

e-Learning Self-Paced Tutorials and Virtual Classes

Self-Paced Tutorials

<p>Agent Assistant Agent Assistant</p> <p>A.I.R. Table General Overview & Modifications CRT/Printer Associations Coupon Suppression</p> <p>Amtrak General Information Fares, Availability, and Sell Pricing and Ticketing</p> <p>Availability ** Flight Availability and Sell AccessPlus Availability Married Segment Logic Minimum Connect Time Waitlist from Availability Memo Segments for Flight Avail. Cancel and Change Availability Default Record Schedules Display Flight Avail. Practice Exercise</p> <p>Bridge Introduction to Bridge Create, Modify, Delete Bridge Entries</p> <p>Car Select Car Encode/Decode Car Quicksell Car Availability Selling Cars Car Modify/Cancel Car Rules and Details Car References Car Default Record Car Template Car Practice Exercise</p> <p>Cruise Worldspan CruiseSelect</p> <p>Daily Document Reports Daily Activity Report Daily Void Report DDL for BSP ATB Stock Control Report</p>	<p>Documentation * Ticketing Ticket Exchanges US/Canada Ticket Exchange for BSP e-Ticket Requirements e-Ticket Issue e-Ticket Record e-Ticket Void e-Ticket Reprint e-Ticket Refund e-Ticket BSP including Canada ATB Document Itinerary/Invoice Itinerary/Invoice Remarks Document History Automated Prepaid Rapid Reprice Automated MCO Electronic Credit Card Processing e-Ticket for BSP Log Document Numbers Automated Refunds Automated Refunds for BSP</p> <p>Electronic Travel Authority Visa Templates</p> <p>Encode/Decode Cities & Airlines Encode/Decode Cities & Airlines</p> <p>Fares ** Fares Display Fares Display Options Fares to Availability Ultimate Fare Search Fare Rules Power Flight Search Historical Fares Fares Practice Exercise</p> <p>Flight Service Information Flight Service Information</p> <p>Go! ** Exploring Worldspan Go! Go! Res Tools Scripts for Go! Res Go! Office Manager Custom Links Control Host Printing</p> <p>Go! Macros ** Get Office Macros Convert Office Ready Keys Create Macros Edit Macros</p>	<p>GRS (Global Reference System) GRS Introduction HELP/INFO More GRS</p> <p>Hotel Select Hotel Introduction Hotel Quicksell Hotel Sell Hotel List Hotel Availability Hotel Modify Hotel Detail Hotel Default Record Hotel Property Status Hotel Save Hotels.com Hotel Practice Exercise</p> <p>Interface Account Interface Message</p> <p>International Fares/Pricing Terms and Concepts Currency Conversion Fares Display Autoprice Power Quote Pricing Diagnostics</p> <p>My Trip and More My Trip and More</p> <p>PNR (Passenger Name Record) ** PNR Create Name Field Phone Field Ticketing Field PNR Remarks Display PNR General Fax Reduce a PNR Divide a PNR Infant PNR and Pricing Customized Name Data Claim PNR End and Copy a PNR No Rec PNRs PNR History Group PNR Change Segment Status PNR Practice Exercise</p>
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Self-Paced Tutorials**Pricing ****

Auto Pricing
 Power Pricing
 Custom Pricing
 Agent Assisted Pricing
 Pricing Instructions
 Multiple Ticket Records
 Rate Desk Pricing
 World Ticket Image (WTI)
 Power Shopper
 Low Fare Finder
 Ticket to Confirm
 Document Instructions
 Pricing Practice Exercise

Printers

Hardcopy Printer Functions
 Printer Status
 Control Host Printing

Queues

Introduction to Queues
 Queuing PNRs
 Accessing and Working Queues
 Queue Count
 Activate Queues
 Queue Follow-up Action
 General or Supervisory Queues
 Queue World Files
 Searching PNRs
 Queue History
 Queue List Display

Quickstart – Intro. To Worldspan

What is Worldspan?
 The Res Window
 City and Airline Codes
 What is a PNR?
 Global Reference System (GRS)

Rail

Via Rail
 Elgar
 French Rail

Ready Keys

Record and Playback
 Editor
 Files

Seats

Seat Request
 Change or Cancel Seats
 Seat Map

SecuRate Air Direct

Getting Started
 Agreement Database Templates
 SecuRate Air Fares
 Modifying
 Net Net Fares
 Fares and Pricing
 Linear Entries

SecuRate Air Via ATPCO

General Overview
 Create a Sell Fare
 Private
 Fares and Pricing Via ATPCO

Skills Assessment Basic Level

Reference Systems
 Availability and PNR
 Fares and Pricing
 Cars and Hotels
 Queues
 World Files
 Issuing Documents
 Cruise Line and Tour Source,
 TVL Segments
 Technologies

Skills Assessment Advance Level

Reference Systems
 Availability and PNR
 Fares and Pricing
 Cars and Hotels
 Queues
 World Files
 Issuing Documents
 Cruise Line and Tour Source,
 TVL Segments
 Technologies

Tour Source

Access and Book
 Modify and Cancel a Booking

Travel Segment

Creating Travel Segments
 Modify Travel Segments
 Travel Segment Service Fees

Trip Manager Traveler

Introduction
 Personal Profiles
 Basic Reservations

Windows 2000 with Worldspan Go!

What is Windows 2000?
 The Desktop
 What is a Window?
 The Taskbar
 The Start Menu
 Starting an Application
 Using Worldspan Go!
 Using Windows 2000 Help

World Files

World File Levels
 Display World Files
 World File Display Options
 Copy World Files
 Create World Files
 Modify World Files
 Interactive World Files
 World File Edits
 Search and Update
 World File Practice Exercise

WorldGroup

WorldGroup

Key: ** - Indicates Self-Paced Tutorials are available in Deutsch, Español, Français, Italiano, and Português.
 * - Indicates Self-Paced Tutorials are available in Español.

e-Learning Logon Procedures

For Worldspan Go! Access

1. Access: <http://home.wspan.com>
2. Click Training
3. Click e-Learning Info
4. Click Student Logon
5. Enter Log On Name and Password **
6. Click Log on

For Internet Access

1. Access: www.worldspan.com
2. Select your country
3. Click Tools & Training
4. Click Worldspan's Global Learning Center
5. Click e-Learning Info
7. Click Student Logon
8. Enter Log On Name and Password **
9. Click Log on

***Each student must have his/her own Logon Name, Password, and User ID. Complete the New User (registration) screen and click Log On.*

Virtual Class Registration

1. Log on to e-Learning (Follow instructions above)
2. Click Virtual Class Registration
3. Follow the instructions located on the Virtual Class Calendar screen

Registration, cancellation, or modifications should take place at least 24 hours prior to the scheduled class. A confirmation e-mail is returned along with your logon name, password, information regarding your conference call, and instructions for software downloads to be done prior to class.