Car Booking Tool – Go!

Overview

Introduction

This document contains an overview of the Worldspan Car Booking Tool – Go! Script available to users on Worldspan Go! Res.

File name

| File (Script) Name	Brief Description
ZG_CarBooking	Enables agents to search for car rental availability/information and sell a car.

Need Help?

Click on the link below to submit a question or issue to the Worldspan Help Desk: http://www.worldspan.com, then select the Help Desk Support link from the menu on the left.

Overview

The Car Booking Tool enables agents to check car rental availability and information, sell a car, or quickly Direct Sell a car. Features of this script include searching by Airport, City, postal codes (minimum of one character to full code) or all locations for the pick-up and drop off locations. There is an option to request a map for All Locations, Postal Code and City Name searches. Another option for the same three searches enables the user to "find" an item (word or number) in the results. The search results appear in the right frame and enable the user to interact by moving the mouse to highlight a line for easier reading and to click on the next action. Details and Rules may also be accessed in the right frame by the click of the mouse.

Operating Instructions

Script Conventions

- Go! Res and scripts are designed to operate in a full screen. With the cursor active in the script area, press <F11> to shrink the toolbar at the top of the screen. Then right click on the small icon toolbar and click on auto hide to display Go! Res and scripts as full screen.
- In this Go! Script, mandatory fields are indicated by a red* asterisk. The black ▾ indicates a drop down list is available for applicable choices for the input box or the ability to scroll for more information.
- Many fields are on-click events, which means the user, must click in a field before the field appears as mandatory or takes on other properties (e.g., additional input fields).
- In some cases, tabbing through a form bypasses the mandatory indicator for a field, leaving it blank results in an error (see Errors).
- Most input fields have examples of the requested information in a tool tip. A tool tip quickly appears when the pointer pauses over a button or field (mouse-over).

> Corporate ID Number
>
> Example: H2KBB9
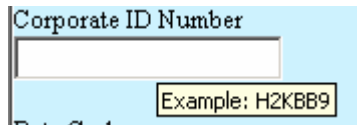
- Script forms may contain fields with conditions that would disable other fields and/or buttons.
- The Enter key may be used throughout the scripts with the exception of pop-up boxes and the calendar.

Need to Know

Previously, Worldspan Res had provided the capability to pause and resume ScriptPro scripts using the keystroke combinations <Ctrl>W and <Ctrl>R. Worldspan Go! Res cannot retain all the previous default keystrokes due to the browser defaults. The left side (terminal emulator/Go! Res) has retained some of the Worldspan Res keystroke defaults. If the focus is in the terminal emulator/Go! Res side, <Ctrl>W pauses a ScriptPro script and <Ctrl>R resumes a ScriptPro script. The right side of the window (Index/Go! Res scripts) takes on the Browser/Windows keystroke and local macro defaults. HOWEVER, when the focus is in the right side/Go! Script/Index/Tools area, the <Ctrl>R may cause a Microsoft Internet Explorer error and throw the user out of the product or launch a macro, while the <Ctrl>W shuts down the product. It is important to check the focus prior to using keystroke combinations. To move the focus, click on the right or left side.

Operating Instructions, Continued

Access

From Worldspan Go! Res:
- Access the script from the Book Tab in the Script Index
- Select Car Booking Tool to launch the script

Initial Search Screen

The basic information needed to search or Direct Sell is shown in the initial form in the right frame. Click on the desired Shop/Sell or Direct Sell tab to process the applicable request. The user indicates the location for pick-up and, if desired, the drop-off location. Date, time, Rental Car Companies and Car types are also to be completed. To begin the search after completing the field, select Search for Cars. Select Clear All to return the form with blank fields. Select Exit to exit the script and return to the Script Menu.

Operating Instructions, Continued

Search Location Options

The user has the option to indicate what the search is based on; Airport location, All Locations, Postal Code, or City Name for pick-up and drop off. Drop off also has a choice for the same location as pick-up. The field under the drop down list is to be populated with the desired search location.
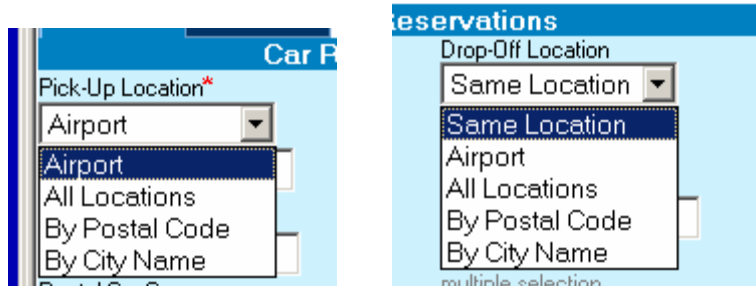
Postal Code searches may be requested using a minimum of one character. Airport and city codes or names are accepted, a similar name list will appear when a more specific selection is required.

Calendar

Click on the down arrow in the date field to display a calendar. Click on the desired date in the calendar to select that date for the date field. Manual entry of a date may also be done with a Res air date format (DDMMM, 24MAY).
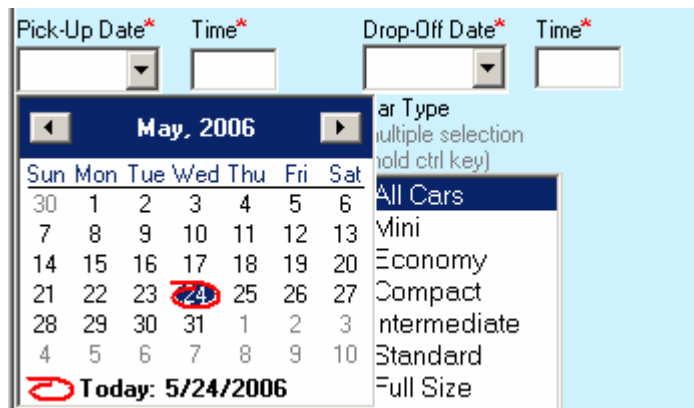
The return date defaults to the next day once the pick-up date is selected. Enter the pick-up time and the drop time defaults to the same time. Change the date and time as necessary.

Operating Instructions, Continued

Car Company and Type

The default for Car Rental Company and Car Type is All Car Companies and All Cars. Click on the desired Car Company and Car Type when applicable. To select multiple preferences, hold the <Ctrl> key down and click on the choices. Select a maximum of six Car Companies.
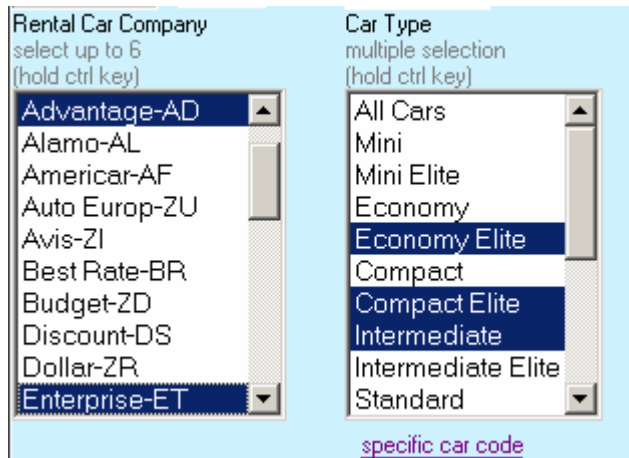
Click Specific car code to enable an input field and manually type the vehicle code. Use a dash between multiple codes. Click on Car List to return to the list of vehicle codes.
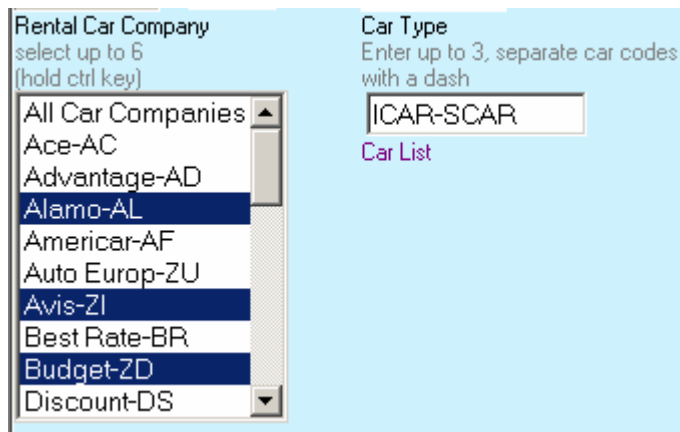
Click on Car List to return to the names of car types.

Continued on next page

Operating Instructions, Continued

More Options   Click on More Options to request a more specific search using Corporate ID, Frequent Renter ID, Rate Code, Rate Category, Credit Card information, Supplementary Information and/or Special Equipment. A maximum of six requests for Special Equipment may be selected by holding down the <Ctrl> key and clicking on the preferences.
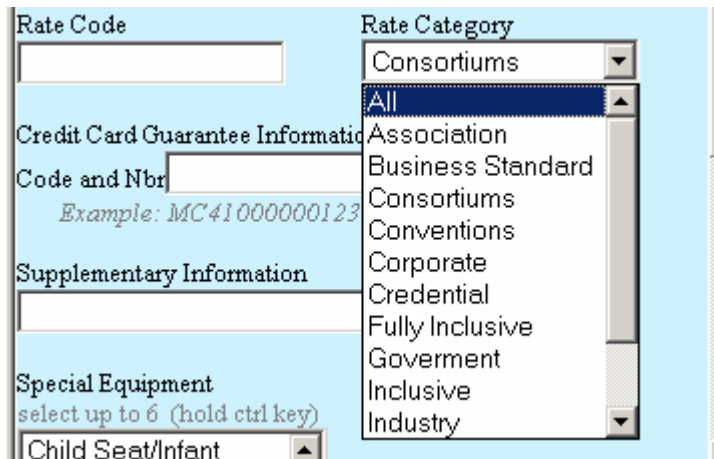
Operating Instructions, Continued

More Options, cont.	The Rate Category defaults to All. Click on the down arrow to review the list and click on the desired category.
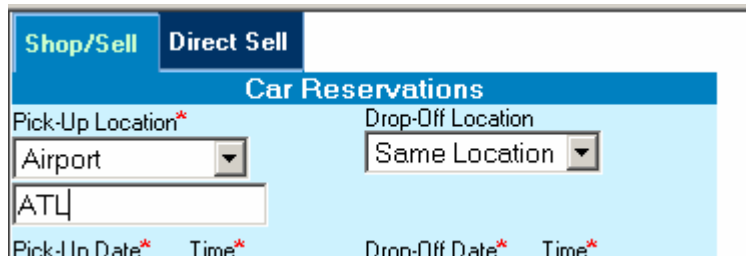
Search	Select Search for Cars to begin the process search or Direct Sell process. The following appears in the right frame as the script gathers the information. Select Exit to end the process and return to the Script Index.
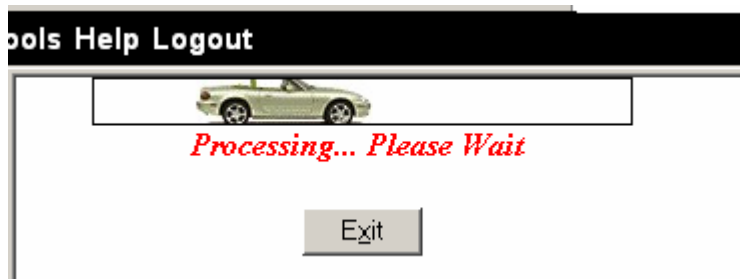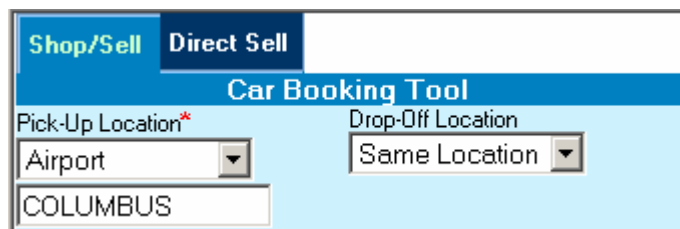
Operating Instructions, Continued

Airport Search Airport code is recommended for the Airport Search. When a name is used a similar name list will appear enabling the user to select a specific location.
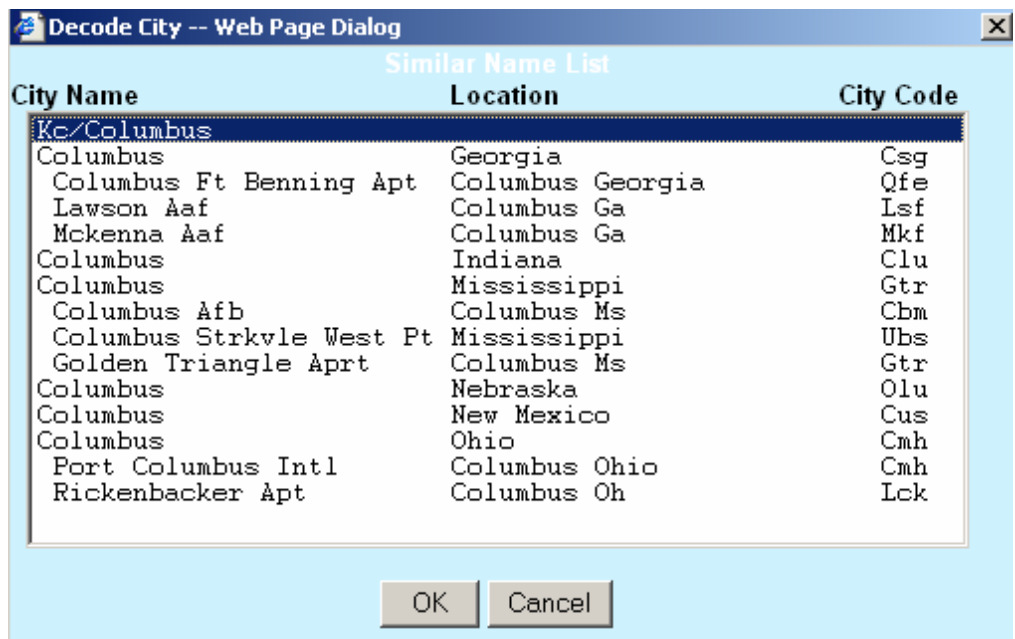
The following is an example of a similar name list in a popup dialog box when a Location is not specific. Click on the desired line to highlight the location to search and select OK. Select the Cancel button or the x in the right corner to close the dialog box and return to the initial search screen.

Operating Instructions, Continued

Airport Search Results

The search results for an airport location include the criteria in the upper left, car company, car type, rate, mileage and links to access rules and details. Links to modify the search, request more rates and the previous rates enable easy navigation. Select the Sell link to book a car. Select the X in the red box in the upper right corner to return to the initial search screen. Select the Exit button at the bottom to exit the script and return to the Script Index. Move the mouse over any search result to highlight a line for easier reading. Move the mouse over the Vendor Logo to display the name of the car rental company.

Operating Instructions, Continued

Car Type	The user may use the mouse to hover over the Car Type for a tool tip to appear with the car type example when included in the MR entry for the Res display.
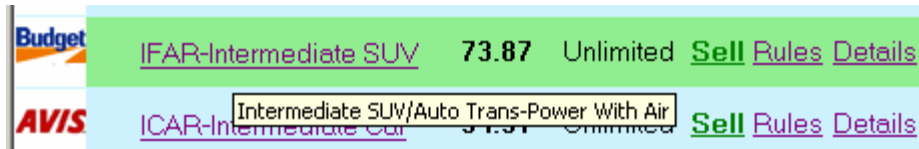
Select the Car Type link to view a description and image of the category. Select the X in the upper right corner or the Close button to close the popup.
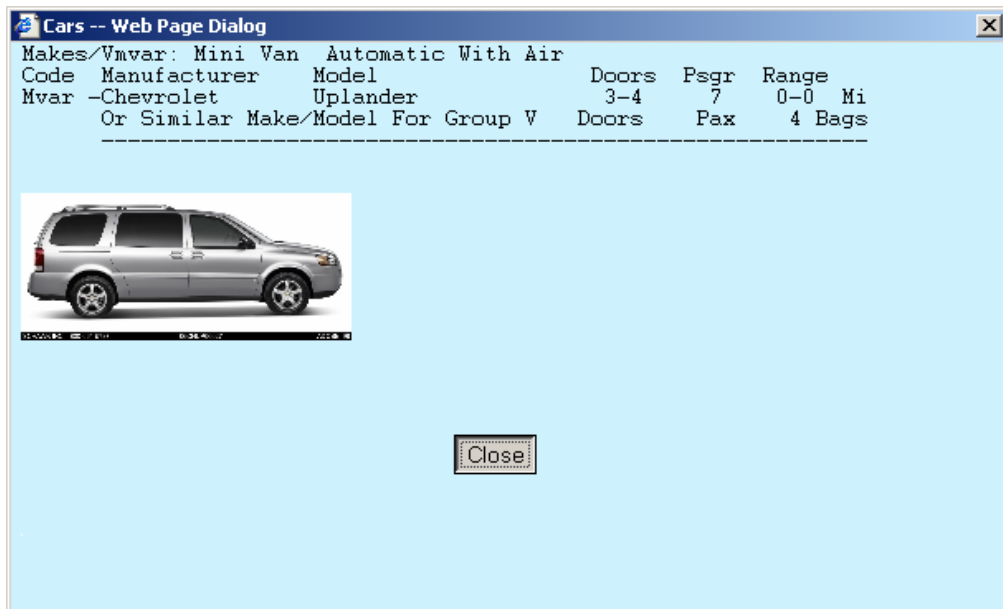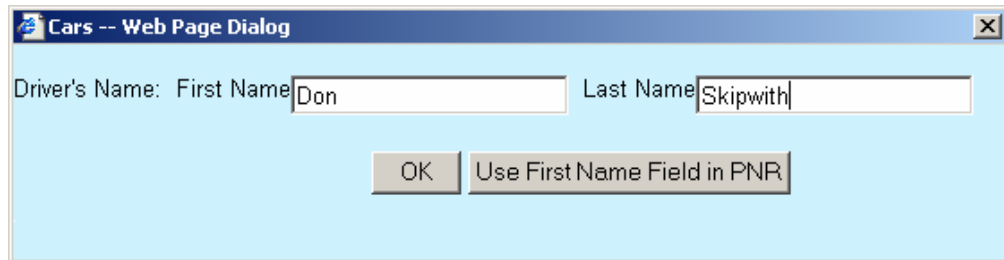
Continued on next page

Operating Instructions, Continued

Sell Link   When one name is in the PNR the script automatically uses it when the Sell link has been selected. When no names or multiple names are involved, the script requests a name via this popup dialog box. Once a name is entered and OK is selected or Use First Name field in PNR is selected, the script proceeds to book the car. Select the x in the right corner to return to the initial search screen.
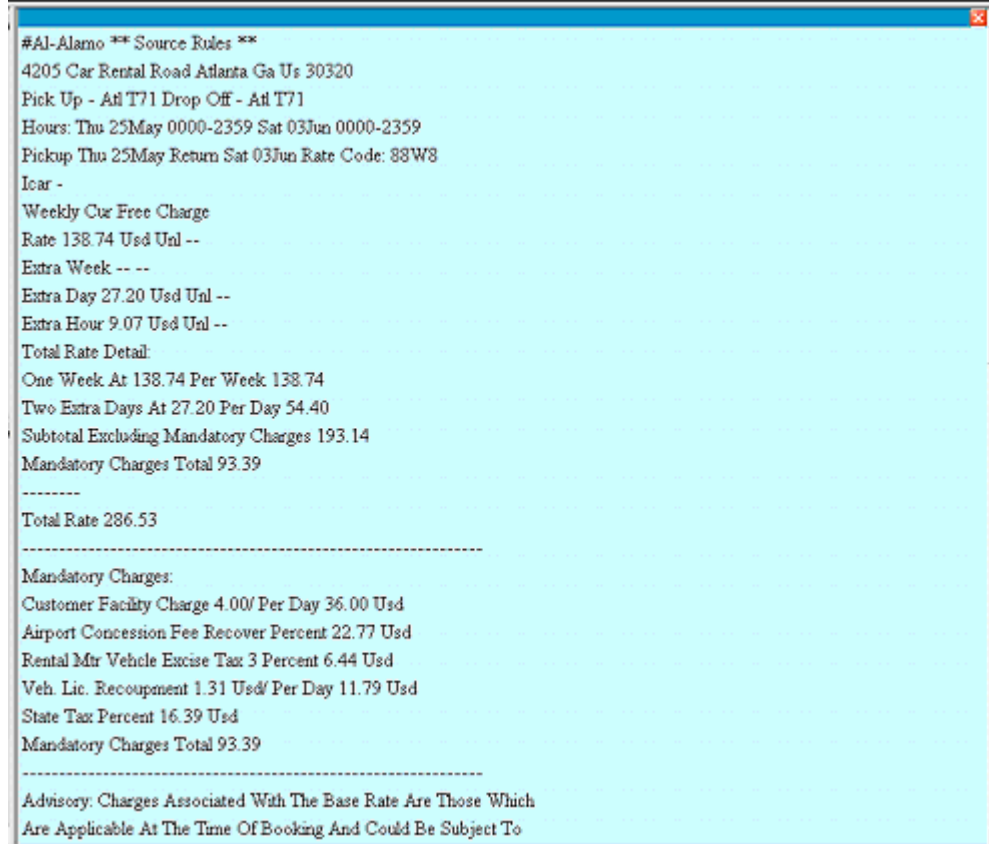
Rules Link   The following is an example of the rules information that appears in the right frame when the Rules link is selected. Select the x in the red box in the upper right corner to return to the Search Results frame.

Operating Instructions, Continued

Details Link   The following is an example of the detail information that appears in the right frame when the Details link of a specific car is selected. Select the Back button or the x in the red box in the upper right corner to return to the Search Results frame. Select Exit to exit the script and return to the Script Index.
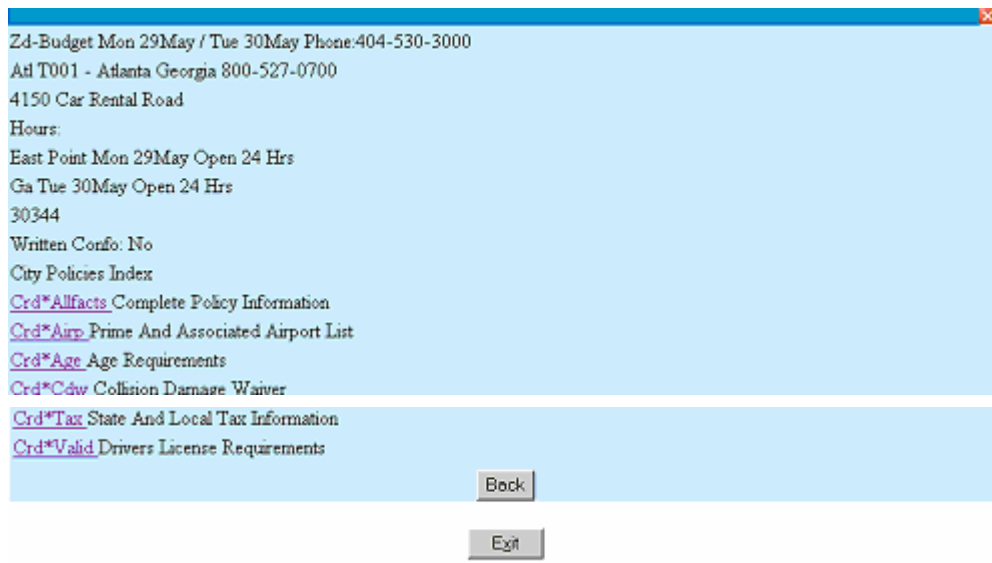
Specific Detail   Select the link for a specific detail in the Details frame to view a popup of more information.   Select the x in the right corner or the Close button to close the popup.
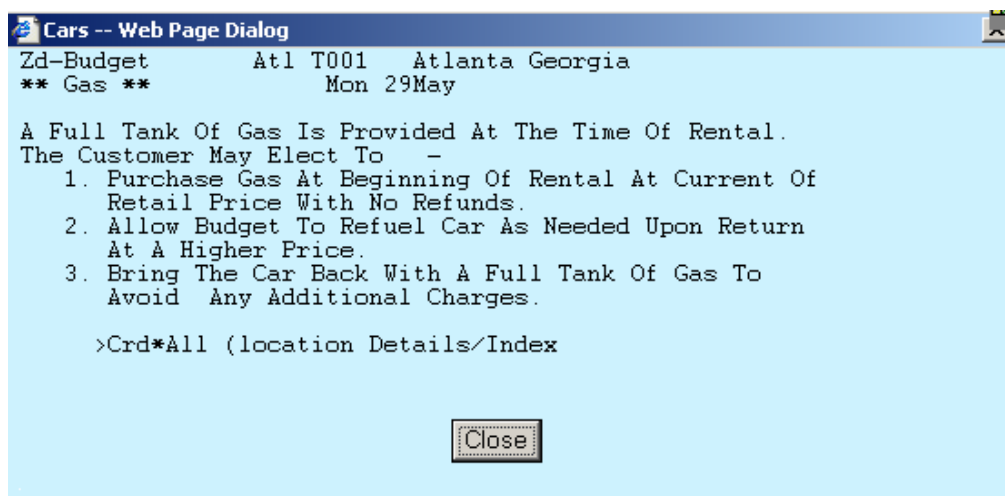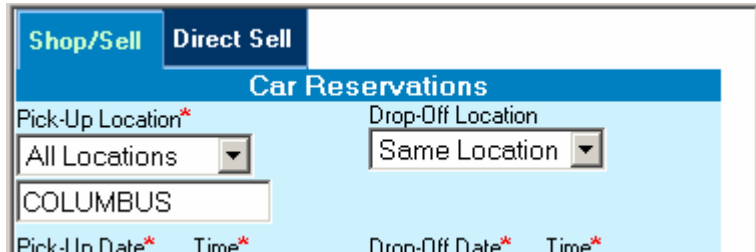
Operating Instructions, Continued

All Locations Search

The All Locations search requires a city or airport name/code.
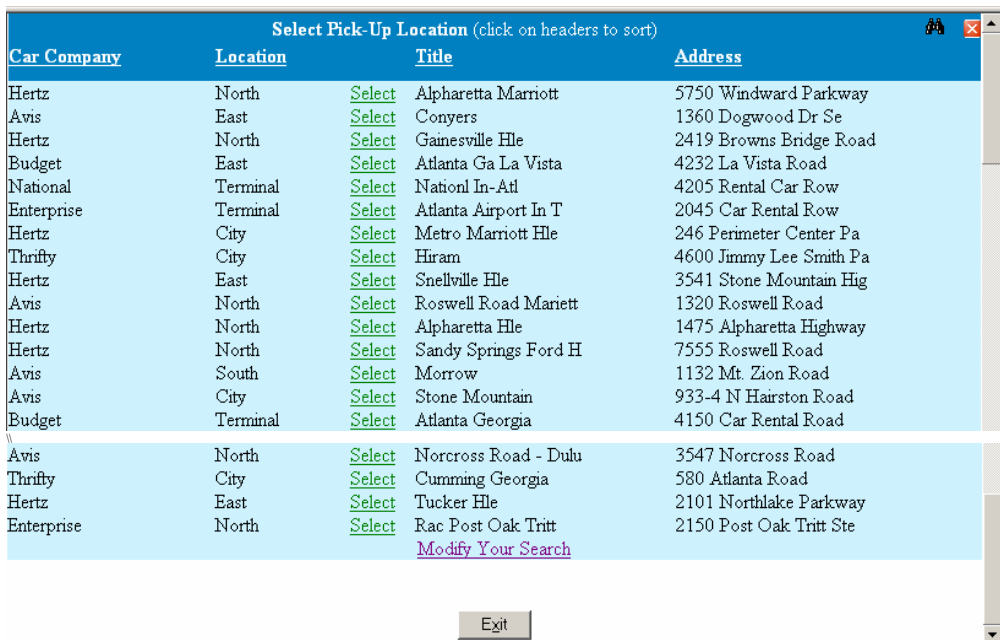
All Locations Search Result

The All Locations search result includes the Car Company, Location, and Address. Select any header to change the sort order in the display. Select the x in the red box to return to the initial search screen. Select the Exit button to exit the script and return to the Script Index.

Operating Instructions, Continued

Binocular Icon   The Binocular Icon appears on All Locations, Postal Code, and City Name search options. Select the icon to search for an item (word or numbers) in the results to narrow the search and that item is then highlighted in the results.

Select Link   Selecting the Select link in the All Locations search results initiates a search for that Car Company and displays the information the same as the Airport Search results. Notice the item used in the Find popup from the Binocular icon is still highlighted. Select the x in the red box to return to the initial search screen. Select the Exit button to exit the script and return to the Script Index.

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Operating Instructions, Continued

Select Link Locks Car Company

Once a Select Link has been selected, the Car Company is locked. The result from selecting Modify Your Search or the x in the red box changes the initial search screen to include the Car Company logo and location address (es).
To unlock the Car Company, click on the address [clear] link above the date.

When the drop-off location is different from the pick-up, both address/[clear] links must be selected to unlock the car company. Unlock one address/[clear] link when selecting another location for the pick-up or drop-off but keeping the car company and select Search for Cars button to request a new search.

Operating Instructions, Continued

Postal Code Search

The Postal Code search enables the user to use a minimum of one character up to the entire code.

Postal Code Search Result

The result of the Postal Code search includes the Car Company, City Code, Location, Complete Address, and links for Select and Map. Selecting the Select link functions as the Airport Search Results and the Select in the All Locations Results mentioned above to provide specific cars to book.
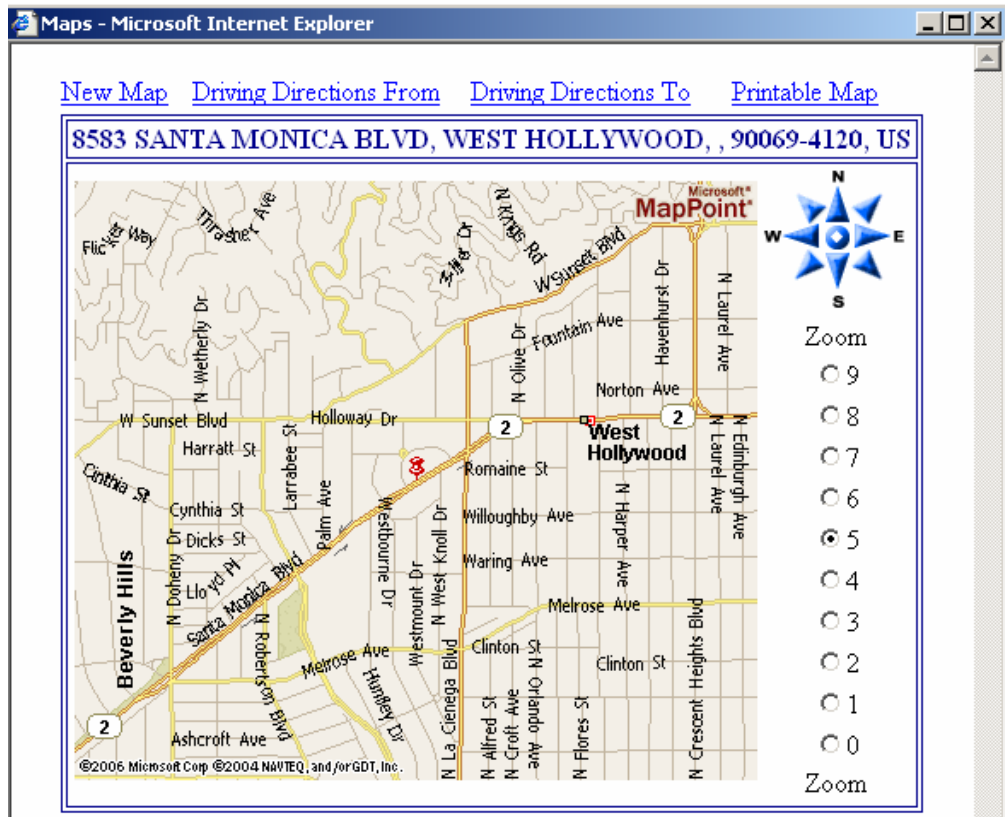
Operating Instructions, Continued

Map Option

Select the Map link on the line of the desired location to view a map of that location. The following dialog appears with the address of the selected location already populated for verification. Select Show Map to continue and a new browser window appears with the map.

Use the Map navigation to get directions, print, zoom and access a new map. Click on the X in the upper right corner to close the Map.

Continue on next page

Operating Instructions, Continued

**City Name
Search**

The City Name Search accepts a name or city code. A similar name list appears when a specific selection is required.

**City Name
Search Results**

The City Name search result is the same as Postal Code. It includes the Car Company, City Code, Location, Complete Address, and links for Select and Map. Selecting the Select link functions as the Airport Search Results and the Select in the Postal Code and All Locations Results mentioned above to provide specific cars to book.
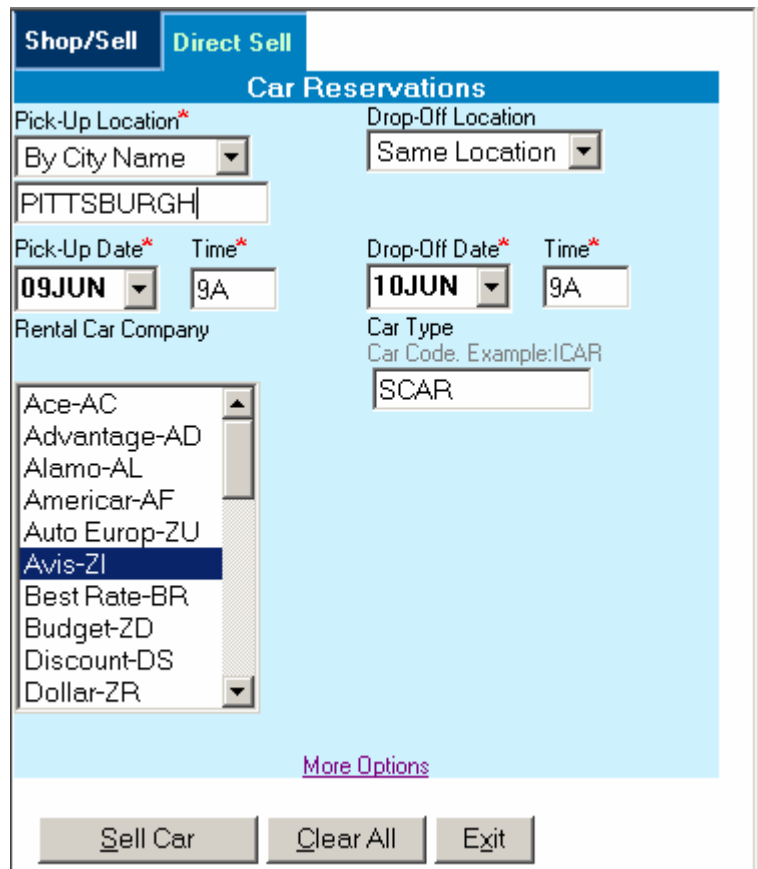
Operating Instructions, Continued

Direct Sell Access the Direct Sell tab to process a quick sell. More Options displays the same options as Shop/Sell. Navigation is similar and mentioned above.
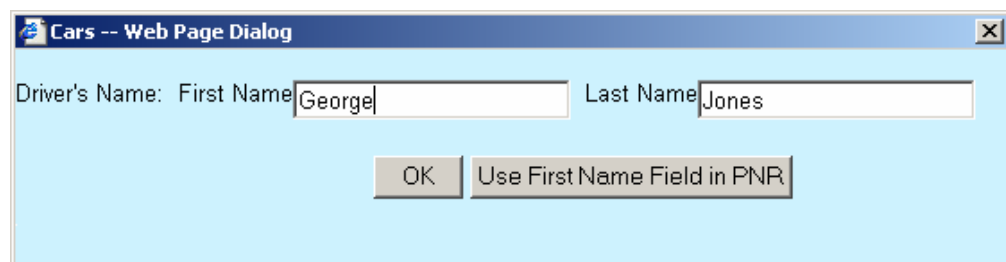
A Car Company Name and Car Type code is required for all location options. Select the Sell Car button to book a car or begin a search. When the Airport option is selected the script process the booking immediately.

If no name or multiple names appear in the PNR, a popup dialog box appears asking for a name or Use First Name Field in PNR.

Complete the name and select OK or select Use First Name Field in PNR to enable the script to continue and book the car.

Operating Instructions, Continued

Direct Sell Search Results

When All Locations, Postal Code, and City Name location options are used in Direct Sell, select the Sell Car button to search for the locations. Once the results are displayed, select Select to book the car. This display may be sorted by selecting a header and the Find and Map options are available.
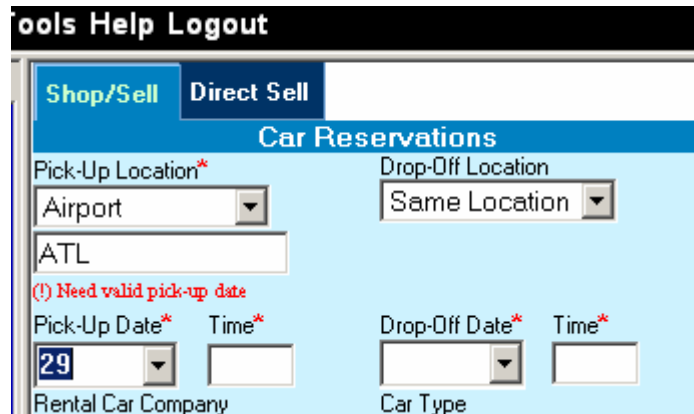
Operating Instructions, Continued
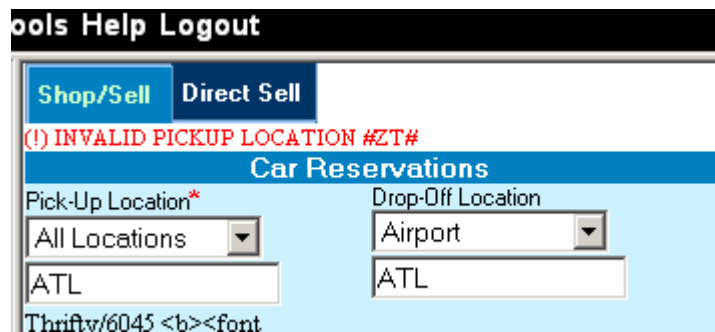
Error   The following screen captures are examples of error messages. The first is an error associated with completing the fields in the script frame. The second is an error that was the result of the entry sent to the host.

Quit   To quit or stop the script, click on the Exit button.

Revisions   12/06 – Added new screen captures for Car codes and images.

Add to My Links   For directions to add a link for this tool to My Links, click the following URL:
http://globallearningcenter.wspan.com/learningcenter/pdfs/scripts/CSR%2022840%20-%20Car_Hotel_BookingTool_Download_instructions.pdf

Car and Hotel Booking Tools
Step-by-Step Download Instructions

Step 1: Sign into Go! Res

Step 2: Access My Links

Step 3: Determine the current version of car and/or hotel booking scripts
- On **My Links,** place your mouse over **CarBkng** and **HtlBkng** to determine the script version.

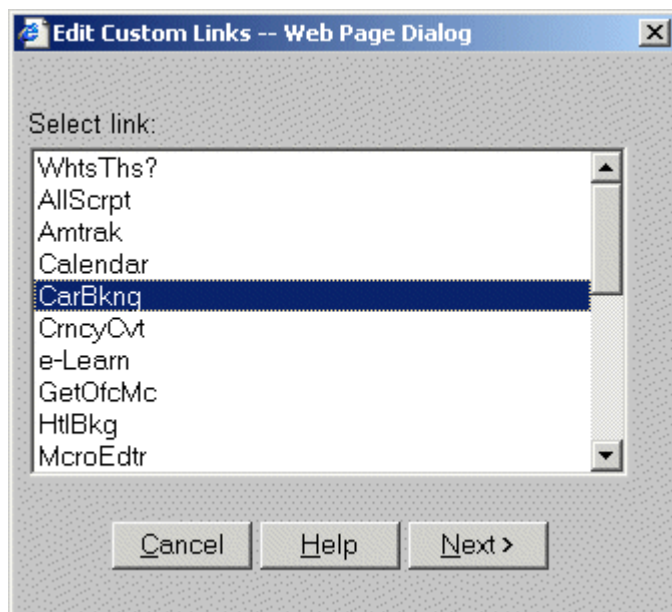| Script Type	Old Version	New Version
Car	Z4CAR.CSL	ZG_CarBooking
Hotel	Z4HTL.CSL	ZG_HotelBooking

- If you determine you have the old version of the scripts (Z4CAR.CSL and/or Z4HTL.CSL), continue with the following steps to update to the latest version.

My Links

Go! Home Page   Go! Specials

WhtsThs?	AllScrpt
Amtrak	Calendar
CarBkng	CrncyCvt
e-Learn	GetOfcMc
HtlBkg	McroEdtr
MyPrefs	MyTrip
PNR — Script Pro Script: Z4HTL.CSL	PwrProds
Queues	RsrcCntr
RsWinHlp	ScrptMnu
TktXchg	TripMate
TVLScrpt	TTLRates
WTIScrpt	

Step 4: Load the latest version of the Car and Hotel Booking Tool scripts

- Click the **_Edit a link_** option. The Edit Custom Links Web Page Dialog box displays.
- Highlight the **CarBkng** or **HtlBkng** link.
- Click **Next**.

  Please note: The following examples reflect replacing the old CarBkng script.

Edit Custom Links -- Web Page Dialog

Select link:

| WhtsThs? |
| AllScrpt |
| Amtrak |
| Calendar |
| CarBkng |
| CrncyCvt |
| e-Learn |
| GetOfcMc |
| HtlBkg |
| McroEdtr |

Cancel   Help   Next >

- The Edit Custom Links Web Page Dialog box to the right displays.
- Enter a new **label** for the link in the *Type the link's label:* field or leave the label the same. (Maximum is 8 characters.)
- Select the **Script** radio button as the type of link.
- Click **Next**.
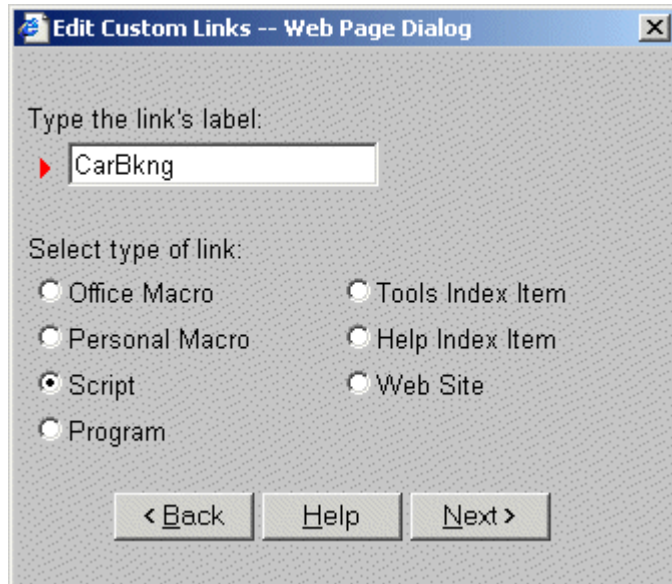
- Select **ZG_CarBooking** (car booking tool) or **ZG_HotelBooking** (hotel booking tool) script.
- Click **Finished**.
- The latest Car Booking and/or Hotel Booking scripts have been uploaded and are now available for use.