

# ScriptPro

## Automated MCO and Service Fee Script

### Overview

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**Introduction** This document contains an overview of the Worldspan MCO and Service Fee Script available to users on Worldspan Go! Res.

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**File name**

File (Script) Name	Brief Description
Z4MCOSF	Facilitates the creation and/or processing of Automated MCOs and service fees

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**Overview** This script facilitates the creation and/or processing of Automated MCOs and service fees. Script options include creating MCO template(s) and issuing MCO(s), creating MCO templates with associated 4-DI document instruction(s) and issuing automated service fees.

**Highlights :**

- Agent setup utility for MCO template and drivestream defaults
  - Visible and accessible agent defaults from script's main menu
  - PNR MCO processing remarks for documentation and automatic MCO template/drivestream association
  - Visible and accessible document history list(s)s for easy airline ticket and MCO/Service Fee association
  - Automatic format update options to MCO and Service Fee drivestream
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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:

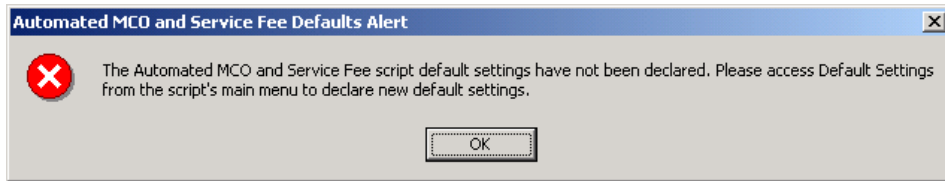
- Access the script from the Utilities Tab in the Script Index
- Select Automated MCO to launch the script

Or:

- Access the ScriptPro menu in Res by pressing <Ctrl>S,
  - Type z4mcosf.csl or scroll and highlight
  - <Enter>
- 

### Initial Message

When the script is launched for the first time, a default message box is displayed, to let the user know that the defaults for this script, needs to be set. Once the defaults settings are declared and saved, this message will not be displayed again. If the user does not complete the default settings, this message will be displayed, the next time the script is accessed.



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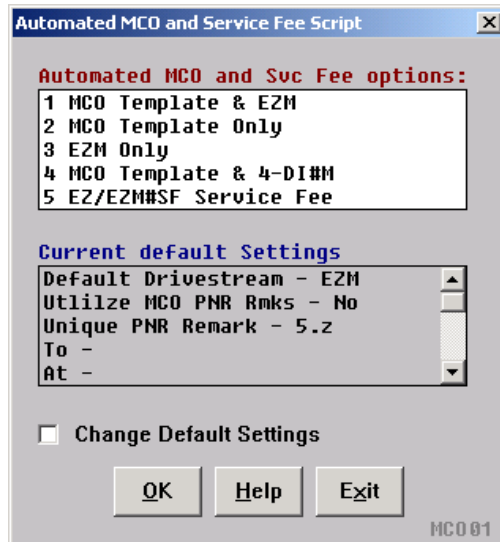
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## Operating Instructions, Continued

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### Main Menu

The Automated MCO and Service Fee script's main menu includes five script options, the current setup defaults settings and the option to change default settings. Help will pull up the HELP and INFO GRS pages on Automated MCO(s) and the user can navigate through the pages via the script. Click Exit to exit the script.



### Script Options

- MCO Template & EZM – Completes an MCO template and facilitates the issuance of Automated MCO
- MCO Template only – Completes an MCO template only. Script will enter the MCO PNR remarks, if selected in the default settings
- EZM only - Facilitates the issuance of Automated MCO only. Script will extract MCO ticketing criteria from pending MCO PNR Remarks if any exists
- MCO Template & 4-DI#M - Completes an MCO template and facilitates the creation of a 4-DI document instruction with the MCO ticketing criteria
- EZ/EZM#SF Service Fee - Facilitates the issuance of an Automated Service Fee MCO. No MCO template is created with the option, but the MCO is automatically validated on ARC, and “Service Fee” defaults as the type of service. The service fee amount is included with the ticketing entry

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## Operating Instructions, Continued

### Current Defaults Settings

The **Default Drive Stream** for MCO document, is to issue an automated MCO document only, while the ticket with MCO document, is to issue an airline ticket with an automated MCO document. Both these ticketing options are available via the script.

The screenshot shows a dialog box titled "Automated MCO and Service Fee Agent Setup Defaults". It contains the following text and fields:

- Default Drive Streams:**
  - For MCO document Only: EZM (with a dropdown menu showing EZML, EZMLI, etc...)
  - For Ticket with MCO document: EZ (with a dropdown menu showing EZL##1, EZI##3, etc...)
- MCO PNR Remarks:** MCO PNR Remarks contain the MCO template(s) processing data and communicate MCO ticketing information when one party completes the MCO template(s) and another another party issues the actual MCO(s). MCO PNR remarks include MCO template numbers; name and name field associations; MCO and service fee totals; agt sine, date and time stamp(s), Ticketing confirmation for MCO and Suc Fee options.  Utilize MCO PNR Remarks
- Enter MCO PNR Remarks in 5.Z unique remarks field. 5.Z rmks go in history
- Defaults-----
- M TO: [ ] AT: [ ]
- C Type of Service: [ ]
- O MCO Base: [ ] Tax Code: US Tax Amt: [ ] Total: [ ]
- D Commission: \$ [ ] Tour Code: [ ]
- A Endorsement: [ ]
- T Remark(s): [ ]
- A
- Save these settings  future script use.
- Buttons: OK, Help, Exit
- MC002

**MCO PNR Remarks** is mostly recommended in situation where one person completes the MCO template(s) and another party actually issue the MCO(s). The MCO PNR remarks entered by the first party basically serves as a request to the ticketing party to issue an MCO. In this environment and when this option is selected, the user would select option 2 from the main menu and MCO PNR remarks would be entered as pending and MCO templates would be created. When option 3 is selected by the ticketing party to issue the MCO(s), the remarks are scanned and the script extracts the MCO template number and any name field selection(s) entered by the first party, and includes that criteria in the drivestream to issue the MCO(s). The MCO PNR remarks are then updated as being issued. MCO PNR Remarks can be utilized for all five options in the scripts main menu and serve as an Automated MCO and Service Fee history at a glance. MCO PNR Remarks include the MCO template number to associate in the MCO drivestream, any name field selection(s) to associate in the MCO drivestream, MCO and Service Fee totals, agent sine, date, and time stamp for all transactions and automatic MCO PNR Remark maintenance as MCO(s) are created, issued and deleted. When this option is selected, the user must also select a unique remark (5.Z recommended) to enter the MCO PNR Remarks because they are stored in PNR history.

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## Operating Instructions, Continued

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### Current Defaults Settings Contd.

**MCO Data** are defaults entered into the MCO template(s) and can be utilized when subscribers issues MCO(s) to the same parties, for the same services or for the same amounts. The “AT:” field however will always default to the departure city in the PNR. Even though subscribers may enter defaults into their setup utility, the MCO transaction criteria is always displayed before each transaction and the defaults can be overwritten at any time.

**Save these settings** for future script use needs to be checked, if defaults entered need to be saved for future use of the script. When this option is not selected, the defaults are only saved for that particular MCO/Service Fee transaction.

Select the Help button to access the HELPand INFO GRS pages on Automated MCO(s) and navigate through them via the script.

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### Automated MCO Template Information

When option 1 (MCO Template & EZM), 2 (MCO Template Only), or 3 (EZM Only) is selected from the main menu the Automated MCO template information dialog box is displayed.

Automated MCO Template Information

To:  At: DFW  
Service Provider Originating City

Comm: \$  MCO Base: \$  Tax: US \$  Total: \$

Type of svc:  Validating Carrier: AA  
2 alphas or 3 numerics

FOP: CA Approval Code:   
ex: CCAX1234..., AR, CK, GTR...

Tour code:  Endorsement:

Remark(s):

Check here to issue MCO in connection with a ticket number.  
Enter 13 digit ticket Tkt Number - Issued - Passenger Name  
number OR select from list: 0019010210165 - 020CT - OTTO REISSUE  
also available at Ticketing

OK Back Help Exit

MCO05

In the dialog box the “At” field will default to the departing city and the Validating carrier defaults to the departing carrier. The FOP field will always contain the PNR FOP, but can be overwritten.

Select the option to check to issue MCO with a ticket number and then select a ticket number from the list (which is created from document history) or enter a 13 digit ticket number. The ticket number entered will be included in the MCO template. This option is also available at ticketing in scenarios where the airline ticket hasn’t been issued yet.

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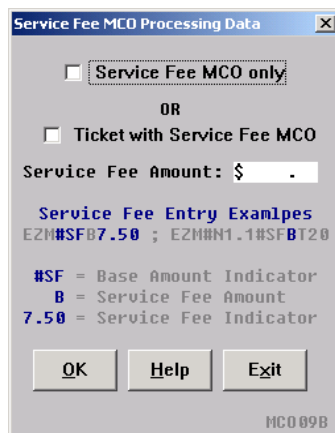
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## Operating Instructions, Continued

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### Service Fee MCO Processing Data

When Option 5 (EZ/EZM#SF Service Fee) is selected from the main menu, the Service Fee Processing Data dialog box is displayed to determine the service fee drivestream type and service fee amount. The amount entered is included in the service fee ticketing entry and establishes the MCO amount. Canadian subscribers will get a similar dialog box, but one with an additional edit field for taxes, which is required for Canadian service fees. The Help button will pull up the HELP and INFO GRS pages on Automated MCO(s) and user can navigate through them via the script. Click Exit to exit the script.



### MCO and Service Fee Ticketing/ Processing Option

When option 1, 3, 4 or 5 is selected from the main menu the Automated MCO and Service Fee processing Option dialog box is displayed to facilitate the 4-DI entry and/or the MCO or Service Fee ticketing entries.

The information in the default drive stream or 4-DI entry will default from the script's default settings and the MCO PNR remarks if present. The user may select to update the drivestream or 4-DI entry with a ticket number to issue the Service Fee/MCO in connection with, a per person ticketing option for multiple party PNRs, or a Total Amount indicator. The option to include a ticket for the MCO to be issued in connection, is not included when a ticket number was previously included with the MCO template creation. The user is rather advised of the ticket number included in the MCO template. When there are multiple outstanding MCO PNR Remarks, the dialog box will repeat for the number of MCO templates indicated in the MCO PNR Remarks. There are a multitude of drivestream options the script user can utilize at any time by updating the default drivestream.

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## Operating Instructions, Continued

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### Option 1 or 3 Selected

When option 1 (MCO Template & EZM) or 3 (EZM Only) is selected from the main menu, the Automated MCO ticketing entry with the designated MCO template (#M3) for issuance is displayed.

Automated MCO and Service Fee Processing Option

Please verify/modify your ticketing entry if necessary.

EZM#M3

**MCO and Service Fee Entry Options**

Include ticket for MCO to be issued in connection with  
Enter 13 digit ticket number or select from list.  
0019010210165 - 020CT - OTTO REISSUE

Include Per Person ticketing option  Include Total Amount ticketing option  
ex: EZM#SFBP20.00 ex: EZE\*#SFTT20.00

OK Help Exit

MCO07B

### Option 4 Selected

When option 4 (MCO Template & 4-DI#M) is selected from the main menu then the Automated MCO document instruction with the default to change the primary default (DI@\*) and designate MCO template (#M10) for issuance is displayed.

Automated MCO and Service Fee Processing Option

Please verify/modify your 4-DI entry if necessary.

4-DI@\*#M10

4-DI updated to be issued in connection with 0019010210165

**MCO and Service Fee Entry Options**

Include Per Person ticketing option  Include Total Amount ticketing option  
ex: EZE\*#SFBP12 ex: EZM#SFBT12.00

OK Help Exit

MCO07

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## Operating Instructions, Continued

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### Option 5 Selected

When option 5 (EZ/EZM#SF Service Fee) is selected from the main menu. Automated Service Fee ticketing entry with a ticket included to issue the MCO in connection is displayed. The example shows a ticket included to issue with (/IS0019010210165) and the MCO Per Person designator (#SFP25.00)..

Automated MCO and Service Fee Processing Option

Please verify/modify your Service Fee entry if necessary.

EZM#SFP25.00/IS0019010210165

**MCO and Service Fee Entry Options**

Include ticket for Service Fee to be issued in connection with  
Enter 13 digit ticket number or select from list.  
0019010210165 - 02OCT - OTTO REISSUE

Include Per Person ticketing option  Include Total Amount ticketing option  
ex: EZM#SFBP20.00 ex: EZE\*#SFTT20.00

OK Help Exit

MCO07B

### Final Entry

The PNR is automatically retrieved after the 4-DI or after MCO ticketing entry. When the final entry is successful, a message will be displayed confirming the entry, which marks the end of the script. The script will end when the user enters or clicks the OK button.

Automated MCO and Service Fee Disclaimer

Your MCO templates have been processed and your 4-DI(s) have been entered.

OK

This message may also say...

"Your MCO templates have been processed and your MCO(s) issued."

"Your MCO templates have been processed."

"Your MCO(s) have been issued."

"Your Service Fee(s) have been transmitted"

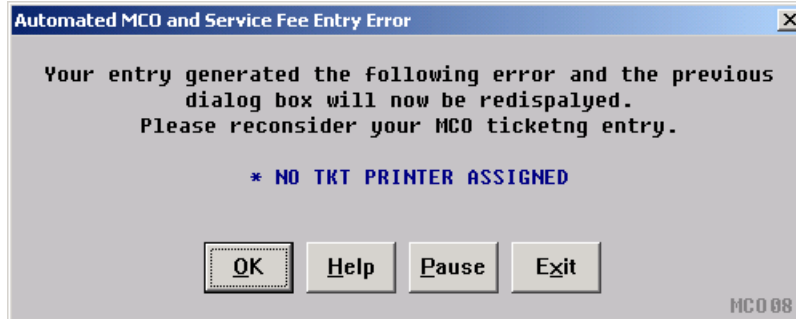
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## Operating Instructions, Continued

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**Error Message** This error message is displayed when the final entry is unsuccessful. The user may select OK to return to the previous dialog box, Pause to pause/resume the script and research the error, Help to access the HELP and INFO GRS pages regarding Automated MCOs and Service Fee Entry Errors, or Exit to end the script



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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** 1/03 – New script.  
1/05 – Removed reference to WfW.

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