

ScriptPro

Past Date PNR Request Script

Overview

Introduction This document contains an overview of the Past Date Worldspan ScriptPro Script available to users on Worldspan Go! Res.

File name

File (Script) Name	Brief Description
Z4PASTDT.CSL	This script will assist agents with requesting past date Passenger Name Record (PNR) information.

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 This script processes the template for the Past Date PNR Request. A past date PNR is one that has at least one segment of the itinerary that has passed the date of travel. Once an itinerary segment becomes past date, that past date segment can no longer be used to retrieve the PNR. The segment can still be viewed in history with *H until the entire PNR is purged 30 days after the last segment date. Once a PNR is purged the only access to the PNR is via a past date request.

Operating Instructions

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.
-

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.

Continued on next page

Operating Instructions, Continued

Access

From Worldspan Go! Res:

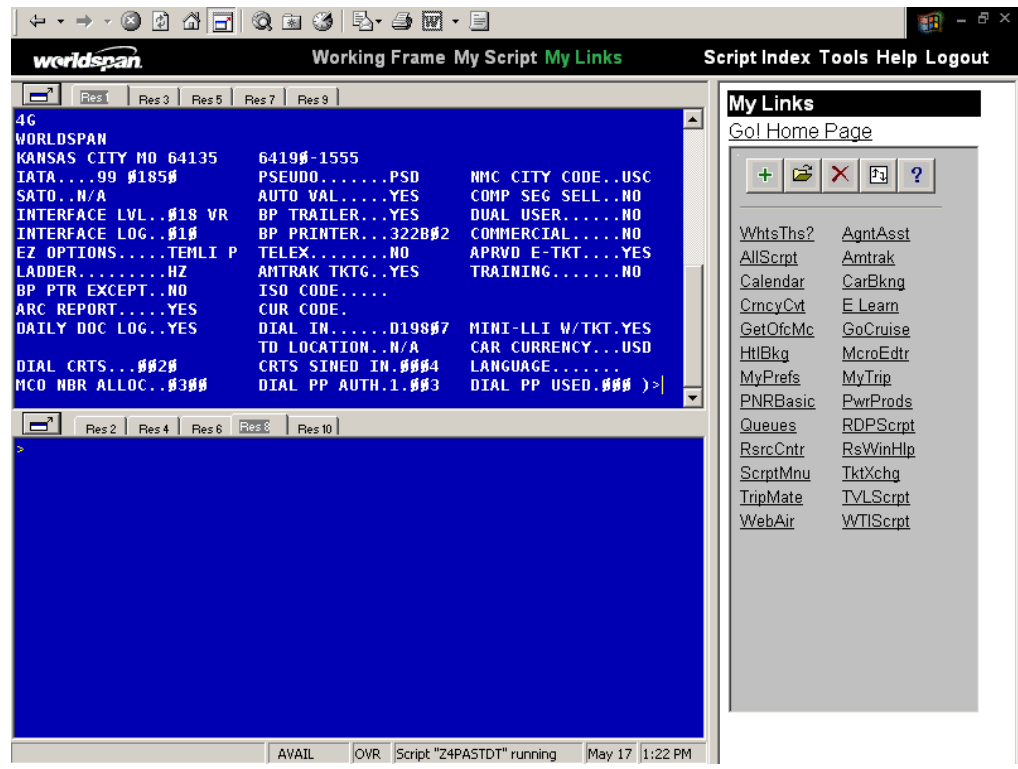
- Access the script from the Utilities Tab in the Script Index
- Select Past Date PNR Request to launch the script

Or:

- Access the ScriptPro menu in Res by pressing <Ctrl>S,
- Type z4pastdt.csl or scroll and highlight
- <Enter>

Initial Settings

When an agent accesses the script the first time, the script will make a 4G entry to access the agency Information Record (AIR) Table to get the agency name, SID, and IATA Number. The script creates a default file for future use that contains this information.

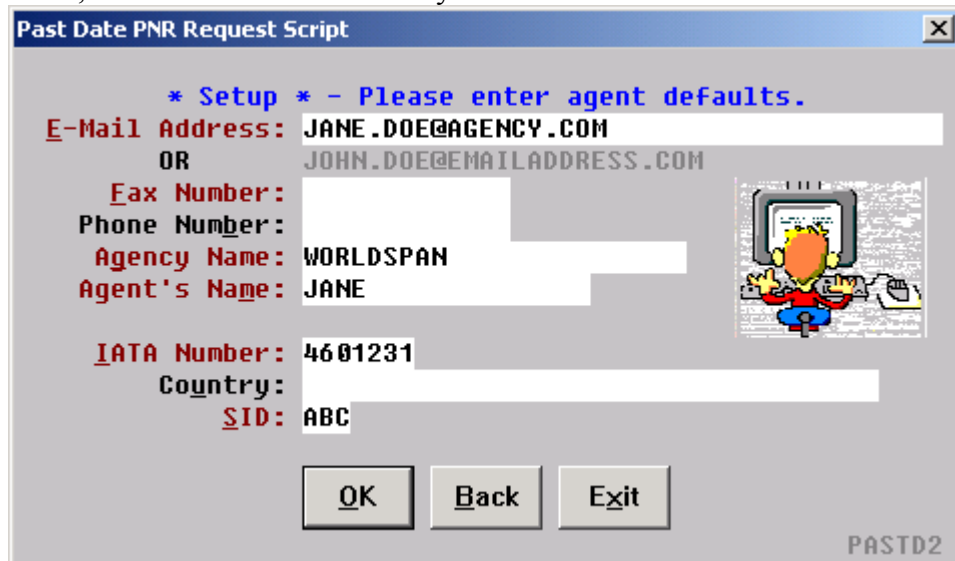


Continue on next page

Operating Instructions, Continued

Default File Information

Complete the dialog box with the information required. Burgundy fields are mandatory. Although defaulted from the 4G response (see above), the agency name, IATA number and SID may be modified.



Past Date PNR Request Script

*** Setup * - Please enter agent defaults.**

E-Mail Address: JANE.DOE@AGENCY.COM
OR JOHN.DOE@EMAILADDRESS.COM

Fax Number:

Phone Number:

Agency Name: WORLDSPAN

Agent's Name: JANE

IATA Number: 4601231

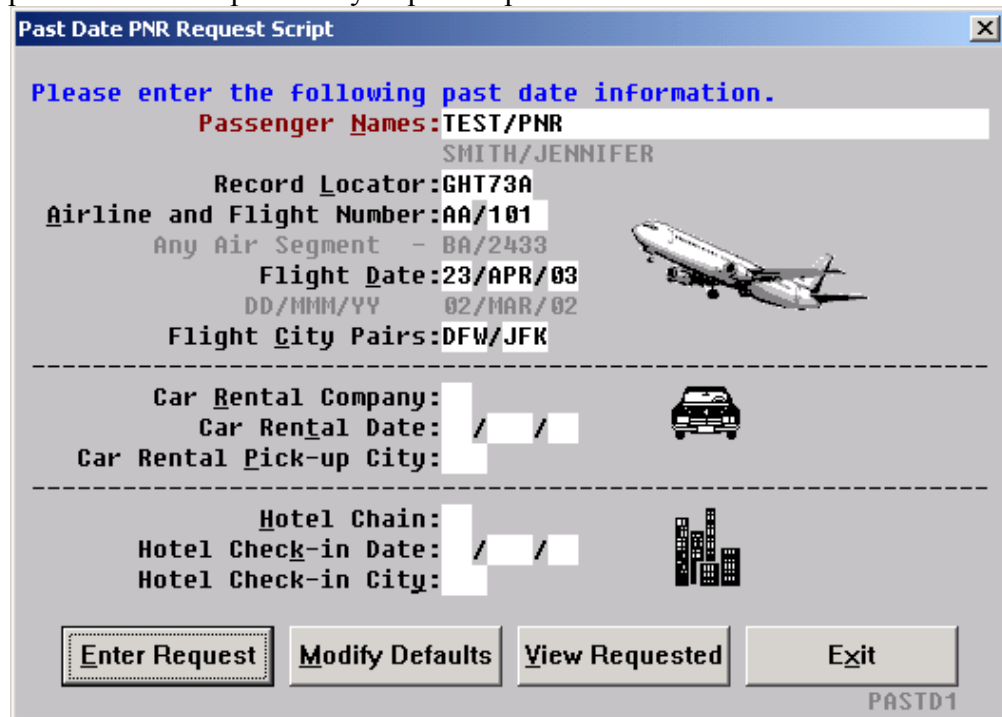
Country:

SID: ABC

PASTD2

Request Past Date PNR

When requesting past date PNR, Worldspan recommends providing as much information as possible. Default file information may be viewed or changed by selecting the Modify Defaults button. Selecting the View Requested button provides a list of previously requested past date PNRs.



Past Date PNR Request Script

Please enter the following past date information.

Passenger Names: TEST/PNR
SMITH/JENNIFER

Record Locator: GHT73A

Airline and Flight Number: AA/101

Any Air Segment - BA/2433

Flight Date: 23/APR/03
DD/MMM/YY 02/MAR/02

Flight City Pairs: DFW/JFK

Car Rental Company:

Car Rental Date: / /

Car Rental Pick-up City:

Hotel Chain:

Hotel Check-in Date: / /

Hotel Check-in City:

PASTD1

**Request
successful**

Once the past date request is successfully processed, the following message box is displayed. You can choose to request another PNR.

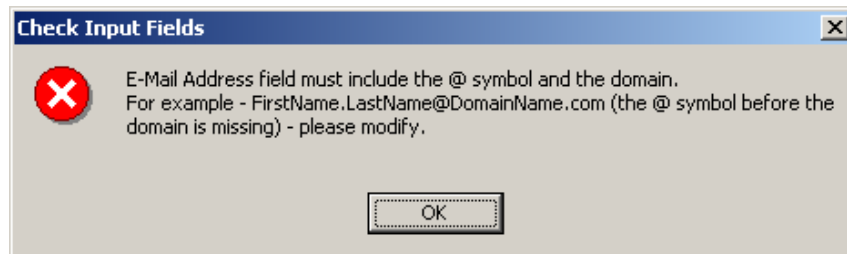
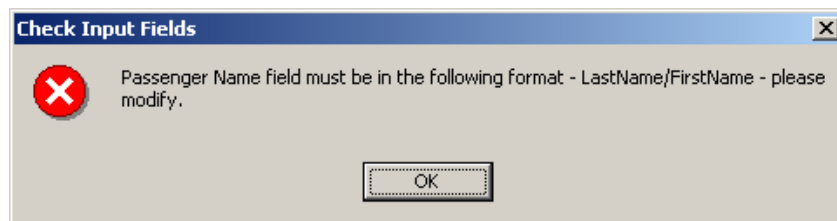
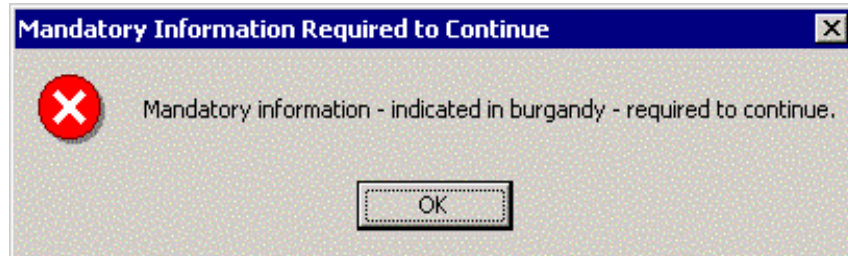


Continue on next page

Operating Instructions, Continued

Errors

The following error messages are received when mandatory fields are not completed, or the format in the name field or e-mail address is not correct.



Quit

To quit or stop the script, either click on the Exit or Script Index.

Revision

07/02 – New Script.
12/03 – Reflects modifications to script.
01/05 – Removed reference to WfW.
