

PNR Creation Tool

Overview

Introduction This document contains an overview of the Worldspan PNR Creation Tool available to users on Worldspan Go! Res.

File name

File (Script) Name	Brief Description
PNRBasics.htm	This script enters basic information needed to complete a PNR into Go! Res.

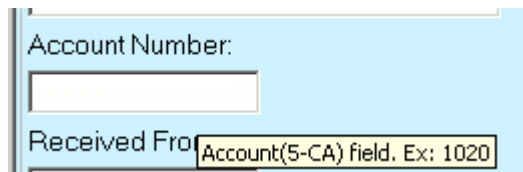
Need Help? Click on the link below to submit a question or issue to the Worldspan Help Desk: <http://www.worldspan.com>, then select the Help Desk Support link from the menu on the left.

Overview Various types of information can be added to a PNR. This script provides the capability to add the basic information required to end transaction and ticket a PNR. This script covers the following areas of information; Agency phone, Ticketing, Name, Phone, Frequent Flyer, various Remarks, Form of Payment, Billing and/or Delivery Address, Account Number, Received From and Level 1 World File. The ScriptPro PNR script (Z4PNR) provides additional options to input information into the PNR.

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 Go! Scripts, 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 which 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.

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. 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 keystroke defaults. If the focus is in the terminal emulator/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

Access

From Worldspan Go! Res:

- Access the script from the PNR Tab in the Script Index
 - Select PNR Basics - Go! to launch the script
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Main Form

The main form for the PNR Creation Tool provides the ability to select the category for the information to add to the PNR. The Name is required in a PNR and this option is the Tool default. It also enables the user to select the PTC code. Click on the down arrow to view the list of Passenger Types. Select Ok to enter the name data and the tool will advance to the next radio button. Select Name again if more names need to be added to the PNR. Clicking in any of the options below will dynamically change the form to include fields pertinent to that option.

The screenshot displays the 'PNR Creation Tool' interface. At the top, there is a blue header with 'Booking Tools' and 'PNR Creation Tool'. Below the header, there are three columns of radio button options: 'Name*' (selected), 'Telephone*', and 'Ticketing*'; 'Form of Payment', 'Address', and 'Remarks'; and 'Frequent Flyer', 'Ignore PNR', and 'End PNR'. A fourth row contains 'Level 1 World File...'. An 'Exit' button is centered below these options. The lower section is titled 'Passenger Names' and contains a form with the following fields: 'Last Name' (text box with 'SMITH'), 'First Name and Title' (three stacked text boxes with 'DON', 'SAMI', and 'JAIMI'), and 'Passenger Types' (five dropdown menus with 'Adult', 'Child', 'Child', 'Adult', and 'Adult'). An 'OK' button is centered at the bottom of the form.

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Operating Instructions, Continued

Phone Option

The Telephone number is also required in a PNR and this option enables the user to input the Agents name to append to the agency phone field (9-), passenger's home phone and business phone with contact name. Click on OK to add the data to the PNR.

The screenshot shows a software window titled "PNR Creation Tool" with a "Booking Tools" menu. It contains several radio button options: Name*, Telephone* (selected), Ticketing*, Form of Payment, Address, Remarks, Frequent Flyer, Ignore PNR, End PNR, and Level 1 World File... An "Exit" button is located below these options. The "Agency Telephone Contact" section is expanded, showing four input fields: "Agent's Name" with the value "LISA", "Home Telephone" with "770-555-1212", "Business Telephone" with "770-563-5555", and "Contact Name" with "MEIL". An "OK" button is at the bottom of this section.

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Operating Instructions, Continued

Ticketing Option

Ticketing information is the last required field for creating a PNR. This option enables the users to enter the type of ticketing arrangement, date, category and ticketing remarks. Select OK to add to the PNR.

The screenshot shows a software window titled "PNR Creation Tool" with a "Booking Tools" menu. The main area contains several radio button options: Name*, Telephone*, Ticketing* (selected), Form of Payment, Address, Remarks, Frequent Flyer, Ignore PNR, End PNR, and Level 1 World File... An "Exit" button is located below these options. A "Ticketing Field" section contains: "Ticketing Format:" with radio buttons for TAW (selected), TAX, and T/; "Date:" with a text box containing "14MAY"; "Category:" with a text box containing "03"; and "Remarks:" with an empty text box. An "OK" button is at the bottom.

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Operating Instructions, Continued

Form of Payment Option

The form of Payment option enables the user to select Cash, Check or Credit Card. Select the ? Button to view a list of Credit Cards and codes. Highlight the desired credit card and click OK to populate the Card Code field. Enter the card number and the date of expiration (MMYY). Select OK to add the data to the PNR.

Booking Tools ▶ **PNR Creation Tool**

Name* Telephone* Ticketing*

Form of Payment Address Remarks

Frequent Flyer Ignore PNR End PNR

Level 1 World File...

Exit

Form of Payment Remark

Form of Payment:
Check
Cash

Card Code: * ?

Card Number: *

Card Expiration Date: *

OK

Credit Cards -- Web Page Dialog

Credit Card Codes

Select one from the list:

Credit Cards	Codes
ACCESS AIR	ZA
ACCESS	XS
AIR NEW ZEALAND TVLCARD	NZ
AIR TRAVEL CARD	TP
AIRPLUS AIR TRAVEL CARD	TP
ALASKA AIRLINES	AS
ALIA PERSONAL CREDIT	RJ
ALOHA AIRLINES	AQ
ALOHA AIRLINES	TS
AMERICAN WEST	UD

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Operating Instructions, Continued

Address Option

The user may input delivery and/or billing address information. A check box makes it easy to use the same address for both. Select OK to add the data to the PNR.

The screenshot shows a software window titled "PNR Creation Tool" with a "Booking Tools" menu. It contains several radio button options: "Name*", "Telephone*", "Ticketing*", "Form of Payment", "Address" (which is selected), "Remarks", "Frequent Flyer", "Ignore PNR", and "End PNR". There is also an option for "Level 1 World File...". An "Exit" button is located below these options. A section titled "Delivery and Billing Remarks" contains two groups of text input fields. The first group is labeled "Delivery Name and Address (5-CD):" and has four empty text boxes. The second group is labeled "Billing Name and Address (5-CB):" and includes a checkbox labeled "Use Above Delivery Address" which is currently unchecked, followed by four empty text boxes. An "OK" button is at the bottom right of the form area.

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Operating Instructions, Continued

Remark Options

The Remark option enables adding general, invoice, itinerary and unique remarks for car, hotel and seats. Select the type of remark, add the text in the input box, and select OK to add that remark. Select the next type of remark and continue as needed.

The screenshot shows a software window titled "PNR Creation Tool" with a "Booking Tools" menu. The "Remark Options" section contains several radio button options: Name*, Telephone*, Ticketing*, Form of Payment, Address, Remarks (selected), Frequent Flyer, Ignore PNR, and End PNR. There is also a "Level 1 World File..." option. An "Exit" button is located below these options. The "Miscellaneous Remarks" section has a "Remark Type:" label and radio buttons for General (selected), Invoice, Itinerary, Car, Hotel, and Seat. Below these is a large empty text input box with a vertical scrollbar. An "OK" button is at the bottom of the dialog.

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Operating Instructions, Continued

Frequent Flyer Option

Required information for the frequent flyer field includes: name field of the passenger, airline code and number for the frequent flyer account, and the carrier the member is booked on or carrier to transmit information. Enter the data and select OK to add the Frequent Flyer information.

The screenshot shows a software window titled "PNR Creation Tool" with a "Booking Tools" menu. The main area contains several radio button options: "Name*", "Telephone*", "Ticketing*", "Form of Payment", "Address", "Remarks", "Frequent Flyer" (which is selected), "Ignore PNR", and "End PNR". There is also an option for "Level 1 World File...". An "Exit" button is located below these options. A section titled "Frequent Flyer Remark" contains the following fields:

Field	Value
For Name Field:	* 1.1
Account Airline Code:	* DL
Account Number:	* 28428093
Booked On or Transmit To:	* DL

An "OK" button is located at the bottom of the "Frequent Flyer Remark" section.

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Operating Instructions, Continued

Level 1 World File Option

Enter the data and select OK to add the Level 1 World File, append data to the World File, Account Number (5-CA) and/or Received From Field to the PNR.

User may uncheck the Copy Agency/Level 1 World File Data box to only enter the Account Number and/or Received from field.

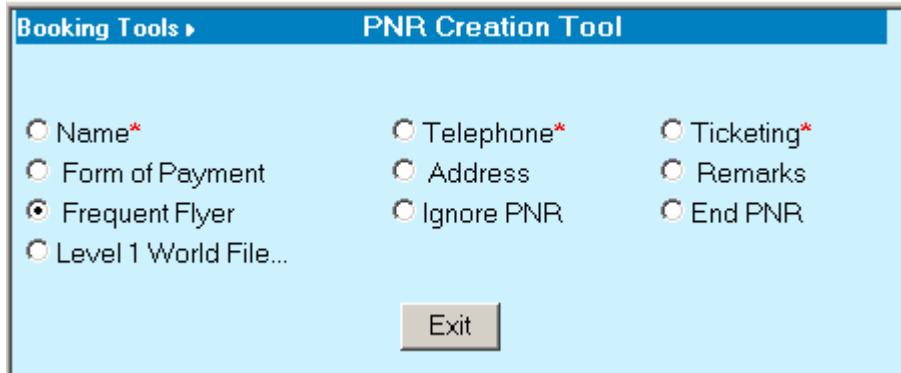
The screenshot shows a software dialog box titled "PNR Creation Tool" with a "Booking Tools" menu. It contains several radio button options: Name*, Telephone*, Ticketing*, Form of Payment, Address, Remarks, Frequent Flyer, Ignore PNR, and End PNR. The "Level 1 World File..." option is selected. An "Exit" button is located below these options. A separate section titled "Level 1 World File/Account Number/Received From" contains a checked checkbox for "Copy Agency/Level 1 World File Data". Below this, there is a text input field for "Append custom agency data to level 1:". Further down, there are two more input fields: "Account Number:" with the value "4892" and "Received From:" with the value "GAB|". An "OK" button is at the bottom of this section.

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Operating Instructions, Continued

Exit Button to Booking Tools

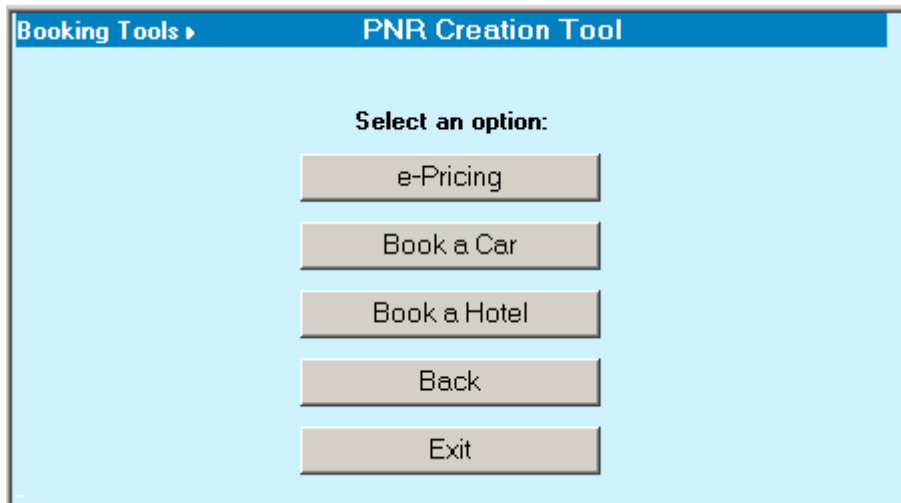
Selecting the Exit Button on the top of the frame will display a list of buttons for e-Pricing and the Car and Hotel Booking Tools. Select a button to access the tools, Back to return to PNR Creation or Exit to terminate the Tools and return to the Script Index.



The screenshot shows a window titled "PNR Creation Tool" with a blue header bar containing "Booking Tools" and a right-pointing arrow. The main area is light blue and contains a list of radio button options arranged in three columns:

- Column 1: Name*, Form of Payment, Frequent Flyer, Level 1 World File...
- Column 2: Telephone*, Address, Ignore PNR
- Column 3: Ticketing*, Remarks, End PNR

Below the options is a single "Exit" button.



The screenshot shows the same "PNR Creation Tool" window. The main area is light blue and contains the text "Select an option:" centered above a vertical stack of six buttons:

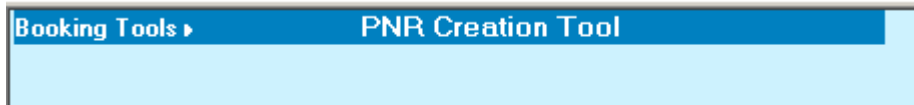
- e-Pricing
- Book a Car
- Book a Hotel
- Back
- Exit

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Operating Instructions, Continued

Booking Tools Link

In addition to selecting the Exit Button to get the list of Booking Tools to access, the user may also click on Booking Tools on the upper left of the frame. This enables 3 icons to appear for e-Pricing, Car and Hotel. The user may click on the applicable icon to access the desired Booking Tool.

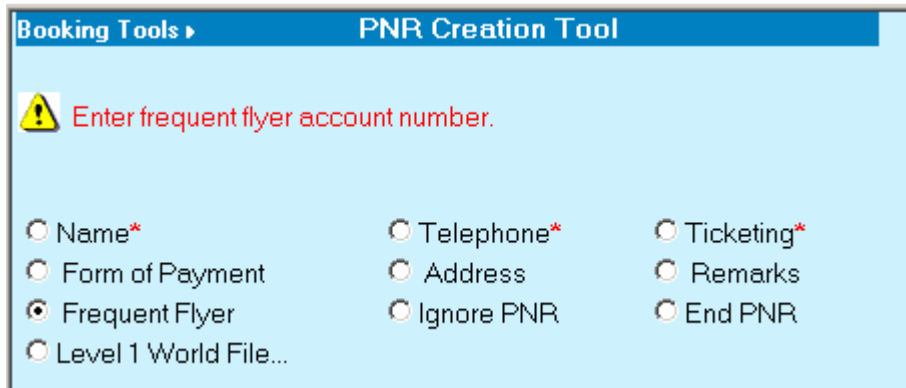


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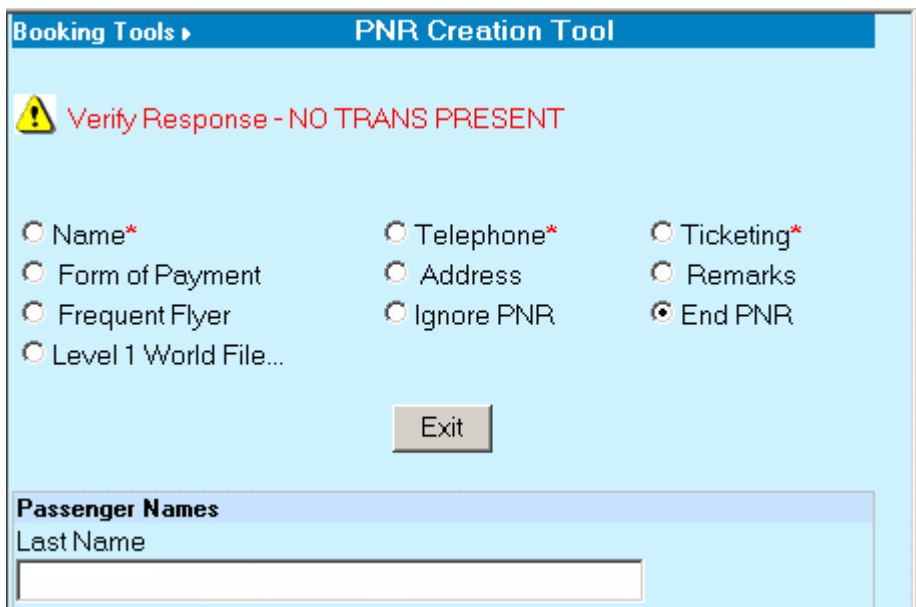
Operating Instructions, Continued

Errors

Mandatory fields must be populated for the script to continue. The script displays a red message on the top of the form and often places the cursor in the impacted field.



The screenshot shows the 'PNR Creation Tool' interface. At the top, there is a blue header with 'Booking Tools' and 'PNR Creation Tool'. Below the header, a yellow warning icon is followed by the red text 'Enter frequent flyer account number.'. The main area contains several radio button options arranged in three columns: Name*, Telephone*, Ticketing*, Form of Payment, Address, Remarks, Frequent Flyer, Ignore PNR, End PNR, and Level 1 World File... The 'Frequent Flyer' option is selected.



The screenshot shows the 'PNR Creation Tool' interface. At the top, there is a blue header with 'Booking Tools' and 'PNR Creation Tool'. Below the header, a yellow warning icon is followed by the red text 'Verify Response - NO TRANS PRESENT'. The main area contains several radio button options arranged in three columns: Name*, Telephone*, Ticketing*, Form of Payment, Address, Remarks, Frequent Flyer, Ignore PNR, End PNR, and Level 1 World File... The 'End PNR' option is selected. Below the options is a grey 'Exit' button. At the bottom, there is a section titled 'Passenger Names' with a sub-section 'Last Name' and an empty text input field.

Quit

To quit or stop the script, either click on the Exit Button to return to the main script index or stop inputting information in the form box and use manual entries in Go! Res.

Revisions

5/07 – Updated for name, new screen shots and flow.
