Travelport Smartpoint Release 7.5 for Travelport Worldspan

Supporting you towards PCI DSS compliance

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>3222</th>
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<tr>
<td>Version:</td>
<td>01</td>
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<tr>
<td>Load to production:</td>
<td>11-Nov-17 22:00 EST 03:00 (12-Nov) GMT</td>
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This release includes defect fixes to Ticket Exchange Plus and updates to car and hotel supplier logos.

In addition to the content of this release, we would like to call your attention to changes coming in support of PCI DSS compliance in 2018. With fraud and hacking costing the industry an estimated $1bn annually and growing, the protection of your customer data security is paramount. Maintaining a set of security standards to combat this criminal activity is critical when dealing with customer credit card information. That is why the Payment Card Industry Data Security Standards (PCI DSS) have been developed. In its latest version, a more secure encryption protocol, Transport Layer Security (TLS) 1.2 or higher, will be required in order to meet the PCI DSS compliance obligations from 30th June 2018.

IATA has also issued a resolution stating that any IATA agent that accepts card transactions against its own merchant agreement or issues Billing and Settlement Plan (BSP) card transactions will fall under the PCI DSS compliance obligations. It has stated that failure to comply with these by 01st March 2018 will result in the issuance of an administrative non-compliance and could lead to the removal of card as a form of payment.

Supporting you on your journey towards PCI DSS compliance

We each have responsibilities to ensure compliance of the new PCI DSS standard and IATA Resolution. Travelport is serious about data security. Prior to 01st March 2018 you will need to be on a supported operating system and Internet Explorer 9.0 or higher, using TLS 1.2, to be ready for the new security standards.

Maintaining your compliance

To help you meet the criteria for IATA compliance, Travelport has partnered with SecurityMetrics, a leading provider and innovator in data security, who offer PCI DSS Certification services. As a Travelport customer you can obtain PCI DSS Certification services at preferential rates via our unique referral program. We will share more information on how you can access these services over the coming weeks.
To ensure that Travelport and our customers maintain PCI DSS (Payment Card Industry Data Security Standard) compliance, all Travelport Worldspan users must take the following actions prior to 01\textsuperscript{st} March 2018, in order to continue to be able to access Travelport Worldspan. This impacts all Travelport Worldspan users.

**Required actions include:**

1) Upgrade to supported Operating system (Windows 7+SP1 or higher)
2) Must be running on Internet Explorer 9.0 (or higher)
   When on Internet Explorer 9.0 or Internet Explorer 10 you must select ‘Advanced Internet Options TLS 1.2’, in order to complete the upgrade of the communication protocol as required for PCI DSS compliance.

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**Impact summary:** Customers using Ticket Exchange Plus will benefit from these defect fixes.

**Reason for issue:** First notification

**Impacted customers:**

- ☒ Agency customers
- ☒ Airline customers
- ☒ eCommerce customers
- ☒ Car, hotel, rail or cruise customers

**System:**

- ☒ Travelport Worldspan

**Load to pre-production:** 10-Nov-17 22:00 EST 03:00 (11-Nov) GMT

**Web services:** (API and Messaging) Not applicable

**Issue history:** Version 01 issue date: 30-Oct-17
Overview

The Travelport Smartpoint 7.5 release includes Ticket Exchange Plus defect corrections and an enhancement to Ticket Exchange Plus providing the ability to overwrite endorsement detail when required. The release also includes updates to car and hotel supplier logos.

Customer benefit

- Change to Ticket Exchange Plus to provide the ability to overwrite endorsement detail when required.
- Fixes to the following Ticket Exchange Plus defects will benefit customers using Ticket Exchange Plus.

Details

Travelport Smartpoint release 7.5 includes a change to the Ticket Exchange Plus involuntary / manual exchange path required as a result of a schedule change or carrier irregular operations that do not incur a fee by the airline. For involuntary exchanges, when fees do not apply, airlines require additional information in the endorsement field. If this information is not entered, the airline may issue an ADM / Airline Debit Memo. With this change the user can overwrite text in the endorsement box with new text as required.

With this change, a new box is shown for the BSP agents on the Flight information screen.

If the PNR contains endorsement information in the Electronic Ticket Record and does not contain an endorsement in the PNR, the default would be ‘From Ticket’. The box is auto-populated from the information found in the ETR.

If the PNR contains an endorsement, the default is ‘From PNR’ and would contain the auto-populated data.

With this change for the ARC agents, the auto-population is the same as From PNR. The screen is exactly the same, but is found on the Exchange Information screen.
Defect corrections included in this release:

Ticket Exchange - Involuntary process - The commission is auto-populated as a dollar amount instead of as a percentage.

Ticket Exchange - ARC - Manual process - Taxes are not being imported correctly in to the script when a carrier uses Old Fare Calculation format.


Ticket Exchange - Manual process- Setting changes are not saved correctly for Future Exchanges.

Ticket Exchange –ARC – Manual process – The commission option is not updating correctly when auto-populating the old and new percentage.
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>ADM</td>
<td>Airline Debit Memo</td>
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<tr>
<td>ARC</td>
<td>Airlines Reporting Corporation. ARC is a company which provides ticket transaction settlement services between airlines and travel agencies and the travel management companies that sell their products in the United States.</td>
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<tr>
<td>BSP</td>
<td>Billing and Settlement Plan. BSP is a system designed to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, as well as improve financial control and cash flow for BSP Airlines.</td>
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<tr>
<td>ETR</td>
<td>Electronic Ticket Record</td>
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<tr>
<td>PNR</td>
<td>Passenger Name Record</td>
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<tr>
<td>TLS</td>
<td>Transport Layer Security</td>
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