

Worldspan WorldGroup[®]

Subscriber Training



Acknowledgement:

This document was developed by Galileo International, Training and Development. Customer feedback is important to us. Please take a few minutes to send any questions or comments to us at training.development@galileo.com

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Notes

WorldGroup

Overview

WorldGroup Function

Worldspan WorldGroup® allows subscribers to book and manage Block Space and/or group space allocation on a WorldGroup participating airline. Some of the benefits of using WorldGroup are:

- Airlines participating in WorldGroup respond to Block Space requests in a timely and efficient manner.
- WorldGroup is more efficient than using Group PNRs (C/).
- WorldGroup Subscriber Reports can be generated to track utilization of space.

Description

WorldGroup consists of two types of records:

1. **WorldGroup Inventory Records**, which are created to hold the blocks of space on specific flights/dates/classes/city pairs for over a defined period of time.
2. **WorldGroup PNRs**, which are created for individual travelers by selling the number of seats desired from the Block Space held in the WorldGroup Inventory Record.

Inventory Records

Subscribers can create WorldGroup Inventory Records up to a maximum of **352** days before the travel date (applies only to WorldGroup Inventory Records).

Note: Subscribers may request Block space **331–352** days in advance.

- Delta will not respond until at least 331 days in advance
- CO allows block space to be booked 338 days in advance.
- AA allows block space to be booked 331 days in advance, including current day. If space is requested more than 331 days in advance, AA will return status code of “UN” and the following remark will be placed in the Inventory Record: (date) (time) FLT-BRD-OFF OR DATE INVALID

WorldGroup Inventory Records on DL can contain:

- 1 to 20 segments of space
- Inventory of the confirmed Block Space
- Review and Release Dates of the Block Space segments
- Passive (MK) Segments for any airline that does not participate in WorldGroup
- Automatic tracking of Space Sold and Available

CO & AA exceptions:

1. If CO creates the Inventory Record, each Inventory Record will contain only 1 segment
2. The same Inventory Record may not contain the same flight, class, date, city pair

Inventory**Record Features**

Features that make WorldGroup Inventory Records unique include:

- Maximum of **20** segments allowed in a WorldGroup Inventory Record for DL, with segment continuity not required
- Maximum of **255** seats allowed per segment for DL, with a maximum of 99 seats per Inventory Record segment on AA and CO
- Seats sold from the Inventory Record into PNRs cause the available and sold counts in the Inventory Record to be incremented and decremented.

Continued on next page

Overview, Continued

Inventory Record Display An example of a WorldGroup Inventory Record is displayed below:

Partial Display:

```

1P- 234BJH
  1.W/UCLA/COLLEGE/BASKETBALL
  1 DL 16T 10OCT SU LAXATL HK10 740A 253P/O
    RELSE 19SEP 08:00 PM S10 A0 O15 P0 DOM/UCLA
  2 DL2155L 16OCT SA ATLLAX HK10 515P 707P/O
    RELSE 19SEP 08:00 PM S9 A1 O15 P0 DOM/UCLA
P- 1.T4S 1234567 404-555-5555-T/UCLA TRAVEL/TED
  
```

Mandatory/Optional Fields WorldGroup Inventory Records can include the following mandatory and optional fields:

Mandatory Fields	Optional Fields
Itinerary	General remarks Fields
Name Field	Unique Remarks Fields (5.)
Primary Phone Field	Queue Follow-Up (QF)
	Received From Field
	Queue Sort

WorldGroup PNRs WorldGroup PNRs are individual passenger PNRs containing at least 1 segment sold from a WorldGroup Inventory Record. WorldGroup PNRs have the same functionality as “normal” PNRs.

PNR Guidelines

The following guidelines apply to WorldGroup PNRs:

- A –W– is appended at the end of a PNR segment sold from a WorldGroup Inventory Record.
- Subscribers cannot book WorldGroup PNRs from WorldGroup availability until 331 days before travel.
CO additional exception:
Subscribers cannot book WorldGroup PNRs from WorldGroup availability prior to the Commencement date/time.
- All normal PNR fields are permitted.
- PNRs interface to accounting systems using existing interface formats.
- Non–WorldGroup, Non–Air, and OAL segments are allowed.

Continued on next page

Overview, Continued

WorldGroup PNR Display

A WorldGroup PNR is displayed below:

```
1P- 7B6Y4P
1.2SMITH/JOHN/MARY*2ADT  2.2HENSON/BILL/JEAN*2ADT
 1 DL 607Y 23OCT TH PWMATL HK4    700A 1050A/O $
 2 DL 464Y 23OCT TH ATLSJU HK4    1150A 322P/X $ -W-
 3 DL 686Y 30OCT TH SJUATL HK4    940A 1222P/O $ -W-
 4 DL 282Y 30OCT TH ATLCVG HK4    355P 517P/X $
 5 DL1961Y 30OCT TH CVGPWM HK4    645P 846P/X $
P- 1.74T 305 554-6705T TRAVEL CRUISE LINES INC./JACK
 2.74T 800 644-5681-A AIR/SEA CTC DAY OF SAILING ONLY
T- 1.T/
A-CA1473986
TKG FAX-NOT PRICED  FARE TYPE EX
G- 1.OSI YY THE EMERALD SEAS ARVL 830A/DPTR 10P
   2.OSI YY 1ST PORT - TUE MARTINIQUE ARVL 8A/DPTR 3P
   3.OSI YY GATE CVG
M- 1.REFER TO RR*/SHIP CODE BEFORE CHANGES TO THIS PNR
**** ITEMS SUPPRESSED ****/CN/U/DR
```

How to Use WorldGroup

This *Subscriber Training Manual* covers formats on how to use WorldGroup on such topics as:

1. Requesting Block Space on WorldGroup participating airlines
2. Holding Block Space (MK) on WorldGroup non-participating airlines
3. Creating/Displaying/Changing WorldGroup Inventory Records
4. Changing WorldGroup security in the Agent Security Record (ASR)
5. Requesting additional Block Space
6. Reducing Block Space
7. Requesting Inventory Record Searches in WorldGroup
8. Placing WorldGroup PNRs on queue
9. Creating/Displaying/Changing WorldGroup PNRs
10. Adding, Changing and Responding to Review and Release Dates
11. Returning seats to WorldGroup Inventory
12. Requesting WorldGroup Subscriber Reports

HELP and INFO

WorldGroup **HELP** and **INFO** master indexes are available to help you locate formats and information:

Entries: HELP WGRP and INFO WGRP

Continued on next page

Overview, Continued

Using WorldGroup

To use WorldGroup, follow the simple steps listed below:

Steps	Action
1.	<p>Determine Block Type Code, Block Name (if required), and flight information with the applicable airline.</p> <p>For CO:</p> <ol style="list-style-type: none"> 1. The Block Type will always be CO0 2. CO will provide a unique Block Name for each segment in the Inventory Record and it will be added by CO. CO may call this a “Deal Number” or an Owner Key . 3. An attempt to add/change a Block Name will receive the following response: WG - ADDING/CHANGING BLOCK NAME RESTRICTED FOR CO
2.	<p>Request WorldGroup space in a WorldGroup Inventory Record.</p> <p>CO & AA exceptions:</p> <ol style="list-style-type: none"> 1. Generally, CO will create Inventory Records for the Subscriber with a status code of KK. These Inventory Records will be placed on Queue 1, category 0. 2. When CO/AA creates the Inventory Record, it will contain only one segment of space. 3. Some CO/AA codeshares may not be eligible for block space
	<p>For CO:</p> <p>If CO denies confirmation of the block space, the segment status will be changed to UC and the Inventory Record will be placed on queue with an explanation of the denial in the remarks field.</p> <p>For example: The subscriber may also request block space from CO in an Inventory Record.</p> <p>If CO already has the same name and space, CO will return the space with a “UC” status code with an explanation in the remarks field: ALLOCATION ALREADY EXISTS and the Inventory record will be placed on queue. A new Inventory Record will need to be created with a different name field.</p>
3.	<p>Monitor <i>Queue 1, Category 0</i>, for confirmation of requested space from the airline.</p>
4.	<p>Create WorldGroup PNRs from a confirmed WorldGroup Inventory Record.</p>

**WorldGroup
Tutorial**

An interactive tutorial is available to help you learn more about WorldGroup. The tutorial is available from Worldspan's Global Learning Center under lesson name **WorldGroup**.

**Error
Responses**

Some error responses are discussed in specific sections of this manual, but a more comprehensive list of common WorldGroup error responses can be displayed by entering:

INFO WG ERR

**General
Guidelines**

- Normal End Transaction entries apply to WorldGroup Inventory Records.
 - Normal Schedule Change procedures apply.
 - Normal PNR purging guidelines apply to WorldGroup Inventory Records.
 - WorldGroup Inventory Records can be queued in place of end transaction.
 - QTRAK applies to WorldGroup Inventory Records.
 - WORLD FILE End Transaction Edits do not apply.
 - WorldGroup Inventory Records cannot be priced, ticketed, or contain non-air segments. The response is "**RESTRICTED**."
 - Itinerary/Invoices cannot be generated from a WorldGroup Inventory Record
-

Introduction to WorldGroup

Function Identifier

The primary Function Identifier for all WorldGroup entries is **WG**. Access **INFO WGRP G** for a general overview of WorldGroup.

Inventory Record Display

A WorldGroup Inventory Record for DL is displayed below. There is no segment continuity or same number in party requirement.

```

1P-67HH0Q
1. W/AARP/TOUR
1 DL1630L 15AUG FR CVGABE HK22 1120A 1243P/O
  RELSE 01AUG 08:00 PM S0 A22 O22 P0 CRR/AARPATL
2 DL1515L 15AUG FR ATLABE HK14 1010A 1210P/O
  RELSE 01AUG 08:00 PM S14 A0 O30 P0 CRR/AARPATL
3 DL1460K 15AUG FR DTWABE HK3 700A 824A/O
  RELSE 01AUG 08:00 PM S3 A0 O20 P0 CRR/AARPATL
P- 1.T4S 1234567 404-555-5555-T/VOYAGES TRAVEL/SALLY
  
```

Inventory Record Segment

Following is an explanation of a WorldGroup Inventory Record segment:

```

1 DL 1630L 15AUG FR CVGABE HK22 1120A 1243P/O
  RELSE 01AUG 08:00 PM S0 A22 O22 P0 CRR/AARPATL
      (a)      (b)      (c) (d) (e) (f) (g) (h)
  
```

Explanation:

- a) **RELSE** Release Date determined by the airline
- b) **TIME** Local Time unsold space will be returned to the airline's inventory (i.e., 8:00 p.m. Eastern Time on the 01AUG)
 CO exception: RELSE time will be 9:00 PM CT
- c) **S** Seats Sold (in PNRs)
- d) **A** Seats Available to sell
- e) **O** Number of seats Originally requested
- f) **P** Number of seats Pending confirmation
- g) **CRR** Block Type Code
- h) **AARPATL** Block Name

Review Dates

Review Dates are determined by the airline and serve as reminders that specific information or action is requested by the airline. Review Dates determine when the WorldGroup Inventory Record will be placed on the subscriber's *Queue 100, Category 1*, for appropriate action.

Continued on next page

Introduction to WorldGroup, Continued

Q Follow-Up Using **Q Follow-Up** is optional and may be used in conjunction with WorldGroup to place WorldGroup Inventory Records on queue for a variety of reasons.

Refer to : **HELP QFOLLOW**

Release Dates **Release Dates** are determined by the airline and are the dates the unsold space is *automatically* returned to the airline's inventory. The WorldGroup Inventory Record is queued to the subscriber's *Queue 100, Category 2*, as an advisory that the space has been released.

Display Review and Release Dates To display Review and Release Dates in a WorldGroup Inventory Record or a WorldGroup PNR:

Entry: ***WG**

WorldGroup PNR

```
1 DL2302U 30SEP TH LITATL HK17 1235P 308P/O $ SK E -W-
(a) RELSE 26AUG/100
(b) LAST 16AUG FIRM 27JUL
```

Explanation:

- a) Release Date and percent of seats to be released: date is **26AUG for 100 percent of the remaining seats**
- b) Review Dates (e.g., **LAST 16AUG** and **FIRM 27JUL**) are displayed following the flight segment.

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Multiple Release Dates

Multiple Release Dates enable WorldGroup airlines to specify up to six different dates prior to travel which indicate the following:

- Number of days before travel date that inventory is to be returned to airline
- Percentage of inventory to be returned
- Minimum/Maximum number of seats to remain after the Release Date

Note: An example of Multiple Release Dates is explained in the *Release Dates* Section.

DL exception:

DL segments can have up to three release dates, including Final Release Date.

CO Commencement Date

For CO only:

A commencement date and time may also exist, which is the earliest the Subscriber can sell space from an Inventory Record segment into a PNR. The date displays below the release date(s) as:

COMM 24SEP.

The commencement time is not displayable, but will be included in the error response.

An attempt to sell space before the commencement date will receive the following error response:

WG-UNABLE TO SELL - COMMENCEMENT DATE/TIME IS 23NOV/1701. (The time will be displayed in local time based on 1201AM Pacific time)

CO Owner Key

For CO only:

The Owner Key will display following the commencement date, as follows: COMM 24SEP **OWNER KEY A234**

If a commencement date does not exist, the owner key will be displayed starting in the left most column, as follows:

OWNER KEY A234

Creating a WorldGroup Inventory Record

Manual Sell Entry

To add a segment of Block Space to a WorldGroup Inventory Record, use segment **Manual Sell** entry and add the following:

1. WorldGroup Function Identifier (e.g., **WG0**)
2. **GN** Action Code (i.e., to request Group space)
3. Block Type Code (e.g., a 3-character alpha/numeric)

Entry: **WG0AA17H11AUGJFKNRTGN10*TUR**

			Block Type Code (mandatory, preceded by an asterisk)
			Action Code to requesting Group space
			Manual Sell Function Identifier
			Function Identifier

Block Name Option

In addition to the **Block Type Code**, a **Block Name** can be included in the WorldGroup Block Space request. A Block Name is optional by airline.

Entry: **WG0DL27L11OCTPDXNRTGN10*TUR/IBM**

			Block Name
/	/		Separator
			Block Type Code
			Asterisk (mandatory)

Note: Block Names are optional depending on the airline, and can be 3–9 alpha/numeric characters in length.

Continued on next page

**CO
Owner Key**

For CO only:
CO Inventory Record segments requested by the subscriber must contain an Owner Key, which is a unique 4 character account code assigned and advised to the Subscriber by CO.
The first character of the Owner Key must be alphabetic.

Entry: WG0CO297H14FEBIAHLASGN20*CO0-AGCY
 |
 Owner Key

If the owner key is not included in the WorldGroup sell entry for a CO segment, the following error response will be returned:
WG - OWNER KEY REQUIRED.

If the owner key is less then 4, or more then 4 characters, the following error response will be returned:
WG – OWNER KEY MUST BE 4 ALPHANUMERIC CHARACTERS

If the first character of the owner key is not alpha, the following error response will be returned:
WG – FIRST CHARACTER OF OWNER KEY MUST BE ALPHA

**Changing
Owner Key**

If an incorrect Owner Key is entered, it can be changed with the following entry as long as the segment status is GN: .1*-AGCY
1 = segment number
AGCY = Owner Key

Continued on next page

Creating a WorldGroup Inventory Record, Continued

Override Release Date

A different **Release Date** can be added in the initial request for Block Space, but the date must be prior to the final Release Date established by the airline for that specific Block Type Code.

Entry: **WG0DL51L11SEPPDXNRTGN10@R8AUG*TUR/IBM**

 | | |
 | | Different Release Date
 | Function Identifier
 Separator

If a Release Date is added manually, unused inventory is returned to the airline on that date.

CO exception:

although the Final Release Date may be changed by the subscriber, the change will be ignored by CO.

CO may change the final release date to an earlier date, which could be prior to an existing release date. In the example below, the final release date is 11JUL, when 100% of un-sold seats are returned to the airline:

```
1 CO1385B 19JUL MO CNSGUM HK12 110A 545A/O
  RELSE 16JUL/50/000MIN RELSE 11JUL/100
  COMM 13JUL OWNER KEY RNCC
```

Continued on next page

Name Field

The **Name Field** in the WorldGroup Inventory Record uses the unique Function Identifier of **-W/** . This easily identifies it as a WorldGroup Inventory Record and not a PNR. In addition, the following guidelines apply:

- Name field allows a maximum of 67 characters with as many slashes (/) or periods (.) as desired.
For all airlines except DL: if periods are used, the airline will not show the periods, because teletype removes all periods. Even though this does not cause a problem, periods are not recommended for use.
- CO exception: maximum of 15 characters, including periods and slashes.
- For Subscriber-created Inventory Records, name fields over 15 characters will be truncated.
- The first 2 characters after the **W/** must be alphas.
- A minimum of 2 characters must exist between slashes.
- Numerics can be used for only DL
The response at end transaction will be: NOT ALLOWED WITH W/
- Periods are allowed within a name (see exceptions above)

Examples: **-W/IBM**
 -W/IBM27JUL/ATL/I
 -W/ IBM/LOS.ANGELES.JAPAN.TOUR

If the name field is entered prior to entering a WorldGroup air segment, the **WG** Function Identifier *is not required* when entering WorldGroup segments. The standard air segment manual sell entry can be used:

Example: **WG0CO222Q 11OCT ORDNRT GN10 *TUR**

				Block Type Code
				Separator
				Status Code for Group Space
Manual Sell Function Identifier				

The **W/** in the name field immediately identifies the record as a WorldGroup Inventory Record.

AA exception:

If the Inventory record is created by AA, the name field of the AA block space record in AA's system may contain spaces. The Worldspan Inventory Record will not contain the spaces, but that is not a problem.

Continued on next page

Creating a WorldGroup Inventory Record, Continued

Change Name To change the name on a WorldGroup Inventory Record, the entry is as follows:

Entry: -@W/LAX.DODGERS
 | | |
 | | WorldGroup Name Field Identifier
 | Change Symbol
 Function Identifier

CO and AA exception:

The name field of an Inventory Record containing CO or AA space can not be changed. If the name is changed the following error response will be displayed at end transaction: **W/NAME FIELD CHANGES NOT ALLOWED FOR CO**
W/NAME FIELD CHANGES NOT ALLOWED FOR AA

Phone Field The **Phone Field** is mandatory in the WorldGroup Inventory Record and is entered in normal PNR format. The ARC/IATA number of the requesting location is extracted from the Work Area (AAA) of the booking workstation and is automatically entered into the *first phone field* at end transaction (e.g., P- 1.T4S 1234567 404-555-5555-T /NATIONAL TOURS/JOE).

This also occurs with changing or inserting the first phone field. Multiple phone fields are allowed; however, only the first phone field must contain the Subscriber Identifier (SID) and phone number.

Mandatory/Optional Fields The following table shows which fields are permitted or not permitted in a WorldGroup Inventory Record:

Fields Permitted	Fields Not Permitted
Name Field (mandatory)	Car, Hotel, Auxiliary Segments
Phone Field (mandatory)	Ticketing
Itinerary (mandatory)	Seat Requests
General Remarks	SSR (Special Service Requests)
Unique Remarks	OSI (Other Service Information)
Queue Follow-Up	Form of Payment
Received From	Special Remarks (e.g., 5-CB, 5- CD,
Q-SORT Identifier (6Q/XX)	5RM- , and 5IR-)

Continued on next page

Creating a WorldGroup Inventory Record, Continued

Waitlist Waitlisted segments are *not allowed* in WorldGroup Inventory Records.

Move Segments Moving segments in a WorldGroup Inventory Record is permitted using existing Move Segment formats:

Example: Move segment 3 after segment 1.

Entry: /IS3

Refer to: **HELP MOVE** or **HELP /**

End Transaction When an Inventory Record is created or modified, the creator is responsible for the *validity* of the Inventory Record segments. A **Record Locator** is assigned at end transaction. The WorldGroup Inventory Record is *automatically queued to the participating WorldGroup airline* for confirmation of the requested Block Space.

Segment Continuity Segment continuity *is not required* in a WorldGroup Inventory Record. It can contain different airline flights for the same date of travel, multiple dates with the same or different city pair, and mixed numbers in a party.

The following example shows a WorldGroup Inventory Record:
Partial Display:

```
1P-67HH0Q
1. W/AARP/TOUR
 1 DL1630L 15AUG FR CVGABE HK22 1120A 1243P/O
   RELSE 01AUG 08:00 PM S0 A22 O22 P0 CRR/AARPATL
 2 DL1515L 15AUG FR ATLABE HK14 1010A 1210P/O
   RELSE 01AUG 08:00 PM S14 A0 O30 P0 CRR/AARPATL
 3 DL1460K 15AUG FR DTWABE HK3 700A 824A/O
   RELSE 01AUG 08:00 PM S3 A0 O20 P0 CRR/AARPATL
P- 1.T4S 1234567 404-555-5555-T/VOYAGES TRAVEL/SALLY
```

The WorldGroup Inventory record can not have identical segments, i.e., same flight, date, number of seats, block type and block name.

Continued on next page

Creating a WorldGroup Inventory Record, Continued

Passive Segments

Block Space that is booked directly over the telephone directly with an airline can be booked in WorldGroup as a **passive segment**. **MK segments are not allowed** on WorldGroup participating airlines.

Example: **WG0QF8M15OCTLAXSYDMK20@R15SEP*/ABZ1Y2**

	Record Locator
	(3-9 characters)
	Release Date (optional)

- The space is *not programmatically returned* to the airline, but if a Release Date is entered in the segment, the WorldGroup PNR will be placed on the subscriber's *Queue 100, Category 2*, as a reminder to call the airline to cancel.
 - If no release date is used and no WorldGroup PNRs are created from MK segments, the segment is removed from the face of the WorldGroup Inventory Record.
-

MK Guidelines

Some general guidelines for **MK** segments are:

1. The **Record Locator** of the airline's space provided by the airline *is required* at the end of an **MK** segment in the Inventory Record.
2. **MK** bookings and cancellations must be handled directly with the applicable airline.
3. Passive Inventory Record space cannot be increased. A separate segment must be booked as **MK** for the increased space.
4. Reduce Number in Party format is allowed, but it does *not* generate a message to the airline.

Record Locator/ Block Name

The applicable airline's group PNR Record Locator or other designator *is mandatory* in the WorldGroup Inventory Record **MK** segment. It is placed in the space used for Block Name on a live WorldGroup segment.

Example:

WG0LH419L14SEPIADFRAMK10@R15AUG*/JP4RI2

	Record Locator or other designator

Continued on next page

Creating a WorldGroup Inventory Record, Continued

Block Name Required

If required, the Block Name is provided by the airline and must be 3–9 characters. If no Record Locator or Block Name is input, the following error response is returned:

WG – RECORD LOCATOR/BLOCK NAME REQUIRED–CONTACT AIRLINE

Add Departure/Arrival Times

Scheduled flights in the Worldspan system show the correct times. Adding arrival and departure times different than those stored in the Worldspan system is allowed. Subscribers can include the departure and arrival times in an initial manual Sell entry of an **MK** WorldGroup Inventory Record segment on a non–participating airline when these times are not indicated (i.e., extra section flight, charter flight, etc.).

Entry: **WG0UA1422V13OCTMCIORDMK16/9A1015A*/RECLOC@**

| |
| | (3–9 Characters)
| | Departure/Arrival Times

The newly created **MK** segment reflects different times than those stored in the system. This is consistent with normal PNR processing.

Entry: ***R**

Response: **1 UA1422V 13OCT MCIORD MK16 900A 1015A/O
RELSE 13SEP 08:00 PM S0 A16 O16 P0 /RECLOC**

Refer to: **HELP 0MAN** (include override times entry)

12 or 2400–Hour Clock Time

Arrival and departure times can be added in either 12 or 2400–hour clock time for flights that do not exist in the Worldspan system during initial creation of WorldGroup Inventory Record **MK** segments.

Entry: **WG0UA524Y13SEPMCIORDMK16/14451608*/RECLOC**

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Creating a WorldGroup Inventory Record, Continued

Add/Override Release Date

A Release Date can also be *added* in the initial creation of an Inventory Record segment with the addition of arrival/departure times. The Release Date is the only data from the Block Type Table displayed in the face of the WorldGroup Inventory Record. The Release Date can be *overridden* by adding a different date in the manual Sell entry shown in the example below. The Release Date is displayed upon a subsequent PNR display command (***R**). If a release date is not added, RELSE shows *OPEN

Entry: ***R**

Response: **1 UA 524Y 13SEP MCIORD MK16 245P 408P/O**
 RELSE 13AUG 08:00 PM S0 A16 O16 P0 /RECLOC

*

Sell MK Not Allowed on Participating Airlines

Attempted creation of a WorldGroup participant Inventory Record using **MK** segments results in an error response.

Entry:

WG0DL2Y13NOVMCISTLMK15@R13OCT*/11A1159A*/IBM

The error response below indicates the WorldGroup participant is not eligible for Inventory Record **MK** segments.

Response: **RESTRICTED – WORLDGROUP PARTICIPANT**

Notes

Agent Security Record Indicator

Agent Security Record Indicator

The WorldGroup Agent Security Record allows *only* authorized agents the capability to create/modify WorldGroup Inventory Records. The Agent Security Record (ASR) master index contains a list of identifiers and their functions. The Function Identifier **G** can be added to secure specific WorldGroup functions to designated agents.

Before creating or updating an Agent Security Record:

- Agent Sine Security must be activated.
- The sine of the agent wanting to perform the functions must be in the city sine table.
- The location creating or updating an ASR must sine in with their password and **SG** duty code.
- After sine in, a master index can be displayed. It identifies the functions that are authorized or restricted. The ASR provides security options for other applications.

ASR Table

BET displays the master index of the ASR Table:

Entry: **BET**

Response:

MASTER INDEX - AGENT SECURITY RECORD TABLE

T - TICKETING	G - WGROUP INV REC
S - PROFILE MAINT	X - TELEX *
Q - QUEUES	B - BRIDGE *
A - ARC REPORT *	D - DDL *
P - PROFILE CREATE	N - EMULATION

Note: A subscriber fee is required for access to this function. Normal ASR formats apply. **Refer to:** **HELP ASR** and **INFO ASR**

Create/Change ASR

The following entry creates or changes the ASR to add WorldGroup security:

Entry: **BEA/PQ-G**

		Field Identifier
		Agent Sine
		Function Identifier

Continued on next page

Agent Security Record Indicator, Continued

Display ASR for All Agents

To display the updated ASR for all agents:

Entry: **BED/***

Response:

AGENT SECURITY RECORD FOR AGENTS -ALL- JA-T/D/A/P/S//Q/G EF-P/S/D 9M-Q/D /9M - AGENT SINE AND -Q/D - PERMITTED FUNCTIONS/
--

Guidelines for the Agent Security Record

The G identifier initiates an Agent Security Record. Check to inhibit unauthorized users. During WorldGroup PNR creation, the following entries check the ASR for authority:

**-W/WINDJAMMER/20MAR/CRU/IBM
WG0DL675Q19JUNATLDENGN15*GRP/AARP
WG0BA2R4SEPJFKLHRMK25@R4AUG*/A34ZQ3**

If you are updating the ASR for another location, the SID must be included (e.g., **BEA/B7A/PQ-G**). Authorizing one or more agents to perform a function restricts all others from performing that same function. Agents attempting to modify or create a WorldGroup Inventory Record who are not authorized in the ASR, will receive the following error message:

****AGENT NOT AUTHORIZED TO CREATE/MODIFY WORLDGROUP
INVENTORY RECORD - CHECK AGENT SECURITY RECORD****

If a WorldGroup Inventory Record is retrieved and an unauthorized agent attempts to make any modification entry, the error response above will result. If no agent is specifically authorized to perform the WorldGroup Inventory Record create/modify functions then these functions are accessible to all agents in the office.

Delete the WorldGroup Security Function

The following entry deletes the WorldGroup security function:

Entry: **BEX/PQ-G**

Displaying WorldGroup Inventory Records

**Display
WorldGroup
Inventory
Records**

WorldGroup Inventory Records can be displayed using **WG*** or **WG/** entries. The slash (/) replaces the asterisk (*) when an airline code is the first search criteria. Listed below are multiple ways to display WorldGroup Inventory Record:

To Display By:	Enter:
Subscriber Identifier (C5E = SID)	WG* or WG*T4S
Add date and airline table	WG*22NOV/DL102
Airline code and flight number	WG/CO741 (asterisk not permitted)
Airline only without flight number	WG/AA (asterisk not permitted)
Departure Date	WG*30SEP
City pair	WG*ATLDEN
Combination of above methods, (e.g., flight/date/city)	WG/LDL51/11OCT/LAXLHR (asterisk not permitted)
Range of departure dates	WG*30SEP-30DEC
Departure city <i>only</i>	WG*D-ATL
Arrival city <i>only</i>	WG*A-MIA
Block Type Code	WG*BT-CRU
Record Locator	*YAAM67

Note: Arrival city *only* (**A-**) and Departure city *only* (**D-**) cannot be combined in the same entry, nor with city pairs.

Continued on next page

Displaying WorldGroup Inventory Records, Continued

Scrolling Entries

Scrolling entries allow navigation (MU, MD, etc.) through WorldGroup Inventory Records. A maximum of three screens of information is shown. If there are more WorldGroup Inventory Records which meet the search criteria, the following response is shown at the bottom of the third screen:

WG—MORE INVENTORY RECORDS EXIST—USE MORE SPECIFIC ENTRY

Display WorldGroup Inventory Record List

If more than one of the WorldGroup Inventory Records meet the requested criteria, a WorldGroup Inventory Record List displays.

Partial Display:

WORLDGROUP LIST FOR C5E - LAXHNL		
RECLOC	DATE	NAME
>WGA*2X4RXG(23MAR	W/MN23MAR/ATL/I
>WGA*2X4RXG(23MAR	W/MN23MAR/ATL/I
>WGA*YRRYU(07JUN	W/GR07JUN/MIA
>WGA*2B9SPE(08JUN	W/AARP.IBM.GRP

Continued on next page

Displaying WorldGroup Inventory Records, Continued

View a Specific Inventory Record

When displayed, the WorldGroup Inventory Record is automatically placed in the *availability mode*. To view a specific Inventory Record, place the SOM (>) over the letter -A- and <Enter> or <Tab> to the parenthesis (e.g., **WGA*2B9SPE()** and <Enter>. Examples follow:

Display by Subscriber Identifier

The following entry displays a WorldGroup Inventory Record List by SID (Subscriber Identifier):

Entry: **WG*** or **WG*C5E** (bridge location)

Example 1

Response:

WORLDGROUP LIST FOR C5E -		
RECLOC	DATE	NAME
>WGA*2X4RXG(22MAR	W/MN23MAR/ATL/I
>WGA*2X4RXG(23MAR	W/MN23MAR/ATL/I
>WGA*YRYYU(07JUN	W/GR07JUN/MIA
>WGA*73X7SA(07JUN	W/GR07JUN/MIA
>WGA*3OPDUS(07JUN	W/GR07JUN/MIA
>WGA*7WVBBM(08JUN	W/MJ08JUN/CVG/
>WGA*2B9SPE(08JUN	W/AARP.IBM.GRP

<Tab> to display the desired WorldGroup Availability and <Enter>.

Response:

WORLD GROUP AVAILABILITY FOR C5E										
W/AARPSA08JUN97.IBM.GRP										
										W/GROUP ADDRESS >*2B9SPE(
1	DL	741Q	08JUN	H8	A0	O10	P0	CLECVG	700A	759A/O
2	DL	886Q	08JUN	H8	A0	O10	P0	CVGLGA	910A	1100A/O
3	DL	1187Q	15JUN	H8	A0	O10	P0	LGACVG	335P	535P/O
4	DL	246Q	15JUN	H8	A0	O10	P0	CVGCLE	650P	750P/O

Display by Airline Code and Flight Number
Example 2

If more than one of the WorldGroup Inventory Records meets the requested criteria, the following entry displays a WorldGroup Inventory Record List by Airline Code and Flight Number:

Entry: **WG/DL246**

Response:

WORLDGROUP LIST FOR C5E - DL 246								
RECLOC	FLT/NUM	DATE	INVENTORY				DEPARR	
>WGA*2B9SPE(DL 246Q	15JUN	H08	A00	O10	P00	CVGCLE	
>WGA*ZXOV4Y(DL 246Q	10AUG	H11	A00	O11	P00	CVGCLE	

Displaying WorldGroup Inventory Records, Continued

**Display by
Departure Date
Example 3**

The following entry displays a WorldGroup Inventory Record List by the Departure Date:

Entry: WG*15SEP

Response:

WORLDGROUP LIST FOR C5E - 15SEP	
RECLOC	NAME
>WGA*YALVS8(W/LG07SEP/R
>WGA*YMSH5S(W/NE15SEP/SJU/I
>WGA*ZD97S4(W/SS15SEP/MIA/I
>WGA*6G2AW8(W/SS12SEP/R
>WGA*6HSAM4(W/SS15SEP/O
>WGA*6H642G(W/SS15SEP/R
>WGA*645IMG(W/VK18SEP/PEK/O
>WGA*7F59MW(W/SS15SEP/ATL/I

<Tab> to the desired WorldGroup Availability and <Enter>.

**Display by City
Pair
Example 4**

The following entry displays a WorldGroup Inventory Record List by City Pair:

Entry: WG*LAXHNL

Response:

WORLDGROUP LIST FOR C5E - LAXHNL					
RECLOC	FLT/NUM	DATE	DEPARR	NAME	
>WGA*ZJ4XJM(DL 186	23AUG	LAXHNL	W/LG23APR/HNL/I	
>WGA*ZO4BJM(DL 203	16AUG	LAXHNL	W/LG23APR/HNL/I	
>WGA*7QIPV8(DL 1579	23AUG	LAXHNL	W/LG23APR/HNL/I	
>WGA*Z6JXEO(DL 935	24SEP	LAXHNL	W/RH24SEP/HNL/O	

<Tab> to the desired WorldGroup Inventory Record and <Enter>.

**Display by Date
and Departure
City Only
Example 5**

The following entry displays a WorldGroup Inventory Record List by Date and Departure City *only*:

Entry: WG*25SEP/D-HNL

Response:

WORLDGROUP LIST FOR C5E - 25SEP D-HNL					
RECLOC	FLT/NUM	DATE	DEPARR	NAME	
>WGA*76UOSG(DL 1562	25SEP	HNLLAX	W/RH13SEP/O	
>WGA*7RH3X6(DL 7	07JAN	HNLNRT	W/IBM/HNL	

Continued on next page

Displaying WorldGroup Inventory Records, Continued

**Display by Date
and Arrival
City Only
Example 6**

The following entry displays a WorldGroup Inventory Record List by Date and Arrival City *only*:

Entry: **WG*25SEP/A-LAX**

Response:

WORLDGROUP LIST FOR 86E - 25SEP A-LAX				
RELOC	FLT/NUM	DATE	DEPARR	NAME
>WGA*76UOSG(DL 1562	25SEP	HNL LAX	W/RH13SEP/O

**Display by
Range of Dates
Example 7**

The following entry displays a WorldGroup Inventory Record List by a Range of Dates:

Entry: **WG*19JUL-30AUG**

Partial Response:

WORLDGROUP LIST FOR C5E - 19JUL-30AUG		
RELOC	DATE	NAME
>WGA*YHA8SO(19JUL	W/EN13JUL/BCN/R
>WGA*YQIFM8(20JUL	W/GR12JUL/MIA/O
>WGA*YVLJLE(22JUL	W/MN20JUL/ATL/I
>WGA*7MR8CS(24JUL	W/GR19JUL/MIA/I

<Tab> to the desired WorldGroup Availability and <Enter>.

**Review Display
Entries**

Different criteria can be used and combined when displaying a WorldGroup Inventory Record List as shown in the table below:

TO LIST ALL WG INVENTORY RECORDS:	ENTER:
By Subscriber Identifier (C5E)	WG*C5E
By Airline	WG/BA
Departing 04 - 08AUG	WG*04AUG-08AUG
By departure city <i>only</i> (MSP) 04 - 18AUG	WG*04AUG-18AUG/D-MSP
From ATL to JFK	WG*ATLJFK
City pair (ATL to JFK) departing 04 - 18AUG	WG*ATLJFK/04AUG-18AUG
For CO216	WG/CO216
By Arrival city <i>only</i> (FRA)	WG*A-FRA
Departing 04 - 18AUG on DL456	WG*04AUG-18AUG/DL456
Departure city (ATL) 04AUG on UA873	WG*04AUG/UA873/D-DEN
By Record Locator	*Y6AXBY
By Name Field	*-W/CIRCUS/GROUP

If more than 1 Inventory Record exists, a list will display.

Displaying WorldGroup From General Availability

WorldGroup Indicator

When the option **≠WG** is added to the end of a Worldspan general availability request, a “**W**” precedes the Equipment Code in the flight availability line to identify flights for which the requesting SID location holds WorldGroup space.

Note: The **≠WG** option *does not apply* to Worldspan Power Shopper[®], Worldspan Power Pricing[®], Worldspan Direct Access, or schedule displays. If the **≠WG** option is included

in a Schedule entry, the following error response is returned:

≠WG NOT VALID ON A SCHEDULE DISPLAY

Guidelines for Using the ≠WG Option

The **≠WG** option checks by SID for WorldGroup Inventory Records on displayed flights. Other guidelines are:

- **≠WG** can be used in Worldspan availability or continuation entries:

Entries: **A27AUGBCNATL8A≠WG** or **A≠WG**

- Continuation entries (e.g., **AD**, **AU**, **A*Q3**, etc.) retain the **≠WG** option until another initial entry is made.
 - The “**W**” and the equipment code *are overlaid* when the availability continuation entry (**AE**) is used to display *elapsed time*.
 - Availability and status codes in the WorldGroup Inventory Record *are not checked*.
 - The “**W**” in the availability display *does not transfer* onto printed documentation (e.g., flight coupons, charge forms, itinerary/invoice, or Flight Service Information – **V\$1**).
 - Subscribers *only* see the **W** on flights that have WorldGroup Inventory Records *owned* by their SID.
-

Continued on next page

Displaying WorldGroup From General Availability, Continued

Worldspan General Availability

The following is a Worldspan general availability display where the ≠WG option is used in the initial entry:

Response:

16AUG-SA-6A BCNATL ** ET	AC1
1≠DL 109 F4 C4 D4 Y4 B4 M4 K0 L0 BCNATL-1200N 535P	WL10 LL1
2\$SR 665 J9 C9 D9 Y9 M9 L9 H9 K9 BCNZRH- 720A 900A	320 LL0
3\$SR 120 F4 J9 C9 D9 Y9 M9 L9 H9 ATL-1000A 155P	74D LL0

Explanation:

WorldGroup Block Space exists on DL109.

1. “W” is shown next to the Equipment Type Code in the availability display, indicating a WorldGroup Inventory Record exists on that flight.
2. Segments confirmed by participating WorldGroup airlines are considered in the availability search for flights in WorldGroup Inventory Records
3. The WorldGroup indicator appends to a flight even if it is part of a connection.

Request WorldGroup Inventory Record List

WorldGroup Block Space *cannot be sold* from Worldspan general availability. A list of WorldGroup Inventory Records for a *flagged flight* must be requested in order to sell from the designated WorldGroup Inventory Record as shown below:

Entry: **WG/DL109**

Response:

RELOC	FLT/NUM	DATE	INVENTORY	DEPART
>WGA*2ZY5S4(DL 109Q	19JUL	H43 A00 O78 P00	BCNATL
>WGA*2ZY5S4(DL 109Q	20JUL	H25 A00 O20 P00	BCNATL
>WGA*YUYIDM(DL 109Q	22JUL	H04 A00 O14 P00	BCNATL
>WGA*2Z4F68(DL 109Q	09AUG	H130 A00 O135 P00	BCNATL
>WGA*2Z4OR6(DL 109Q	16AUG	H133 A07 O135 P00	BCNATL

<Tab> to display the desired WorldGroup Inventory Record and <Enter>.

Response:

WORLDGROUP AVAILABILITY FOR 29E									
W/EN016AUG/BCN/R									
W/GROUP ADDRESS >*2Z4OR6(
1	DL	109Q	16AUG	H133	A7	O135	P0	BCNATL	1200N 535P/O
3	DL	241Q	16AUG	H12	A4	O12	P0	ATLDFW	700P 810P/O
4	DL	1297Q	18AUG	H18	A0	O18	P0	JFKCVG	535P 750P/O

Displaying WorldGroup Inventory Records from Bridge/Branch Locations

Bridge/Branch Locations The capability of displaying WorldGroup availability (WGA) is an option in the **Bridge Table template**. It authorizes subscriber's other Worldspan locations to display WorldGroup Inventory Records in the "*availability mode*" only. The **WG** Column in the Bridge Table must be properly updated before bridge locations can view WorldGroup availability.

From this display, a bridge location can sell block space from the WorldGroup Inventory Record into PNRs. Booking information is transmitted from the owner of the WorldGroup Inventory Record, *not* the bridge location.

Emulation If space is sold from a WorldGroup Inventory Record while Emulating, the booking message reflects the *Emulated location, not the original*.

MOVED UP

Link Processing

When DL, CO or AA space is sold from a WorldGroup Inventory Record, the booking is transmitted via a link from Worldspan to the Airline and the \$ is appended to the sold segment. If the link is unavailable, the response is as follows:

AP LINK UNAVAILABLE – PROCESSING THROUGH WORLDSPAN

If the Worldspan Direct Sell indicator is not returned at time of sell, cancel the segment and sell again.

CO Exception:

10 or more seats cannot be sold via the Direct Sell link. Therefore, 10 or more seats will be sent to CO as a "NN" status and CO must confirm.

Notes

Viewing Airline Block Space (Applicable to DL/CO only)

View Airline's Block Space

Sometimes it is necessary to view Delta or Continental Block Space and compare it with the subscriber's WorldGroup Inventory Record. The entry to view the airline's Block Space includes the following:

- Flight Number, class of service, and Date (mandatory)
- Departure City, Block Type, and Block Name (optional)

Example: To view the Delta Block Space via Direct Access:

Entry: @DL@BL*12Q26AUGATL-IBM/AARPPATL

```

|   |   |   |   |   |   |
|   |   |   |   |   |   |   Block Type
|   |   |   |   |   |   |   Date  Departure City
|   |   |   |   |   |   |   Class of Service
|   |   |   |   |   |   |   Display Flight Number
|   |   |   |   |   |   |   Block Space
|   |   |   |   |   |   |   Direct Access Function Identifier (@DL@)

```

Response for Delta:

```

>BL*12/26AUGATL-IBM/AARPATL
***VFY DATE - DOUBLE DATED FLIGHT***
ITC/IBMSPATL      12  Q 26AUG ATLLGW DIR:I CTL-ACZ  PUR 27JUL
CRS BLOCK NAME:W/SP30AUG/LON/I
                AGCY ID:1263416  CRS:1P LOC:65GDI2
  ORIG BLK AMT    20                BLK AMT SOLD    20
  CURR BLK AMT    20                BLK AMT AVBL     0
ASSOCIATED REFERENCE FIELD
  PNRLOC SEATS TK/TL                PASSENGER NAMES
001 ACYSQL    1                    01JOHNSON/RICHARD
≠

```

CO entries:

- @CO@BL*XSXN0F (XSXN0F is the CO Deal Number)
- @CO@BL*ABCD/718/5AUG (ABCD is the Owner key)

Continued on next page

Viewing the Airline's Block Space, Continued

Response for Continental:

```
>@CO@BL*XSXN0F

BLOCK SPACE ALLOCATION                      19MAY04/0203P QCO
COGS
*ACCT-RNCA          TNAM-SHINFF          PCC-OTJ
FLT CLS   DATE  BRDOFF BLK BKD  INC/DEC  DEAL
0008 B   01AUG04 EWRBOS 010 000          XSXN0F
*ROPT-    /EXPY-30  DAYS/COMM- 17MAY04
RED1-D    P  /RED2-D    P  /RED3-D    P
RED4-D    P  /RED5-D    P
```

To view all WorldGroup Inventory Records for specific flight, date, departure city, Block Type and Block Name, replace class of service with slash (/) in the entry.

No Match for Block Name/ Record Locator

When you are unable to sell a WorldGroup segment from an Inventory Record holding Delta or Continental Block Space into a WorldGroup PNR, follow these steps:

1. Carefully compare the Inventory Record with the Delta or Continental Block to ensure they match *exactly*.
 2. If the Record Locator, Block Type Code, or the Block Name do not match in both systems, call Delta or Continental to have them correct the inventory.
 3. Otherwise, call the Worldspan HELP DESK.
-

Emulation

The entry to display the airline's block (for example, @DL@BL912/26FEBLAX-CRR) can be used by a bridge location. However, Emulation *must be activated* between the bridge location and the location 'owning' the WorldGroup Inventory Record.

If space is sold from a WorldGroup Inventory Record while Emulating, the booking message reflects the *Emulated location, not the original*.

WorldGroup Queues

Subscriber Requests

At end transaction, the initial request and any subsequent action by the subscriber to increase or reduce the initial request automatically queues the WorldGroup Inventory Record to the participating airline.

Queue Placement from Airline

When the airline responds to a request or action, or when **CO & AA** creates an Inventory Record for the subscriber, the WorldGroup Inventory Record is automatically queued to the following subscriber queues and categories:

Request or Action	Access Queues to Work
Initial request (see <i>Confirming Space</i>)	Q/1*C0
Increase request (confirmation or unable) CO exception: when CO confirms an increase AA exception: increase not allowed and AA's "UC" response is placed on queue	Q/1*C0
Review Date(s) Currently N/A for CO	Q/100*C1
Release Date(s)	Q/100*C2
Change of WorldGroup Block Name N/A for CO/AA space	Q/100*C3
For CO only: When CO sends new commencement or release date(s)	Q/100*C6
Default for place PNR on Queue	Q/100*C8
Advice of Schedule Change	Q/7

Continued on next page

WorldGroup Queues, Continued

link Codes

Schedule changes can be worked manually or by using either the **EW** or **EWR** shortcut entries. The status code of **KK** can be changed to **HK** using the existing segment status change entry shown below:

Entry: **.2HK** and redisplay the itinerary ***R**

Response:

```
1 DL1480U 06DEC MO SFOATL HK20 715A 244P/O
   RELSE 01NOV 08:00 PM S20 A0 O24 P0 IBM/AWARD
```

Changing Multiple Status Codes

A shortcut entry **.1.2HK** allows multiple segment status codes to be changed.

Confirming Space

After space is Confirmed (**KK**) or Unable to Confirm (**UC**), the WorldGroup Inventory Record is automatically queued to the subscriber's *Queue 1, Category 0* (system Confirmations Queue).

Review Date Information

Queue 100 is the *dedicated queue* for WorldGroup queue messages. WorldGroup Inventory Records are placed on the subscriber's *Queue 100, Category 1*, and contain the appropriate **Review Date Label** (e.g., ****90DAY**) as shown in the example below:

Example:

```
**90DAY DL 0353V 20NOV**
1P- 4IVCB8
  1.W/BVG/BAYSIDE.VACATION
  1 DL 353V 20NOV TH MSPSFO HK100 1125A 122P/O
     RELSE 22OCT 08:00 PM S100 A0 O100 P0 GRP/AAA
```

Continued on next page

WorldGroup Queues, Continued

Release Date Information

WorldGroup Inventory Records placed on the subscriber's *Queue 100, Category 2*, contain the appropriate **Queue Message Tag**, including the percentage of inventory returned to the airline, and the minimum/maximum number of seats remaining as shown in the example below:

Example:

```
**RELSE/30/40MIN DL 0353V 20NOV**  
1P- 4IVCB8  
1.W/BVG/BAYSIDE.VACATION  
1 DL 353V 20NOV TH MSPSFO HK100 1125A 122P/O  
RELSE 22OCT 08:00 PM S100 A0 O100 P0 GRP/AAA
```

Explanation:

****RELSE/30/40MIN DL 0353V 20NOV****

| |
| Minimum Number Seats to Remain
Percentage (%) of Inventory Returned to the Airline

WorldGroup Inventory Record Search

PNR Search

Worldspan PNR Search allows a search of PNRs based on specified criteria. Upon completion of the search, the PNRs are queued to the subscriber for processing. The Search capability also applies to WorldGroup Inventory Records based on the following search criteria:

- WorldGroup Inventory Record Name Identifier (**W/**)
 - WorldGroup Inventory Record Name Field ()
 - Block Type Code **BTYPE** ()
 - Block Name **BNAME** ()
-

Search Methods

The two methods for PNR Search in Worldspan are:

1. **ONLINE**
 2. **OVERNIGHT**
-

Online Search

ONLINE immediately searches PNRs based on the criteria entered in the template. PNRs matching the requested criteria are returned to the subscriber's *Queue 86*, within 2 hours of the request. A *maximum of 20* Online PNR Search requests can be processed free of charge per calendar month. The Online PNR Search Template is shown below with the additional search criteria line for WorldGroup Inventory Record Searches:

Entry: QR86

Online PNR Search Template

```
>QSEARCH-OFFICE( )*****
*****CP( ) TYPE- ALL PNRS( )
OR WITH SELECTED PARAMETERS- *****TKTD( ) UNTKTD( )
INTL( ) DOM( )CREATE( )STATUS( )ACCT NBR( )
BKG AGT( / )( / ) AIR/FLT( )( ) WL( )
FLTDT( )( )TKTDT( )( )TKT CAT( )( )( )
DPTR/ARR ( )( / )( / )( / ) CLASS( )( ) C/PNR( )
ALLAUX( ) OR-ALLCARS( )ALLHTLS( )ALLPTS( )ALLOTS( ) OR-TRN( )
CAR( )( )( )HTL( )( )( )PTS( )( )AUXDTE( )( )
URMKS( )( )*****6Q( )
W/( ) ( ) BTYPE( ) BNAME( )*****
```

Continued on next page

WorldGroup Inventory Record Search, Continued

Overnight Search

OVERNIGHT PNR Search requests received prior to 7 p.m. Central Time, Mon. – Fri., are processed the following day and placed on the subscriber's *Queue 86*. There is no charge for Overnight PNR Search requests.

WorldGroup Inventory Records *do not contain auxiliary segments*; therefore, *only* the AIR Overnight Search template applies to WorldGroup.

Overnight PNR Search requests involve a 2–step process:

1. Complete and transmit the template to the Worldspan HELP DESK. The HELP DESK completes the template and transmits it for further processing.

Entry: **HELP Q86AIR**

Overnight PNR Search – Air Template

```
>GSM/Q/86
FOR AIR SEG---SEARCH SID(  )(  )(  )(  )ALL PNRS(  )
PLACE ON SID(  )CAT(  )UNTKTD(  )DOM(  )INTL(  )
DPT DATE(  )(  )TKTG DATE(  )(  )
AIRL(  )(  )FLT NBR(  )(  )AIRL/FLT(  )(  )
DPT/ARR CITY(  )(  /  )(  /  )(  /  )TKTG CODE(  )(  )
AGT SINE(  )(  )STATUS(  )CLASS(  )(  )C/PNR(  )TRN(  )WL(  )
DIAL LINK 2.1(  )COMMERCIAL WORLD(  )UPGRADE TO 3.00G(  )
W/(  ) (  ) BTYPE(  ) BNAME(  )****(  )
YOUR NAME(  )IATA(  )PHONE(AAA-TTT-TTTT)(  )
NOTE - TYPE OVER THIS AREA TO CLARIFY YOUR REQUEST.
      MESSAGES RECEIVED AFTER 7P CDT M-F WILL BE PROCESSED
      AFTER MIDNIGHT THE NEXT DAY. MESSAGES RECEIVED AFTER
      2P CDT SATURDAY WILL BE PROCESSED ON TUESDAY.
```

WorldGroup Inventory Records Search

The WorldGroup **W/ ()** Name Identifier must be selected with an **X** to initiate a search for WorldGroup Inventory Records.

Wild Card Search for variable data applies. The asterisk (*****) is permitted for the Wild Card Search function. This allows a search for specified data within the following areas:

1. WorldGroup Name Field
2. WorldGroup Block Type Code (minimum 3 characters including the *****)
3. WorldGroup Block Name

Continued on next page

WorldGroup Inventory Record Search, Continued

Name Field Search

A WorldGroup Name Field can contain a minimum of **2** and a maximum of **25** alpha/numeric characters. If only 1 character is entered, a Wild Card must be used.

The following example shows the a WorldGroup Inventory Record Search utilizing a Wild Card option in the Name Field to search for ***121296*** somewhere in the Name Field, regardless of what precedes or follows it:

Entry: QR86

Response:

```
>QSEARCH-OFFICE( )*****
*****CP( ) TYPE- ALL PNRS( )
OR WITH SELECTED PARAMETERS - *****TKTD( ) UNTKTD( )
INTL( ) DOM( ) CREATE( ) STATUS( ) ACCT NBR( )
BKG AGT( / )( / ) AIR/FLT( )( ) WL( )
FLTDT( )( )TKTDT( )( )TKT CAT( )( )( )
DPTR/ARR ( ) ( / )( / )( / )CLASS( )( )C/PNR( )
ALLAUX( ) OR- ALLCARS( )ALLHTLS( )ALLPTS( )ALLOTS( )OR-TRN( )
CAR( )( )( )HTL( )( )( )PTS( )( )AUXDTE( )( )
URMKS( )( )*****6Q( )
W/(X) (*121296* ) BTYPE( ) BNAME( )*****
```

Only WorldGroup Inventory Records with **121296** somewhere in the Name Field are placed on *Queue 86*.

Response:

```
1P- 6B4XUY
1.W/LG/NP/121296/SLCLGABWI
1 DL 709Q 12DEC FR ATLSLC HK40 525P 722P/O
RELSE 12NOV 08:00 PM S32 A8 O40 P0 CRR/TRVLGSLC
P- 1.YG6 1059876 305 539-4860T TRAVEL CRUISE LINES/JOHN
```

Block Type Code Search

A WorldGroup Block Type Code must contain **3** alpha/numeric characters. Special characters other than wild card (*) *are not permitted*.

Example:

The following example shows a WorldGroup Inventory Record Search utilizing the Block Type Code (**TUR**) as the search criteria:

Entry: QR86

Continued on next page

WorldGroup Inventory Record Search, Continued

Block Type code Search, continued

Response:

```

>QSEARCH-OFFICE( )*****
*****CP( ) TYPE- ALL PNRS( )
OR WITH SELECTED PARAMETERS- *****TKTD( ) UNTKTD( )
INTL( ) DOM( ) CREATE( ) STATUS( ) ACCT NBR( )
BKG AGT( / )( / )AIR/FLT( )( ) WL( )
FLTDT( )( )TKTDT( )( )TKT CAT( )( )( )
DPTR/ARR ( ) ( / )( / )( / )CLASS( )( ) C/PNR( )
ALLAUX( ) OR- ALLCARS( ) ALLHTLS( )ALLPTS( )ALLOTS( )OR-TRN( )
CAR( )( ) HTL( )( )PTS( )( )AUXDTE( )( )
URMKS( )( )*****6Q( )
W/(X) ( ) BTYPE(TUR) BNAME( )*****
    
```

Only WorldGroup Inventory Records with Block Type Code (**TUR**) are placed on *Queue 86*.

Response:

```

1P- 79IB4A
1.W/LOOK/ALLOC
1 DL 439V 20SEP SA MCOPTW HK5 100P 342P/O
RELSE 16SEP 02:00 AM S0 A5 O5 P0 TUR/PRIZE
2 DL 50V 20SEP SA DTWCDG HK22 535P 705A#1/O
RELSE 16SEP 02:00 AM S0 A22 O22 P0 TUR/PRIZE
3 DL 996V 20SEP SA MIADTW HK8 105P 407P/O
RELSE 16SEP 02:00 AM S4 A4 O8 P0 TUR/EARN
P- 1.J84 1036876 305 568-2700T NATIONAL TOURS/JOE
    
```

Block Name Search

A WorldGroup Block Name must contain a minimum of **3-9** characters. If fewer than **3** characters are entered, a Wild Card must be used. Special characters are *not permitted*.

Continued on next page

WorldGroup Inventory Record Search, Continued

Example

The following example shows a WorldGroup Inventory Record Search template utilizing the Block Name (**PRITP**) as the search criteria:

Entry: QR86

Response:

```
>QSEARCH-OFFICE( )*****
*****CP( ) TYPE- ALL PNRS( )
OR WITH SELECTED PARAMETERS- *****TKTD( ) UNTKTD( )
INTL( ) DOM( ) CREATE( ) STATUS( ) ACCT NBR( )
BKG AGT( / )( / )AIR/FLT( )( ) WL( )
FLTDT( )( ) TKTDT( )( ) TKT CAT( )( )( )
DPTR/ARR ( ) ( / )( / )( / )CLASS( )( ) C/PNR( )
ALLAUX( ) OR- ALLCARS( )ALLHTLS( )ALLPTS( )ALLOTS( ) OR-TRN( )
CAR( )( )( )HTL( )( )( )PTS( )( )AUXDTE( )( )
URMKS( )( )*****6Q( )
W/(X) ( ) BTYP BNAME(PRITP)*****
```

Only WorldGroup Inventory Records with Block Name (**PRITP**) are placed on *Queue 86*.

Response:

```
1P- 79IB4A
  1.W/COOK/ALLOC
  1 DL 1584L 20SEP SA MCOCVG HK5 745A 950A/O
    RELSE 16SEP 02:00 AM S0 A5 05 P0 TUR/PRITP
  2 DL 894L 20SEP SA ATLCVG HK22 655P 815P/O
    RELSE 16SEP 02:00 AM S0 A22 022 P0 TUR/PRITP
  3 UA 1128Q 20SEP SA MCOCVG MK8 735P 1046P/O
    RELSE 16SEP 02:00 AM S0 A0 08 P0 TUR
P- 1.J84 1036876 305 568-26700T NATIONAL TOURS/JOE
```

Continued on next page

WorldGroup Inventory Record Search, Continued

WorldGroup Search Fields

The following 4 WorldGroup Search Fields can be used with the PNRSearch Fields:

WorldGroup Search Field	
W/	WorldGroup Inventory Records
()	WorldGroup Name Field
BTYPE	WorldGroup Block Type Code
BNAME	WorldGroup Block Name

PNR Search Fields

The following PNR Search Fields can be combined with the 4 WorldGroup Search Fields listed above (W/, (), BTYPE, BNAME):

Template Field	Definition
OFFICE	Office Subscriber Identification (SID)
CP	Queue Category Number
INTL	International Air Segments
DOM	Domestic Air Segments
CREATE	Specific Creation Date
STATUS (for air)	Segment Status AIR/AUX
BKG AGT	Booking Agent
AIR/FLT	Specific Airline/Flight Number
FLTDT	Flight Date/Date Range
DPTR/ARR	Departure/Arrival City
CLASS	Class of Service – Air
URMKS	Unique Remarks
6Q	6Q – Queue Sort Field

Review Dates

Overview

Participating WorldGroup airlines have the option of using up to **10 Review Dates** and queue reminders. These are determined by the airline and serve as reminders that information or a specific action is requested by the airline (e.g., **DEP** = Deposit information).

Review Dates appear on the subscriber's *Queue 100, Category 1*. There is a special **Queue Message Tag** shown at the top to advise the subscriber what action the airline requires.

CO exception: CO does not currently use Review Dates.

Display Review Dates

Review Dates can be displayed from a WorldGroup PNR or a WorldGroup Inventory Record at any time using the ***WG** entry.

Entry: *WG

Response:

```
1 DL1053U 16OCT SA MCIATL HK17 1245P 345P/O
RELSE 11SEP/100
LAST 01SEP FIRM 12AUG
```

Explanation:

In the example above, the WorldGroup Inventory Record is queued to the subscriber's *Queue 100, Category 1*, on the 12AUG and 1SEP, with the appropriate **Review Date Labels** advising the corresponding information is requested by the airline (e.g., **NAME, TKTS**).

Review Dates Labels

Review Dates can include the following labels:

LABEL	DESCRIPTION
LAST	Last warning before unsold inventory is automatically released (mandatory)
NAME	Advise passenger name(s)
TKTS	Advise ticket numbers
DEP	Advise deposit information
FIRM	Reconfirm space
REV 6-10	Review Dates 6-10 can be utilized for any purpose agreed upon by the airline and the subscriber

Notes

Release Dates

Airline Release Dates **Release Dates** are determined by the airline and are the dates unsold space is *automatically returned* to the airline's inventory. Release Date and **Release Time** are based on the Subscriber ID (SID) in the first Phone Field.

Release Time Release Time is automatically added and is displayed in the time zone of the first phone field city. On the specified Release Date and Time, any unsold space is automatically returned to the airline. The WorldGroup Inventory Record is then queued to the subscriber's *Queue 100, Category 2*, as an advisory that space has been released.

The example below indicates a Release Time of 1:00 a.m. on the 04AUG.

Partial Display:

```
1 DL 933K 12SEP FR LAXHNL HK17 330P 553P/0
RELSE 04AUG 01:00 AM S17 A0 O17 P0 CRU/UGA
```

Multiple Release Dates WorldGroup Inventory Records can have *multiple Release Dates*. A final Release Date is specified by the airline when 100% of the unused space is returned to the airline's inventory. Two optional Release Dates can also be determined by the airline as shown in the example below:

Partial Display:

```
RELSE 04MAR/30/40MIN RELSE 04APR/60/15MAX RELSE 04MAY/100
(a) (b) (c)
```

Explanation:

MIN/MAX indicate the number of seats remaining in the WorldGroup Block Space in the WorldGroup unsold Inventory Record.

- a) On the first Release Date of 04MAR, 30% of available (unsold) seats are released; a minimum of 40 unsold seats remain.
 - b) On the second Release Date of 04APR, 60% of available (unsold) seats are released; a maximum of 15 seats remain.
 - c) On the final Release Date of 04MAY, 100% of the available (unsold) seats are returned to inventory.
-

Changing WorldGroup Inventory Records

Change Block Type, Block Name, Release Date

Changes can be made to the Block Type, Block Name, or Release Date until the airline confirms the WorldGroup Inventory Record.
CO exception: the Final Release Date on CO segments may not be changed.
If a change is made, CO will ignore the change.

Change Segment Status

Change segment status can only be done once per segment per transaction; however, the status of multiple segments can be changed in one entry. After confirmation, changes by the subscriber are not permitted

Entries

Changes can be made using the following entries:

To Change:	Enter:
Block Type/Block Name	.2*CRU/BAHAMAS
Release Date	.2@R20SEP
Block Name only	.1*/BAHAMAS
Block Type only	.1*CRU
Combined Entry	.1@R22SEP*CRU/BAHAMAS

Notes

Requesting Additional Block Space

**Request
Additional
Block Space**

Additional Block Space can be requested in an existing WorldGroup Inventory Record segment for all airlines except AA.

AA will not allow an increase on an Inventory Record segment, and will respond with a “UC” to an increase request. A new Inventory Record segment must be created to request additional space on AA.

For all airlines except AA, when additional group space is needed on an existing WorldGroup Inventory Record segment, a request for an increase in space should be used. The increase of space causes the WorldGroup Inventory Record to be queued to the airline for confirmation.

The entry below will request an increase in the number of seats on the WorldGroup Inventory Record segment. This eliminates the need to create a new segment in the WorldGroup Inventory Record or create a new WorldGroup Inventory Record. The entry to request additional space is:

Entry: WG-R10S1
 | | | |
 | | | Segment Number
 | | Number of Additional Seats
 | Request
 Function Identifier

Response: REMEMBER TO END TRANSACTION

Entry: ER

Response:

```
1P- YJGMP6
1.W/BRITISH.ISLES/CRUISE
1 DL 36Y 10NOV MO CVGLGW HK10 720P 745A#1/O
RELSE 07NOV 05:00 PM S0 A10 O10 P10 GN CRU/DOLPHIN
2 DL 37Y 15NOV SA LGWCVG HK10 1100A 250P/O
RELSE 07NOV 05:00 PM S0 A10 O10 P0 CRU/DOLPHIN
P- 1.C5C 5694325 818 459-4362T KINGS TRAVEL/JILL
)>
```

Requesting Additional Block Space, Continued

Explanation:

- The WorldGroup Inventory Record is updated to show the number of additional seats requested (**P10**) as reflected in the **Pending** column, followed by the “Group Need” (**GN**) action code.
- At end transaction, the Inventory Record is automatically queued to the airline for confirmation.

Confirmation of Increase Request

The airline updates the **Pending Area** with the number of seats confirmed (**KK**) or unable to confirm (**UC**) when the request for additional seats has been processed. The number of seats confirmed will be added to the **HK** and **A** count. After a full or partial confirmation, the WorldGroup Inventory Record is programmatically returned to the subscriber’s confirmation queue, which is **Q1**. If the airline is unable to confirm all the additional seats, a partial confirmation can be returned. In this case, the **HK** and **A** amount and the amount in the **Pending** column will reflect the additional amount requested. For example, the WorldGroup Inventory Record below shows only **5** of the **10** additional seats were added to the original **HK** count of **10** and **A** of **10**, making the new total **15 HK**.

```
1P- YJGMP6
1.W/BRITISH.ISLES/CRUISE
1 DL 36Y 10NOV MO CVGLGW HK15 720P 745A#1/O
  RELSE 07NOV 05:00 PM S0 A15 O10 P5 KK CRU/DOLPHIN
2 DL 37Y 15NOV SA LGWCVG HK10 1100A 250P/O
  RELSE 07NOV 05:00 PM S0 A10 O10 P0 CRU/DOLPHIN
P- 1.C5C 5694325 818 459-4362T KINGS TRAVEL/JILL)
```

Entering **EWR** updates the WorldGroup Inventory Record, returns the **Pending Area** to **0**, and removes the **KK** action code.

Continued on next page

Requesting Additional Block Space, Continued

Example

Below is an example of the previous WorldGroup Inventory Record with full confirmation of the additional 10 seats:

Partial Display:

1P- YJGMP6
1.W/BRITISH.ISLES/CRUISE
1 DL 36Y 10NOV MO CVGLGW HK20 720P 745A#1/O
RELSE 07NOV 05:00 PM S0 A20 O10 P10 KK CRU/SEAFISH
2 DL 37Y 15NOV SA LGWCVG HK10 1100A 250P/O
RELSE 07NOV 05:00 PM S0 A10 O10 P0 CRU/SEAFISH
P-1. 1.C5C 5694325 818 459-4362T KINGS TRAVEL/JILL

Explanation:

- The **HK** and **A** available amounts increase to include the **KK** of **10** for a number of confirmed seats (**20**).
- The **O** Original confirmed amount remains **10**.
- The **P** Pending amount indicates **10** additional seats have been confirmed.
- The **GN** status code has been updated to **KK**.
- **EWR** updates the WorldGroup Inventory record, removing the **KK** and changing the **P** Pending amount to **0**.

Unable to Confirm Increase Request

If the airline is **Unable to Confirm** the additional seats requested, the **GN** status code is changed to **UC** and the WorldGroup Inventory Record is queued to the subscriber.

Partial Display:

1P- YJGMP6
1.W/BRITISH.ISLES/CRUISE
1 DL 36Y 10NOV MO CVGLGW HK10 720P 745A#1/O
RELSE 07NOV 05:00 PM S10 A0 O10 P0 UC CRU/SEAFISH
2 DL 37Y 15NOV SA LGWCVG HK10 1100A 250P/O
RELSE 07NOV 05:00 PM S0 A10 O10 P0 CRU/SEAFISH
P- 1. 1.C5C 5694325 818 459-4362T KINGS TRAVEL/JILL

Explanation:

- The **O** Original amount does not change, and the **P** Pending area returns to **0**.
 - The airline *will not waitlist* the unconfirmed seats.
 - **EWR** updates the WorldGroup Inventory Record and removes the **UC**.
-

Notes

Reducing Block Space

Reduce Block Space

Any unused Block Space in the WorldGroup Inventory Record should be reduced prior to the Release Date (**RELSE**). If the unwanted Block Space is not reduced by the Release Date, the airline will automatically reclaim any unsold inventory by reducing the segment.

- The number of seats in a segment in a WorldGroup Inventory Record can be reduced without affecting the number of seats in other segments.
- The segment can not be reduced to an amount lower than the number of seats sold.
- All segments in the WorldGroup Inventory Record cannot be reduced at the same time.
- Reducing must be processed by each individual segment.

The entry to reduce the amount of Block Space to 5 in an existing WorldGroup Inventory Record segment is as follows:

Entry: **\$5S1**
 | | |
 | | Segment Number
 | New Number of Seats
 Function Identifier

Response: **PTY NOW 5 WORLDGROUP 1**

Entry: **ER**

Below is a display of the WorldGroup Inventory Record following the *Reduce Number in Party* entry:

Partial Display:

```
1P- YAAMP6
1.W/BAHAMAS.SAILING/CRUISE
(a) 1 DL 570Y 10NOV MO MSPMIA HK5 730A 1201P/O
      RELSE 07NOV 08:00 PM S5 A0 O10 P0 CRU/IBM
                        (b)      (c)
2 DL 573Y 15NOV SA MIAMSP HK10 100P 342P/O
      RELSE 07NOV 08:00 PM S0  A10 O10 P0 CRU/IBM
P- 1.JF4 4670376 313-999-1111T NATIONAL CRUISES/JOHN
```

Explanation:

- a) Segment 1 indicates **5** seats are **HK** status (**HK5**).
- b) The **Sold** area indicates **5** (**S5**).
- c) The difference in the **Original** and **Reduced** amounts is returned to the airline's inventory, and the Inventory Record is automatically queued to the airline.

Continued on next page

Reducing Block Space, Continued

Save Reductions

End transaction to save the reductions, or ignore to return the WorldGroup Inventory Record back to its original form.

A WorldGroup Inventory Record *cannot be reduced* if an increase request is Pending, or has not been updated using an **EWR** entry.

Manual Release of Space in a WorldGroup PNR

Subscribers can manually release space from a WorldGroup PNR by either Canceling or Reducing.

- If a WorldGroup PNR is canceled or reduced prior to the segment Release Date, the seats are automatically returned to the WorldGroup Inventory Record.
- If the cancel or reduce takes place after the segment release date, the seats are automatically returned to the airline's availability. Normal Reduce entries apply.

Manual Release of space in a WorldGroup Inventory Record

WorldGroup Inventory Record segments may be canceled with the normal cancel entry, provided the **Sold** amount is zero.

Delta Procedures

WorldGroup PNRs containing Delta segments must be divided, rather than reduced when canceling part of the confirmed Block Space. Once the WorldGroup PNR is divided and ended to create two separate WorldGroup PNRs, retrieve and cancel the WorldGroup PNR containing the unwanted space. *The divided space cannot be canceled prior to end transaction.*

When a WorldGroup PNR is reduced or divided, Delta's system will place it on their Reject Queue to be manually updated. By following the above procedures, delays and error messages will decrease.

WorldGroup Inventory Record History

WorldGroup Inventory Record History

History of the WorldGroup Inventory Record is updated as normal; however, there are a few different codes not seen in other PNRs.

- Increases in space are indicated by **IP** (Increase Party) in history.
- The number of seats Pending on the increase request (**P10**) and the **GN** status code are shown with the increase request.
- Decreases in space are indicated by **RP** (Reduced Party).
- The number after **HK** indicates the number of seats that will be returned to the airline with the reduce request.
- Block Type Code and Block Name changes are indicated by the codes **BA**, **BC**, and **BX**.
- RELSE date changes are indicated by the codes **RA**, **RC**, and **RX**.

Below are three examples of WorldGroup Inventory Record History, following a Block Type/Block Name change, Release Date change, and a Reduction in Block Space.

The entry made was .1*CRU/Newname

Example 1: Block Type / Block Name Change / Cancel / Add

Entry: *H

Response:

```
9P1 GS CE 1253Z/12AUG99
BC DL2064Y 15SEP MCIATL BX -CRR/TEST      BA -CRU/NEWNAME
```

Explanation:

- BC** – Block Change (both Block Type/Block Name)
- BX** – Block Cancel (previous Block Type/Block Name)
- BA** – Block Add (new Block Type/Block Name)

Example 2: Release Date Change / Cancel / Add

Entry: *H

Response:

```
RC DL224Y 23JUN MCIMSP RX -08JUN RA -01JUN
R-P/ -CR- C5C /1P GS SA 11JUN97 1447Z ***
```

Explanation:

- RC** – Release Date Change
- RX** – Release Date Cancel (indicates previous Release Date)
- RA** – Release Date Add (indicates new Release Date)

Continued on next page

WorldGroup Inventory Record History, Continued

Example 3: Reduce Block Space

Entry:*H

Response:

```
9P1 GS CE 1253Z/12AUG99
RP DL2092U 01NOV MCOJFK HK15 1120A 140P
   RELSE 18OCT S0 A5 O20 P0 CVO/DVO
AS DL2092U 01NOV MCOJFK HK5 1120A 140P
   RELSE 18OCT S0 A5 O20 P0 CVO/DVO
R-P/ -CR- 9P1 /1P GS CE 12AUG99 1348Z 020A36
```

Explanation (Reduced from 20 to 5):

RP – Indicates Reduced Block Space

HK15 – Amount reduced (number of seats returned to Airline)

AS – New segment after reduction

HK5 – New total of confirmed seats after reduction

Creating a WorldGroup PNR

WorldGroup PNRs

A WorldGroup PNR is the storage area for all passenger name and itinerary data built from a WorldGroup Inventory Record. WorldGroup PNRs contain the normal PNR fields (e.g., Name, Phone, Ticketing, Itinerary, Remarks, etc.), and existing Worldspan PNR entries apply.

Non-air and non-WorldGroup segments are allowed in WorldGroup PNRs, and they interface to accounting systems using existing interface entries. A completed WorldGroup PNR is shown in the example below:

Example:

```
1P- 3UA5IS
1. 1KRUS/SUSAN*ADT  2. 1KRUS/GUY*ADT
 1 UA 108Y 05DEC FR LAXORD HK1   900A  251P/O $ E
 2 DL 123Y 07DEC SU ORD MSP HK2   800A  920A/O $ E -W-
 3 CCR ZT HK01 MSP 07DEC 10DEC ICAR /BS-1P/RG-USD 43.99DY
   UNL STANDARD/RC-2450/L001/ARR-N123-0920/DT-1700/CF-ABC12345
P- 1.C5C 816 647-3982-TRAVEL BEST/JAN
T- 1.TAW/00/02DEC
   TKG FAX-NOT PRICED  FARE TYPE EX
```

When the PNR is displayed, WorldGroup segments are designated by a **-W-** at the end of the segment. At this point, the WorldGroup PNR can be completed using normal PNR entries.

Create a WorldGroup PNR

Once the WorldGroup Inventory Record has been created and the space confirmed, individual WorldGroup PNRs can be created. To sell space from the WorldGroup Inventory Record, it must be displayed in the *'availability mode'*.

WorldGroup Availability

WGA* converts a displayed WorldGroup Inventory Record into a WorldGroup availability display. The A after the **WG** indicates *"display in availability mode,"* which allows seats to be sold from the WorldGroup Inventory segment. Use one of the following entries to display WorldGroup availability:

- Entry:** **WGA*YAAMP6**
 (Displays in availability mode by Record Locator)
- Entry:** **WGA***
 (Redisplays the last WorldGroup availability display)
-

Continued on next page

Creating a WorldGroup PNR, Continued

WorldGroup Availability (continued)

Response:

WORLDGROUP AVAILABILITY FOR C5E											
W/SKI/TUR											
W/GROUP ADDRESS >*YAAMP6(
1	DL	1420Q	10NOV	H25	A25	O25	P0	LAXATL	845A	350P/O	
2	DL	12Q	10NOV	H25	A25	O25	P0	ATLLGW	530P	625A#1/O	
3	DL	11Q	15NOV	H25	A25	O25	P0	LGWATL	945A	200P/O	
4	DL	205Q	15NOV	H25	A25	O25	P0	ATLLAX	340P	525P/O	

To redisplay the WorldGroup Inventory Record, <Tab> once to the Inventory Record Locator (*YAAMP6) and <Enter>.

Selling from the Availability Display

Itinerary segments are created by selling seats from the WorldGroup availability display. For example, to sell Q class seats from segment 2 of the above display, make the following entry:

Entry: WG02Q2

Partial Display (after *R):

1	DL	12Q	10NOV	ATLLGW	SS2	530P	625A#1/O	\$	E	-W-	
TKG FAX-NOT PRICED FARE TYPE EX-											

The \$ at the end of the segment indicates the message went across the link to Delta. The -W- indicator is appended to the end of the segment to identify it as a WorldGroup segment. *R displays the WorldGroup PNR.

Sell Multiple Segments

Multiple segments can be sold in one entry when selling 3 Q seats from a WorldGroup Inventory Record availability display.

Example: WG03Q1Q2
 | | |
 | | Q Seat from Segment 2
 | Q Seat from Segment 1
 WorldGroup Sell Function Identifier

Continued on next page

Creating a WorldGroup PNR, Continued

Sell Multiple Segments (continued)

The following is a WorldGroup availability display for SID C5E:

Entry: **WGA*75I0N6**

Partial Display:

WORLDGROUP AVAILABILITY FOR C5E										
W/LG16DEC/LAX/I										
W/GROUP ADDRESS >*75I0N6(
1	DL	188Q	13DEC	H10	A10	O30	P0	LAXSJU	1055P	1115A#1/O
2	DL	189Q	24DEC	H33	A20	O100	P0	SJULAX	110P	718P/O
3	DL	203L	25DEC	H33	A20	O100	P0	LAXHNL	830A	1155A/O
4	DL	389L	14DEC	H40	A30	O40	P0	ATLSJU	850A	110P/O

At the time of sell, all segments requested in the Sell entry are verified to insure the amount requested in the Sell entry *is less than or equal to* the number of seats available.

Worldspan allows selling up to three WorldGroup segments at a time as shown in the example below:

Entry: **WG02Q1Q2L3**

Note: Currently, the entry that assumes the sell of subsequent line numbers from non- WorldGroup availability displays (Worldspan general availability) is not allowed (i.e., **01Y1***).

Selling Space from a Different Inventory Record

If desired, space from a different WorldGroup Inventory Record can be sold into a partially created WorldGroup PNR. Once the space from the first WorldGroup Inventory Record is sold, the other WorldGroup Inventory Record must be displayed in the availability mode.

Segment Continuity

Segments can be listed in any order in the multiple segment sell entry and will sell in that order. However, normal PNR criteria for continuity applies to the WorldGroup PNR at end transaction. Non- WorldGroup air segments are shown as Stopovers (/O) instead of connections. The change segment status entry (i.e., **.2/X**) can be made to designate the segment as a connection.

Continued on next page

Creating a WorldGroup PNR, Continued

Redisplay WorldGroup Availability

The WorldGroup Inventory Record Availability display can be redisplayed to sell additional space if desired.

Entry: WGA*

Response:

```
WORLDGROUP AVAILABILITY FOR C5E

W/AARPSA6DEC97.ICD.GRP

W/GROUP ADDRESS >*75ION6(
1 DL 188Q 13DEC H8 A8 O30 P0 LAXSJU 1055P 1115A#1/O
2 DL 189Q 24DEC H33 A20 O100 P0 SJULAX 110P 718P/O
2 DL 389L 14DEC H40 A30 040 P0 ATLSJU 850A 110P/O
)>
```

Note: After the Sell entry, the number in the availability column in segment 1 (A8) reflects 8 seats available.

Sell Subsequent Segments

Entry: WG02Q2

Response:

```
2 DL 189Q 24DEC SJULAX SS2 110P 718P/O $ E -W-
```

Inventory Record Action Codes

The Worldspan system does not reflect WorldGroup Inventory Record action codes in the associated WorldGroup availability display. Therefore, an error response results from attempting to sell WorldGroup availability segments when an invalid action code is contained in the WorldGroup Inventory Record.

Examples: Invalid Action Codes are **WK, UN, GN**, etc.

WorldGroup Inventory Record (with invalid action codes/schedule changes)

```
1P- 2HE92M
1.W/MANUAL
1 DL2064Y 15SEP WE MCIATL UN14 600A 853A/O
RELSE 15AUG 07:00 PM S0 A14 O10 P0 CRU/TOURATL
2 DL2064Y 15SEP WE MCIATL TK14 601A 900A/O
RELSE 15AUG 07:00 PM S0 A14 O10 P0 CRU/TOURATL
P- 1.9P1 9923293 TEST
```

Continued on next page

Creating a WorldGroup PNR, Continued

Inventory Record Action Codes, continued

Entry: WGA*

Partial Display:

WORLD GROUP AVAILABILITY FOR 9P1									
W/MANUAL									
							W/GROUP ADDRESS >*2HE92M		
1	DL2064Y	15SEP	H0	A0	O0	P0	MCIATL	600A	853A/O
2	DL2064Y	15SEP	H14	A14	O10	P0	MCIATL	601A	900A/O

An attempt to create a WorldGroup PNR from WorldGroup availability on segment 1 with a WorldGroup Inventory Record action code of **UN** would result in an error response:

Entry: WG02Y1

Response:

* DL2064Y 15SEP MCIATL ***CK STATUS

Connection Code Indicator

The **Connection Code Indicator (/X)** can be added in the initial WorldGroup PNR booking entry from a WorldGroup availability display as indicated below:

Partial Display:

WORLDGROUP AVAILABILITY FOR C5E									
W/LYNN/WGIR									
							W/GROUP ADDRESS >*7SGA24(
1	DL	560Y	02SEP	H15	A15	O15	P0	DENMSP	715A 1005A/O
2	DL	457Y	02SEP	H10	A10	O10	P0	MSPMEM	1115A 115P/O
3	DL	824Y	02SEP	H10	A10	O10	P0	MEMATL	1100A 111P/O
4	DL	269L	30SEP	H9	A9	O9	P0	FLLATL	900A 1044A/O
5	DL	705L	30SEP	H9	A9	O9	P0	ATLSLC	1150A 144P/O
6	DL	826Q	02SEP	H10	A10	O10	P0	MEMATL	800P 1018P/O

Entry: WG02L4L5/X

Response: Segments 6 and 7 sold into a PNR with segment 2 as a connection

1	DL	269L	30SEP	FLLATL	SS2	900A	1044A/O	\$ E	-W-
2	DL	705L	30SEP	ATLSLC	SS2	1150A	144P/X	\$ E	-W-

Continued on next page

Creating a WorldGroup PNR, Continued

Connection Code Indicator
(continued)

Note: The connection indicator /X is automatically appended to connection the WorldGroup PNR segment(s) sold from WorldGroup availability with the /X option.

Consecutive Segments

The maximum number of WorldGroup connection segments that can be sold with the /X indicator is three, which is consistent with normal PNR connection segment sell entries.

Entry: **WG02Y1Y2Y3/X**

Response: Created WorldGroup PNR indicating segment 2 and 3 as connections

1	DL	560Y	02SEP	SS2	DENMSP	715A	1005A/O	\$	E	-W-
2	DL	457Y	02SEP	SS2	MSPMEM	1115A	115P/X	\$	E	-W-
3	DL	824Y	02SEP	SS2	MEMATL	1100A	111P/X	\$	E	-W-

Non-Consecutive Segments

WorldGroup PNR segments can be created using the /X to sell non-consecutive flights from WorldGroup availability.

Entry: **WG02Y1Y2Y8/X**

Response:

Created WorldGroup PNR indicating segment 2 and 3 as connections

1	DL	560Y	02SEP	DENMSP	SS2	715A	1005A/O	\$	E	-W-
2	DL	457Y	02SEP	MSPMEM	SS2	1115A	115P/X	\$	E	-W-
3	DL	826Q	02SEP	MEMATL	SS2	800P	1018P/X	\$	E	-W-

Using the Group Header Option

Group Names Worldspan offers the option of using a Group Header (*C/*) when creating WorldGroup PNRs. However, all *C/* WorldGroup PNRs with the exception of MK WorldGroup PNR segments, are required to have the passenger names prior to end transaction, unless exempted by the airline.

Once an individual name is added, an initial, name, and/or title must be included in the entry (e.g., ~~-C/4TUR~~-4BRADY/M.MR/L.MRS/J.MSTR/P.MISS). The Worldspan system verifies at end transaction that the number of individual passenger names equals the **HK** amount. Individual names can be added in the same entry as the *C/* name or as separate entries.

Example of WorldGroup PNR with *C/* Group Header

```
1P- 7670C2
0 NAMES REMAIN AVAILABLE
1. C/7IBM/LAS 2. 3JONES/JAMES/SHIRLEY/JJR*3ADT
3. 4SMITH/JOHN/MARY/AMS/BMS*4ADT
 1 DL 496Y 27JUL SU LASATL HK7 900A 352P/O $ E -W-
 2 DL 178Y 27JUL SU ATLSJU HK7 700P 1030P/X $ E -W-
 3 DL 686Y 04AUG MO SJUATL HK7 840A 1222P/O $ E -W-
 4 DL 1222Y 04AUG MO ATLDFW HK7 110P 210P/X $ E -W-
 5 DL 179Y 04AUG MO DFWLAS HK7 345P 445P/X $ E -W-
P- 1.95E 770 583-2400-T ALL WORLD TRAVEL/BENNY
T- 1.T/
A-CA1096210
```

CO All space from CO Inventory Record segments must be sold into *C/* PNRs.

C/ PNR

Exception

At end transaction of the PNR, if CO space is sold into a non-*C/* PNR, the following error response will display: *C/* NAME FIELD REQUIRED FOR CO. This applies even if the PNR also contains space on other airlines.

Name Deletions All names are required in *C/* WorldGroup PNRs after the final Release Date. Cancellations after the final release date automatically returns the inventory to the airline.

C/ Header and Release Dates

Unused space in a WorldGroup PNR should be released on or before the Release Date. When a *C/* Header is added to a WorldGroup PNR, there is a programmatic tie-back to the Release Date in the WorldGroup Inventory Record

On the Release Date, if the number of names in the WorldGroup PNR is less than the number of seats being held, the WorldGroup PNR will be reduced by the system.

Continued on next page

Using the Group Header Option, Continued

Cancel PNR with C/ Header

If the only name field present is the C/ Header, the entire WorldGroup PNR will be canceled. This includes any air segments which were not booked from a WorldGroup availability. Auxiliary segments will not be reduced or canceled.

For example, the WorldGroup Inventory Record below shows 7 seats available (A7) with a Release Date of 23AUG at 1:00 a.m. local time.

Partial Display:

```
1P- 7670C2
1.W/7IBM/LAS
1 DL 218Y 23SEP TU MCIMSP HK10 900A 1018/O
RELSE 23AUG 01:00 AM S3 A7 O10 P0 GRP/AAA
```

On the Release Date, the system will access the WorldGroup PNR. The number of names will be counted and compared to the number of seats being held. In the WorldGroup PNR below, there are three seats held, but only 2 names have been added.

Partial Display:

```
1P- 7670C2
1 NAMES REMAIN AVAILABLE
1. 1.C/3MSPGROUP 2.1JONES/JAMES*ADT 3.1ROSKE/JASON*ADT
1 DL 218Y 23SEP TU MCIMSP HK3 900A 1018/O $ E -W-
```

System Reduction

On the Release Date, the system will reduce segment 1 to HK2. The C/ Header will be changed to C/2MSPGROUP. Below is an example of the WorldGroup PNR after the reduction.

Partial Display:

```
1P- 7670C2
0 NAMES REMAIN AVAILABLE
1. 1.C/2MSPGROUP 2.1JONES/JAMES*ADT 3.1ROSKE/JASON*ADT
1 DL 218Y 23SEP TU MCIMSP HK2 900A 1018/O $ E -W-
```

Continued on next page

Using the Group Header Option, Continued

History

The history will be updated as follows:

Partial Display:

```
R-1P  P/  
C3X  GS  CE  1945Z/22AUG97  
XN  C/3MSPGROUP  AN  C/2MSPGROUP  
R-CPNR REDUCED PER IN RELSE DATE/ -CR- /1P 23AUG97 1441Z ***  
AN 1ROSKE/JASON*ADT  
R-P/  -CR-  C3X/1P  GS  CE  22AUG97 1947Z ***
```

Formats and Additional Information

Current formats for creating C/ PNRs apply. For more examples and additional information: Refer to **HELP GROUPS** and **INFO GROUPS**

Notes

Displaying a WorldGroup PNR

Display WorldGroup PNRs

A WorldGroup PNR can be displayed using normal PNR display entries or from a displayed WorldGroup Inventory Record.

The Function Identifier for displaying a WorldGroup PNR is *. PNRs can be displayed by:

Record Locator	*39FDUG
Group Header	*-C/ROSKE.PARTY
Name	*-ROSKE/STACEY
Flight Information	*DL856/27JANPHX-ROSKE/STACEY

Partial Display:

```
1P- ZBU5QN
1.W/LG01MAR/ACA/I
1 DL 912Q 26FEB WE LAXACA HK2 1010A 338P/O
  RELSE 27JAN 08:00 PM S2 A0 O10 P0 CRR/TVLG
2 DL 912Q 27FEB TH LAXACA HK22 1010A 338P/O
  RELSE 28JAN 08:00 PM S22 A0 O50 P0 CRR/TVLG
3 DL 912Q 28FEB FR LAXACA HK7 1010A 338P/O
  RELSE 29JAN 08:00 PM S7 A0 O30 P0 CRR/TVLG
4 DL 912Q 01MAR SA LAXACA HK57 1010A 338P/O
  RELSE 30JAN 08:00 PM S57 A0 O96 P0 CRR/TVLG
P- 1.J7E 1066915 305 539-3489T TRAVEL CRUISE LINES/LEO
M- 1.HAVE APPROVED BLOCK SEATS
  2.ATTN LEO .BLKS NOW CFMD/KG/17JAN
)>
```

Display List of WorldGroup PNRs

From a displayed WorldGroup Inventory Record above, a list of WorldGroup PNRs associated by segment can be displayed.

```
Entry:      WG.1
           |  |
           |  |
           |  Segment 1
           |
           |  WorldGroup Inventory Record
```

Continued on next page

Displaying a WorldGroup PNR, Continued

Associated PNRs

The following display is a WorldGroup List of associated PNRs.

Response:

WORLDGROUP LIST FOR J7E				
(a)	DL 912	26FEB	Q	LAXACA W/GROUP ADDRESS >*ZBU5QN(
(b)	PNR RECLOC		NAME	PTY
(c)	>*Y3EPE4(*1JOHNSON/ANGEL	2
	>*Y3EPE4(*1JOHNSON/BILL	2
(d)	>*Y3EPE4(C/	2IBMLG/SEA	2
(e)	TOTAL	2		

Explanation:

The list of associated PNRs in WorldGroup for SID (**J7E**) above shows the following information:

- Flight Information line (class of service **Q**).
- The **PNR RECLOC** of the individual is the same as the WorldGroup PNR Record Locator where it resides. **NAME** and **PTY** columns (allow 3 digits).
- PTY** count reflects the number of seats held.
- Header precedes Group Name (all passenger names are required).
- TOTAL** reflects the total number of seats sold. It is calculated by adding the number in party from the **NAME** column, subtracting the names with an asterisk.

<Tab> to the PNR Record Locator for the WorldGroup PNR record locator and <Enter>.

Response:

WorldGroup PNR with C/ Group Header

1P- Y3EPE4
0 NAMES REMAIN AVAILABLE
1.C/2IBMLG/SEA 2.1JOHNSON/ANGELA@*PFA
3.1JOHNSON/BILL@*PFA
1 DL 367Q 26NOV WE SEALAX HK2 700A 933A/O \$ *S E
2 DL 912Q 26NOV WE LAXACA HK2 1010A 338P/O \$ *S E -W-
P- 1.J7E 1066915 305 539-3489T TRAVEL CRUISE LINES/LEO
T- 1.T/22JUL0525 1P/86E/BP*0061519919781-782 *I N2.1-3.1
A-CA1297060
A-ER NON-ENDORSABLE/REF TVLCRU ONLY
TKG FAX-MANUALLY PRICED FARE TYPE EX
FOP- 1.CCTP 1006 11596 000011
G- 1.OSI YY TVLCRU - ISLAND IN THE SEA DPTR 10P/ARVL 8A
M- 1.REFER TO RR*/SHIP CODE BFR CHANGES TO THIS PNR
2.AG-7897
**** ITEMS SUPPRESSED ****/CN/DH/U/S/DR

Continued on next page

Displaying a WorldGroup PNR, Continued

Redisplay an Inventory Record

Toggling is permitted between a WorldGroup PNR and a WorldGroup Availability display. Use the following entry to display WorldGroup availability from a WorldGroup PNR:

Entry: **WG-2**
 (2 = Segment number with the -W- indicator)

Response: WorldGroup Availability from WorldGroup PNR

WORLDGROUP AVAILABILITY FOR 7JE										
W/LG01MAR/ACA/I										
							W/GROUP	ADDRESS	>*ZBU5QN(
1	DL	912Q	26NOV	H2	A0	010	P0	LAXACA	1010A	338P/O
2	DL	912Q	27NOV	H22	A0	050	P0	LAXACA	1010A	338P/O
3	DL	912Q	28NOV	H7	A0	030	P0	LAXACA	1010A	338P/O
4	DL	912Q	01DEC	H57	A0	096	P0	LAXACA	1010A	338P/O

To view the Inventory Record, <Tab> once and <Enter>.

Notes

Changing/Canceling Names In a WorldGroup PNR

Name Changes Normal entries to change names apply to WorldGroup PNRs. For example, change 2ADAMS/JACK/JMRS to 2BAKER/STEVE/SMRS as follows:

Entry: **-1@2BAKER/STEVE/SMRS**

**Passenger
Cancellation**

Space may be released WorldGroup PNRs by either canceling, reducing, or dividing.

Exception - WorldGroup PNRs containing Delta space must be divided rather than reduced, using the following steps:

1. Divide the PNR
The name field numbers of the psgrs being canceled must be used in the divide entry. For example, D2 divides all names in name field 2 being canceled.
 2. File the divided PNR
 3. When the remaining PNR displays - end transaction
 4. Display the PNR to be canceled
 5. Cancel the PNR
 6. End transaction
-

Name Deletions Name deletions are restricted in **C/** WorldGroup PNRs after the final Release Date automatically returns the inventory to the airline.

Notes

Placing WorldGroup PNRs on Queue

Overview

PNRs associated to a specific flight segment in a WorldGroup Inventory Record can be placed on a system–assigned queue or a specific queue and category. This enables a quick review of segments in order to:

- Protect misconnects
 - Work schedule changes
 - Review and name verification
 - Validate ticketing information
-

WorldGroup Designated Queue

Verify that the *system–designated queue (Queue 100, Category 8)* is activated. Queuing entries can be made from:

- A displayed WorldGroup Inventory Record
- A list of WorldGroup PNRs associated to a specific Inventory Record segment

Refer to: **HELP QUEUES**

Place PNRs on Queue

Worldspan *automatically* places PNRs on the WorldGroup system–designated queue (**SID/100*C8**) when a queue and category are not specified in the entry.

Example: Place WorldGroup PNRs associated to Inventory Record segment 2 on the system–designated queue.

Entry: **WG.2–Q**

Response: **WG– ON QJ7G/100*C08/TTL020**

			Total Number of PNRs
			Placed on Queue
			Category Number (C08)
			System–Designated Queue (Q100)
			Subscriber Identifier

Continued on next page

Placing WorldGroup PNRs on Queue, Continued

System Queues If the system–designated *Queue 100* is not assigned, PNRs are placed on *Queue 0, Category 0*:

Example:

WG–ON QSID/000*C00/TTL020

WG–QUE 100 NOT ASSIGNED–DEFAULTING TO Q0 C0

If the system–designated *Queue 100* is assigned, and *Category 8* is not, PNRs are placed on *Queue 100, Category 0*:

Example:

WG–ON QSID/100*C00/TTL020

WG–CAT 08 NOT ASSIGNED–DEFAULTING TO CAT 0

Specific Queue and Category A specific queue and category for WorldGroup PNR placement can be made by placing WorldGroup PNRs associated to a segment on *Queue 26, Category 5*.

Example: Place WorldGroup PNRs associated to segment 1 on *Queue 26, Category 5*:

Entry: **WG.1–Q26*C5**

Response: **WG–ON QJ9Q/026*C05/TTL015**

				Total Number of PNRs
				Placed on Queue
				Specified Category Number (C05)
				Specific Queue Number (Q26)
				Subscriber Identifier

Notes:

1. If the specified queue is not assigned, PNRs are placed on the subscriber's *Queue 0, Category 0*:

Example:

WG–ON QSID/000*C00/TTL015

WG–QUE 26 NOT ASSIGNED–DEFAULTING TO Q0 C0

Continued on next page

Placing WorldGroup PNRs on Queue, Continued

Specific Queue and Category (continued)

2. If a specified queue is assigned and a specified category is not, PNRs are placed on the *specified Queue, Category 0*.

Example:

WG-ON QSID/026*C00/TTL015
WG-CAT 05 NOT ASSIGNED-DEFAULTING TO CAT 0

Queue to Bridge Location

WorldGroup PNRs can be placed on a bridge location's queue by including the SID in the entry:

Example 1: Place WorldGroup PNRs associated to Inventory Record segment 3 on queue at the bridge location of T4Z.

Entry: **WG.3-QT4Z**

Response: **WG-ON QT4Z/000*C00/TTL015**

Notes:

1. If a specified queue is not assigned, PNRs are placed on the bridge location's *Queue 0, Category 0*, as shown in the example above.
2. If a specified queue is assigned, however, and a specified category is not, PNRs are placed on the bridge location's *specified queue, Category 0*:

Entry: **WG-ON QT4Z/006*C00/TTL015**

Example 2: Place WorldGroup PNRs associated to flight segment 3 on *Queue 6, Category 5* at T4Z:

Entry: **WG.3-QT4Z/6*C5**

Response: **WG-ON QT4Z/006*C05/TTL015**

Continued on next page

Placing WorldGroup PNRs on Queue, Continued

Queue to Bridge Location, continued

If a specified queue is not assigned, PNRs are placed on the bridge location's *Queue 0, Category 0*:

Entry: **WG-ON QT4Z/000*C00/TTL015**

If a specified queue is assigned, however, and a specified category is not, PNRs are placed on the bridge location's *specified queue, Category 0*:

Entry: **WG-ON QT4Z/006*C00/TTL015**

Returning Block Space to WorldGroup Inventory

Return Block Space to Inventory

The following actions, if taken before the Release Date, will return Block Space to the WorldGroup Inventory Record:

- **Ignoring a WorldGroup PNR Prior to End Transaction**

If an *Ignore* is performed prior to end transaction on any request for space, all seats are returned to the WorldGroup Inventory Record.

- **Canceling the Itinerary of a WorldGroup PNR**

If the itinerary is *Canceled* prior to Release Date, all seats are returned to the WorldGroup Inventory Record at end transaction.

- **Dividing WorldGroup PNRs**

If, following a *Divide* transaction, either PNR is canceled prior to Release Date, all seats in that PNR are returned to the WorldGroup Inventory Record.

- **Reducing WorldGroup PNRs**

Following a *Reduce* transaction prior to Release Date, the corresponding number of seats are returned to the WorldGroup Inventory Record.

- **Unsold Seats at Release Date**

If *unsold* seats remain in the WorldGroup Inventory Record at the final Release Date, they are returned to the airline's inventory. The WorldGroup Inventory Record is returned to the subscriber's *Queue 100, Category 2*, as an advisory the seats have been released.

If a WorldGroup segment in a WorldGroup PNR is canceled *after the Release Date*, the canceled space is automatically returned to the airline's inventory, *not* to the WorldGroup Inventory Record.

WorldGroup PNR History

A WorldGroup segment appearing in history will have the WorldGroup Identifier(-W-) appended to the end of the segment.

Notes

Requesting WorldGroup Subscriber Reports

Subscriber Reports

Subscriber Reports provide the ability to display and print reports which track the utilization of WorldGroup Inventory segments. These reports are applicable to the WorldGroup Inventory Record level *only*. The Function Identifier to request WorldGroup Subscriber Reports is **WGR**.

Definition

WorldGroup Subscriber Reports are a way to identify how much Block Space is used compared to how much was originally contracted. It provides historical data that can help when projecting future Block Space needs and managing current Block Space from WorldGroup participating airlines.

Data used to compile the reports is obtained from an off-line system which is updated several times during the day. As a result, the online and off-line systems are not synchronized. Occasionally, report requests for same date and future date may not reflect changes or additions made on the current date.

Request Subscriber Reports

WorldGroup Subscriber Reports can be requested by the following:

Airline Code	Flight Number	City Pair
Flight Date	Date Range	Subscriber Identifier
Departure City	Arrival City	
Class of Service	Block Name & Block Type	
Block Name	Combinations of the above, except Departure and Arrival cannot be combined - use city pair	

Example: **WGR*XYZ/29NOV97**
 | | | |
 | | | Date Requested
 | | SID: Subscriber Identifier
 | Separator
 Function Identifier

Separators

An asterisk (*) is used as a separator after **WGR** to indicate *non-airline* information. A slash (/) is used as a separator to add additional options such as a Block Type.

Examples: **WGR*29SEP98**
 WGR*29SEP97/BT-CRU

An airline code or airline code and flight number requires a slash (/).

Examples: **WGR/DL**
 WGR/CO443

Continued on next page

Requesting WorldGroup Subscriber Reports, Continued

Options

- Any option, other than SID, can be requested in any order. When requesting specific departure or arrival city information, **D-** and **A-** identify the departure and arrival city information.

Example: WGR*A-HNL/07NOV98

- **C-** identifies the class of service. At least one other option must be included with the class of service option.

Example: WGR*C-F/DL

- Reports can be requested using combinations of options. The report below lists all WorldGroup Inventory Record segments on DL flights for one year minus one day.

Entry: WGR/DL

Response: (Assume the current date is 15SEP10)

FLT	CLASS	DEPARR	DATE	RECLOC	RQST	CONF	SOLD	
WORLDGROUP REPORT FOR T4S								
DL 14SEP09-14SEP10								
PCNT								
0001	L	CVGJFK	09SEP10	46L6XU	20	20	0	0
0001	L	CVGJFK	09SEP10	46L6XU	20	20	9	45
0001	U	JFKLHR	05MAY10	N5UUVR	40	40	18	45
0008	T	IAHATL	27SEP09	OZIDJ8	21	0	0	0
0009	U	LHRATL	16JUL10	4EP8FL	30	30	23	77
0010	U	ATLLHR	22APR10	47MPNX	22	22	2	9
0011	L	LGWATL	29MAY10	LSOIBS	1	1	0	0
0011	U	LGWATL	29MAY10	LSOIBS	23	23	13	57
0012	U	ATLLGW	02JUL10	4EP8FL	30	30	23	77
Lines deleted for space								
0070	U	ATLFCO	02NOV09	NE73ZC	16	0	0	0
0070	U	ATLFCO	02NOV09	NE73ZC	16	16	11	69
0070	T	ATLFCO	06OCT09	MZVQ5B	29	29	23	79
TOTALS					RQST	CONF	SOLD	PCNT
					1544	1175	786	67

Explanation

The response includes the specific parameters requested in the initial entry, plus the following

HEADER – WorldGroup report for XYZ
FLT – Flight number
CLASS– Class of service
DEPARR – Departure city/Arrival city
DATE – Travel date
RECLOC – Record Locator of WorldGroup Inventory Record
RQST – Number of seats originally requested

Continued on next page

Requesting WorldGroup Subscriber Reports, Continued

Explanation	CONF	– Number of seats originally confirmed by airline
	SOLD	– Actual seats sold
	PCNT	– Percent of seats utilized between originally confirmed and sold (More than 100% indicates subscriber received an increase in the Block Space.)
	TOTALS	– Totals for requested report. Up to 6 screens and 6–digit totals (e.g., 123952)

Notes: Grand total amounts are calculated on the bottom of the last displayed screen. Normal scrolling entries apply (MU, MD, MT, MB).

Guidelines for Requesting Subscriber Reports

- The requesting SID is assumed unless otherwise specified.
 - If the SID option is used it must be the first option.
- Example: WGR*XYZ/29NOV10**
- Reports can be requested for a different SID than the requester’s if Y is indicated in the **WGA** area of their Bridge/Branch Table.
 - If the date is not input, the default is one year from the previous day (*not the current day*).
 - Requests can be made for the two years prior and for **352** days in the future.
 - Past and current, and/or future requests can be combined in a date range request.
 - When a specific date is requested, airlines are sorted in the following order in the display:

Sort Order	Example
Alpha	AA CO DL
Alpha then alpha numeric	AA CO DL J7
Alpha/alpha numeric/numeric alpha	AA DL J7 4X
Date or date range requests must include a one or two numeric date, three alpha month, and two numeric year	05SEP09 or 5SEP10
The oldest date must appear first in a date range request	1AUG09 - 1AUG10

Continued on next page

Requesting WorldGroup Subscriber Reports, Continued

Example

WGR/DL48/09OCT98-02NOV98/CVGFRA

				City Pair
				Separator
				Date Range
				Airline and Flight Number
				Function Identifier

Multiple Screens

Totals appear on the last screen of multiple screen reports. Use the move down (MD) entry to view more screens. If more than six screens of information exist, the following message appears on the last screen:

WG – MORE INVENTORY RECORDS EXIST – USE MORE SPECIFIC ENTRY

Print WorldGroup Subscriber Reports

The normal **JT** Print Function is used to print WorldGroup Subscriber Reports:

Example: JTM1LRR/WGR

			WorldGroup JT Demand
			Printer Address
			Function Identifier (Hardcopy to printer)

Additional WorldGroup References

For formats and detailed information on WorldGroup, refer to **HELP WGR** and **INFO WGR** in Worldspan Reservations.
