

ScriptPro TripMate Script

Overview

Introduction This document contains an overview of the Worldspan TripMate script available to users on Worldspan Go! Res.

File name

File (Script) Name	Brief Description
Z4TRPMTE	This script automatically guides the user through booking air, car and hotel. PNRs can be built with or without a World File.

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 automatically guides a minimally trained travel agent through the booking process of booking air, car and hotel. PNRs can be built with or without a World File. TripMate also promotes the use of power products in booking flights. The script is a series of fill-in-the-blank dialog boxes that generates the correct host format to Worldspan. Additional features of TripMate include seat request, frequent flyer information and commission caps.

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.

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Operating Instructions, Continued

Access

From Worldspan Go! Res:

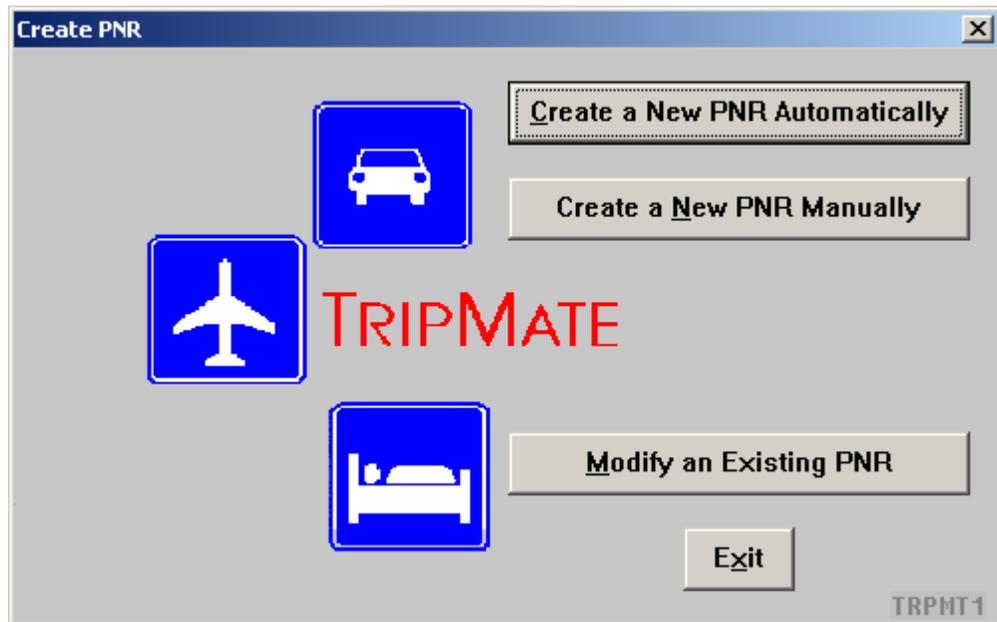
- Access the script from the Book or PNR Tab in the Script Index
- Select TripMate to launch the script,

Or:

- Access the ScriptPro menu in Res by pressing <Ctrl>S,
 - Type z4trpmt.e.csl or scroll and highlight
 - <Enter>
-

Main Menu

The main menu provides the option to create a PNR automatically or manually. It also provides the option to modify a PNR. Exit, exits the script.



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Operating Instructions, Continued

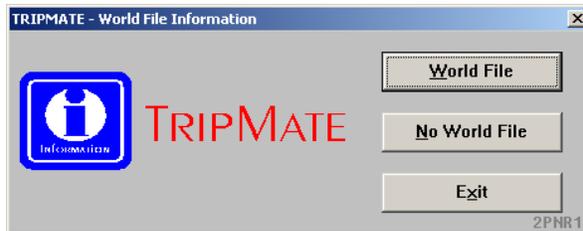
Agent Setup

The agent setup dialog box allows the user to enter or modify the name and ticketing queue category.



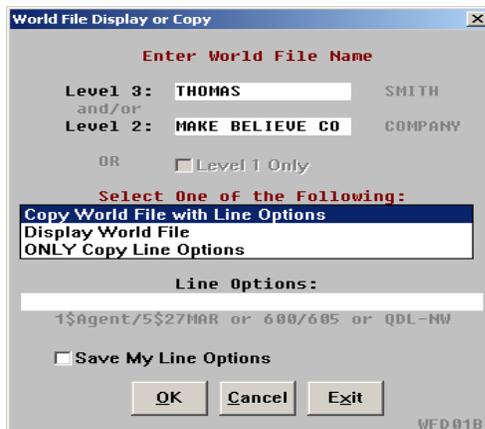
World File Option

When creating a PNR automatically, user can copy a World File or may choose not to use a World File.



Display or Copy World File

Enter World File level3, level2, or level1 information. Copy World File with line options will blind copy A lines and if only copy line options is used, then line options must be entered in the line options field. Save line options will save the options to the employee file.

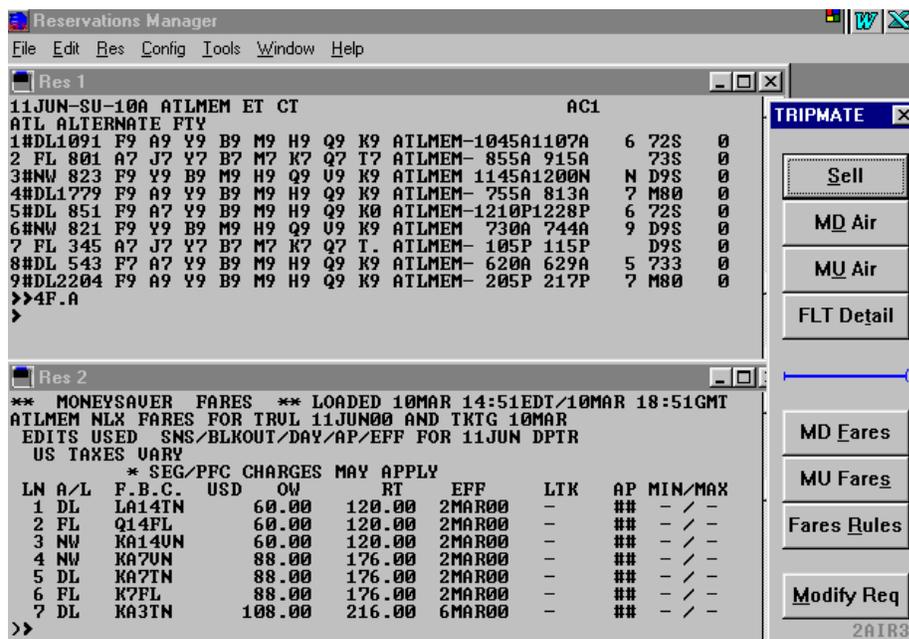


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Operating Instructions, Continued

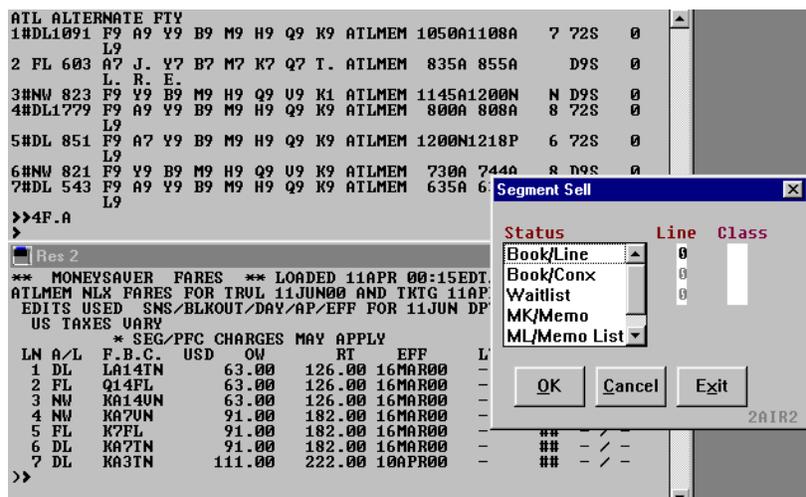
Booking Air Without Power Product

TripMate will display the following screen for availability without power products. User can now sell, display flight details and fare rules or modify their flight request.



To sell a segment

To sell a segment select the status and enter the line number and class of service.



Continue on next page

Operating Instructions, Continued

Pricing Options The user can price the PNR using the different option. Priced as booked, Lowest available fare, or Lowest possible fare.



Passenger Name When no World File option is selected, the passenger name dialog box is displayed. This dialog box will also be displayed if number of passengers traveling is more than the names in the World File.



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Operating Instructions, Continued

Ticketing

The Ticketing field (TAW) is displayed next with different options. The queue category, ticketing date, and optional freeform information can be updated.

The screenshot shows a dialog box titled "TRIPMATE - Queue and Category". It contains a list of "Ticketing Field Type" options: "Ticket at Will * 7TAW/00/01JAN" (highlighted), "Ticketed * 7T/AGCY", "Follow Up * 7TAX/00/01JAN", "Horizontal Burst * 7TRH/00/01JAN", "Non-Burst * 7TAS/01JAN", "Time Limit * 8TL30", and "Prepaid * 7PTA". Below the list, there are fields for "Queue Category" (00) and "Ticketing Date" (25SEP). An "Optional Freeform Information" field contains the text "CALL.TO.CONFIRM.TICKETING". At the bottom are "OK" and "Exit" buttons, and the reference number "2PNR10" is in the bottom right corner.

Store Fare

Different options are provided to store a fare. A fare quote, a pricing instruction, a single ticket record, a multiple ticket record, or a manual quote can be used.

The screenshot shows a dialog box titled "TRIPMATE - Store Fare". It asks "How would you like to store the fare?". There are five radio button options: "Fare Quote" (4PQ), "Pricing Instruction" (PI), "Single Ticket Record" (4P*/4PQ), "Multiple Ticket Record" (TR), and "Manual Quote" (4PQM). Below the "Fare Quote" and "Pricing Instruction" options is the text "**This does not store a fare in the ticket record." Below the "Single Ticket Record" and "Multiple Ticket Record" options is the text "**Creates a Ticket Record based on the current autoprice for ticketing today." Below the "Manual Quote" option is the text "**4PQM - Used when segments require a purchase commitment and need to be manually priced after the end transaction." At the bottom, there are fields for "Segment Select" (1/2-6/7) and "SecuRate Number". At the bottom are "OK" and "Exit" buttons, and the reference number "2PNR11" is in the bottom right corner.

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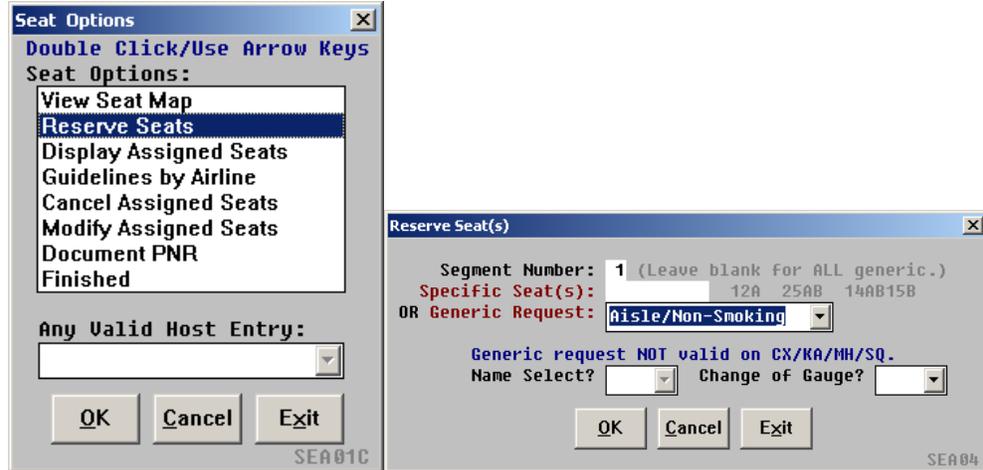
Operating Instructions, Continued

Frequent Flyer Frequent flyer numbers can be added to all names in the PNR. To enter the frequent flyer number for more than one carrier or passenger, click on the More button. To continue with the script without entering any information, click on Exit.



The screenshot shows a dialog box titled "Frequent Flyer Information". It contains the following text: "** Name Must be in PNR **", "Name Field #: 1.1 1.1 Airline Code: DL DL", and "Frequent Flyer #: DL45128745". Below this, there is an "Optional..." section with "Send To Airline:" and a checkbox, and "Partner Airline" with "SQ" and "Verify Partner Accepts?". A note says "**TRIPMATE Users** Use Exit Button to continue without entering data." At the bottom are "OK", "More", and "Exit" buttons. The identifier "FQT01" is in the bottom right corner.

Seat Request The user can also view, reserve, cancel, modify or display seats. When reserving seats user can request specific seats or generic seats.



The screenshot shows two overlapping dialog boxes. The "Seat Options" dialog box on the left has a list of options: "View Seat Map", "Reserve Seats" (highlighted), "Display Assigned Seats", "Guidelines by Airline", "Cancel Assigned Seats", "Modify Assigned Seats", "Document PNR", and "Finished". It also has an "Any Valid Host Entry:" field and "OK", "Cancel", and "Exit" buttons. The identifier "SEA01C" is at the bottom. The "Reserve Seat(s)" dialog box on the right shows "Segment Number: 1 (Leave blank for ALL generic.)", "Specific Seat(s): 12A 25AB 14AB15B", and "OR Generic Request: aisle/Non-Smoking" with a dropdown menu. It also has "Generic request NOT valid on CX/KA/MH/SQ.", "Name Select?" and "Change of Gauge?" dropdowns, and "OK", "Cancel", and "Exit" buttons. The identifier "SEA04" is at the bottom.

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Operating Instructions, Continued

Form of Payment

The user can select the desired form of payment.

The first screenshot, titled "Form of Payment", shows a list of payment types. "CC Credit Card" is selected. The second screenshot, titled "TRIPMATE - Credit Card - Form of Payment", shows fields for "CC Code" (UI Visa BA/UI Accepted), "CC Number" (423251748954111111), and "Exp. Date" (02/05). The "Card Present" checkbox is checked, while "Extended Payments" and "Signature On File" are unchecked. Both windows have "OK", "Cancel", and "Exit" buttons and a reference number "2FOP1" or "2FOP2".

Hotel and Car Request

Check both the book hotel and book car box, if hotel and car need to be added to the PNR. If hotel and car are not needed, check the no hotel or car request and the script will proceed to add phone numbers, commission and remarks.

The dialog box "TRIPMATE - Hotel and Car Request" contains the instruction "Please make ALL your selections NOW." and three checkboxes: "Book Hotel" (checked), "Book Car" (checked), and "No Hotel or Car Request" (unchecked). It includes "OK" and "Exit" buttons and a reference number "2D0C1".

Sell a Hotel

Different options to sell a hotel are provided. Enter the segment, if you want the hotel segment to follow a certain air/car segment.

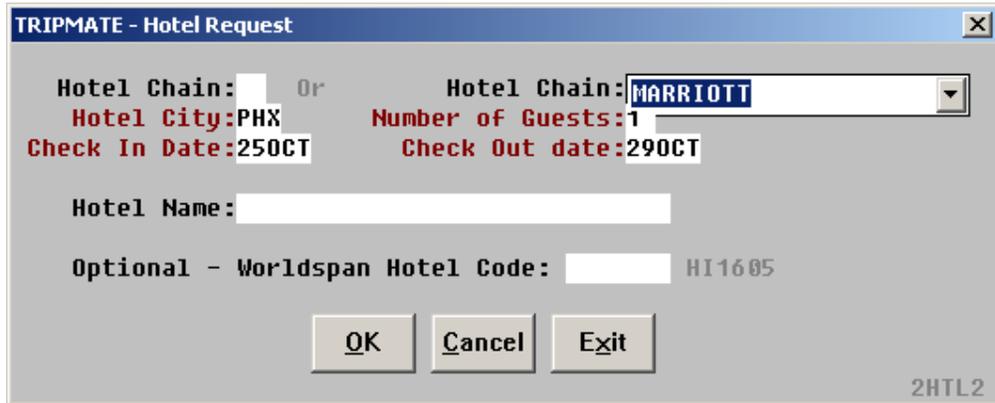
The dialog box "TRIPMATE - Hotel Information" shows "HOTEL to Follow Segment: 2" in a text field. Under "Sell from Availability:", "Display All Hotels" is checked, while "Display Available Hotels Only", "Direct Sell Hotel Segment", and "Memo Segment - Hotel Booked Over Phone" are unchecked. It includes "OK", "Cancel", and "Exit" buttons and a reference number "2HTL1".

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Operating Instructions, Continued

Sell from Availability

This dialog box is displayed when Display all Hotels is selected. The city, dates and number of guests are pre-populated from the PNR.



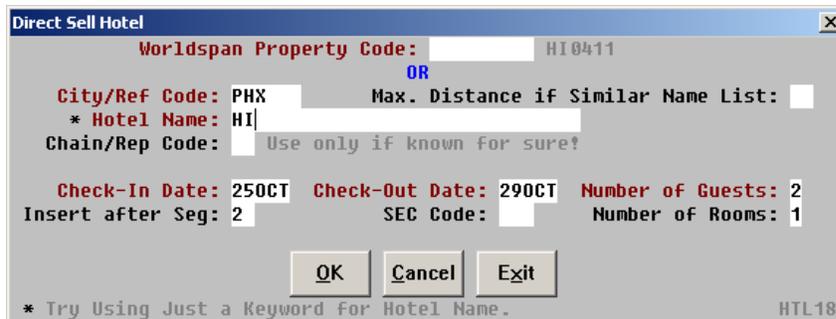
The screenshot shows a dialog box titled "TRIPMATE - Hotel Request". It contains the following fields and values:

- Hotel Chain: Or Hotel Chain:
- Hotel City: PHX Number of Guests: 1
- Check In Date: 25OCT Check Out date: 29OCT
- Hotel Name:
- Optional - Worldspan Hotel Code:

Buttons: OK, Cancel, Exit. Bottom right: 2HTL2

Direct Sell Hotel

If the user chooses Direct Sell Hotel, the following dialog box is displayed. The city, dates and the number of guests are pre-populated from the PNR. Enter the hotel name or the Worldspan property code.



The screenshot shows a dialog box titled "Direct Sell Hotel". It contains the following fields and values:

- Worldspan Property Code:
- OR
- City/Ref Code: PHX Max. Distance if Similar Name List:
- * Hotel Name: HI
- Chain/Rep Code: Use only if known for sure!
- Check-In Date: 25OCT Check-Out Date: 29OCT Number of Guests: 2
- Insert after Seg: 2 SEC Code: Number of Rooms: 1

Buttons: OK, Cancel, Exit. Bottom left: * Try Using Just a Keyword for Hotel Name. Bottom right: HTL18

Continue on next page

Operating Instructions, Continued

Memo Segment –Hotel Booked Over Phone

If the user chooses to enter information for Hotel Booked over the Phone, the following dialog box is displayed. The city, dates and the number of guests are pre-populated from the PNR. Enter the hotel name or the Worldspan property code.

Locate Property in Worldspan Database by...

Worldspan Property Code:

OR Search Database By

Ref/City Code: PHX Distance/Direction:

Narrows Similar Name List

Chain Code: HI

and/or

Name of Hotel:

NOTE-Try using just a keyword for the Hotel Name

OK Non Worldspan Hotel Cancel Exit

HTLM1

A list of hotels is displayed.

Reservations Manager

File Edit Res Config Tools Window Help

Res 1

LN	CO	PROPERTY NAME	ADDRESS	RD
001	HI	HOLIDAY INN SELECT P	PHOENIX AZ US 85034	SE
002	HI	EXPRESS TEMPE	TEMPE AZ 85283	SE
003	HI	SUNFIRE RESORT SCOT	SCOTTSDALE AZ US 85250	LINE
004	HI	TEMPE ARIZ STATE	TEMPE AZ 85281	7E
005	HI	HOL INN EXPRESS CLAM	CLANDONIA AZ 85308	LINE
006	HI	EXP HTL AND STES	PHOENIX AZ 85048	SE
007	HI	EXPRESS AND STES	PHOENIX AZ 85044	SE
008	HI	HOLIDAY INN PHOENIX N	PHOENIX AZ 85012	7N
>MK PROPERTY AVAILABILITY >MK RETAIL >MK MORE PROPERTIES>				

1 DL4542V 22OCT MO ATLORD MK2 118P 218P-0 E

2 001861V 25OCT TH ORDPAK MK2 1081R 11480-0 E

3 DL 222Z 29OCT MO PHOENIL MK2 1155R 5377P-0 E

>=H

NO ITEMS

>>=PP

>

split/yo layout 1 script paused AVBL NUM OVR Oct 5 11:18 am

By choosing the line number user can book the hotel.

Verify Correct Hotel from List Above

For Line ==> MK This Property Display Address/Phone

List Options ==> Move Down Move Up Redisplay List

Other Options ==> Cancel/Go Back Non Worldspan Hotel Exit

HTLM2

Non Worldspan Hotel Requires Manual Entry of Property Address _Phone.

Continue on next page

Operating Instructions, Continued

Book a Car Different options to book a car are provided. Enter the segment number, if you want the car segment to follow a certain air/hotel segment.

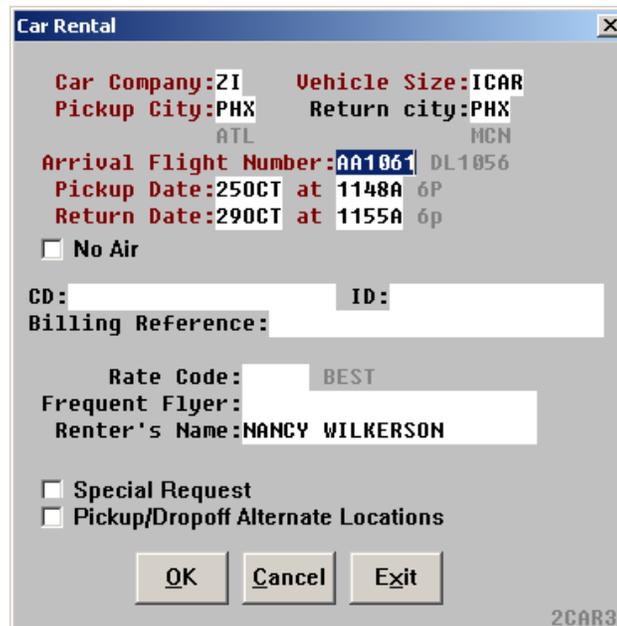


The screenshot shows a dialog box titled "TRIPMATE - Car Rental". It contains the following fields and options:

- Follow Segment:** 2
- Direct Sell Car**
- Sell from Car Availability**
- Memo Segment - Car Booked Over Phone**

At the bottom, there are three buttons: **OK**, **Continue**, and **Exit**. The status bar at the bottom of the dialog box reads "Continue-Without Booking Car 2CAR1".

Direct Sell Car If the user chooses Direct Sell Car, the following dialog box is displayed. The city, dates and the flight numbers are pre-populated from the PNR. Enter the car company, vehicle size, CD/ID numbers, and other relevant information.



The screenshot shows a dialog box titled "Car Rental". It contains the following fields and options:

- Car Company:** ZI
- Vehicle Size:** ICAR
- Pickup City:** PHX
- Return city:** PHX
- ATL
- MCN
- Arrival Flight Number:** AA1061 DL1056
- Pickup Date:** 25OCT at 1148A 6P
- Return Date:** 29OCT at 1155A 6p
- No Air**
- CD:** [text box]
- ID:** [text box]
- Billing Reference:** [text box]
- Rate Code:** BEST
- Frequent Flyer:** [text box]
- Renter's Name:** NANCY WILKERSON
- Special Request**
- Pickup/Dropoff Alternate Locations**

At the bottom, there are three buttons: **OK**, **Cancel**, and **Exit**. The status bar at the bottom of the dialog box reads "2CAR3".

Continue on next page

Operating Instructions, Continued

Sell from Availability

This dialog box is displayed when Sell from Availability is selected. The city and the dates are pre-populated.

The screenshot shows a dialog box titled "TRIPMATE - Car Rental - Availability". It contains the following fields and controls:

- Car Company: ZI
- Vehicle Size: ICAR
- Pickup City: PHX
- Drop City: PHX
- Arrival Flight Number: AA1061
- Pickup Date: 25OCT
- Return Date: 29OCT
- At: 1001A 6P
- At: 1000A 6P
- Display: DAILY (dropdown menu)
- RATES
- Renter's Name: NANCY WILKERSON
- No AIR
- Buttons: OK, Help Vehicle Size, Cancel, Exit
- Version: 2CAR9

Memo Segment – Car Booked Over the Phone

If the user chooses to enter information for Car Booked over the Phone, the following dialog box is displayed. The city and the dates are pre-populated. Enter the car company, vehicle size, rate and confirmation number.

The screenshot shows a dialog box titled "Car Booked with Vendor". It contains the following fields and controls:

- Car Company: ZI
- Vehicle Size: ICAR
- Pickup City: PHX
- Return City: [empty]
- Arrival Flight Number: AA1061
- Pickup Date: 25OCT
- Return Date: 29OCT
- at: 1148A 6P
- at: 1155A 6p
- NO AIR
- Rate: USD 29.99
- Miles: UNL 100 FREE MILES
- Per Mile: .30 AFTER FREE
- Drop fee: [empty]
- Display: DAILY (dropdown menu)
- Confirmation Number: [empty]
- Special Requests
- Pickup/Dropoff - Alternate Location
- Buttons: OK, Cancel, Exit
- Version: 2CAR7

Continue on next page

Operating Instructions, Continued

Phone Number When no World File option is selected, the Additional Phone Fields dialog box is display. User can enter business and home phone numbers and can enter more phone numbers by clicking on Add more phone numbers.



Additional Phone Fields

 **Business Phone Number:**
770-865-6287 -B

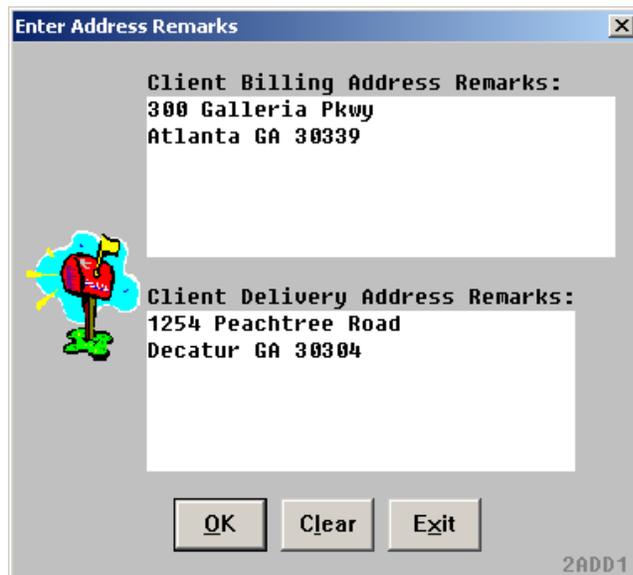
Home Phone Number:
404-995-7856 -H

Add More Phone Numbers

OK Exit

2PH02

Address When no World File is selected user has the option to enter the clients billing and delivery address.



Enter Address Remarks

 **Client Billing Address Remarks:**
300 Galleria Pkwy
Atlanta GA 30339

Client Delivery Address Remarks:
1254 Peachtree Road
Decatur GA 30304

OK Clear Exit

2ADD1

Continue on next page

Operating Instructions, Continued

Remarks User can enter additional remarks to the PNR. From the following dialog box user can choose any of the remarks.

Remarks Menu	
General	Invoice
5FREEFORM	5IR-FREEFORM
Tour Code	Unique
5-IT	5.CFREEFORM
SSR/OSI	Commission
3SSR or 30SI	5-CM
Itinerary	Segment
5RM-FREEFORM	5S1*IR-,RM,PK
Packet	Divider Card
5PK-FREEFORM	5DU-FREEFORM
Freq. Flyer	Endorsement
3SSRFQTU	5-ER
My Trip Remarks	Exit
5-MTT	REM01

Endorsement A free flow endorsement remark can be entered or the user can choose from a list of endorsement restriction code.

Endorsement Remark Field

Mandatory fields are highlighted in **Burgundy**.
 According to the **A.I.R.** Table, this agency uses **TAT** ticket stock.
 If this is not correct, select **Continue**.

Enter freeflow endorsement remark: max. 29 char. per line
 5-ER VALID DL ONLY
 NON-ENDORSEABLE

OR

Select an endorsement restriction code below:
 5-ER **75-\$75.00 PENALTY FOR CHANGES**
 75-\$75.00 PENALTY FOR CHANGES
 AC-AUTH. CODE @
 BT-AIR TRAVEL TERMS INAPPLICABLE
 CE-2 TO 35 CHARACTER CERTIFICATE NUMBER

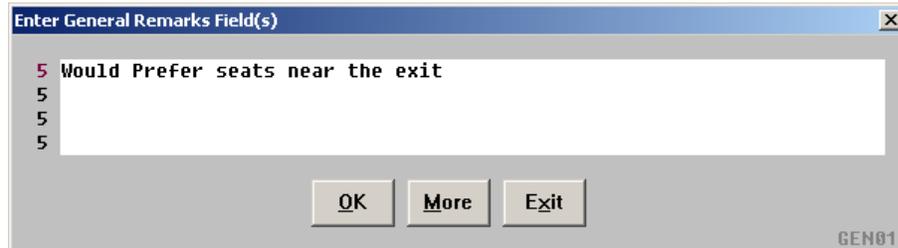
END002

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Operating Instructions, Continued

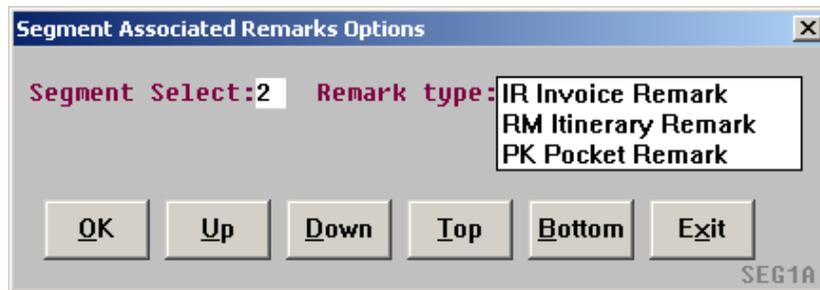
General Remarks

User can enter free flow remarks. To enter more than four lines, click on the More button.



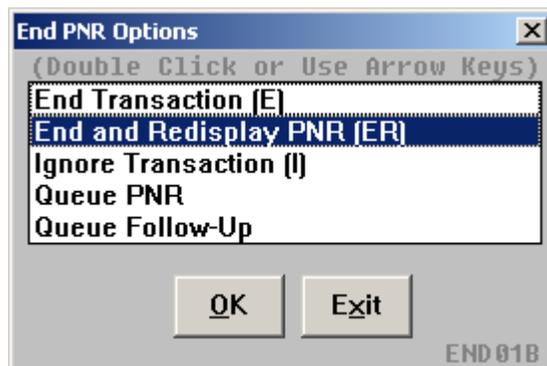
Segment Associated Remarks

The user must select a segment number to which the remark will be associated and then choose the remark type.



End PNR

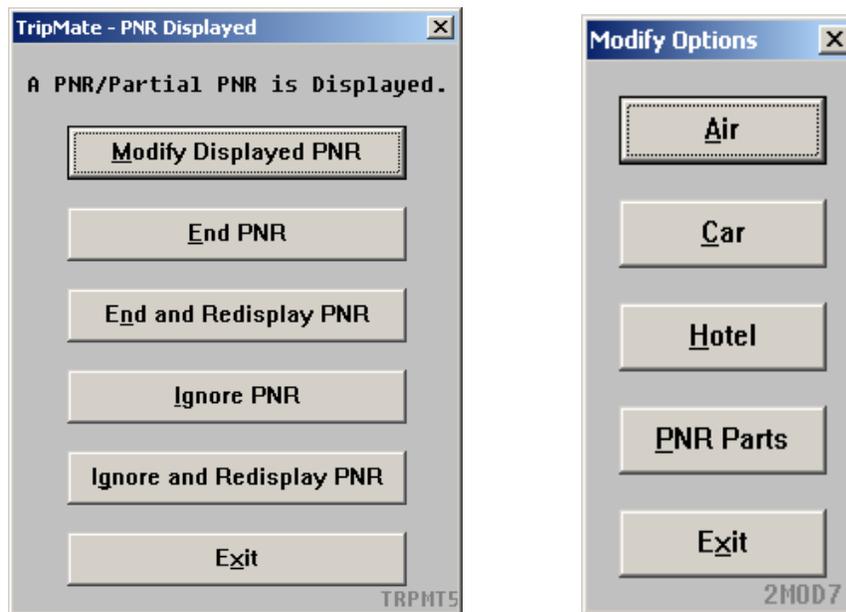
To End the PNR, the user can choose to End Transaction or End and Redisplay, or choose any of the other options provided.



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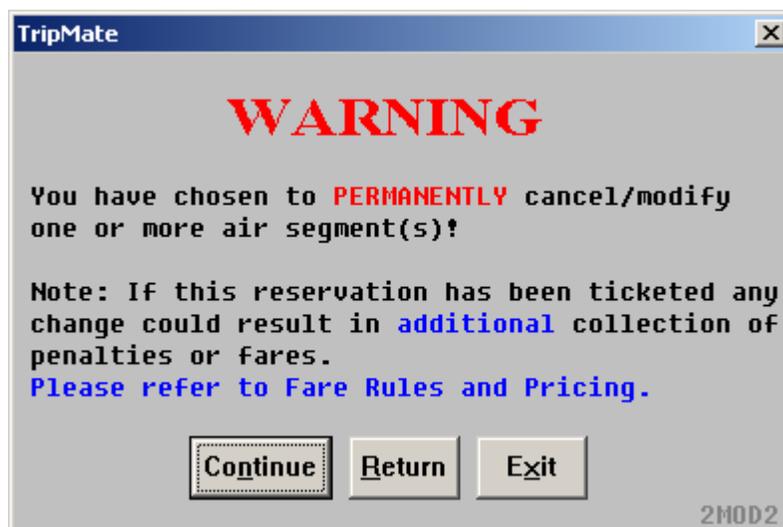
Operating Instructions, Continued

Modify A PNR To modify an existing PNR, display the PNR on the screen. Click on modify displayed PNR. Air, Car Hotel and some specific fields of the PNR can be modified.



Warning Screen

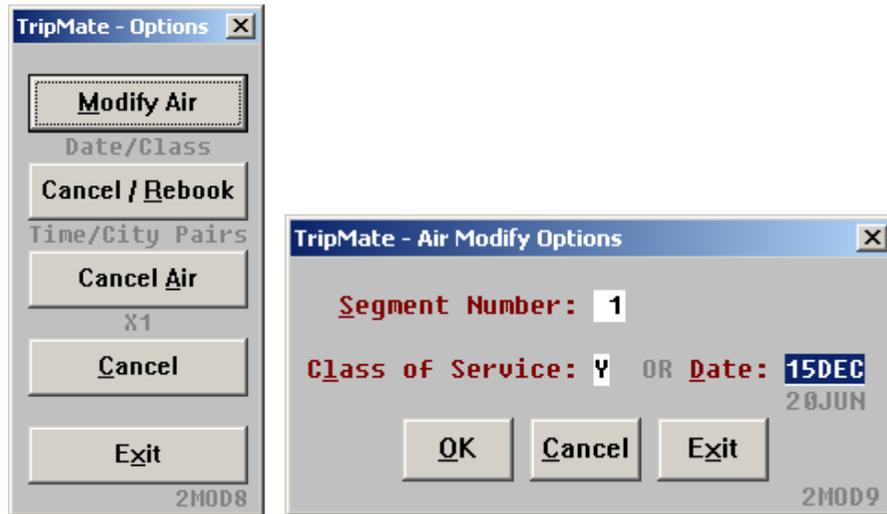
The Warning is displayed to advise the user that there may be additional charges for canceling or modifying air segments.



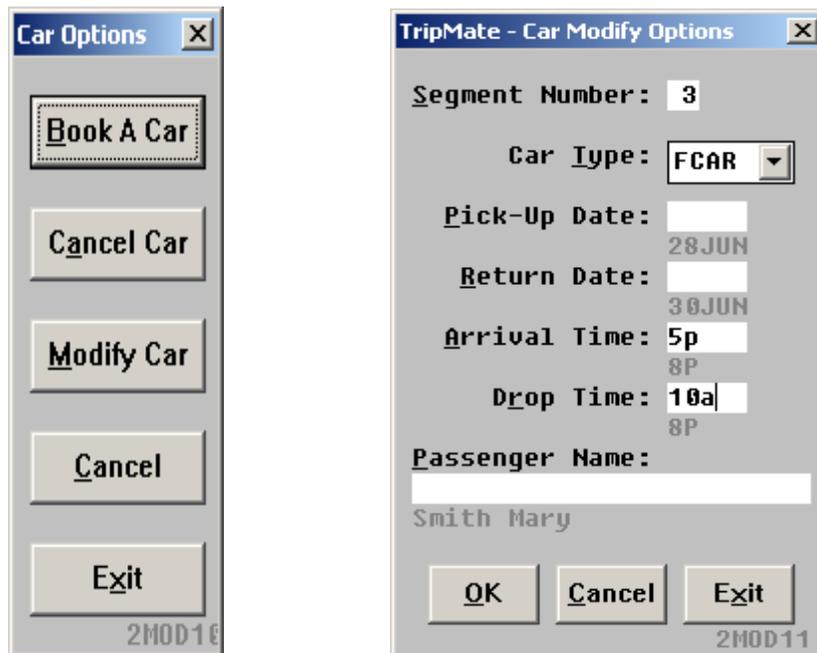
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Operating Instructions, Continued

Modify Air User can modify or cancel an air segment booked. The class of service and the date can be changed.



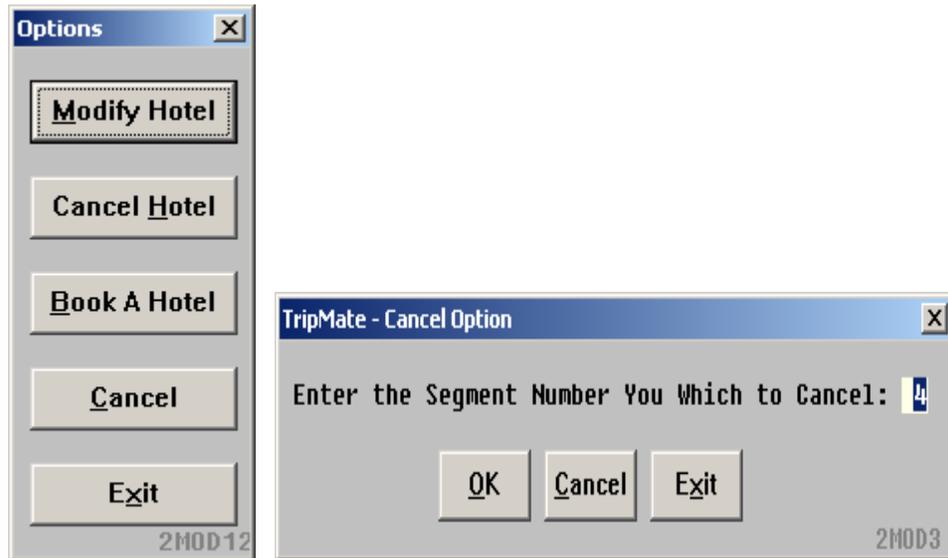
Modify Car User can modify, cancel or book a new car. Car type, dates, time and passenger names can be modified.



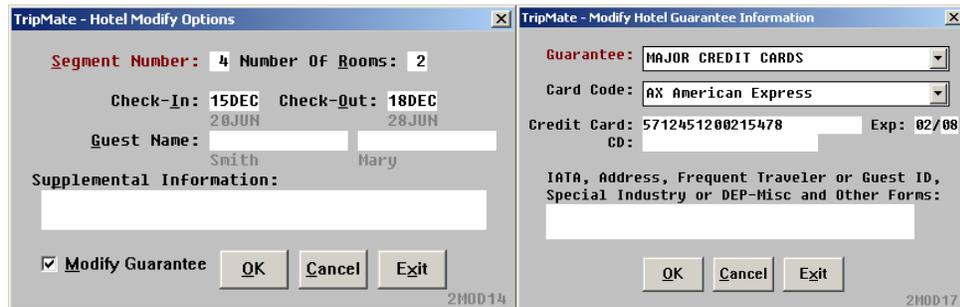
Continue on next page

Operating Instructions, Continued

Modify Hotel User can modify, cancel or book a new hotel. To cancel a hotel just enter the segment number.



Modify Hotel Contd. User can modify number of rooms, dates, name, and guarantee information.



Continue on next page

Operating Instructions, Continued

Modify PNR Parts

User can modify Form of Payment, Name/PTC, Phone, Seats and the Ticketing fields

The image shows two overlapping dialog boxes. The 'Modify' dialog box on the left has buttons for 'EOP', 'Name/PTC', 'Phone', 'Seats', 'Ticketing', 'Cancel', and 'Exit'. The 'TripMate - Modify Name or Passenger Type Code' dialog box on the right has a 'Name Field' dropdown set to '1.1', 'Last Name' and 'First Name' fields containing 'WARREN SMITH' and 'ROB ROBERT' respectively, a 'Passenger Type' dropdown, and 'OK', 'Cancel', 'More', and 'Exit' buttons. The ID '2PNR15' is visible in the bottom right corner.

Modify Phone Field

Phone numbers can be changed, or delete and new ones can be entered.

The 'Additional Phone Fields' dialog box contains 'Business Phone Number' (778-555-1234) and 'Home Phone Number' (778-555-3456) fields. It also has a 'Delete Phone Field' field with the value '2' and an 'Add More Phone Numbers' checkbox. 'OK' and 'Exit' buttons are at the bottom. The ID '2PH02A' is in the bottom right corner.

Modify Ticketing Field

Ticketing fields with its different options can be changed.

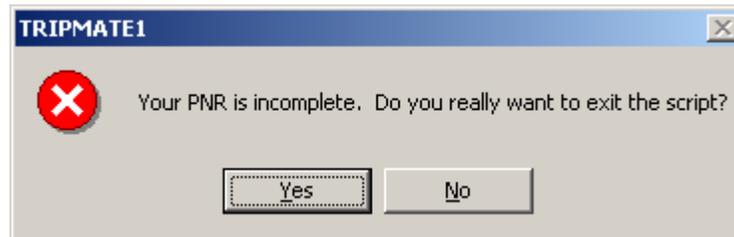
The 'TripMate - Modify Ticketing Field' dialog box lists 'Ticketing Field Type' options: 'Ticket at Will * 7TAW/00/01JAN', 'Ticketed * 7T/AGCY', 'Follow Up * 7TAX/00/01JAN', 'Horizontal Burst * 7TRH/00/01JAN', 'Non-Burst * 7TAS/01JAN', 'Time Limit * 8TL30', and 'Prepaid * 7PTA'. It also includes 'Queue Category' (00), 'Ticketing Date', 'Time Limit' (30, 6P/17JUN, DCA/AA3P/23JUN), 'Prepaid Info' (01540101234561/TW/USD 738.00), and 'Optional FreeForm Information' (CALL TO CONFIRM TICKETING). 'OK', 'Cancel', and 'Exit' buttons are at the bottom. The ID '2HDD18' is in the bottom right corner.

Continue on next page

Operating Instructions, Continued

Errors- Warning

The following message is displayed if exit is clicked when the PNR is incomplete.



Quit

To quit or stop the script, either click on the Exit Button or select My Links or Index on the Go! Res navigation bar.

Revisions

1/05 – Removed reference to WfW.
