

Hotel Booking Tool

Overview

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

File name

File (Script) Name	Brief Description
ZG_HotelBooking	Enables agents to search for Hotel availability/information and sell a hotel.

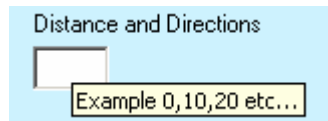
Need Help? Click on the link below to submit a question or issue to the Worldspan Help Desk: <http://www.worldspan.com>, then select the Help Desk Support link from the menu on the left.

Overview The Hotel Booking Tool enables agents to check availability and information, sell a hotel, or quickly Direct Sell a hotel. Features of this script include searching by Airport, City, Reference Points, property codes/names, postal/zip, available properties only or all properties for the location. There is an option to request a map for each property and access to photos and some properties even have a 360 view option. The search results appear in the right frame and enable the user to sort by the headers and to click on the next action. Details and Rules may also be accessed in the right frame by a 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).



- 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.

Continued on next page

Operating Instructions, Continued

Access

From Worldspan Go! Res:

- Access the script from the Book Tab in the Script Index
 - Select Hotel Booking Tool to launch the script
-

Initial Search Screen

The basic information needed to search is shown in the initial form in the right frame. Click on the desired search method to begin the process for the applicable request. The user then indicates the location dates, number of nights, rooms and persons, distance/direction, chain and plan codes. The user may select Display Available Hotels Only to view available properties of Integrated Hotel Source participants (see **HC-INTEGRATED** for a list of participants or **INFO HINTEGRATED** to review the process for this level of participation). The user may also select Display Net Rates Only to view the properties listed from the Hotel.com web site.

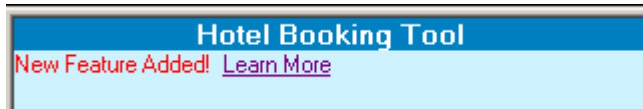
The screenshot shows the 'Hotel Booking Tool' search interface. At the top, there is a blue header with the text 'Hotel Booking Tool'. Below the header, the form is titled 'Search Hotels By*' and includes a dropdown menu with options: 'Airport Code', 'City Code' (highlighted), 'Reference Point', 'Property Code', 'Property Name', and 'My Favorites'. Below the dropdown is a text input field labeled 'Airport or City Code*' containing 'MCO'. The form also features two date pickers: 'Check In Date*' set to '24APR' and 'Check Out Date*' set to '25APR'. There are input fields for 'Guests*' (value 2), 'Rooms*' (value 1), and 'Distance and Directions'. Below these are sections for 'Chain/Loyalty Codes' and 'Securate/Plan Codes', each with three input fields. At the bottom, there are two checkboxes: 'Display Available Hotels Only' and 'Display Net Rates Only'. Two links, 'More Options' and 'Settings', are positioned above three buttons: 'Search For Hotels', 'Clear All', and 'Exit'.

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Operating Instructions, Continued

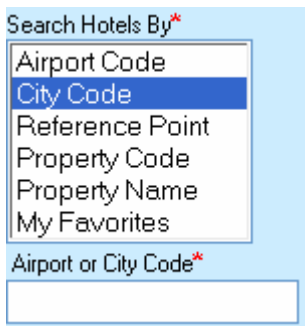
New Feature Link

New Feature Added and the Learn More link will appear for a short while when enhancements are made to the Booking Tool.



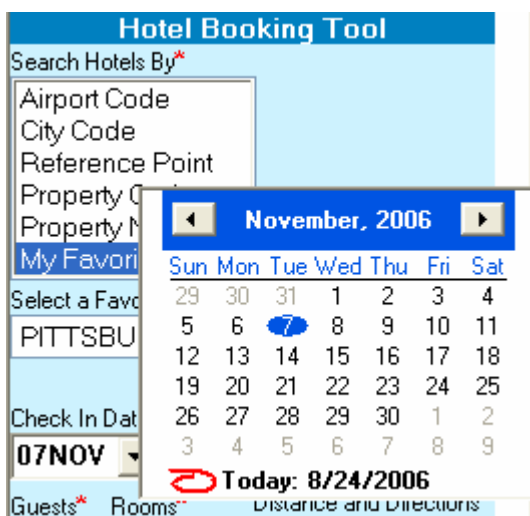
Search Location Options

The user has the option to indicate what the search is based on; airport code, city code, Reference Points, property code/name, or to use the Favorites previously stored. The field under the list is to be populated with the desired search location.



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).



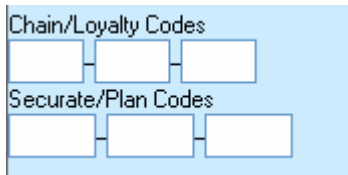
The departure date defaults to the next day once the arrival date is selected. Change the date as necessary.

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Operating Instructions, Continued

Hotel Chain SecuRate/Plan

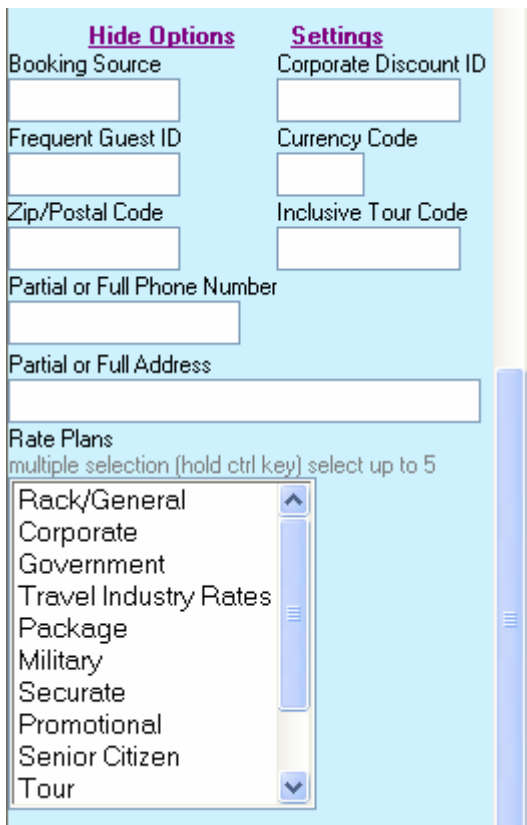
The default for Chain/Loyalty Codes and SecuRate/Plan Codes is all chains and all plans. Enter the desired Hotel/Loyalty code and SecuRate/Plan code when applicable.



A screenshot of a form with two sections. The first section is titled "Chain/Loyalty Codes" and contains three adjacent input boxes. The second section is titled "Securate/Plan Codes" and also contains three adjacent input boxes.

More Options

Click on More Options to request a more specific search using Booking Source, Corporate ID, Frequent Guest ID, Currency Code, Zip/Postal Code, Tour Code, Phone or address and Rate Plans. A maximum of five requests for Rate Plans may be selected for the search by holding down the <Ctrl> key and clicking on the preferences. Click on Hide Options to close the additional fields.



A screenshot of a search form titled "More Options". It is divided into two columns: "Hide Options" and "Settings".

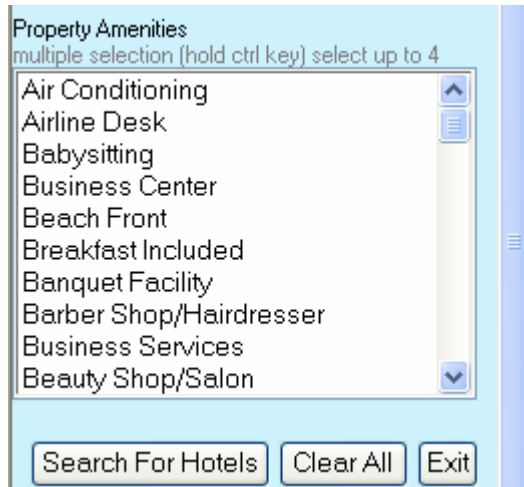
- Hide Options:**
 - Booking Source: [input box]
 - Frequent Guest ID: [input box]
 - Zip/Postal Code: [input box]
 - Partial or Full Phone Number: [input box]
 - Partial or Full Address: [input box]
 - Rate Plans: multiple selection (hold ctrl key) select up to 5
 - Rack/General
 - Corporate
 - Government
 - Travel Industry Rates
 - Package
 - Military
 - Securate
 - Promotional
 - Senior Citizen
 - Tour
- Settings:**
 - Corporate Discount ID: [input box]
 - Currency Code: [input box]
 - Inclusive Tour Code: [input box]

Continue on next page

Operating Instructions, Continued

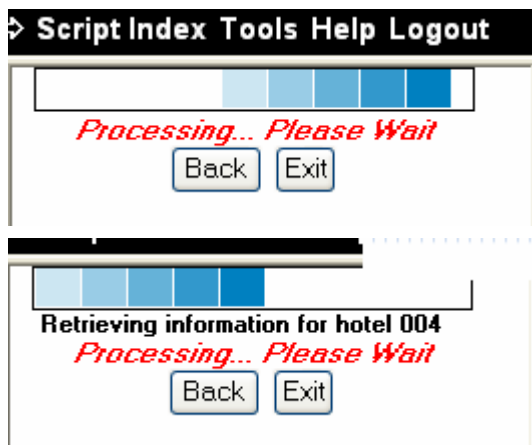
More Options, cont

A maximum of four for Property Amenities may be selected for the search by holding down the <Ctrl> key and clicking on the preferences. Select Search for Hotels to begin the search, Clear All to start over, or Exit to return to the script Index.



Search

Select Search for Hotels to begin the process search or Direct Sell process. The following examples appear in the right frame as the script gathers the information. As the script proceeds, the right frame indicates the status. Select Exit to end the process and return to the Script Index.



Continued on next page

Operating Instructions, Continued

Search Result The following is an example of result of a search. It includes options to get availability, details, a map, view more photos, a 360 view, and capability to save the property. Click on either Availability link to process.

Distance And Direction Is From The ATL Airport						
Sort By:	Hotel Name	Distance	Direction	Status	Lowest Rate	High Rate
	BEST WESTERN AT ATLANTA GA US 30354	2	North East	Check Availability	60.03 -	139.00
	Availability Details Map Save  More Photos View					
	RENAISSANCE CON ATLANTA GA US 30354	1	North	Available	99.00 -	264.00
	Availability Details Map Save More Photos					
	COUNTRY INN STE EAST POINTE GA US 3034	1	North	Available	95.00 -	125.00
	Availability Details Map Save  More Photos View					
	HOLIDAY INN ATL JONESBORO GA US 30236	5	South East	Available	90.00 -	109.00

Search Results Header The distance from the search location indicator is referenced at the top of the display to remind the user what the location was.

Distance And Direction Is From The ATL Airport						
Sort By:	Hotel Name	Distance	Direction	Status	Lowest Rate	High Rate

Reference Point Set To: Disney World						
Hotel Name	Distance	Direction	Status	Lowest Rate	Highest Rate	X





The Results display can be sorted by clicking on any of the underlined headers.

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Operating Instructions, Continued

Search Results Photos

Mouse over any of the photos to enlarge the photo. Select More Photos for a popup of additional photos.

	COUNTRY INN STE EAST POINTE GA US 3034	1
		
Availability Details Map Save		
More Photos  View		
	HOLIDAY INN ATL	5

More Photos



Back

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Operating Instructions, Continued

360 Photos

Below are various examples of the 360 view. Follow the instructions on the popups for best results.

Photo Slideshow 360 Degree Panorama Video Presentation

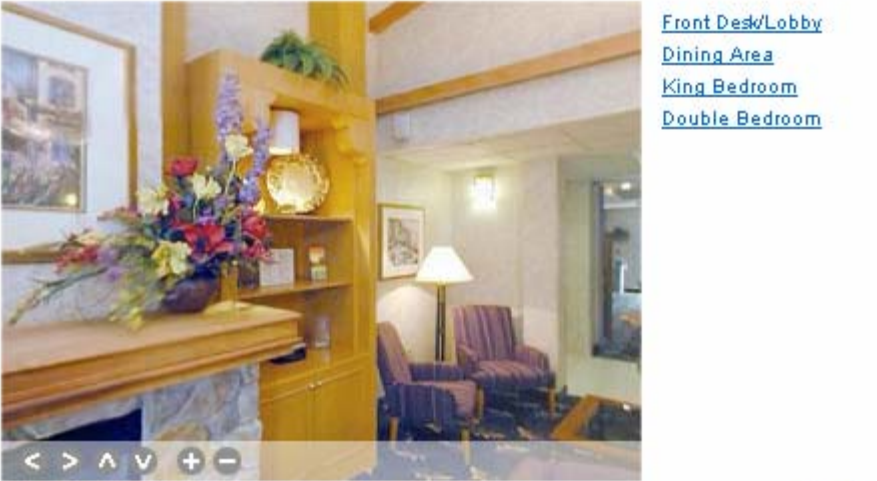
<< < 1 of 8 > >>



Please allow photos to load into the slideshow.
Click directly on the thumbnail to view the enlarged selected photo.
Click on arrows to jump to next photo or rewind back.

Show Hotel

Photo Slideshow 360 Degree Panorama Video Presentation



[Front Desk/Lobby](#)
[Dining Area](#)
[King Bedroom](#)
[Double Bedroom](#)

< > ^ v + -

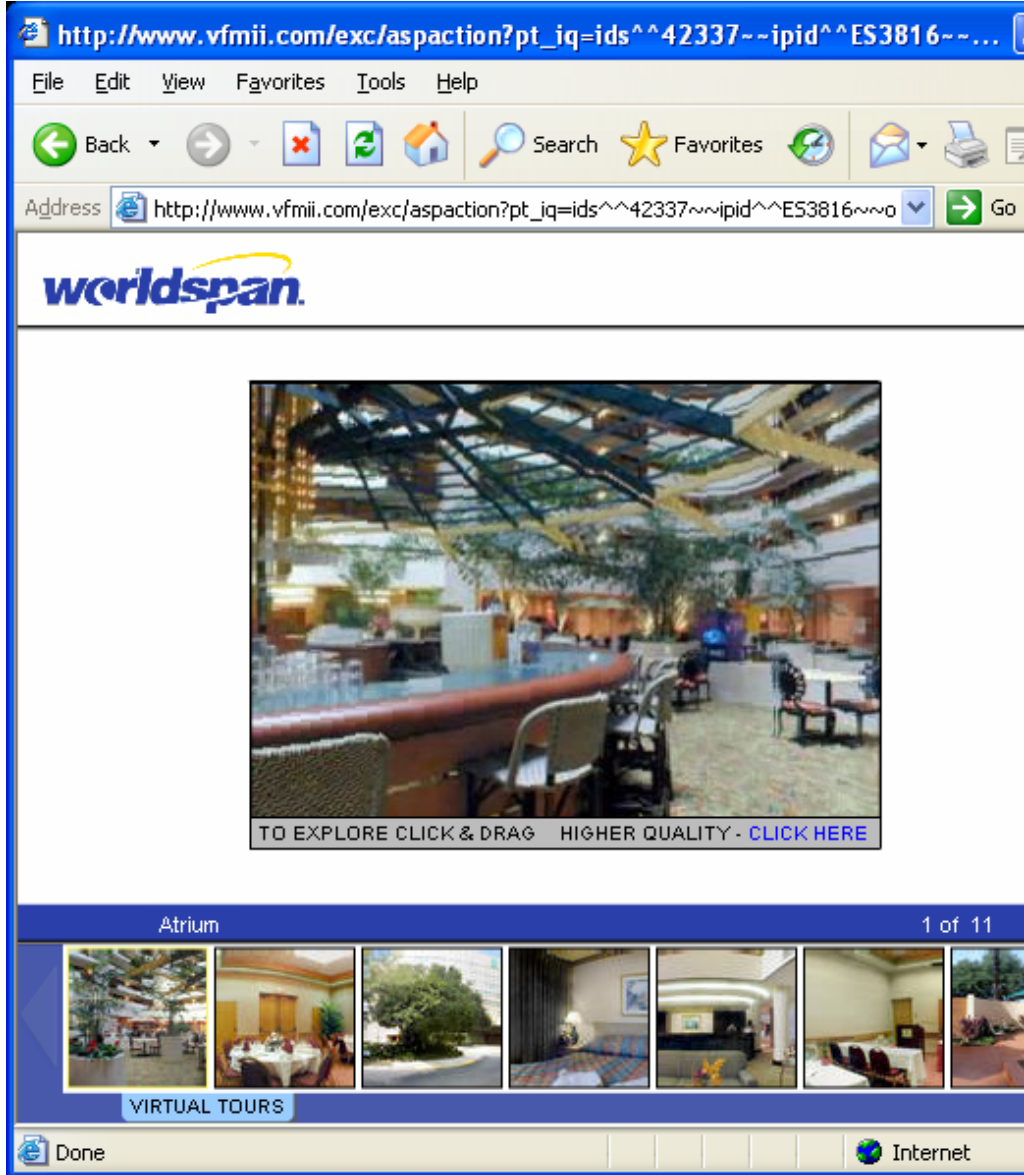
Click and drag in image to rotate and move the scenery.
Click on arrows to move image up/down or left/right.
Click on "+" to zoom in or "-" to zoom out.

Show Hotel

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Operating Instructions, Continued

360 Photo Another example of the 360 View option.



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Operating Instructions, Continued

Availability

The availability display includes a banner from the hotel, descriptions, guarantee required information, access to rate rules, cancellation, and rates. Click on an underlined header to sort the display. Select the Back button to return to where you left off in the Hotel Search Results frame or Exit to return to the Script Index.

HOTEL SOURCE FOR TRAVELLERS WHO KNOW FN FAIRFLD INN STES AP IN SAT 23SEP/OUT SUN 24SEP Rates Displayed In: USD			
Sell	Rate	Description	Cancel By
<input type="radio"/>	79.00	Guarantee Required Best Available Rate Double Double Room 2 Double Beds Free High Speed Internet Parking Delicious Continental Breakfast	06 PM Rate Rules
<input type="radio"/>	79.00	Guarantee Required Best Available Rate King Room 1 King Bed Free High Speed Internet Parking Delicious Continental Breakfast	06 PM Rate Rules
<input type="radio"/>	89.00	Guarantee Required Weekend Rate Double Double 2 Double Beds Free High Speed Internet Delicious Continental Breakfast Free Parking	06 PM Rate Rules
<input type="radio"/>	99.00	Guarantee Required Weekend Rate Studio Suite 1 King Bed 1 Sofabed Free High Speed Internet Continental Breakfast Parking And More	06 PM Rate Rules
<input type="radio"/>	99.00	Guarantee Required Limited Availability Weekend Rate Studio Suite 2 Double Beds 1 Sofabed Free High Speed Internet Continental Breakfast Parking And More	06 PM Rate Rules
		Must be minimum of 1 year's stay includes Breakfast Id Required	
<input type="button" value="Back"/> <input type="button" value="Exit"/>			

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Operating Instructions, Continued

Details

Click on Details to view the hotel information. Click on Close or the red box with the X in the upper right corner to close this window. An option to print this information is also available.

Hotel Details
Suburban Extended Stay Lawrenceville /Ubgga567/ Check-In 300Pm
652 Buford Drive Check-Out 1100Am
Lawrenceville Ga 30045 St/Cntry Ga
Phone 770 682 2197
Fax 770 962 5411
Free Airport Trans N
Meal Plans Postal 30045
Tax Rate 11.0 Fam Plan Y Comm Pcnt 10.0 Curr Usd Mi/Km M
Fire Safety Certified N Total Rms 131
Property Keyword Index
[Hd*Allfacts](#)
[Hd*Rooms](#)
[Hd*Property Type](#)
[Hd*Reference Points](#)
[Hd*Policy](#)
[Hd*Credit Cards](#)

Click on a topic link for more specific information.

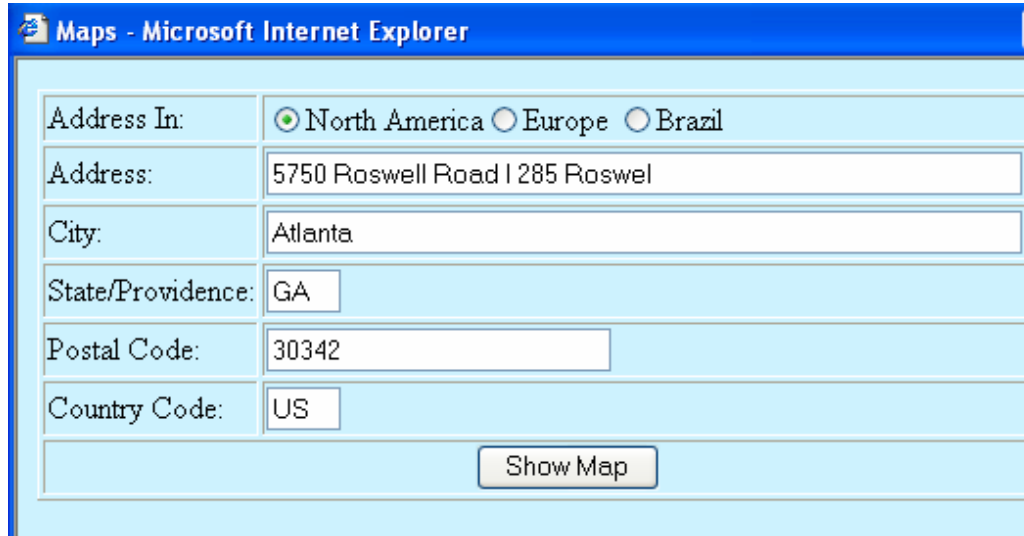
Hotels -- Web Page Dialog
Days Inn Sandy Springs /Diatlrr/
08 Credit Cards
Credit Cards Accepted As Payment-
American Express - Diners Club - Discover Card - Millic
Credit Service/Masterc - Visa
Close Print
[Hd*Allfacts](#)

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Operating Instructions, Continued

Map Option

Click on Map to access a map of the area around the location. The following appears to verify the address and location for accuracy. Click on Show Map to view the map or the X in the upper right corner to close the popup.



The screenshot shows a web form titled "Maps - Microsoft Internet Explorer" with the following fields and options:

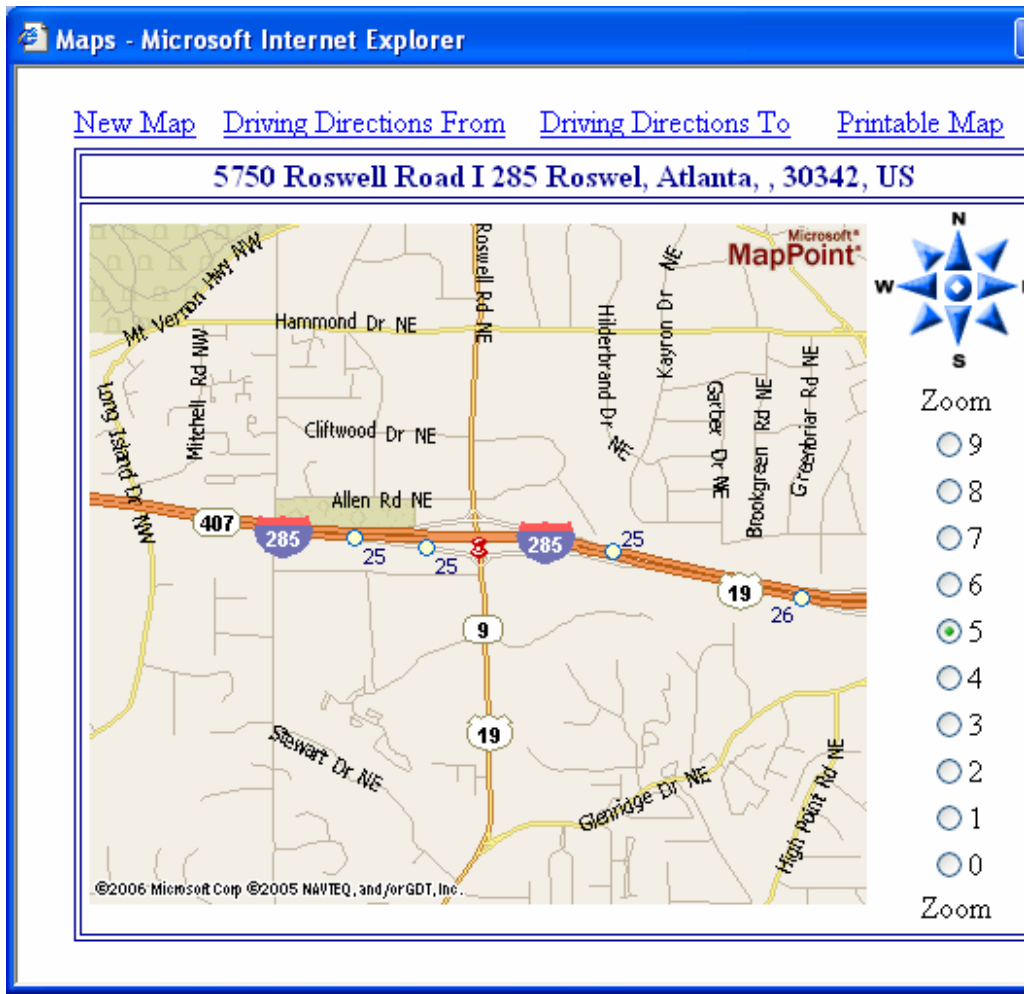
Address In:	<input checked="" type="radio"/> North America <input type="radio"/> Europe <input type="radio"/> Brazil
Address:	5750 Roswell Road 285 Roswel
City:	Atlanta
State/Providence:	GA
Postal Code:	30342
Country Code:	US
<input type="button" value="Show Map"/>	

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Operating Instructions, Continued

Map

The following example of a map includes the options to get a new map, directions or print. The capability to zoom by clicking on a range radio button or determine what direction to display the map by clicking on the compass arrows. Click on the X in the upper right corner to close the popup.



Continue on next page

Operating Instructions, Continued




Save

To Save a property from your search, click on the Save link. The result in the following example indicates the property has been saved.

Distance And Direction Is From The ATL Airport				
Sort By:	Hotel Name	Distance	Direction	Status
	DAYS INN SANDY ATLANTA GA US 30342  Availability Details Map More Photos Save	17	North	Avai
	SUBURBAN EXTEND LAWRENCEVILLE GA 30045 Availability Details Map Save	35	North East	Avai
No Photo Available	DAYS INN GRIFFIN GRIFFIN GA US 30  Availability Details Map Save		uth	Avai

Once a property has been saved, the bottom of the search results changes to the following. Select View Saved Properties to compare the selected hotels.

The bottom of the Saved Properties display enables the user to return to view All Properties.

Hotel Name	Distance	Direction	Status	Lowest Rate	Highest Rate
HOLIDAY INN EXP ATLANTA GA US 30328  Availability Details Map	20	North	Available	72.00	85.99
HOLIDAY INN EXP STONE MOUNTAIN GA US 3  Availability Details Map	22	North East	Available	79.00	114.00
COURTYARD ALPHA ALPHARETTA GA 30004  Availability Details Map	32	North	Available	69.00	84.00

Continue on next page

Operating Instructions, Continued

Sell Hotel

When the Sell radio button is selected in the Availability display, the following appears for more information. Complete the information, select the Guarantee/Deposit type, and applicable number of cribs and/or rollaways to proceed. The Corporate Discount ID and Frequent Guest ID will be populated if the information is in the PNR as indicated in the Settings, Learn More pop-up. The description appears on the top to indicate which property was selected to sell.

Sell Hotel
79.00-Best Available Rate King Room 1 King
Bed Free High Speed Internet Parking
Delicious Continental Breakfast
Thank you for selling FAIRFLD INN STES AP

Guest Name
First Name Last Name

Select Guarantee/Deposit Type
 None Credit card Deposit to credit card Other

Card code: ?

Card number:

Card expiration date:
MM YY

Corporate Discount ID Frequent Guest ID

Cribs Rollaways

Supplemental Information

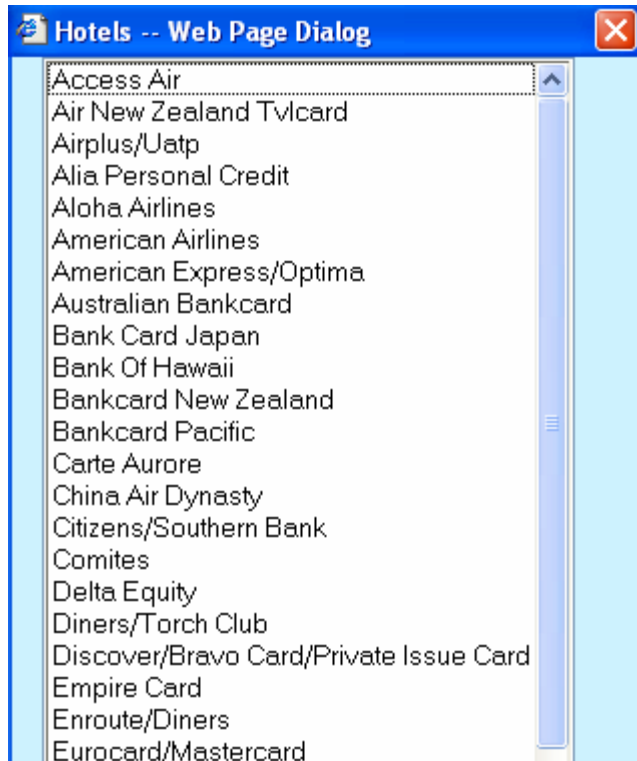
[View Rules](#)

Continue on next page

Operating Instructions, Continued

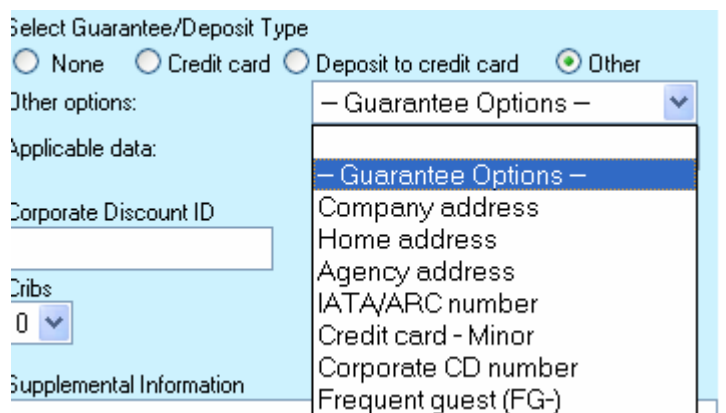
Credit Card

Click on the ? button next to the Credit Card code to display the Credit Card names. Highlight the desired name and click on OK for the script to encode. Click on Close or the X in the upper right corner to close the popup.



Other GTD Options

Select the Other radio button to access a drop down list of options. Highlight and click on the desired option and complete the address field to process.

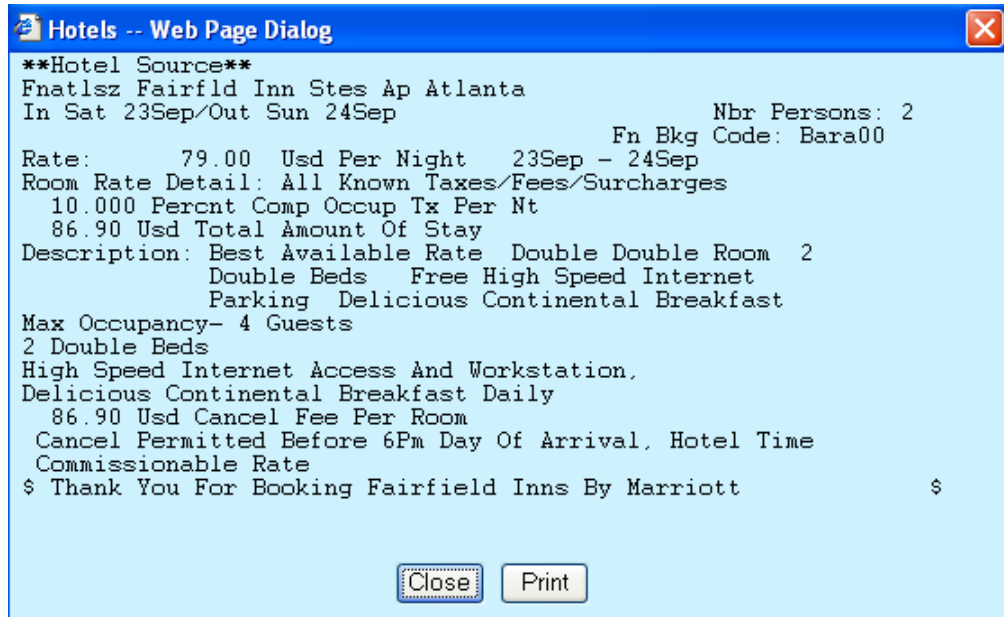


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Operating Instructions, Continued

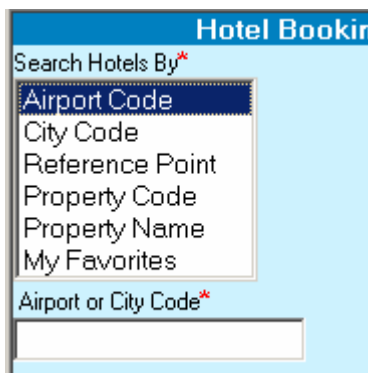
Rate Rules

When Rate Rules is selected from the Availability result display or View Rules from the Sell Hotel frame, a pop up appears with specific information about the room and rate. Click on the Close button or the red box with the X in the upper right corner to close this window. An option to print this information is also available.



Search Options Airport or City

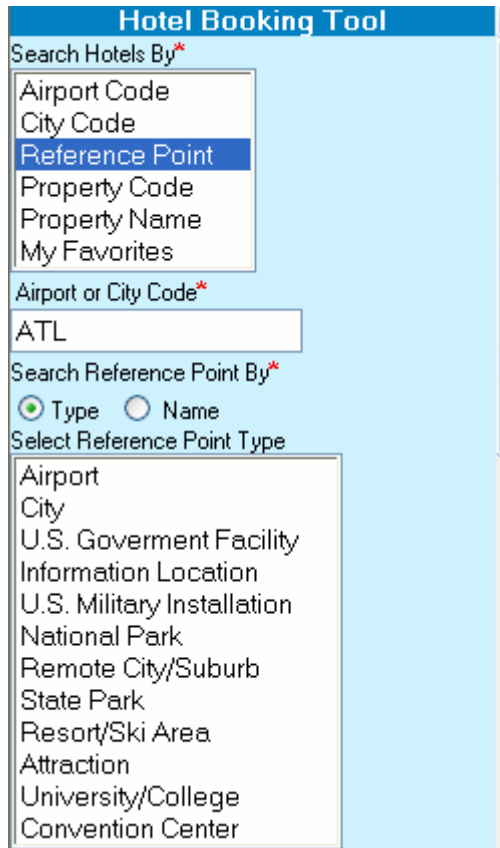
Search by Airport and City functions the same. The script will append the applicable A or C to the beginning of the code entered in the field.



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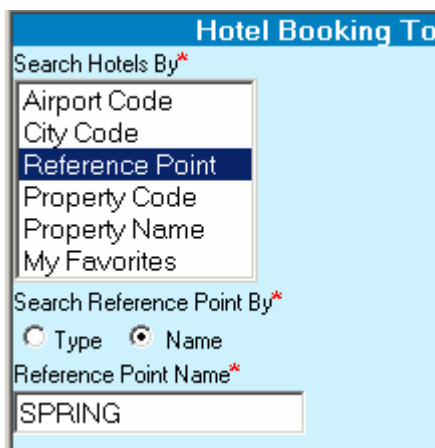
Operating Instructions, Continued

Search Options When Reference Point is selected, the user can select type or name. Selecting
Reference Point Type display a list of the types, click on the desired type to highlight and include it in the search.



The screenshot shows the 'Hotel Booking Tool' interface. At the top, there is a title bar 'Hotel Booking Tool'. Below it, a dropdown menu 'Search Hotels By*' is open, showing options: Airport Code, City Code, Reference Point (highlighted), Property Code, Property Name, and My Favorites. Below this menu is a text input field 'Airport or City Code*' containing 'ATL'. Underneath is another dropdown menu 'Search Reference Point By*' with radio buttons for 'Type' (selected) and 'Name'. Below the radio buttons is a list box 'Select Reference Point Type' containing the following items: Airport, City, U.S. Government Facility, Information Location, U.S. Military Installation, National Park, Remote City/Suburb, State Park, Resort/Ski Area, Attraction, University/College, and Convention Center.

Selecting Name, displays a field for the Reference Point name to be entered.

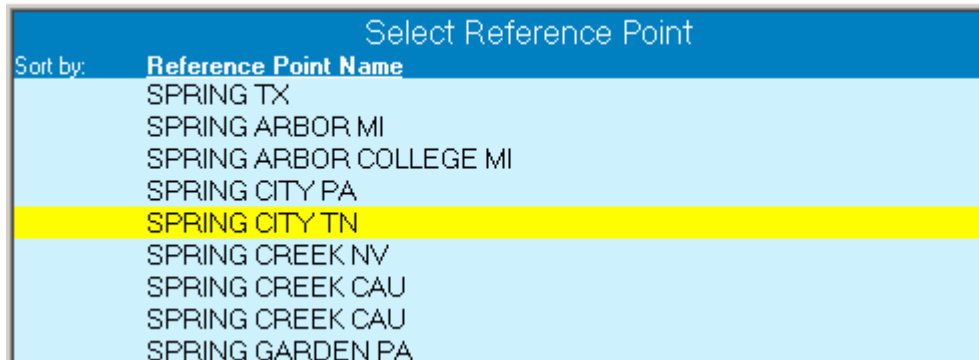


The screenshot shows the 'Hotel Booking Tool' interface. At the top, there is a title bar 'Hotel Booking To'. Below it, a dropdown menu 'Search Hotels By*' is open, showing options: Airport Code, City Code, Reference Point (highlighted), Property Code, Property Name, and My Favorites. Below this menu is a text input field 'Reference Point Name*' containing 'SPRING'. Underneath is another dropdown menu 'Search Reference Point By*' with radio buttons for 'Type' and 'Name' (selected).

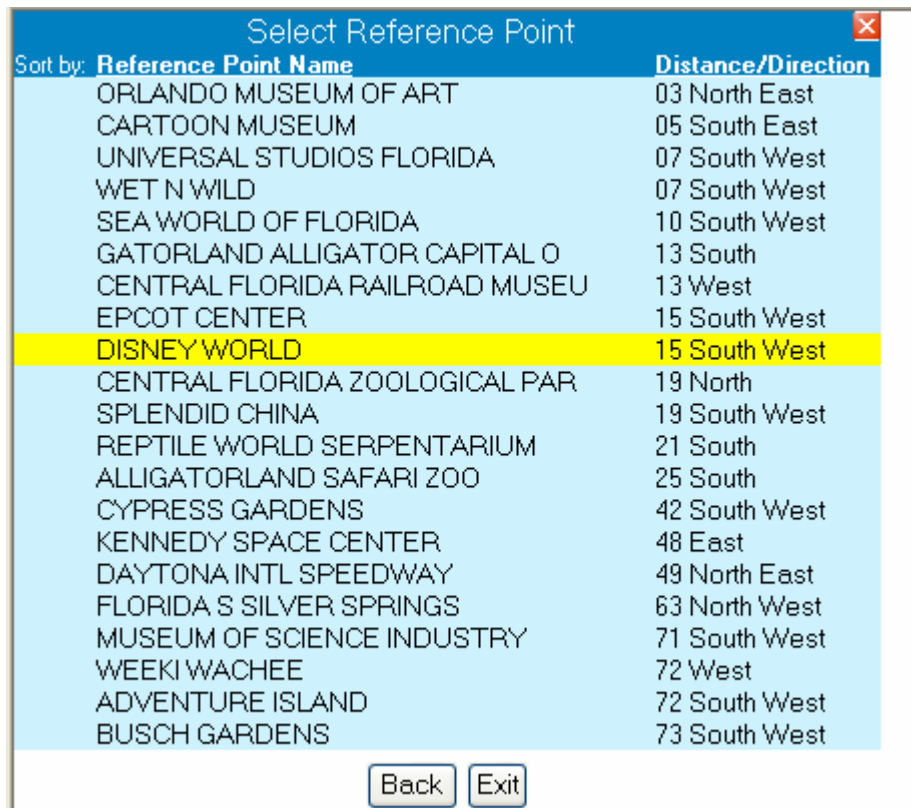
Continue on next page

Operating Instructions, Continued

Search Options When a name is entered for Reference Point Name that is similar to other
Reference Point names, a similar name list appears. Select the desired location to continue.



Search Options When a Reference Point type is selected, the script returns the list of
Reference Point Reference Points for the type selected. Select the Reference Point to base the hotel search by highlighting the name and Enter.



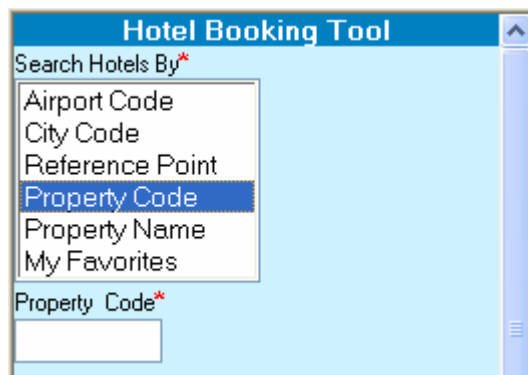
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Operating Instructions, Continued

Search Options Reference Point The Search Result header indicates the Reference Point name used in the search.

Reference Point Set To: Disney World						
Sort By:	Hotel Name	Distance	Direction	Status	Lowest Rate	Hig Rat
No Photo Available	ORLANDO DAYS IN ORLANDO FL US 32839  Availability Details Map Save	11	North East	Other Room Available	44.95 - 81.0	
No Photo Available	DREAM VILLA DAVENPORT  Availability Details Map Save	8	South	Not Available	Range / Unk	
	WESTGATE PALACE ORLANDO FL 32819 Availability Details Map Save	7	North East	Other Room Available	135.00 - 189.	

Search Options Property Code This option is also used when the user desires to Direct Sell a property. Enter the Property Code to display availability and select Sell to book.

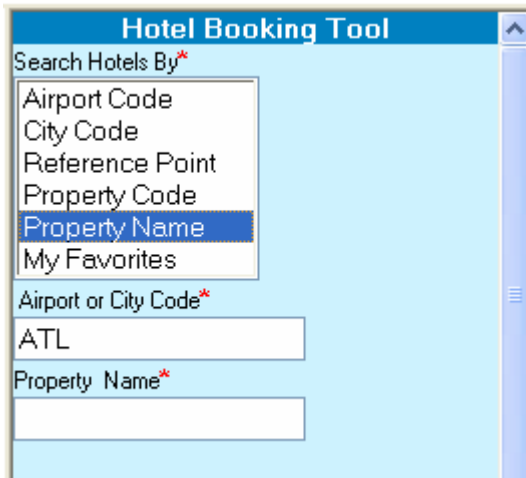


The screenshot shows a window titled "Hotel Booking Tool". Below the title bar, there is a section "Search Hotels By*" with a dropdown menu. The menu options are: "Airport Code", "City Code", "Reference Point", "Property Code" (which is highlighted in blue), "Property Name", and "My Favorites". Below the dropdown is a text input field labeled "Property Code*" which is currently empty.

Continue on next page

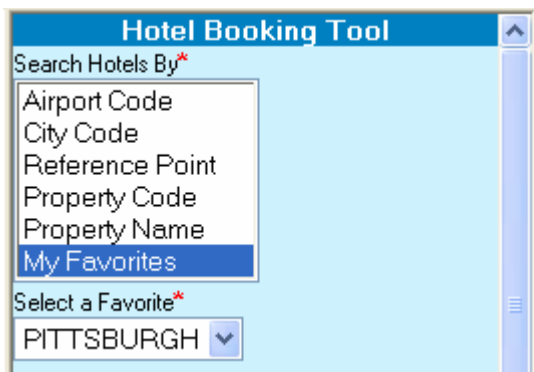
Operating Instructions, Continued

Search Options Searching by Property Name requires a Airport/City Code and the Hotel
Property Name name.



The screenshot shows the 'Hotel Booking Tool' interface. Under the heading 'Search Hotels By*', a dropdown menu is open with 'Property Name' highlighted. Below the menu, the 'Airport or City Code*' field contains 'ATL' and the 'Property Name*' field is empty.

Search Options Select My Favorites to display a drop down list of the Favorite locations
My Favorites created in the Settings. Highlight the Favorite to base the search on and the script will only use the properties indicated in the data base.



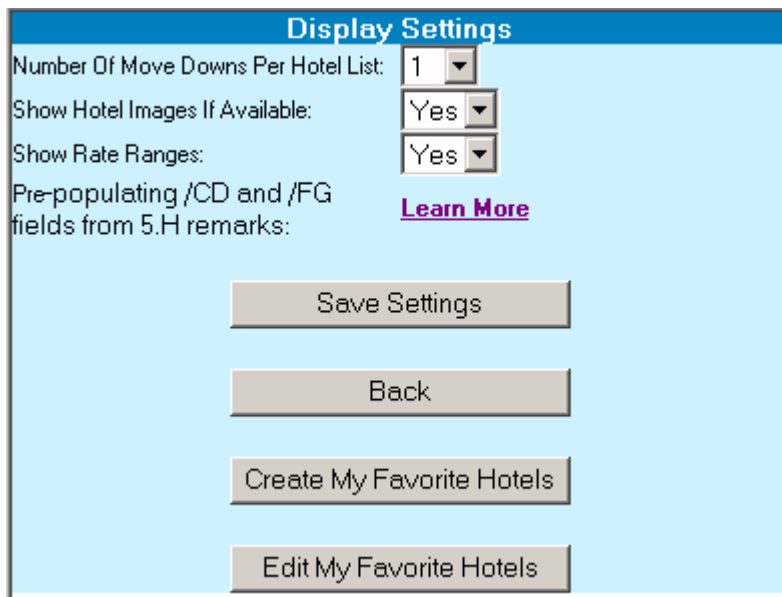
The screenshot shows the 'Hotel Booking Tool' interface. Under the heading 'Search Hotels By*', a dropdown menu is open with 'My Favorites' highlighted. Below the menu, the 'Select a Favorite*' dropdown menu is set to 'PITTSBURGH'.

Continue on next page

Operating Instructions, Continued

Settings

Select the Settings link near More Options/Hide Options in the main frame. The user may select from 1 to 12 Move Down entries to be used in a search. The more you select, the longer the search can take. Select Yes or No for Hotel Images. No will enable a faster download of the information. Select Yes or No for Rate Ranges. Select the Learn More link to see how to put the /CD and /FG data in the PNR and the script will automatically populate the fields. Select Create or Edit My Favorite Hotels to access the form for Favorites. Always Select Save Settings when making any changes to Settings.



Display Settings

Number Of Move Downs Per Hotel List: 1

Show Hotel Images If Available: Yes

Show Rate Ranges: Yes

Pre-populating /CD and /FG fields from 5.H remarks: [Learn More](#)

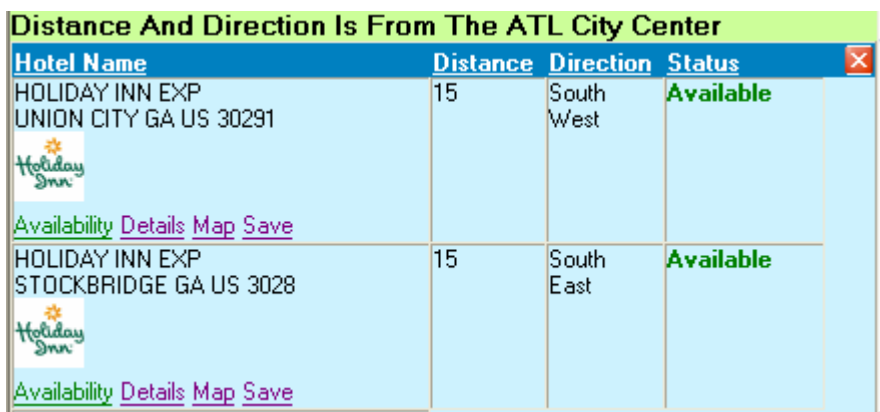
Save Settings



Back

Create My Favorite Hotels

Edit My Favorite Hotels

This is the Search Results frame with no images and no Rate Range.



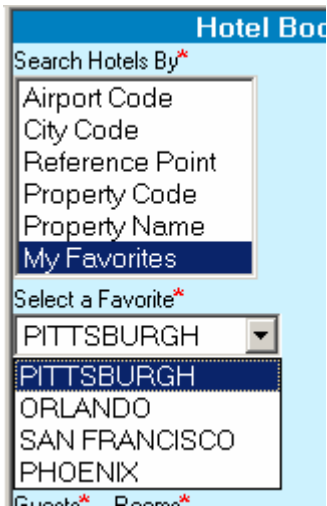
Hotel Name	Distance	Direction	Status
HOLIDAY INN EXP UNION CITY GA US 30291  Availability Details Map Save	15	South West	Available
HOLIDAY INN EXP STOCKBRIDGE GA US 3028  Availability Details Map Save	15	South East	Available

Continued on next page

Operating Instructions, Continued

My Favorites

Once My Favorites have been saved, a drop down list appears on the main frame when My Favorites is selected from the Search list. Highlight the desired Favorite for the search.

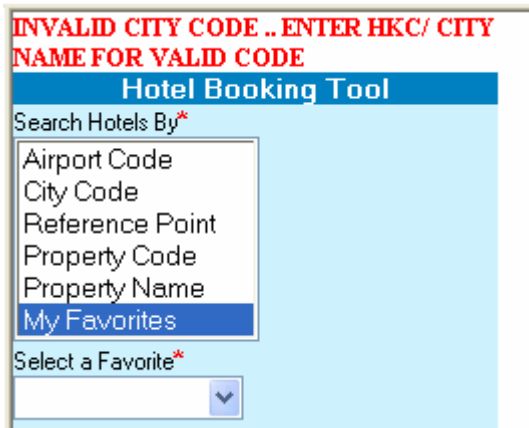


Continued on next page

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.



INVALID CITY CODE .. ENTER HKC/ CITY NAME FOR VALID CODE

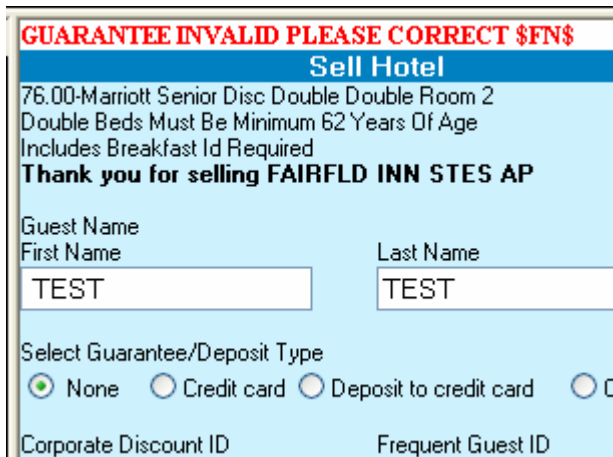
Hotel Booking Tool

Search Hotels By*

- Airport Code
- City Code
- Reference Point
- Property Code
- Property Name
- My Favorites**

Select a Favorite*

▼



GUARANTEE INVALID PLEASE CORRECT \$FN\$

Sell Hotel

76.00-Marriott Senior Disc Double Double Room 2
Double Beds Must Be Minimum 62 Years Of Age
Includes Breakfast Id Required
Thank you for selling FAIRFLD INN STES AP

Guest Name

First Name: TEST Last Name: TEST

Select Guarantee/Deposit Type

None Credit card Deposit to credit card Other

Corporate Discount ID Frequent Guest ID

Quit

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

Revisions

4/07 – Revised for /CD and /FG enhancement.

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%2022%20-%20Car_Hotel_BookingTool_Download_instructions.pdf
