

# Custom Itinerary – Go! Script

## Overview

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**Introduction** This document contains an overview of the Worldspan Custom Itinerary – Go! Script available to users on Worldspan Go! Res.

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**File name**

File (Script) Name	Brief Description
ZG_Custom Itinerary	Enables agents to create their own itinerary document and print, fax, or e-mail the document to the client.

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**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.

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**Overview** Custom Itinerary enables agents to print an itinerary document to give, fax with your third party software, or e-mail to their clients. Agents may also select ticketing information on the itinerary provided by the document history. The script captures all the information in document history and enables the agent to select all the items or specific items to include on the itinerary.

The Setup enables the agent to customize the itinerary by adding a logo and address, changing the location of the logo, address, name, or deleting any items on the itinerary. Generic comments may also be added. E-mail information can be verified. The Setup enables an agent to change the appearance of the itinerary as a default for all clients and/or to change the look for each client's itinerary.

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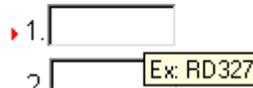
# Operating Instructions

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## 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 Go! Scripts, mandatory fields are indicated by a red ► arrow. 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).

### Enter Property Code(s):



- Script forms may contain fields with conditions that would disable other fields and/or buttons (e.g., clicking on Alliance Availability Option disables the 8 and 24 classes of service Availability Display Options, or leaving a field blank disables other fields pertaining only to that blank field).
- The Enter key may be used throughout the scripts with the exception of pop-up boxes and the calendar.

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## 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.

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## Operating Instructions, Continued

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### Access

From Worldspan Go! Res:

- Access the script from the PNR or Misc Tabs in the Script Index
  - Select Custom Itinerary – Go! to launch the script
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### Main Menu

Display an active PNR in Res. Select Itinerary and Document History or just the Itinerary Only radio button. Refresh redisplay the PNR for a new capture of information to the itinerary. Select Setup to add your logo, address and

font size. Select Comment to add comments appearing above the standard header in the itinerary. Print, Email, and Open in New Window buttons are used once the itinerary is displayed. Select OK to display the itinerary and Exit to end the script and return to the Script Index.

#### **Custom Itinerary** 1

Display:  Itinerary and Document History  Itinerary Only



### Setup

Various options are provided to help customize the itinerary. An Agency Logo can be included on the printed itinerary. Select the Browse Button to indicate where it is located on the local or network drive. Make sure the logo appears in the box on the right as shown below. Enter the agency address; select the font size, font type, and the alignment of the address.

Next select the Show Times In as in 12 or 24-hour clock. The time on the itinerary will be displayed in 12-hour (2 PM) or 24-hour (1400) clock as indicated in the setup. Select one of the three options to display the date order on the itinerary bars (i.e., Wednesday October 22 2003, Wednesday 22 October 2003, or Wednesday 2003 October 22). The date and time are accessed from the PC. To verify they are correct, access the Control Panel to review the setup.

Determine how the name field in the header is to be displayed: JOHN DOE or DOE/JOHN. If a booking agent name is desired to appear, enter the name in Agent Name. If email information is stored in a specific place in the PNR, enter the Worldspan format to display address. Enter any header and footer information to be included on the itinerary.

Select Cancel to negate the changes, or select Save to save the new information and return to the main menu.

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## Operating Instructions, Continued

**Setup,**  
continued

Note: This script requires that the Microsoft XML Parser (minimum version 3.0) is running on the PC. It is recommended you run the script to determine if the itinerary appears. If it does not, a link is provided to download the necessary update in order for this script to function as intended. This is a one-time download.

### Custom Itinerary

Agency Logo Location:	<input type="text" value="C:\wsplogo.gif"/> <input type="button" value="Change"/> <i>Example: c:\windows\mylogo\mylogo.gif</i>	
Agency Address and Phone Number:	<input type="text" value="300 Galleria Parkway"/> <input type="text" value="Atlanta Ga 30339"/>	Font Size: <input type="text" value="14"/> Bold: <input checked="" type="checkbox"/> Italic: <input type="checkbox"/> Align: <input type="radio"/> Left <input checked="" type="radio"/> Center
Show Times In:	<input checked="" type="radio"/> 12 hour clock <input type="radio"/> 24 hour clock	
Header Name Field:	<input checked="" type="radio"/> Show First Name Last Name <input type="radio"/> Show Last Name/First Name	
Your Name:	<input type="text" value="Coleen"/> <i>(use this field if you want your name to appear on the itinerary as the booking agent)</i>	
PNR Email Location:	<input type="text" value="*ue"/> <i>Enter the Worldspan format where the Email information is stored in the PNR.</i>	
Language:	<input type="button" value="English"/> ▲ <input type="button" value="Spanish"/> ▲ <input type="button" value="French"/> ▼	
Standard Header:	<input type="text" value="This is the Standard Header"/>	
Standard Footer:	<input type="text" value="This is the Standard Footer"/>	
<p>This script requires that you have the Microsoft® XML Parser with a minimum version of 3.0 running on your PC. Run the script first with a PNR. If the script does not display your itinerary or you receive errors, then update your PC with the below.</p> <p><a href="#">Click here to download now.</a> (msxml3sp2Setup.exe 643kb)</p>		
<input type="button" value="Cancel"/> <input type="button" value="Save and Return To Main Menu"/>		

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## Operating Instructions, Continued

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### Display Itinerary

Select OK from the main menu to display the Itinerary and Document History or Itinerary. Use the Print button to print or the Email button to e-mail the Itinerary to the client. The logo and the address that were entered in Setup are displayed here. Highlight the logo, address, or the name and click the left mouse button to move the position of the logo, address or the name on the itinerary. Use the right mouse button to delete the logo, address, or the passenger name. To change the position of the itinerary, left click on the highlighted bar and move to select a new position. Mouse turns into hand when able to click and drag.

Example of the top of an itinerary:

**Custom Itinerary** 1

Display:  Itinerary and Document History  Itinerary Only

Refresh Setup Print Email Open In New Window Exit



**300 Galleria Parkway  
Atlanta Ga 30339**

This is the Standard Header

JOHN KELLER

**Agent: Coleen  
Trip Locator: LXZIWM**

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## Operating Instructions, Continued

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**Display  
Itinerary,**  
continued

Continuation of itinerary example showing flight segment with a Special Service Request (SSR) for a wheelchair, car and hotel segments:

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### Wednesday December 10 2003

<b>Delta Air Lines Inc - Flight DL 329</b>	<b>Status:</b> Confirmed
<b>Depart:</b> Hartsfield International Airport	<b>Airline Ref:</b> QSZBKQ
Atlanta Georgia United States	<b>Seat:</b> 12G
6:30 AM	<b>Class:</b> Y- Economy/Coach
	<b>Mileage:</b> 397
<b>Arrive:</b> Orlando International Airport	<b>Travel Time:</b> 1:19
Orlando Florida United States	<b>Stopovers:</b> 0
7:49 AM	<b>Aircraft:</b> BOEING 767
<b>Meal:</b> None	
<b>Misc:</b>	
Confirmed Wheelchair to Gate Area for JOHN KELLER	

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### Wednesday December 10 2003

<b>Avis Rent-A-Car</b>	<b>Status:</b> Confirmed
407 825 3700	<b>Confirmation:</b> ANS9S
<b>Pick Up:</b> Orlando International Airport	<b>Rate:</b> 35.00 USD
Orlando Florida United States	<b>Rate Plan:</b> Daily
<b>Drop Off:</b> Orlando International Airport	<b>Mileage:</b> Unlimited
Orlando Florida United States	
Thursday December 11 2003	
9:05 AM	
<b>Car Type:</b> Intermediate Car-Automatic with Air Conditioning	

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### Wednesday December 10 2003

<b>HOLIDAY INN TITUSVILLE</b>	<b>Status:</b> Confirmed
4951 S WASHINGTON AVE	<b>Confirmation:</b> AN99SWT
TITUSVILLE FL US 32780	<b>Rate:</b> 75.00 USD
321-269-2121	
321-267-4739(Fax)	
<b>Check Out:</b> Thursday, December 11, 2003	
<b>Room Type:</b> Deluxe, 1 King Bed	

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## Operating Instructions, Continued

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**Display Itinerary,**  
continued

Bottom of itinerary showing flight segment with a stopover, Frequent Flyer information, ticketing information from Document History, Agency Remarks, and footer information:

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### Thursday December 18 2003

#### Delta Air Lines Inc - Flight DL 816

**Depart:** San Francisco International Airport  
San Francisco California United States  
7:00 AM

**Arrive:** Tampa International Airport  
Tampa Florida United States

4:46 PM

**Status:** Confirmed  
**Airline Ref:** QSZBKQ  
**Seat:**  
**Class:** Y-  
Economy/Coach  
**Mileage:** 2387  
**Travel Time:** 6:46  
**Stopovers:** 1  
**Stops at:** Dallas Texas  
**Aircraft:** MCDONNELL  
DOUGLAS  
MD90

**Meal:** None

**Misc:**

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### Frequent Traveler Numbers

DL2166772976 JOHN KELLER

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### Agency Remarks

YOU MUST CONFIRM YOUR FLIGHT 24 HOURS PRIOR TO DEPARTURE  
CONTACT OUR EMERGENCY CENTER IF YOU NEED ASSISTANCE 24X7  
1 800 321 1234

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### Ticketing Information

Issue Date	Passenger Name	Transaction Type	Document Number	Amount
12SEP	TEST/JOHN	Invoice	200021	2147.50 USD
25JUN	TEST/JOHN	Ticket	0065501000417	999.50 USD

This is the Standard Footer

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## Operating Instructions, Continued

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### Customize Your Itinerary

The Itinerary displayed shows all your travel plans. You can customize the itinerary by deleting any section on the itinerary, as applicable to your client. To delete a section of the itinerary, right click on the highlighted bar of that section.

#### Wednesday November 19 2003

##### The Hertz Corporation

425 793 3533

**Pick Up:** 765 RAINER AVE SOUTH  
RENTON WA

**Drop Off:** 2315 6TH STR  
BREMERTON WA  
Thursday November 20 2003  
10:00 AM

**Car Type:** Economy Car-Automatic with Air Conditioning

**Status:** Confirmed  
**Confirmation:** C31212338C7  
**Rate:** 54.99 USD  
**Rate Plan:** Daily  
**Mileage:** Unlimited

#### Wednesday December 10 2003

##### Delta Air Lines Inc - Flight DL 329

**Depart:** Hartsfield International Airport  
Atlanta Georgia United States  
6:30 AM

**Arrive:** Orlando International Airport

**Status:**   
**Airline Ref:** QSZBKQ  
**Seat:** 12G  
**Class:** Y-  
Economy/Coach  
**Mileage:** 397  
**Travel Time:** 1:19

You will be asked, whether you want to remove the selected item from the itinerary. Select Yes, to remove. Select No, to retain the existing itinerary.



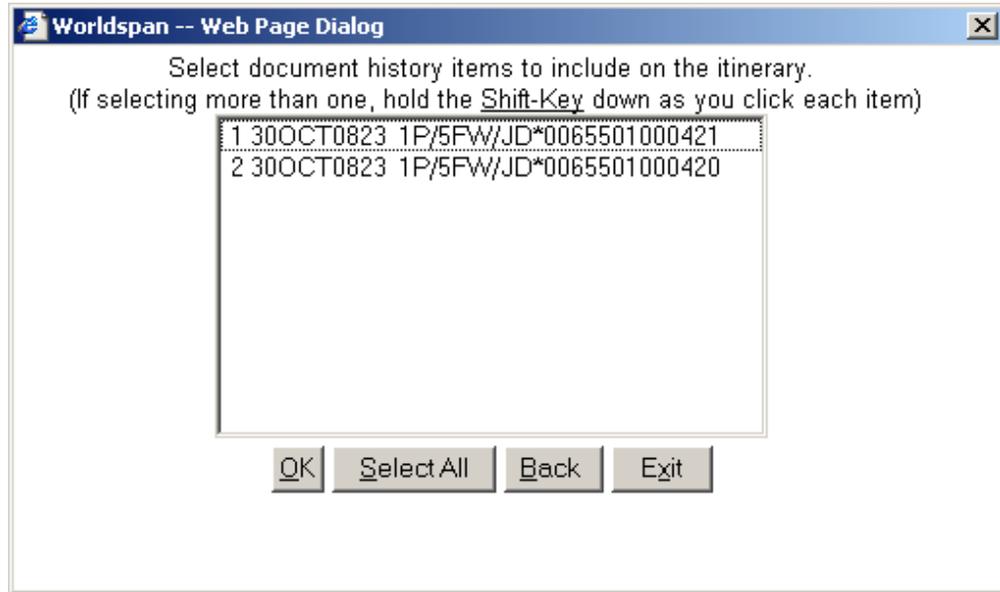
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## Operating Instructions, Continued

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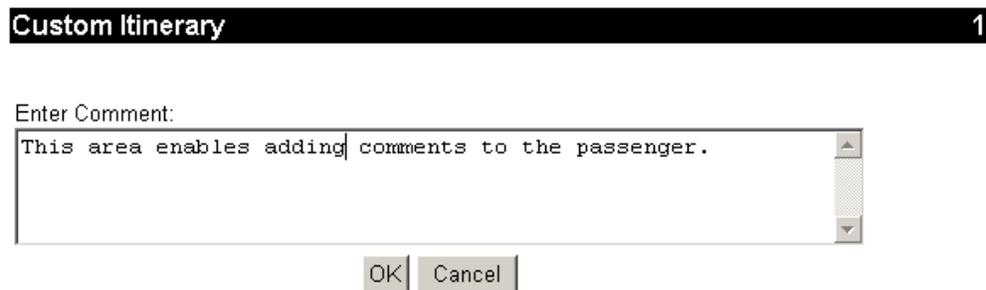
### Document History

The following illustrates how to select document history items to include on the itinerary:



### Comments

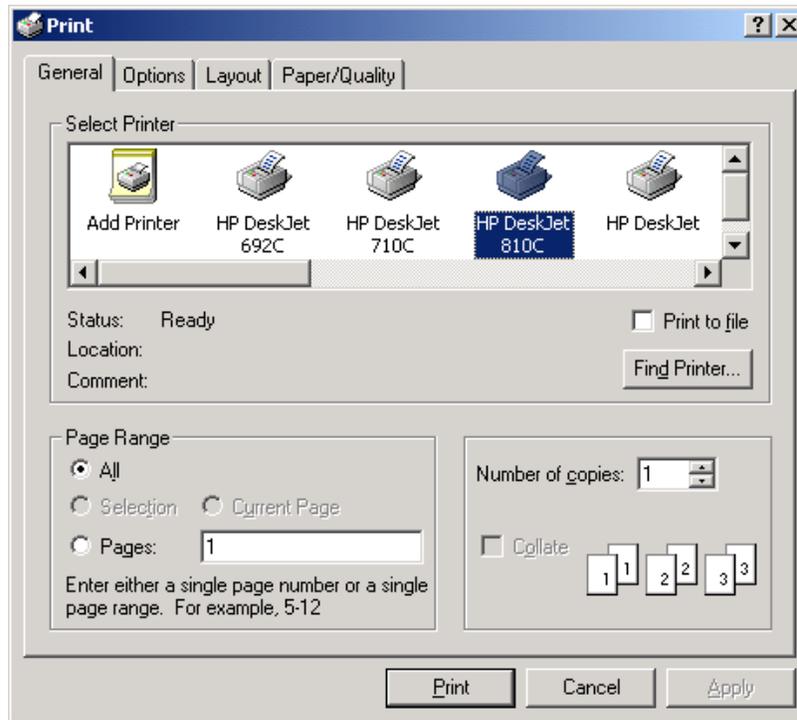
The script enables additional comments to be added that will appear above the Standard Header and under the Logo. The following is an example of the comment function from the main menu.



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## Operating Instructions, Continued

**Print Itinerary** Select the Print button from the main menu to print the (customized) itinerary. Your printer options and properties are displayed. Choose the desired printer.



**Email Itinerary** Select the Email button on the main menu to e-mail the customized itinerary. When the PNR Email location field in Setup is utilized, the script will populate the recipient's address below if an address is found. If not, enter the applicable e-mail addresses. Select OK to send the itinerary via e-mail. Select Back to return to the main menu or select Exit to exit the script. Please note the logo does not transfer over with the itinerary when e-mailed.

### Custom Itinerary 1

▶ Your E-mail Address:

▶ Recipient's E-mail Address:

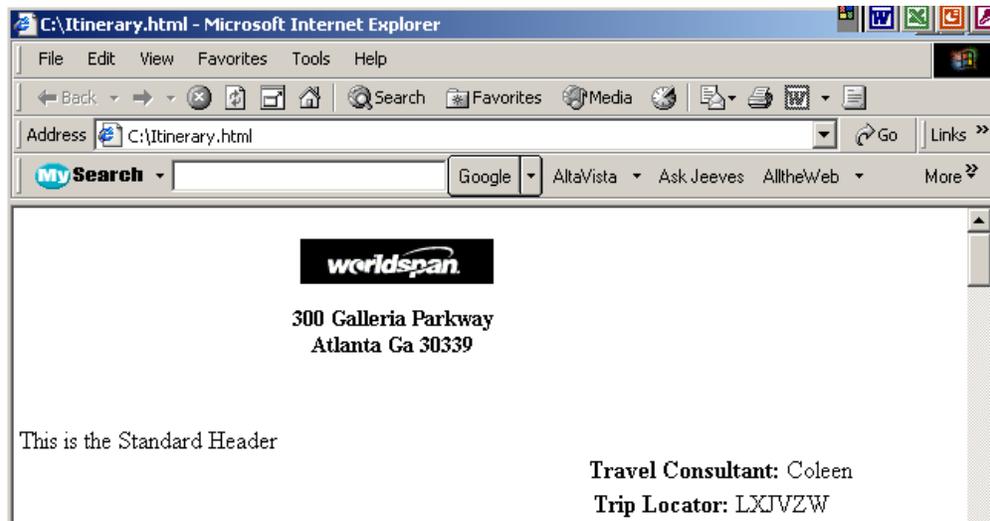
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## Operating Instructions, Continued

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### Open in New Window

Selecting Open New Window passes the itinerary to a new browser window. From there the user can click on File, Send, and Page By Email to send the itinerary to the user's email product. Depending on the email product, the itinerary will either be embedded or attached as a file. The user also has the option to copy (Edit, Select All, Copy) and paste in a new email in the actual email product. The user may edit or send from there.



### Save Changes to the Itinerary

If you have made changes to the layout of the itinerary, either by moving the position or deleting the logo, address, name, or the itinerary itself, you can either save the changes made or negate the changes. When you select the Refresh button from the main menu, or the Exit button, you can save the changes by selecting Yes, or select No to have the itinerary return to its original form.



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## Operating Instructions, Continued

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**Error** The following Error message is displayed if a PNR is not displayed in Res.

**Custom Itinerary** 1

 Display ended PNR and select refresh!

Display:  Itinerary and Document History  Itinerary Only

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

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**Revisions** 1/05 – Updated Need Help information.

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