

# ScriptPro ECCP Void Script

## Overview

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

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**File name** The file name is Z4VOID.CSL.

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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** This script voids a transaction from the Daily Document Log (DDL) during the current ARC reporting period. Any transaction on the DDL that was generated by an EZ transaction can be voided with this script. The option to void a transaction from another bridged/branched ARC/IATA number is also available.

This voiding procedure prevents/reverses invalid credit card charges that were transmitted electronically to most of the major credit card companies. It also sends a reverse entry to all accounting systems.

In addition to transaction void processing, the ECCP Void Script generates daily and/or a week of daily void reports.

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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. 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

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### Access

From Worldspan Go! Res:

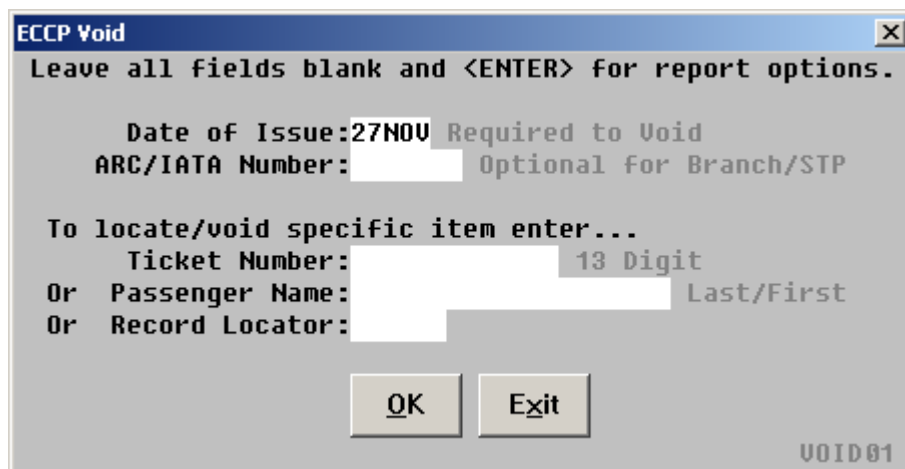
- Access the script from the Utilities Tab in the Script Index
- Select Void Ticket to launch the script,

Or:

- Access the ScriptPro menu in Res by pressing <Ctrl>S,
  - Type z4void.csl or scroll and highlight
  - <Enter>
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### Main Menu Options

When you call this script, the following screen displays:



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ECCP Void
Leave all fields blank and <ENTER> for report options.

Date of Issue: 27NOV Required to Void
ARC/IATA Number: [blank] Optional for Branch/STP

To locate/void specific item enter...
Ticket Number: [blank] 13 Digit
Or Passenger Name: [blank] Last/First
Or Record Locator: [blank]

OK Exit

VOID01
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- Leave all fields BLANK and press <Enter> to get to the **report options** screen.
  - Type in a specific date or the system defaults to the current date. Enter as DDMMM (01JAN).
  - Type in a specific branch or STP or the system defaults to the current location.
  - For a specific transaction, enter one (1) Ticket Number OR Passenger name OR Record Locator.
  - Select OK to continue or Exit to end the script.
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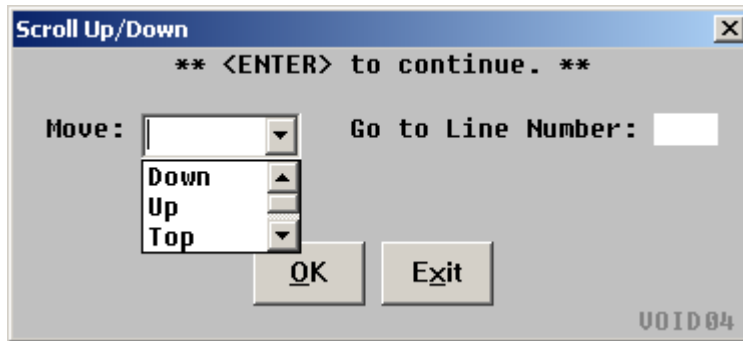
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## Operating Instructions, Continued

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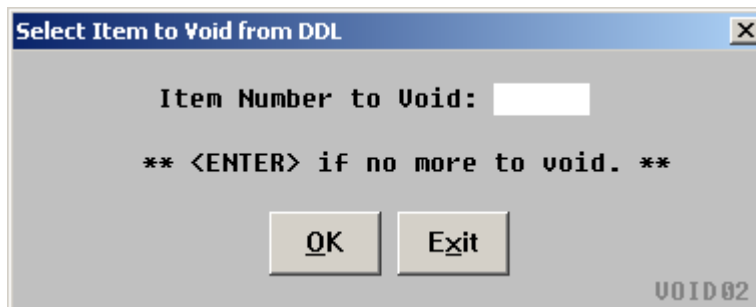
### Navigation Screen

From the Main Menu, the system displays the transactions requested. The following screen displays to allow you to review and confirm which ticket(s) is being voided.



- Find the transaction by using the navigation options (down, up or top) OR type in a line number and click OK.

Once you have found the item to void, press <Enter> to display the following screen:



- Enter the item number to void and click OK.
- Continue this until all items to void are selected.
- Press <Enter> when you have voided all necessary items.
- Select OK to continue or Exit to end the script.

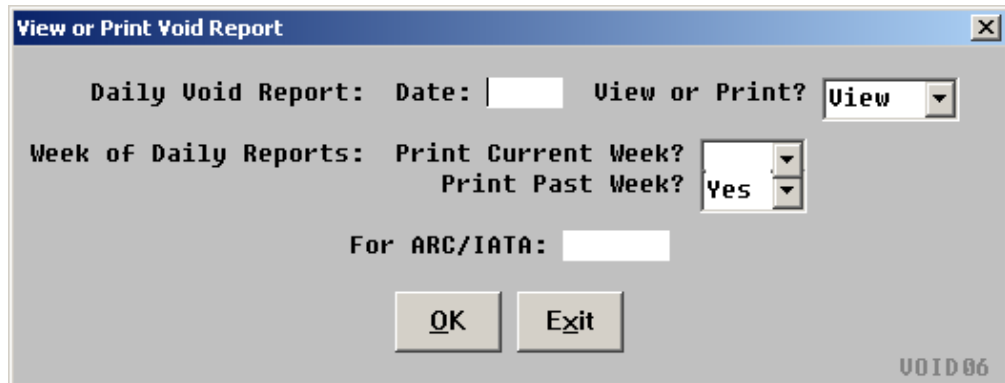
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## Operating Instructions, Continued

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**Report Options** When you leave all fields blank on the Main Menu and press <Enter> or you have selected and confirmed all transactions to be voided, the following report options screen displays:



View or Print Void Report

Daily Void Report: Date: [ ] View or Print? View [v]

Week of Daily Reports: Print Current Week? [ ]  
Print Past Week? Yes [v]

For ARC/IATA: [ ]

OK Exit

VOID06

- Enter a single date within the past ten (10) days as DDMMM (01JAN) OR leave blank and make a selection from Print Current Week (ARC week) or Print Past Week (last week's ARC week).
- From the drop down box, select View (on the screen) or Print.
- Type in a specific branch or STP or it defaults to your current location.
- Select OK to continue or Exit to end the script.

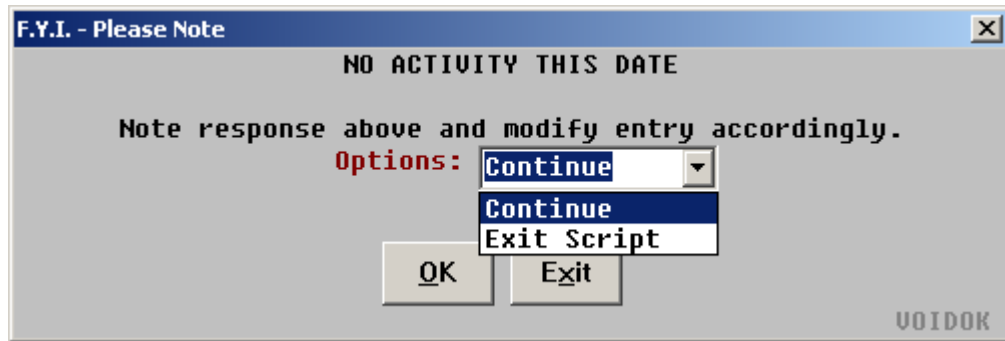
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## Operating Instructions, Continued

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**Error Message** The following is an example of an error message which may appear in the ECCP Void script.



- Error messages appear in FYI boxes
- The message is at the top, center of the box in all caps
- The message is in black
- When you receive an error message with this script, you must select to Continue or Exit the script from the drop down box. Continue will return you to the script's Main Menu and Exit the Script ends the running of the script and returns you to reservations.
- Press OK to perform the action 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.

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**Revisions** 01/05 – Removed reference to WfW.

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