary)
  Galileo: RI.S1*CF*Freeform text to be suppressed
- Suppressed Unassociated Remarks (will not appear on Itinerary)
  Galileo: RI.CF* Freeform text to be suppressed
- Itinerary Canned Remarks
  Galileo: DI.CR-1.2.3.4.5.6.7.8.9.10.11.12.13 (Added the canned remarks from 1 to 13)
  THANK YOU FOR BOOKING WITH APOLLO TRAVEL **
- Email remarks
  Galileo: MC.1@HAVE A HAPPY HOLIDAY

Itinerary Remarks Apollo Core:

- Associated Remarks
  Apollo: RMA. S1*THIS IS WHERE ASSOCIATED REMARKS APPEAR
- Itinerary Unassociated Remarks
  Apollo: RMU. THIS IS WHERE UNASSOCIATED REMARKS APPEAR
- Itinerary Canned Remarks
  Apollo: T-CR-1-81 (Added the canned remarks from 1 to 81)
  THANK YOU FOR BOOKING WITH APOLLO TRAVEL **
- Email remarks
  Apollo: MC.1@HAVE A HAPPY HOLIDAY

Itinerary Remarks Worldspan Core:

- Associated Remark
  Worldspan: 5S1*RM- ITINERARY ASSOCIATED REMARKS
  5S1*IR- INVOICE ASSOCIATED REMARKS
- Itinerary Unassociated Remarks
  Worldspan: 5RM-ITINERARY UNASSOCIATED REMARKS
  5IR-INVOICE UNASSOCIATED REMARKS
- Email remarks
  Worldspan: 5-MTMN1.1*REMEMBER YOUR DRIVING LICENSE

ETicket

The ETicket icon will display in the top menu if it is applicable. Applicable meaning that at least one air segment within the PNR has been ticketed.

Select the ETicket icon to view the IATA compliant ETicket document.

- Only active ETickets will display.
- The ETicket will be presented in a PDF standard format.
- Each ETicket is separated onto its own page.
- To print ETicket, use the Browser print functionality.

The ETicket consists of the following sections:

- Traveler section – contains passenger name, ETicket number, Travelport Record Locator, issue date, Invoice number (if applicable), Tour Code
- Agency Details
- All Flight Segment details including carry on and baggage allowance
- Fare Information including Fare Calculation
- DOT mandate on hazardous materials

IMPORTANT INFORMATION FOR TRAVELERS WITH ELECTRONIC TICKETS - PLEASE READ:
Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier. Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments (the Warsaw Convention System), may apply to the entire journey, including any portion thereof within a country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier. The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline.

Traveler

Passenger Name:	e-Ticket Number:	Reservation Number:	Ticket Issue Date:
TEST, TEST	0017725502611 - 612	777777	November 18, 2015
Tour Code:	Remarks:		
C858457	002241		

Agency Details

Agency Information:

Agency Phone:

Flight - American Airlines (AA) - 3805 - December 09, 2015

Confirmation Number:	Status:	Fare Basis:	*Operated by: AIR WISCONSIN AS
ISHWPW	Confirmed	WB00ZNW1	AMERICAN EAGLE
Depart:	Arrive:	Class Of Service:	
Philadelphia Intl Arpt (PHL)	Richmond Intl Arpt (RIC)	Premium Economy	
Philadelphia	Richmond		
Terminal F	3:07 PM		
2:05 PM			
Not Valid Before:	Not Valid After:		
December 09, 2015	December 09, 2015		

Carry-On:
2 Piece Plan
Bag 1 - NO FEE UPTO45LI/115LCM
Bag 2 - NO FEE CARRYON HAND BAGGAGE ALLOWANCE

Baggage Allowance:
0 Piece Plan
Bag 1 - 25.00 USD UPTO50LB/23KG AND UPTO62LI/158LCM
Bag 2 - 35.00 USD UPTO50LB/23KG AND UPTO62LI/158LCM
Applies to: PHL - CHA

Fare Information

Form Of Payment:
CAXXXXXXXXXXXXX7163

Fare:	USD 731.16
Taxes and Carrier-imposed fees:	
	USD 54.84 US
	USD 51.70 XT
Total:	USD 837.70

Endorsement Information:
NONREF-SVCCHGPLUSFAREDIF-CXLBY FLT TIME OR NOVALUE

Fare Calculation:
FC 9DEC PHL AA X/RIC AA CLT 309.77AA CHA 135.81AA X/CLT AA X/WAS AA PHL 285.58USD731.16END ZPPHLRICCLTCHACLTDCA XT 24.00ZP 11.20AY
16.50XFPHL4.5RIC4.5CLT3DCA4.5 A/C 494.50

- If there are tickets which are voided/exchanged/refunded – message may appear "We are unable to display the Electronic Ticket. Please contact your Travel Agent/Provider for details"

For multi-passenger Itineraries – Users have the option of viewing/printing individual ETickets or viewing/printing all ETickets
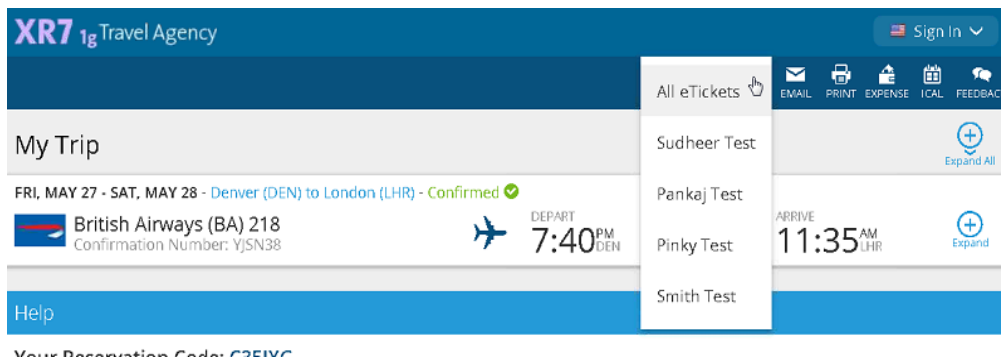
Display Frequent Flyer Numbers (In ETicket View)

As part of VTNG R3.2.13, and based on agency feedback, the Frequent Flyer Number is now displayed on the ETicket too. Earlier, the FF# was just part of the Itinerary View Display.

Attached, is a sample of an ETicket with FF#s display:

SUN, MAY 27, 2018 - Chennai (MAA) to Frankfurt (FRA) - Confirmed ✓

Deutsche Lufthansa AG (LH) 759
Confirmation Number: MSFP85

DEPART 1:50 AM MAA   NON STOP 10H 10M   ARRIVE 8:30 AM FRA   Collapse

PASSENGERS

Name	eTicket Number	Rewards Program	Special Services
TESTKUNDE, BERNDMR	2209901231253	LH222013646425533	View Details

Class Of Service: Economy

SUN, MAY 27, 2018 - Frankfurt (FRA) to London (LHR) - Confirmed ✓

British Airways (BA) 911
Confirmation Number: MSFP85

DEPART 6:40 PM FRA   NON STOP 1H 45M   ARRIVE 7:25 PM LHR   Collapse

PASSENGERS

Name	eTicket Number	Rewards Program	Special Services
TESTKUNDE, BERNDMR	2209901231253	BA123456789	View Details

Class Of Service: Economy

Frequent Flyer Numbers (Displayed in Itinerary View)

Traveler

Passenger Name:	e-Ticket Number:	Reservation Number:	Ticket Issue Date:
TESTKUNDE, BERNDMR	2209901231253	8JPKW0	December 21, 2017

Rewards Program:
LH222013646425533 Deutsche Lufthansa
AG, BA123456789 British Airways

Agency Details

Agency Information:
ACCESS PRODUCTS
Galileo House, Windmill Hill
Swindon, TBA SN5 9NX
United Kingdom

Frequent Flyer Number in ETicket (Displayed same as FF#s in Itinerary View).

Display ETicket SSR in Itinerary View

We may have a unique situation where a PNR is generated within one of our cores (like Galileo or Apollo), but the actual ticketing happens in a different system (like Sabre). In such cases, the ticket number is communicated by the other system and stored as an SSR information (that did not get displayed within VTNG Itinerary View).

With the implementation of VTNG R3.2.11, we have provided a capability whereby such ETicket Number (generated by a different system and stored within SSR), will now be displayed as ETicket Number (within the expanded Itinerary View). The only limitation is that it will be displayed as a hyperlink (like other ETicket Number) that bring-up the display of the actual ETicket. This is because the only information that we have is the ETicket Number stored as part of SSR data.

Country/Region Specific Requirements:

India Mandate

- o A summary page will display in front of regular ETicket information for travelers with flight segments originating in India. This replaces the India disclaimer included on the ETicket.
- o This was created to address the specific ETicket format requirement when traveling from India airports.

Agency Details

ACCESS PRODUCTS
Galileo House, Windmill Hill
Swindon, TBA SN5 9NX
United Kingdom

Agency Phone:
Not Available

Agency IATA Number:
99999992

Traveler Information

TEST, SUDHEER

Date	Dep Time	From	To	Flight No.	Terminal	Airline
27DEC	0150	CHENNAI	FRANKFURT	LH759	1	DEUTSCHE LUFTHANSA AG
27DEC	0900	FRANKFURT	LONDON	LH902	2	DEUTSCHE LUFTHANSA AG

E-Ticket Numbers

e-Ticket Number: 2209902669058

Booking Reference: 76XBTG, Airline: LH/5PUP5M

Add Logo to India ETicket (India Mandate Page)

Based on agency feedback, and as part of VTNG R3.2.13, we have now added logo the India ETicket (India Mandate Page).

Attached, is the sample display of and India ETicket (India Mandate Page) with the logo display:

Agency Details

ACCESS PRODUCTS
Galileo House, Windmill Hill
Swindon, TBA SN5 9NX
United Kingdom

Traveler Information

TESTKUNDE, BERNDMR

Date	Dep Time	From	To	Flight No.	Terminal	Airline
27MAY	0150	CHENNAI	FRANKFURT	LH759	4	DEUTSCHE LUFTHANSA AG
27MAY	1840	FRANKFURT	LONDON	BA911	2	BRITISH AIRWAYS

E-Ticket Numbers

e-Ticket Number: 2209901231253

Booking Reference: 8JPKW0, Airline: LH/MSFP85;, BA/MSFP85

Logo Display (India Mandate Page)

Traveler

Passenger Name: TESTKUNDE, BERNDMR	**e-Ticket Number:** 2209901231253	**Reservation Number:** 8JPKW0	**Ticket Issue Date:** December 21, 2017

Rewards Program:
LH2220013646425533 Deutsche Lufthansa
AG, BA123456789 British Airways

Agency Details

Agency Information:
ACCESS PRODUCTS
Galileo House, Windmill Hill
Swindon, TBA SN5 9NX
United Kingdom

Logo Display (Within ETicket Page)

Japan/China Market

- o ETicket and expense receipt display in English when language setting is for Japanese or Chinese (regardless whether language code was set from the User's browser settings, cookies or SmartPoint).

Mexico Tax Law Disclaimer

- o For Agencies located in Mexico, a disclaimer will be displayed on ETickets in compliance with Mexican Tax Law.
- Austrian VAT Tax
  - o On both ETickets and Expense Receipt where all flight segments depart and arrive within Austria, a 13% Austrian VAT tax calculation is displayed.

Fare Information

Form Of Payment:
Cash

Fare:	GBP 469.00

Taxes and Carrier-imposed fees:

GBP 28.80 AT
GBP 6.10 QD (2
GBP 114.50 XT (2

Total:	GBP 618.40

(2 Amount of VAT charged in GBP net 521.77. 13% VAT. 67.83 VAT incl. 589.60

Endorsement Information:
FARE RESTRICTION APPLY

Fare Calculation:
KLU OS VIE 265.50 OS GRZ 272.00 EUR537.50END XT 31.00ZY69.60YQ13.90YR

New Zealand Barcode ETicket Requirement

- o Barcodes will now be displayed on ETickets that have at least one flight segment that meets the following three criteria:
  1. Airline is Air New Zealand (NZ)
  2. Departure airport is in New Zealand or Sydney, Australia
  3. Arrival airport is in New Zealand or Sydney, Australia.
- o There were some issues with the NZ Barcode displays within VTNG, but that production issue was resolved as part of VTNG R3.2.11 production release.

Expense Receipt

The Expense Receipt icon will display in the top menu if it is applicable. Applicable meaning that at least one segment within the PNR has been ticketed.

Note: different information may be present in expense receipts depending on which Travelport GDS (Apollo, Galileo, and Worldspan) the booking was made in.

- Exchanged Fares, Add/Collect fees, Admin/Penalty fees, and Residual amounts display on Worldspan only.
- Invoice Number and MCO charges on Worldspan only.
- OB Fees are displayed on Apollo and Galileo only.

Select the Expense icon to view the document.
- The Expense Receipt will be presented in a PDF standard format.
- Each ETicket is separated onto its own page in the Expense Receipt.
- To print, use the Browser print functionality.

The Expense Receipt consists of the following sections:
- Traveler section – contains passenger name, ETicket number, Travelport Record Locator, issue date, Invoice number (if applicable)
- Agency Details
- Fare Information for air segments – including tax breakdown
- Trip Information for all segment types

Suppress Fare Information from displaying

Agencies can suppress fare information from displaying on the ETicket and Expense receipts. Agent must include the following remarks in the PNR. The use of the these remarks will also suppress the display of any Ancillary Fees

Remarks Galileo Core:
- NP.VIEWTRIPNET suppress fare information excluding taxes
- NP.VIEWTRIPITIN to suppress fare construction, endorsements, forms of payment and any fare information

Remarks Apollo Core:
- @:5VIEWTRIPNET suppress fare information excluding taxes

- @:5VIEWTRIPITIN to suppress fare construction, endorsements, forms of payment and any fare information

Remarks Worldspan Core:
- 5RM-VIEWTRIPNET suppress fare information excluding taxes

SubPCC Logo (for ETickets & Expense Receipts too)

Based on agency feedback, and as part of VTNG R3.2.13, we now are providing the capability of displaying SubPCC Logos that will be displayed both for ETickets and Expense Receipts too):

How to email itineraries to travelers

The agency should use the preferred method of SmartPoint #VT for generating emails however host email commands also work. These methods automatically direct travelers to the new Travelport ViewTrip. This takes a fraction of the time and ensures the email sent to travelers is neatly formatted, sends the travelers directly to the itinerary (no login), and informs them that the itinerary can be accessed from a mobile device.

SmartPoint #VT quick command (Apollo/Galileo/Worldspan) Preferred Method
SmartPoint version 7.0 or higher

- Agents can preview the traveler's itinerary and send their traveler an email with a link to their ViewTrip Itinerary by using #VT from SmartPoint. *More details later in this User Guide.*
- **Note: Using this method will provide a summary of the itinerary in the body of the email and allows the agent to attach pdf documents of itinerary, e-ticket and expense.**

Apollo and Galileo Host Email:

- At End Transaction (ET) time, command EM ends the PNR and sends email to only the primary traveler. Email address must be in the PNR MT field or the phone field.
- At End Transaction (ET) time, command EMALL ends the PNR and sends email to all travelers in the PNR. Email address must be in the PNR MT field or the phone field.

Step by Step Instructions to send an e-mail from the host

1. Create a PNR or retrieve an existing PNR.
2. Add one or more email addresses to the PNR using **MT Email field**. MT:JOESMITH@ACME.COM (NOTE: if you are on an Apollo-mapped keyboard you will use   instead of @)
3. Add the email address you want to send the itinerary from using the **MF Email field**. MF:BETTYAGENT@AGECNY.COM (NOTE: if you are on an Apollo-mapped keyboard you will use   instead of @)
4. Send the email to all of the MT email addresses using the **EMALL** command.
5. Using EM or EMALL sends a personalized link to the traveler where they can easily view their itinerary, the ETicket, and the expense receipt.

Note: Host Email method does not include the summary of the itinerary in the body of the email nor the ability to send pdf attachments.

- For more details on emailing itineraries, refer to ASK Travelport:
  - AN1387 – Galileo
  - AN1695 –Apollo

Worldspan Host Email:

Automatically send email at End Transaction (ET) time

1. Add the customer's e-mail address using format **5-MTT Email field**
   5-MTT* JOESMITH@ACME.COM
2. End the PNR (E or ER command.) Just the presence of the 5-MTT field sends an email.

Disable automatically send email at End Transaction (ET) time
As part of the implementation of VTNG R3.2.12, we have added a functionality whereby we can disable the automatic send of email (for Worldspan customers) at the time of End Transaction (ET). This is achieved by updating a flag to turn-"Off" that functionality within the database table. The default setting of the flag is such that it allows the automatic send of emails at the time of ET (End Transaction).

Note: If agent is populating this 5-MTT field and does <u>NOT</u> wish for an email to be automatically sent, please contact your Travelport representative for details on how to "disable" this functionality.

EXCEPTION: In the United States, Canada and Latin America, this functionality will need to be turned on for agencies - it will not automatically send emails.   Please contact your Travelport representative for details on how to "enable" this functionality.

ViewTrip GO! Scripts

1. From the Documentation Menu, select ViewTrip
2. Fill in the required information and click Continue.

Note: Host Email methods do not include the summary of the itinerary in the body of the email nor the ability to send pdf attachments.

- For more details on emailing itineraries, refer to ASK Travelport:
  - AN4852 – Worldspan

Emails will be sent FROM Travelport email addresses

Due to internet security mandates, all emails sent from ViewTrip or Travelport hosts, will show as Sender/FROM Travelport email address. Travelport is not permitted to send email on behalf of an agency.

Note: travelers may not receive emails if they have Travelport blocked by a SPAM filter.

PNR From field is not populated

If there is no value in the "FROM" field (just the core default), the default sender email address will show as: **noreply-ViewTrip@travelport.com**

PNR From field is present

If agent has populated the "FROM" field of the PNR or in the SmartPoint ViewTrip Interface, the email address will show as: **ViewTrip@travelport.com**

Note: it is recommended that the agent uses this method

When traveler "Replies to" a ViewTrip email"

When traveler receives a ViewTrip email, if they "reply" (click on reply option from within email), if the agent populated the "FROM" field, then that agency's email address will appear in the "to" field and be sent to the agent.

Group PNR Functionality

Group PNRs are supported within ViewTrip. Agents must use the SmartPoint #VT quick command to access the interface. Group PNRs are supported very much like multi-passengers PNRs. Agents can attach the traveler's itinerary, ETicket and/or expense receipt to the traveler's email.
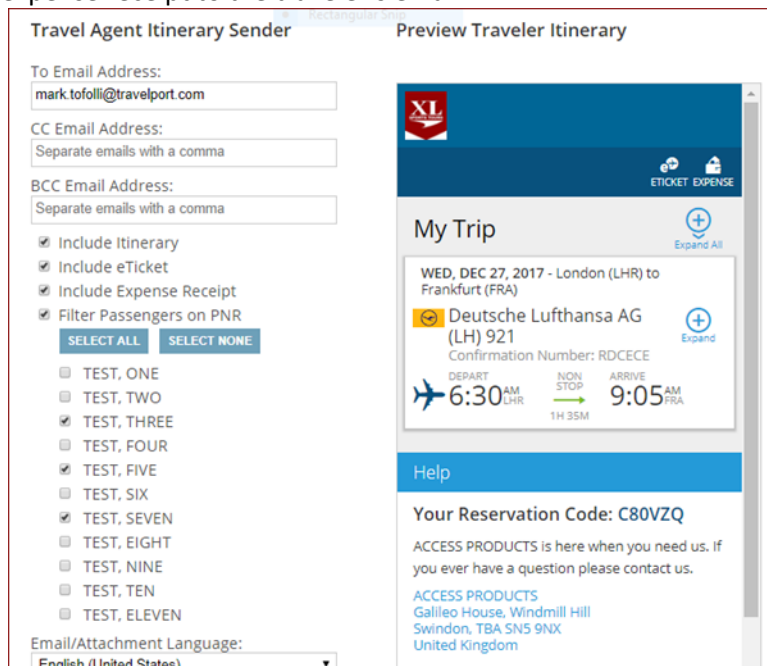
- Agents can expand on the "Filter Passengers on PNR" to include one or more traveler's, so that only selected passengers are on the itinerary. .
  - The agent can select which passengers to include in the itinerary.
  - By default, none of the passengers are selected on the checklist.
  - The filter applies to all documents (i.e., itinerary, ETicket, expense receipt).
  - The itinerary preview will re-load to display for all the selected passenger(s) within the "Passenger List".
- The "To" and "From" email address fields may be pre-populated based on the email fields in the PNR.
- In this case, any attachment that is selected will be applicable to all the passengers that are selected within the filter passenger list.

SmartPoint #VT Interface

Though #VT (SmartPoint quick command) is covered within the SmartPoint User Guide, the following is an overview of the #VT interface. This interface is the same for Galileo/Apollo/Worldspan.

Interface data fields:

- "To Email Address" is pre-populated with the email addresses if stored appropriately within the PNR. The agent has an option to modify and update this field as needed.
- "CC Email Address" and the "BCC Email Address" can be used to populate the email addresses that need to be copied or blind-copied for this email communication.
- The agent has an option to include PDF attachments to the email for itinerary, ETicket or Expense Receipt by selecting the appropriate check-box options. Default is not checked.
- Note: The include ETicket and include Expense Receipt options will only appear within the Interface if the PNR has an ETicket and Expense option.
- See below for explanation of Email Attachment Language.
- "Your Email Address" field allows the agent to add their email address. This becomes important if a traveler "replies" to a ViewTrip email as the agents email address will automatically populate for the reply.
- Note: the email being sent to the traveler will not display agents email address as the sender. The sender will be a ViewTrip email address.
- "Subject" line for the email may be modified by agent as needed. The default will vary depending on how many passengers have been selected for email.
- "Email Message" is free form for agent to populate.
- The agent has an option to preview the traveler itinerary within the "Preview Traveler Itinerary" window.
- The "Print" itinerary option will generate an itinerary PDF document, that can be printed (like any PDF document) or saved within one of the desktop or network drives with proper access.

Email/Attachment Language

For the email and the PDF attachments, there are various language options. When selecting a language, that language will be applied to the email and the pdf attachments.

- When clicking on the down arrow next to the default language, a drop down presents all other language options available

- The default language option "English (United States)" is highlighted within the selection box. .
- There is a check-box "Always use this language option" that when selected will direct SmartPoint to always use the selected language as the default.

Filter Passengers on PNR - Multiple Passengers within a PNR

When there are multiple passengers in a PNR, the agent has the option of filtering either all, none or specific passengers to send an email to. Only the information for the selected passenger will be included. For example if agent selects just Test, One and Test, Two passengers, then only those passengers information and PDF documents will be sent. See Group Booking section for further explanation of the handling of Group PNRs.

Travel Agent Itinerary Sender

To Email Address:

SUDHEER@TCS.COM,ASH@TCS.COM,PANK

CC Email Address:

Separate emails with a comma

BCC Email Address:

Separate emails with a comma

☐ Include Itinerary
☐ Include eTicket
☐ Include Expense Receipt
☑ Filter Passengers on PNR

[SELECT ALL] [SELECT NONE]

☐ TEST, ONE
☐ TEST, TWO
☐ TEST, THREE
☐ TEST, FOUR
☐ TEST, FIVE
☐ TEST, SIX
☐ TEST, SEVEN
☐ TEST, EIGHT
☐ TEST, NINE
☐ TEST, TEN
☐ TEST, ELEVEN

Agency Logo and Contact Information (Free of Charge):

Agency Logo:

Agencies can customize the itinerary, ETicket, host email and email sent from website with their agency logo. Their logo would replace the Travelport ViewTrip logo in the top left corner of the host email. If no branding is added, the Travelport ViewTrip logo is displayed.   One logo per pseudo city (PCC) is allowed. PNR "owning pseudo city" is used to determine which logo is displayed.

JØB Travel Agency

VED, APR 15 - THU, APR 16 - Sydney (SYD) to Tokyo (NRT)

Qantas Airways 21   DEPART
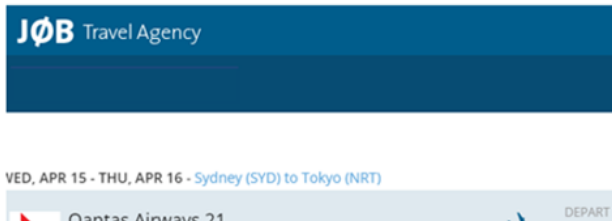
There is no cost for branding. Directions for submitting agency logo can be found on ASK Travelport, answer id AN14473. Turnaround time is approximately 3-4 weeks. If additional logos are required per pseudo city, please contact your Travelport representative for additional solutions.

Agency Contact Information:

On the website and in the emails under the Help Header, the agency contact information is displayed. The PNR "owning pseudo city" information will be displayed. Owning refers to the pseudo city that "owns" the PNR as part of the booking process. This information is populated following the processes defined per core.

Note: owning pseudo may be different than the ticketing pseudo.

Galileo and Apollo Cores:

- The agency name and address is pulled from the agency's AAT.   For changes to the name and address, please contact your Travelport representative.
- Agency phone number comes from the phone field in the PNR using the AS parameter (as long as the "AS" is in the phone field requirement for Apollo and the phone field for agency is entered with "T" in Galileo). If agency has multiple phone numbers, all phone numbers are displayed.
- If agency would like to suppress all contact information from being displayed in ViewTrip, please contact you Travelport sales representative.

Worldspan Core:

Agency name and phone number are pulled from a database maintained by Travelport. Directions for submitting agency information can be found on ASK Travelport, answer id AN15602. Turnaround time is approximately 3-4 weeks. .

- If agency would like to suppress all contact information from being displayed in ViewTrip, please contact you Travelport sales representative.

Website Homepage: Sign In using a Profile - Register/Create a Profile

Register/Create a Traveler Profile

Travelers have the option to register and create a profile, and then sign in to ViewTrip. In the very near future, this will allow travelers to have a more personalized experience, get email/SMS flight alerts and purchase ancillaries. Travelers are invited to create a profile from the home page or a pop-up window on their itinerary page. The pop-up window will only display if the traveler is not signed in. The pop-up window does allow travelers to ignore the option to register by clicking the "No thanks" button or closing the window. If they click "No thanks", the pop-up window will not display again unless they clear their cache.
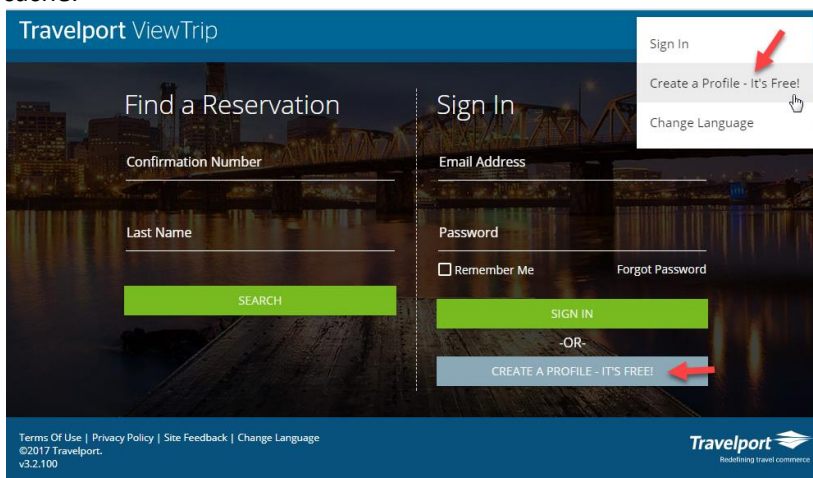
To register, the traveler must click the "Create a Profile" button, and then enter their email address and password on the "Account Details" page. Entering their first and last name is optional. They must accept the terms of use, and use of cookies. Click the "Submit Registration" button.
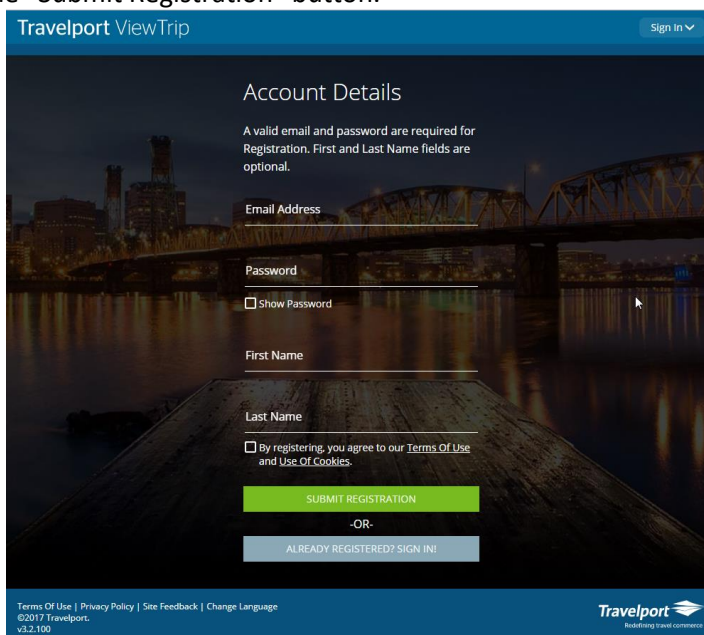
A confirmation email will be sent to the traveler's email address, which will include a "Confirm your ViewTrip Account" button. The traveler must click the button to activate their account; this link will direct them to the ViewTrip home page with their sign-in credentials already populated.
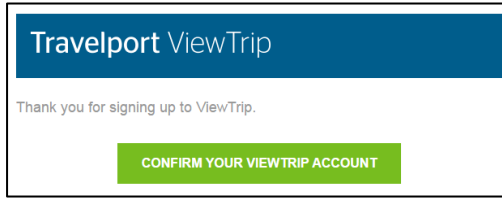
If the traveler attempts to sign in with their new credentials but did not activate their account (i.e., click the link from their confirmation email), they will get this pop-up window. They must click the link in the confirmation email to activate their account.
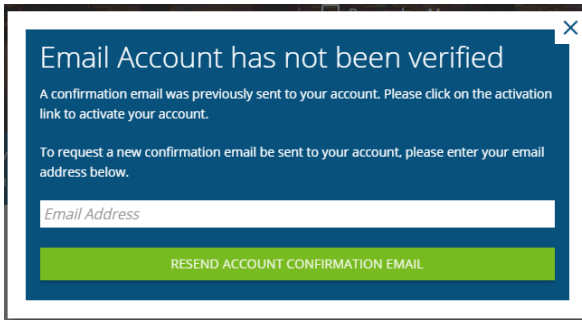
Sign In using Profile

Travelers can sign in on the home page, the menu button in the top right corner of the home page or itinerary page. They must enter their email address and password.
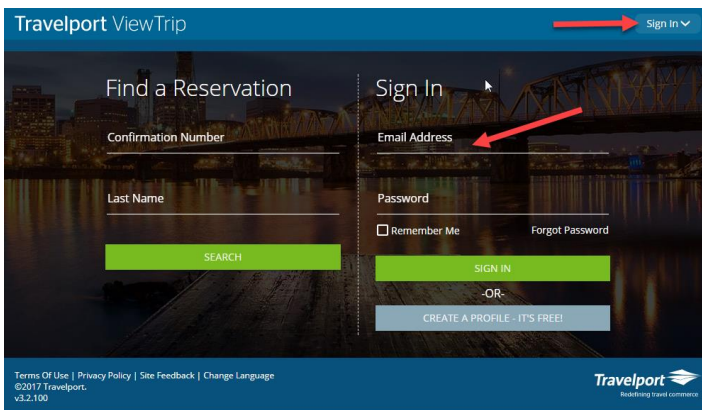
Once signed in, they will see "My Trips" and "My Profile" tabs on the top of the screen. The "My Profile" page displays the traveler's email address and password. They also have the ability to add/edit their personal information. If they enter their first name, their first name will appear in the top right corner of ViewTrip. If they don't enter their first name, their email address will appear in the top right corner of ViewTrip.
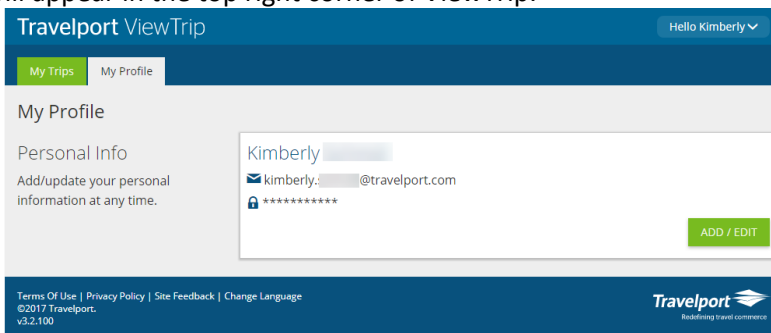
The "My Trips" page displays the traveler's itineraries – past and present. Travelers who are signed-in to their account when retrieving an itinerary, that itinerary automatically gets added to their "My Trips" list. If the PNR exists in the host, the trip will continue to display on the "My Trips" page. Trips are sorted chronologically by departure date, with the most recent trip displayed first. A maximum 6 trips are displayed per page. The default trip name is the destination city – the traveler can edit their trip name by clicking on the trip name.
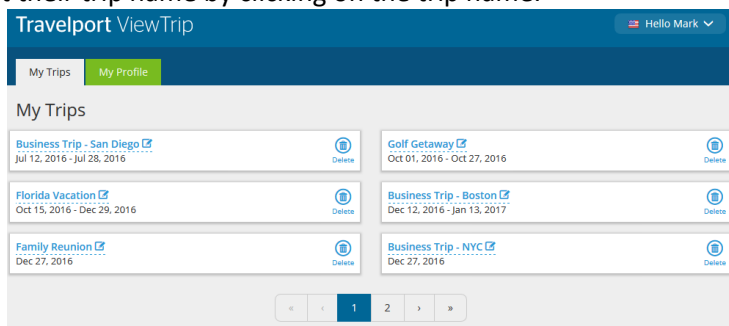
To remove trip(s) from the "My Trips" page, click on the trash can icon and follow screen prompts.

Forgot Password for Profile

Travelers can click the "Forgot Password" link on the home page to reset their password. They must enter their email address then click the "Reset Password" button, which will send an email to the traveler's email address to validate their request. The email will include a "Change Password" button. Clicking the button will direct them to the ViewTrip "Change Password" page where they can change their password. Enter the new password then click the "Change Password" button. They will then be directed to the ViewTrip home page with their sign-in credentials already populated.

Supported Devices

- Apple
  - 4S and above
  - iPad 2 and above
  - OS: iOS 6 and above
  - Browsers
    - Native Safari
    - Chrome
- Android
  - Galaxy S II and III
  - Nexus 7
  - OS: 4.1-4.2
  - Browsers
    - Chrome

Supported Browsers

ViewTrip will support the latest version and one release prior for all browsers. This is the same practice done by the industry. For example, if IE12 is the latest version, then ViewTrip will only support IE 11 and above. Prior versions of IE are no longer supported by Microsoft either. This practice is done for the following browsers:
- Internet Explorer
- Chrome
- Firefox
- Safari

Users on unsupported browser versions will get messaging to upgrade.
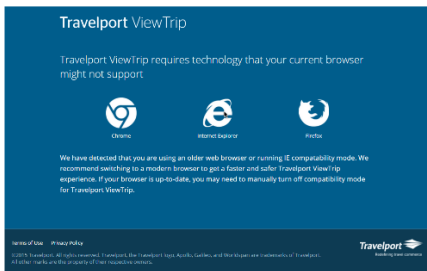
Some Users may also experience an error "unsupported browser window" when they are using a current browser like IE 11 – they may need to manually turn off the compatibility mode.

1. **Go to Tools->Compatibility View Settings, and <u>uncheck</u> the checkbox circled in red and Close.**
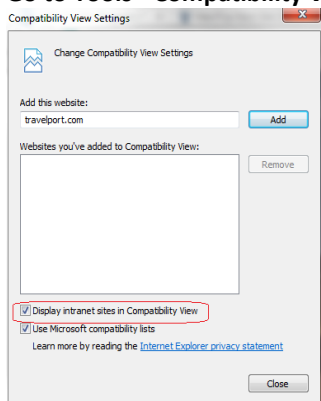
Itinerary should display now.

What if the compatibility view is unchecked, and the User still can't access ViewTrip?
Make sure that Travelport.com is not listed as a website in the compatibility website list. If it is, you will need to remove it by clicking on Travelport.com in the list and then click on the remove button.
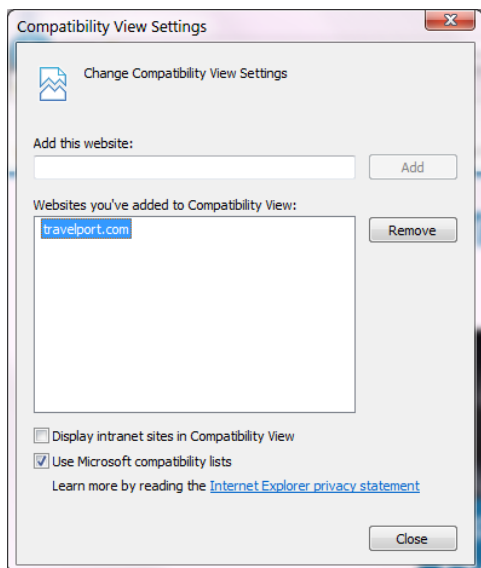
Frequently Asked Questions

1. **Is there a way for the traveler to access the "old" version of ViewTrip?**
   No, once their agency is upgraded to the new Travelport ViewTrip, their agents and travelers will be redirected to ViewTrip.travelport.com if they try to access viewtrip.com or mytripandmore.com.

2. **What if I am on a supported browser but my screen is blank or missing the itinerary.**
   You may need to turn off compatibility mode. See above directions in Browser section.

3. **When sending ViewTrip emails from SmartPoint or Galileo Desktop, how long should it take for the traveler to receive the email?**
   Under normal conditions, the traveler should receive their email in 3 to 5 minutes. However, numerous factors can increase the amount of time required, including:

   - If you opt to attach PDF versions of the Itinerary, ETicket, and/or EER, this will delay delivery of the email by up to 3 minutes while the system generates those documents and attaches them to the email.

   - If Travelport's email servers are backed up or otherwise unavailable, this can significantly delay delivery times. Please be aware that if Travelport email servers are unavailable, your email request will still be processed once the servers are back online.

   - The recipients' email provider is experiencing delays or outages.

   - Internet outages/slow connection speeds between TP Email Servers and the recipient's server can also cause delays.

   The best way to help ensure your emails have been delivered to your travelers is to copy (either CC or BCC) one of your own email addresses. That way, when you receive the email, you can be reasonably sure the email has been delivered to the traveler's address as well.

4. **What is the easiest way to send multiple emails?**
   The easiest and recommended method for sending multiple emails is by using the SmartPoint #VT command. Use a comma to separate the multiple email addresses in the To/CC/BCC fields.
   In ViewTrip, there is no easy option to send multiple emails – remember ViewTrip is designed for traveler usage only, and agents are encouraged to use SmartPoint.

5. **What if I don't want my Agency's name and contact information to be displayed in ViewTrip?**
   You may request that your Agency's name, address, and phone number be suppressed across the ViewTrip site. Please contact your Travelport Sales Representative to request this change.

6. **If flight notifications and alerts aren't available, how is the traveler notified of schedule changes?**
   When travelers check their online itineraries, they will always see the most updated versions.

7. **Why isn't my meal displaying on the itinerary when I upgraded?**
   If agent/customer upgrades a flight, there may be a delay in displaying the upgrade until the airline has sent a message to the host advising upgrade status change. Some upgrades may not list out the usual amenities (i.e., breakfast) in the new upgraded class.

8. **Can you not print my middle name, or can you add a space between my first and middle name?**
   The first and middle name is combined due to a limitation of the reservation system having only two name fields. Therefore it ends up pulling the first and middle names together as one field, and then the last name is the other field.

9. **What if travelers have HTML blocked for their emails? Will they still receive the ViewTrip emails since they are formatted in HTML?**

   Yes, the traveler will receive the ViewTrip emails. The HTML images won't be downloaded.
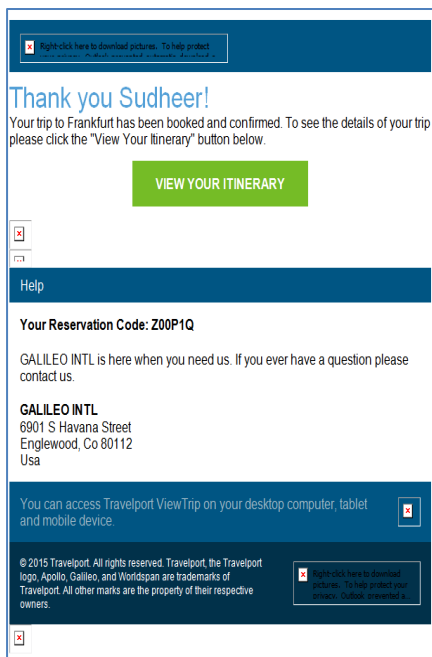
10. **What is the itinerary retention period for ViewTrip?**

    Retention period for the PNR is 24-48 hours after last flight flown, which is the same for ViewTrip Classic, unless there is a retention segment which extends it to 90 days.

11. **How long do the ETicket and Expense links populate for the traveler?**

    When the PNR expires, the ETicket no longer displays. The PNR and ETicket display until all segments have expired.

12. **Can you suppress SVC segments so that it doesn't display in ViewTrip?**

    You cannot suppress a SVC segment in VT, and currently EMD is not yet supported in ViewTrip so you won't see an SVC segment.

13. **Which SSRS does ViewTrip support?**

    Currently ViewTrip supports are Seat, Special Meal, Wheelchair, Unaccompanied Minor, and most other SSRs.

14. **What if I want to print a single ETicket instead of all the ETickets for a Passenger?**

    Many agencies have requested that their customers are complaining about printing all the ETickets (along with all the white space in between the ETickets). To address this issue, we have provided an option to make it easy for them to print a single ETicket. Now each ETicket is presented as a hyperlink (within the Itinerary view when expanded.
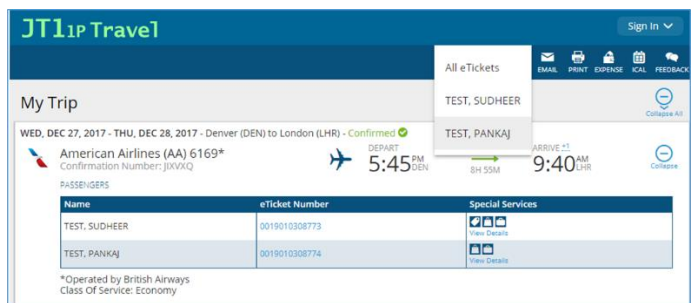
    By clicking on the ETicket hyperlink, you can print one ETicket at a time.

15. **What if an Amadeus carrier's confirmation code is not displaying on the itinerary?**

    Submit a ticket to Helpdesk.

16. **What if the cabin class displayed on my itinerary is incorrect?**

    Submit a ticket to Helpdesk.

17. **Does ViewTrip integrate with the ViewTrip Mobile (VTM) app?**
    While ViewTrip Classic is integrated with VTM, there are no plans to integrate the new ViewTrip with VTM as Travelport will be offering a new mobile application in 2018..

18. **How come the new ViewTrip itinerary doesn't work with TripIt?**
    In order for TripIt to screen scrape the itinerary from a ViewTrip email, the itinerary must be in the body of the email. This means that the agency must utilize the SmartPoint #VT command to send emails as this is the only supported method which includes itinerary summary in the email.

19. **What are the plans for including Branded Fares and Ancillaries information in ViewTrip?**
    Our plan is to add this valuable content into ViewTrip at a future date.

20. **I have Microsoft Outlook 2010, why when I try and add a calendar event is it opening another separate calendar?**
    Desktop Microsoft Outlook 2010 calendar - the user experience is less than optimal for Outlook 2010 users.
    o   It will open a new separate calendar rather than feed the traveler's trip details within their existing calendar – in the separate calendar, scroll through the calendar until reaching their trip date, and their segment details will be there.
    o   This user experience with Outlook 2010 calendar is a well-known issue within the industry. Microsoft ended mainstream support of Outlook 2010 in Oct 2015.

Functionality Deletions or Not Available Yet

Features changed or not in the Upgraded version	Reasoning
No longer support Apollo/Galileo "White Label" (separate admin/white label portals).	The upgrade offers agency logo branding of the email and itinerary free of charge.
No longer support Worldspan Admin table functionality	The upgrade offers agency logo branding of the email and itinerary free of charge.
Email notification of Online Check-in time (Worldspan)	Used by fewer than 10% of users in majority of countries. Future Travelport product to offer.
Itinerary summary in Host emails	Itinerary summary is only available in the body of the email if the agent generated the email to the traveller via the SmartPoint quick command #VT. It will not be displayed if generated using the various host email command methods.
Worldspan "document the PNR"	When using #VT command, the PNR will not be documented with a MZ- VIEWTRIP SENT TO PAX. Agent will need to document the PNR themselves if needed
-HTML, -TXT – ETR Apollo/Galileo host email modifiers	PDF format is available when using SmartPoint #VT quick command. No longer supported as host email modifiers.
Travel tools (links to currency converter, maps, driving directions, health and safety	Removed due to low usage in the classic version of ViewTrip

information, city guides, calendar of events etc.)	
Exchanged, Voided, Refunded on ETicket and expense receipt	The upgraded ViewTrip displays the active booking.
Set display preferences (language, time format)	Uses default of browser's built-in language and time format (12 hr. vs. 24 hr. clock) preferences. See additional language selection details in User Guide.
Unsupported IE version	ViewTrip will support the latest version of IE and one release prior. For example, if IE12 is the latest version, then ViewTrip will support IE12 and IE11 only. This pattern is the same for the following browsers – IE, Chrome, Firefox, Safari. Prior versions of Internet Explorer are no longer supported by Microsoft. See this publication from Microsoft for more detail: http://blogs.msdn.com/b/ie/archive/2014/08/07/stay-up-to-date-with-internet-explorer.aspx https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support
Integration with Mantic Point (ViewTrip Mobile) mobile app	Travelport is ending relationship with Mantic Point. Contact Travelport representative for more details.
All Passenger names on subject line	27% of all PNRs are multi-passengers. In these cases, including the passenger name in the subject line can create confusion for the receiving traveler. Therefore we don't include the passenger name on the subject line of multi-passenger itineraries.
Travelers don't always have internet access when traveling	ViewTrip stores the last viewed itinerary. When accessed offline, the traveler will be brought to this stored itinerary.
Calendar Import functionality	This upgrade is designed for the mobile traveler. The import process is streamlined for mobile devices, enabling a traveler to import every segment or individual segments with only 2 touches. In Microsoft Outlook on desktop computers it works less elegantly, creating a new calendar. While we don't love it, it is working as Microsoft designed.

	This functionality will be reviewed if we see high numbers in usage on desktops.
Can't view another record locator when on an itinerary	ViewTrip currently provides access to only a single itinerary at a time. If a traveler wants to access a second trip, they can use the link from that email or alternatively they can click "Travelport ViewTrip" in the upper left corner. From there they can enter their record locator and last name to retrieve another record.
Car segment Collection Location (MAAS in SSR)	To be added in an upcoming release
Rail Code for Self Service ticketing code on itinerary (SSR free from text in VTC)	Agent can put self-service ticketing code in associated remarks