

Eurostar Seat Map Plug-in for Travelport Smartpoint

User Guide

Version 2

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Introduction

This User Guide covers how to create and modify seat reservations on Eurostar services when booked using Travelport Smartpoint with the Eurostar Seat Map Plug-in.

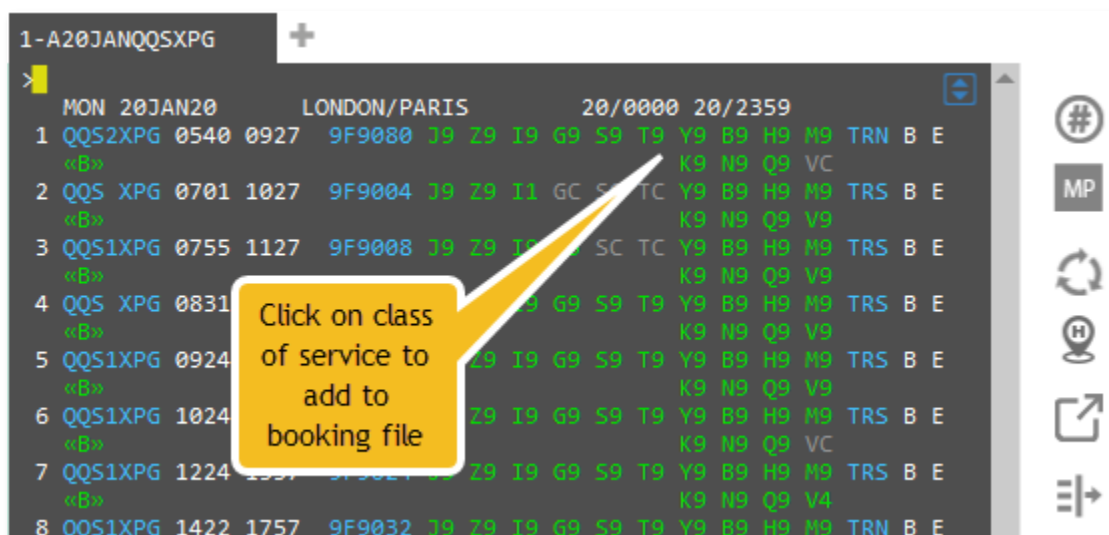
By automatically determining the type of train used for the selected journey it will display an easy to use interactive graphical seat map for each coach relevant to the class of service selected.

How to use

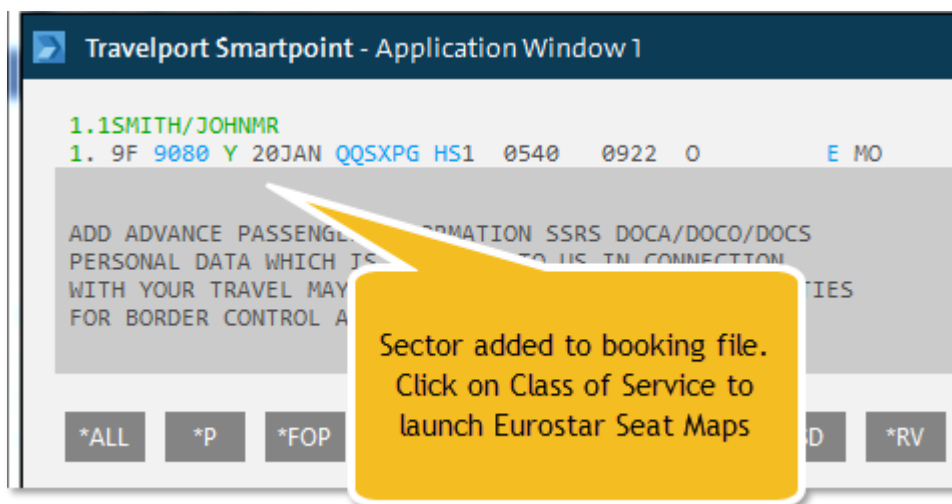
Making a seat booking

The Travelport Smartpoint Eurostar Seat Map Plug-in enables seats to be chosen, selected and booked, as part of the booking workflow. In order to book a seat, first add the required Eurostar inventory to the booking file.

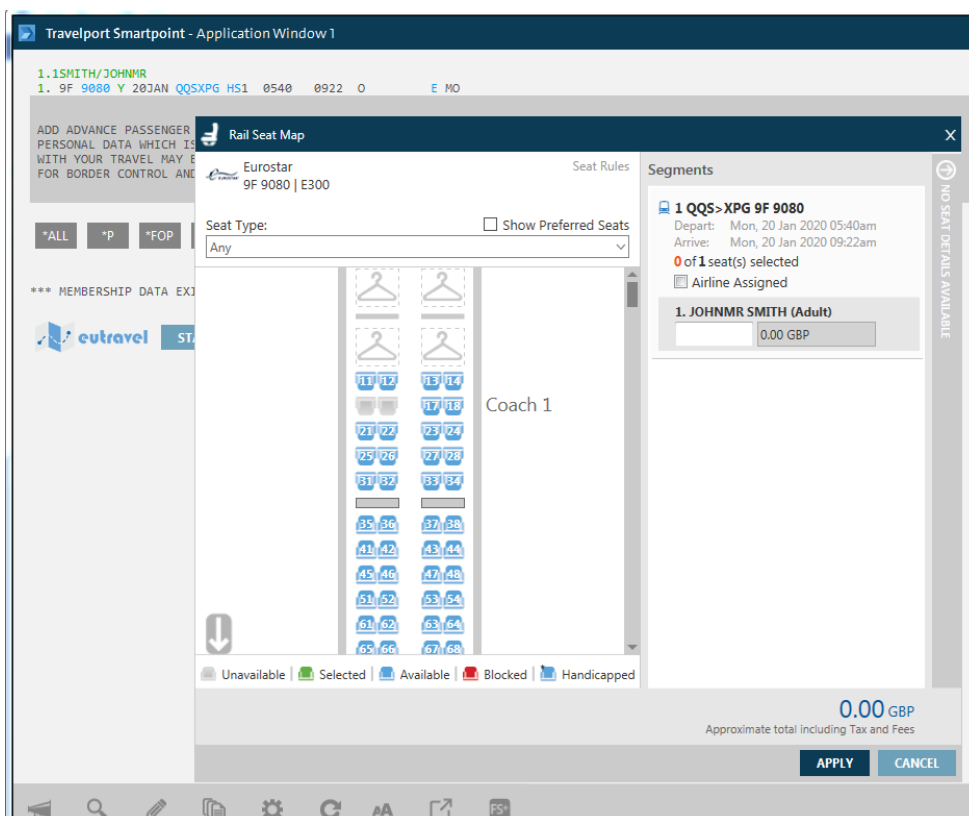
1. Add the Eurostar segment(s) to your booking file by clicking on the required class of service in the selected journey shown in the availability display.



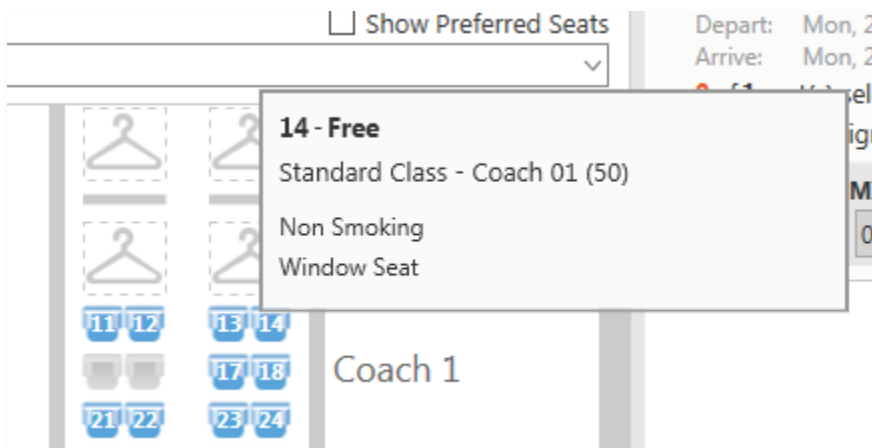
Availability display from St Pancras international (QQS) to Paris Gare Du Nord (XPG)



2. Click on the class of Service. The Travelport Smartpoint Eurostar Seat Maps will be launched

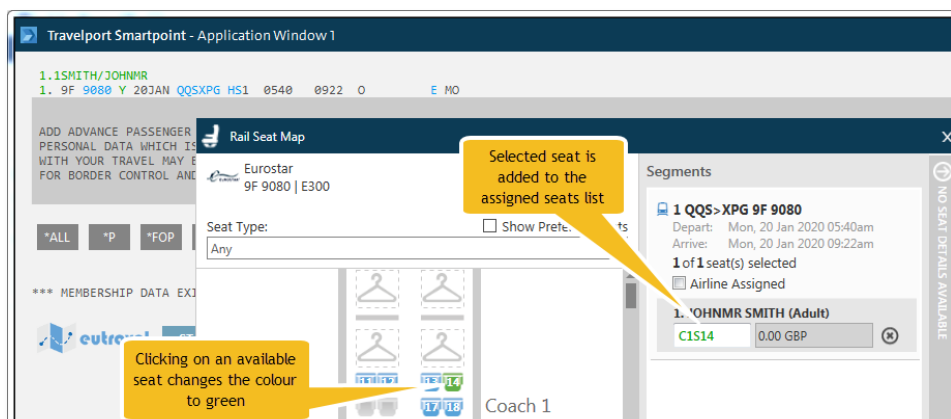


The seat map provides information relevant to the booking, defaulting to the first segment in the booking file. In this example Coach 1 is shown – other coaches can be selected by scrolling on the map or by selecting a seat via the “filter” drop-down. The arrow shows the direction of travel, so that forward- and backward-facing seats can be determined. Passenger information is provided on the right side of the map. The total price for the seats is shown on the bottom right.



Placing the mouse pointer over a seat will display the seat’s attributes. In this example, Seat 14 in Coach 1 is a “nonsmoking”, a “window seat”. The colour of the seats indicates their status. Grey seats are unavailable, Green seat is currently selected, Blue seats are available to book. Red seats are blocked (Handicapped or Companion seats). Neither of these can be booked via the Travelport Smartpoint Eurostar Seat Map Plug-in. Please contact Eurostar directly to book these seats.

3. Choose an available seat and click on it. The seat will turn green (selected) and will also be shown in the assigned seats list.



4. Repeat for every passenger in the booking file. (It is important to select a seat for each passenger and for each Eurostar segment before proceeding)

5. Click APPLY. The following takes place:
- The system sends the request to Eurostar
 - Eurostar responds with a confirmation
 - The app integrates the response into the booking file
 - The status of the seat booking shows as “HK”

Amending seat assignments

The Travelport Smartpoint Eurostar Seat Map Plug-in enables booked seats to be amended. All seats in a PNR must be changed.

It is important to understand that, in order to amend **any** seat in the PNR, **all** Eurostar seats in the PNR must be amended; these must all take place in the same instruction.

1. Open the Travelport Seat Map app for 9F, by clicking the class of service on the booking
2. Select a replacement seat for every passenger in the PNR, by clicking on the segment, then clicking on an available (i.e. blue) seat
3. Click APPLY. The following takes place:
 - a. The system sends the seat amend request to Eurostar
 - b. Eurostar responds with a confirmation
 - c. The app integrates the response into the PNR
 - d. The status of the new seat booking shows as "HK"

Exceptions

There are some functional areas where the Travelport Smartpoint Eurostar Seat Map Plug-in works outside of the workflow the user may be familiar with.

PNR menu not supported for mixed content

The Travelport Smartpoint PNR menu item 'Assign/Edit Seat Assignments' will only show the none Eurostar seat maps in a booking file with mixed vendors. i.e. Eurostar and an Airline.

In order to invoke the Eurostar Seat Map app either:

- Click on the class of service of a booked segment

Galileo Desktop/Focalpoint not supported

The Travelport Smartpoint Eurostar Seat Map Plug-in is designed to fully integrate with Travelport Smartpoint. It is not intended for it to work with Galileo Desktop. If using Galileo Desktop/Focalpoint please use the cryptic commands for seat assignment and seat re-assignment.

All passengers and all segments must be selected, prior to clicking APPLY

The Travelport Smartpoint Eurostar Seat Map Plug-in supports the selection or amendment of all Eurostar seats within a PNR. It cannot be used, for example, to amend one passenger's seat, whilst leaving other passengers' seats unchanged.

120 day booking horizon

Eurostar only accept bookings up to 120 days in advance*. The Travelport Smartpoint Seat Map app may show and allow seat booking. However, Eurostar may reject bookings beyond the 120 day booking horizon.

* This period may be shorter if schedules for the year have not been fully confirmed.

Companion seats

Companion seats – Seats for use by companions of PRMs (People of Reduced Mobility) – can only be booked directly with Eurostar.

Air and rail in one PNR

Air and rail use different seat map booking workflows. If a PNR contains both air and Eurostar segment(s), the seat(s) for the Eurostar segment(s) must be booked via the Travelport Smartpoint Seat Map Plug-in. (by clicking on the class of service of the Eurostar segment, or by using the *SD command)

Seats for any air segments must be booked by using airline seat maps. (Clicking on the class of service of an air segment or use the 'PNR - Assign/Edit Seat Assignments' menu option)

Preferences

Seat assignment preferences may be chosen. (i.e. Window or Aisle) However, this preference will be assigned to all passengers within the PNR. Eurostar will attempt to satisfy the request within the scope of their system.

PNR menu not supported

The PNR menu item on Travelport Smartpoint does not display non air content.

To display the Seat Map for Eurostar segments either click on class of service in PNR Viewer or enter the cryptic command *SD.