



ViewTrip Quick Reference – How to Use Guide

Learn more about ViewTrip Travel Itinerary and E-Ticket information.

How Itineraries Display in ViewTrip		
ViewTrip travel itineraries contain the latest segment data reflected in the Worldspan PNR. This information is presented in date order based on the first date of each segment.	<ul style="list-style-type: none"> • Airline Segments • Car Segments • Hotel Segments • Travel Segments or Tour Segments • Resource Center (WOW) Segments 	
In addition to segment data, the itinerary will also display the following fields.	<ul style="list-style-type: none"> • Special Service Requests (SSR) • Itinerary/Invoice Remarks; including RM- and IR-remarks stored in the PNR • Segment Associated Remarks • Frequent Flyer (Air) and Frequent Traveler (Car/Hotel) number display if present in the PNR 	
Currently, the following information does not display on the ViewTrip display.	<ul style="list-style-type: none"> • Amtrak Segments • Off Airport Car Locations 	
Non-Displayable Travel Segment Associate Type Codes		
ACC Accounting Information	TCK Travel Checks	FAX Fax Service
BKG Booking Fee	TKF Ticket Fee	INS Insurance
CNL Cancel Fee	TLX Telex Charge	PRP Prop Plane
CUR Currency	XMA Express Mail	SVC Service Fee
DSC Discount	ATX Air Taxi	TEL Telephone Charge
FRE Freight Charge	BPS Boarding Pass	TKT Ticket
MAI Mail Service	CRD Credit	TRF Transfers
PTA Prepaid Ticket	DOC Documents	
E-Ticket Records and ViewTrip		
<i>Official Receipt</i> E-Ticket record information is retrieved from the ETR data within the Worldspan PNR. The ViewTrip e-ticket record is not an official receipt and may not meet all requirements for receipts worldwide.	<i>Flight Changes</i> E-Ticket record will not reflect reservation flight changes, schedule changes or cancellations that occur after the e-ticket is issued.	
<i>Multiple Names</i> When multiple names are contained in a PNR and the ETR link is selected, a drop down list of names will appear. Select the applicable name to display the ETR.	<i>Agency Logo</i> The agency logo will be visible on the online e-ticket record. The agency logo does not appear on the printable e-ticket record.	
<i>Fares</i> If the fare is indicated as BT or Bulk or if the IT precedes a fare, Bulk prints in the Air Fare and Total Air Fare line.	<i>Endorsements</i> The 'Restrictions' area of the e-ticket record will display up to 147 characters of endorsement data.	
ViewTrip Questions and Answers		
Questions	Answers	
Can I display the e-ticket number on the itinerary?	No, you need to view/print the e-ticket record to get the e-ticket number.	
How do I send the e-ticket to my client?	Sending the ViewTrip e-mail (See Quick Reference Card ViewTrip E-Mail Procedures), will send a link to both the itinerary and e-ticket every time.	

<p>I've tried to view the e-ticket on the itinerary and I get an error instead. Why can't I see the e-ticket record?</p>	<p>There are a number of reasons why an e-ticket is not available for the itinerary.</p> <ul style="list-style-type: none"> • Ticket has not yet been issued. • The itinerary may require a paper ticket instead. • In some cases, if the e-ticket has been exchanged, voided, refunded or multiple tickets were issued the information may not display. Generally these types of e-tickets will display. • If the SID of the agency issuing the e-ticket is different from the booking SID, then a two way bridge/branch must be open to allow the e-ticket to display on My Trip and More. ("ALLOW TKTING AND DOC")
<p>When I try to view the itinerary, I see an error saying there is a flight schedule change. What does this mean to me?</p>	<p>This means that one or more of the air segments in the itinerary has one of following status codes: DL, DS, GA, GC, GL, GN, GO, GU, GX, HN, HS, HX, IN, IX, KK, KL, LL, MN, MS, MW, MX, NA, NN, NO, NS, OX, SS, TK, TL, TN, UC, UN, US, UU, UX WK, WL, WN, WP, XK, XL, XR, XX. The agency then needs to change the status code in the PNR. Then redisplay the reservation in ViewTrip. The following status codes would result in the PNR displaying: HK, OK, MK, BK, PS, HL, ML, MR, RQ, RR, PN, PA, PB, PD, PW.</p>
<p>Can my clients change the clock settings from 12 hour to 24 hour format?</p>	<p>Yes, the client can change this by selecting their preferred clock format when they view the itinerary on mytripandmore.com.</p>
<p>Does the price display on the ViewTrip itinerary?</p>	<p>No, if you require price/cost information to be displayed add it as a remark to the PNR. The e-ticket record will display the flight prices.</p>
<p>The Hotel Segment doesn't display the hotel contact numbers?</p>	<p>Hotel contact details (fax/phone numbers) will display if the hotel has loaded this detail into the Worldspan reservation system.</p>
<p>How to Access Available Help Options</p>	
<p>Click on any 'Help' link to access detailed information. This option is available within any mytripandmore.com page</p>	<p>Go to the Worldspan Global Learning Center > Training Documentation > Bulletins, Manuals, Misc Items > ViewTrip Guide</p>