

Совместный семинар
с авиакомпанией
DELTA

23 мая 2019г.



Travelport Rich Content and Branding



- ✓ Более 200 авиакомпаний-участников Rich Content and Branding
- ✓ Экономия до 1 ч. рабочего времени в день за счет более оперативного поиска нужной информации о брендированных тарифах
- ✓ Легко понять, какие услуги включены, исключены или предусмотрены за дополнительную плату для разных семейств тарифов

Brands and Ancillaries


KBP>AMS AMS>JFK JFK>CDG CDG>KBP

Friday, 05 July 2019, JFK 1900 > CDG 0820 + Sat | DL 1015 operated by Air France

Main Cabin (U)
Included

Premium Select (G)
+5011 UAH

First (Z)
+24089 UAH

 Currently Selected
Main Cabin








12863
UAH INCLUDING TAX

1 ADT 8834

A higher standard.

- Complimentary premium entertainment with Delta Studio
- Complimentary snacks, soft drinks, and Starbucks® coffee on nearly all flights
- Access to select preferred seats for a more comfortable ride, subject to availability (fees may apply).
- Please note that if the flight is operated by another airline then the onboard product or service maybe different to that described above.

Ancillaries Additional ancillaries available after booking. Prices are approximate.

-  Checked bags
Varies based on flight
-  Carry on bags
Included
-  Rebooking
Varies based on flight
-  Refunds
From 0 USD
-  Seat Selection
Included
-  Snack
Varies based on flight
-  Complimentary Premium

ORIGINAL SELECTION INCLUDING TAX
26785

TOTAL INCLUDING TAX
26785 UAH

Travelport Rich Content and Branding



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First (Z)
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| | UAH | ✓ | UAH | USD | ✓ | UAH | UAH | UAH | ✓ | ✗ | ✓ | ✗ |
|---------------------------|-----|---|-----|-----|---|-----|-----|-----|---|---|---|---|
| Main Cabin (U) | UAH | ✓ | UAH | USD | ✓ | UAH | UAH | UAH | ✓ | ✗ | ✓ | ✗ |
| Premium Select (G) | ✓ | ✓ | UAH | USD | ✓ | ✓ | ✓ | UAH | ✓ | ✓ | ✓ | ✗ |
| First (Z) | ✓ | ✓ | ✓ | USD | ✓ | ✓ | ✓ | USD | ✓ | ✓ | ✓ | ✓ |

ORIGINAL SELECTION INCLUDING TAX
26785

TOTAL INCLUDING TAX
26785 UAH

All prices are approximate. Additional airline fees may apply.

FARE QUOTE CLOSE

Отобразить экран Branded Fares из экрана наличия мест можно кликнув на индикатор **B**

| | TUE | 25JUN19 | NEW YORK/LAS | VEGAS | 25/0000 | 25/2359 | | | | | | | | | | | | | | | | | |
|---|-----|---------|--------------|-------|---------|---------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 1 | JFK | LAS | 0830 | 1106 | DL2371 | J9 | C9 | D9 | I9 | Z6 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L0 | U0 | T0 | X0 | V0 | E0 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |
| 2 | JFK | LAS | 1010 | 1250 | DL2093 | J9 | C9 | D9 | I9 | Z7 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L9 | U0 | T0 | X0 | V0 | E9 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |
| 3 | JFK | LAS | 1505 | 1749 | DL 419 | J9 | C6 | D1 | I1 | Z0 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L9 | U4 | T0 | X0 | V0 | E9 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |
| 4 | JFK | LAS | 1758 | 2044 | DL2198 | J9 | C9 | D9 | I9 | Z9 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L9 | U9 | T0 | X0 | V0 | E9 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |
| 5 | JFK | LAS | 2029 | 2335 | DL2661 | J9 | C9 | D9 | I9 | Z9 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L9 | U9 | T0 | X0 | V0 | E9 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |
| 6 | LGA | DTW | 0600 | 0750 | DL 964 | J9 | C9 | D9 | I9 | Z9 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L9 | U9 | T9 | X9 | V9 | E9 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |
| 7 | | LAS | 0835 | 0951 | DL1622 | J9 | C9 | D9 | I9 | Z7 | W9 | Y9 | B9 | M9 | H9 | Q9 | K9 | L9 | U9 | T9 | X9 | V9 | E9 |
| | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | EWB | DTW | 0600 | 0750 | DL1231 | J9 | C9 | D9 | I9 | Z8 | W9 | Y9 | B9 | M9 | H9 | Q9 | K5 | L0 | U0 | T0 | X0 | V0 | E0 |
| | «B» | | | | | | | | | | | | | | | | | | | | | | |

Brands and Ancillaries

1 JFK>LAS Passengers: 1 DETAILS MATRIX

Tuesday, 25 June 2019, JFK 0830 > LAS 1106 | DL 2371

Basic Economy E0

Main Cabin Y9 B9 M9 H9 Q9 K9 L0 U0 T0 X0 V0

Delta Comfort+™ W9

Delta One™ J9 C9 D9 I9 Z6

Currently viewing Basic Economy

DL 2371
TUE 25JUN19
JFK 0830 > LAS 1106

Basic Economy restrictions:

- No seat assignment is available until after check-in
- Refunds and any ticket changes, including same-day changes, are not permitted
- No paid or complimentary access or upgrades to premium seats or products, including Delta Comfort+™ or Preferred Seats, and no paid access to Priority Boarding
- Please note that if the flight is operated by another

Ancillaries Additional ancillaries available after booking. Prices are approximate.

- Checked bags From 30 USD
- Carry on bags Included
- Snack Varies based on flight
- Complimentary Premium Beverages Varies based on flight
- Wi-Fi Service From 16 USD
- Headset

JFK>LAS

Note: The content on this screen is for information purposes only. Please validate brands and ancillaries at Fare Quote.

CLOSE

Branded Fares в бронировании FQBB or FQ кликнув на **VIEW** или на стоимость (выделено зеленым цветом)

```
>FQ
  PSGR          FARE      TAXES          TOTAL PSG DES
FQG 1          UAH      17668          9117          26785 ADT
  GUARANTEED
GRAND TOTAL INCLUDING TAXES ***** UAH      26785
  **ADDITIONAL FEES MAY APPLY**SEE >FO
  ADT          RATE USED IN EQU TOTAL IS BSR 1USD - 26.37UAH
  ADT          TICKETING WITHIN 72 HOURS AFTER RESERVATION
  ADT          LAST DATE TO PURCHASE TICKET: 24MAY19 / 1652 IEV
```

Отобразить экран Branded Fares из FS (Focalpoint Shopping) кликнув на стоимость (выделена зеленым цветом)

| TTL OF 25 PRICING OPTIONS AND 35 ITINERARY OPTIONS RETURNED | | | | | | | | | | |
|---|----|--------|---|---------------|--------------|------|----|-----|----------|----------|
| PRICING OPTION 1 | | | | | TOTAL AMOUNT | | | | | 4993 UAH |
| ADT | | | | | TAX INCLUDED | | | | | |
| 1 | DL | 419 | E | 25JUN JFK LAS | 1505 | 1749 | TU | 739 | UA7NA0BP | |
| «BOOK» +TQ | | | | | | | | | | D R +2 |
| PRICING OPTION 2 | | | | | TOTAL AMOUNT | | | | | 5732 UAH |
| ADT | | | | | TAX INCLUDED | | | | | |
| 1 | DL | 2093 | E | 25JUN JFK LAS | 1010 | 1250 | TU | 739 | LA0VA0BP | |
| «BOOK» +TQ | | | | | | | | | | D R |
| PRICING OPTION 3 | | | | | TOTAL AMOUNT | | | | | 5804 UAH |
| ADT | | | | | TAX INCLUDED | | | | | |
| 1 | DL | @ 4098 | E | 25JUN EWR MSP | 0619 | 0824 | TU | CR9 | UA7NA0BQ | |
| 2 | DL | 2610 | E | 25JUN MSP LAS | 0916 | 1039 | TU | 321 | UA7NA0BQ | |
| «BOOK» +TQ | | | | | | | | | | D R +1 |

Экран тарифов



Экран тарифов для премиум эконом класса

FDNYC/DL@W

FQBB++-PREME

Экран тарифов для бизнес класса

FDNYC/DL@C

FQBB++-BUSNS

Экран тарифов для первого класса

FDNYC/DL@F

FQBB++-FIRST

FSSIN11JUNHKG-BUSNS10JUNPAR-FIRST

Delta offers a same day “Canceled Fare and Fare Increase” policy, valid worldwide, for tickets issued on 006 ticket stock, for a Delta, Air France, KLM, Alitalia or Virgin Atlantic published fare.

Fares are subject to change and are not guaranteed until tickets are issued. For this reason, travel agents are encouraged to issue tickets the same day as reservations are booked to guarantee the fare quoted.

EMD-S

EMD-S

- Ticket Amendment Fee = **Penalty FEE**

EMD-S

- Cancellation Fee

EMD-S

- Deposits Down Payments

EMD-S

- Refundable Balance

Travelport 

 DELTA

#SVC



Штраф за изменение даты



PNR | [ПОИСК](#) | [ПРОДАЖА](#) | [ИНСТРУМЕНТЫ](#) | [ПОМОЩЬ](#)

Создать/Редактировать информацию о пассажире
Создать/Редактировать примечания к файлу бронирования
Создать/Редактировать запросы на специальное обслуживание
Create Service Segments
Назначить/Редактировать места

Create Service Segments

Service segments are created for items such as change fees, penalty fees, lounge access etc.

Passenger:

Include basic information for documentation purposes. You can select a segment or manually input the airline, date, and city codes.

Segment:

-or-

Airline: Date: Departure City Code: Arrival City Code:

Reason Codes:

Fee:

DL - Deltz

Reason Codes:

- 992 Ticket Amendment Fee
- 995 Cancellation Fee
- 996 Refundable Balance
- 997 Deposits Down Payments

Fee:

Seat map



Select Seats

Delta
Operated by Alitalia Societa Aerea Italiana SPA
DL 6658 | Boeing 777-200

Seat Type: Any

19G - Free
Free Seats
No facility seat (indifferent seat)

Segments

CO DL 6607
Depart: Вc, 02 июн 2019 05:25
Arrive: Вc, 02 июн 2019 07:10
1 of 6 seat(s) selected

LAX DL 6658
Depart: Вc, 02 июн 2019 09:10
Arrive: Вc, 02 июн 2019 13:15
1 of 6 seat(s) selected

1. VOLODYMYRMR KIRIIANOV (ADT)
19G 0 UAH

2. ANDRIIMR BULKA (ADT)
0 UAH

3. DENYSMR STOIANOV (ADT)
0 UAH

4. ROMANMR SLOBOZHAN (ADT)
0 UAH

5. YEVHENIIMR KYSLIAK (ADT)
0 UAH

6. OLEKSIIMR VOLOSHYN (ADT)
0 UAH

0 UAH
Approximate total including Tax and Fees

Note for Delta: To cancel any seat or modify paid seats, please contact the airline directly.

REVIEW CANCEL

Отобразить карту
мест:
#SEAT или SA*S1 или
кликнуть на класс
бронирования

1. Заказать место в салоне и нажать
2. Статус запроса PN→HK
3. Проверить поле *SD

Seat map



Delta DL 46

Seat Type: Any

Form of Payment

Enter payment information for your seat and/or ancillary selections for the applicable airlines.

Form of Payment: * Credit Card

Name as it appears on card: * As show on the card

Card Type: * Select

Card Number: * Enter the full card number

Expiration Date: * MMY

Security Code: * CVV

Country: * Select Country

Street Address 1: *

Street Address 2:

City: * State/Province/Region: Zip/Postal Code: *

ANCILLARIES OR SEATS TOTAL
2903.00 UAH

Legend: Unavailable | Selected | Available | Blocked

Note for Delta: To cancel any seat or modify paid seats, please contact the airline directly.

Отобразить карту мест:
#SEAT или SA*S1 или кликнуть на класс бронирования

1. Заказать место в салоне и нажать
2. Статус запроса PN→HK
3. Проверить поле *SD
4. Оплатить места при помощи кредитной карты

<https://pro.delta.com/content/dam/agency/global/PDFs/selecting-paying-for-paid-seats-in-travelport-smartpoint-v2.pdf>

Внесение контактных данных



Номер мобильного телефона пассажира

SI.P1/SSRCTCMYYHK1/380672338400

Электронная почта пассажира (// вместо @)

SI.P2/SSRCTCEYYHK1/HELPDESK//TRAVELPORT.UA

Отказ (contact information refused)

**SI.P3/SSRCTCRYHK1/PASSENGER REFUSED TO PROVIDE
INFORMATION**

CM/ по запросу на email helpdesk@travelport.ua

SkyMiles

Travelport 

 DELTA

ЗАРАБАТЫВАЙТЕ И ИСПОЛЬЗУЙТЕ
МИЛИ С УЧАСТНИКАМИ АЛЬЯНСА
«SKYTEAM» И ДРУГИМИ
ПАРТНЕРСКИМИ АВИАЛИНИЯМИ.

Внесение мильной карты

M.P1/DL123456

M.P1/DL123456/KL



3 DCA/*S

/*S - SKYTEAM

| | |
|-------------------------------|------------------------------|
| AF - AIR FRANCE | DL - DELTA AIR LINES |
| OK - CZECH AIRLINES | KL - KLM ROYAL DUTCH AIRL |
| UX - AIR EUROPA | AM - AEROMEXICO |
| KE - KOREAN AIR LINES CO LTD | AZ - ALITALIA S.P.A |
| SU - AEROFLOT RUSSIAN INTL. A | KQ - KENYA AIRWAYS |
| VN - VIETNAM AIRLINES CORP | RO - TAROM ROMANIAN AIR TRAN |
| MU - CHINA EASTERN AIRLINES | FM - SHANGHAI AIRLINES CO LT |
| CI - CHINA AIRLINES | SV - SAUDI ARABIAN AIRLINES |
| ME - MIDDLE EAST AIRLINES AIR | AR - AEROLINEAS ARGENTINAS |
| MF - XIAMEN AIRLINES | GA - GARUDA INDONESIA |

Marriage logic segments



| | | | | | | | | | | | | |
|----------------------------------|----|------|---|-------|--------|-----|------|-------|----|---|-------|---|
| 1. | DL | 6607 | L | 02JUN | IEVFCO | HK6 | 0525 | 0710 | 0* | E | SU | 1 |
| OPERATED BY ALITALIA S.P.A | | | | | | | | | | | | |
| 2. | DL | 6658 | L | 02JUN | FCOLAX | HK6 | 0910 | 1315 | 0* | E | SU | 1 |
| OPERATED BY ALITALIA S.P.A | | | | | | | | | | | | |
| 3. | DL | 2802 | L | 02JUN | LAXSEA | HK6 | 1700 | 1942 | 0* | E | SU | 1 |
| 4. | DL | 142 | V | 19OCT | SEAAMS | HK6 | 1340 | #0835 | 0* | E | SA/SU | 2 |
| 5. | DL | 9623 | V | 20OCT | AMSKBP | HK6 | 0930 | 1315 | 0* | E | SU | 2 |
| OPERATED BY KLM ROYAL DUTCH AIRL | | | | | | | | | | | | |

оформлены только одним билетом

аннулируются одновременно,
например X1-2, XI

перебронировать один сегмент в другой
класс бронирования невозможно

Особенности работы



Аннуляция непродуктивных сегментов

Статусы **PN, NX, UN, NO, SC, TK, UC, US** * должны быть обработаны корректно форматом **@ALL**

NX/NO/UC/UN (*) не позже 24 часов до вылета

Обязательное внесение данных APIS

При сплитовании обязательная проверка **ответного лоатора** и изменения – **только** после появления лоатора в отделенном бронировании и наличие индикатора * возле O
DL 9623 V 17OCT AMSKBP НК4 0930 1315 O*

<https://pro.delta.com/content/agency/us/en/policy-library.html>

Combination of Refundable and Nonrefundable Fares on Tickets

- **Domestic** - For part refundable and part nonrefundable where travel is solely within the 50 US or between the 50 US and Puerto Rico, U.S. Virgin Islands or Canada, Delta will refund the refundable fare segment and associated taxes. Delta **will not refund** the nonrefundable fare segment and associated taxes.
- **International** - For international travel, for tickets issued with a combination of refundable and nonrefundable fares, Delta will process a refund of the refundable segment and all applicable taxes, fees and charges applied to the entire ticket.

Non-Refundable Tickets

- Non-refundable tickets have no refund value, but may be eligible for reissued towards new travel for an applicable ASC fee (subject to fare rules).
 - **Domestic** - Regardless of point of sale, Delta **does not** refund any taxes, fees or surcharges collected upon solely domestic nonrefundable tickets (travel within the 50 US or travel between the 50 US, Puerto Rico, U.S. Virgin Islands or Canada).
 - **International** - Delta **will not** refund any portion of a fare or surcharge (YR) that is nonrefundable.
 - Delta **will** refund taxes, fees or charges collected upon nonrefundable tickets for international transportation only where required by law or where such taxes were collected in error and the passenger submits evidence of exemption from the tax, fee or charge to Delta in connection with a timely refund request.

Exceptions: In some cases, travel agents may refund a nonrefundable ticket due to a [Delta Schedule Change](#) or a [Delta Irregular Operations event](#).

Особенности работы



Name Correction Policy

The policy below applies worldwide for Delta 006 ticket stock. Please follow these guidelines for name corrections that occur before or after ticketing to ensure that the PNR is documented correctly and to avoid cancellation of the PNR.

Name Correction Policy for Domestic & International Tickets

When one or more of the following **exclusions** apply, please contact Global Sales Support or Delta Reservations for assistance:

- If the ticket includes flights operated by any other carrier, including Air France, KLM, Alitalia, Virgin Atlantic, or any other airline
- If the itinerary includes travel to/from India
- More than three letters of the customer's last name need to be corrected
- If the name has already been corrected once and requires further correction and ticket needs to be reissued a second time

N.P1@SURNA
ME/NAME

<https://pro.delta.com/content/agency/us/en/policy-library/self-service-exceptions/name-correction-policy.html>

Особенности работы

DOCS mandatory H/DOCS



| Опции | DL |
|---|----------------------|
| Revalidation TKRETS1/TNXXXXXXXXXX/C1 | NO |
| Reissue | YES |
| Штраф за изменение даты | EMD-S |
| Void TRV/23512345678901 | YES |
| Cancel refund TRNCXXXXXXXX | YES |
| Void exchange TRVE/XXXXXXXX | YES |
| Credit Card | AX CA DC DS JC TP VI |

PROMO



Travelport 

Призы – три случайно выбранных участника получат подарочный сертификат от **Travelport** на сумму **1500 грн** и четвертый победитель получит приз от **Lufthansa Group**.

Условия:

- ✓ Продать минимум 10 авиабилетов в период с **11.04** по **11.06** на рейсы **OS/LH/SN/LX/EW** в GDS Galileo.
- ✓ Прислать заявку на участие на email: **promo@travelport.ua**
- ✓ Указать номер пульта (PCC), вписание агента и номера билетов.

PROMO



Travelport 

Разыгрывается 3 подарочных сертификата на сумму **1000.00** грн.

Условия:

- ✓ Продать минимум 10 авиабилетов в период с **18.04 по 18.06** на **рейсы Smartwings Group (OK/QS) OK/064.**
- ✓ в GDS Galileo.
- ✓ Прислать заявку на участие на email: **promo@travelport.ua**
- ✓ Указать номер пульта (PCC), вписание агента и номера билетов.

Семинар с Turkish Airlines 29 мая в 10:00 **Travelport**

Начало семинара: 10:00. Адрес: г. Киев, ул. Днепровская набережная 14 А, офис 215 (Travelport), 2 этаж.

Подтвердить Ваше участие по e-mail адресу training@travelport.ua до 28 мая.

В программе семинара участники представят:

Travelport

- Особенности бронирования и продажи перевозок на рейсы Turkish Airlines.
- Групповые бронирования.
- Queue Processor- решение для автоматизации обработки очередей

Turkish Airlines - надежность и комфорт как ключевые факторы глобального развития авиакомпании Turkish Airlines

- Обзор новостей.
- Сервис, специальные предложения и особенности авиакомпании Turkish Airlines.
- Флот, карта полетов, классы обслуживания на борту, бонусные программы для пассажиров и партнеров. Технические нюансы работы с сегментами Turkish Airlines .

Контакты

ул. Днепровская Набережная, 14-А
02095 Киев, Украина

Телефон

38 (044) 290-94-44

Прямой бесплатный номер для звонков
со стационарных телефонов в Украине

0 800 50 78 79

E-mail

helpdesk@travelport.ua

office@travelport.ua

URL

<http://www.travelport.ua>

Контакты



Website:

<http://www.travelport.ua>



Sales Email:

office@travelport.ua



Helpdesk Email:

helpdesk@travelport.ua



YouTube:

<https://www.youtube.com/travelportUA>



Facebook:

<https://www.facebook.com/travelportUA>



