



Agency Format Guide

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Formats and references in this Agency Format Guide are
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HELP and INFO

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Agency Format Guide

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AMTRAK

Advanced PAX INFO System (APIS)

HELP 2VAPIS

Availability

Basic entry
Connection
Return availability (Same date)
(New date/time)
Additional availability
Redisplay last screen

HELP 2VAVAIL

@2V@A23SEPKCYSTL7A
@2V@A12NOVBOSLAX9A/NYP
@2V@A/R
@2V@A/R29JUN5P
@2V@AD
@2V@A

Claim Amtrak PNR

Display Amtrak (2V) PNR
Claim PNR
Display PNR

HELP CLAIM 2V

@2V@*12BA3D
@2V@*CPY
*-LAST NAME

Display PNR

By record locator

HELP 2V*PNR

@2V@*123321

Encode/Decode

Decode online city
Encode online city
Offline city information

HELP 2VK

@2V@KD/ABE
@2V@KC/TX/DALLAS
@2V@KO/TN/MEMPHIS

Pricing

Price request
Specific pricing request
Request Rate Desk Pricing

HELP 2VPRICE

4P
T#2V1F
T#2V2F-RDPR

Sell Entries

One segment 2 "C" seats from line 11
Connection 2 "C" seats from line 11 and 12

HELP 2VSELL

02C11
02C11/2C12

OSI/SRR

Passenger ID & Gender Information

INFO 2VOSI

3OSI2VDOCSHK1/PP/US/123456798
/US/11NOV60/M/12JUL06-1IL/ED

AUTHORIZED AGENTS TABLE FOR CREDIT CARD MASKING

DISPLAY AUTHORIZED AGENTS TABLE

**HELP CCMASKING
INFO CCMASKING**

Display table	KAA*/A5A	(A5A = Agency SID ID)
Update table		
With Go! Res Office Manage Access		
	1. Select the Credit Card tab on Office Manager	
	2. Select the appropriate SID from the drop down box	
Specific Agents	-Select the "Selected Agents" radio button and add the agents sines then select add	
All Agents	-Select the "All Agents" radio button	
Without Go! Res Office Manager Access	1. Contact your representative	

AUTOMATED MCO

Automated MCO (Document Issuance)

HELP EZM

To issue:

Service Fee MCO for total	EZM#SFT25
For Canada	EZM#SFBT25XRC2
Service Fee MCO Itin/Inv for total	EZML#SFT25
For Canada	EZML#SFBT25XRC2

To issue:

Only Automated MCO (Template)	EZM#M1
Automated MCO (Template – Itin/Inv)	EZML#M1
Automated MCO and all other documents	EZM*#M1

To issue:

MCO Itin/Inv with MCO amount	EZML#M1/MA25
MCO all documents with commission	EZM*#M1/K\$5.00
MCO with endorsement	EZM#M1/ERNR-
MCO within connection (13 digits only)	EZM#M1/IS0061234567890
MCO with airline validation	EZM#M1/CUA

Automated MCO (Residual Value)

HELP #MCRV*

EZ entry:

For an even exchange	EZTLM#*\$EET0123456321789X*12#MCRV*/MA153.00
For an uneven exchange w/add collect	EZ#*\$IET0123456321789X*12/O\$CK/AP75.00T75.00#MCRV*/MA153.00
/RB option	EZ#*\$IET0123456321789X*12/O\$CK/RB122.00X8.10P75.00AT0.00#MCRV*/MA55.10
With MCO remarks	EZTM#MCRV*/MA125.00/MRRESIDUALVALUEWITHPENALTY#*\$EET0011159338122X*1

AUTOMATED REFUND REPORTING

Automated Refund Reporting

HELP REFTEMP

To display Refund Template:

With one document history associated to PNR	REF
With the document history number	REF/DH1
For partial refund	REF/DH2/P
With no PNR (Blank refund template)	REF/B
Attach refund document number	REF0011589123444

AVAILABILITY AND SCHEDULES

Continuation Entries

HELP AVAILCONT

Last availability		A*	
Additional availability	(Down)	AD	
Previous display	(Up)	AU	
Availability	From a booked segment	A.S2	
	From a fares display	A.4F	
Availability	Tomorrow	AT	
	Yesterday	AY	
	New Date	A25AUG	
	New Time	A/6P	
Delete previous direct/connect request		A1	
Specify airline		A-XX	(XX = Airline Code)
Delete airline request		A-YY	(YY = All Carriers)
Display elapsed time		AE	
Display original screen		AO	
Search forward		AS#	
Search backward		AS-	
Change arrival city		A@AMIA	
Change departure city		A@DLAX	
Direct Access - line 1 of availability		A@1	
Include Code Share		A.IC	
Restrict Code Share		A.RC	
Return availability	(Same date)	A/R	
Return availability	(Different date/time)	A/R18JUN11A	

AVAILABILITY AND SCHEDULES

Encode Cities/Airlines City City and state City code and state Airline name	HELP ENCODE KC/ALBANY KC/ALBANY-N KC/ALB-N KAC/SOUTHWEST
Decode Cities/Airlines City Airline code Airline number	HELP DECODE KD/ALB KAD/WN KAD/526
Decode Aircraft Aircraft type (747)	HELP EQP HELP EQP747
Flight Service PNR segments Availability - line number Flight number and date	HELP V* V* V\$1 V*DL10/5SEPATLLGW
Flight Information Today Specify date AccessPlus for AA	HELP FLIFO 2NW202 2DL17/15JUN @AA@2573/15JUN
Availability Coded Time Zone AccessPlus Class of Service On time performance Food service	HELP AVAILC ET \$ @F 9 D
Time Display Local time (Subscriber ID) Daylight Savings Time Specific time in different cities	HELP KCD KCD1ZA KCD*NYC KCD*5PSEA/SYR
Change Segment Status Segment status with OAL agent sine Segment status and time Multiple segments with OAL agent sine	HELP CSS .3HK-AAJAN .4HK/830A12N .3.5HK-AABOB
Additional Availability References Return entries Agreements Multiple airport cities	HELP AVAILR HELP AGREEMENT HELP MULTI

CAR

Car System Encode/Decode

Decode specific car code
Encode specific car associate
Display all car codes/car associate names

HELP CRC

CRCZL
CRCNATIONAL
CRC

Car Reference Guide

Display City policy/Keyword table
Rental location codes
Acceptable rate categories
Acceptable rate plans
Vehicle type table
Special equipment codes

HELP CRGUIDE

CRG/POLICY
CRG/L
CRG/C
CRG/P
CRG/V
CRG/SQ

Rental Locations

Display location by City/Airport code
City/Associate code
City/Associate/Location
Display availability from CRL entry
Display detail from CRL entry

HELP CRL

CRLMCI
CRLATL/CZE
CRLTPA/CAL/LT
CRA2/D23JUN/ARR-9A/DT-9A
CRD2

Availability

Availability entry

Display availability from flight segment
No continuing/return flight
Request corporate rates

HELP CRA

CRA22APR3MAYLAX/ARR-7A/DT-1P
CRAS1
CRAS2/D-20JUN/DT-4P
CRAMSP22JUL28JUL/ARR-3P/CDZI-123...-CDZD-987...

Continuation Entries

Move down
Move top
Redisplay last screen
Modify car type
Modify date

HELP CRAC

CRAD
CRAT
CRA*
CRA/VECAR
CRA/D-19OCT

Rules

Display Rules From availability line 1
From PNR segment 2
Manual entry

HELP CR RULES

CRR1
CRRS2
CRR7JUNMCI/CZI/LT01/VECAR
/PPX
CRR*

Redisplay last rules screen

CAR

Detail

Display Detail From availability line1
 With keyword
 Manual entry
Redisplay last details screen

HELP CRD

CRD1
CRD3*MAKES
CRD14AUGMCI/CZL/LT01
CRD*

Options

Arrival information
Flight information
Car associate code
Dates
I.D. Number
Pick up/Return date
Vehicle code
Multiple vehicle codes
Booking source
Corporate ID number
Specify name
Guarantee to credit card

HELP CAR OPT

/ARR-1600 or /ARR-4P
/ARR-DL123-1130A
/CZD
/D15FEB18FEB
/ID-98765432F
/D15FEB /D-18FEB
/VECAR
/VICAR-CCAR-SCAR-MVAR
/BS-1234567 (IATA Number)
/CD-AB1234
/NM-SMITH FRED
/G-CCAX12345...EXP02-01

Vehicle Codes

Request specific class/type
 class/type and higher
 vehicle type and higher
Hertz Prestige Collection

HELP CR/V

/VEC
/VSC*
/VECAR*
/ZEPC

Sell From Availability

By line number
By line number with options

HELP CR0

CR01
CR01/NM-JONES

Memo Segments

From availability Basic entry
 With options
Direct Sell Basic entry
 From PNR segment

HELP CRMK

CR02@MK
CR02@MK/CF-12345
CRN@MKLAX13MAY17MAY/CZI
/VECAR
CRNS1@MK/D-3/CZL/VECAR
/DT-10A

**Cancel Segment
Change Segment**

Cancel All car segments
 Specific car segment
Change Dates
 Vehicle type

**HELP CRCANCEL
HELP CR@OPT**

CRX
X3
CR@4/D14AUG21AUG
CR@3/VECAR

CAR

Car Source Availability

Display By source indicator (≠)

 By source option (AP-S)

 Specific source associate

HELP CSOURCE AVAIL

CRA≠LAX1JAN2JAN/ARR-8A/DT-4P
CRALAX1JAN2JAN/ARR-8A/DT-4P/AP-S
CRALAX1APR2APR/CZI/ARR-8A/DT-4P

Direct Sell

From flight segment
Without flight segment

HELP CRN

CRNS1/CET/VICAR
CRN14AUG19AUGMIA/CZA
VECAR/ARR-9A/DT-3P
/NM-KEITH WALKER
CRNLAX17APR-2/VECAR/ARR-9A
/CAL/DT-1P/RC-BEST

AccessPlus

AccessPlus

Display reservation from segment two
Move down
Move up

HELP XXRES (XX = Car Code)

@@Cxx*S2
@@CxxMD
@@CxxMU

DAILY DOCUMENTS

Daily Activity Report

Display activity report	Current	HELP DDP DDP
	Specific date	DDP*15APR
	Specific IATA	DDP*1234567
	Specific date/IATA	DDP*15APR*1234567
	By ticket number	DDP*T0061015123123
	By TCN number	DDP*C1234567890
	By PNR file address	DDP*F35DT05
Move Up/Down	Line number	DDP/604
	Specific date/line number	DDP*15APR/604
Move Bottom	Current date	DDP/B
	Specific date	DDP*15APR/B

Daily Void Report

Display void report	Current	HELP DDN DDN
	Specific date	DDN*31AUG
	Specific IATA	DDN*9954321
	Specific date/IATA	DDN*9954321*31AUG

ECCP-Void EZ Ticketing

From displayed DDL/DDP	Item number	HELP DDV DDV2
	Date/Item number	DDV*31OCT12
	Item number/Name	DDV54#N3.2
Void items	Using TCN	DDV3117005555
	Using Ticket or Service Fee MCO	DDV0061234567890

Display Primary/Secondary DDL

Primary	Current date	HELP DDL* DD
	Current date/Specific item number	DD/119
	Specific date	DD*22MAR
	Branch location	DD*9965342
Secondary	<i>(Displayed from a Primary DDL)</i>	
	Current date/Specific item number	DD*128
	Specific date/Item number/Branch	DD*9987654*08MAY*865

DDL Totals

Display totals of	Current date	HELP DDT DDT
	Specific date	DDT*15APR
	Branch location	DDT*9964321
	Specific date/branch	DDT*15APR*9953481

Additional DDL References

DDP - Specific Retrieval	HELP DDRP
DDL - Sort	HELP DDLS
Manual Updates	HELP DDA

NOTES

E-PRICING

Adding the @ key to the e-Pricing entry and optional entries ensures Worldspan checks the last seat availability for AccessPlus airlines.

e-Pricing

Basic entry
Date and time
Direct Access
Flight
Exclude airline
Connect point
Double connections
Ground transportation
Incidental stops
Multi airport search
Nonstop flights only
Number in party
Preferred airline
Return indicator
Routing indicator
SecuRate Air fare (/ *AGRNBR)
Specific airline
Specify jet service only
Specify online connection
Specific alliance
Connect point
Time window

HELP EPRICING

\$PLAXMIA
\$P25JUNATLMIA1P
\$P@18AUGLAXSLC1P
\$P18APRLAXNYC#D
\$P8JANLAXNYC#/XALH
\$P1FEBATLMCI#/XCSTL
\$P1FEBSAVCOS#/XC2
\$P5FEBSTLQCE#/XG
\$P5AUGNYCSNA#/XI
\$P7DECNYCLAX#M
\$P7OCTATLSFO#/D0
\$P7OCTCLEHNL#P5
\$P8NOVCHIDFW#/AUA-AA
\$P3JUNMSPBOS8A/R4JUL
\$PATLSEA8A/R2MAYLAX2P
\$P15JUNHELLAX/*D4HDL
\$P1APRCHIDFW#/AUA*
\$P8NOVHELLAX#/JS
\$P8NOVLAXNYC#/OL
\$P15JUNHELLAX#-/OW
\$P15JUNSTLDFWXATL
\$P8AUGLAXNYC#/W7

e-Pricing Options

Equivalent currency (U.S. – SIT1)
Number in party
 Fare breakdown by PTC
 Number of people (Max. 9)
Quote
Passenger type code (ADT only)
Ticketing date override (≠T ddm)mm)
Surface sector (Open jaw)

HELP EPOPT

\$P5JULLAXNYC#EUSD/US
\$P23OCTATLDEN#P2ADT#/\$
\$P8APRCLTSLC#P2
\$P1MAYRDUSFO#Q
\$P1MAYRDUSFO#PADT
\$P9APRSFOLAX#T1APR
\$P23SEPDFWLAS/R29SEPLAXDFW

FARES

Fares Index

Fares Type Codes

Fares

Basic entry (NLX default)

All fare types

Specific fare type code

Adult normal fare

Multiple Fare type codes

Multiple Passenger type codes

Lowest fare by booking class

Web Fare – Display all web fares for city pair
Display specific airline for city pair
Display web fares for more than
one airlines

Seaman discount fares

HELP FARES

HELP FTC

HELP 4F

4FLAXNYC

4FLAXNYCALL

4FLAXNYCPR

4FLAXNYCNL

4FLAXNYCEX/GV

4FLAXHOUCMP/ACC

4FLAXNYCB

4FNYCSEAWEB

4FNYCSEAWEB-DL

4FNYCSEAWEB-DL-NW

4FATHISTSEA-UA/SC40

Specific Airline Fares

Basic entry (NLX default)

Multiple airlines

Fare type code

Specific booking class

HELP 4F

4FATLSFO-DL

4FATLMCI-AA-NW

4FATLDFWGV-AA

4FATLORD-UA≠Q

Continuation Entries

Last fares screen

Change fare types

Change airlines

Display all airlines

By booking class

Change arrival city

Change departure city

Reverse city pair

Passenger Type Code

Sort Highest to Lowest

Sort Lowest to Highest

Redisplay all fare types

Fare Type and Airline Code

Associated FTC/PTC codes

System FTC and PTC codes

HELP 4FOPT

4F*

4F*ML/GV

4F*-UA

4F*A

4F*EX-U≠B

4F@AMDW

4F@DSNA

4F*R

4F*NLX

4F*@H

4F*@L

4F*ALL

4F*NL-AA

4F*P

4F*P*

FARES

Continuation Entries

Move right in fares display
Move right airport (International)
Move left in fares display
Move right restrictions
Move right seasons

HELP 4FOPT

MR
MRA
ML
MRR
MRS

Rules Display

By line number
No previous display
Redisplay rule
Rule categories (alphabetical)
All categories
Access specific category

HELP RULES

4F.R3
4FSTLNYC*QE7N-DL
4F.R*
4F.R1≠HELP
4F.R1≠ALL
4F.R2≠PEN

Ultimate Fare Search

Fares entry
Specific airline
Advance purchase
Blackout
Seasonal
Redisplay another season
Redisplay with all edits
Cancel edits

HELP UFS

4FLAXNYC/L3JUN/R5JUN
4FLAXNYC-DL/L17DEC/R22JAN
4FMSPLAX/A23AUG
4FORDNYC-AA/B23OCT
4FLAXLON-BA/S30JUN
4F*/S18AUG
4F*/L18AUG/R25AUG
4F*/LCXL

Availability From Fares

Basic entry
Specific date
Specific airline
All Options

HELP A.4F

A.4F
4.4F10AUG
A.4F-UA
A.4F2/15JAN9A/DFW

Fares From Availability

Basic entry
Airline on line 2

HELP 4F.A

4F.A
4F.A2

Calculate and Conversion

Calculator
Currency Conversion
Date
NUC Calculation

HELP 4C

4C≠
4C@
4F.CD
4C*R/

NOTES

GLOBAL REFERENCE SYSTEM (GRS)

Access GRS

Worldspan

INFO GRS

INFO WSPGRS

Daily Briefing IndexWorldspan Daily Briefing DDMMM
MMMDDSystem enhancements
Travel Guide (Northwest Airlines)
Associate Market Place DDMMM
MMMDDComputer Travel Information
Travel Document System
Worldspan templates**HELP BRF**GDAY25JAN
GDAYJAN25
INFO READ
GMAP
GAMP22AUG
GAMPAUG22
GTIP
GDOC
HELP MESSAGES**Weather**With city code (MIA)
With city name (Miami)
Local airport information (ATL)**HELP WEATHER**GWEAMIA
GWEAMIAMI
FWVATL**Climate**With city code (LON)
With city name (London)**HELP CLIMATE**GCLILON
GCLILONDON**Retrieval/Continuation Entries**Move to specific page
Move to specific line
Redisplay last page
Go forward
Go backward**HELP G/**G/P2
G/L15
GR
GF
GB**Scrolling Entries**Move Down
 Specific number of lines
Move Up
 Specific number of lines
Move Bottom
Move Top**HELP SCROLL**MD
MD3
MU
MU3
MB
MT**Help System Retrieval**Access by keyword
 By letter
 By function identifier**HELP HELP**HELP NAME
HELP N
HELP -

GLOBAL REFERENCE SYSTEM (GRS)

INFO System Retrieval

Access by keyword
By letter
By function identifier

INFO INFO
INFO NAME
INFO N
INFO -

GRS References

GRS (XX = Hotel Code)
GRS (YY = Airline Code)
GRS (ZZ = Car Code)

G/HTL/XXQ
G/AIR/YY0 (number zero)
G/CAR/ZZZ

Address/Credit Card Verification

Request approval code
USA
International
Address verification only
Valid credit card

HELP CK/ADDR

CK/VI111122222333333/262/1234567
CK/VI111122222333333/GB/262/12345
CK/VI111122222333333/201 TENTH
ST/30329/0/1234567
CD/VI4005555010101

GO! RESOURCE CENTER

The Go! Resource Center is a one-stop purchase and research portal linking Worldspan subscribers to preferred Internet Suppliers of travel related products and services.

To access the Go! Resource Center:

From the Worldspan Go! Home page

Click the Resource Center link

Select a product

Enter Logon Name and Password

From the Internet

Type

<http://wow.wspan.com/content.asp>

Select a product

Enter Logon Name and Password

For information about the spotlight supplier:

From the Go! Resource Center

Click the spotlighted supplier in the
center of the page

HOTEL SELECT/HOTEL SOURCE

Chain Information

List all chain codes
Decode specific chain code
Encode hotel name

HELP HCHAIN

HC
HCRA
HCRAMADA

General Code Tables

Code table index
Display all codes
Bedding type
Booking codes
Valid credit cards
Meal plan
Rate plan
Reference point
Room location
Securate code
State codes
Country codes
Encode reference point name

HELP HCODE

HG*INDEX
HG*ALL
HG*B
HG*BC
HG*CC
HG*M
HG*P
HG*PT
HG*R
HG*SEC
HG*ST
HG*CO
HKC/EIFFEL TOWER

Hotel Change Option

Segment 2 in/out dates

HELP H@

H@2/D14SEP17SEP

Hotel Detail

From Hotel List line 1
PNR segment number
Return to detail from keywords
Display numbered keywords
Specific keyword
By keyword number
Multiple keyword numbers

HELP HDETAIL

HD1
HDS1
HD*ALL
HD*INDEX
HD*VICINITY
HD*6
HD*1-8-10

Hotel Save

By line number
Multiple line numbers
Display top of saved list
Redisplay last saved screen
Hotel Saved list down
Hotel Saved list up

HELP HSAVE

HS1
HS1-3-5
HS
HS*
HSD
HSU

Cancel Segment

All hotel segments
Specific hotel segment

HELP HSX

HX
X2

HOTEL SELECT/HOTEL SOURCE

Hotel Options

AccessPlus vendors
Address
Arrival information
Chain code
Confirmation number
Corporate discount
Checkout penalty
Cancellation number
Cancellation policy
Dates
Distance and direction
Extra child
Extra adult
Family plan
Frequent guest ID
Guarantee
Hotel property name
Maximum rate
Name of guest
Number of persons
Number of rooms
Property Phone
Plan code
Property Search
Rate plan /P-COR
Rate range
Rollaway adult
Room description
Room type
Same country
Source Participant
Special print
Supplemental information
Total Occupant
Transportation
Written Confirmation
Zip code

HELP HOPTIONS

/AP-
/AD-
/ARR-NW18-2PM
/C-HH
/CF-123456
/CD-54321
/CKP-
/CX-123456
/CXP-
/D5JUN28JUN or /D5JUN-2NT
/DD-10
/EC
/EX
/F
/FG-49853
/G-CCVI4010511122EXP1-99
/H-MIDTOWN GALLERY
/MR-100
/NM
/NP
/N
/PH
/PC
/PR
/P-COR
/RR
/RA-USD 1200-1
/RD-SUITE WITH JACUZZI
/R-A1KCOR
/SC-
/S-
/SP-ARRIVAL BY 6PM
/SI-NON SMOKING ROOM
/TOC
/T
/W
Z-12345

HOTEL SELECT/HOTEL SOURCE

Continuation Entries

Hotel List down/up
Hotel List top
Redisplay last list
Change reference point
AccessPlus, maximum rate
Date and number of persons
Distance maximum

HELP HL

HLD / HLU
HLT
HL*
HL*AJFK
HL/AP/MR-100
HL/D9MAR-2NT1
HL/DD-10

GRS References

Hotel Select associates
Hotel AccessPlus associates
Hotel Source associates

HELP HOTEL ASSOC
HELP HOTEL AP
HELP HSOURCE

MACROS

Macros record sequences of keystrokes, allowing frequently used inputs to be made quickly and accurately by pressing the play back keystroke combination, or by right clicking the mouse over the RES windows to display a playback list.

Worldspan Go! has a utility for converting Worldspan for Windows (WfW) Ready Keys to Worldspan Go! Macros.

Personal Macros are saved based on an agent's login password. An agent can have an unlimited number of personal macro files.

Office Macros are a set of commonly recorded keystrokes, stored in a single file, available to all agents with the same SID/Customer Number Group for play back.

Recording Macros

1. Click Tools on the Navigation bar
2. Click Macro Editor to access the Macro Editor
3. Click the Record button
4. Type the Worldspan formats in the Res window(s)
5. Click the Stop button to stop the recording mode
6. Click the Save button
7. Type the name of the Macro key in the File Name field (Replace the asterisk with a file name)
8. Click the Save button

Playback Macro

1. Click the right mouse while the pointer is over the Res window
2. Select Personal or Office Macros
3. Press < Shift (A-Z) > for Personal Macros
Press <Ctrl + Shift (A-Z) > for Office Macros

Macros appear in alphabetical order, if it is assigned to a keystroke. These keystrokes appear on the right hand side of the list. The unmapped Macros must be played back from this list.

MACROS

Assign a Macro to a Keystroke

1. Click Tools on the Navigation bar
 2. Click Macro Editor to access the Macro Editor
 3. Click the Assign Keystrokes button
 4. Click in the checkbox next to the desired keystroke
 5. Select the name of the Macro for which the keystroke assignment is being made
 6. Click Open
 7. Click the right mouse button to display a list of keystroke assignments
-

Edit an Existing Macro

1. Click Tools on the Navigation bar
 2. Click Macro Editor to access the Macro Editor
 3. Click the Open button
 4. Highlight the name of the Macro
 5. Click the Open button
 6. Click or place the cursor where the correction begins
 7. Type the correction
 8. Click the Save button
-

MARRIED SEGMENT LOGIC

Married Segments Index

Display all married segments

Specific airline

Participants

INFO MSL

*IJ

*IJ-XX (XX = Airline Code)

INFO MSLXX (XX = Airline Code)

MY TRIP AND MORE

My Trip and More provides instant, real time access to travel plans 24-hours per day, 7-days per week. This graphical detailed display lets travelers view or e-mail itineraries containing air, car, hotel, rail, cruise, and tour reservations, as well as access to e-ticket information, weather, mapping, hotel images, flight information and travel related content.

Itinerary details can be downloaded to an electronic calendar, and travelers can then sync their itinerary onto their PDAs. My Trip and More is the first Worldspan product to incorporate wireless technology that provides itinerary access from a wireless Palm device, or any Internet-ready mobile telephone.

To access My Trip and More

Type

www.worldspan.com

Click My Trip and More

or

Type

www.mytripandmore.com

PASSENGER NAME RECORD (PNR)

Display PNR

Display By surname
 With departure date
 From similar name list
 Redisplay Similar name list
 By record locator

HELP *PNR

*-BUTLER
 *-BUTLER^12FEB
 *1
 *L
 *YZN42E

Mandatory Fields

Phone (9 field)
 Itinerary (0 field)
 Name (- field)
 Ticketing (7 field)

P. I. N. T.

91ZA 617-455-6567-H
 01Y1*
 -ANDERSON/ROBERT
 7TAW/00/10FEB

Create Name Field

Single name
 With PTC
 With customized name data
 Multiple names With PTC
 Different surnames

HELP NAMEC

-BROWN/HOWARD
 -DUNCAN/LANCE.MAJ*MIL
 -BROWN/MARY.MS@23@
 -JONES/ANN/BILL*ADT/C11
 -SANDS/L.MS#-MILLS/S.MS

Name Modify/Delete

Change surname Name 1.1
 Change first name Name 2.2
 Change PTC Name 2.1
 Delete Name 2.3

HELP @

HELP @DEL

-1@NIELSON/H.MRS
 -2@.2/JOHN.MR
 -2@.1*SRC
 -2@.3

Phone Field

Automatic First phone field
 Subscriber ID
 Delete second phone field
 Change with automatic Subscriber ID
 Delete a range

HELP PHONE

9-BETTY
 9*202 555-5411-B
 92@
 92@*817 555-1122
 91-3@

Ticketing Field

Basic entry
 With validating airline
 With free flow information
 Ticket issued
 Change ticketing field
 Delete ticketing field

HELP 7

7TAW/00/16NOV
 7TAW/00/16NOV-CDL
 7TAW/00/16NOV//DELIVER 6PM
 7T/
 7@TAW/02/26NOV-CDL
 7@

PASSENGER NAME RECORD (PNR)

Form of Payment Remarks (5\$)

Cash
Check
Credit card
Signature on file
Credit Card Approval & Address Verification

GTR
Change Form Of Payment
Delete Form Of Payment

HELP FOPRMK

5\$CA
5\$CK
5\$CCAX372449635312118P0605
5\$CCAX3724...12118N0605*SOF
5\$CK/AX3724...12118P0905/201
TENTH ST/30329/325/5551234
5\$GRB1234567
5\$@#5\$CK
5\$@

Commission Remarks (5-CM)

Percentage
Dollar amount
Combination
Exchange commission
Change to 8 percent
Delete commission
Commission cap
 Percent/Dollar combination

HELP COMMRMK

5-CM5
5-CM\$20.00
5-CM5*\$20.00
5-CMEX
5@-CM8
5@-CM
5-CM5*\$C50.00
5-CM5*\$8.00*\$C25.00

Client Account Remarks (5-CA)

Basic entry
Change client account
Delete client account

HELP ACCOUNTRMK

5-CA123456
5@-CA005923
5@-CA

Client Billing Remarks (5-CB)

Example

Change a line (Line 2)
Delete all lines
Delete specific line (Line 3)

HELP BILLRMK

5-CBST MARYS HOSPITAL
5-CB25 SOUTH MAIN STREET
5-CBBETHLEHEM PA 23810
52@-CB1422 EAST CHANG AVE
5@-CB/ALL
53@-CB

Client Delivery Remarks (5-CD)

Example

Change a line (Line 1)
Delete all lines
Delete specific line (Line 2)

HELP DELIVERRMK

5-CDRAY CROSKI
5-CD00-721 WARSAWA
5-CDUI PRUSA2
5-CDWARSAW POLAND
51@-CDMR. RAY CROSKI
5@-CD/ALL
52@-CD

PASSENGER NAME RECORD (PNR)

Endorsement Remarks (5-ER)

Single line of data
Two lines of data
Single code Non-refundable
Insert variable data
Change endorsement
 With variable data
Delete endorsement

HELP ENDORSERMK

5-ER FREEFORM
5-ER FREEFORM*FREEFORM
5-ERNR-
5-ERVO-@DL
5@-ER NEW INFORMATION
5@-ERVO-@UA
5@-ER

Itinerary Remarks (5RM-)

Basic entry
Display itinerary/invoice remarks
Name association (Name 1.1)
Segment association (Segment 3)
Name and segment association
Insert
Change itinerary remark
Delete itinerary remark

HELP 5RM-

5RM-FREEFORM
*ML
5N1.1*RM-FREEFORM
5S3*RM-FREEFORM
5S4N2.1*RM-FREEFORM
54/RM-FREEFORM
52@N1.1*RM-FREEFORM
52@

Invoice Remarks (5IR-)

Basic entry
Display itinerary/invoice remarks
Name association (Name 3.1)
Segment association (Segment 3)
Name and segment association
Insert
Change invoice remark
Delete invoice remark

HELP 5IR-

5IR-FREEFORM
*ML
5N3.1*IR-FREEFORM
5S3*IR-FREEFORM
5S2N2.2*IR-FREEFORM
54/IR-FREEFORM
51@IR-FREEFORM
53@

General Remarks (*M)

Basic entry
Change
Delete a single remark
Delete a range remarks

HELP 5RMK

5SEND A BROCHURES
51@PSGR RCFM 21JUN
52@
53-12@

Unique Remarks (*U)

Historical
Car
Change
Delete

HELP UNIQUERMK

5.ZFREEFORM
5.CFREEFORM
5.C1@FREEFORM
5.Z2@

PASSENGER NAME RECORD (PNR)

Special Service Request

All names, all segments
Pet in cabin
Pet in cargo, segment 2
All segments, specific name
Segment select
Adult with lap infant (Infant's date of birth)
Adult with lap infant (Infant's age)
Display SSR's in GFAX

HELP SSR

3SAVGML
3S1PETC KITTEN
3S2N1.1AVIH SCHNAUZER
3SAN1.2LCML
3S1WCHR
3S1N1.1INFT-2.1/DOB20DEC2005
3S1N1.1INFT-2.1/03MTHS
*G

Change/Delete SSR

Change SSR item
Change segment status
Cancel SSR
Delete SSR item
Cancel SSR's before ET

HELP 3@

31@SSROTHSNN1 VIP
31.HK
32.XX
31@
*GX

Other Service Information

Basic entry
Send a message to all airlines
Complete number in party
Phone contact (Down line airline)
Display OSI

HELP OSI

3OSI UA TRVL WITH INFANT
3OSI YY PSGR IS DEAF
3OSI FL TCP4 SAME NAME
3OSI AA CTCA 800 555 1212
*G

Change/Delete

Change OSI
Delete

HELP 3@

32@OSI UA TCP2 W/SAND
31@

Form of ID (FOID)

FOID item using credit card information

With record locator
With passport

HELP FOID

3SSRFOIDAFHK1/CCV112345678907890-1.1
3SSRFOIDUAHK1/CNLYMH6G-1.1
3SSRFOIDUXHK1/PPUS1114576376-1.1

Frequent Flyer (FQTV)

Basic entry
Segment, name select
Traveling on one airline, credit to another airline

HELP FQTV

3SSRFQTVDLHK/DL12345-1.1
3S1N1FQTVUA111111
3SSRFQTVKLHK/NW1235-1.1

PASSENGER NAME RECORD (PNR)

Divide PNR

Divide one name field (Name field 2)
Divide multiple name fields (Name field 1 & 3)
Divide individual fields (Name field 1.2)
File the PNR
End Transaction

HELP DIVIDE

D2
D1*3
D1.2
F
E

Reduce (\$)

Air segment
Non-air segment

HELP REDUCE

\$2
\$1N2

End and Copy

Itinerary
Itinerary/Name/Phone/Remarks
Itinerary/Name/Phone/Remarks/FOP
Itinerary Party of 2
 1 week later
 1 week earlier
Itinerary/Party of 2/5 days later
Air segments
Air segments New date

HELP EC

EC
EC*A
EC*A/FP
EC2
ECW1
ECW-1
EC2#D5
ECIA
ECD25JUL

Steps to Claim a Delta Air Lines PNR

Display the PNR
Claim the PNR
End and redisplay the PNR

HELP CLAIMDL

@DL@*ISZ9JR
@DL@*CLM
ER

Steps to Transfer Ownership of a NW PNR

Display the PNR
Add the agency phone information
Change the ticketing field
Change control to agency
End and redisplay the PNR

HELP CLAIMNW

*NW9960/1MARMSP-NAME
9-NAME
7@TAW/00/9OCT-CNW
6\$1P
ER

E-mail Address Remarks

Basic entry
Name select
Change
Delete

HELP EMAIL ADDR

5-MTT*SADAMS@LABTECH.COM
5-MTTN2.1*BRIGGS@TECH.COM
53@-MTT*C.ROY@LABTECH.COM
51@-MTT

PRICING

AutoPrice Options

Basic entry		HELP 4POPT
	Store ticketing record	4P
	Fare Basis Code	4P*
	Non-Advance Purchase	4P*--LXA14NR
	Non-Penalty	4P*FNA
	Segment select	4P*FNP
	Equivalent amount	4P*S1/2
Display ticketing record		4P*EGBP/GB
		4*

Low Fare Finder

Basic entry	Lowest available	HELP 4PLF
	Segment select	4PLF@
	No advance purchase	4PLF@S1/3
	Passenger type code (GVT)	4PLF@FNA
Basic entry	Lowest available (rebook)	4PLF@PGVT
	Non-penalty fare	4PLFB@
Basic entry	Lowest - No availability check	4PLFB@FNP
	Ticketing date override	4PLFQ@
Validating Airline Override		4PLFQ@T07APR
		4PLF#CNW

Fare Savings Comparison

Basic entry		HELP 4P.Y
	Segment/Name select	4P.Y
	Compare to alternate class	4P.Y#S1/2#N1.1
		4P.M

Stored Fare Quote (SFQ)

Basic entry		HELP 4PQ
	Copy ticketing record	4PQ
	Bypass comparison	4PQC
	Base fare only	4PQNC
	Fare quote non-penalty fare	4PQ-B
	Name select	4PQFNP
	Segment select	4PQN1.1
	Custom pricing	4PQS2/4
	Equivalent pricing	4PQFEX/-10/SD10
Display	SFQ	4PQEUSD/US
	SFQ record	*F
	SFQ history	4*Q
Change data SFQ		*H\$
Delete SFQ record		4/@Q
		4PQ@

PRICING

Custom Pricing

Percentage discount
Decimal percentage
Free ticket/No tax
Single sum discount
Store in ticketing record
Add \$30 to fare
Segment select
Store in ticketing record
Upgrade fare (book F price Y)
Override a point to point

HELP CUSTOM

4PFEX/-10/SR10
4PFEX/-33.33/COUPON
4P-E#FEX/-100/FREE
4PFEX/-50/BOXTOP
4P*FEX/-10/SR10
4PFEX/-P30/TKTDSG
4PFEX/-P10/UPG#S1/2
4P*FEX/-P50.00/BOXTOP
4P*Y8#FNL/-P60/FFUPG#NR
4P*X2#FEX/-10/CD10

Custom Pricing in the Ticketing Field

Specific fare type
Rate desk pricing
Custom discount pricing
Custom plus up pricing

HELP 7TAW

7TAW/00/7AUG*FNP-CNW
7TAW/00/15DEC-RLH-CLH
7TAW/00/2FEB*FNL-CDL/-10/SR10
7TAW/00/1FEB*FNL-CHP/-P15/SR

Agent Assist Pricing

Add Specific Amount for a tax
Segment/Trip select
Segment select/FBC override
Specific/Not valid date
PTC/ Segment select/FBC
Withhold Specific Tax
No rules/Trip select

HELP 4P-OPT

4P-ATXY8.10A
4P-S1/4**S2/3
4P-S1/2-MAP7**S3/4-YA7#NR
4P-S1/4#A**S2/3#NV/13DEC
4P-PSRC#S1/2-BE7
4P-WTGT
4P-S1/4**S5#NR

Pricing Instructions (PI)

Basic entry
Add stored fare quote
Display PI field
 Specific PI
 PI history
Delete From ticket record
 Multiple PIs
 Range of PIs
 All PI's

HELP PI

4P-PADT#S1/4-QSPL#PI
4PQ-S1-MAP3#PI
*PI
4-PI2
4-PI@*
4-PI@1/3
4-PI@2-5
4-PI@ALL
HELP PI

Power Pricing

Power Shopper

Power Quote

Manual Entry

Template

Activate/Deactivate

Basic/Optional entries

HELP PP

HELP PS

HELP PQ

HELP 4IMAN

HELP 4ITEMP

HELP 4PLIACT

HELP 4PLIOPT

PRICING

World Ticket Image (WTI)

Display Template

 All segments, selected PTCs

 All PTCs, selected segments

Redisplay active template

Store Fare

Review ticketing record

Ignore ticketing record

HELP WTI

4/MR

4/MR-PADT/MIL

4/MR-S1-3

4/MR*

4/M

4*T

4/MIGNPNR

PRINTERS

Start Printer

All printer Queues for line address 1F0304
Multi-function printer (line address 1B0406)
 Ticket
 Res
 Boarding Pass
 Itinerary/Invoice
 Hard Copy – 1
 Hard Copy – 2
 TM Itinerary/Invoice
 E-Ticket – PPC

HELP YSTR

YSTR1F0304

YSTR1B0406/T
YSTR1B0406/R
YSTR1BO406/B
YSTR1B0406/L
YSTR1B0406/1
YSTR1BO406/2
YSTR1B0406/7
YSTR1B0406/8

Stop Printer

Printer and all Queues (line address 1B0406)

HELP YSTP

YSTP1B0406

Worldspan Go! Res via the Internet

No printer address – Ticket
No printer address - Itinerary/Invoice

YSTR1F0304

YSTR/T
YSTR/L

Printer Controls

Status of printer
Queue count (line address 1F0303)
Display YSTR/YSTP CRTs
Repeat messages (line address 7EAC09)
 Specific messages
 Multiple messages
 Last message
 Last six messages
Determine routing address
 Hardcopy address (XXX = SID)
 Interface address
Printer Control Option ID's
 Printer status Queue count
 Display YSTR/TSTP CRTs
 Repeat Messages
 Determine Routing Addresses

HELP REPEAT

JZMSG DQ 1F0303
JZXMSG AP LNIATA

JZXMSG RT 7EAC09 0026
JZXMSG RT 7EAC09 0026 00035
JZXMSG RT 7EAC09 LAST
JZXMSG RT 7EAC09 LAST 00006

JZXMSG DR XXXRR1P
JZXMSG DR XXXDT1P

DQ
AP
RT
DR

PRINTERS

Display CRT/Printer Associations

HELP 4GT*

For your location

TAT Ticket Printers

4GT*

ATB Ticket Printers

4GS*

Itinerary/Invoice Printers

4GI*

For remote location

TAT Ticket Printers

4GT*9939234

ATB Ticket Printers

4GS*9939234

Itinerary/Invoice Printers

4GI*9939234

Using IATA number and CRT address

TAT Ticket Printers

4GT*9939234*1A131B

ATB Ticket Printers

4GS*9939234*1A131B

Itinerary/Invoice Printers

4GI*9939234*1A131B

Hardcopy to Printer

HELP HARDCOPY

Printer Form Alignment

HELP DIAGNOSTIC

QUEUES

Queue Count

All active queues
 All active queues/categories
 Specific queue
 Specific queue/category
 Specific, all active categories
 Specific, all categories, date ranges
 With/without activity
 Bridge/Branch

HELP QCOUNT

QCT
 QCT*ALL
 QC/9
 QC/9*C2
 QC/9*ALL
 QC/9*ALL-A
 QC/A2Z/9*ALL

Queue Access

Specific queue
 Category
 Date range
 Bridge/Branch

HELP QACCESS

Q/1
 Q/1*C1
 Q/1*C1*D2
 Q/A2Z/9*C2*D2

Queue Exit

Exit and end transaction
 Exit and ignore
 Exit and remove PNR from queue
 Exit and place PNR on a different queue

HELP QEXIT

QX#E
 QX#I
 QX#QR
 QX#QEP/8

Queue Placement

Specify queue, category
 Specify queue, category and redisplay PNR
 Bridged location
 Multiple queuing

HELP QPLACE

QEP/3*C2
 QEPR/3*C2
 QEP/A2Z/1*C5
 QGP/2*C3/4*C5

End of Queue Marker

End of queue marker – activate
 Check Status
 Bridge or branch location

HELP QEOQ

QEOQ
 Q*EOQM
 Q*EOQM/XXX (XXX = SID)

Queue Follow-up (QF)

Basic entry (Q96, C0)
 Specific date, message tag
 Different location, message tag
 Queue 45, category 2, specific date,
 message tag
 Queue follow-up and redisplay
 List of message tags

HELP QFOLLOW

QF
 QF*19AUG\$BP
 QF/A2Z\$HH
 QF/45*C2*2JAN\$SS
 QFR*C3*9AUG\$BP
 QF* or HELP QF*

QUEUES

Queue List Display (QLD)

Basic entry (Q1 default)
 Specific queue
 Queue and category
 Last PNR placed on queue
 Last 5 PNRs placed on queue
Print list of PNRs on queue

HELP QLIST

QLD
QLD/9
QLD/9*C2
QLD/7*C1*LAST
QLD/9*C2*LAST5
QLP

Remove Duplicate PNRs

Accessed queue
Specific queue
Specific category
Specific date range

HELP QREMOVE

QRD
QRD/9
QRD/9*C1
QRD/9*C1*D2

Working Queues

Change action code	.2HK or .2.4HK
Change times	.3/715A830A
Store changes	E
End and redisplay PNR	ER
Basic Work PNR	EW
Work and redisplay PNR	EWR
Work PNR/SSR items	EWG
Work PNR/SSR items and redisplay	EWGR
Place PNR at bottom of queue	I
Ignore and redisplay	IR
Remove PNR from queue	QR
Move to next category	QNC
Move to next date range	QND
Remove PNR and...	
Return to queue in 3 hours	QUTC
Return to queue specific time	QUTC/6P
Return to queue in 24 hours	QLMCB
Return to queue specific date	QLMCB/4NOV

Message Queues**Access Message Queues**

Access category 0
Specific category
Redisplay message
Supervisory message queue

INFO Q97**HELP Q97**

QM
QM*C2
Q*
QS (Category 1)

QUEUES

Message Placement

Basic entry (category 0)
Ignore and send to bottom of queue
Place message on queue on specific date
(category 0)
Place message on queue at different location
(category 0)

HELP Q97

QEM
QEMI

QEM*14SEP

QEM/T4S

Message Queue Count

Basic entry (category 0)
Specific category
All active categories

HELP QCOUNT

QCM
QCM*C1
QCM*ALL

Exit Message Queue

Exit and ignore message
Exit and remove message

HELP QEXIT

QX≠QEMI
QX≠QRM

Queue World Files

Queue displayed World File
with message
(Maximum 2 lines, 64 characters)
Blind queue option
Blind queue w/message

HELPQ98

QEG
QEG <Return>
Message Text <Enter>
G*-PARKS≠QEG≠PC
G*-PARKS≠QEG≠PC <Return>
Message Text <Return>
Message Text <Enter>

Queue index of Level 2 and...
Level 3 World Files
Level 3 World Files
Level 3 with Level 2 Reference
Branch office
Branch office to branch office
Access World File queue
World File queue count
Ignore World File in queue
Exit and end transaction
Exit and ignore

QEGL
G*-SMITH≠QEG
G*-SMITH*CNN≠QEG
G*-JONES≠QEG/T4S
G*/T4S-BROWN≠QEG/A2Z
QG
QCG
QEGI
QX≠G*E
QX≠G*I

PNR Search

Access online search template

HELP QSEARCH

QR86

Overnight template – Air
Overnight template – Aux

HELP Q86AIR
HELP Q86AUX

QUICK REFERENCE CARDS (QRC)

To access Quick Reference Cards:

From the Worldspan Go! Home page

Click the Training link

From Training Documentation

Click Quick Reference Card

Some QRCs are available in French, Spanish or Portuguese

Amadeus Format Comparison

Amtrak

Apollo Format Comparison

Availability

Calculator/Currency Conversion

Car Classification Codes

Car Default Record

Car Select

Carlson

CruiseSelect - 6 Steps to Book

Customized Name Data

Custom Links

e-Learning Self-Paced Tutorials and Virtual Classes

EZ Options by Document Type

FastMail

e-Pricing/Power Shopper

Fares and Pricing

Flexible Shopping Suite

Galileo Format Comparison

Go! Res Via the Internet

HPM STP Solution

Hotel Default Record

Hotel Select

Interactive World Files

Itinerary Pricing

Keyboard Layout and default Mapping

Macro Help

Manual Pricing -RDP (Rate Desk Pricing)

Passenger Name Record

Pricing Instructions

Printer

Queues

Rapid Reprice

Rapid Reprice Select

Sabre Format Comparison

ScriptPro

SecuRate Hotel

SecuRate Air Pricing via ATPCO

Ticket Exchanges

Ticket Records

Tour Source

Tour Source Specific Vendors

TRAMS

Travel Segments (TVL)

World Files

World File Edits

World File Search and Update

WorldGroup

World Ticket Image

RAIL

VIA Rail Canada**HELP VIA RAIL
INFO VIA SLEEPERS**

Availability

Display

A14JUNYMQYTO5P-2R

Endorsement

Rail conditions apply

5-ER RAIL CONDITIONS APPLY

Fare Display Request

Date / Fare type

4FYMQYTO10MAYNL-2R

Frequent Traveler Information

Frequent Traveler Number

3SAN1FQTV2R1234567

Frequent Traveler Number in tour box

5-IT1234567 or #IT1234567

Itinerary/Invoice Remarks

Seat information

5S1*IR-6500 SEAT 21

Pricing - Agent Assisted

AD75

4P*FNL/AD75

AD75/Certificate Number

4P*FNL/AD75123456

Seat Codes

Non Smoking aisle

NSSA

Non Smoking window

NSSW

Smoking seat

SMST

Specific seat

RQST

Seat Requests (First Class Only)

All names, all trains

3SANSSA

All segments, name select

3SAN1.2SMST

Segment range

3S2//4SMSA

Segment select/Name select

3S2N1.3NSST14A

Selling Via Rail

Sell from availability

01Y1

Manual sell

02R53J14JUNYMQYGKNN1

Memo segment

02R73Y12APRYBZYQGGMK1

Ticketing (All EZ options applicable)

Name Select

EZ#N1.2

Including IT number

EZ#IT123456

With Frequent Traveler number

EZ#IT7654321

RAIL

SNCF Societe Nationale Des Chemins De Fer Francais French National Railroad	HELP SNCF INFO 2C
Log-On	@2C@
Log-Off	@LOGOFF or @2C@LOGOFF
PNR Synchronization	INFO SNCFPNR

Elgar / Eurostar	INFO ELGAR INFO EUROSTAR
Log-On	@9F@
Log-Off	I (Ignore)
Displays Elgar welcome screen and agency profile	@KGB

RAPID REPRICE

[Click here to access Rapid Reprice formats in ASK Travelport.](#)

RAPID REPRICE SELECT – for U.S. subscribers only

[Click here to access Rapid Reprice Select formats in ASK Travelport.](#)

SCRIPTS

To access Scripts:

From Worldspan Go! Res

Click Script Index from the menu bar
Select desired Index Tab
Select desired Script

From Worldspan for Windows

or

Select the Tools dropdown menu
Press <Ctrl> S
Select desired Script

SEATS / BOARDING PASSES

Participant Index

Reserve Seats
 All flights, all names
 Aisle only
 Smoking window
 Name select for AA, CI, DL, NW, UA only
 Segment select
 Specify seat number
 Segment/Name select
 Segment 2, row 7, seats A and B

HELP SEATLIST

HELP 4RA
 4RA
 4RA\$A
 4RA\$SW
 4RA-1.3\$WF
 4RS2
 4RS2\$12A
 4RS3-1.2/1.3\$AA
 4RS2\$7AB

Manual Seat Request

All names, all flights
 All flights, name select, specific seat
 All flights, multiple names
 Multiple segments, multiple names
 Segment range

INFO 3SEAT

HELP 3SA
 3SANSST
 3SAN1.2NSST14A
 3SAN1/3NSST
 3S2/4N1-2.2NSSW
 3S2//4SMST

Save Seats

Ignore, redisplay PNR, and save seats

HELP IS

IS

Display Seat Facts

Display
 For specific name
 For specific segments
 Combination

HELP *SFAX

SFAX *S
 *S#N1.1
 *S#S2/4
 *S#N2.1#S1

Request Seat Map

Request from PNR segment
 Specify class from availability
 All compartments (NW only)
 Manual, specific class

HELP STMAP

1 41*
 42*Y
 41*/
 41187Y11AUGLAXJFK-AA

Cancel/Change Seats

Cancel All segments all names
 Specific segment
 Multiple segments
 Range of segments
 Specific name/segment
 New seats/simultaneous changes
 Non-interactive seats only
 Change (Valid AA/UA & interactive carriers only)
 Status for specific seat
 Reserved seat/SFAX 1

INFO 4R@

HELP 4RX
 4RX
 4RX2
 4RX2/3
 4RX1//3
 4RX1-1.2
 4RXNEW
 4RXO
 4R@3.HK
 4R@1\$33A

SEATS / BOARDING PASSES

Reserve Seat Codes (Generic codes)

Non smoking	N
Aisle	A
Aisle across	AA
Bulkhead	B
Center	C
With infant	I
Unaccompanied minor	U
Smoking	S
Window	W

HELP STREQC

SSR Seat Status Codes

Reserved seat	RS
Reserved seat/change of gauge	RC
BP issued	BP
BP issued at airport	AP
Connection BP issued	CX

HELP STC

Seat Map Codes (NW)

Available non smoking seat	•
Available smoking seat	-
Early check-in/BP issued	*
Airport check-in	\$

HELP STMAPC

Seat Map Creation Date (NW)

AccessPlus Seat Maps	HELP MAPNW
Boarding Pass Index	HELP XXMAP (XX = Airline Code)
Seat/Boarding Pass Participants	HELP BP
	HELP BPLIST

HELP MAPNW

Inhibit Boarding Passes

Add remark to PNR	5BP
Delete remark	51@

HELP 5NB

Issue Boarding Pass (ATB / TAT trailer stock)

Basic entry	EZB
Name select	EZB#N1.3
Segment select	EZB#S1/2
Name and segment select	EZB#N1.3#S1/2

HELP EZB

Issue Boarding Passes (Dedicated printer)

Window seat	4AS1\$W
Seats reserved in PNR	4AS1\$
Specific seats	4AS1\$15AC
Name select	4AS1-1.1/2\$15AC

HELP 4ABP

SECURATE AIR / SECURATE HOTEL

SecuRate Air

HELP SECURATE

For Users

Fares/Rules Display

HELP SS4F

Pricing Entries

HELP SS4P

Power Pricing Entries

HELP SECRPP

Power Shopper Entries

HELP SECRPS

Via ATPCO

Fares/Pricing Entries

HELP SECRAIR

Hotel Select Rate Access Security Table

HELP RAST

SELL AIR SEGMENTS

From Availability	HELP 0AVAIL
Single segment	02Y1
Connection	02Y1*
Specific classes	01Y1F2
MK status	02Y1@MK
Direct Access	01Y12
Direct Access connection	01Y11*
ARNK segment	0A
	or <ARNK> key

Waitlist	HELP WAITLIST
Single segment	0L2Q1
Waitlist connection	0L1B1*
Priority waitlist (DL)	0W1Y2
Priority waitlist (NW)	0B1Y3

Manual Sell	HELP 0MAN
Sell flight	0DL312Y23AUGATLPITNN1
With connection indicator	0CO23Q10MARLAXHNLNN1/X
Sell priority waitlist	0NW706Y19JULMSPSEAPB1
Open segment with date	0BAOPENY12JANLAXMCIPS1
Holding confirmed	0AA790Y1JULATLDFWHK1-AA29

Memo Segments	HELP 0MK
Sell MK segment	0AA395Y30JUNATLDFWMK1
From availability	01Y1@MK-HPSUE
Waitlisted memo segment	0L1Y1@MK

Insert After Segment	HELP MOVE
After segment 2	/2
Insert segment 5 after segment 2	/2S5
Sell from availability	/2/01Y2
Manual sell	/2/0CO323Y10APRELPLAXNN1
ARNK after segment 3	/3/0A
Segments 4/5 after segment 2	/2S4/5
Segments 3-7 before segment 1	/0S3-7

Cancel Itinerary	HELP XSEG
Cancel single segment	X3
Multiple segments	X2/3
Range of segments	X3-5
Complete itinerary	XI
Air segments only	XA
Change class segment 2	X2#0/M
Change date/class segment 1	X1#0/M17FEB

SINE IN/SINE OUT

Sine In

All areas

One area only

Move to area F

Access work areas

HELP SINEIN

BSI\$1234PM/GS

BSIA1234PM/GS

BF

BA, BB, BC, BD, BE, BF

Sine Out

Active area only

All areas

Specific area (active any area)

Multiple areas

HELP SINEOUT

BSO

BSO\$

BSO\$C

BSO\$C/D/E

Work Area Display

Identify active work areas

HELP B\$

B\$

TICKET EXCHANGE

**Reissue Tickets
Even Exchange**

Example with mandatory elements

**HELP EXCHANGE
HELP EVEN**

EZ#*\$*EET0121234567890X*A#KEX
#N2.1

Additional Collection

Example with mandatory elements

HELP ADDCOLL

EZ#*\$*IET0061234567890X*34/IEOC
PN/O\$CK/AB20.00X2.00T22.00#KE
X*8

Refund

Example with mandatory elements

HELP REFUND

EZ#*\$*IEM0151234567890X*1/RB10
0.00X10.00P25.00T85.00#KEX*\$10.
00#N1.1

Print Only (No exchange processing)

Example with mandatory elements

HELP EXCHPRINT

EZ#*\$*EEPDOCUMENT
NUMBER#N1.1#K8

Document Identifiers/Exchange Elements

General information

Even

Additional collection

Refund

Print only

INFO EXCHANGE

INFO EXCHG

INFO EVEN

INFO ADD

INFO REFUND

INFO EXCHPRINT

TICKET / ITINERARY / INVOICE / PTA

Duplicate ITIN/Invoice/Credit Memo

Duplicate Template

Specific Invoice Number

Specific DH Item Number

Linear Entry

Override Printer

HELP DUPTMP

DUP*123567

DUP*DH587

DUPR/P-YE7BD4/IN-100200/DF-

8168912000/T-E/CR-12EE

DUPR/OP-742803/IN-100200/P-

4CAMNS

Steps to Generate a Ticket

Display PNR by Name

By Record Locator

Basic entry

HELP TICKET

*-NAME

*RECLOC

EZ

Issue Documents

Issue all documents in A.I.R. Table including

Electronic Ticket

Override A.I.R. Table for...

 Paper ticket only/A.I.R. documents

 e-ticket only/A.I.R. documents

 Itinerary/invoice

 Itinerary/invoice and interface

 Itinerary only

 Credit Memo

Electronic Ticket, Itinerary/Invoice, and Pocket

Itinerary

HELP EZ

EZ

EZT*

EZE*

EZL

EZLI

EZN

EZC

EZELP

Electronic Ticketing (ET)

Display Suppressed ETA PNR item

Display Electronic Ticket Record

HELP ETKT

*ETA

ETR

TICKET / ITINERARY / INVOICE / PTA

EZ Drivestream Options

Agent/branch
Approval code
Blank with header and service descriptions
Override closing statement
Override interface routing/send to teletype
Commission
Frequent Traveler Number
Ticket for PI in ticket record
Ticket for PI 2
Name select
No comparison to SFQ
Record Locator/Direct Access
Redisplay PNR
Segment select, redisplay
Suppress credit card number
Print class of service
Print carrier code

Print elapsed time and mileage
Print elapsed time and kilometers
Print a break-down of the Intra-Canadian Tax
breakdown
Suppress printing of Itinerary/Invoice Document

HELP EZAOPT

EZ#ABOB/MAIN
EZ#\$*Z1234
EZ#HVD
EZ#@C5 BON VOYAGE
EZ#OI-T4SD1
EZ#K8
EZ#FT
EZ#PI*
EZ#PI2
EZ#N1.1
EZ#NC
EZ#DR
EZ#*R
EZ#S2/4#*R
EZ#X\$
EZ#*CL
EZ#*CC
*T
EZ#*TM
EZ#*TK

EZ#TAX
EZ#SP

Log Ticket Table

Display template

HELP LOGTKT

4GT

Log Stock Control Number

Display template

HELP LOGSCN

4GS

Assign Invoice Number

Display template

HELP INVNBR

4GI

Document Instructions (DI)

Primary single option
Document/option override
Change DI3
Display DI index
Primary in modify mode
DI5 in modify mode
Override interface routing/PNR document
instruction

HELP 4-DI

4-DI#X\$
4-DIT*#X\$#RL#V#*R
4-DI@3#HV#X\$
*DI
DI
*DI5

4-DI#OI-T4SD3

TICKET / ITINERARY / INVOICE / PTA

Blank Form Options

Blank form
 With service descriptions
 Print headers
 With service descriptions

HELP BLANK

≠BV
≠BVD
≠HV
≠HVD

Pocket Itinerary

Pocket and ticket
Full itinerary/invoice, interface message, pocket
Ticket, full itinerary/invoice interface message
Print pocket remarks

HELP EZP

EZPT
EZPLI
EZPTLI
EZ≠PK

Pocket Remarks

Basic entry
Name associated
Segment associated
Combination

HELP POCKETRMK

5PK-FREEFORM
5N1.2*PK-FREEFORM
5S2*PK-FREEFORM
5S3N1.2*PK-FREEFORM

Automated Prepaid

(Stored Fare Quote must be present in PNR)
Initiate auto PTA template
Segment select option
Display prepaid data

HELP PREPAID

7/PT
7/PTS3/4
*PTA

Change PTA

Contact information
Primary fare construction

Change downline ticketing
PTA number

Purchaser information

Modify routing change system on demand
routing
Special remarks

HELP @PTA

7@C/LAX 213 555-3218
71@F/LAXAADDLAALAXY*CK-
AGT/ABC TRAVEL*0565422 COMM
RATE 10
8@TLDCA/AA3P/7JUN
7@PTA01540107326411/DL/USD97
6.60
7@P/LAX/WORLD TRAVEL 10
STATE ST CLEVELAND OH 44112

7@ZIOD/SFO/AS
7@S/MUST TRAVEL BY 17JUL

Prepaid Routing Agreements

Agreements with airline code
Routings airline code originating city

INFO KJ*

KAI/AA
KJ*AA/ORD

TICKET TO CONFIRM

Ticket to Confirm Index**Participant Table**

Display all participants table

Display specific airline participant table

(XX = Airline Code)

HELP TTC**HELP KIP***

KIP*

KIP*XX

Purchase Commitment

Valid purchase commitment with time limits

Stored Fare Quote

Create Ticket Record

Manual Stored Fare Quote

Valid Purchase commitment without time limits

Rate Desk Pricing

WTI

No Ticket Record stored

HELP TTCPC

4PQ

4P*

4PQM

4/R

4/MR

4/Q

TOUR SOURCE

Tour Source Index Participants List

HELP TOUR SOURCE HELP TS LIST

Access Tours

(XXX = Tour Source Vendor)

Primary menu

Specific tour operator

Practice booking a tour operator

Refresh last screen

Refresh screen

Ignore screen

HELP TS ACCESS

@@TS

@@TS/XXX

@@TS/XXX/P

@@TS//R

@@TS/XXX/R

@@TS/XXX/I

Book Tours

Access specific tour operator

Tab to command line on Welcome Screen

Complete registration (If applicable)

Complete key information screen, tab to
command line

Self-prompting screens begin.

Fill in each screen.

HELP TS BOOK

@@TS/XXX

<ENTER>

<ENTER>

<ENTER>

AS INSTRUCTED

Retrieve Tour Booking

By confirmation number

By name

HELP TS RETRIEVE

@@TS/XXX/*12345678

@@TS/XXX/*-ADAMS/KEN

TRAVEL SEGMENTS

Sell TVL Segment

Single segment
Connecting flights

HELP TVL

01Y1@TVL
01Y1*@TVL

Manual TVL Segments

Non-air TVL segment

TNZZMK1CRU9OCT/AN-ROYAL
CARIBBEAN

Air TVL segment

TNDLMK2AIR15JUL/FLT-1045/CL-
Y/CC1-ATL/TD-0630/CC2-EWR/TA-
0715

Modify/Cancel TVL Segment

Modify Associate Type Code (Segment 2)

Vendor Code (Segment 10)

Date (Segment 3)

Change segment status (Segment 2)

Delete tour code field ID (Segment 6)

Cancel TVL segment (Segment 8)

Reduce number in party

(Reduce to 3, TVL Segment 5)

HELP TVL@

T@2/A-HTL

T@10/V-ZE

T@3/D-15MAR22MAR

.2MR

T@6/IT-

X8

\$3N5

Associated Type Codes

Vendor Codes (XXX = Associate Type Code)

Airlines

Cars

Cruises

Hotels

HELP TVL*

TVLXXX*

TVLAIR*

TVLCAR*

TVLCRU*

TVLHTL*

Optional Field Identifiers

HELP TVLOPT

WORLD FILES

Display World File

Level 1
Level 1 by line type
Level 2
Level 2 with qualifier
Level 3
Level 3 associated to level 2
Level 2 bridge location
Level 3 bridge location
Display from a similar name list
Display more from a list
Redisplay similar name list

HELP G*

G*
G*≠RA
G**XYZ
G**XYZ≠QIR
G*-WITT
G*-KING*XYZ
G*/B7A*XYZ
G*/B7A-WITT
G*2
G*0
G*L

Display Level 2 or Level 3 Index

Level 2 index
Level 2 index by letter
Level 3 index
Level 3 index by letter
Display from index
Redisplay index

HELP G**≠ALL

G**≠ALL
G**≠H
G**BROWN CO≠ALL
G**XYZ≠ALL≠W
G*3/2
G*1

World File Ownership

Display level 2 owned by a specific SID
Home and branches
Display home office ownership information /
affiliated branch

HELP WFSR

GPO/SID
GPO≠ALL
GPO≠ALL≠A

Redisplay World File

World File last displayed
Specific level
With line type
Multiple line types
Specific level and line types
All line types and levels
Specific line
Multiple lines
Range of lines
Redisplay to end
By qualifier
Multiple qualifiers

HELP G*R

G*R
G*R3
G*RA
G*RA/O
G*R2/A
G*RALL
G*R601
G*R610/620
G*R391-400
G*R250-
G*RQC
G*RQC-H-UA

WORLD FILES

Show World File

Display and Show Level 2 only
 Level 3 only
 Specific line type
 Specific qualifier
 Line numbers
 Redisplay and Show Level 2 only
 Level 3 only
 Specific line type
 Specific qualifiers
 Multiple line numbers
 All levels and line types

HELP G*S

G*-COLE#S2
 G*-COLE#S3
 G*-COLE#SO
 G*-COLE#SQUA
 G*-COLE#S320-325
 G*S2
 G*S3
 G*SA
 G*SQUA-AF
 G*S301-310/400-
 G*SALL

Copy World File

Basic entry (All "A" lines)
 All "A" lines and specific qualifier
 All "A" lines and specific O lines
 All "A" lines with exception of
 Specific line numbers
 Multiple lines and qualifiers

HELP G*C

G*C
 G*C/QBA
 G*C/1\$NAME/315
 G*C#X9/112/723
 G*C3/5
 G*C1/4-7/QP

Blind Copy

All "A" lines from Level 1
 Level 2
 Level 3
 Similar name list
 Similar name list with qualifier
 All "A" lines, specific lines
 All "A" lines with exceptions
 Level 3 only
 Specific line
 Specific qualifier and line

HELP G*C

G*#C
 G**SUNKIST#C
 G*-SMITH#C
 G*3#C
 G*3#C/QCR
 G*-BROWN#C/1\$HUGH/4
 G*-COLE*XYZ#C#X26
 G*-REILLY#R3#C
 G*-WELLS#C15
 G*-DOE*XYZ#CQP/1\$HUGH

Create World File

Level 1
 Level 2
 Level 3

HELP GPC/

GPC/
 GPC/*XYZ
 GPC/-COLE/J*XYZ

Create World File from a PNR

Level 2
 Level 3

HELP GC/

GC/*XYZ
 GC/-PHELPS/L*LEISURE

WORLD FILES

Move Level 3

Display Level 3 World File
Move Level 3 to new Level 2

HELP GPM

G*-SMITH*XYZ SHIPPING
GPM*XYZ SALES

Display History

Display World File history
Display Maintenance History

HELP WFHIST

GPH
GPHO

Clone World File

Clone (displayed World File)
Entire World File
From similar name list
Specific line types
To bridge, specific qualifiers
Level 2 to a Level 3
Level 3 to new Level 2

HELP WFCLONE

GPI#ROBERTS
G*2#PI#XYZ SALES
GPI/A/N#THOMAS
GPI//B7A/QC-H#HILL
GPI#JOHNSON*XYZ
GPI#-JONES*LAB TECH

Blind Clone Level 2

Entire World File
Specific line types
Specific qualifier
From bridge location
To bridge location

G**BIGGS#PI#BLUE CHIP CO
G**BIGGS#PI/A/O#*LAB TECH
G**COOK#PI/QDL#LAB TECH
G*/B7A*DEAN#PI#HPO SYST
G**BCC#PI//B7A#SHARP EQP

Blind Clone Level 3

Entire World File
Specific line types
Specific qualifier
From bridge location
To bridge location

G*-COLE#PI#SMITH
G*-ROBERTS#PI/A/O#JONES
G*-THOMAS#PI/QDL#HILL
G*/B7A-DOE#PI/QS#HILL*XYZ
G*-DOE#PI//B7A/QAA/A#HILL

World File Edits

Display/show edits for Level 1
Level 2
Level 3
Level 2, bridge location
Level 3, bridge location
Edit Remarks Override remark
Override command
Display edit remarks
All unique remarks

HELP WF ETE

G*#RE
G**XYZ#SE
G*-JOHNSON*BCC#RE/3
G*/A2Z*BARNES#RE
G*/A2Z-DEAN*LUCY#SE
EOR-
EOV-
*EDT
*U

NOTES
