

# PNR Review - Go! Script

## Overview

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**Introduction** This document contains an overview of the Wordspan PNR Review - Go! Script available to users on Worldspan Go! Res.

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**File name**

All Scripts Name	Brief Description
ZG_PNRReview	Verifies required fields are in a completed PNR.

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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** This script facilitates the process of reviewing each PNR for quality assurance. One file may be created as the office default or separate files for each account or type of business such as Corporate or Leisure. Options for item settings include Air, Car, Hotel, Travel Segment, Worldspan on the Web Segment, Remarks, and capability for custom settings. A remark is placed in the PNR for every item not found. The script also enters a remark with the date and time it processed the PNR.

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# Operating Instructions

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## Script Conventions

- Mandatory fields are indicated with burgundy text
- A black arrow pointing down indicates a drop down list is available for applicable choices for the input box, or the ability to scroll for more information.
- Some forms may contain input fields with conditions that would disable other fields and/or buttons (e.g., selecting a Move option will disable the ability to select specific Rule Categories to view, or leaving a field blank disables other fields pertaining only to that blank field).
- In a list where the choices are Yes or No, leaving the field blank is also No.
- Use the <Tab> key to move in order to each input field. Or use the mouse to click on the needed input field.
- 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).

Phone field must have:

Phone field must have:

- Some fields contain a “hot key.” This is an underlined letter. Pressing the <Alt> key and the underlined letter together will move the cursor directly to that input box.
- The <Enter> key may be used in place of the OK button.

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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. Since Go! Res is on the Web, the right side of the window (Index/Go! Res scripts) takes on the Windows keystroke and local macro 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. HOWEVER, when the focus is the right side/Go! Script, the <Ctrl>R does nothing or launches a macro and the <Ctrl>W shuts down the application. It is important to check the focus prior to using keystroke combinations. Simply click on the right or left to move the focus.

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## Operating Instructions, Continued

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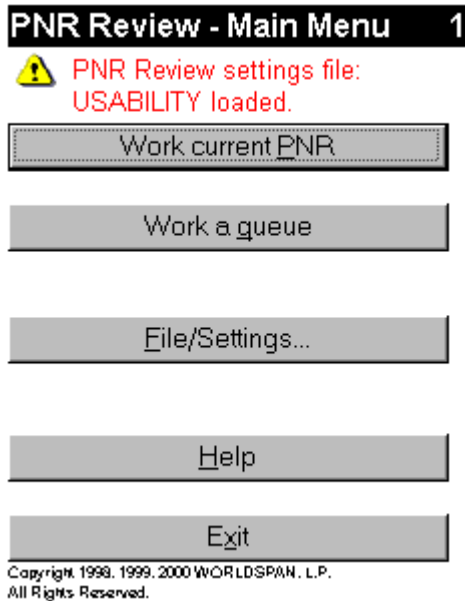
### Access

From Worldspan Go! Res:


- Access the script from the Misc Tab in the Script Index
  - Select PNR Review - Go! to launch the script
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### Main Menu

The following form is displayed offering several options to proceed with the PNR Review script.



**PNR Review - Main Menu 1**

 PNR Review settings file:  
USABILITY loaded.

Work current PNR

Work a queue

File/Settings...

Help

Exit

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The Help button throughout the forms of this script, displays this Overview Document for your convenience.

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### Work Current PNR

A PNR must be active in Worldspan Go! Res before selecting this option. The script immediately processes the review of the PNR based on the loaded settings.

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## Operating Instructions, Continued

**Queue Settings** When “Work a queue” is selected, the following form displays the options for the queue settings.

### PNR Review - Queue Settings Menu 6

	Sid	Queue	Category
Queue number to work:	▶ Q/15L	/ 56	*C 0
PNR's that <u>do not pass</u> should be sent to:	▶ Q/15L	/ 55	*C 1
PNR that <u>do pass</u> should be sent to:	▶ Q/15L	/ 55	*C 0

Continuously check queue for PNRs

**Queue Settings expanded** The script runs one time except when “Continuously check queue for PNRs” is checked. The form expands to display length of time to wait before checking for new PNRs, and Saturday and Sunday options.

### PNR Review - Queue Settings Menu 6

	Sid	Queue	Category
Queue number to work:	▶ Q/15L	/ 56	*C 0
PNR's that <u>do not pass</u> should be sent to:	▶ Q/15L	/ 55	*C 1
PNR that <u>do pass</u> should be sent to:	▶ Q/15L	/ 55	*C 0

Continuously check queue for PNRs

Check for PNRs every:  minutes

Work queue on Saturday     Work queue on Sunday

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## Operating Instructions, Continued

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**Queue Statistics** The statistics on top part of the following form displays and counts down as the script is working the queue. When “Continuously check queue for PNRs” is checked, the lower part of the following form displays with additional statistics of the remaining time before re-start. The “Override – start now” button provides the option to immediately check for new PNRs on queue rather than wait for the remaining time to expire.

### **PNR Review - Processing Queue 7**

Processing queue:	Q/15L/56*CO
PNR Review settings loaded:	USABILITY
Status:	PNR Review complete
Number of PNRs to work:	3
Number of PNRs remaining:	0
Number of PNRs passed:	0
Number of PNRs failed:	3
<b>Script is running continuously.</b>	
Queue stopped at:	3/5/01 12:56:43 PM
Queue will re-start in:	Minute(s)   Second(s)
<input type="button" value="Override - start now"/>	58 : 25
<input type="button" value="Cancel Working Queue/Back"/> <input type="button" value="Help"/> <input type="button" value="Exit"/>	

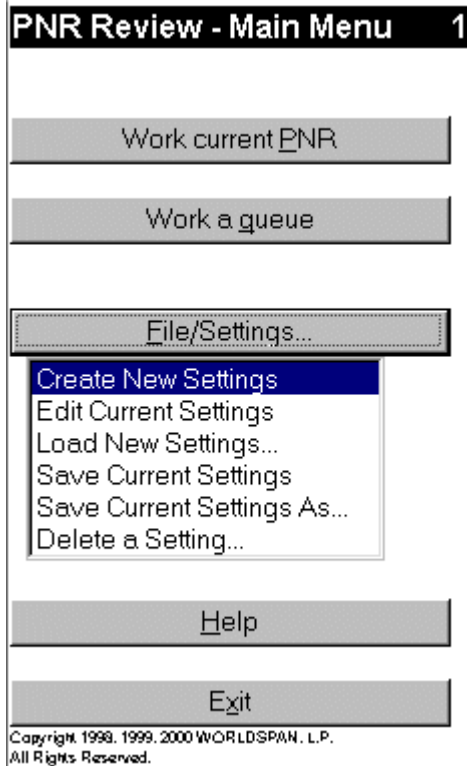
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## Operating Instructions, Continued

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### File/ Settings

Selecting the File/Settings button displays a drop-down list of the options available for maintenance of the File Settings; Create, Edit, Load, Save, Save As, and Delete. As shown in future explanations, the name of the current file settings is displayed at the top of the form to ease in navigation.



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## Operating Instructions, Continued

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### Create Settings / Air Settings

Selecting Create New Settings displays Air, Car, Hotel, TVL, WOW, Remarks and Custom topics. The form expands with applicable options as each topic is selected. Selecting “Next Settings” or “Previous Settings”, as well as the radio button for the topic, navigates the user through the applicable options for verification.

The “Letter to be used for unique remarks errors:” can be any letter, but Z is the only letter that goes into history. The letter selected will apply to all unique remarks entered by the PNR Review – Go! script during processing using those file settings. The script also adds a topic for each applicable unique remark (e.g., 5.ZAIR) for easier review.

The settings form for some topics include free-form fields. These fields are to be populated with the unique format information to “Look For” in that specific item (e.g., /IC-). The applicable forms have examples for clarification.

Shown below is the form with Air Settings selected:

**PNR Review - Air Settings** **2**

Letter to be used for unique remark errors:

View your settings for:

Air  Car  Hotel  TVL  WOW  Remarks  Custom

Must have an air segment in PNR

Flight status must be "HK" or "MK"

Each "HK" status flight must have a seat assignment

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## Operating Instructions, Continued

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### Car Settings

The following form shows the options to verify for the Car topic.

#### PNR Review - Car Settings 2

Letter to be used for unique remark errors:

View your settings for:

Air  Car  Hotel  TVL  WOW  Remarks  Custom

- Must have a car segment in PNR
- Status must be "HK" or "MK"
- Must have confirmation number (/CF-)
- Must have supplemental information (/SI-)
- Must have corporate discount number (/CD-)
- Must have frequent traveler number (/FT-)
- Must have customer ID (/ID-)
- Must have guarantee (/G-)
- Check continuity with air segments

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## Operating Instructions, Continued

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**Hotel Settings**     The following options are listed when Hotel is selected.

**PNR Review - Hotel Settings** **2**

Letter to be used for unique remark errors:

View your settings for:

Air    Car    Hotel    TVL    WOW    Remarks    Custom

Must have a hotel segment in PNR

Status must be "HK" or "MK"

Must have confirmation number (/CF-)

Must have supplemental information (/SI-)

Must have corporate discount number (/CD-)

Must have frequent traveler number (/FT-)

Must have frequent guest number (/FG-)

Must have guarantee (/G-)

Must have special print (/SP-)

Must have arrival information (/ARR-)

Check continuity with air segments

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## Operating Instructions, Continued

### Travel Segment Settings

When TVL is selected, the following form is displayed.

#### PNR Review - Travel Segment Settings 2

Letter to be used for unique remark errors:

View your settings for:

Air  Car  Hotel  TVL  WOW  Remarks  Custom

Must have a TVL Segment in PNR

Must have a service charge TVL Segment (SVC type)

Other

Other

Other

Enter the part of the segment the script must find in the Other fields.

### WOW Settings

Bookings made in the Worldspan Resource Center create Worldspan on the Web (WOW) Segments. When WOW is selected, the following form is displayed.

#### PNR Review - Worldspan On the Web Segment Settings 2

Letter to be used for unique remark errors:

View your settings for:

Air  Car  Hotel  TVL  WOW  Remarks  Custom

Must have a WOW Segment in PNR

Other

Other

Other

Enter the part of the segment the script must find in the Other fields.

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## Operating Instructions, Continued

### Remark Settings

Selecting Remarks displays the following options. The unique error remark includes AIR in the entry if the selection has to do with Ticket Record, Fares or Document Instructions. All other selections include RMK in the unique remark.

**PNR Review - Remark Settings** **2**

Letter to be used for unique remark errors:

View your settings for:

Air  Car  Hotel  TVL  WOW  Remarks  Custom

Must have commission remark (5-CM)  
 Must have an account number (5-CA)  
 Must have DI line  
 Must have form of payment  
 Must have a frequent flyer number  
 Must have fare quote (\*FQ)  
 Must have a ticket record (4\*)  
 Must have a pricing instruction (PI)  
 Must have a stored fare (ticket record or pricing instructions)  
 Fare quote (\*FQ) total must match stored fare total (4\*)  
 Phone field must have:   
 Phone field must have:   
 Phone field must have:

Enter a consistent part of the phone field the script must find in the Other fields.

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## Operating Instructions, Continued

### Custom Settings

Custom Settings provide additional verifications that may be more unique to an agency or a specific customer/account.

**PNR Review - Custom Settings**

Letter to be used for unique remark errors:

View your settings for:

Air  
  Car  
  Hotel  
  TVL  
  WOW  
  Remarks  
  Custom

	Location	Look For	Qualifier	Location	Look For	Qualifier
1.	*AD		Done	*AD		Done
	Error remark: <input type="text"/>					
2.	*AD		Done	*AD		Done
	Error remark: <input type="text"/>					

### Custom Settings – Location

The location is where the item to verify is in the PNR. For many areas, think of the displayed PNR and the prompts for each area. Examples: a unique remark for “C” (format 5.C) would appear under MC-, commission is under A-CM. For more flexibility, the entry to display that part of the PNR is used as the location reference. Examples: a hotel segment displays with \*IH and passenger name information displays with \*NA. When a prompt or entry is not listed for the desired location, use \*AD and be very specific with the unique ‘Look For’ item. A key for the location drop-down list is on the following page.

	Location	Look For
1.	*IC	ZE
	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #000080; color: white; padding: 2px;">*IC</div> <div style="padding: 2px;">*IH</div> </div>	

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## Operating Instructions, Continued

### Custom Settings – Location Key

The key to the location drop-down:

Location	Entry, Display, Name of field	Location	Entry, Display, Name of field
*AD	All data in PNR	ME-	5.E, *UE, Unique Remarks
*IA	Air segments	MF-	5.F, *UF, Unique Remarks
*IC	Car segments	MG-	5.G, *UG, Unique Remarks
*IH	Hotel Segments	MH-	5.H, *UH, Unique Remarks
*IT	<b>TVL and WOW segments</b>	MI-	5.I, *UI, Unique Remarks
*NA	Name and CND data	MJ-	5.J, *UJ, Unique Remarks
A-CM	5-CM, *M, Commission field	MK-	5.K, *UK, Unique Remarks
A-IT	5-IT, *M, Tour number	ML-	5.L, *UL, Unique Remarks
A-CA	5-CA, *M, Client Account Number	MM-	5.M, *UM, Unique Remarks
A-CB	5-CB, *M, Client Billing address	MN-	5.N, *UN, Unique Remarks
A-CD	5-CD, *M, Client Delivery address	MO-	5.O, *UO, Unique Remarks
A-FM	5-FMI, 5-FMF, *M, FastMail data	MP-	5.P, *UP, Unique Remarks
A-ER	5-ER, *M, Ticket Endorsements	MQ-	5.Q, *UQ, Unique Remarks
CPY-	*CPY, Copy edit remark when World File Level 2 or 3 used	MR-	5.R, *UR, Unique Remarks
DI-	4-DI, *DI, Document Instructions	MS-	5.S, *US, Unique Remarks
EOR-	*EOR, System Edit Override Remark	MT-	5.T, *UT, Unique Remarks
EOV-	*EOV, World File Edit Manual Override Remark	MU-	5.U, *UU, Unique Remarks
ETA-	*ETA, E-TKT Acknowledgement /Authorization	MV-	5.V, *UV, Unique Remarks
TKG FAX-	*F, Status of Ticket Record	MW-	5.W, *UW, Unique Remarks
FQ-	4PFQ, *FQ, Fare Quote	MX-	5.X, *UX, Unique Remarks
FOP-	5\$, *FP, Form of Payment	MY-	5.Y, *UY, Unique Remarks
G-	3OSI, 3SSR, *G, General Fax Info	MZ-	5.Z, *UZ, Unique Remarks
M-	5, *M, All Remarks	P-	9-, *P, Passenger Data, Phone
MA-	5.A, *UA, Unique Remarks	PI-	4-PI, *PI, Pricing Instructions
MB-	5.B, *UB, Unique Remarks	SEATS-	4R, *GS, Seat Assignments
MC-	5.C, *UC, Unique Remarks	T-	7T, *TK, Ticketing Field
MD-	5.D, *UD, Unique Remarks	TR-	4/AOK, 4P*, Ticket Record

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## Operating Instructions, Continued

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### Custom Settings – Look For

What is unique about the item you want to verify? Keep in mind how the information appears in the PNR. Some hotel properties do not have the chain in the hotel name or do not spell it out. Use the hotel chain code rather than the name for accurate results. Another Hint, make sure the “Look For” item can not be found in other locations. Example: In checking for the expiration of a Credit Card, EXP, “P”, and ”N” indicate an expiration date is included with the credit card number. However, “P” and “N” also appear in a credit card codes and therefore may not ensure the expiration is present.

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### Custom Settings – Qualifier

The qualifier enables verifying similar data. When verifying one thing, use “Done”. When verifying two related items, “Or” means one or the other must be in the PNR and “And” means both items must be in the PNR.



Further to the right, “Done” and “Else” enable more flexibility for verification. “Done” in this position means a dual verification is complete. Selecting “Else” displays more options to the right of that custom item to allow one or two more items to verify. If the previous options on this custom line are found, the script does not continue to the “Else” option so position of the options in a line is important.



Qualifier	Location	Look For	Qualifier	Location	Look For
Else	*AD		Done	*AD	

Error remark:

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## Operating Instructions, Continued

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### Custom Settings – Error Remark

An Error Remark will be entered into the PNR when the result of the Look For item(s) is not found. Custom Error Remarks read exactly as indicated in the Error Remark field. Please consider avoiding vague remarks to ease the modification process. As discussed earlier, all unique remarks are added with the letter indicated above the radio button topics.

2. \*NA @ Done \*AD Done  
Error remark: NO CUSTOMIZED NAME DATA

The script uses the second Error remark field when the “Else” option is selected.

Qualifier	Location	Look For	Qualifier
Else	MC-	CAR NOT REQUEST	Done
Error remark: CHECK CAR RENTAL			

**Note:** The script searches through each applicable segment when using options listed under the topic radio buttons. It searches every air, car, and hotel segment for the applicable item. Examples of error remarks:

```
AIR - NN SEATS FOR DL 732Y 23MAR ATLPIT HK  
CAR - /SI- MISSING IN SGMT 2  
RMK - PHONE FIELD MISSING -B
```

Under TVL, WOW, and the Custom radio topics, the script checks for the first occurrence of the “Look For” item. If the script is searching for item /IC- and locates it in the first TVL segment, it stops searching as the "Look For" item is found and the error remark does not apply. If the script does not find /IC- in the first TVL segment, it continues to search until it finds the /IC- or reaches the end of the TVL segments and then applies the error remark.

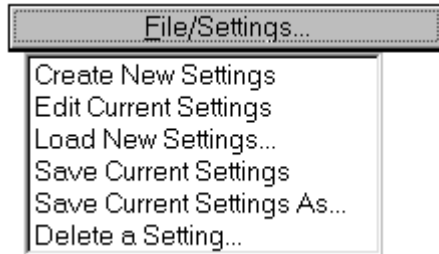
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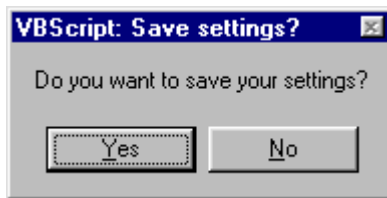
## Operating Instructions, Continued

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### Edit Current Settings



Select "Edit Current Settings" from "File/Settings" to modify the settings that are currently active. If the desired settings are not currently active, they must be loaded prior to selecting Edit Current Settings. The script proceeds through the create process as previously discussed with the settings displayed. Upon selecting OK, the following dialog box asks if you want to save the settings. Selecting Yes enables the script to continue on to the "Save Current Settings As" form. Selecting No enables the user to check PNRs with these temporary settings.



Note: When No has been selected and prior to loading different File Settings, the option is available to select "Save Current Settings" or Save Current Settings As" from the Files/Settings button and save the temporary modifications permanently.

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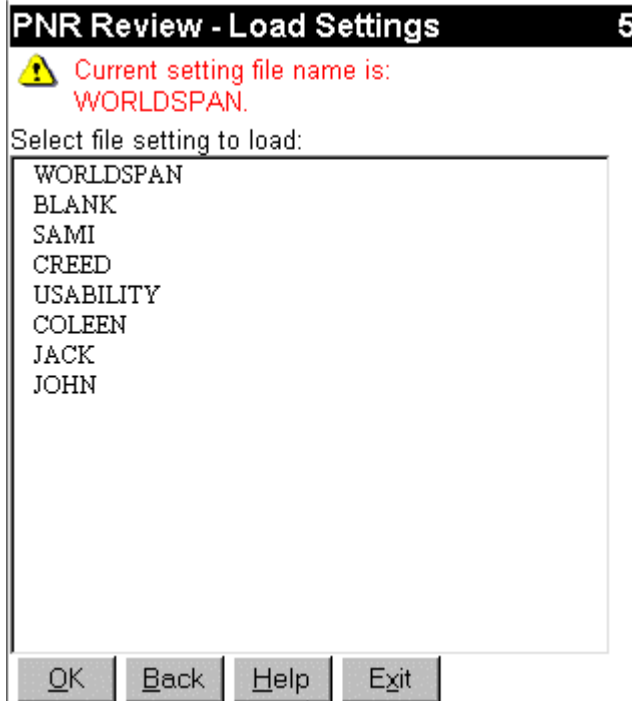


## Operating Instructions, Continued

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### Load Settings

The Load Settings option enables the user to use various files for the different accounts and PNRs based on the needs of the clients. Highlight the desired file and select OK to load the settings prior to reviewing a PNR, Queue, or Edit Current Settings.



### Save Current Settings

Selecting Save Current Settings immediately saves the settings to the current active file name and the script resumes with the Main Menu. If new settings are current, this function will then display the following message box to prompt the user to select “Save Current Setting As”:



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## Operating Instructions, Continued

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### Save Current Settings As

This option enables the user to save the settings under a new file name or any name listed. The option to Select Save this file as my default settings enables the default file to remain as the current active file each time the script is accessed. The script saves this file using the employee number and compares the file to the logon to access the correct default file.

**PNR Review - Save Settings** 3

Current setting file name is:  
WORLDSPAN.

Select file setting to save:

- WORLDSPAN
- BLANK
- SAMI
- CREED
- USABILITY
- COLEEN
- JACK
- JOHN

Or create new file name:

Save this file as my default settings


*Continue on next page*

## Operating Instructions, Continued

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**Delete Settings** Highlight the desired file and select OK to delete the file settings.

**PNR Review - Delete Settings 4**

 Current setting file name is:  
WORLDSPAN.

Select file setting to delete:

WORLDSPAN
BLANK
SAMI
CREED
USABILITY
COLEEN
JACK
JOHN

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## Operating Instructions, Continued

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### Errors

Blank mandatory fields must be populated for the script to continue. The script redisplay the form with the cursor in the blank mandatory field when left blank. If an error is made, the script populates a message on the top of the form. In the following example, PNR Review a PNR was selected without an active PNR in Go! Res.

#### **PNR Review - Main Menu 1**

 No PNR active. Display PNR first.

Work current PNR

Work a queue

File/Settings...

Help

Exit

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### Quit

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

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### Revisions

1/05 – Updated Need Help information.

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