

Galileo NDC: commands and how-to

How NDC content shows up in Travelport+ and Smartpoint. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

3	2
entries	step-by-step answers



Updated October 2026 · free to download and print · gateroam.com/galileo-guide/downloads

GateRoam's own guide, written in our own words with the help of AI tools. It is not official Travelport documentation and has not been reviewed or approved by Travelport. It can contain mistakes: try every entry in a Travelport+ training PCC first, or check Travelport's own help, before you use it on a live booking. Some rules differ by market and by office.

GateRoam is independent and not affiliated with or endorsed by Travelport. Travelport, Travelport+ and Galileo are trademarks of Travelport.

NDC (reference)

How NDC content shows up in Travelport+ and Smartpoint.

Entries

#NDCAPP Opens Smartpoint's Flight Search (shortcut Alt+A).

BASIC

Step by step: [What is NDC in Galileo \(Travelport+\)?](#)

LD List display: booking files by travel date, ticketing state or segment status.

BASIC

Step by step: [How do I find NDC bookings and tickets in Galileo?](#) · [How do I manage ticketing time limits in Galileo?](#)

Q Signs in to a queue, for example Q/11.

INTERMEDIATE

Step by step: [How do I find NDC bookings and tickets in Galileo?](#)

Step by step

What is NDC in Galileo (Travelport+)?

In Travelport+ an NDC booking is a passive API booking with status **ZK**, sometimes shown as a normalized **HK**. **#NDCAPP** opens Smartpoint's Flight Search, and queue **11** takes fares and NDC schedule changes.

When

Read this when a booking file contains an NDC booking, or when a colleague talks about NDC content in Smartpoint. In Travelport+ an **NDC** booking shows as a passive API booking, not as a segment booked the traditional way — this card helps you recognise it.

Check first

- Does your agency sell NDC content in Travelport+ at all? If nobody in the office has made an NDC booking, ask your administrator or the Travelport help desk ([When to contact the Travelport help desk and what to give them](#)). Until then these cards are reference only.

Steps

#	Entry	What it does	Why
1	#NDCAPP (or Alt+A)	Opens Smartpoint's Flight Search.	Its typed shortcut is named after NDC. The screens inside are not covered in this guide.

Check it worked

How NDC shows up once a booking exists:

- Segment status.** An NDC booking is a passive API booking with status **ZK**. Some NDC segments show a "normalized" **HK** instead — they still count as API bookings, not classic ones.
- Queue 11.** Travelport+ reserves queue 11 for fares and NDC schedule changes.
- Displays.** Document history works with NDC tickets, and so does e-ticket history when the NDC ticket itself can be displayed; the sales report can be filtered to NDC transactions. The entries are in [Find and check NDC bookings and tickets after booking](#).

Traps

- A list of HK bookings leaves NDC out.** Listing by status **HK** returns only classic bookings; NDC bookings, normalized **HK** ones included, are found under **ZK** (see [Find and check NDC bookings and tickets after booking](#)).

- **ZK** is shared with direct payment carriers, so a **ZK** segment is not always NDC (see **Direct payment carriers — book airlines paid directly, no ticket**).
- This guide has no NDC change, cancel, exchange or refund steps. Before you touch an NDC booking with classic entries, check the procedure with your Travelport help desk.

Online: gateroam.com/galileo-guide/what-is-ndc

How do I find NDC bookings and tickets in Galileo?

LD/SC-ZK/14NOV-D lists booking files with ZK segments on 14 Nov; SC-HK misses NDC. *DH shows document history including NDC tickets, *TEH the ticket history when the ticket displays, HMPR/NDC the NDC sales report.

When

NDC bookings exist in your office and you need to find them, look at an NDC ticket's history, reconcile the day's NDC sales, or pick up NDC schedule changes. These are the displays that are known to work with NDC; changing an NDC booking is not covered here.

Check first

- You know the travel date (for lists) or the booking file (for ticket displays).
- NDC segments carry status **ZK**, or a normalized **HK** that still lists under **ZK** (see **NDC in Travelport+ — what it is and how NDC bookings look**).

Steps

#	Entry	What it does	Why
1	LD/SC-ZK/14NOV-D	Lists booking files with ZK segments travelling on 14 Nov, on screen.	Finds NDC bookings, normalized HK ones included.
2	*HTE	With the booking file open: shows its e-ticket.	The ticket must be on screen before its history can be read.
3	*TEH	History of the displayed e-ticket.	Works for an NDC ticket when that ticket can be displayed.
4	*DH · *DH/1	Document history list · details of its first item.	Works with NDC tickets; lists e-tickets only, no EMDs.
5	HMPR/NDC · HMPR/09OCT/NDC	Sales report (TINS) with NDC transactions only: today · issued on 9 Oct.	Check NDC sales apart from the classic ones.
6	Q/11	Opens queue 11, reserved for fares and NDC schedule changes.	Where NDC schedule changes arrive for action.

Check it worked

- Step 1 returns the booking files with **ZK** segments on that date — NDC and direct payment carrier bookings together.
- *DH shows the NDC e-ticket in the document history like any other e-ticket, and **HMPR/NDC** lists the day's NDC transactions.

Traps

- **LD/SC-HK/...** does not find NDC bookings, not even those shown with a normalized **HK**. Use **SC-ZK**.
- **ZK** also covers direct payment carriers, so not every booking on the list is NDC (see **Direct payment carriers — book airlines paid directly, no ticket**).
- If the NDC ticket does not display, *TEH has nothing to show; use *DH instead.
- EMDs never appear in *DH, for NDC or classic tickets.
- **Changes, cancellations, exchanges and refunds of NDC bookings are not covered in this guide.** Ask your Travelport help desk for the procedure before you act (see **When to contact the Travelport help desk and what to give them**).

Online: gateroam.com/galileo-guide/find-ndc-bookings

Ask your AI assistant instead

This document is GateRoam's Galileo guide. Inside GateRoam your AI assistant reads the whole guide and answers in your own words, step by step, in Claude or ChatGPT. Free during early access, no Travelport keys needed.

gateroam.com/connect-ai · more free PDFs: gateroam.com/galileo-guide/downloads

GateRoam's own guide, written in our own words with the help of AI tools. It is not official Travelport documentation and has not been reviewed or approved by Travelport. It can contain mistakes: try every entry in a Travelport+ training PCC first, or check Travelport's own help, before you use it on a live booking. Some rules differ by market and by office, and not every entry is open in every office.

GateRoam is independent and not affiliated with or endorsed by Travelport. Travelport, Travelport+ and Galileo are trademarks of Travelport.