



Air India  
**available**  
on Travelport

Your step-by-step guide to  
AI booking procedure

# Air India through Travelport Smartpoint

## Key Features of Air India on Travelport

- Air India's POS IN content for domestic flights available on Travelport as a preferred GDS for viewing, selling & modification
- Easily view & upsell Air India Fare Brands
- Easily book Ancillaries, even post PNR creation
- Calendar shopping option available for easy servicing of requests
- List all Air India bookings using regular commands
- Move existing key customer data quickly
- Complete details of all taxes charged, updated in the PNR
- Applicable Agency commission available for all bookings done through Travelport
- Back office data handoff for seamless billing
- Automatic generation of SMS
- Option to email ticket & itinerary of PNR
- PNRs can be easily modified post fulfilment, flights can be changed
- Option to Claim an individual or group PNR created directly by Air India
- Ability to view an Air India PNR as it reflects in the airline system

### Normalized work flow

### Air India flights on Shopping & Availability responses

```

1-FSDEL16JANLHR
>
TTL OF 13 PRICING OPTIONS AND 31 ITINERARY OPTIONS RETURNED
PRICING OPTION 1 TOTAL AMOUNT 22700 INR
ADT TAX INCLUDED
1 AI 111 S 16JAN DEL LHR 1445 1855 WE 788 SLOWDEL
«BOOK» +TQ D R
PRICING OPTION 2 TOTAL AMOUNT 37787 INR
ADT TAX INCLUDED
1 AI @ 9628 Q 16JAN DEL2BOM 1135 1650 WE ATR WLOWDEL
2 AI 131 W 17JAN BOM LHR 0700 1130 TH 788 WLOWDEL
«BOOK» +TQ D R
PRICING OPTION 3 TOTAL AMOUNT 37860 INR
ADT TAX INCLUDED
1 AI 636 Q 16JAN DEL1BOM 1505 1825 WE 319 WLOWDEL
2 AI 131 W 17JAN BOM LHR 0700 1130 TH 788 WLOWDEL
«BOOK» +TQ D R
PRICING OPTION 4 TOTAL AMOUNT 37902 INR
ADT TAX INCLUDED
1 AI 317 Q 16JAN DEL BOM 2300 0105 # WE 788 WLOWDEL
2 AI 131 W 17JAN BOM LHR 0700 1130 TH 788 WLOWDEL
«BOOK» +TQ D R +10
    
```

```

1-A16JANDELLHR*
>
WED 16JAN19 DELHI/LONDON 16/0000 16/2359
1 DEL LHR16/ 0230 0635 AI 161 C4 D4 J4 Z3 Y9 B9 M9 H9 K9 788 C*E
«B» Q2 VC WC GC LC UC TC SC EC
DEPARTURE DEL TERMINAL 3 / ARRIVAL LHR TERMINAL 2
2 DEL LHR16/ 1445 1855 AI 111 C4 D4 J4 ZR Y9 B9 M9 H9 K9 788 C*E
«B» Q9 V9 W9 G9 L9 UC TC S3 EC
DEPARTURE DEL TERMINAL 3 / ARRIVAL LHR TERMINAL 2
3 DEL BLR16/ 2030 2315 AI 504 C4 D4 J4 Z4 Y9 B9 M9 H9 K9 32B C*E
«B» Q9 V9 W9 G9 L9 U9 T9 S9 EC
DEPARTURE DEL TERMINAL 3 / ARRIVAL BLR TERMINAL
4 LHR17/ 0525 1105 AI 177 C4 D4 J4 Z4 Y9 B9 M9 H9 K9 788 C*E
«B» Q9 V9 W9 G9 L9 U9 T9 S9 E9 EC
DEPARTURE BLR TERMINAL / ARRIVAL LHR TERMINAL 2
«More Flights»
    
```

**Booking Air India**

Search flights via Fare Shopping or Availability (neutral or Carrier Specific Availability)

**Fare Shopping Display**

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

- Air Availability Search
- Hotel Availability Search
- Car Availability Search
- Flight Shopping Search**
- Smartpanel Alt+T

**Flight Shopping Search Tab**

Flight Shopping Search

Round Trip  One Way

Origin: \*  Destination: \*

Multiple Airports  Multiple Airports

Departure date: \*  Departure time:  Return date:  Return time:

Airline:  Passengers:  Cabin:

Currency Override:

**SEARCH** **CANCEL**

**Smartpanel**

Smartpanel

Basic Advanced

Depart	From	Multi	To	Multi	Time	Cabin	Direct	I/E/O	Carriers	I/E/S	Cnx	Cnx
> 29Oct		<input type="checkbox"/>		<input type="checkbox"/>	ANY	No preference						

Insert segment after:  Fare Type:   Process As One Ways

Passengers

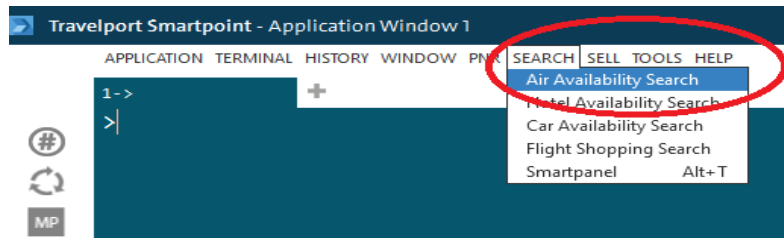
**SEARCH** **RESET** **SAVE AS** **CANCEL**

PRICING OPTION 1							TOTAL AMOUNT		22709 INR		
ADT							TAX INCLUDED				
1	AI	111	S	16JAN	DEL LHR	1445	1855	WE	788	SLOWDEL D R	
<b>BOOK</b>							+TQ				

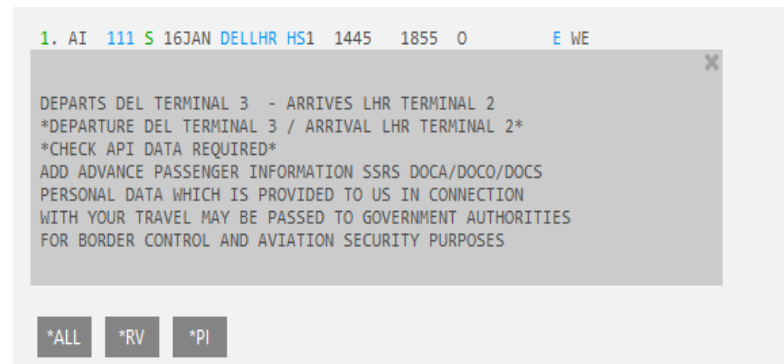
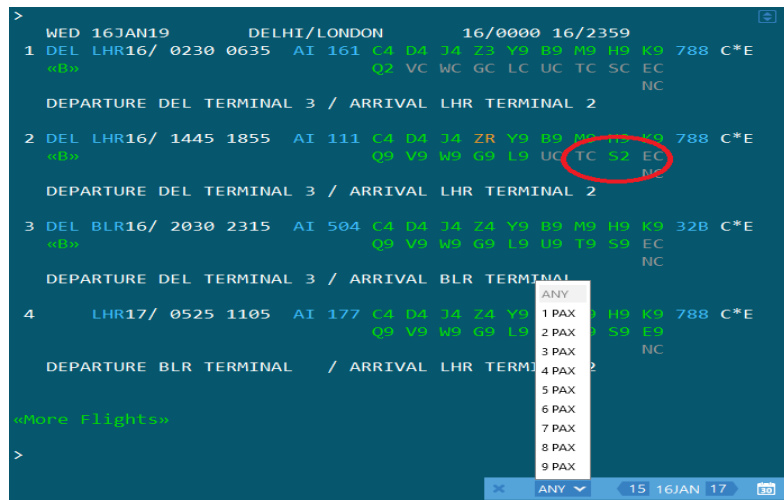
To go to Fare Shopping display, click on either Flight Shopping Search or Smartpanel

From Fare Shopping screen, Click on Book for the required option.

## Carrier Specific Availability Display



The 'Air Availability Search' form is displayed. It has two radio buttons: 'Round Trip' (unselected) and 'One Way' (selected). The 'Origin' field is set to 'DEL - Delhi, India - Delhi Indira Gandhi Int' and the 'Destination' field is 'LHR - London, United Kingdom - Heathro'. The 'Departure date' is '16 Jan 2019' and the 'Departure time' is '12:00 AM'. The 'Return date' is '26 Oct 2018' and the 'Return time' is '12:00 AM'. The 'Airline' dropdown is set to 'AI - Air India'. The 'Passengers' dropdown is set to '1'. The 'Booking Code' field contains the text 'Enter booking code'. A red circle highlights the 'SEARCH' button at the bottom right of the form.



To search for the availability for a specific sector on Air India click on search and select the Air Availability Search tab.

Select the option of Round Trip or One Way, add the origin and destination along with the date of travel, select the Airline AI - Air India. You may also select the number of passengers using the drop down option and also input the booking code. Now click on SEARCH to get the response.

From the availability response also you have the option to select the number of passengers from the calendar icon. Clicking on the class of booking of the required flight, will sell the requested number of seats

In addition you could also use the cryptic commands for selling the required flight & seats

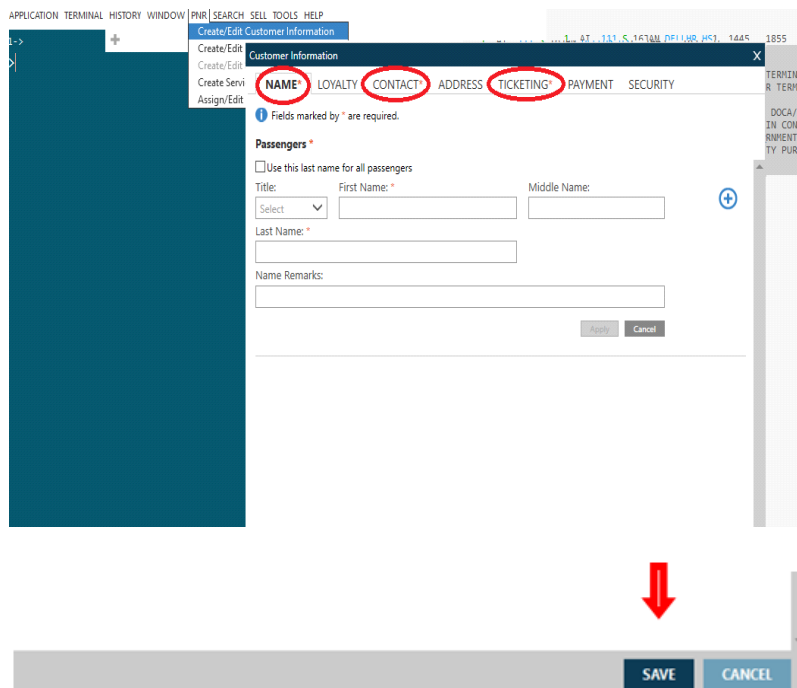
**N1S2:**

**(Need one seat on S class line number two)**

Flight segments will be returned to the PNR with an HS status

Enter mandatory passenger information

**PNR tab**



**N.GALILEOTEST/NMRS**  
**P.DELT\*ABC TRAVELS 011 4443333 REF \_\_\_\_\_**  
**T.T\***  
**R.**  
**ER**



**Secondary Cryptic Language – Mandatory Commands**

AN15DECBOMDEL/AAI  
 SS1U1  
 NM1GALILEOTEST/NMRS  
 CM/+\*AGENT NAME

APBOM/P1 9812398123-M  
[APE-TONY.EAST@EMAIL.COM](mailto:APE-TONY.EAST@EMAIL.COM)  
 TKTL10DEC or TKOK  
 RFAGENT NAME or RFP  
 ER  
 FXP (FQ)  
 FXB (FQBB)  
 FXR (FQBBK)

**Mandatory Booking File fields**

Select the PNR tab, select Create / Edit Customer Information and add the mandatory fields

1. Name
2. Contact
3. Ticketing

Select the Security tab to input the APIS information where required.

Then click on Save at the bottom of the screen & type ER on the command window

Alternately you can also use the cryptic commands for adding the Mandatory fields in the PNR.

1. Name field
2. Agency Contact Details
3. Ticketing field
4. Received from field
5. Save the PNR with an ER command

Another option is to set the Secondary Cryptic Language & use the cryptic commands you are aware of

- Carrier specific Availability
- Sell required seats
- Name Field
- Agency details
- Mobile number
- Email address
- Time limit
- Received from field
- End
- Fare Quote
- Fare Quote Best Buy
  - Fare Quote Best Buy Rebook

Fare Quote booking

FQ

```
1-FQ
BKD:ECOSAVER-BF1
BRAND UPSSELL AVAILABLE FROM +7560.00INR
>FQ
PSGR          FARE          TAXES          TOTAL PSG DES
FQG 1         INR           2100          20609         22709 ADT
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES ***** INR           22709
**ADDITIONAL FEES MAY APPLY**SEE >FQ<
ADT          LAST DATE TO PURCHASE TICKET: 16JAN19
ADT          TICKETING AGENCY H04
ADT          DEFAULT PLATING CARRIER AI
ADT          FARE HAS A PLATING CARRIER RESTRICTION
ADT          E-TKT REQUIRED
BAGGAGE ALLOWANCE
ADT
AI DELLON 2PC
BAG 1 - BAGGAGE CHARGES DATA NOT AVAILABLE
BAG 2 - BAGGAGE CHARGES DATA NOT AVAILABLE
VIEWTRIP.TRAVELPORT.COM/BAGGAGEPOLICY/AI
CARRY ON ALLOWANCE
AI DELLON 0BK
BAG 1 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
BAG 2 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.
<Display Rules>
```

VIEW

Fare Quote command

**FQBB** - Fare Quote Best Buy, lowest available fare for flights booked

**FQ:P** - Fare Quote any Private Fare

**FQ-:ACCOUNT CODE** - Fare Quote Airline Private Fare only with account code specified

The Branded fares and ancillaries indicator at fare level. Click on the View Button for the details

Brands and Ancillaries

DEL-LHR

Wednesday, 16 January 2019, DEL 1445 > LHR 1855 | AI 111 operated by Air India

Economy Saver (S) Included +7560 INR

Economy Basic (L) +7560 INR

Economy Semi Flex (M) +57015 INR

Economy Flex (Y) +91875 INR

Business Flex (J) +89524 INR

Currently Selected Economy Semi Flex +57015 INR INCLUDING TAX

T.ADT 56400

Included in your ECONOMY SEMI FLEX fare are:

- Check in 2x23kg baggage allowance.
- Carry on one bag max 8kg.
- Choice of continental or Indian cuisine non veg or veg.
- Complimentary liquors and wine.
- Spacious seats with a pitch of 33 inches.
- Rebooking against a fee until the prior departure.
- Refunds against a fee until the prior departure.

Ancillaries Additional ancillaries available after booking. Prices are approximate.

- Checked baggage included
- Carry on baggage included
- Rebooking Up to 2500 INR
- Refunds Up to 2500 INR
- No show permitted Up to 2500 INR
- Advance seat reservation included

ORIGINAL SELECTION INCLUDING TAX 22709

DEL-LHR +57015

FORMS INCLUDING TAX 79724

FARE QUOTE CANCEL

Details view, displays the various brands available for this flight along with the details for each specific brand

Brands and Ancillaries

DEL-LHR

Wednesday, 16 January 2019, DEL 1445 > LHR 1855 | AI 111 operated by Air India

	Checked baggage	Carry on	Rebooking	Refunds	No show	Advance seat reservation
<input type="checkbox"/> Economy Saver (S) Included +7560 INR	✓	✓	✗	✓	✗	✗
<input type="checkbox"/> Economy Basic (L) +7560 INR	✓	✓	✗	✓	✗	✗
<input checked="" type="checkbox"/> Economy Semi Flex (M) +57015 INR	✓	✓	✓	✗	✗	✗
<input type="checkbox"/> Economy Flex (Y) +91875 INR	✓	✓	✓	✗	✗	✗
<input type="checkbox"/> Business Flex (J) +89524 INR	✓	✓	✓	✗	✗	✓

Rebooking

Matrix view gives a quick comparison view of the ancillaries available for each brand



		<p># Note : Branded fare details can be checked from Shopping and Availability as well</p>
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Selling ancillaries

**Launch Ancillary basket from PNR Viewer**

2TNNN0/92 DELNH N246923 AG 99999992 26OCT  
 1.1GALILEOTEST/NMRS  
 1. AI 111 S 16JAN DELLHR HK1 1445 1855 O\* E WE  
 2. T \*\* TEXT \*\* 16APR-\*\*KEEP PNR LIVE\*\*

\*ALL \*P \*AD \*TD \*CF \*FF \*NP \*VL \*EM \*RV  
 \*PI

**Ancillary Services**

Passenger NMRS GALILEOTEST Filter All  Include View-Only Services

Frequent Flyer number may affect pricing, add numbers prior to selecting ancillaries.

NMRS GALILEOTEST - Frequent Flyer 1 DEL-LHR  
 0

PRE RESERVED SEAT ASSIGNMENT  
 AI 3000 INR

SSR Free Text

APPROXIMATE TOTAL  
 0 INR

Prices are approximate. Verify prices at Review. **REVIEW** **CANCEL**

You can use cryptic commands to display the ancillary services catalogue DAS\*

Ancillaries can be filtered by passenger or by ancillary type.

Input the quantity required of the ancillary service & select the passenger requesting for this service

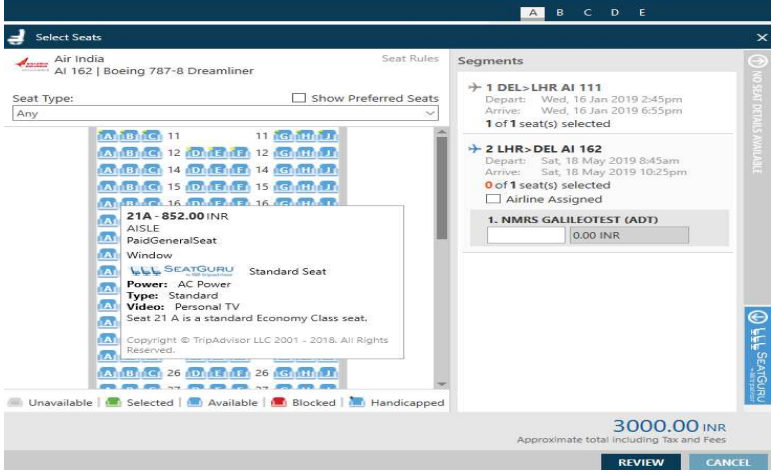

Click on review to see a summary of the ancillaries selected then click apply to add the selection to the reservation

To display seat map

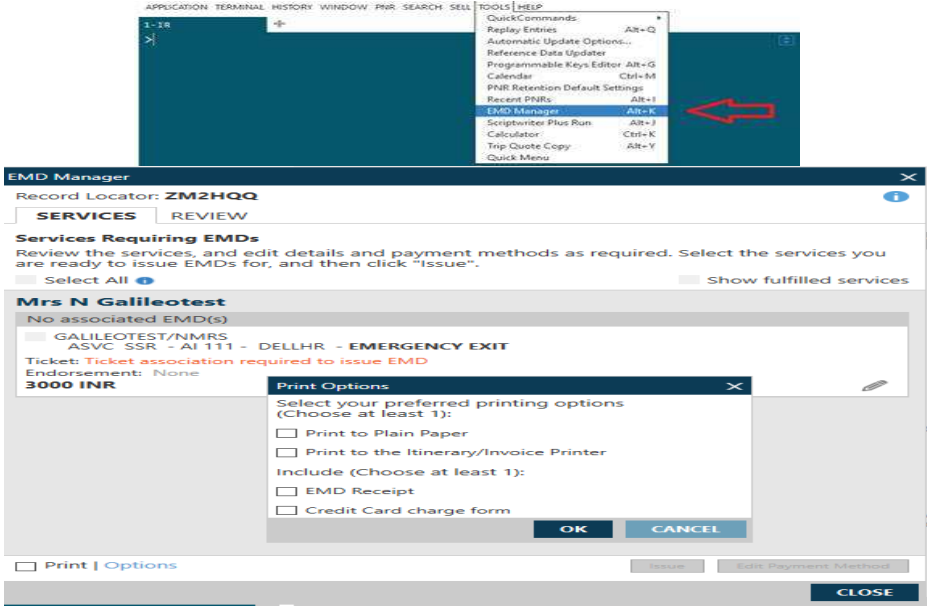
**Click on the class of travel**

2TNNN0/92 DELNH N246923 AG 99999992 26OCT  
 1.1GALILEOTEST/NMRS  
 1. AI 111 S 16JAN DELLHR HK1 1445 1855 O\* E WE  
 2. AI 162 S 18MAY LHRDEL HK1 0845 2225 O\* E SA

Click on the class or input #SEAT to display the seat map

<p>To sell a seat from the seat map</p>	<p><b>Hover on the seat number for description and seat cost – click to book.</b></p> 	<p>Clicking on a particular flight &amp; class will open the respective seat map</p> <p>Charges for the seat/s booked get added &amp; display below the request</p> <p>Click on review to see the charges &amp; then click apply to add the selection to the reservation</p>
<p>Enter GST Details</p>	<p>Use the Industry Standard commands to input the GST details in to the PNR when payment of the booking is being done by a business registered for GST</p> <p>SI.P1/SSRGSTEAIHK1/IND/GST.INFO//ITQ.IN  SI.P1/SSRGSTNAIHK1/IND/22AAAAA0000A1Z5/INTERGLOBE  SI.P1/SSRGSTPAIHK1/IND/919898989898  SI.P1/SSRGSTAAIHK1/IND/124THAPARHOUSE/JANPATH//NEWDE LHI/110001</p> 	<p>Air India requires the GST details as follows:</p> <ul style="list-style-type: none"> <li>• SSR GSTE</li> <li>• SSR GSTN</li> <li>• SSR GSTP</li> <li>• SSR GSTA</li> </ul>
<p>Retrieve PNR</p>	<p>* GALPNR  *-LASTNAME/FIRST NAME</p>	
<p>To modify or cancel a booking</p>	<p><b>Retrieve the Booking &amp; cancel the complete itinerary</b></p> <ul style="list-style-type: none"> <li>• Retrieve PNR * GALPNR</li> <li>• Cancel Itinerary XI</li> <li>• Cancel unrequired segment (s) X2 or X3-4</li> <li>• Update Received from field R. _____</li> <li>• End the Booking E or ER</li> </ul>	



<p>Booking Flow</p>	<ol style="list-style-type: none"> <li><b>Search flights through SHOP or Availability</b> <ol style="list-style-type: none"> <li>FS...../AI#</li> <li>A.....*AI</li> </ol> </li> <li><b>Book required flight &amp; class</b></li> <li><b>Add Mandatory Booking File elements</b>  N.GALILEO/TESTMRS  (Passenger titles are mandatory, Air India supports the following :  MR, MRS, MS, MISS, MSTR)  T.T*  P.DELT*ABC TRAVELS 011 44442222 ref _____  R.____  SI.P1/SSRDOCSAIHK1////GB/16JAN84/F//GALILEO/TEST  (Passport details to be updated for International bookings)</li> <li><b>Save the PNR</b> (Add Received from field &amp; End the PNR) R.____ + ER</li> </ol>														
<p>Steps for Ticketing</p>	<ol style="list-style-type: none"> <li><b>Fare Quote the Booking File</b> ( FQ / FQA / FQBB / FQ-:account code)</li> <li><b>Add ticket modifiers as required</b> (TMU1FINVAGT/AI-BOM123/EBNONREF *EBNONENDO)</li> <li><b>Issue ticket</b> (TKP)</li> </ol>														
<p>Ticket Modifiers</p>	<table border="0"> <tr> <td>Plating Carrier</td> <td>CAI</td> </tr> <tr> <td>Form of payment (FOP)</td> <td>FINVAGT1431234</td> </tr> <tr> <td>Commission</td> <td>Zn</td> </tr> <tr> <td>Endorsements</td> <td>EB free text *EB Free text</td> </tr> <tr> <td>Tour Code</td> <td>TCAIBOM</td> </tr> <tr> <td>Inclusive Tour &amp; Bulk Inclusive Tour</td> <td>IT or BT</td> </tr> <tr> <td>Net Remittance Form of Payment</td> <td>AI-AIBOM123</td> </tr> </table>	Plating Carrier	CAI	Form of payment (FOP)	FINVAGT1431234	Commission	Zn	Endorsements	EB free text *EB Free text	Tour Code	TCAIBOM	Inclusive Tour & Bulk Inclusive Tour	IT or BT	Net Remittance Form of Payment	AI-AIBOM123
Plating Carrier	CAI														
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Net Remittance Form of Payment	AI-AIBOM123														
<p>Ticket Print Command</p>	<table border="0"> <tr> <td>TKPDTD</td> <td>To Issue only Ticket Document</td> </tr> <tr> <td>TKPDAD</td> <td>To Issue only Invoice (MIR)</td> </tr> <tr> <td>TKP</td> <td>To Issue Ticket / Itinerary &amp; MIR</td> </tr> <tr> <td>TKP1P3/DTD</td> <td>To Issue Ticket for Pax 03 for Filed Fare 01</td> </tr> </table>	TKPDTD	To Issue only Ticket Document	TKPDAD	To Issue only Invoice (MIR)	TKP	To Issue Ticket / Itinerary & MIR	TKP1P3/DTD	To Issue Ticket for Pax 03 for Filed Fare 01						
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<p>EMD Issuance (Check <b>EMD AI</b> on ASKTravelport for details)</p>	<ol style="list-style-type: none"> <li>Add manual SVC segment corresponding to flight date, where required  0SVCAIEK1LHR03OCT-N1/D/98F/PENALTY FEE/2000.00</li> <li>Issue the EMD  EMDI/SM1/IC0981234123123 or through EMD Manager</li> </ol> 														

Queue Management	<p><b>QCA</b> Display a count of all Queues  <b>QPB*</b> Display entire Queue Name Table  <b>Q/23</b> Sign in to Q 23  <b>QR</b> Remove Booking File from Queue  <b>I</b> Return Booking File to the bottom of the queue  <b>QX</b> Sign out of Queues</p>	<table border="1"> <thead> <tr> <th rowspan="2">Segment Type</th> <th colspan="2">Change Segment Status</th> </tr> <tr> <th>From</th> <th>To</th> </tr> </thead> <tbody> <tr> <td>Air (confirmed)</td> <td>TK</td> <td>HK</td> </tr> <tr> <td></td> <td>KK</td> <td>HK</td> </tr> <tr> <td></td> <td>KL</td> <td>HK</td> </tr> <tr> <td>Air (waitlisted)</td> <td>UU</td> <td>HL</td> </tr> <tr> <td></td> <td>US</td> <td>HL</td> </tr> </tbody> </table>	Segment Type	Change Segment Status		From	To	Air (confirmed)	TK	HK		KK	HK		KL	HK	Air (waitlisted)	UU	HL		US	HL
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Air (confirmed)	TK	HK																				
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List Bookings	<p><b>LD/ALL/AI/1NOV*30NOV-D</b>  <b>LD/ALL/AI/C15OCT*12NOV/1DEC*31DEC-D</b></p>	<p>List all AI bookings for travel between 1-30Nov  List all AI bookings created between 15 Oct -12 Nov, for travel between 1-31 Dec</p>																				
Claim PNR on Air India  AN69	<ul style="list-style-type: none"> <li>• Live PNR created by AI</li> <li>• Agent claims the PNR on Galileo  C/AI*Airline PNR  C/AI/OK</li> </ul> <p>Modifications if required are carried out by the agent directly on the Galileo PNR after Claim. The changes will reflect on AI's system.</p> <ul style="list-style-type: none"> <li>• Agent modifies PNR to include phone contact details <ul style="list-style-type: none"> <li>◦ P.BOMT*GALILEO 12455 + R.S + ER</li> </ul> </li> </ul> <pre data-bbox="440 835 1450 1094" style="background-color: #e0e0e0; padding: 5px;"> &gt;C/AI*NHY65 CONFIRM CLAIM OR IGNORE 1 1.1GALILEOTEST/GROUP PNR 1. AI 131 M 10OCTBOMLHR HK1 0630 1350 E MO FONE-P*022 76547839 RCVD-CLAIMED-AI/NHY65 TKTG-T* VLOC-1A*NHY65/06SEP 0781 ** OTHER SUPPLEMENTARY INFORMATION ** CARRIER RELATED 1 1. YY RLOC BOM1ANHY65 </pre> <p>Note: If a passenger is waitlisted, precede the flight number with W  e.g. <b>C/AI*W/AI111/12APRLHR-VERDI/AMR</b></p> <div data-bbox="440 1205 1398 1476" style="background-color: #e0e0e0; padding: 5px;"> <p><b>Steps to Claim a PNR</b></p> <table border="0"> <tr> <td>1)</td> <td>Retrieve the PNR</td> <td>C/AI*AIPNR</td> </tr> <tr> <td>2)</td> <td>Confirm the Claim</td> <td>C/AI/OK</td> </tr> <tr> <td>3)</td> <td>Finish the Claim transaction</td> <td>R.___+ER</td> </tr> </table> <p>Modifications / ticket issuance can be carried out after all the above steps are completed.</p> </div> <p><b>Group EMD Issuance</b></p> <ul style="list-style-type: none"> <li>• Claim PNR as per above steps</li> <li>• Add Service segment with Group Deposit details <ul style="list-style-type: none"> <li>◦ 0SVCAIEK1LHR03OCT-NG/D/997/GROUP DEPOSIT/15000</li> </ul> </li> <li>• Issue EMD <ul style="list-style-type: none"> <li>◦ EMD/SM1/TX200K3/TX300WO/ERVENDOR LOCATOR ENDORSEMENT TOUR CODE/FS/Z0/PE-R</li> </ul> </li> </ul>		1)	Retrieve the PNR	C/AI*AIPNR	2)	Confirm the Claim	C/AI/OK	3)	Finish the Claim transaction	R.___+ER											
1)	Retrieve the PNR	C/AI*AIPNR																				
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3)	Finish the Claim transaction	R.___+ER																				

<p>How do I display a booking for Air India (AI) in View PNR?</p> <p>AN7819</p>	<p>View PNR using Galileo Limited Access Drop Through functionality, allows you to view existing PNRs directly within the Air India (AI) system using the AI vendor locator (VLOC).</p> <p>Note: You are not able to add new requests or make any amendments using this product. It is simply a tool which enables you to view details of Galileo created PNRs to ensure that the AI PNR and Galileo Booking File are in synch.</p> <p>You are able to view the following fields:</p> <ul style="list-style-type: none"> <li>• Itinerary</li> <li>• Name</li> <li>• Ticket Number</li> <li>• Airport Fax (AP FAX) which includes SSRs and OSIs</li> </ul> <div style="background-color: #4a90e2; color: white; padding: 10px; margin-top: 10px;"> <p><b>Step 1 - Drop Through into the AI system</b> @@AI/VIEWPNR</p> <p><b>Step 2 - Display the PNR using the AI vendor locator (VLOC)</b> *AIPNR (example)</p> <p><b>Step 3 - Scroll for additional information</b> MD = Move Down MT = Move Top</p> <p><b>Note</b> : These entries are only valid when a 'scroll indicator' '+' is provided by AI. The end of message indicator is shown as &gt;</p> <p><b>Note</b> : If you attempt to 'MD' when the scroll indicator is not shown, the AI system will re-display the page.</p> <p><b>Step 4 - Return to the Galileo system</b> @@1G or &gt;I (ignore)</p> </div>												
<p>Client Files</p> <p>AN3778</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Display Agency File</td> <td>C*</td> </tr> <tr> <td>Display specified Business File</td> <td>C*IBM</td> </tr> <tr> <td>Display specified Personal File</td> <td>C*IBM-TATA</td> </tr> <tr> <td>List all Business Files</td> <td>CLB</td> </tr> <tr> <td>List all Personal Files of specified Business File</td> <td>CLP/IBM</td> </tr> <tr> <td>Move displayed Client File</td> <td>CM/</td> </tr> </table>	Display Agency File	C*	Display specified Business File	C*IBM	Display specified Personal File	C*IBM-TATA	List all Business Files	CLB	List all Personal Files of specified Business File	CLP/IBM	Move displayed Client File	CM/
Display Agency File	C*												
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Move displayed Client File	CM/												

**For further information please see ASK Travelport answer IDs:**

- AN69** How do I claim PNR?
- AN15219** What is PNR synchronization?
- AN7819** How do I display a booking for Air India (AI) in View PNR?
- AN16158** Where can I find information on ancillary services and service fees offered by Air India?
- AN3867** Where can I find the Galileo Formats Guide for Fares?
- ETKT AI** E-Ticketing Information for (AI) Air India
- AN3870** Where can I find the Galileo Formats Guide for Booking File?
- AN13885** Where can I find the Travelport Smartpoint User Guide for Apollo & Galileo?
- AN13836** Where can I find a list of Rich Content and Branding participating airlines that offer branded fares and ancillaries in Travelport Smartpoint?
- AN4369** How do I convert Amadeus formats to Galileo?
- AN3899** Where can I find the Galileo Formats Guide for Document Production?

For a quick view of the Air India booking procedure through Smartpoint visit <http://itq.in/products-travelport-galileo> or click below

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