

Best Buy Assist for Galileo Smartpoint

User Guide
User Guide Version 1.3

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Introduction

Best Buy Assist (BBA) performs multiple FQBB entries on a booked itinerary to provide cheapest price of a range of fare types with corresponding PTC types. The number of fare types included can be customized by the travel agency itself for optimum display of relevant fares.

Primarily intended for travel agencies having multiple fare types, the user's workflow is optimized and time spent is reduced by getting a quick overview of cheapest prices for each fare type instead of typing all the cryptic commands.

The plugin itself and configuration GUIs are accessed by built-in QuickCommands in Galileo Smartpoint so do not create QuickCommands yourself.

Installation and configuration

The following will detail what prerequisites for the app is needed along with how to install and ascertain version number.

Travelport HIGHLY recommends installing to the default destination folder to ensure connectivity to Smartpoint and seamless future updates.

Prerequisites

BBA is dependent on a license approval from Travelport. If you do not have one contact your Solutions Account Manager to obtain one.

Installation

Install the allocated installation file, 'TravelportBestBuyAssist.Setup.' to the default destination folder. Smartpoint must be closed during the process.

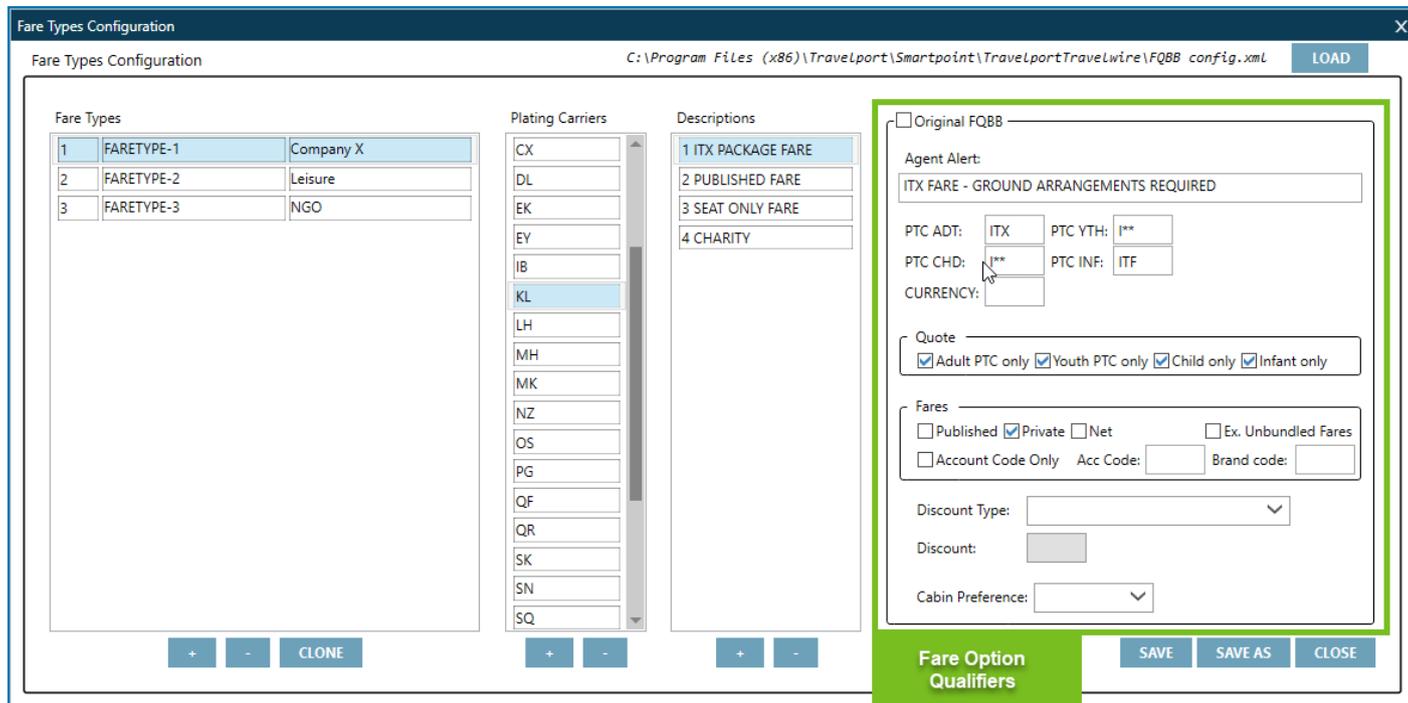
Configuration

For BBA to function properly it relies on a configuration file that needs customization corresponding to travel agency's fares.

The GUI will present a set of fare options in accordance to the configuration. Fare options could e.g. be labelled 'Published', 'Charity', 'Negotiated'.

Type `#FQBBCONFIG` to access configuration window. If new user of BBA the fare type information must be inserted manually. If already current user of BBA the existing .xml file can be loaded from local/network location by clicking 'Load' icon in upper right corner of the configuration window.

The screen is shown below and the categories are detailed further down. The green highlighted box contains the qualifiers for fare options:



Fare Types

At least one fare type needs to be added. This is a required field in all bookings in the form of a notepad for BBA to function.

To add, click on the '+' box under the column and add FARETYPE-1 (numeric only allowed). In case you wish to label the fare type insert relevant company name, business branch etc.

Plating Carriers

List of plating carriers for which fare options will be configured. To add, click on the '+' sign at the bottom of the column and select airline from the drop-down menu. Changes will be saved in alphabetical order upon app restart.

Description

Add text to appear as a headline to the fare option. If wanting to sort fare options put in a number in front of descriptions and numerical order will be applied upon app restart. Example below from GUI:

1 PUBLISHED FARE								BOOK & STORE FARE	
SK	501	P	11MAJ	CPHLHR	1025	1125	0	E	SA
SK	504	A	22MAJ	LHRCPH	1405	1700	0	E	WE

Fare Option Qualifiers

- **Original FQBB:** When you tick this box the qualifiers box will grey out. This is the default FQBB entry and will combine the cheaper fare applicable to the selected itinerary (published/private)
- **Agent Alert:** Free text box that displays in the Agent Alert Box in Smartpoint giving additional information on the fare option

- **PTC:** Default is ADT/CNN/INF so leave blank for these PTCs. Populate boxes for any other PTC (e.g. ITX, MIS, SEA).
 - Note I: 'YTH box' is intended for UK departures only for children aged 12-15 that are GB tax exempt
 - Note II: For ITX child/youth fares insert 'I**' in boxes. Plugin will then pick up birthdates from booking and treat pax as INN PTCs and process GB tax exemption if applicable.
 - Note III: For other PTC child/youth fares insert 'C**' in boxes, e.g. charity fares. Plugin will then pick up birthdates from booking and treat pax as valid PTCs and process GB tax exemption if applicable.
- **Currency:** Use for fares filed in other currency than the default of your PCC.
- **Quote:** Tick for PTC types in above boxes only. This requires that 'true' fares are loaded on PCC (e.g. **ITX). If unticked the fare option will be populated with default PTCs if no true fares are available.
- **Fares:** Select the type of fare (Published, Private or Net)
- **Ex. Unbundled Fares:** Select to exclude unbundled fares from the list of results. A tick in this box is equivalent to using the FXD modifier.
- **Acc Code:** Add account code if applicable
- **Brand Code:** Add a Brand modifier in case a specific brand is desired. (E.g. BF1 for LH Light fare or BF2 for LH Classic etc.). For BF1 add 1 in the field.
- **Discount Type/Amount:** Select type of discount from published fares and insert amount below chosen option if applicable. Options available:

Discount Type:	<input type="text" value=""/>
Discount:	<div style="border: 1px solid blue; padding: 2px;"> <p>DP(Discout Percent off base fare total)</p> <p>DB(Discout Amount off base fare total)</p> <p>DT(Discout Amount off total fare)</p> </div>

- **Cabin Preference:** Select cabin preference if desired. If left blank BBA will quote for cheapest fare within booked cabin class. Options to choose between the following:

PREMF: Premium First Class cabin

FIRST: First Class cabin

BUSNS: Business Class cabin

PREME: Premium Economy Class cabin

ECON: Economy Class cabin

UPPER: Upper cabin class considers both the first and business class cabin

Version

Version number can be found in the application itself and in Smartpoint: HELP → About... → Plugins installed

How to use

Ensure you have inserted passenger names (and ages for CHD/YTH/INF), fare type notepad and correct desired cabin type for flights in your booking before using BBA.

Main overview

Use below QuickCommands to open GUI to view fare options for booked itinerary. #FQBB is the main command and the subsequent examples of modifiers are passenger and/or segment specific:

- #FQBB: Fare options for all segments and all passengers
- #FQBPP1: Best options for passenger 1 and all segments
- #FQBBS2-4: Best options for all passengers and segments 2-4
- #FQBPP1/S2.4: Best options for passenger 1 and segments 2 and 4

The screen displays the fare options in a list as configured and not by price.

Below the fare option headline the booked itinerary appears with suggested cheapest RBD for cabin type.

Underneath are boxes with prices for each PTC and number of passengers for each PTC in parenthesis. At the right-hand end of the fare option the total for all passengers and all segments is shown.

Moreover, there are clickable features which are detailed further below.

Example: Fare options for 2 adults, 1 child, 1 youth (see inserted box for info) and 1 infant:

BEST BUY ASSIST X

1 IT RATES*3 NIGHTS ACCOMMODATION NEEDED BOOK & STORE FARE

LH	7629	K	20MAY	LHREWR	1600	1900	0	E	MO
LH	7630	T	30MAY	EWRLHR	2100	0920	0	E	TH

PRICE PER ITX (2) INCLUDING TAX	PRICE PER INN (1) INCLUDING TAX	PRICE PER INN (1) INCLUDING TAX	PRICE PER ITF (1) INCLUDING TAX	TOTAL
463.51 GBP	338.51 GBP	385.51 GBP	112.81 GBP	1763.85 GBP

Fare Rules
[LHR-EWR K LAXZTOY](#)
[EWR-LHR T LAXZTOY](#)
 S1-KLAXZTOY, BagInfo: 1PC
 S2-TLAXZTOY, BagInfo: 1PC
 UPTO50LB/23KG AND UPTO62LI/158LCM
 CARRYON HAND BAGGAGE ALLOWANCE
 SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
 FARE RESTRICTION MAY APPLY
 TOUR CODE: IT402GBT

Youth fare (chd aged 12-15): Adult fare exempt from GB tax of 78GBP on UK intercontinental departure

2 CHARITY FARES BOOK & STORE FARE

LH	7629	K	20MAY	LHREWR	1600	1900	0	E	MO
LH	7630	T	30MAY	EWRLHR	2100	0920	0	E	TH

PRICE PER ADT (2) INCLUDING TAX	PRICE PER CNN (1) INCLUDING TAX	PRICE PER CNN (1) INCLUDING TAX	PRICE PER INF (1) INCLUDING TAX	TOTAL
543.51 GBP	425.51 GBP	465.51 GBP	105.81 GBP	2083.85 GBP

Fare Rules
[LHR-EWR K LONCZ3I](#)
[EWR-LHR T LONCZ3I](#)
 S1-KLONCZ3I, BagInfo: 2PC
 S2-TLONCZ3I, BagInfo: 2PC
 UPTO50LB/23KG AND UPTO62LI/158LCM
 CARRYON HAND BAGGAGE ALLOWANCE
 SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
 NON-END
 FL RESTR/

3 PUBLISHED FARE BOOK & STORE FARE

LH	7629	K	20MAY	LHREWR	1600	1900	0	E	MO
LH	7630	T	30MAY	EWRLHR	2100	0920	0	E	TH

PRICE PER ADT (2) INCLUDING TAX	PRICE PER CNN (1) INCLUDING TAX	PRICE PER CNN (1) INCLUDING TAX	PRICE PER INF (1) INCLUDING TAX	TOTAL
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Clickable icons

Fare Breakdown

Click the 'i' icon to see fare breakdown for each PTC. In below example the net fare of 159.00 has been marked up (e.g. via Net Fare Manager) to construct a fare of 191.00 in PNR:

1 IT RATES*3 NIGHTS ACCOMMODATION NEEDED			
H	7629	PTC: ITX	
H	7630	Base Fare: 191.00 GBP	
		Net Fare Amount: 159.00 GBP	
		Tax: 272.51 (GB78.00 UB44.91 AY4.30 US28.00 XA3.00 XF3.40 XY5.30 YC4.30 YQ90.00 YR11.30)	
		Total Fare: 463.51 GBP	
PRICE PER ITX (2) INCLUDING TAX	PRICE PER INN (1) INCLUDING TAX	PRICE PER INN (1) INCLUDING TAX	PRICE PER ITF (1) INCLUDING TAX
463.51 GBP	338.51 GBP	385.51 GBP	112.81 GBP

Book & Store Fare

Click icon in upper right corner of the fare option with to price the itinerary.

BOOK & STORE FARE

PNR will subsequently update with PTC prices. BBA automatically closes when executing command and pricing PNR. You may reopen BBA and book and store another fare option to in the PNR should you wish to do so.

Fare Rules

Click desired fare basis and then use right scroll bar to go through complete rules:

BEST BUY ASSIST

1 IT RATES*3 NIGHTS ACCOM

LH 7629

LH 7630

PRICE PER ITX (2)
INCLUDING TAX

606.31 GBP

Fare Rules

LHR-EWR [KXAXZTO](#)

EWR-LHR [SKXAXTO1](#)

S1-KXAXZTO, BagInfo: 1PC

S2-SKXAXTO1, BagInfo: 1PC

UPTO50LB/23KG AND UPTO62LI/1

CARRYON HAND BAGGAGE ALLOW

SUM IDENTIFIED AS UB IS A PASSE

FARE RESTRICTION MAY APPLY

TOUR CODE: IT402GBT

Travelport Smartpoint X

0. APPLICATION AND OTHER CONDITIONS

RULE - 204/WOGB NFM SUPPLIER G0SQ6

NFM NOTE:

FIRST TKT DATE:19JAN18 LAST TKT DATE:19JAN21

UNLESS OTHERWISE SPECIFIED

LH TOUR OPERATOR PROMOTIONAL FARES

APPLICATION

AREA

THESE FARES APPLY

FROM UNITED KINGDOM TO AREA 1.

CLASS OF SERVICE

THESE FARES APPLY FOR ECONOMY CLASS SERVICE.

TYPES OF TRANSPORTATION

FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE

ONE-WAY/ROUND-TRIP/OPEN-JAW/DOUBLE OPEN-JAW JOURNEYS.

CAPACITY LIMITATIONS

THE CARRIER SHALL LIMIT THE NUMBER OF PASSENGERS CARRIED

ON ANY ONE FLIGHT AT FARES GOVERNED BY THIS RULE AND SUCH

FARES WILL NOT NECESSARILY BE AVAILABLE ON ALL FLIGHTS.

THE NUMBER OF SEATS WHICH THE CARRIER SHALL MAKE

AVAILABLE ON A GIVEN FLIGHT WILL BE DETERMINED BY THE

Ok

Baggage and Ticket Information

Click the arrows icon in the bottom right of fare option to fold out complete information. Click again to unfold:

Fare Rules

LHR-EWR [KXXAZTO](#)

EWR-LHR [SKXAXTO1](#)

S1-KXXAZZTO, BagInfo: 1PC

S2-SKXAXTO1, BagInfo: 1PC

UPTO50LB/23KG AND UPTO62LI/158LCM

CARRYON HAND BAGGAGE ALLOWANCE

SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE

FARE RESTRICTION MAY APPLY

TOUR CODE: IT402GBT

FARE HAS FORM OF PAYMENT RESTRICTION

01 NVB20MAY/NVA20MAY

02 NVB30MAY/NVA30MAY

LAST DATE TO PURCHASE TICKET: 22APR19

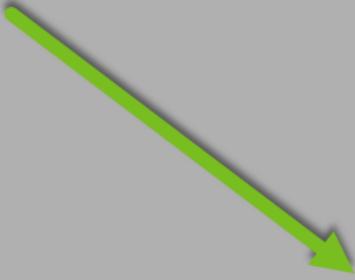
TICKETING AGENCY SQ6

DEFAULT PLATING CARRIER LH

FARE HAS A PLATING CARRIER RESTRICTION

E-TKT REQUIRED

TICKETING FEES MAY APPLY



Support/Help

For Northern Europe

All support of this application is handled by your local Solution Account Manager. Upon contact please prepare the following information for us to alleviate the issue as quickly as possible:

- Precise description of problem
- Example/screenshot visualizing problem
- Version number of application

Other regions

Currently not supported

Product Support Page

Information is available within the application. Click on the question mark in the upper right corner next to the version number and you will be directed to a help page:



Troubleshooting

In case you experience issues when using the application, we recommend you go through these steps to identify the reason.

Problem	Application will not open
Solution I	Check if plugin is successfully installed in Smartpoint menu tab: HELP → About... → Plugins installed. Look for [Travelport.Travelwire.XXX.exe] If above plugin is mentioned do #DELETEPLUGINCACHE and then #RESTART
Solution II	If plugin is not mentioned and the above does now work try reinstalling. It is always recommended to install into default directory.
Solution III	Is more than one connection in Smartpoint configured? Check Windows 'Control Panel' and 'Galileo TCP/IP'. The default connection must be pointing to production. Ensure default connection is corrected and restart Galileo Smartpoint.
Solution IIII	If you get the Smartpoint error message 'No valid license found to run this application': Plugin is dependent on a license administered by Travelport. If you have not obtained such contact your Solutions Account Manager
Solution IV	If #FQBBCONFIG is unresponsive and if #FQBB triggers error box with message of missing configuration file it could be a consequence of a recent Smartpoint update. Try copying the .xml configuration file into your Smartpoint folder and retyping commands. If resolved you may reload the .xml file from the original location and setting will be stored

Problem	Error message 'Faretype not found'
Solution	Ensure your booked itinerary includes the faretype as notepad information

Problem	Application not showing cheapest possible economy class fare
Solution	Remember that #FQBB is displaying cheapest fare of the cabin type present in the booking. So be sure to check the cabin type of the RBD in the booking. It could be an upper class which potentially could conflict with an intension of finding cheapest possible economy class fare

Problem	PTC type is yielding no/different PTC results
Solution I	Ensure that DOBs are inserted in booked itinerary for children and infants
Solution II	If using ITX fares ensure that 'I**' is inserted in CHD PTC box (and YTH box if applicable). If using other PTC fares ensure that 'C**' is inserted in CHD PTC box (and YTH box if applicable)
Solution III	If 'Quote' box(es) are ticked in the fare options qualifiers the PTC type(s) in the box(es) will only result in a fare option if true fares are loaded on PCC and are available on requested itinerary

Problem	Cannot price cheapest possible with *YTH as PTC code
Solution	*YTH cannot be combined with another PTC/pax which requires different class for cheapest price. So, if insistent on cheapest fare for *YTH a separate PNR is necessary

Problem	'Brand code' box not visible
Solution	If screen resolution is outside the recommended values this box might drop out of the 'Fares' window. Change screen resolution to the recommended values of 1920 x 1080 pixels.