

Travelport ViewTrip – Go! Script

Overview

Introduction This document contains an overview of the Travelport ViewTrip - Go! Script available to users on Worldspan Go! Res.

File name

File (Script) Name	Brief Description
ZG_Travelport ViewTrip TM	Provides easy e-mail processing of links to view itineraries in ViewTrip on the web.

Need Help? Click on the link below to submit a question or issue to the Worldspan Help Desk: <http://travelport-english.custhelp.com/app/ask>.

Overview This script enables sending e-mails with a link to the passenger to view the itinerary in Travelport ViewTrip on the internet. The script processes the displayed PNR for e-mailing the itinerary behind the scenes to ViewTrip. It also provides the ability to setup agency defaults for location of e-mail addresses in the PNR, type of processing documentation remark, and special characters used in e-mail addresses. The script also provides the opportunity to preview the itinerary, as it will be seen on the web.

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 ► 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).
- Some input fields may 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 (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. 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

Access

From Worldspan Go! Res:

- Access the script from the PNR or Misc Tab in the Script Index
 - Select Travelport ViewTrip – Go! to launch the script
-

Main Form

The script begins working as it is launched. It reads the PNR information in Go! Res to populate the following main form. After the initial use of the script, the user name and e-mail address are stored in a file for future use. The recipient's information can be entered manually. The red message on the top of the form suggests accessing the defaults setup. Once the setup for the agency indicates the correct location for the script to find the e-mail addresses, it populates the field when an address is found. The Send button processes the e-mail. Preview opens a new browser window with the itinerary to be reviewed. Setup determines the defaults. Refresh checks Go! Res and displays the new locator and name information in the script form. Clear erases any populated fields in the form. The Exit button exits the script to the Script Index.

The screenshot shows the Travelport ViewTrip web form. At the top, there is a navigation bar with links: Express Off, Working Frame, My Script, My Links, a window size icon, Script Index, Tools, Help, and Logout. Below the navigation bar is the Travelport ViewTrip logo. The main form area has a light blue background and contains the following fields and controls:

- Passenger's Name: Test
- Record Locator: 3Y2VIC
- Subject:
- Agency SID:
- Your Name:
- Your E-mail Address:
- Recipient's Name:
- Recipient's E-mail Address:
- Carbon Copy Addresses:
(Separate multiple addresses with a comma.)
- Comments:

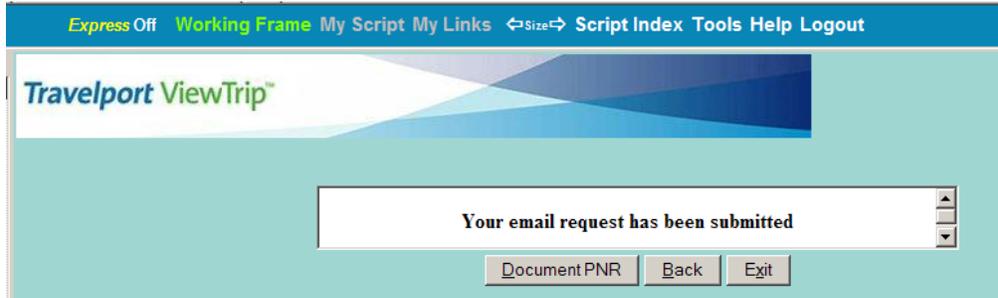
At the bottom of the form, there are six buttons: Send, Preview, Setup, Refresh, Clear, and Exit.

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Operating Instructions, Continued

Response

The following message is sent from from the ViewTrip product when the e-mail request was submitted. Select Back to return to the main form.



When Document PNR is selected, the following remark example is added to the PNR with the date and time of processing. The time and date displays are based on the PC system configurations.

```
5.Z 7/2/2004 10.01.41 AM - MYTRIPANDMORE SENT TO PAX
```

E-Mail Notice

When the Send function is successful, the customer receives an e-mail from the ViewTrip product with the link to ViewTrip to view their itinerary. The following is an example of the e-mail notice with the comments from the main form:

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Operating Instructions, Continued

Itinerary

When the client receives the above e-mail and selects “Click here to view itinerary”, the script opens the ViewTrip product in another browser window with the itinerary. Example:

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Operating Instructions, Continued

Preview

The following itinerary example is when Preview is selected from the main form:

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Operating Instructions, Continued

Setup Form

Travelport ViewTrip™

Enter the Worldspan format where the Email information is stored in the PNR.

Display itinerary in:

Display time in:

Convert Worldspan Character	To Character
<input type="text" value="@AC@"/>	` Accent
<input type="text" value="@AP@"/>	' Apostrophe
<input type="text" value="@A@"/>	& Ampersand
<input type="text" value="@B@"/>	\ Backslash
<input type="text" value="@C@"/>	: Colon
<input type="text" value="@M@"/>	, Comma
<input type="text" value="@E@"/>	= Equals
<input type="text" value="@X@"/>	! Exclamation
<input type="text" value="@GT@"/>	> Greater Than
<input type="text" value="@LT@"/>	< Less Than
<input type="text" value="@LC@"/>	{ Left Brace
<input type="text" value="@LB@"/>	[Left Bracket
<input type="text" value="@L@"/>	(Left Paren
<input type="text" value="@RC@"/>	} Right Brace
<input type="text" value="@RB@"/>] Right Bracket
<input type="text" value="@R@"/>) Right Paren
<input type="text" value="@P@"/>	% Percent

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Operating Instructions, Continued

Setup Form, cont.

The screenshot shows a web-based setup form with a light teal background. On the left side, there is a vertical list of nine buttons, each containing a character: @PL@, @H@, @Q@, @QO@, @SC@, @S@, @T@, @U@, and @V@. To the right of these buttons is a list of corresponding symbols and their names: + Plus, # Pound, ? Question, " Quote, ; Semi Colon, / Slash, ~ Tilde, _ Underscore, and | Vertical Bar. Below this list is a text input field with the label "Standard Comments" above it. At the bottom of the form are two buttons: "Save Settings" and "Back".

The setup form determines the defaults for the agency. The e-mail address can be stored in various areas of the PNR. If using the 5-MTT, 5-MTA or 5-MTM field, enter *RA for these fields to display automatically in the script. It is recommended a consistent procedure be used for the address, whether it is a unique remark or by using the FastMail Internet entry (5-FMI*, HELP 5-FM). Enter the area of the PNR that the agency stores the e-mail address.

Enter the Worldspan format where the Email information is stored in the PNR.

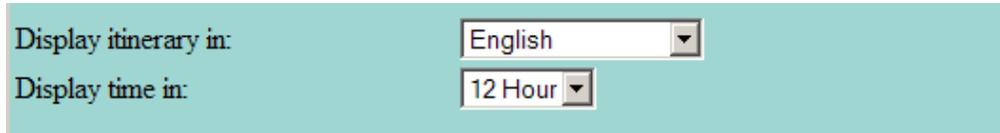
*MA

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Operating Instructions, Continued

Setup Form, cont.

The itinerary time and language in ViewTrip is determined by the defaults for time and language in Setup. Select the time using the 12 or 24-hour clock and desired language of the itinerary (English, Spanish, Portuguese, Dutch, French, German, or Italian).



Display itinerary in: English

Display time in: 12 Hour

Special characters do exist in current e-mail addresses; a common example is the underscore (_). Worldspan Res does not accept these characters but does provide a conversion table found in HELP 5-FM. The setup defaults to this table but enables other conversion selections when indicated. Please note only the default conversions work with the e-mail address stored with the 5-FMI* entry.

Convert Worldspan Character	To Character
@AC@	` Accent
@AP@	' Apostrophe

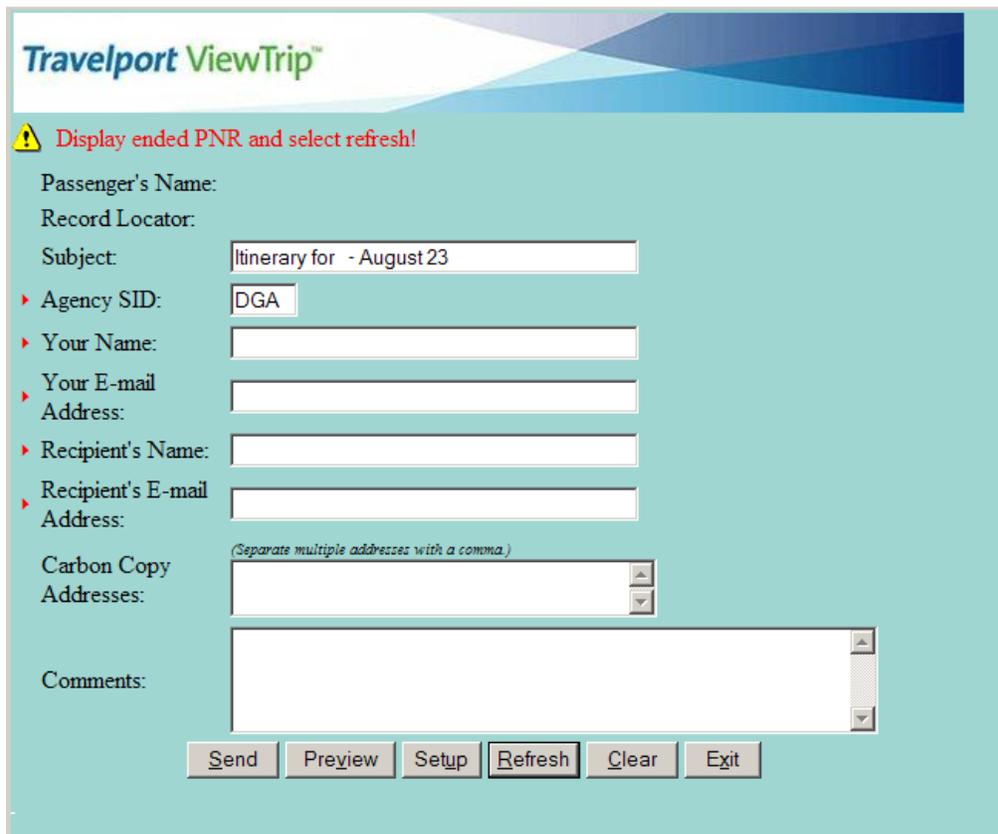
Select Save Settings to retain the defaults for the office or select Back to return to the main form and discard changes.

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Operating Instructions, Continued

E-Mail Status You can check the status of any e-mail that has been submitted using the ViewTrip - Go! script from the 'Traveler Search' section of ViewTrip product. See the ViewTrip tutorial for instructions.

Errors An ended PNR must be active for the script to continue. If an ended PNR is not displayed, the script populates a red message on the top of the form as shown below:



The screenshot shows the Travelport ViewTrip web interface. At the top, there is a header with the logo "Travelport ViewTrip™". Below the header, a yellow warning icon is followed by the text "Display ended PNR and select refresh!". The form contains several input fields and buttons:

- Passenger's Name: (empty text box)
- Record Locator: (empty text box)
- Subject: Itinerary for - August 23 (text box)
- Agency SID: DGA (text box)
- Your Name: (empty text box)
- Your E-mail Address: (empty text box)
- Recipient's Name: (empty text box)
- Recipient's E-mail Address: (empty text box)
- Carbon Copy Addresses: (text box with a small dropdown arrow on the right)
- Comments: (large text area)

At the bottom of the form, there are six buttons: Send, Preview, Setup, Refresh, Clear, and Exit. The Refresh button is highlighted with a red border.

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Operating Instructions, Continued

Security

The following security reminder may appear when you select Preview. It may display depending on the setup of your browser. Select OK to continue.



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.

Revisions

7/11 – Updated for ViewTrip screens from My Trip and More. 10/11 Updated Help Desk link.
