

Agent can use the PNR Retention Line entry RT.T/<DATE>\*KEEP PNR LIVE to hold PNR and maximum date valid is 12 months. For example, if agent enter the entry today(24Mar2020), the maximum date could be as RT.T/24FEB\*KEEP PNR LIVE(the booking can be held till 24FEB 2021).

e.g.) RT.T/31MAY\*FREE TEXT

RT = Text Remark command

.T = Segment type - Tour

/31May = the date you want to keep the PNR until

\*Free Text = put note, e.g. KEEP PNR ALIVE

## Travelport Core PNR Functionality – Galileo

As the demand grows for existing or new PNRs to be retained in the Galileo host, listed below are two useful Galileo host functions that will assist with the retention of a PNR to prevent the PNR from being purged after the last segment has been utilized after 24 hours.

This remark may also be placed into the PNR if flights / services have been cancelled and you wish to retain the PNR for future use.

Future use would be described as, original flights booked, tickets issued, flights have been cancelled and the user wishes to keep the PNR for issue in exchange at a later date, using the eTicketing data from the original transaction.

### Text Remark:

Unlimited RT.T entries can be placed and saved into a PNR, the free text length after the \* may accommodate 43 characters.

RT.T/01DEC\*KEEP PNR LIVE

Explanation:

RT.T/ = mandatory entry

01DEC = enter a date, up to 338 days into the future

\* = enter your free text

The PNR now will be kept live for 24 hours after the date entered in the text remark, receive and end your PNR to save the text line/s.

This can be done manually or for an automated solution, access MyTravelport and click on the Marketplace icon to be directed to a new browser page.

Once you have been logged into Marketplace, search on Auto PNR Retention and locate this free product:



Follow the usual process to order and download the software. Once done, remember to access the simple user guide on how to configure the Auto PNR Retention solution.

When you have downloaded the software, before installing it on your workstation, please remember to close Travelport Smartpoint so the configuration file can be updated.

## Review Booking File:

The review booking field reminds you what you need to do in the future concerning your customer's booking, such as issuing hotel vouchers or booking car hire. You can add a maximum of 10 items. Maximum length of free text 255 characters.

Follow up actions that you have to take with your customer should be entered in the review booking field. The Booking File will automatically be placed on queue 12 on the specified date to remind you to take the required action.

**Note:** The review booking field should not be used as a reminder to issue a ticket, and a future ticketing date should be entered in the ticketing field, **T.TAU/.....**

Review booking file entries begin with **RB**. The Galileo system responds with an asterisk.

To display the Review Booking File field, enter **\*RB**

Points to note:

- The Booking File will automatically be placed on queue 12 at 0700 local time on the specified date (unless specified otherwise) as a reminder for the action to be taken
- You can add a maximum of 10 review booking file entries to a Booking File, provided each has a different date or queue number
- Review booking items are automatically removed from a Booking File when an itinerary is cancelled

Example formats:

<b>RB.</b>	Create a Review Booking File item, defaults to own branch, todays date at 0700 and to queue 12
<b>RB.09OCT</b>	Create a Review Booking File item with specified date, defaults to own branch at 0700 and to queue 12
<b>RB.Q41</b>	Create a Review Booking File item with specified queue, defaults to own branch, todays date at 0700
<b>RB.XX0/24SEP/1530/Q26*FREE TEXT</b>	Place BF on Queue 26 of agency XX0 on 24SEP at 1530
<b><u>RB.3@XX0/10FEB/Q25*FREE TEXT</u></b>	Change Review Booking File item number 3 to place BF on Q25 of agency XX0 on 10FEB with text
<b>RB.4-6@</b>	Delete Review Booking File item numbers 4 through 6
<b>RB.ALL@</b>	Delete all Review Booking File items
<b><u>RB.1@XX0/10FEB/Q26*FREE TEXT</u></b>	Delete Review Booking File item number 1 and add item to place BF on queue 26 of agency XX0 with text

**Important notes:**

- When an agency pseudo city is specified in any Review Booking File entry, it must always be accompanied by a date.
- When you amend the date of a review booking entry, you must retype the free text, otherwise it will be deleted.
- Review booking items are automatically removed from a Booking File when an itinerary is cancelled.
- It is advisable to cancel flights / services first and then insert your review booking entries.

Additional formats are available under [H/RB](#)

Your Travelport Team