

## \*New\*

### BookLimo ScriptPro Script for Worldspan

<b>Product Advisory Number:</b>	853				
<b>Version:</b>	1				
<b>Load To Production:</b>	02-Nov-09	22:00	<b>EST</b>	03-Nov-09 02:00	<b>GMT</b>
<b>High Level Description:</b>	A new ScriptPro script developed by Global Ground Automation, formerly GT3, that enables Worldspan agencies to <b>view estimated rates before booking</b> the ride from Carey International, Empire/CLS Limo, TriStar Worldwide and World Limo.				
<b>Impact Summary:</b>	GGA's enhanced <b>booklimo</b> script replaces the existing <b>car_svcs</b> script for use in arranging ground transportation in Worldspan.				
<b>Reason For Issue:</b>	Load Confirmation and Advisement of Enhanced Functionality				
<b>Customer Impact:</b>	<input type="checkbox"/>	Internal Only	<input type="checkbox"/>	Developers	
	<input checked="" type="checkbox"/>	Agency Customers	<input type="checkbox"/>	Airline Customers	
	<input type="checkbox"/>	eCommerce Customers	<input type="checkbox"/>	Car, Hotel, Rail or Cruise Customers	
<b>System:</b>	<input type="checkbox"/>	Galileo			
	<input type="checkbox"/>	Apollo			
	<input checked="" type="checkbox"/>	Worldspan			
<b>Load To Copy:</b>	Not applicable		<b>EST</b>	<b>GMT</b>	
<b>Web Services: (API and Messaging)</b>	Not applicable				

## Overview

Global Ground Automation, formerly GT3/Saturn Reservations, has produced a new script named **booklimo**. The **booklimo** script replaces the **car\_svcs** script for booking ground transportation. The new **booklimo** script **enables the display of an estimated rate for the ride before the booking is made**.

## Download New Script

Any version of the **booklimo** script downloaded prior to Tuesday, November 3 does not contain the latest functionality.

To download the most current version of the **booklimo** script, log-on to Worldspan Go!.

1. Choose Tools
2. Scripts
3. Get Standard ScriptPro Scripts
4. Download Standard Scripts

## Remove Old Script

To remove the old script named **car\_svcs** from the Worldspan Go! Script Index, execute any other ScriptPro script, then close and re-open Worldspan Go!.

## Customer Benefit

- One script enables access to four ground transportation providers: Carey International, Empire/CLS Limo, TriStar Worldwide and World Limo.
- Using the **booklimo** script reduces booking time for ground transportation and eliminates errors by pre-populating the script with applicable data from the PNR.
- The **booklimo** script enables quick and easy booking in GDS and provides for the creation of a TVL segment for back-office accountability.
- Global Ground Automation service providers pay commission

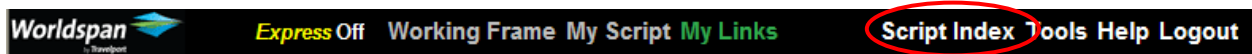
## Detail and Customer Examples

Once the script has been downloaded, accessing it and using it is as easy as 1-2-3.

**Best Practice ->** Complete all other travel arrangements before requesting ground transportation. This will enable the **booklimo** script to pre-fill the ground transportation request with information already stored in the PNR.

## Invoking the Script

1. Choose the *Script Index* from Worldspan Go! Res.



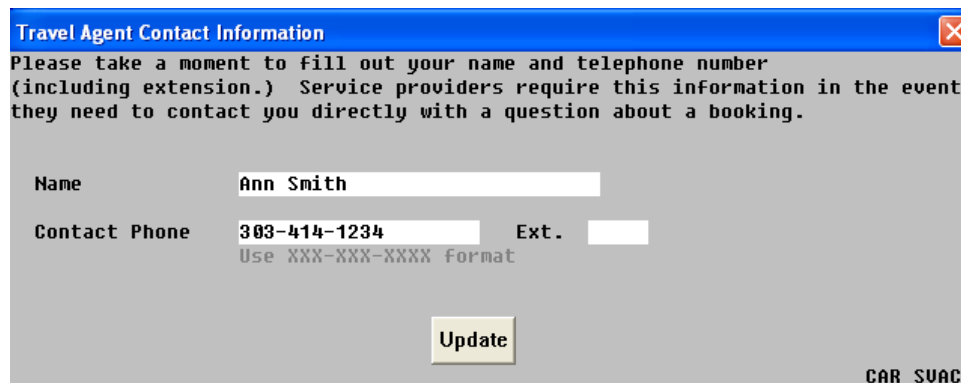
2. Choose the *Custom* tab from the Script Index.



3. Click on the **booklimo** link to the script from the *Custom* tab of the Script Index.

## Agent Name Setup

The first time the **booklimo** script is invoked, it prompts for an agent name and telephone number. This screen is also accessible from the main menu via the *Change Agent Contact Info* option.



**Travel Agent Contact Information** [X]

Please take a moment to fill out your name and telephone number (including extension.) Service providers require this information in the event they need to contact you directly with a question about a booking.

Name:

Contact Phone:  Ext.

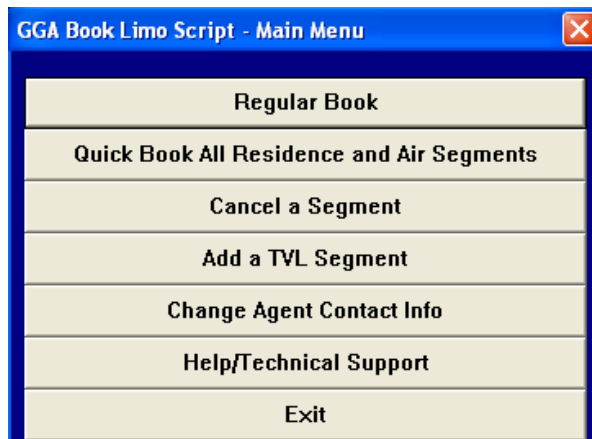
Use XXX-XXX-XXXX Format

CAR\_SVAC

## Creating a Limo Service Request

### *booklimo* Script Main Menu

The **booklimo** script main menu displays applicable options for booking limo transportation.



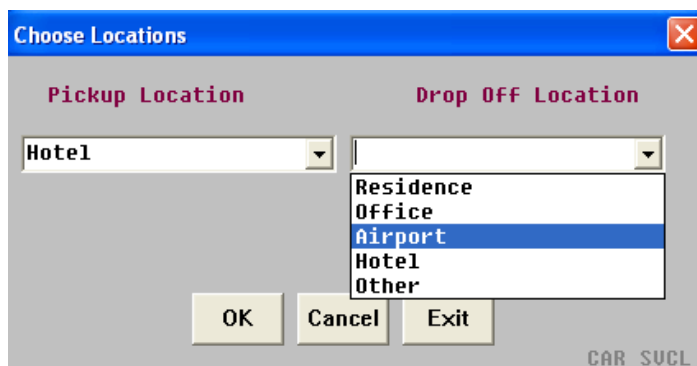
Each option will be described, beginning with the booking request. There are two options from which to choose for populating the request for limo service.

- Regular Book: enables pre-fill of pick-up/drop-off location from the hotel and air segment in PNR
- Quick Book: enables pre-fill of pick-up/drop-off location from Remarks fields for Home and Office

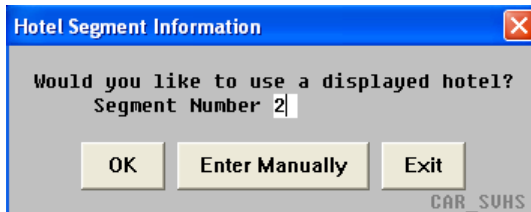
### Regular Book

When the *Regular Book* option is selected, the Choose Locations screen is displayed. The Choose Locations screen is used to specify the type of pick-up location and drop-off location for the limo booking.

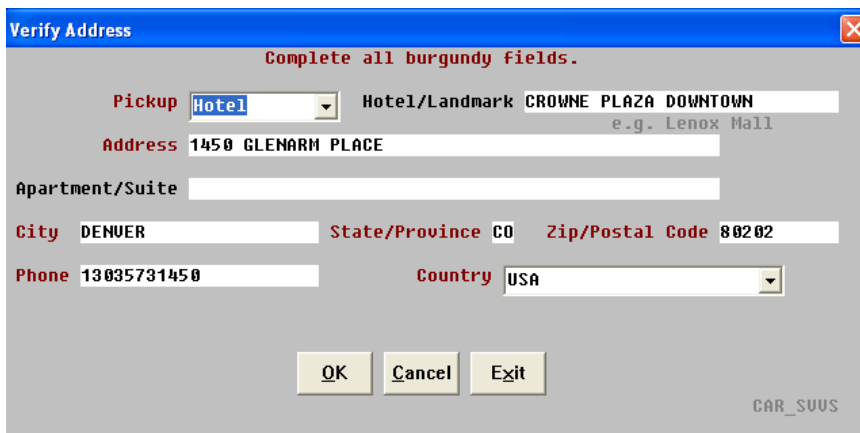
### **Hotel**



If *Hotel* is selected for pick-up or drop-off, and a hotel segment exists in the PNR, the **booklimo** script presents a prompt to accept input of the segment number of the hotel.



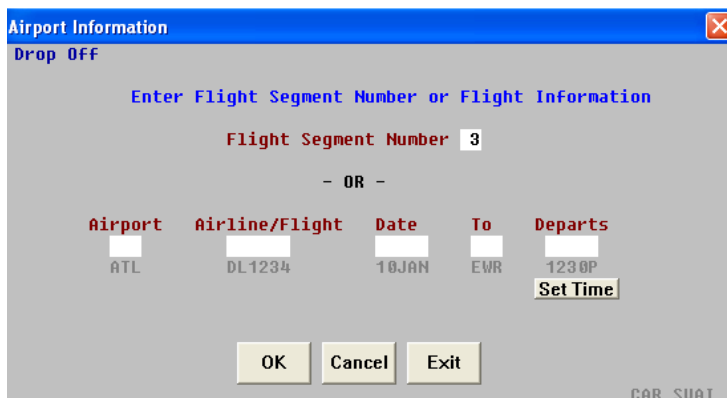
By entering the applicable hotel segment number from the PNR, the hotel information is automatically pre-filled into the location detail screen. Alternatively, the hotel address information can be entered manually.



In some instances the hotel address information may not pre-fill properly. Please take a moment to verify that all mandatory (designated by burgundy fields) address information has pre-populated correctly.

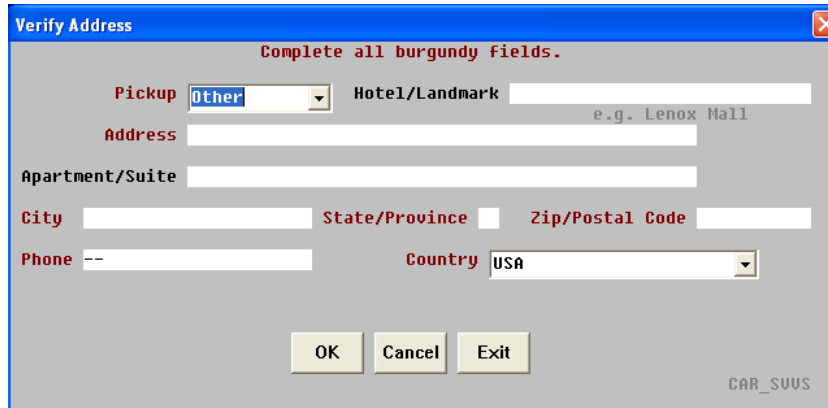
## Airport

When choosing an *Airport* for pick-up or drop-off, the flight segment number from the PNR can be entered to pre-fill the location detail screen. Alternatively, the flight information can be entered manually.



## Residence, Office, Other

Pick-ups and drop-offs for a *Residence, Office* or *Other* must be entered manually when the Regular Book option is selected.



## Quick Book

The Quick Book option can be particularly useful for making limo reservations when the pick-up or drop-off location is a home or office address and the address information exists in the PNR.

The **booklimo** script has been configured to retrieve:

1. Office address information from the Client Billing Remarks (5-CB) field
2. Home address information from the Client Delivery Remarks (5-CD) field

The following formats for the Client Billing and Client Delivery Remarks fields must be strictly adhered to in order for the Quick Book option of the **booklimo** script to execute properly.

### Important!

1. Do not include any punctuation
2. The state should always be entered using the 2-letter state code
3. The city state and zip should be separated by a space, not a comma

### Office Address – Client Billing Remarks (5-CB)

Line 1 = Office Company Name

Line 2 = Office Street Address and Suite or Floor Number

Line 3 = Office City, State and Zip

#### Office Address Example

```
A-1.CBBEST COMPANY
2.CB401 N MAIN STREET SUITE 305
3.CBDES PLAINES IL 60018
```

## Home Address – Client Delivery Remarks (5-CD)

Line 1/2 = Home Street Address

Line 3 = Home City, State and Zip

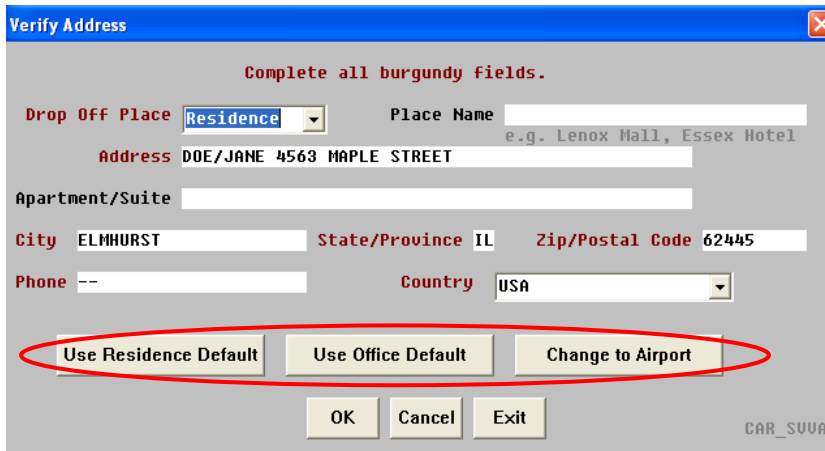
(Note: If the passenger name is on the first line, it will be included in the street address. The script locates the line with the City, State and Zip and then works backward to find the first line. )

### Home Address Example

```
1.CDDOE/JANE
2.CD4563 MAPLE STREET
3.CDELMHURST IL 62445
```

Regular Book
<b>Quick Book All Residence and Air Segments</b>
Cancel a Segment
Add a TVL Segment
Change Agent Contact Info
Help/Technical Support
Exit

When the *Quick Book* option is selected, the pick-up location detail screen is displayed.



Verify Address

Complete all burgundy fields.

Drop Off Place **Residence** Place Name   
e.g. Lenox Mall, Essex Hotel

Address **DOE/JANE 4563 MAPLE STREET**

Apartment/Suite

City **ELMHURST** State/Province **IL** Zip/Postal Code **62445**

Phone --  Country **USA**

**Use Residence Default** **Use Office Default** **Change to Airport**

OK Cancel Exit

CAR\_SUVA

The default pick-up location type is Residence. If the passenger's home address information has been stored in the PNR via the Client Delivery Remarks, clicking on the *Use Residence Default* button will pre-fill the location detail screen from the information stored in the PNR.

Alternatively, other options include:

1. Clicking on the *Use Office Default* button to pre-fill the screen from the Client Billing Remarks
2. Clicking on the *Change to Airport* button to pre-fill the screen from the Flight segment stored in the PNR
3. Manually entering the address information

## Verify Transfer

Once the limo request pick-up and drop-off address information has been input using either Regular Book or Quick Book, the Verify Transfer summary is displayed. With each element of the reservation request summarized on the Verify Transfer screen, it's easy to add the additional mandatory and optional information to the request before sending it to the limo provider.

### Example of Quick Book Option

**Verify Transfer**

**Pick-Up At:** Residence 4563 MAPLE STREET  
ELMHURST /IL/62445/--  
USA

**Drop Off At:** Airport ORD Airport-F1t UA 940 Departs 145P ON 17JUN

Pickup Date 17JUN Pick-Up Time [ ] Set Time [ ]  
 Arrive ahead 120 minutes  Auto-calculate pickup time  
 Number Of Pax 1 Car Type Sedan - SD  
 Service Provider [ ] Get Provider [ ]

Modify Pick-Up | Modify Drop-Off | Accounting Options  
 Pick-Up Instructions | Drop-Off Instructions | Reservations Notes  
 Passenger Information | Stops  
 OK Book This One | Don't Book This One | Exit

CAR\_SUQB

### Example of Regular Book Option

**Verify Transfer**

**Pick-Up At:** Hotel CROWNE PLAZA DOWNTOWN  
1450 GLENARM PLACE  
DENVER/CO/80202/13035731450  
USA

**Drop Off At:** Airport DEN Airport-F1t UA 940 Departs 145P ON 17JUN

Pickup Date 17JUN Pick-Up Time [ ] Set Time [ ]  
 Arrive Ahead 120 Minutes  Auto-calculate pickup time  
 Number Of Pax 1 Car Type Sedan - SD  
 Service Provider [ ] Get Provider [ ]

Pick-Up Instructions | Accounting Options  
 Drop-Off Instructions | Reservations Notes  
 Passenger Info | Stops  
 OK | Back | Exit

CAR\_SURB



## **Pickup Date (Mandatory)**

The *Pickup Date* field is automatically pre-filled when PNR segment data for a drop-off at an airport or train station has been used for the limo request. Where this is the case, the *Arrive Ahead* and *Auto-calculate pickup time* options are also pre-filled.

**Important!** A default value of 120 minutes is used for the *Arrive Ahead* value. This may cause the *Pickup Date* to reflect a day earlier than the actual itinerary and should not be changed. For example, if the *Drop-Off* is at a train station where the departure time is 12:30 a.m. on 11 December, then arriving 120 minutes in advance would cause the **booklimo** script to calculate the actual *Pickup Date* to be 10 December.

If the *Pickup Date* field is not pre-filled, it must be completed prior to submitting the request to book.

## **Pick-up Time**

When the drop-off is an airport or train station, the *Auto-calculate pickup time* and *Arrive Ahead* options are automatically set.

## **Set Time**

This option can be used to request a specific pick-up time. If this option is used, the *Arrive Ahead* and *Auto-calculate pickup time* options should be blank.

## **Arrive Ahead**

When the pick-up is an airport or train station, the *Arrive Ahead* option is automatically set for 120 minutes. This is the number of minutes the passenger would like to arrive at the airport or train station before their journey.

## **Auto-Calculate Pick-up Time**

When the drop-off is an airport or train station, the *Auto-Calculate Pick-up Time* option is automatically checked.

## **Number of Pax**

*Number of passengers* defaults to one. If the reservation is for more than one passenger, it must be specified in this field.

## **Car Type (Mandatory)**

*Car Type* defaults to Sedan. If another type of vehicle is desired, it must be selected from the car type drop-down.

## Choose Service Provider

### Service Provider (Mandatory)

There are four service providers to choose from. Each provider has an associated 3-letter code as follows:

1. Carey International = CAR
2. Empire/CLS Limo = EMP
3. TriStar Worldwide = TRS
4. World Limo = WOR

The following options are available for choosing a service provider.

### Option 1

If checking rates is not desired and the need to select the provider from a drop-down is not necessary, the 3-letter code of the service provider can simply be entered directly into the *Service Provider* field.

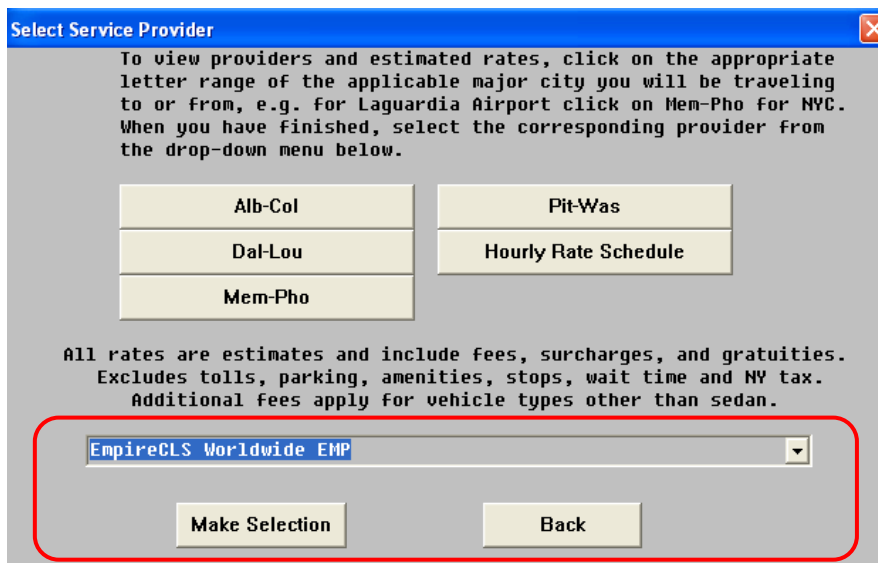


The screenshot shows a reservation form with the following fields and controls:

- Pickup Date: 17 JUN
- Pick-Up Time: [ ] Set Time
- Arrive Ahead: 120 Minutes
- Number of Pax: [ ]
- Service Provider: [ ] (highlighted with a red box)
- Get Provider: [ ]
- Car Type: Sedan - SD
- Auto-calculate pickup time: [x]
- Pick-Up Instructions
- Drop-Off Instructions
- Passenger Info
- Accounting Options
- Reservation Notes
- Stops
- OK, Back, Exit buttons

### Option 2

The service provider can be selected from a drop-down by clicking on the *Get Provider* link, choosing a service provider from the drop-down and then clicking on *Make Selection*.



The screenshot shows a dialog box titled "Select Service Provider" with the following content:

To view providers and estimated rates, click on the appropriate letter range of the applicable major city you will be traveling to or from, e.g. for Laganrdia Airport click on Mem-Pho for NYC. When you have finished, select the corresponding provider from the drop-down menu below.

Alb-Col	Pit-Was
Dal-Lou	Hourly Rate Schedule
Mem-Pho	

All rates are estimates and include fees, surcharges, and gratuities. Excludes tolls, parking, amenities, stops, wait time and NY tax. Additional fees apply for vehicle types other than sedan.

EmpireCLS Worldwide EMP (highlighted with a red box)

Make Selection, Back buttons

### Option 3

To view the list of providers and estimated rates for the limo reservation, click the *Get Provider* link. Then click on the appropriate letter range of the applicable major city the passenger is traveling to. For example, for Denver International Airport, click on *Dal-Lou* for Denver.

**Select Service Provider** ✖

To view providers and estimated rates, click on the appropriate letter range of the applicable major city you will be traveling to or from, e.g. for Laguardia Airport click on Mem-Pho for NYC. When you have finished, select the corresponding provider from the drop-down menu below.

Alb-Col

Pit-Was

Dal-Lou

Hourly Rate Schedule

Mem-Pho

All rates are estimates and include fees, surcharges, and gratuities. Excludes tolls, parking, amenities, stops, wait time and NY tax. Additional fees apply for vehicle types other than sedan.

Make Selection

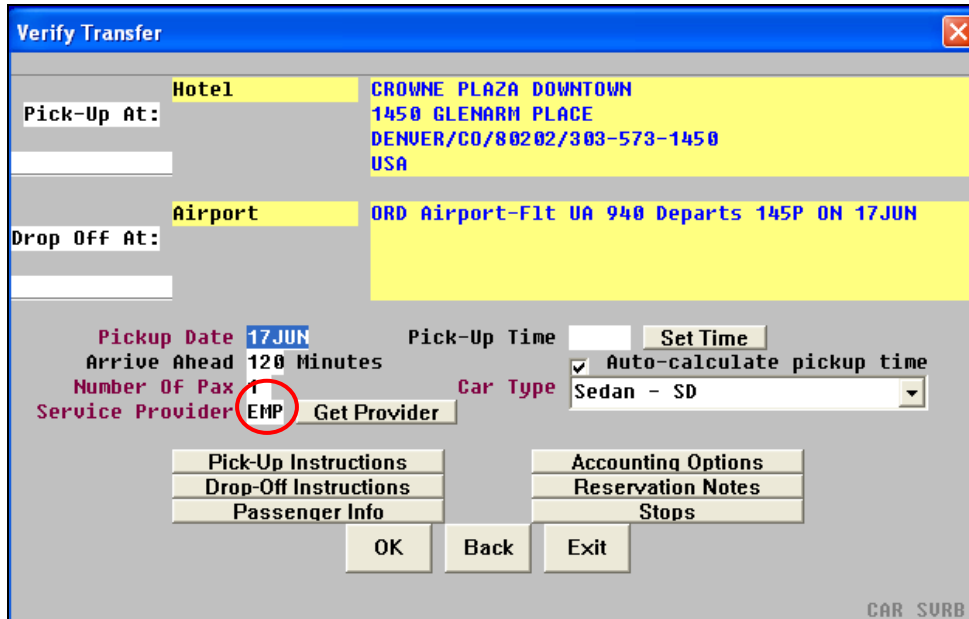
Back

A matrix of estimated rates for each of the four limo service providers is displayed. Pressing the *Enter* key returns the *booklimo* script to the screen where the service provider can be selected.

**Dallas-Louisville Rates - Press the <Enter> key to continue** ✖

Airport	City	CAREY	EmpireCL5	TRISTAR	WORLDWIDE
DFW	DALLAS	\$102	\$125	\$105	\$85
DAL	DALLAS	\$102	\$115	\$105	\$79
DEN	DENVER	\$148	\$155	\$155	\$123
DTW	DETROIT	\$93	\$110	\$99	\$91
BDL	HARTFORD	\$114	\$169	\$155	\$116
IAH	HOUSTON	\$144	\$123	\$125	\$85
HOU	HOUSTON	\$144	\$123	\$125	\$89
IND	INDIANAPOLIS	\$72	\$134	\$95	\$110
JAX	JACKSONVILLE	\$94	\$108	\$125	\$79
MCI	KANSAS CITY, KS	N/A	\$144	\$105	\$78
MCI	KANSAS CITY, KS	105	\$144	\$105	\$78
LAS	LAS VEGAS	\$97	\$106	\$115	\$66
LAX	LOS ANGELES	\$140	\$137	\$125	\$88
SDF	LOUISVILLE	\$92	\$107	\$115	\$83

The service provider selection is reflected on the Verify Transfer screen.



**Verify Transfer**

Pick-Up At: **Hotel** CROWNE PLAZA DOWNTOWN  
1450 GLENARM PLACE  
DENVER/CO/80202/303-573-1450  
USA

Drop Off At: **Airport** ORD Airport-F1t UA 940 Departs 145P ON 17JUN

Pickup Date 17JUN Pick-Up Time  Set Time  
Arrive Ahead 120 Minutes  Auto-calculate pickup time  
Number Of Pax 1 Car Type Sedan - SD  
Service Provider EMP Get Provider

Pick-Up Instructions Accounting Options  
Drop-Off Instructions Reservation Notes  
Passenger Info Stops

OK Back Exit

CAR SURB

***Modify Pick-Up (only appears if Quick Book option was used)***

This option can be selected to change the pick-up location displayed on the Verify Transfer screen.

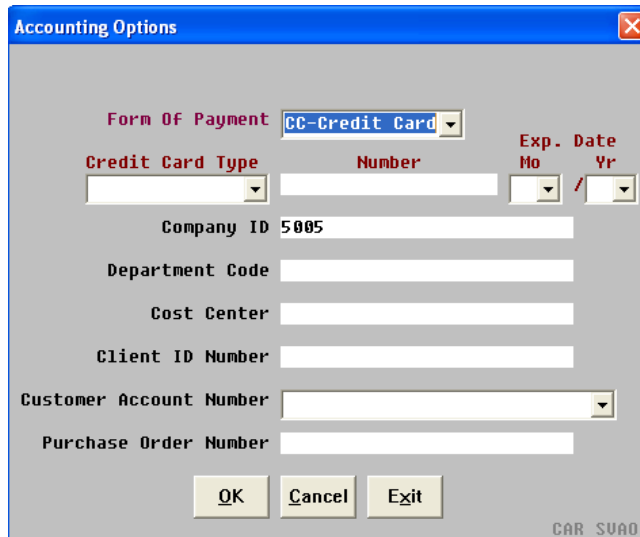
***Modify Drop-Off (only appears if Quick Book option was used)***

This option can be selected to change the drop-off location displayed on the Verify Transfer screen.

### **Accounting Options (Mandatory)**

A credit card guarantee is required for all limo reservations. The *Company ID* is assigned by Global Ground Automation and cannot be modified. The rest of the fields can be ignored.

The cancellation penalty information is returned with the booking confirmation from the service provider and saved in the PNR.



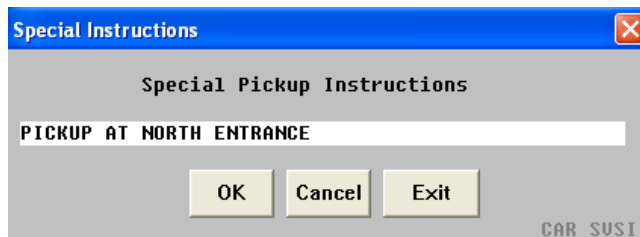
The screenshot shows a dialog box titled "Accounting Options" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Form Of Payment:** A dropdown menu with "CC-Credit Card" selected.
- Credit Card Type:** A dropdown menu.
- Number:** A text input field.
- Exp. Date:** Two dropdown menus for "Mo" and "Yr" separated by a "/" symbol.
- Company ID:** A text input field containing "5005".
- Department Code:** A text input field.
- Cost Center:** A text input field.
- Client ID Number:** A text input field.
- Customer Account Number:** A dropdown menu.
- Purchase Order Number:** A text input field.

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Exit". The text "CAR\_SVA0" is visible in the bottom right corner of the dialog.

### **Pick-Up Instructions (Optional)**

This can be used for special instructions for the driver.



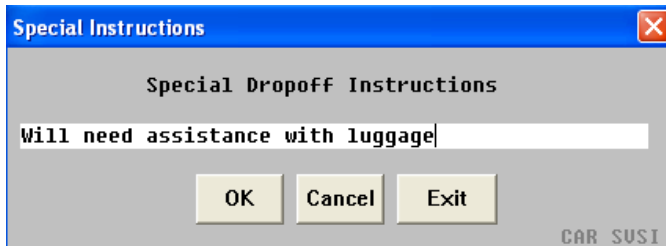
The screenshot shows a dialog box titled "Special Instructions" with a close button (X) in the top right corner. The dialog contains the following elements:

- Special Pickup Instructions:** A text input field containing "PICKUP AT NORTH ENTRANCE".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Exit". The text "CAR\_SVSI" is visible in the bottom right corner of the dialog.

### **Drop-Off Instructions (Optional)**

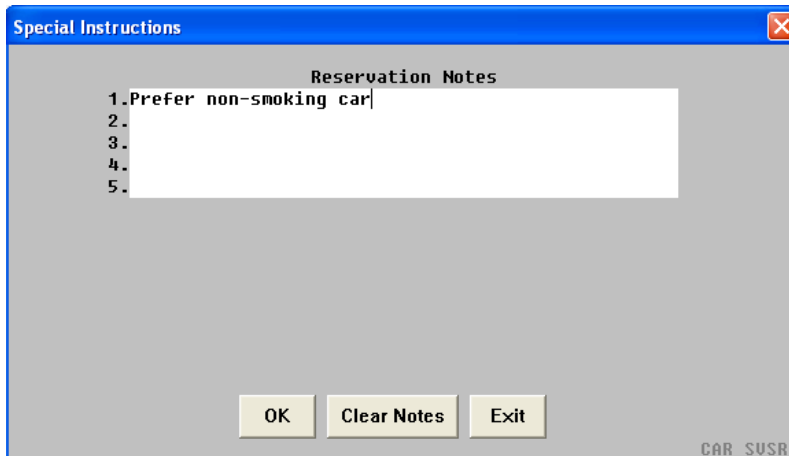
This can be used for special instructions for the driver.



A screenshot of a dialog box titled "Special Instructions" with a close button (X) in the top right corner. The main heading is "Special Dropoff Instructions". Below it is a text input field containing the text "Will need assistance with luggage". At the bottom, there are three buttons: "OK", "Cancel", and "Exit". In the bottom right corner, the text "CAR\_SUSI" is visible.

### **Reservations Notes (Optional)**

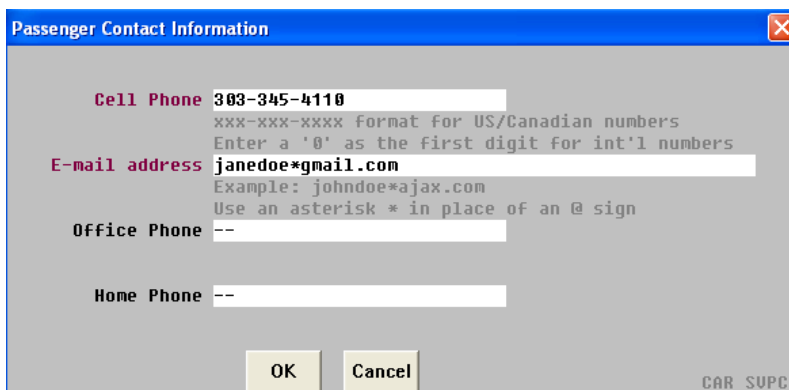
Additional passenger requests can be sent to the provider here.



A screenshot of a dialog box titled "Special Instructions" with a close button (X) in the top right corner. The main heading is "Reservation Notes". Below it is a list of five numbered items, with the first item containing the text "1. Prefer non-smoking car". The other items are empty. At the bottom, there are three buttons: "OK", "Clear Notes", and "Exit". In the bottom right corner, the text "CAR\_SUSR" is visible.

### **Passenger Information (Mandatory)**

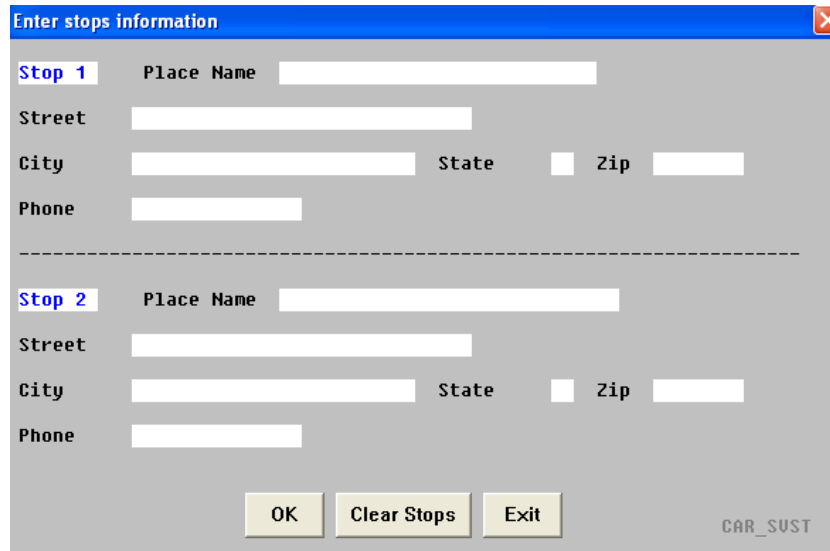
Service providers require a passenger cell phone number and email address.



A screenshot of a dialog box titled "Passenger Contact Information" with a close button (X) in the top right corner. It contains several input fields with labels: "Cell Phone" (with value "303-345-4110" and a note: "xxx-xxx-xxxx format for US/Canadian numbers. Enter a '0' as the first digit for int'l numbers"), "E-mail address" (with value "janedoe@gmail.com" and a note: "Example: johndoe@ajax.com. Use an asterisk \* in place of an @ sign"), "Office Phone" (with value "--"), and "Home Phone" (with value "--"). At the bottom, there are two buttons: "OK" and "Cancel". In the bottom right corner, the text "CAR\_SUPC" is visible.

## Stops (Optional)

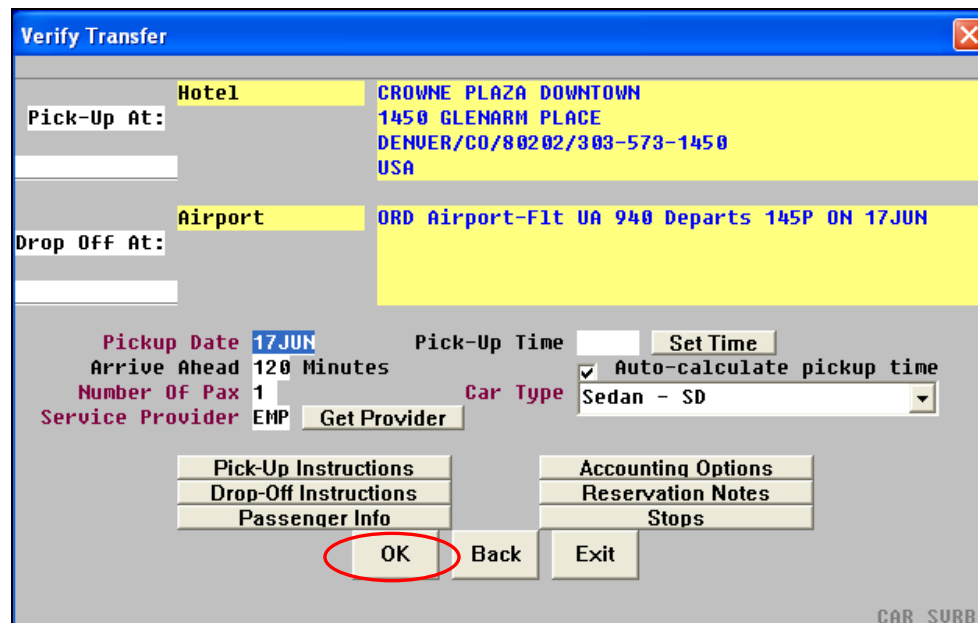
A maximum of 2 stops can be included in the reservation request. Please note that additional stops are not included in the estimated rate amount.



The screenshot shows a dialog box titled "Enter stops information" with a close button (X) in the top right corner. It contains two sections for "Stop 1" and "Stop 2". Each section has a "Place Name" field, a "Street" field, a "City" field, a "State" dropdown menu, a "Zip" field, and a "Phone" field. At the bottom of the dialog, there are three buttons: "OK", "Clear Stops", and "Exit". The text "CAR\_SUST" is visible in the bottom right corner of the dialog.

## Complete the Booking

Once all the mandatory and optional fields have been completed, the *OK* button should be clicked to create a segment in the PNR. To return to the pick-up and drop-off location screen, choose *Back*. To abort the script, choose *Exit*.



The screenshot shows a dialog box titled "Verify Transfer" with a close button (X) in the top right corner. It displays transfer details for a hotel and an airport. The "Hotel" section shows "CROWNE PLAZA DOWNTOWN" at "1450 GLENARM PLACE, DENVER/CO/80202/303-573-1450, USA". The "Airport" section shows "ORD Airport-Flt UA 940 Departs 145P ON 17JUN". Below this, there are fields for "Pickup Date" (17JUN), "Pickup Time" (with a "Set Time" button), "Arrive Ahead" (120 Minutes), "Number Of Pax" (1), "Service Provider" (EMP, with a "Get Provider" button), "Car Type" (Sedan - SD), and a checked "Auto-calculate pickup time" checkbox. At the bottom, there are buttons for "Pick-Up Instructions", "Drop-Off Instructions", "Passenger Info", "Accounting Options", "Reservation Notes", "Stops", "OK", "Back", and "Exit". The "OK" button is circled in red. The text "CAR\_SURB" is visible in the bottom right corner of the dialog.

Clicking **OK** immediately creates a need/need segment and several Unique Remarks in the PNR. The **booklimo** script prompts for advisement of where to place the segment in the PNR as shown below.



All segments created by the **booklimo** script bear the designation of SR for Saturn Reservations, the name of the Global Ground Automation (GGA) system for facilitating ground transportation.

```

1 UA 941V 14JUN MO ORDDEN PN1 455P 630P/O P E
2 HTL CP HK01 DEN IN14JUN OUT17JUN 1725 -CP CROWNE PLAZA DOWNT
OWN/NP-2/R-KNGN013A/RG-USD 169.00 /RD-BEST FLEXIBLE RATE 1 KING
BED NONSMOKING/BS-1P/NM-DOE JANE/G-CCXXXXXXXXXXXXXXXXX0000EXP12-12/C
XP-CXL AFTER 1800 13JUN FORFEIT FIRST NITE STAY/CF-65834128 #CP#
TTL-582.30 USD/BAS 507.00/TAX 14.85PCT
#CP#
3 SR PTS 17JUN NM1 SATURN RESERVATIONS/PICKUP- HOTEL AT TBA/D
ROPOFF- AIRPORT/CF-/RESERVATION L1
4 UA 940V 17JUN TH DENORD PN1 145P 505P/O P E
>
    
```

Below is an example of some of the Unique Remarks stored in the PNR.

- 1.-SR1-\*\*\* SATURN RESERVATIONS L1 \*\*\*
- 2.-SR1-PICKUP INFORMATION - HOTEL
- 3.-SR1-1450 GLENARM PLACE
- 4.-SR1-DENVER/CO/80202/303-573-1450
- 5.-SR1-COUNTRY-USA
- 6.-SR1-PICKUP TIME -TBA
- 7.-SR1-DROPOFF INFORMATION - DEN AIRPORT
- 8.-SR1-FLT- UA0940 TO- CMH DEPART TIME- 145P
- 9.-SR1-\*\*\* MISCELLANEOUS INFORMATION \*\*\*
- 10.-SR1-CAR-SD
- 11.-SR1-ARRIVE AHEAD- 120 MINUTES
- 12.-SR1-PROVIDER-CAR
- 13.-SR1-COMPANY ID -5005
- 14.-SR1-CCNUM-AX3782000000000000 12/12
- 15.-SR1-SPLPU-PICK UP AT NORTH ENTRANCE
- 16.-SR1-SPLDO-WILL NEED ASSISTANCE WITH LUGGAGE
- 17.-SR1-NOTE1-PREFER NON-SMOKING CAR
- 18.-SR1-VIP-NO
- 19.-SR1-PC HOM---/OFF---/CEL-303-345-4110
- 19.-SR1-IATA-99 99999
- 20.-SR1-AGT-JANE DOE 303-414-1234
- 21.-SR1-EM EML-JANEDOE@GMAIL.COM
- 22.-SR1-\*\*\* ACCOUNTING INFORMATION \*\*\*
- 23.-SR1-\*\*\* END OF RESERVATION L1 \*\*\*



## Send Limo Request to Service Provider

The **booklimo** script must be exited and the PNR End Transacted in order to send the limo request to Global Ground Automation's Saturn system.

Once the PNR is ET'd the status of the segment for ground transportation changes from NN to PN=Pending Need.

```
3 SR PTS 17JUN PN1 SATURN RESERVATIONS/PICKUP- HOTEL AT TBA/D  
ROPOFF- AIRPORT/CF-/RESERVATION L1
```

## Confirmed Limo Segment

Responses from Global Ground Automation service providers are generally received within minutes.

Once the segment has been confirmed by the service provider, the status of the segment for ground transportation changes from PN to HK=Holding/Confirmed. The HK segment includes a confirmation number and the pick-up and drop-off details as shown in the example below.

```
3 SR PTS 17JUN HK1 EMPIRECLS WORLDWIDE -TEL 800-451-5466/RATE  
-$159.92/CONF-5295913/PICKUP-CROWNE PLAZA DOWNTOWN-1450 GLENARM  
PLACE DENVER AT 1100A/DROPOFF-DEN AIRPORT/825261593/RESERVATION  
L1
```

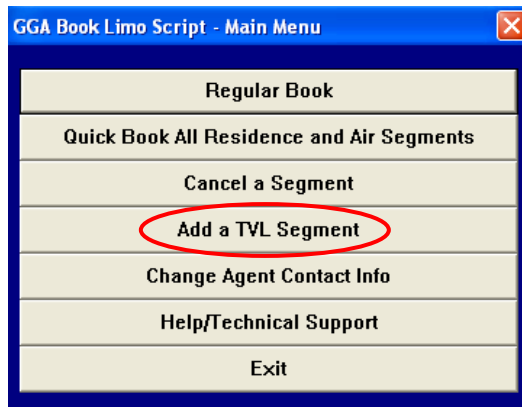
The **booklimo** script also returns Itinerary/Invoice remarks for storing the cancellation policy information for the reservation.

```
5.IR-*****EMPIRECLS WORLDWIDE 5295913***RESL1*****  
6.IR- CANCELS AND CHANGES 2 HOURS REQUIRED  
7.IR- CALL 1-800-451-5466 IF YOU CAN NOT LOCATE YOUR DRIVER  
8.IR- TOLLS PARKING TAXES FUEL SC NOT INCLUDED  
9.IR-*****
```

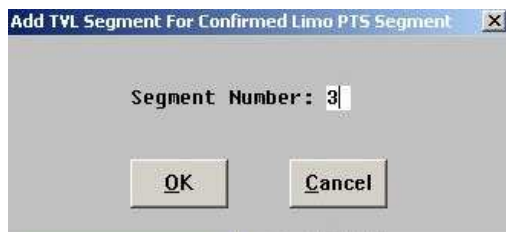
## Add a TVL Segment

The main menu of the **booklimo** script provides the option of adding the confirmed limo reservation as a TVL segment to the PNR for accounting and itinerary printing purposes.

**Important! A TVL segment can only be created from a confirmed (HK) limo segment.**



When *Add a TVL Segment* is selected, the **booklimo** script prompts for the GGA Saturn segment number.

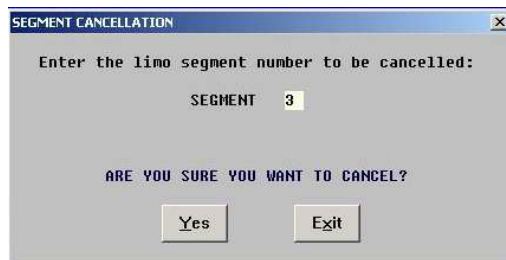


As shown in the example below, both the GGA segment and the TVL segment are retained in the PNR.

```
3 SR PTS 17JUN HK1 EMPIRECLS WORLDWIDE -TEL 800-451-5466/RATE
-$159.92/CONF-5295913/PICKUP-CROWNE PLAZA DOWNTOWN-1450 GLENARM
PLACE DENVER AT 1100A/DROPOFF-DEN AIRPORT/8252 61593/RESERVATION
L1
4 TVL ZZ MK1 LMO 17JUN10/AN-EMPIRECLS WORLDWIDE /AP-800-451-546
6/PUP-CROWNE PLAZA DOWNTOWN-1450 GLENARM PLACE/PUT-1100/DO-DEN A
IRPORT/CF-5295913/FF2-RATE-$159.92
```

## Cancel a Limo Segment

To cancel a limo segment, the PNR must be retrieved first and then the **booklimo** script invoked. The *Cancel a Segment* option from the **booklimo** main menu returns a prompt to accept the Global Ground Automation limo segment to be cancelled.



The reservation is not cancelled until a cancellation number has been received from the service provider.

Cancellation numbers are appended to data in the Phone Field of the PNR.

```
P- 1.WKO2012705925
2.WKO201-555-1212-B
3.WKO201-777-1549-H
4.WKO973-555-1212-C
5.SRX SR 17JUN SATURN RES L1 CXL NBR 09303118
```

## Help/Technical Support

For technical support on the **booklimo** ScriptPro script, go to <http://www.globalground.com> and click the "Tech Support" link to fill out a trouble ticket.

-or-

Send an e-mail to [tech.support@globalground.com](mailto:tech.support@globalground.com). Be sure to indicate your GDS as Worldspan and include the Worldspan record locator.

## *booklimo* Script Do's and Don'ts

### **Cancellations**

- The **booklimo** script should be used to change or cancel all Global Ground Automation ground transportation service reservations. X1, XI entries should not be used by agents who have access to the **booklimo** script. Using the script vs. the X1 or XI entries maintains housekeeping in the PNR and prevents potential corruption of data for subsequent requests.
- If the customer cancels directly with the service provider and then advises the agent; the agent should invoke the **booklimo** script and cancel the segment that was cancelled directly with the service provider.
- If the passenger changes a ride directly with provider in an emergency or for last minute changes, it should be documented in the PNR remarks.
- Do not .XK the segment; this action does not send a cancellation message to the service provider.

### **Modifications**

- Never modify the Unique Remarks (\*UL) returned by GGA's Saturn system. Altering these remarks may result in corruption of data.
- Do not cancel pending reservations from GGA's Saturn system. Always wait for the HK response so as not to disrupt the information flow to and from the service provider.
- When canceling a last minute reservation:
  - Use the script for cancellations.
  - Check the passenger phone field (\*PP) in the PNR for cancellation numbers or rejected messages.
  - Lastly, contact Global Ground Automation, see Technical Support section above, to ensure they advise the service provider of the cancellation.

### **Common Reasons for UC (unable to confirm) Response**

- The trip is not logical/reasonable (e.g. DFW to Newark, NJ)
- The Service Provider declined the trip (i.e. sold-out situation)
- The requested pick-up location does not exist.

## **Internal Only Information**

<This section should contain any information that is for internal use / reference only. Text is in red to denote downstream removal before external customer notification.>

## Glossary

Term	Definition

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