



## Worldspan Tour Source® Quick Reference

Tour Source	INFO TS GENERAL
Tour Source is an electronic tour distribution system which provides the following capabilities:	
1. <b>BOOK</b> tours through a series of self prompting screens.	3. <b>MODIFY</b> a booked tour.
2. <b>RETRIEVE</b> and view information from a previously booked tour.	4. <b>CANCEL</b> a booked tour.
Tour Source Index	HELP TOUR SOURCE
List of Tour Operators and Help Desk phone numbers	HELP TS OPERATORS
Access Tours	HELP TS ACCESS
Primary Menu	@ @TS
Specific Tour Operator	@ @TS/XXX
Practice booking a Tour Operator	@ @TS/XXX/P
Refresh last displayed screen of tour operator or search screen	@ @TS//R
Refresh if screen cleared accidentally	@ @TS/XXX/R (XXX = TOUR SOURCE operator)
Refresh or redisplay current screen	R
Retrieve Tour Booking	HELP TS RETRIEVE
1. Access Welcome Screen of Tour Operator or choose number 4 from Primary Menu	@ @TOURS/XXX
2. Type an asterisk ( * ) at the Command Line ✧	* <ENTER>
3. Retrieval Screen appears, Confirmation number Name	<ENTER> 12345678 -OR- ADAMS/KEN
<b>Direct Retrieval Entries:</b> ✧✧	
By confirmation number	@ @TOURS/XXX/*12345678
By name	@ @TOURS/XXX/*-ROGERS/MARY
Retrieval of passive Worldspan® PNR ✧✧✧	*-SMITH
Modify Tour Booking	HELP TS MODIFY
1. Retrieve Booking	(Refer to Retrieve Booking steps)
2. At the Recap Screen Command Line type M Modifications Menu displayed	Type M
3. From Modifications Menu type X to select items Tab to Command Line of Modifications Menu	Type X <ENTER >
4. Complete each screen as displayed. At the Recap Screen Command Line to End Transaction -OR-	Type E < ENTER >
5. Check applicable penalty for change or cancellation -OR- Cancel modifications before end transaction. Return to Recap Screen.	Type CM - OR - Type XM
Cancel Tour Booking	HELP TS CANCEL
1. Retrieve Booking	(Refer to Retrieve Booking steps)
2. At the Recap Screen Command Line	Type X < ENTER >
3. To continue on the Cancel Screen fill-in Cancellation Requester and Agent Name	Type Y
4. Tab to Command Line on Cancel Screen	< ENTER >

- ✧ The command line is the last line of each screen.
- ✧✧ Direct Retrieval Entries vary with each tour operator.
- ✧✧✧ A tour booking can only be canceled through Tour Source.

**Tour Source Booking Procedure Screens**

All screens within Tour Source are not supported by all tour operators.  
The order in which the screens appear varies with each tour operator.

**PRIMARY MENU SCREEN**

- Access this screen by typing @@TS.
- Main menu of Tour Source used to access functions by selecting and entering the corresponding item number on the command line.
- COMMAND LINE is the last line of each screen.
- Enter after the parentheses on the command line to access the next screen.

```

** TOUR SOURCE PRIMARY MENU **           >@9T@

1 SEARCH BY GEOGRAPHIC AREA
2 PRACTICE MODE
  ENTER TOUR OPERATOR CODE ( ) TO SELECT AN ITEM LISTED
  BELOW

3 CREATE BOOKING WITH SPECIFIC TOUR OPERATOR
4 RETRIEVE TO MODIFY/CANCEL AN EXISTING BOOKING
5 BROCHURE REQUEST
6 TOUR OPERATOR DETAILED INFORMATION
  ENTER H BELOW FOR HELP/LIST OF TOUR OPERATORS

ENTER THE ITEM NUMBER TO SELECT A FUNCTION (
    
```

**SEARCH GEOGRAPHIC AREA SCREEN**

- List of the Geographic Areas in the Tour Source search feature.

```

** SEARCH GEOGRAPHIC AREA **             >@9T@

1 AFRICA           10 CENTRAL/SO. AMER  19 SCANDINAVIA
2 ALASKA           11 E. EUROPE/GERMANY20 TEXAS
3 ASIA             12 FLORIDA           21 UKINGDOM/IRELAND
4 AUSTRIA/SWITZ   13 FRANCE/MONACO     22 USA - MIDWEST
5 BAHAMAS/BERAM  14 GREECE/ITALY      23 USA - ATLPARKS
6 BENELUX         15 HAWAII/S. PACIFIC 24 USA -NORTHEAST
7 CALIFORNIA     16 MEXICO            25 USA -NORTHWEST
8 CANADA         17 MIDDLE EAST       26 USA - SOUTHEAST
9 CARIBBEAN      18 PORTUGAL/SPAIN    27 USA -SOUTHWEST

ENTER THE ITEM NUMBER TO SELECT A DESTINATION - MAX 1 (
    
```

**SEARCH DESTINATION SCREEN**

- Divides the Geographic Areas into specific destinations within the area selected.
- Item numbers will change with addition or deletion of destinations.

```

* SEARCH DESTINATION **                 >@9T@

1 ACAPULCO        10 LORETO            19 PUERTO AVENURAS
2 AKUMAL          11 LOS CABOS        20 PUERTO VALLARTA
3 CANCUN          12 MANZANILLO      21 SAN JOSE CABO
4 COPPER CANYON  13 MAZATLAN         22 TULUM COAST
5 COZUMEL         14 MERIDA/YUCATAN  23 ZACATECAS
6 GUADALAJARA    15 MEXICO CITY      24 ZIHUATANEJO
7 HUATULCO       16 OAXACA
8 IXTAPA         17 PLAYA CAR
9 LA PAZ         18 PLAYA DEL CARMEN

ENTER THE ITEM NUMBER TO SELECT A DESTINATION - MAX 1 (
    
```

**SEARCH MATCH SCREEN**

- Displays a list of tour operators providing tour packages to the destination selected.
- Type X within the parentheses and enter on the command line to select tour operator.
- Tour operator's Welcome Screen displays and the screen flow proceeds from here.

```

** SEARCH MATCH **                                >@9T@
TOUR DESTINATION-MEXICO CITY
  TOUR OPERATOR          LENGTH  CITY SEASON
( )CO CONTINENTAL AIRLINES 2-20  MEX YEAR ROUND
( )FAV AMERICAN AIRLINES VA 2-99  MEX YEAR ROUND
( )GLO GLOBUS              1-9   MEX YEAR ROUND
( )GOG GOGO WORLDWIDE VACAT 2-30  MEX YEAR ROUND
( )UAV UNITED VACATIONS    2-30  MEX YEAR ROUND

***FOR GATEWAY/DATE RESTRICTIONS ENTER HG/VENDOR CODE
ENTER X PRIOR TO TOUR OPERATOR NAME TO SELECT - MAX 1 (

```

**WELCOME SCREEN**

- Welcome Screen displays after the search process or by typing @@TS/XXX. This is the first screen displayed. (XXX = Tour Source operator)
- Tour operators use the first 9 lines of this screen to communicate a variety of information to travel agents.
- Screen will display after retrieval request and before Recap Screen for some tour operators.

```

WELCOME TO TOUR SOURCE VACATIONS                    >@9T@

EUROPE ESCORTED MOTOR COACH SALE EXTENDED TO MARCH
1ST.

SAVE BETWEEN 50.00 TO 300.00 PER COUPLE.

EVERY TOUR ON SALE.....

ENTER TO PROCEED OR ENTER AN * TO RETRIEVE A BOOKING (

```

**KEY INFORMATION SCREEN**

- Requires information necessary to proceed with the booking.
- Mandatory information is determined by the tour operator.
- An asterisk ( \*) indicates the field is mandatory.

```

KEY INFORMATION- TOUR SOURCE VACATIONS              >@9T@

AN ASTERISK * INDICATES THE FIELD IS MANDATORY

DEPARTURE DATE *(07SEP)          LENGTH *(5 )
DEPARTURE CITY *(DFW)  DESTINATION CITY *(CUN)
TOTAL NUMBER OF PASSENGERS *(2)
IF CHILDREN LIST AGES ( ) ( ) ( ) ( ) ( ) ( ) ( )
TOUR OR IT NUMBER ( )
PNR FILE ADDRESS IF AIR IS CONFIRMED ( )

AFTER ENTERING MANDATORY FIELDS - ENTER TO CONTINUE (

```

**ACCOMMODATION AREAS SCREEN**

- Displays types of tours offered for selected destination.
- Select tour by line number and enter on the command line.
- PACKAGE SELECTION SCREEN displays for some tour operators.

```

ACCOMMODATION AREAS- TOUR SOURCE VACATIONS    >@9T@

ACCOMMODATION DATES- 07SEP-12SEP  DESTINATION- CUN

LINE  DESCRIPTION
 1  CANCUN AIR ONLY  - 2 NTS MIN/ 99 NTS MAX CUNAO
 2  CANCUN LAND ONLY - 2 NTS MIN/ 99 NTS MAX CUNLO
 3  CANCUN PACKAGE  - 2 NTS MIN/ 99 NTS MAX CUNPKG

ENTER LINE NBR TO SELECT ACCOMMODATION AREA    (
    
```

**ITINERARY SCREEN**

- Used to select flights and accommodations.
- Flight dates and cities default from the information entered on the KEY INFORMATION screen.

```

ITINERARY- TOUR SOURCE VACATIONS    >@9T@

FLT DATES CITIES          ACCOM DATES  DESTINATION
F 1(07SEPDFWCUN7A )      A 1 07SEP12SEPCUN
  (12SEPCUNDFW1P )

ENTER F AND LINE NBR FOR FLT OR A AND LINE NBR FOR
ACCOMMODATION
AFTER SELECTIONS ARE MADE - ENTER TO CONTINUE    (
    
```

**FLIGHT AVAILABILITY SCREEN**

- Screen displays available flights.
- Number of seats default from the Key Information screen.
- Screen varies based on charter or scheduled air service. Flights appear as a one way or round-trip.
- If the word MORE appears above the command line, type (MD) to view additional flights.

```

FLIGHT AVAILABILITY-                >@9T@

07SEP-MO-9A  DFWCUN
1 TS 351F7 Y7 B7 Q7 H7 G7 K7 M7 DFWCUN 0929A0120P  72SB 0
  O7 V7 W7 Z7 /7
2 TS 1675F7 Y7 B7 Q7 H7 G7 K7 M7 DFWCUN 1100A0243P  72SL 0
  O7 V7 W7 Z7 /7

NBR SEATS(2 ) CLASS( Q/Q ) LINE( 1 ) OTHER AIRLINES ( )
                                                                MORE

ENTER TO CONTINUE OR ENTER *I FOR ITINERARY SELECTION (
    
```

ACCOMMODATION LIST SCREEN

- Displays a list of hotels offered on the tour.
- Use assigned line number to book or view property details.
- If the word MORE appears above the command line, type (MD) to view additional hotels.

```

ACCOMMODATION LIST- TOUR SOURCE VACATIONS      >@9T@

ACCOMMODATION DATES- 07SEP-12SEP
LOCATION- CUN/MEXICO          TOUR- MXCUN
LINE STAT  NAME              RATING MAXCHD PRICE-USD FROM
1  AV CROWN PARADISE CL  3*   4   12  579 /DBL OCC/ 5 NTS
2  AV SUN PALACE AI      4*   4   17  573 /DBL OCC/ 5 NTS
3  AV COSTA REAL HOTEL  2*   4   12  359 /DBL OCC/ 5 NTS
4  AV OMNI CANCUN HOTEL  4*   4   5   656 /DBL OCC/ 5 NTS
5  AV CANCUN PALACE AI   3*   4   17  509 /DBL OCC/ 5 NTS
6  AV BEACH PALACE AI    3*   4   17  509 /DBL OCC/ 5 NTS

                                     MORE

ENTER LINE NBR TO BOOK OR HD AND LINE NBR FOR DETAILS (
  
```

ACCOMMODATION SELECTION SCREEN

- Request the number of rooms and room types desired on this screen.

```

ACCOMMODATION SELECTION- TOUR SOURCE VACATIONS  >@9T@

COSTA REAL HOTEL - CHILDS AGE-   ACCOM DATES- 07SEP-
12SEP

LOCATION- CANCUN      CATEGORY- BROCHURE-
AIR AND LAND PER ADULT/EXTRA NIGHT ROOM 1/XNT
** ENTER THE NUMBER OF ROOMS PRIOR TO THE ROOM TYPE **
LINE DESCRIPTION  STAT  ROOM TYPE
1  STANDARD      AV ( )  STD   570/ 39
2  STUDIO        AV ( )  STU   606/ 47
3  1 BEDROOM     AV ( )  1BR   714/ 68

ENTER TO SELECT OR AL FOR LIST OR HD FOR DETAIL (
  
```

HOTEL DETAIL SCREEN

- Provides general information on the hotel selected.
- If the word MORE appears above the command line, type (MD) to view additional information.

```

HOTEL DETAIL -TOUR SOURCE VACATIONS      >@9T@
**GENERAL INFORMATION***
COSTA REAL HOTEL AND SUITES
BOULEVARD KUKULCAN KM 4.5
CANCUN QUINTANA ROO MEXICO
PHONE: 011-52-988-33955
FAX: 011-52-988-33945
EUROPEAN PLAN
RATING: 4
SIZE: 7 FLOORS 266 ROOMS

                                     MORE

ENTER TO CONTINUE (
  
```

**OTHER SELECTIONS SCREEN**

- Displays a list of optional features such as rental cars, insurance, transfers, and event tickets.
- Appears as part of the screen flow for some tour operators or type O on the command line of an Itinerary Screen to display the screen.

```

OTHER SELECTIONS- TOUR SOURCE VACATIONS      >@9T@

TOUR DATES- 07SEP-12SEP
SIGHTSEEING PRICES FOR FULL PARTY-SEE OD FOR PRICING
DETAILS
LINE DESCRIPTION
1 TOUR PROTECTION
2 CAR RENTAL ( )AGE OF RENTER UNDER 25? Y/N
3 SIGHTSEEING CHICHEN ITZA TOUR $ 118.00
4 SIGHTSEEING TULUM / XEL-HA $ 118.00
5 SIGHTSEEING COZUMEL EXOTIC $ 163.00
6 SIGHTSEEING ISLA MUJERES $ 90.00

MORE

ENTER LINE NBR TO SELECT OPTION OR ENTER TO CONTINUE (
    
```

**CLIENT NAMES SCREEN**

- Type last name, a slash (/) and first name for the passenger.
- If the same last name is assumed for all passengers, typing a slash (/) before the first name will append the last name to all passengers (e.g., /NICOLE).
- Agent's name required with some tour operators.
- Titles are mandatory with some tour operators.

```

CLIENT NAMES- TOUR SOURCE VACATIONS      >@9T@

BOOKING AGENT- (JANE MAY )
AGENCY PHONE- (214 992-3737)
ENTER EACH TRAVELER IN A SEPARATE NAME FIELD

TRAVELER NAME TITLE
A ADT(SMITH/LARRY )( MR )
B ADT(TAYLOR/NICOLE )( MS )

ENTER TO CONTINUE (
    
```

**CLIENT ASSIGNMENT SCREEN**

- Allows for assignment of tour features to a specific passenger name.
- It is used when passengers have different options or to assign a passenger to a specific room.

```

CLIENT ASSIGNMENT- TOUR SOURCE VACATIONS      >@9T@

A SMITH/LARRY B TAYLOR/NICOLE

DATES- 07SEP-12SEP COSTA REAL HOTEL -
ASSIGN CLIENTS USING THE LETTER PRIOR TO THE NAME FIELD
ASSIGN TYPE ASSIGN TYPE ASSIGN TYPE
(A )STANDARD (B )STANDARD

ENTER TO CONTINUE (
    
```

RECAP SCREEN

- Displays a complete itinerary for the travel package booked.
- Information is displayed on total package price, flights, hotels, ground transportation, and features.

```

RECAP- TOUR SOURCE VACATIONS          >@9T@

TOUR NAME- CANCUN          TOTAL PRICE- USD  1213.00

CONFIRMATION NBR-          TOUR FILE ADDR-
PNR FILE ADDR-   AGENT- JANE MAY          IATA- 99262144

A SMITH/LARRY   B TAYLOR/NICOLE
1. AA 351Z 07SEP MO DFWCUN HK2  929A 120P
2. COSTA REAL HOTEL / SUITES HK2 CUN 07SEP-12SEP
3. MISC   HK2 TRANSFER

                                          MORE

ENTER E TO END OR P TO PRICE/PAY OR C FOR COMMISSION (
  
```

PRICE SCREEN

- Enter form of payment information on this screen.
- Possible forms of payment include check, credit card, and miscellaneous charge order (MCO).
- Screen varies based on tour operator's requirements.

```

PRICE- TOUR SOURCE VACATIONS          >@9T@

TOTAL-  1213.00
DEPOSIT- 300.00 DEPOSIT DUE- 09JUN   CURRENCY- USD
BALANCE- 1213.00 BALANCE DUE- 03AUG   REFUND-
AMT (   ) FOP(   )   CC EXP (MM/YY)

CC TYPE (   ) AX DS VI MC   CC NUMBER (   )

CARD HOLDER NAME (   ) EXTENDED PAYMENT (N)
OR MCO/TOUR NBR (   ) COMM AMT WITHHELD (   )
ISSUE DATE (DDMMYYYY) PLACE OF ISSUE (   ) PAX FOP CC?(N)
OR AGENCY CHECK NUMBER (   )

ENTER TO CONTINUE/MD TO ADD MORE PAYMENTS/E TO END (
  
```

COMMISSION SCREEN

- Provides an agency with commission information.
- To display screen, type C on the command line of the Recap Screen and enter.

```

AGENCY INFORMATION-          >@9T@

AGENCY NAME- MY TRAVEL AGENCY          IATA- 99262144
AGENT- JANE MAY          ADDRESS- 123 MAIN STREET
                                          ANYCITY,USA456732

COMMISSION- 116.55
TOTAL PRICE 1213.00 - PAYMENTS 0.00 - COMM. 116.55
TOTAL BALANCE DUE TOUR OPERATOR 1096.45 USD

ENTER TO CONTINUE          (
  
```

**END TRANSACTION SCREEN**

- Contains tour name, dates, total price, confirmation number, and Worldspan PNR record locator.
- Indicates the booking is complete.
- Displays deposit and final payment due dates for some tour operators.

```

END TRANSACTION- TOUR SOURCE VACATIONS      >@9T@
TOUR NAME- CANCUN GET CARRIED      TOUR DATES- 07SEP-12SEP
TOTAL PRICE- USD 1213.00
CONFIRMATION NBR- 5008081311      PNR FILE ADDRESS- DV2NWL

THANK YOU FOR BOOKING TOUR SOURCE VACATIONS

ENTER TO BOOK ANOTHER TOUR/ * TO RETRIEVE/ I TO EXIT (
    
```

**RETRIEVAL SCREEN**

- Contains criteria to locate a previously confirmed booking in Tour Source.
- Access from the Welcome or End Transaction Screen by typing an asterisk (\*) and entering on the command line.

```

RETRIEVAL- TOUR SOURCE VACATIONS      >@9T@
FILL OUT ONE LINE COMPLETELY TO RETRIEVE THE TOUR RECORD
01 TOUR FILE ADDRESS ( )
02 TOUR SOURCE CONFIRMATION NUMBER ( )
03 WORLDSPAN PNR ( )
04 PASSENGER NAME ( )

ENTER TO CONTINUE OR H FOR HELP      (
    
```

**MODIFICATIONS MENU SCREEN**

- Use this screen to modify confirmed Tour Source bookings.
- Access this screen by typing M on the command line of the Recap Screen.

```

MODIFICATIONS MENU- TOUR SOURCE VACATIONS      >@9T@

SCREEN      TO CHANGE/ADD/DELETE
( ) KEY INFORMATION      DATE/LENGTH OF STAY/CITIES/
                        NBR OF PSGRS/AGES/REDUCE NBR OF
                        ROOMS
( ) ITINERARY      FLIGHTS/HOTEL/ROOM CATEGORY
( ) OTHER SELECTIONS      CAR/MEAL PLAN/SIGHT SEEING
( ) CLIENT NAMES      CLIENT NAMES
( ) CLIENT ASSIGNMENT      CLIENT ROOM ASSIGNMENT

ENTER X PRIOR TO SCREEN NAME TO MODIFY -ENTER TO CONT.(
    
```

**CANCEL/MODIFY SCREEN**

- Access this screen by typing CM on the command line of the Recap Screen.
- Screen displays following a modification for some tour operators.
- Screen not supported by all tour operators.

```

CANCEL/MODIFY INFO- TOUR SOURCE VACATIONS      >@9T@
CANCELLATIONS AND REVISIONS

ALL REFUNDS ARE SUBJECT TO A $25.00 CANCELLATION CHARGE
PER ADULT IN ADDITION TO ANY CANCELLATION CHANGES
IMPOSED BY THE AIRLINES AND THE HOTELS CHOSEN IN YOUR
ITINERARY.

NO CHANGES ONCE TICKETS ARE ISSUED
*UNLESS AUTHORIZED BY HELP-DESK*

MORE

ENTER TO CONTINUE      (
    
```

**CANCEL SCREEN**

- Access this screen by typing X on the command line of the Recap Screen.
- Used to cancel the Tour Source booking and to send a cancel message to update the Worldspan PNR.

```

CANCEL- TOUR SOURCE VACATIONS      >@9T@
( ) ENTER Y TO CANCEL THE TOUR RESERVATION
CANCEL REQUESTED BY (      )
AGENT NAME-JANE MAY
REFUNDS ARE SUBJECT TO $25 CXL CHARGE PER ADULT PLUS
CHOSEN
INSURANCE IN ADDITION TO ANY CHARGES IMPOSED BY AIRLINE
IF CXLD W/ 001 DAYS PRIOR TO ARRIVAL CXL FEE WILL BE $ 683

ENTER TO CONTINUE      (
    
```

**DETAILED INFORMATION SCREEN**

- Offers detailed information from supporting tour operators on a variety of topics.
- Type H on the command line of the Primary Menu Screen for a list of supporting tour operators.
- Information on topic supplied by the tour operator.

```

INFORMATION-TOUR SOURCE VACATIONS      >@9T@

LINE      TOPIC                LINE      TOPIC
1 PAYMENT INFORMATION          9 OPEN FOR SALE INFORMATION
2 CANCELLATION PENALTIES     10 PACKAGE IDS
3 BKG POLICY/PROCEDURE       11 INSURANCE
4 SALES OFFICE/PHONE NBR     12 DOCUMENT HANDLING
5 CHARTER AIR/HOT DEALS      13 TRAVEL AGENT INFORMATION
6 CHARTER AIR INFORMATION    14 BULLETIN BOARD
7 DESTINATION INFO/HTL SPCLS 15 ADFORMATION
8 RENTAL CAR INFORMATION     16 SIGHTSEEING INFORMATION

ENTER TOPIC LINE NUMBER OR ENTER TO CONTINUE      (
    
```

<b>Guidelines:</b>	
Type <b>HC</b> on the command line to display a list of help commands for the current screen displayed.	
<b>Each Tour Operator determines which of these commands they support.</b>	
Many commands are valid with new tour booking but are not valid in the modify mode.	
<b>Commands</b>	<b>HELP TS COMMANDS</b>
Address	A
Accommodation area	AA
Accommodation list	AL
Brochure request	B
Commission - Agency Information	C
Client assignment	CA
End transaction	E
Published fares display	FQ
Prices booking from Itinerary Screen	FQALL
Private fares display	FQPV
Help	H
Help command	HC
Tour Operator Gateway	HG/XXX (XXX= Tour Operator Code)
Ignore Tour Source booking and return to RES	I
Key information	K
Clear key information	KX
Move down	MD
Move up	MU
Other options	O
Price/Payment	P
Primary Menu	PM
Redisplay, refresh current screen	R
Rules display	RD
Update Worldspan PNR	UPNR
Search Geographic Area	SG
Search Match	SM
Cancel a booked tour - Recap Screen only	X
<b>Commands Requiring A Number ( # ) (Example: HD2)</b>	
Accommodation list availability for line 1	A1
Cancel accommodation line 2 and return to accommodation list	CA2
Car detail for line 3	CD3
Flight availability selection for line 1	F1
Flight detail for line 2	FD2
Hotel detail for line 2	HD2
Other detail line 1	OD1
Cancel accommodation segment 3	XA3
Cancel flight segment 4	XF4
Clear/cancel specific option 2	XO2
<b>Detail Commands</b>	
Detail Booking Information	DB
Detail Conditions	DC
Detail Departure Dates	DD
Detail Features	DF
Detail Gateway Cities	DG
Detail Information	DI
Detail Narrative	DN
<b>Display Commands</b>	
Tour retrieval	*
History payment	*HP
Itinerary selection	*I
Remarks	*M
Client name	*N
Recap	*R