

# ScriptPro Exchange Script

## Overview

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

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**File name**

File (Script) Name	Brief Description
Z4EXCH	Provides a fill-in format for ticket exchanges. The script reads the PNR history for ticket numbers and fares does mathematical calculations, which were previously done manually. Document Instructions, EZ options, and Unique Remarks with information required for exchange notices are features of this script.

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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** The Z4EXCH script provides a fill-in format for effortless ticket exchanges. The script reads the PNR history for previous ticket numbers and fares so that in most situations these numbers do not have to be typed. Z4EXCH handles many of the mathematical calculations that previously had to be done manually. It allows for the use of the /DI- field, and if the ticket is not issued at the time the script is run, unique remarks are documented in the PNR / 5.Z- with the entries required when filling out the REN- notice for ARC.

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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 dialog boxes 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. Use <Shift><Tab> to move in reverse order. Or use the mouse to click on the needed input field.
- 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. 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

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### Access

From Worldspan Go! Res:

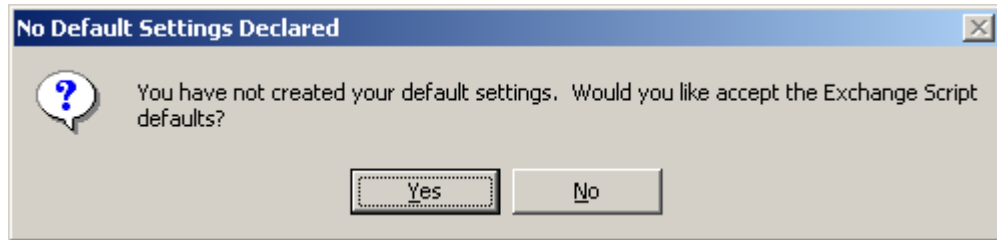
- Access the script from the Utilities or Price Tab in the Script Index
- Select Ticket Exchange to launch the script

Or:

- Access the ScriptPro menu in Res by Pressing <Ctrl>S,
  - Type z4exch.csl or scroll and highlight
  - <Enter>
- 

### Initial Launch

The Exchange script contains Setup options that contain default settings that must be established prior to operation of the script. The first time this script is launched, the following dialog box displays:



Selecting Yes displays the Setup Options dialog box with the initial Script defaults (shown below). These will be saved as the script default settings and can be changed prior to saving. Selecting No displays a blank Setup Option dialog box for the user to select each option and will be saved as the new script default settings.

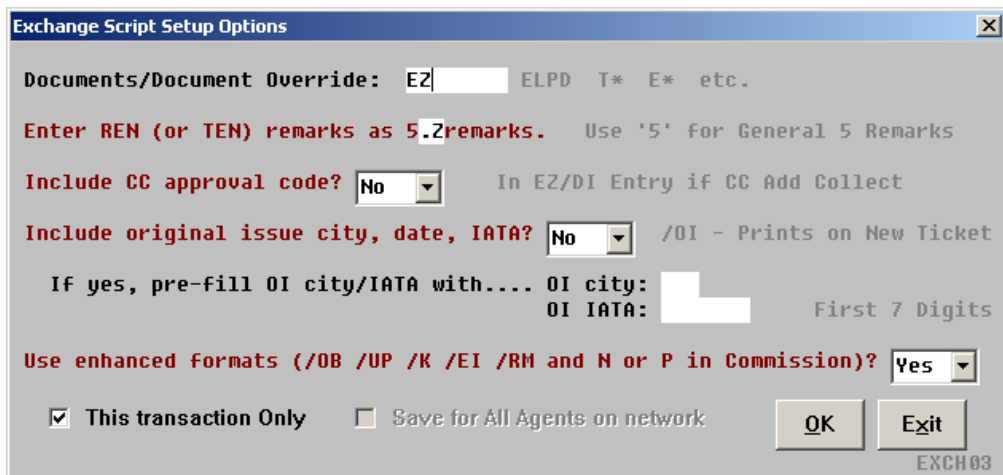
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## Operating Instructions, Continued

**Default Settings** The following Setup Options dialog box is an example of the Exchange Script defaults discussed above. The fields would be blank if the user selected No from the above message. This dialog is also accessed when the "Change Default Settings" is selected from the main menu and will reflect the current saved settings. The documents/document override field is a required entry and it displays the option selected from the main menu. Please note that the EZ entry pulls the documentation to be included from the AIR Table as setup by the agency. In the REN or TEN remarks any character from A-Z can be selected but only 5.Z will be documented in the history.

Select the "This Transaction Only" box when the defaults will only impact the current PNR or deselect "This Transaction Only" and select "Save for All Agents on network" to replace the agency defaults for every PNR.



The screenshot shows a dialog box titled "Exchange Script Setup Options". It contains the following fields and options:

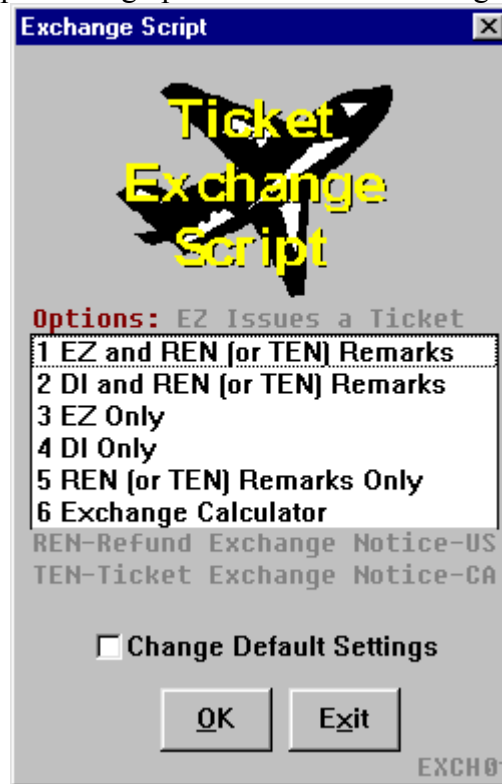
- Documents/Document Override: EZ [ ] ELPD T\* E\* etc.
- Enter REN (or TEN) remarks as 5.Zremarks. Use '5' for General 5 Remarks
- Include CC approval code? No [ ] In EZ/DI Entry if CC Add Collect
- Include original issue city, date, IATA? No [ ] /OI - Prints on New Ticket
- If yes, pre-fill OI city/IATA with.... OI city: [ ] OI IATA: [ ] First 7 Digits
- Use enhanced formats (/OB /UP /K /EI /RM and N or P in Commission)? Yes [ ]
- This transaction Only  Save for All Agents on network
- Buttons: OK, Exit
- Bottom right: EXCH03

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## Operating Instructions, Continued

### Main Menu

Select one of the processing options from the following Exchange dialog box.



EZ and REN Rmks	To drive a ticket and create Refund Exchange Notice (REN), or Ticket Exchange Notice for Canada (TEN) unique remarks.
DI and REN Rmks	To create the Document Instructions and Refund Exchange Notice (REN), or Ticket Exchange Notice for Canada (TEN) unique remarks.
EZ Only	To drive a ticket only.
DI Only	To create the Document Instructions only.
REN or TEN Rmks	To create REN or TEN unique remarks only.
Exchange Calculator	To calculate the exchanged amount from the pre-existing fares in history and stored fares. It also documents the PNR with the total exchanged amount.

Check Change Default Settings to change the defaults for an individual transaction or to save the changes to the script default settings.

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## Operating Instructions, Continued

### Exchange Information

This dialog box is used to enter information about the ticket being exchanged. The fields are pre-populated, but it is always advisable to verify the information. The coupons field is a drop down list from which the user can choose the number of coupons to be exchanged. To exchange coupons 1,2, and 3, select 123.

EXCHANGING...	DOCUMENT TYPE	AL#	DOCUMENT#	CK#	COUPONS	
Doc 1.	Ticket	006	5501000	376	X	12
Doc 2.						
Doc 3.						

Involuntary Exchange           

NOTES: 1. Verify That Any Pre-Filled Information is Correct.  
2. Enter Conjunctive Tickets as Separate Documents.  
3. An 'X' May be Used for Unknown Check Digits.  
4. Examples of Involuntary Exchanges: Schedule Changes, Strikes, etc.

EXCH05

### Delta Airlines Information

If it is a Delta ticket then Delta Airlines requires the following message to be displayed. In case of paper and printed electronic ticket exchange Delta Airlines recommends that the original ticket information be verified.

Delta Airlines Now Requires that Paper and Printed Electronic Ticket Exchanges Include the Original Ticket Issue Information.

Please Verify that the Information in the Following Dialog Box is Correct.

If You Would Like to Bypass This Message in Future DL Exchanges, Then Update Your Agency Settings in the Beginning of this Script to Include Original Ticket Information for All Exchanges.

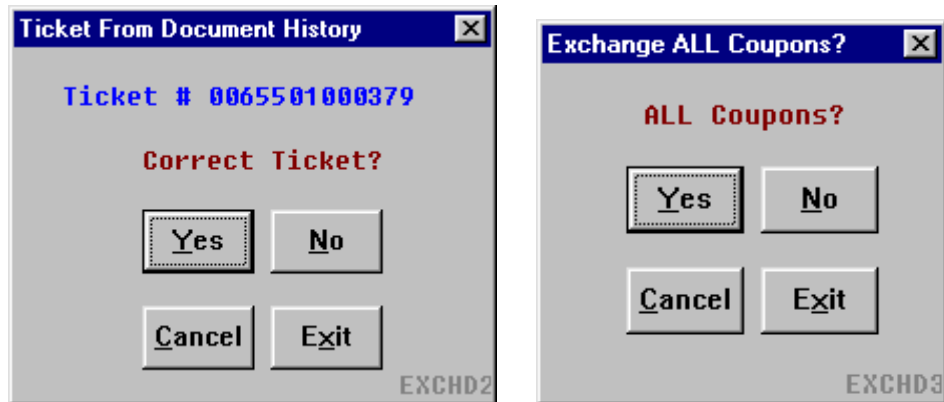
EXCH19

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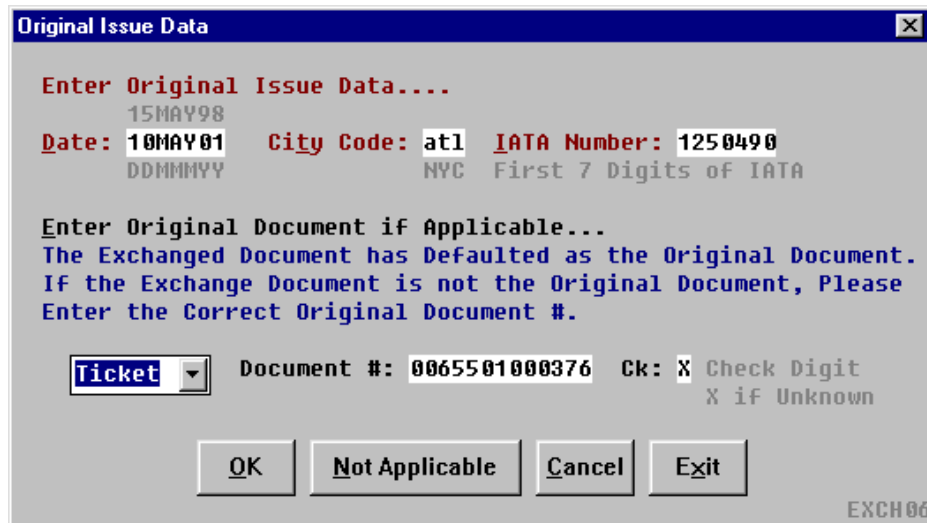
## Operating Instructions, Continued

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**Verification** The following dialog boxes display for the user to verify the ticket and has the option to choose the coupons to be exchanged.



**Original Ticket Issue Information** This dialog box is displayed with information regarding the issue of the original ticket. Verify the information and change if needed.



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## Operating Instructions, Continued

### Old and New Fare Information

This dialog box is pre-populates old and new fare information. Verify that the ticket information is accurate. Verify the original ticket information below the 'Value of Old Ticket' and the commission on old ticket. Verify the new ticket information below the 'Price of New Ticket' and the commission on new ticket.

**Old and New Fare Information** [X]

Validate On: DL      Verify All Pre-Filled Amounts Are Correct  
Exchange Penalty: 100      Penalty Commission: 25  
Value of Old Ticket(s):      Commission on Old Ticket(s):  
Original Base Fare: 1141.38 \$      or      CM:5 % Capped at: \$ 50  
Tax One Code: US \$85.62  
Tax Two Code: ZP 5.50      Unused ATL3      MCI4.5      SLC6.50  
Tax Three Code: XF 7.50      PFC's: ATL4.5      LAX3  
Price of New Ticket:      Commission on New Ticket:  
New Base Fare: 2141.38      CM:5 % Capped at: \$ 50      OR \$  
New Tax One: 160.62  
Tax Two: 5.50      \*\* VERIFY COMMISSION CAP OF \$50 \*\*  
Tax Three: 7.50

EXCH07      [OK]      [Cancel]      [Clear All Figures]      [Exit]

### Verify Amounts

This dialog box is displayed with the new and old ticket information and the penalty charge. Verify the amounts and click modify to make changes or OK to continue.

**Verify Amounts** [X]

	Base	Tax	Total	Commission	
New Ticket:	2141.38	173.62	2315.00	50.00	
Old Ticket:	- 1141.38	- 98.62	- 1240.00	- 50.00	
Penalty:			+ 100.00	+ 25.00	<-Penalty Commission
Exch. Amt:	1000.00	75.00	1175.00	25.00	<-Total Commission

Total Indicates ADD COLLECT

[OK]      [Modify]      [Exit]

EXCH11

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## Operating Instructions, Continued

### Results Documented

The following demonstrates the remarks made to the PNR to document the process:

```
5.Z**ADD COLLECT FOR PASSENGER 1.1 DONE ON 17MAY**#5.Z A.
TOTAL NEW FARE..2315.00#5.Z B. BASE OLD FARE.1141.38 CAP#5.Z
C. OLD TAX 1.US 85.62#5.Z D. OLD TAX 2.ZP 5.50.TTL NEW
COMM.50.00 CAP#5.Z E. OLD TAX 3....XF 7.50#5.Z F. TOTAL OLD
FARE.1240.00.PENALTY COMM.25.00#5.Z G. NEW-OLD FARE.107
5.00.TTL OLD COMM.50.00#5.Z H. PENALTY FEE.100.00#
5.Z I. TOTAL EXCHANGE.1175.00.TOTAL COMM.25.00#5.Z OL
D TKT NUMBER.12-006-5501000376#5.Z UNUSED PFCS. ATL4.5 L
MZ- 1.**ADD COLLECT FOR PASSENGER 1.1 DONE ON 17MAY**
  2. A. TOTAL NEW FARE..2315.00
  3. B. BASE OLD FARE...1141.38 CAP
  4. C. OLD TAX 1....US 85.62
  5. D. OLD TAX 2....ZP 5.50.....TTL NEW COMM...50.00 C
AP
  6. E. OLD TAX 3....XF 7.50
  7. F. TOTAL OLD FARE..1240.00.....PENALTY COMM....25.00
  8. G. NEW-OLD FARE..1075.00.....TTL OLD COMM...50.00
  9. H. PENALTY FEE.....100.00
 10. I. TOTAL EXCHANGE..1175.00.....TOTAL COMM.....25.00
 11. OLD TKT NUMBER.....12-006-5501000376
 12. UNUSED PFCS..... ATL4.5 LAX3
```

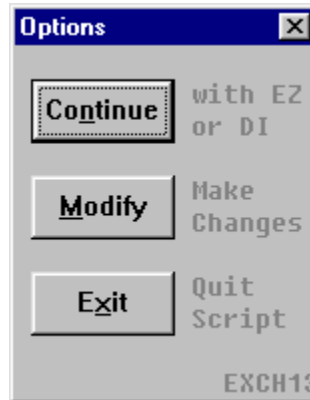
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## Operating Instructions, Continued

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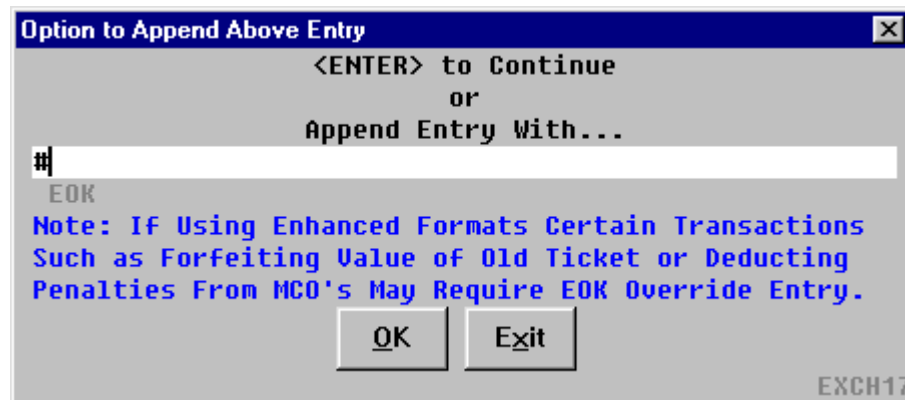
### Options

The options dialog box is displayed to continue or make any changes.



```
EZT*#*$*IET0065501000379X*1/O$CK/ODT0065501000379X/OIATL23M
AY011250490/AB100.00X10.00P100.00T210.00/OB193.48XUS14.52XZP5.
50XXF7.50T221.00/UPATL4.5EWR3/KO$9.67N$14.67A$25.00#KEX*$30.
00#CDL#N1.1
```

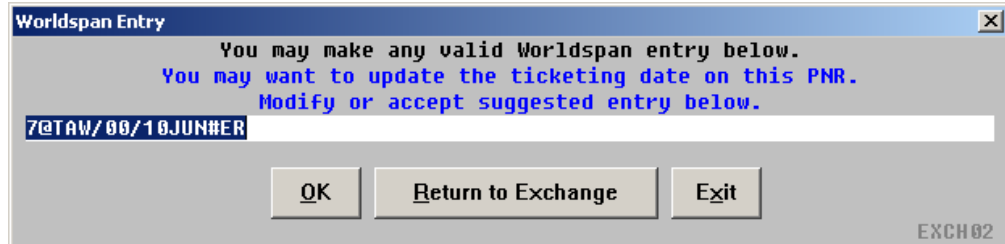
This dialog box is used to append any other ticketing options.



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## Operating Instructions, Continued

**Add Remarks** Use this dialog box to add any valid Worldspan entry. The dialog box below prompts you to change the ticketing date.

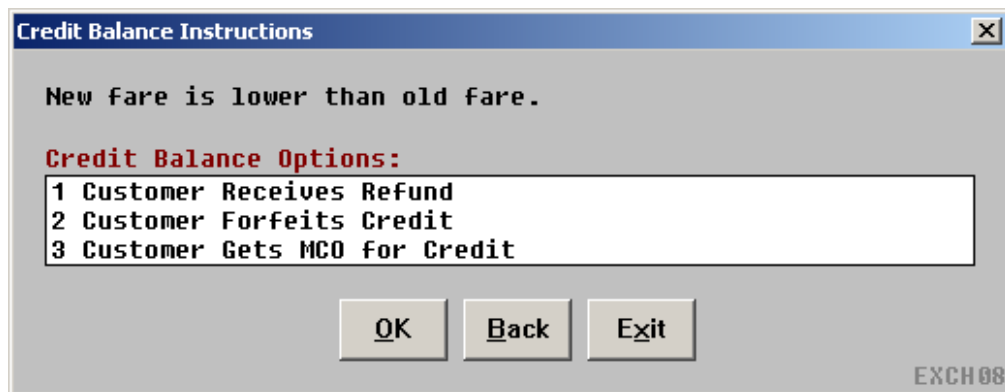


Select Return to Exchange to continue with the exchange process using the entry in the above field. Or make changes to the entry and select OK to continue with the exchange with the new entry. Select Exit to terminate the script.

**Final Results** When a successful exchange is completed the following result is displayed.

```
ITEM GROSS P S A/L TKT NBR COMM PSGR NAME INVOICE
□      100.00A X 0065501000377 -32.07 GUNN/TIA
00100294□ PNR >*2FM4RG
```

**Credit Balance Option** When a credit is involved, select the desired method of processing in the dialog below. This dialog appears before the Verify Amounts Dialog discussed above. Automated MCO will be issued with Residual Value when option 3 is selected:



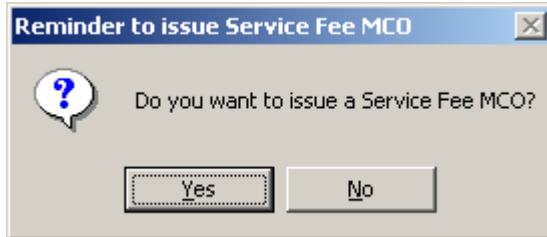
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## Operating Instructions, Continued

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### Service Fee MCO

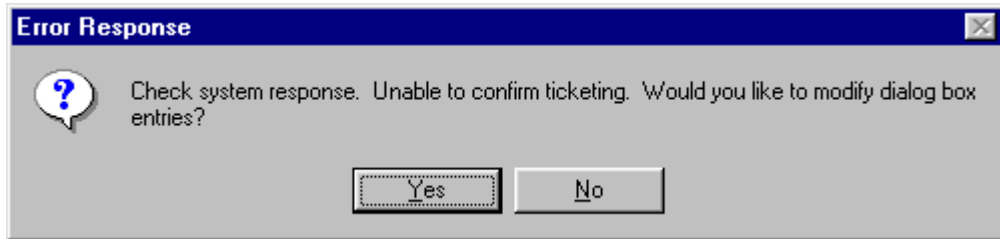
Once the script issues an exchange, the option to issue a Service Fee MCO is displayed. Select Yes to process a Service Fee MCO for the PNR.



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### Error Message

This error message is displayed when Fields must be populated for the script to continue. A message box will display and after selecting the option, click OK to redisplay the dialog box.



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### Quit

To quit or stop the script, click on the Exit Button in any dialog box, or press the Esc (escape) key.

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### Revisions

4/05 – Added Residual Value, Service Fee MCO, and Default Settings information.

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