

TicTas System Automation Ltd



2 Day Reservation Course

(April 2015)

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Course Contents

Day 1

Introduction

Worldspan's Industry First

GO! Res Installation Steps

Login Smartpoint App for
Worldspan GO

Use of MyLink / Tools / Macros

Sign-In Worldspan

Availability

PNR creation steps

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Day 2

PNR Modification

Divide / Reduce PNR

Queue Handling

Worldspan Fare Package

e-Pricing

4 Easy steps to book Hotel / Car

Itinerary – Web / MTAM / DYO

Global Learning Centre

Cue Card



Travelport Smartpoint

Improve customer service by simplifying travel management processes

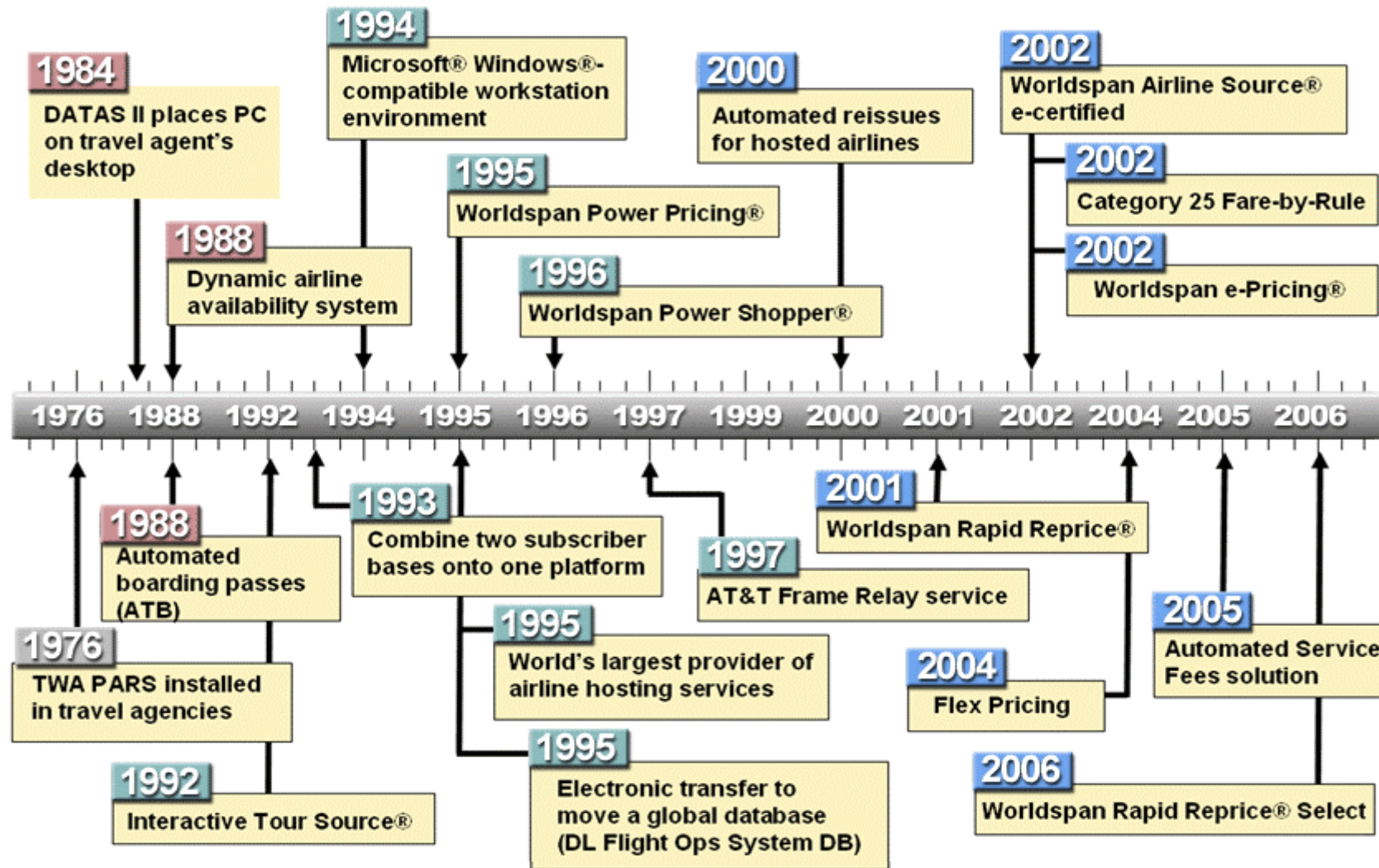
Travel Technology So Advanced, It's SimpleSM



Worldspan is pleased to be a part of the Travelport family of travel services. Visit www.travelportworld.com for the most up to date acquisition information. At Travelport, our mission is to be the world's leading provider of informed travel choice. Welcome to a new world of options!

Travelport's approach to travel technology is unique. We're in the business of creating versatile ways to connect travel data with booking capabilities. Whether you're a buyer, seller, or manager of travel, Travelport GDS makes it happen for you.

Worldspan Industry Firsts



Count on us – Our facts and figures



System participation amongst the world's leading suppliers

Airlines

- 430 participating airlines, including more than 70 low-cost carriers
- 4 billion+ stored airfares
- 46 million daily fare searches
- Annual bookings representing USD\$84 billion

Hotels and resorts

- 87,000 properties worldwide
- 280 hotel chains
- 20 million hotel room nights booked annually
- Annual bookings representing USD\$7.5 billion

Car rental companies

- 30,000 locations worldwide
- 25 car rental suppliers
- 17 million annual car rentals booked annually
- Annual bookings representing USD\$3.8 billion

Rail operators

- 13 major domestic and international rail networks
- 8 million European rail tickets booked annually

Tour and cruise operators

- 400 tour/vacation operators and cruise lines

342 airlines
including...



Travelport Hotel Content



91,000

Hotel properties

308

Hotel chains

DIRECT

AGGREGATED

375,000

Hotel properties

23

Wholesalers and OTAs



***Travelport Smartpoint for
Worldspan Go !***

<http://go.worldspan.com>

** We support Win XP/ Win7/ Win 8 /IE 7,8,9,10

[Maintenance Release Version 5.4.5.1](#)

Travelport Smartpoint

We're
redefining
your selling experience



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Self Serve | Tool Kit

Log In

Login ID

Password [Forgot Password](#)

V 5.4.5(1)

Hints to choose a password

- Select Tool → My Preference → Change password
- Choose a password with at least **8** characters containing **both Alpha and Numeric** characters
- Passwords will expire after **90**days
- Same password cannot be repeated
- Case sensitive

Worldspan has 6 working area : A,B, C, D, E, F.

SINE In all areas : BSI\$8822AB/GS/JAN2014

Change Sine In Password : BSIP/NEWpassword/NEWPASSWORD

Create Keywords : BSIK/HELP/HELP

Move from area A to C : BC

Display multiple work area : B\$

SINE Out all areas : BSO\$

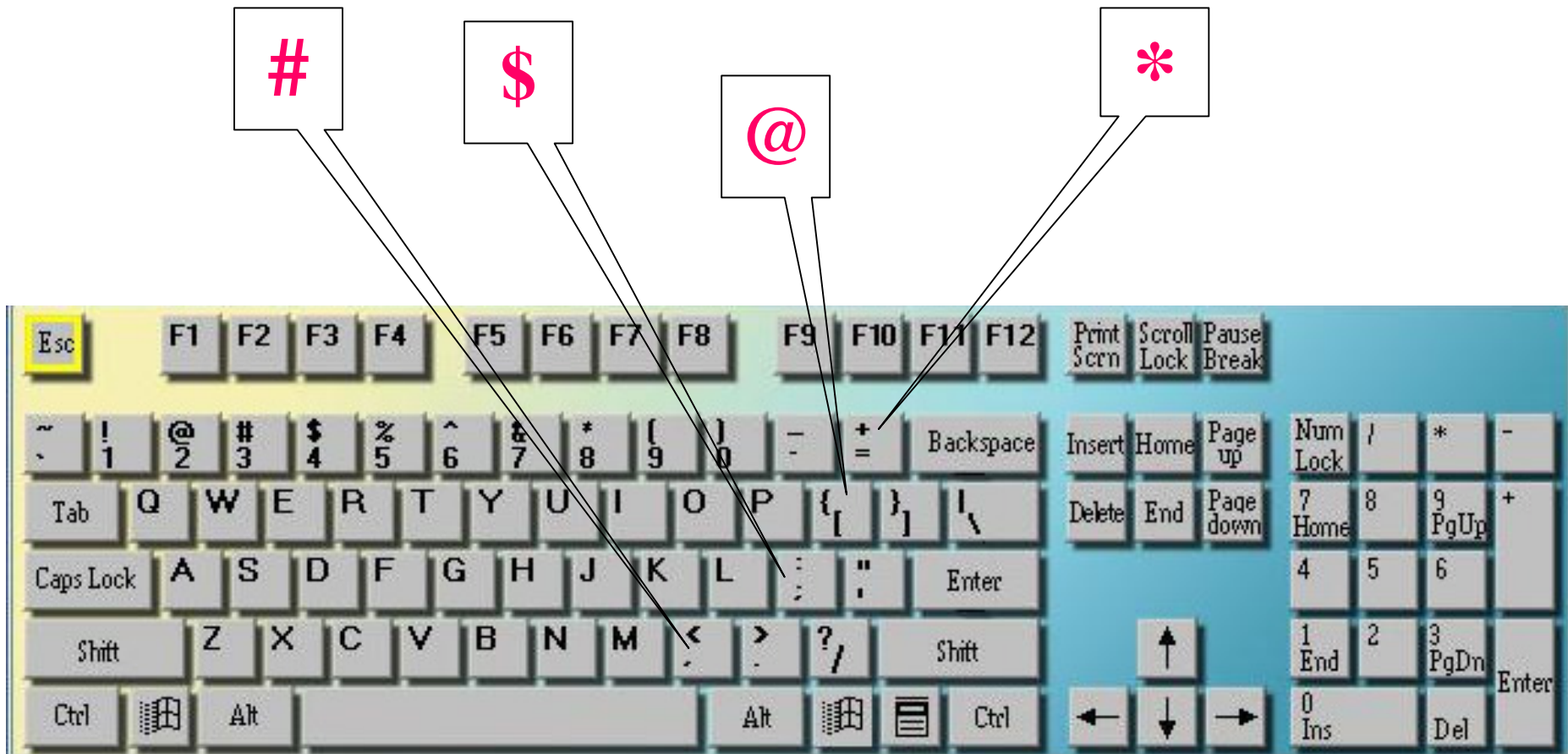
The screenshot shows the Worldspan Express Off interface. At the top, there are navigation tabs: "Express Off", "Working Frame", "My Script", "My Links", "Script Index", and "Tools". Below the tabs is a toolbar with buttons for "1AA", "2 Res", "3 Res", "4 Res", "5 Res", "6 Res", "7 Res", "8 2ND 3WP", "9 7EZ", and "10 OXF". The main terminal window displays the following text:

```

>B$
LNIATA - C77DOE CITY - OXR
AAA STAT      ACTIVITY          QUE CAT ID DTY EMU NET
A  SUSP PARTIAL PNR                AA GS
B  SUSP 08Z2XO/1CHAN/PETER*A      AA GS
C  SUSP 4CQ5NZ/1HO/MONA.MS*A      0  0 AA GS
D  ACT
E  SUSP L34N63/1NG/KA.KEI.MR      AA GS
F  SUSP
>

```

Special Keys



Function Keys

- >F2 - XI (CANCEL ITINERARY)
- >F3 - ARNK
- >F4 - CLEAR ALL RES WINDOWS
- >F5 - INPUTS RECALL (50 PREVIOUS INPUTS)
- >F6 - CURRENT DATE
- >F7 - NEXT WINDOW
- >F8 – SWITCH BETWEEN SPLIT WINDOW
- >F9 - CLEAR ACTIVE RES WINDOWS
- >F10- ET (END TRANSACTION)
- >F11 - MU
- >F12 - MD

Travelport Smartpoint A B C D E F

RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION SMART TOOLS SETTINGS

1 Res 2 Res 3 Res 4 Res 5 Res 6 Res 7 Res 8 Res 9 Res 10 Res

> # ?

PNR Viewer Smart Panel History

My Last 10 Scripts

- ePricing
- Seat Maps
- Air Default Record
- Air Booking Tool
- Hotel Booking Tool
- Display Fares & Rules
- Ticket PNR
- Send Itinerary/Invoice
- Price Booked Itinerary Options
- Manual Credit Card Approval

Top 10 Go! Scripts

- Car Booking Tool
- Currency Conversion
- Custom Itinerary
- DDL(Daily Document Log) Repor
- ePricing
- FastClip
- Hotel Booking Tool
- Ticket Exchange Plus
- Seat Map
- Secure Flight Plus

My Links Calendar Notes News

SINE IN	Booking	PNR PRT
ITIN PRT	MTAM	WebITIN
7@出	TKT SCPT	SeatMap
CHD AGE	INFT AGE	FQTV
FOID(ID)	5-CP	5@-CP
CX/KA RQ	TAIR	EZEL
Queue	4-DI	RP ETKT
MCO	epricing	ADD \$P

| AVAIL | OVR | No Scripts Running | 中文 (繁體) - 美式鍵盤 | Jan 13 | 9 : 27 AM

QCT QSORT QSETUP

Manage your screen colour & fonts

Manage your password

- Settings
- Host Print Manager
- Keyboard Mapping
- Get Office Macros
- Macro Editor
- My Preferences**
- Manage Host Connections

My Preferences

Authorities | Res Windows | Mapping

Select a font for all windows:
Courier New

Font size: 12 point

Window: Window 1

Background: Black

Host input: Red

Host output: Olive

SAMPLE HOST INPUT TEXT
SAMPLE HOST OUTPUT TEXT

Apply Settings Restore Default

PNR Viewer | Smart Panel | History

My Preferences

Authorities | Res Windows | Mapping | **Theme**

First name: SYLVIA

Last name: Q

Login ID: 0XRSCHAN

E-mail Address: sylvia.chan@tict

ScriptPro Ref No: 000

CHANGE PASSWORD

Include Personal Macros

Refresh Settings Submit Settings

GRS

GRS – GLOBAL REFERENCE SYSTEM

- DAILY BRIEFING** – **GDAY13OCT**
- AIRLINE INFO** – **G/AIR/SQ0**
- HOTEL** – **G/HTL/SIQ**
- CAR** – **G/CAR/ZEZ**
- TAX INFO** – **GTAX CANADA or GTAXSW**

HELP/INFO

HELP –provides entries and example

e.g. **HELP AVAIL**

HELP DOCS

HELP EQP CR7

**INFO – provides detailed information
for entries and formats**

e.g. **INFO FARES**

HELP/INFO

Useful HELP/INFO page

E-Ticketing Point of Sales

INFO ET POS

Direct Access

HELP DA

Participating Carriers

HELP AIRLIST C

Direct Response Airlines

HELP DR AIR

Accessplus

HELP GA0

Encode/Decode

COUNTRY

(Help Decode/Encode)

>4C*

>4C***F** (F = ALPHABETICAL LIST)

>4C***FRANCE**

STATE

>KC/**SAN-C** (SAN FRANCISCO) (MIN 3 LETTERS)

>HG***ST** (list all State Code of USA)

My Links

Encode

Encode/Decode

CITY

(Help KC/KD)

>KC/TORONTO

>KC/TO* (ALL CITY NAME WITH TO)

>KD/DPS

My Links

Encode

TIME DISPLAY

(Help KCD)

>KCD*NYC

>KCD*NYC/HKG

>KCD*5PNYC/HKG

Encode/Decode

(Help KAD/KAC)

AIRLINE

>KAD/MH

>KAD/001

>KAC/HONG KONG AIR

>KAL-/*A (DISPLAY BY STAR ALLIANCE CODE ONLY)

>KAL-/*O (DISPLAY BY ONE WORLD CODE ONLY)

>KAL-/*S (DISPLAY BY SKY TEAM MEMBERS ONLY)

My Links

Encode

Encode/Decode

HOTEL

>HC HILTON

>HC HI

>HKC/GREAT WALL

(Help HC)



CAR

>CRC AVIS

>CRC ZE

(Help CRC)

****Useful Tips: You could list the hotel by reference code, i.e. HLGREATW/DD-5
Hotel close to Great Wall in China will be shown**

Currency

RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION SMART TOOLS SETTINGS

CURRENCY

(Help 4C)

>GCUR **JAPAN**

>4C@**1000/JPY** (I.E. HKD1000 = JPY14800)

>4C@**JPY/1000** (I.E. JPY1000 = HKD70)

>4C@**JPY/1000#GB** (I.E. JPY1000 = GBP4.00)

>4C***GB#HK** (I.E. Exchange Rate between GBP & HKD 1:13.73)

****Useful Tips: Exchange Rate is BSR and updated every Tuesday according to SCMP** ²³

Connecting Time/Points

RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION **SMART TOOLS** SETTINGS

MINIMUM CONNECTING TIME (Help KEC/VCT)

>KEC*BKK

>KEC*CDG-AF

>VCT*1-3 (for segment 1 to 3)

>VCT\$1 (from availability)

CONNECTING POINTS (Help KCP)

>KCP/HKGNAN

**Useful Tips: Minimum Connecting time in KEC page is showing in minutes

Conversion

RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION SMART TOOLS SETTINGS

DATE CALCULATOR

(Help 4F.CD)

>4F.CD15MAR/A35 (Advance Purchase for 35 Days)

>4F.CD15MAR/7/30 (7 days Min Stay / 30 days Max)

>4F.CD15MAR/7 (7 days Min Stay)

>4F.CD15MAR//30 (30 days Max Stay)

>4F.C1#01MAY (From Fare Display)

TIMATIC

RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION **INFORMATION** SMART TOOLS SETTINGS

TIMATIC - A comprehensive travel information system that offers you information about

LIST OF CITIES

>TIRCC/ROM

>TILCC/CANADA OR CA

(Help TIMATIC)

- Search by **city** code

- Search by **county** code

VISA & HEALTH INFORMATION

>TIFV

- **VISA** information

>TIFH

- **HEALTH** information

>TIFA

- **VISA & HEALTH** information

****Useful Tips: Information will be updated by TIMATIC System**

The screenshot displays two overlapping windows from the TIMATIC application. The top window, titled 'TIMATIC Main Menu', features a 'PASSPORT United States of America' icon and several menu options: 'Visa Information', 'Health Information', 'Visa/Health Combined', 'Full Text', 'Decode', 'News', 'Rules', and 'Exit'. The bottom window, titled 'TIMATIC - Visa Information', contains four dropdown lists: 'Nationality' (with 'BE Belgium' selected), 'Destination(s) (Max 3)' (with 'JM Jamaica' selected), 'Transit Point(s) (Max 3)', and 'Resident Alien'. It also includes checkboxes for 'Merchant Seaman' and 'Set default nationality to current selection', and buttons for 'OK', 'Undo', 'Menu', and 'Exit'. Three passport icons are visible on the left side of the 'Visa Information' window.

>TIFV

TIMATIC

>TIRV

- NA HKG - Pax Nationality
- AR - Alien Residents
- DE DEL - Destination Points
- TR - Transit Points Via other Countries

VD/2

TIMATIC-3 / 25JUN10 / 1113 UTC

NATIONAL HONG KONG (SAR CHINA) (HK)

DESTINATION INDIA (IN)

VISA DESTINATION INDIA (IN)

..... NORMAL PASSPORTS ONLY

PASSPORT REQUIRED.

- PASSPORT AND/OR PASSPORT REPLACING DOCUMENTS MUST BE VALID
ON ARRIVAL.

VISA REQUIRED, EXCEPT FOR THOSE HOLDING A PIO (PERSON OF

)>TIPN

TIPN to move down to next page

VD/0

INDIAN ORIGIN) CARD. NOTE: THE PIO MUST NOT BE CONFUSED WITH
THE OVERSEAS CITIZEN OF INDIA (OCI) CARD (SEE NOTE 35024) .

>TIDFT/IN/VI/VS/ID23801

AUSTRALIA ELECTRONIC VISA

ETA

ETAS processing commands

- TI ETA R - ETA Request for application screen
- TI ETA Q - ETA enQuiry screen
- TI ETA H - ETA History screen with transaction reversal option
- TI ETA C - ETA Check-in screen
- TI ETA S - ETA Help page
- TI ETA S6 - display Eligible Nationality
- TI PN - Page down

Australian Consulate – General Hong Kong

Address: 23/F Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong

Tel : 2827 8881 Fax : 2585 4557

<http://www.hongkong.china.embassy.gov.au/hkng/home.html>

> TI **ETA** S6 to display eligible passports

- Andorra AND
- Austria AUT
- Belgium BEL
- Brunei BRN
- Canada CAN
- Denmark DNK
- Finland FIN
- France FRA
- Germany D
- Greece GRC
- Hong Kong (SAR) HKG
- Iceland ISL
- Ireland IRL
- Italy ITA
- Japan JPN
- Liechtenstein LIE

- Luxembourg LUX
- Malaysia MYS
- Malta MLT
- Monaco MCO
- Netherlands NLD
- Norway NOR
- Portugal PRT
- San Marino SMR
- Singapore SGP
- South Korea KOR
- Spain ESP
- Sweden SWE
- Switzerland CHE
- United States USA
- Vatican VAT

ETA

** Please always refer Australian Consulate for latest information (Updated 14Jul14)

ETA

TI ETAR

```

>TIETAA                      ETA APPLICATION
AGENT LOGON                   (0001AA.....
PASSPORT NUMBER              (H90040401..... FROM PASSPORT TITLE PAGE
NATIONALITY                   (HKG                1-3 CHARACTER CODE
DATE OF BIRTH                 (24OCT1988         DDMONYYYY/--MONYYYY/-----YYYY
SEX                           (M                M/F
COUNTRY OF BIRTH             (CHN                1-3 CHARACTER CODE
EXPIRY DATE                   (14MAR2015         DDMONYYYY
FAMILY NAME                   (CHAN..... FULL NAMES-NO TITLES
GIVEN NAMES                   (SIU FAI PETER..... SPACE BETWEEN NAMES
TYPE OF TRAVEL                (T.                T/B
    
```

ETA

```

VD/3
>TIETAG                      ETA APPLICATION
ISSUING STATE(HKG           DATE OF ISSUE(12DEC2007   DDMONYYYY
ISSUING AUTHORITY
(HONG KONG.....
DOES APPLICANT HOLD CITIZENSHIP OF OTHER COUNTRIES (N   Y/N
  IF YES ENTER CODES OF OTHER COUNTRIES (... (... (...
HOME      (ROOM 503 KIN KIN HOUSE OI MAN ESTATE .....
ADDRESS OF (.....
APPLICANT (.....
TELEPHONE HOME COUNTRY (0852 AREA (00000 NUMBER (6111111.....
OF        BUS  COUNTRY (... AREA (... NUMBER (...
APPLICANT MOB  COUNTRY (... NUMBER (...

```

ETA

VD/4

```
>TIETAD                      ETA APPLICATION
HAS APPLICANT EVER BEEN KNOWN BY ANOTHER NAME (N      Y/N
HAS APPLICANT EVER HAD A CRIMINAL CONVICTION (N      Y/N
NATIONAL IDENTITY NUMBER (H98009900990.....
```

VD/4

```
>TIETAP                      ETA APPLICATION
      RE-ENTER TO VALIDATE PASSPORT DETAILS
      DETAILS MUST MATCH PREVIOUS SCREEN
```

```
PASSPORT NUMBER      (H90040401..... FROM PASSPORT
NATIONALITY          (HKG                1-3 CHARACTER
FAMILY NAME          (CHAN.....
FIRST GIVEN NAME     (SIU.....
SECOND GIVEN NAME    (FAI.....
OTHER GIVEN NAME(S) (PETER.....
```

ETA

VD/3

>

FAMILY NAME

GIVEN NAMES

PASSPORT

DATE OF BIRTH

TYPE OF TRAVEL

ENTRY STATUS

ETA APPROVAL

14JUN10/1916

CHAN.....

AUSTRALIAN GOVT

SIU FAI PETER.....

H9004041..... HKG EXPIRY DATE 14MAR2015

24OCT1988 SEX M COB HKG

V VISITOR ETA.....

UD/976 ETA VISITOR (SHORT).....

AUTHORITY TO ENTER AUSTRALIA VALID TO.....

14JUN2011.

PERIOD OF STAY 03 MTHS.....

MULTIPLE ENTRY.....EMPLOYMENT PROHIBITED.

ETA APPROVED.

)>

Check ETA history - TIETAH

ETA

```

>TIETAH
VD/3
1 14JUN/1916 APPLICATION
  PAX: CHAN/SIU FAI PETER/24OCT1988/M
  PPT: H90040401/CHN/14MAR2015
>TIETAH ACTION (D1..          MUNNN/MDNNN/DN

) >
VD/3
>TIETAH          VISA STATUS          15JUN10/1343
FAMILY NAME      CHAN..... AUSTRALIAN GOVT
GIVEN NAMES      SIU FAI PETER.....
PASSPORT         H90040401..... HKG
DATE OF BIRTH    24OCT1988  SEX M  ARRIVAL DATE .....
ENTRY STATUS     UD/976 ETA VISITOR (SHORT).....
                  AUTHORITY TO ENTER AUSTRALIA VALID TO.....
                  14JUN2011.....
                  PERIOD OF STAY 03 MTHS.....
                  MULTIPLE ENTRY.....EMPLOYMENT PROHIBITED.
                  .....
REVERSE ERROR    (.  Y>
  
```

AIR

WORLDSPAN ACCESS PLUS (Help APAIR)

- AIRLINE SOURCE - #
- DIRECT SELL - \$
- DIRECT ACCESS - *
- REGULAR PARTICIPANT -
- AGGREGATED SHOPPING - :

****Useful Tips: Correct entry should be used for different access level of airlines**

AIR

Access Level	Flight Details	Fare	Weight
# - AIRLINE SOURCE	09NOV-TU-0001 HKGBKK ** ** WL-PLUS BKK ALTERNATE DMK 1*A\$TG 603 J2 C4 D4 Y4 B4 M4 H4 Q4 HKGBKK 0755 0940 K4 S4 V4 W4 Z4 T4	0	2.45
\$ - DIRECT SELL	2 #CX 713 J9 C9 D9 I9 Y9 B9 H9 K9 HKGBKK 0910 1100 M9 L9 V9 S9 N9 Q9 O9	0	2.50
* - DIRECT ACCESS	3 \$CI 641 R4 J4 C4 D4 W4 Y4 B4 M4 HKGBKK 1140 1325 Q4 T4 H4 K4 L4 N4 X4 S4 V4 G4	0	2.45
	4*A\$TG 601 P2 F4 A4 J2 C4 D4 Y4 B4 HKGBKK 1245 1430 M4 H4 Q4 K4 S4 V4 W4 Z4 T4	0	2.45
	5 #CX 751 J9 C9 D9 I9 Y9 B9 H9 K9 HKGBKK 1425 1620 M9 L9 V9 S9 N9 Q9 O9	0	2.55

****Useful Tips: (INFO AVAILEXPL)**

Access Level : # \$ * symbol precedes to the airline code

Alliance Code: *O = One World member, *A = Star Alliance Member, *S = Sky Team

AIR

AIRLINE SOURCE - # - (INFO ASOURCE)

- Real time and last seat availability
- Seat deducted at the time of booking
- Sales guaranteed
- RLOC Return (*DR to Display)

PARTICIPATING
AIRLINES



BR, CX, KA, SQ, TG

AIR

DIRECT SELL - \$ - (INFO DS)

- Fully secured sell
- Link with airline, seats sold in airline system
- Inventory reduced when segments are sold
- Booking is guarantee at End Transaction with Rloc return**

PARTICIPATING
AIRLINES



CA, HX, KE, MH, MU

AIR

DIRECT ACCESS - * - (INFO DA)

- A second display is necessary
- All sales guarantee when booking from Direct Access Avail (i.e. A@1 OR A@AI)
- Seat reduced at End of Transaction

PARTICIPATING AIRLINES



LI, PX

****Useful Tips: Must direct access to the airline system and use @AD @AU to move up and down in the secondary display.**

If Fail to use direct access, segment will show "P" = pending

AIR

REGULAR PARTICIPANT

- Schedule update twice a week
- TTY message will be transmit to airline after end of transaction
- Airline guarantee reply within 12 hours with status :
KK, UN, UC

AIR

Travelport™ Aggregated Shopping platform

:XX8383 F- A- J- C- D- R- I- W- BCNMXP- 720A 855A * 320 0E

The above is a simple Worldspan availability display for entry A24MAYBCNMIL illustrating that carrier XX is the direct API connection carrier.

Note: the availability status of each class is not available hence the ‘-‘ replaces any numeric availability.

**PARTICIPATING
AIRLINES**



FD, DY, LS, U2

Availability

WORLDSPAN AVAILABILITY (HELPAVAIL)

>AHKGBKK

>A23NOVHKGTPPE1200

>A23NOVHKGNYC-CX-UA (Max. 3 Airlines)

>A23NOVLAXHOU@ (display all Houston airports)

>A23NOVHKGYTO/O-DL (online DL flights only)

>A23NOVHKGLHR/SIN-SQ (connecting point)

****Useful Tips: Multiple Options could be combined in one entry**

Availability

```

BKK ALTERNATE DMK (b)
1*A$TG 603 J2 C4 D4 Y4 B4 M4 H4 Q4 HKGBKK 0755 0940 0 2.45
      K4 S4 V4 W4 Z4 T4
2 #CX 713 J9 C9 D9 I9 Y9 B9 H9 K9 HKGBKK 0910 1100 0 2.50
      M9 L9 V9 S9 N9 Q9 O9
3 $CI 641 R4 J4 C4 D4 W4 Y4 B4 M4 HKGBKK 1140 1325 0 2.45
      Q4 T4 H4 K4 L4 N4 X4 S4 V4 G4
4*A$TG 601 P2 F4 A4 J2 C4 D4 Y4 B4 HKGBKK 1245 1430 0 2.45
      M4 H4 Q4 K4 S4 V4 W4 Z4 T4
5 #CX 751 J9 C9 D9 I9 Y9 B9 H9 K9 HKGBKK 1425 1620 0 2.55
      M9 L9 V9 S9 N9 Q9 O9
    
```

(c) (d) (e) (f) (g) (h) (i)

(a)	Departure date, day of the week, departure / arrival airports and time zone
(b)	Alternative Airports
(d)	Line Number and Alliance - (*O) Oneworld, (*S) Skyteam, (*A) Star
(e)	Level of participation - (#) Airline Source (\$) Direct Sell (*) Direct Access
(f)	Airline code and flight number
(g)	Class of service and level of availability. 1, 2, 8, 9 - there is at least this amount of available seats 0 - the class is sold out but may be waitlisted . - the class is not available and the waitlist is closed - - the class is on request basis only.
(h)	Origin and destination city / airport codes
(i)	Departure and arrival times. (#) indicates arrival next day; (-) indicates arrival previous day
(j)	Intermediate stopovers and Elapse Time

Availability

SHORT CUT AVAILABILITY CHANGE (HELP ACONT)

- >AD - Availability Down
- >AU - Availability Up
- >AT - Tomorrow
- >AY - Yesterday
- >A/NRT - Change transit point
- >A@1 - Direct Access to Line no. 1
- >A@MU - Direct Access to MU
- >AS#21JULHKGCTS/D-CX*H - 7 Day onward search
- >AS-21JULHKGCTS/D-CX*H - 7 Day backward search

Availability

SHORT CUT AVAILABILITY CHANGE (HELP ACONT)

- >A* (Redisplay the Availability)
- >A@DSFO (Change Departure Port)
- >A@ASYD (Change Arrival Port)
- >A@BKKSIN (Change both)
- >A2NOV (Change Date)
- >A7D (Change to 7 Days later)
- >A/R15JAN (Change return day to 15Jan)
- >A-CX (Change to Airline)

Availability

DIRECT ACCESS AVAILABILITY

>@MU@A10DECHKGSHA1000

>@AD

>@AU

>@A/R20DEC

FROM WORLDSPAN AVAILABILITY:

>A@MU or A@1

****Useful Tips: Secondary Display will be from line No. 11**

You could use Direct Access to ALL carriers except Regular Participants

Flight Info

FLIGHT SERVICE INFORMATION (Help V*)

- >V * CX711/30AUG - By Flight Number
- >V * - From a PNR
- >V * * 3 - From Segment Number
- >V \$ 1 - From availability display

```

V$1
FLT.NO      LEG      DAY  DEP  TR ARRIVAL TR MEAL  EQP SVC
#CX 711     HKG SIN   FR  1600  1 1950      1  DD   773
                MILES      GROUND ELAPSED  ACCUM
                1594                3.50   3.50
.MOVIE / TELEPHONE / AUDIO PROGRAMMING /
*O ONEWORLD
      LEG      DAY  DEP  TR ARRIVAL TR MEAL  EQP SVC
SIN CMB   FR  2100  1 2215      DD   773
                MILES      GROUND ELAPSED  ACCUM
                1709                1.10   3.45   8.45
.MOVIE / TELEPHONE / AUDIO PROGRAMMING /
*O ONEWORLD
    
```

Flight Info

FLIGHT INFORMATION

(Info 2G)

>This function is for DL flights only

>2 DL42 / 12JUL

>2 DL42

```

>2DL638/11MAY
FLT INFO 638/11MAY
LOF      ARR      DEP ETA ON IN ETD OUT OFF ACF  ELPD ACCUM MILES
HKG                      805A                      333
NRT      125P      740P                      744  4.20      1827
HNL      735A                      6.55 17.30  3818
FACTS-
MEALS/CPT  C      Y
  HKGNRT   B      B
  NRTHNL   D      D
    
```

PNR Creation

Schedule Display

Help SKD

Display current date schedule of Direct Flights

>S 15MAYHKG YVR 7A – CX

Display current date schedule of connecting/code share flights

>S@ 15MAY HKG MEX 7A –DL

Display schedule of connecting / code share flights effective within 30 days of input date

>S# 15MAY HKGPRG 4P-AF

PNR Creation

Schedule Display – Screen capture

```

11MAY-TU-0001 HKGNRT (HKGTYO) ** **
NRT ALTERNATE HND
1.DLY #DL 638 J D S I Y B M H HKGNRT 0805 1325 333 BB0
      Q K L U T
      EFF 09MAY DIS 31MAY
2.27 #DL 638 J D S I Y B M H HKGNRT 0805 1330 332 BB0
      Q K L U T
      EFF 01JUN DIS 08JUN
3.X27 #DL 638 J D S I Y B M H HKGNRT 0805 1330 332 BB0
      Q K L U T
      EFF 02JUN DIS 16AUG
    
```

PNR Creation

PNR (Passenger Name Record)

Four Mandatory Field: PINT (Help PNR)

P	- PHONE FIELD	(9)
I	- ITINERARY	(0)
N	- NAME	(-)
T	- TICKET FIELD	(7)
3OSI	- Agency Contact	(3)

PNR Creation

ITINERARY

Sell from Availability Screen

(Help 0Avail)

>**01Y3** Sell **1** Y seat from line no. **3** of availability

>**01Y3*** Sell connecting flights

>**01Y1K2** Sell connecting flights with diff. classes

>**0L1Y3** Sell a seat on waitlist status

Manual Sell

(Help 0Man)

>**0DL621Y15JULATLMCINN1**

>**0KA864W30NOVHKGPVGLL2** (waitlist)

DUMMY SELL

PNR Creation

Memo Segment (For Pricing and Ticketing Purpose)

>01Y1@MK Sell from Availability

>01Y1*@MK

>0DL955F29JUNJFKATLMK1 / XXXXXX (airline rloc)

**Useful Tips: Use .1XK to remove MK segments

Passive Segment (For Itinerary Printing Purpose)

>01Y2@YK Sell from Availability

>0CX2700Y10JULBKKHKGYK1

**Useful Tips: YK status - no outgoing message.

PNR Creation

OPEN SEGMENT

(Help OPEN)

>**0CXOPENYHKGTP**PS1

>**0CXOPENY12JAN**HKGTP**PS1**

(Date is recommended)

INFORMATION SEGMENT (Help 0A)

>**0A** (ARNK)

>/**2/0A** (insert ARNK after seg.2)

Rearrange Segment No.

>/**2S4** > insert seg. 4 after seg. 2

PNR Creation 1 of 3

After the flights are sold, a new PNR will be created as follow.

-NO NAMES – remind you to input passengers

-TKG FAX-NOT PRICED FARE TYPE EX – remind you to quote the fare or
input ticket info ie 7T/

NO NAMES

```

1 SQ 1Y 09NOV TU HKGSIN SS3 0810 1200 /O $ J01 E
2 SQ 318Y 09NOV TU SINLHR SS3 1255 1855 /X $ J01 E
3 SQ 317Y 21NOV SU LHRSIN SS3 1055 0735 #1/O $ J02 E
4 SQ 860Y 22NOV MO SINHKG SS3 0830 1215 /X $ J02 E
    
```

TKG FAX-NOT PRICED FARE TYPE EX

NAME FIELD (Help NAME)

>-CHAN/MAY.MS

>-HO/KIT.LEUNG.MSTR *CNN

>-HO/SUSAN.MS *INF

>-LO/DAVID.MR # -CHOI/A.MS # -LEE/B.MR

>- MAK/KWOK.MAN.MR@19JAN31@

****Useful Tips: Name field characters - min 2 and max 69**

Use “.” between the title and name field

Use *NA to re-display the @19JAN31@ data

MODIFICATION

NAME CHANGE

(Help -@)

>-1@ NELSON/C. MR

>-2@.1/ JOHN. MR

>-3@.1/ *CNN

>-2@

>-2@.1/ @28JUN1945@ (*NA to redisplay)

****Useful Tips: Obtain airline authorization before any modification**

PNR Creation

AGE REPORTING

Report Child age by SSR

(Help CHLD)

>3 SA N2.1 CHLD / 01AUG08

Report Infant age by SSR

(Help INFT)

>3 SA N1.1 INFT -3.1 / 01AUG13

N1.1 is the adult / -3.1 is the infant

Useful tips: Date of Birth is a must for child and infant

PNR Creation 2 of 3

```

1.1WONG/SUK.KI.MISS*CNN  2.1WONG/POK.MAN.MSTR*INF
3.1CHAN/LAI.LING.MS@*ADT 4.1WONG/KWOK.LEUNG.MR*ADT
1 SQ  1Y 09NOV TU HKGSIN SS3  0810  1200 /O $ J01 E
2 SQ 318Y 09NOV TU SINLHR SS3  1255  1855 /X $ J01 E
3 SQ 317Y 21NOV SU LHRSIN SS3  1055  0735 #1/O $ J02 E
4 SQ 860Y 22NOV MO SINHKG SS3  0830  1215 /X $ J02 E
    
```

TKG FAX-NOT PRICED FARE TYPE EX

```

G- 1.SSRCHLDSQHK1/19JAN06- 1.1
    2.SSRINFTSQNN1HKGSIN0001Y09NOV- 4.1 .WONG/POKMANMSTR 04DEC09
    3.SSRINFTSQNN1SINLHR0318Y09NOV- 4.1 .WONG/POKMANMSTR 04DEC09
    4.SSRINFTSQNN1LHRSIN0317Y21NOV- 4.1 .WONG/POKMANMSTR 04DEC09
    5.SSRINFTSQNN1SINHKG0860Y22NOV- 4.1 .WONG/POKMANMSTR 04DEC09
    
```

**** ITEMS SUPPRESSED ****/CN

Useful Tips :)>*CN -> to display Pax Data
 CN-@13JAN31@ -1CHAN/LAI.LING.MS

PNR Creation

PHONE FIELD (Help 9)

>9- BETTY

>9*28683377 – B

>9*28683377 – B / 28683388 – H

Modify the phone contact

>92@1234-5678-H

**Useful Tips: Use OSI to report phone number if more than ONE carrier

The 3rd phone number is confidential phone field

PNR Creation

TICKET FIELD (Help 7)

>7TAW/00/12NOV

>7T/

>7@TAW/00/13NOV

> 7@T/

****Useful Tips: PNRs with be placed on Queue 9 on the day specified.**

MODIFICATION

PNR MODIFICATION

(Help @PNR)

Itinerary modification

- >X4 (Canx seg. 4)
- >X I (Canx itinerary)
- >X4#0/M (Canx seg. 4 & rebook M class)
- >X4#0/10MAY (Canx seg. 4 & rebook 10May)
- >X4#0/M10MAY (Canx seg. 4 & rebook M class on 10May)

Useful tips: *GX to check cancelled SSRS (before E)

OPTIONAL FIELDS

OTHER SERVICE INFORMATION (Help OSI)

- > 3OSI **YY** CTCT HKG WORLDSPAN 28681177 AMY
- > 3OSI **CI** CTCP TPE HYATT HOTEL 2556 3366
- > 3OSI **CI** CTCM TPE 886-0912345678 MR HO (Mobile#)
- > 3OSI **CI** CTCE TPE sylvia.chan//tictas.com
 (email account (use // instead of @))
- >3OSI **MH** TCP4 SMITH/PAUL RLOC 34XABX
- >3OSI **CX** ET
- >3OSI QF CCRD.VI XXXXXXXXXXXXX1234 EXP0110 CH SURNAME
 (for requesting QF pre-reserved Seats)

Useful Tips: OSI field max accept 63 characters

Special Service Request

>3 SA VGML	HELP MEAL
>3SA N1.1 BBML	
>3S2//4 N3.1 SPML - NO EGG	(for seg. 2 to 4)
>3SAN2.1 WCHR	HELP CHAIR
>3SAN1/3 NSSW	
>3SANSST SEAT TOGETHER	
>3SSR OTHS CX – free text	
>3SSR OTHS CX NN1 PLEASE CONFIRM WAITLIST SEGMENT KA800 Y 24JUN HKGHKT	
>3SSR FOID XX HK / NI US1114576376-1.1	

MODIFICATION

PNR MODIFICATION (Help @PNR)

SSR / OSI & ticket field modification

Update OSI field >31@OSI YY TCP3 WITH RLR 308NGB

Remove OSI field >32@

Cancel SSR >32.XX (change status from HK to XX)

PNR Creation 3 of 3

```

1P- OEYQQH
1.1WONG/SUK.KI.MISS*CNN  2.1WONG/POK.MAN.MSTR*INF
3.1CHAN/LAI.LING.MS@*ADT  4.1WONG/KWOK.LEUNG.MR*ADT
1 SQ  1Y 09NOV TU HKGSIN HK3  0810  1200 /O $ J01 E
2 SQ  318Y 09NOV TU SINLHR HK3  1255  1855 /X $ J01 E
3 SQ  317Y 21NOV SU LHRSIN HK3  1055  0735 #1/O $ J02 E
4 SQ  860Y 22NOV MO SINHKG HK3  0830  1215 /X $ J02 E
P- 1.0XR HKG 2868 1177 PILOT TRAVEL C/O SYLVIA
T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX
G- 1.SSRCHLDSQHK1/19JAN06-  1.1
   2.SSRINFQNN1HKGSIN0001Y09NOV-  4.1 .WONG/POKMANMSTR 04DEC09
   3.SSRINFQNN1SINLHR0318Y09NOV-  4.1 .WONG/POKMANMSTR 04DEC09
   4.SSRINFQNN1LHRSIN0317Y21NOV-  4.1 .WONG/POKMANMSTR 04DEC09
   5.SSRINFQNN1SINHKG0860Y22NOV-  4.1 .WONG/POKMANMSTR 04DEC09
   6.SSRCHMLSQKK1HKGSIN0001Y09NOV-  1.1
   7.SSRCHMLSQKK1SINLHR0318Y09NOV-  1.1
   8.SSRCHMLSQKK1LHRSIN0317Y21NOV-  1.1
   9.SSRCHMLSQKK1SINHKG0860Y22NOV-  1.1
  10.SSRADTK1HTOSQ BY 30SEP HKG 1800LT ELSE WILL BE XXLD
**** ITEMS SUPPRESSED ****/CN/DR>
  
```

Useful Tips :

- 1.*CN → to display Pax Data
- 2.*DR → to display airline locator
3. EWGR to update the KK status
4. ADTK - airline deadline

SEAT MAP DISPLAY

>4 1*

>4 2* Y

>4 18/2AUGNRTJFK-NW

>4 922F1MAYSLCCVG-DL

>@BA@ 4 117Y11AUGLHRJFK

(Help STMAP)

(From PNR)

(From Availability)

(By flight number)

(By flight number)

(By Direct Access)

****Useful Tips: You could easily Point & Click the [SeatMap Go!](#)**

Travelport Smartpoint

RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION SMART TOOLS SETTINGS

1 RES 2 RES 3 RES 4 RES 5 RES 6 RES 7 RES

```

1.2TEST/AAA.MS/BBB.MR*2ADT
1 CX 530Y 20NOV TH HKTPE SS2 0920 110
P- 1.0XR90000111M
T- 1.T/*
TKG FAX-NOT PRICED FARE TYPE EX
>
    
```

Smart Panel

Seat Maps

Seat map for

segment
availability line * 1
flight details

- 1.1TEST AAA.MS <-
- 1.2TEST BBB.MR

[add remarks](#) [carrier list](#)

CONTINUE

- Preferred/FQTV
- Available
- Bulkhead
- Groups
- Exit Row
- Reserved
- W=Wing
- E=Exit Row

Click <- on seat for this passenger

	A	C	D	E	F	G	H	K
39								
40								
41								
42								
43								
44								
59								
60								
61								
62								

My Links Calendar News

NEWS

AVAIL OVR No Scripts Running US Jul 15 11:39 AM

完成

信任的网站

100%

SEAT RESERVE

(Help SEAT)

>4RS1\$12A13B

>4RS1\$ 25ABC

>4RS1-1\$23A

Reserve 23A for Pax 1 seg 1

>4RX1-1

Cancel seat reserved for Pax 1 seg.1

QF Pre-paid seat program

3OSI QF CCRD.VI XXXXXXXXXXXXX1234 EXP0115 CH SURNAME

REMARKS FIELD

(Help 5)

CONSOLIDATOR PNR

5-CP

> Authorizes the PNR retrieve by SID-7EZ

5-CP-7EZ

➤ Remove authorization

5@-CP

```

1P- NBAREP
  1.1CHAN/PETER*ADT
  1 AF 183A 10OCT SU HKGCDG HK1 1025 1715 /O $ E
  2 AF 184A 18OCT MO CDGHKG HK1 1345 0720 #1/O $ E
P- 1.OXR HKG 2868 1177 WORLDSPAN C/O PETER CHAN
  2.OXR *****ATTN ALL*****
  3.OXR *****TEST BOOKING*****
T- 1.T/17MAR1707 1P/OXR/PC*E0579010789079 I000000
A-CP-B2U
    
```

Useful Tips: [Worldspan Wholesale Agent list](http://www.tictas.com/helpdesk.do) <http://www.tictas.com/helpdesk.do>

REMARKS FIELD

(Help 5)

GENERAL REMARKS

>5 FREE TEXT

>5 S2N2.1PAX REQUIRES BROCHURE

ITINERARY REMARKS

>5 RM - FREE TEXT

>5S1*RM-FREE TEXT

>5N3.1*RM-FREE TEXT

ADDRESS REMARK

>5-CDFREE TEXT (Place in the left top of itinerary)

PNR MODIFICATION (Help @PNR)

Remarks & Itinerary remarks modification

General Remarks >52@REMIND PAX TO ISSUE TKT

Itinerary Remarks >51@S3N3.1*RM – ITIN REMARK

Address Remarks > 54@ - CD free text

APIS (Advance Passenger Information System)

***PSI (HELP DOCS) (INFO DOCS)**

>*PSI#N3.1

**** PAX SUPPLEMENTAL INFO -- PAX 003 OF 005 ****

>VIEW

1.1 PNR-NM CHAN/PETER

GENDER (M) DOB (24OCT68) COUNTRY OF RESIDENCE (HKG)

DOCS-(1) TYPE (P) NBR (G1223451)

ISSUED BY (HKG) NATIONALITY (HKG) EXPIRES (10OCT14)

DOC-NM (.....)

DESTINATION ADDR STREET (.....)

CITY (.....) STATE (..)

COUNTRY (...) ZIP CODE (.....)

ACTION (ER.....) CURR OPTION- FULL

E/ER TO UPDATE I/IR TO IGNORE H/HELP MU/MD/MT/MB

VIEW OPTIONS - DOCS ADDR FQTV PCTC APIS RQRD

***PSI (HELP DOCS) (INFO DOCS)**

	輸入欄	輸入方法
GENDER	客人性別	M - 男 , F - 女
DOB	出生日期 (日月年)	24OCT68
COUNTRY OF RESIDENCE	居住國家	香港 - HKG, 中國大陸 - CHN
TYPE	證件總類	P - Passport, C - 回鄉証
NBR	證件編號	G1223451
ISSUED BY	發証國家	香港 - HKG, 中國大陸 - CHN
NATIONALITY	國籍	香港 - HKG, 中國大陸 - CHN
EXPIRES	證件有效日期	10OCT09
DOC-NM	證件上的姓名	CHAN/PETER
ACTION	儲存所輸入的資料	ER

FREQUENT FLYER MEMBERSHIP (Help FQTV)

>3SSR FQTV CX HK / CX1234567-2.1

>3SSR FQTV CX HK / BA12345678-3.1

Frequent Flyer Information

** Name Must be in PNR **

Name Field #: 1.1 1.1 Airline Code: CX DL

Frequent Flyer #: 1234567890

Air Segment No: Enter 'A' to denote all segments

Optional...

Send To Airline: CX Partner Airline
SQ Verify Partner Accepts?

OK More Exit

FQT01

****Useful Tips: Use FQTV Script could save your keystrokes**

Abbreviated format for EK and MH : 3S1N1FQTV EK 111111

TRANSMIT TICKET NUMBER (Help TKNM)

<p>>KTN*XX (XX = AIRLINE CODE)</p>	<p>identify OSI or SSR will be accepted by airlines</p>
<p>>3S1N2.1TKNM1601234567890</p> <p>>3SAN3.1TKNM1601234567890</p> <p>>3SAN1.1TKNM1601234567890- 891</p>	<p>report ticket no. by SSR</p>
<p>>3OSIXXTKNM 1601234567890 TO 891</p>	<p>Report ticket no. by OSI</p>

TICKET NUMBER SCRIPT

Enter ticket number data

Select a name: 1.1 WONG/DANNY.MR*ADT

e.g.: 1/2/3/4/5

Segment Select:

Ticket Nbr: 160555555555

Conjuncted Tkt Nbr:

OK Exit Help

11/04/03 tktnmb3

****Useful Tips: MUST input segment number from the 3rd airline**

Remember to end transaction (E) after the script run.

END /IGNORE BOOKING

>E

>ER

>EWGR (End and Update Itinerary and GFAX status)

>I

>IR

****Useful Tips: Utilize EWGR to update HX/NO/UC/UN/US/TK/TL/WK/WL status**

Retrieve PNR by

> *3BAHCE	Retrieve by 1P rloc
> *-SMITH	Retrieve by surname
> *A-SMITH	Retrieve surname Smith from all branches
> *-CH*	Retrieve by surname beginning with CH
> *R or *A	Redisplay the PNR
> *AD	Display suppressed item
> *DR	Display airline Reference
> *S	Display Seat Reserved

View PNR > @MU@*MCOKJT to display airline system record

```

1P- 3DMB8A
  1.1CHAN/SYLVIA.MS*ADT
  1 MU 712Y 09APR SA HKGPVG HK1 0910 1130 /O $ SK E
P- 1.OXR HKG 2868 3377 PILOT TRAVEL / SC
T- 1.T/
TKG FAX-NOT PRICED FARE TYPE EX
G- 1.SSRADTK1PBYHKG30MAR11/0910 OR CXL MU 712 Y09APR
**** ITEMS SUPPRESSED ****/S/DR

MU 712Y 09APR HKGPVG HK
SFAX NAME STATUS/SEAT SM SEG
  2 CHAN/SYLVIA.MS N 1.1 RS HK 04-C N 1

>*DR
  1 MU 712Y 09APR SA HKGPVG ACKN PEKCA MCOKJT
  
```

2 Res
4 Res
6 Res
8 2ND 3WP
10 OXR

```

  
```

```

>@MU@*MCOKJT
OWNER- MU MCOKJT
  1. 1CHAN/SYLVIA.MS*1ADT
  MU 0712 Y 09APR HKGPVG HK1 0910 1130 E
  OSI MU RLOC HDQ1P/3DMB8A/OXR/99858356/HKG/1P/T/HK//GS
  OSI MU CTCA P HKG/2868 3377 PILOT TRAVEL SC
  SSR ADTK MU BY HKG30MAR11/0910 OR CXL MU 712 Y09APR
  SSR SEAT MU HK1//HKGPVG 712Y 09APR//.04C N-CHAN/SYLVIA.MS
  
```

****Useful Tips: Use HELP MU0 to display Direct Access Function provided by airline (ie. BR, CA, CI, CZ, CX, MH, MU, OZ, SQ.....)**

DIVIDE PNR (Help DIVIDE)

Step 1 >D2 (divide Pax 2) or >D1 * 3 (divide Pax 1 & 3)

Step 2 >F (file the change)

Step 3 >E (End transaction)

Step 4 > Check airline return new rloc

****Useful Tips: Make sure airline return new rloc for the divided PNR.**

COPY PNR (Help COPY)

- >EC (Copy Itinerary)
- >EC * A (Copy Itinerary / name / phone / remarks)
- >EC2 (Copy Itin and Change No. of seat)
- >ECCF (Copy & Change to F Class)
- >ECX2/3 (COPY whole itin except seg 2 & 3)
- > ECX I # * A (all PNR fields except itinerary)

ITINERARY PRINT

ITINERARY

Option 1 : Itinerary Print

(Help EZN)

>EZN # DR # RL # RM # TC # HV # V # WL # *CC # *CL# BK-MARY

Option 2 : Web Itinerary www.tictas.com

(→ Web ITIN)

Option 3 : My Trip and more – <http://mytripandmore.com> (→ MTAM)

****Useful Tips: for Option 1, please use ITIN PRN from MyLink**

Itinerary Option 2 - Web Itinerary - www.tictas.com

The screenshot shows the TicTas website interface. At the top, there are logos for Travelport, Worldspan, and TicTas. Below the logos is a navigation menu with the following items: HOME, NEWS, PRODUCTS, HELPDESK, TRAINING, LINKS, DOWNLOADS, FAQ, and CONTACT. A banner image features a man in a blue shirt talking on a mobile phone, with a city skyline in the background. Below the banner, there are two main content areas. On the left is a 'Web Itinerary' form with input fields for 'RLOC:' and 'SID:', a language selection menu (with 'English' selected), and a 'Submit' button. On the right is a 'Welcome to TicTas' section with a paragraph of text describing the company's history and services.

Web Itinerary

RLOC:

SID:

繁體中文
 简体中文
 日本語
 한국의
 English

Welcome to TicTas

Established in 1991, TicTas System Automation Ltd is the National Distribution Company for the Worldspan GDS and a total IT solution provider for the travel industry. TicTas pioneered the introduction of integrated system automation solutions to the local travel industry. With over 250 travel agencies supported by a dedicated local team, TicTas provides full GDS services, and through our Compass® and Espresso® proprietary products, we integrate front/back office, e-commerce, loyalty/database marketing and CRM solutions.

TicTas' key competitive edges include,

Web Itinerary sample

TicTas Itinerary - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

← 上一頁 → 刷新 主页 搜索 我的最愛

網址(D) http://www.tictas.com/itinerary/searchPNR.do?pnrRLoc=O3LJX8&SID=0xr&localeString=en_HK 移至 連結

```

TICTAS SYSTEM AUTOMATION LTD - TRAINING      DATE           : 07 DEC 2005
RM 904-5,                                     BOOKING REF    : O3LJX8
MAN YEE BUILDING                             SID            : 0XR
68 DES VOEUX ROAD                           PAX NAME      : WONG/SIUFU
CENTRAL, HONG KONG                          MA/SIULING (CHILD)
TELEPHONE   : 2868 1177                      WA/YINGHUNG (SENIOR CITIZEN)
FAX         : 2810 0366                      CHAN/SIUFAI (INFANT)
EMAIL      : helpdesk@tictas.com
    
```

SERVICE/DATE	FROM	TO	DEPART	ARRIVE
British Airways - BA 0026				
20 JAN (FRI)	Hong Kong Hong Kong International Airport Hong Kong (HKG)	London Heathrow Airport United Kingdom (LHR) TERMINAL 1	23:25	04:50 21 JAN
NON-STOP RESERVATION:ECONOMY CLASS Y - CONFIRMED ON BOARD: Meal Service EQUIPMENT: BOEING 747-400 (744)				
British Airways - BA 0247				
25 JAN (WED)	London Heathrow Airport	Buenos Aires Ministro Pistarini	21:10	09:20 26 JAN

Itinerary option 3 -Travelport View Trip

<http://mytripandmore.com>

Worldspan Go! Travelport Smartpoint App

Reservations | World Files | Fares & Pricing | Documentation | Information | Smart Tools | Settings

2 Res | 3 Res | 4 Res | 5 Res | 6 testind | 7 Res | 8 2ND 3vP | 9 7EZ | 10 XE

PNR Viewer | Smart Panel | History

ViewTrip

Passenger's Name: Chang
 Record Locator: 3CWHRM
 Subject: Itinerary for Tak Chang - April 05
 Agency SID: * DXR
 Your Name: * SANDY
 Your E-mail Address: * SANDY@HOTMAIL.COM
 Recipient's Name: * Chang Tak Ming
 Recipient's E-mail Address: * chang@gmail.com
 Carbon Copy Addresses: (Separate multiple addresses with a comma)
 Comments:

Preview Setup Contin

Travelport ViewTrip™



[Itinerary](#) |
 [e-Ticket](#) |
 [Expense](#) |
 [Travel Tools](#) |
 [Travel Information](#) |
 [Travelport View Trip](#)

Welcome! [sign up](#) [sign in](#)

Worldspan Reservation ID: 3CWHRM

Traveler
 TAK MING MR CHANG

Access trip updates on your mobile!
[sign up](#) Already have it? [sign in](#)

Flight - Garuda Indonesian Friday, April 5, 2013

Flight Number:	GA0857	Confirmation Number:	J253RD
Class:	COACH		
Depart:	Hong Kong Intl Arpt Hong Kong CN Terminal 1		15:45 Friday, April 5
Arrive:	Denpasar Bali Ngurah Rai Arpt Denpasar Bali ID Terminal I		20:55 Friday, April 5
Seat:	Not Assigned	Stopovers:	0
Meal:	Meal	Mileage:	2148
Aircraft:	Boeing 737-800	Travel Time:	5:10

[Maps / Driving Directions](#)

How to read your e-ticket

1P- 3LMY3L

1.1HO/MONA.MS*ADT

1 NH 910W 01AUG SU HKGNRT HK1 1510 2020 /O \$ E

2*NH 911W 05AUG TH NRTHKG HK1 1910 2250 /O \$ E

P- 1.0XR HKG 2868 3377 PILOT TRAVEL / SYLVIA

T- 1.T/09JUN1139 1P/0XR/AA*E2059010789133 I000000 *I

5.SSRTKNENHHK1HKGNRT0910W01AUG- 1.1 .2059010789133C1

6.SSRTKNENHHK1NRTHKG0911W05AUG- 1.1 .2059010789133C2

**** ITEMS SUPPRESSED ****/DH/ETA/DR

* ETA to display Ticket Status

ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION

1.NH I 09JUN10 113901 ETR 2059010789133 - HO/MONA.MS

2.NH V 09JUN10 114324 ETR 2059010789133 - 20556T4LI1YJ1

Useful tips : I - issued on 9Jun10 1139 am

V - voided on 9Jun10 1143am

PRINT PNR

PNR Print

- >JT SID RR / *AD (Print PNR)
- >JT SID RR/ *DR (Print Rloc)
- >JT SID RR/ * H (Print History)

Screen print

PRINT PNR

1. Highlight the area you need to print
2. Type >Ctrl P
3. Select printer

The screenshot shows the Worldspan Express Off interface. The main window displays a flight itinerary for PNR NUWV2Q. The itinerary includes details for passengers 1 and 2, flight segments (SA, QM), and fare information (1.OXR, 2.OXR, 3.OXR). A 'Print' dialog box is open in the foreground, allowing the user to select a printer and print options.

Worldspan Express Off Working Frame My Script My Links Script Index Tools Help

1AA 2Res 3Res 4Res 5Res 6Res 7Res 82ND 3WP 97EZ 10 OXR

1P- NUWV2Q
 1.1CHAN/PETER*ADT
 1 SA 22D 10AUG TU JNBHRE HK1 1020
 2 QM 201Y 24AUG TU LLWJNB HK1 0700
 P- 1.OXR HKG 2868 1177 WORLDSPAN C/O
 2.OXR *****ATTN ALL*****
 3.OXR *****TEST BOOKING*****
 T- 1.T/
 TKG FAX-AUTO PRICED FARE TYPE EX
 G- 1.OSI YY CTCT HKG 2868 1177 WOR
 2.SSROTHS1PPLS ADV TKT NO BY 200
 **** ITEMS SUPPRESSED ****/DR
 >

列印

印表機
 名稱(N): RICOH Aficio MP C3000 PCL 6 內容(E)...
 狀態: CutePDF Writer
 LAN-Fax M8
 類型: RICOH Aficio MP 171 PCL 6
 RICOH Aficio MP C3000 PCL 6
 位置: RICOH Aficio MP C3000 PCL 6
 註解: 列印到檔案(L)

列印範圍
 全部(A)
 頁(O) 從(F): 到(T):
 選擇範圍(S)

份數
 份數(C): 1
 自動分頁(O)

確定 取消

History

PNR HISTORY (Help HISTORY)

- >*H (Whole history)
- >*HF (History of flight segments)
- >*HDR (History of direct response)
- >*HG (History of SSR items)

QUEUE HANDLING

(Help QUEUE)

QUEUE

- > **QCT * ALL** (Display all Q with activity)
- > **Q/8 * C0 * D1** (Access Q8, C0 with Date Range 1)
- > **QR** (Remove current PNR from Q)
- > **I** (Place PNR to the bottom of Q)
- > **QX # I** (Exit Q and Ignore PNR)
- > **QR 86** (PNR Search)
- > **LD # AF.133/10DECHKGCDG** (Display Pax name list)

QUEUE Table

1125 09JUN		0XR PREF				
QUEUE		CAT		D/R	Q/TTL	IW
0	MISC	C 0	GENERAL		87	13237
1	STATUS	C 0	STATUS	D1	11	414
				D2	4	234
				D4	22	3193
7	SCHEDULE	C 0	CHANGE		3	32
8	TKT DL	C 0	TKT DL		21	2239
9	TICKETING	C 0	TKT DL		18	1893
31	JOANNA	C 0	GEN		336	1439
		C 1	STATUS		351	562
		C 7	SCHEDULE		15	19
		C 9	TAW		2	10
32	VINNI	C 0	GEN		92	487
		C 1	STATUS		232	0
		C 7	SCHEDULE		13	0

Queue – Queue No.
 CAT – Category
 D/R - Date Range

Q/TTL – total PNRs placed on Q
 IW - total PNRs worked

Status code

CHANGE STATUS CODE (Help ACTIONCODES)

>.1 **HK**

- Change to confirm

>.1 **RR**

- Reconfirm

EWGR - update segment and Gfax Status

Confirmed	: KK, KL, TK	→ HK
Waitlisted	: US, UU, TL	→ HL
Waitlisted	: HN, TN	→ HL
Unable to confirm	: NO, UC, UN, HX	→ remove segments

Status code

FLIGHT RECONFIRMATION

Display Reconfirmation (RR) participating airlines > . DISP *

Check specific Airline > . DISP * CI

```

>.DISP*CI
                RECONFIRMATION (RR) DATA ENTRY
(CI )          AIRLINE CODE
(31JAN03)      EFFECTIVE DATE
( OPEN )      DISCONTINUE DATE
(332)          MAX DAYS IN ADVANCE
( 0)           MAX HOURS IN ADVANCE
( 0)           MIN DAYS IN ADVANCE
( 0)           MIN HOURS IN ADVANCE
(HK) (KK) (KL) (TK) (...) (...) (...) (...) (...) (...) ACT CODES
    
```

AUTOMATED
ATPCO
RULES

13 MONTHS
HISTORICAL
FARES AND RULES

worldspan.
**FARES
AND
PRICING**

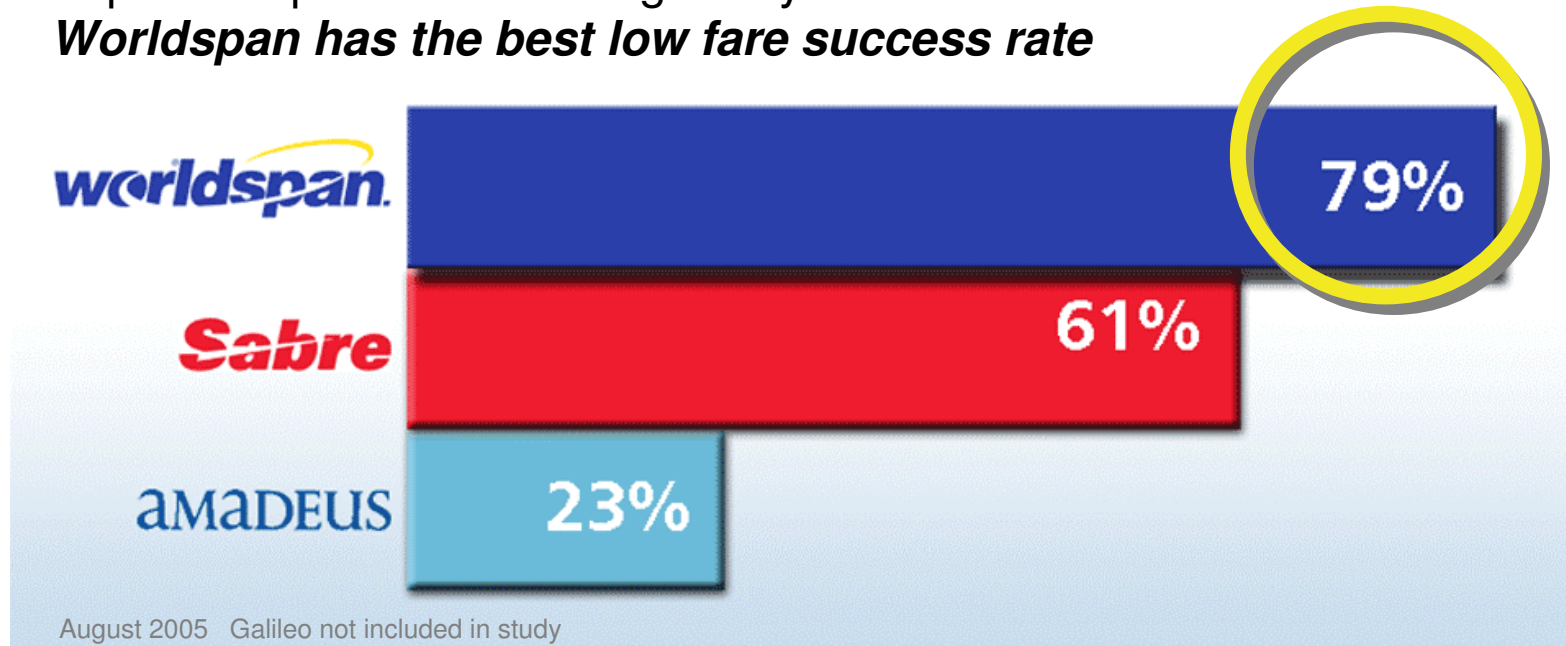
**COMPREHENSIVE
ACCURATE
RELIABLE**

The Best Low Fare Success Rate



WORLDWIDE CORPORATE TRAVEL SOLUTIONS

Topaz Independent e-Pricing Study:
Worldspan has the best low fare success rate



FARE

FARE PACKAGE

(Help FARE)

- >4F - Fare Display (Help 4F)
- >4I - Power Quote (Help 4I)
- >4P - PNR Pricing (Help 4P)
- >\$P - Power Shopper (Help \$P)

FARE DISPLAY

(Help 4F)

>4F HKGBKK

>4F BOSLAX-**UA**

(max. 5 airlines)

>4F HKGLON**#B**

(specific class)

>4F HKGLON**@N-BA**

(Amount in NUC)

>4F HKGFRA/**L2AUG/R20AUG**

>4F HKGBKK**ADT/CNN/INF**

(Help PTC)

>4F HKGHK**GRW-BA**

(Help FTC)

>4F HKGDEL**SR-CX**

(Display GDS fare)

4F continue

(Help 4FOPT)

> 4F *

Display last fare

> 4F.R6

Display *rules* for the 6th fare

> 4F.B6

Display *booking class*

options

> 4F*-CX-LH

Request multiple carriers fare

> 4F*R

Reverse city pair

> 4F*@GBP

Specific currency

> @UA@4FDENORD

Accessplus Fare

Fare display details

>4FHKGBKK-TG

4FHKGBKK-TG NLX FARES

//MPM-EH 1258//

HKGBKK-TG 19SEP11 AI BI CA CI CX CZ EK ET EY GA HX JL KA KE KQ
 MH MI MU OZ PG PK PR QF RJ SG SQ UL UO VN YY
 5J

ADD TAXES * FOR OTHER APPLIC FARES SEE >4F*-YY*TG(

LINE	FARE	RT	FARE	TRAVEL	DATES	TKT	DTE	RTG	AP	MIN/	BKG
NBR	CODE	OW	HKD	EFF	DISC	FST/LST	NBR	DT	MAX	CDE	
1	WLE1MHKP	R	1800	6JAN1	31MAR2	L30SEP	13	- -	/	1M	W
2	VLE1MHKP	R	2100	6JAN1	31MAR2	L30SEP	13	- -	/	1M	V
3	VLE3MHKP	R	2160	6JAN1	31MAR2	L30SEP	13	- -	/	3M	V
4	QLE3MHKP	R	2400	6JAN1	31MAR2	L30SEP	13	- -	/	3M	Q

Fare rules

```

)>4F.R1
HKGBKK-TG 19SEP11      *RULE DISPLAY*      TARIFF 0008 RULE 01HK
* ADD APPLICABLE TAX * FED INSP FEES *
001-FARE BASIS        HKD          NUC          PTC  FT  GI
WLE1MHKP              R           1800      231.34      ADT  NL  EH
WLE1MHKP/CH25        R           1350      173.50      CNN  NL  EH
WLE1MHKP/CH25        R           1350      173.50      INS  NL  EH
WLE1MHKP/IN80        R            360       46.26      INF  NL  EH
BOOKING CODES          W
FIRST TRAVEL          - 6JAN11          LAST TRAVEL          -31MAR12
LAST TICKETING        -30SEP11
SEASONS               - 06JAN11-01FEB11
                      DEPARTURE FIRST INTERNATIONAL SECTOR
                      06FEB11-20APR11
    
```

POWER QUOTE (Help 4I)

>4I # HKG BKK HKG or 4I # HKG BKK # M (mirror)

>4I # HKG # CCX LAX # CUA HKG

>4I # HKG15MAR # CCX # DY LAX18APR # CUA # DC HKG

>4I # HKG01APR # CCXTPE // KHH15APR # CKA HKG

>4I # HKGLHRHKG # OCBA # PADT/CNN/INF

>4IQ1 (Ticket Image from Line no.1)

>4IT1 (Tax breakdown)

>4IR1 (Fare Rule Display)

>4IM (Redisplay Fare Quote)

ITINERARY PRICING (Help 4P)

GDS fare : 4P

SecuRate Fare (Private fare) : 4P FSR

Options

4P	Itinerary Pricing
4PS3	Single segment select
4PS1/2	Multiple segments select
4PS1/4 # FSR	Segment select with SecuRate
4P # C MH	Validating Carrier

1P- 25ZC5D
 1.1LAU/SIU.MING.MR*ADT
 1 UO 4520 25OCT TU HKGCTU HK1 2115 2340 /O \$ E
 2 UO 4530 30OCT SU CTUHKG HK1 0730 0950 /O \$ E
 P- 1.OXR HKG 2868 3377 PILOT TRAVEL / SC

>4P

>4P(

ERR98 - BOOKED CLASS INVLD - FULL FARE GIVEN TRY >4PLF@(
 PNR PRICED 19SEP FOR TKTG 19SEP

- * SUBJ TO REF CHRG HKD250
- * PRICING RULES VALIDATING CARRIER DEFAULT UO
- * SURCHARGE APPLIED *

TICKET	BASE HKD	TX/FEE HKD	TKT TTL HKD
ADT01	5220	661	5881
*TTL	5220	661	5881

FBC ADT YRT
 ADT HKG UO CTU Q4.24 332.89UO HKG 332.89NUC670.02END ROE7.78031
 UO
 TX 120HK 111CN 43OYR

BAGGAGE ALLOWANCE 1P

>4P (

 PNR PRICED ON 19SEP FOR TKTG ON 19SEP

 * NONREF/VALD OF/BA ONLY/FLT/DTE CHNG PENALTY APPLY

 * PRICING RULES VALIDATING CARRIER DEFAULT BA

 * SURCHARGE APPLIED *

 ** 09NOV DEPARTURE DATE 04OCT IS LAST DATE TO TICKET

 * FARE MAY CHANGE UNLESS TICKETED *

TICKET	BASE HKD	TX/FEE HKD	TKT TTL HKD
ADT01	8350	3518	11868
*TTL	8350	3518	11868

FBC ADT VLRCEA

 ADT HKG BA LON Q4.24 534.04BA HKG 534.04NUC1072.32END ROE

 7.78031BA XT381UB2084YQ

 TX 120HK 933GB 381UB 2084YQ

BAGGAGE ALLOWANCE 1PC

>

PNR PRICING (Help 4P)

Lower fare Finder : 4PLF

4PLF - Price only

4PLF@ - Price only via accessplus

4PLFB - Rebook

4PLFB@ - Rebook via accessplus

4PLFQ - Quoting an itinerary with the lowest possible fare regardless of whether the class of service is available

```
>4PLF
>4PLF (
* SUBJ TO REF CHRG HKD250
* PRICING RULES VALIDATING CARRIER DEFAULT UO
* SURCHARGE APPLIED *
** 25OCT DEPARTURE DATE/ 25OCT IS LAST DATE TO TICKET
```

TICKET	BASE HKD	TX/FEE HKD	TKT TTL HKD
ADT01	5220	661	5881
*TTL	5220	661	5881

```
*LOWEST FARE
FBC ADT YRT
ADT HKG UO CTU Q4.24 332.89UO HKG 332.89NUC670.02END ROE7.78031
UO
TX 120HK 111CN 430YR
```

* REBOOK 01/Y 02/Y *USE 4PLFB

Rules Display (Help 4PR)

- 4PR** - display fare rules
- 4PR-1** - display fare rules for fare component 1
- 4PR PADT -1** - specific PTC for fare component 1

```

4PR
MUST SPECIFY FARE COMPONENT IN ENTRY
PTC   FARE   FARE   FARE           CITY PAIR       CXR
      COMP  USED  BASIS
ADT   01     ADT   VLRCEA        HKG LON         BA
      02     ADT   VLRCEA        LON HKG         BA
    
```

Fare Rules display – must read items

1.	PTC – Passenger Type Code
2.	Booking Code
3.	Min / Max Stay
4.	Advance Reservation Ticketing
5.	Penalty / Cancellation

Fare Rules display – continues

INFO 4F.R1

```

HKGJKT-CX 12JAN10      *RULE DISPLAY*      TARIFF 0000 RULE CX0B
* ADD APPLICABLE TAX * FED INSP FEES *
001-FARE BASIS          HKD          NUC
BDGLART                 R           8160    1052.84      PTC   FT   GI
BOOKING CODES           B                                LBR   PR   EH
FIRST TRAVEL            - 9DEC09
SEASONS                 - NO RESTRICTION
PENALTIES               - CANCEL-
                        - CHANGE-
                        - CHANGE-NO CHANGE TO RES
                        FOR ALL CONDITIONS SEE TEXT RULE >4F.R1#PEN (
DAY/TIME                - NO RESTRICTION
ADV RES/TKT            - SEE TEXT RULE >4F.R1#ADV (
MIN STAY                - RETURN AFTER 5 DAYS AFTER
                        DEPARTURE FIRST INTERNATIONAL SECTOR
                        >4F.R1#MIN (
MAX STAY               - 2 MONTHS AFTER DEPARTURE FROM ORIGIN
                        >4F.R1#MAX (
BLACKOUTS              - NO RESTRICTION
SURCHARGES              - NONE
STOPOVERS              - NOT PERMITTED DEPARTURE FROM ORIGIN>4F.R1#STO (
TRANSFERS               - NOT PERMITTED >4F.R1#TRA (
    
```

Fare Rules display – continues

```

FLT APPLIC - ANY CX FLIGHT MUST BE DIRECT >4F.R1#FLT (
CHILD DISC - NO CHD DISCOUNT
OTHER DISC - NO OTHER DISCOUNTS PERMITTED. >4F.R1#OTH (
COMBINABLTY - SEE TEXT RULE >4F.R1#COM (
ELIGIBILITY - LBR-LABORER FARE LBR-LABORER FARE >4F.R1#ELI (
ACCOM PSGR - NO RESTRICTION
TRVL RESTR - NO RESTRICTION
SALES RESTR - TKT ON/AFTER 15DEC09
SEE TEXT RULE >4F.R1#SLS (
NEGOTIATED - NO RESTRICTION
TKT ENDORSE - NO RESTRICTION
APPLICATION - SEE TEXT RULE >4F.R1#APL (
HIPS - SEE TEXT RULE >4F.R1#HIP (
TOUR DISC - SEE TEXT RULE >4F.R1#TCD (
AGENT DISC - SEE TEXT RULE >4F.R1#AGT (
MISC TAGS - SEE TEXT RULE >4F.R1#MIS (
MPM - EH 2434 VIA EASTERN HEMISPHERE
    
```


Fare Rules display – continues

4F.R1#ADV

ADVANCE RES/TKTG

RESERVATIONS AND TICKETING ARE REQUIRED AT LEAST 7 DAYS BEFORE DEPARTURE.

OPEN RETURNS PERMITTED.

OR - TICKETING MUST BE COMPLETED WITHIN 24 HOURS AFTER RESERVATIONS ARE MADE.

OPEN RETURNS PERMITTED.

NOTE -

24 HOUR TICKETING IS APPLICABLE TO RESERVATIONS MADE LESS THAN 7 DAYS PRIOR TO DEPARTURE.

****Useful Tips: Most restrictive rule will be applied.**

\$P e-pricing

- Search for **LOW FARE** alternatives for a domestic and / or international trip
- Adding the @ key to the \$P entry and optional entries will ensure Worldspan checks last seat availability for Access Plus airlines.

EXPLANATION

ENTRY

Basic Entry	<u>\$P04SEPHKGZRH / R21SEP</u>
Direct & Non-stop Flights	<u>\$P04SEPHKGZRH / R21SEP#D</u>
Specific Airline	<u>\$P04SEPHKGZRH / R21SEP #/ALX*</u>
Two Seats	<u>\$P04SEPHKGZRH / R21SEP #P2 # / \$</u>
Adult & Child, Price Break Down	<u>\$P04SEPHKGZRH / R21SEP #P2ADT/1CNN #/\$</u>
Surface Sector (Open Jaw)	<u>\$P04SEPHKGZRH / R29SEPFRAHKG</u>
List 15 Alternatives	\$P04SEP HKG ZRH /R21SEP1P# ALT15
Multiple routings (max 6)	<u>\$P04SEPHKGZRH /R15SEPZRHFRA /R7OCT LONBKK /R10OCT BKKHKG</u>

E-Pricing Script

TOOLS SETTINGS

Smart Panel

ePricing

ePricing Product [Learn More](#)
 Power Shopper Flex Shopping [Activate All Fields Anyway](#)
 Power Pricing

Search For
 Round Trip One-Way
 Multiple Destinations

Trip 1:

Departure Airport Code/Name* Date* Time

Arrival Airport Code/Name*

Trip 2:

Departure Airport Code/Name* Date* Time

Arrival Airport Code/Name*

> **SecuRate Air Options**

Miscellaneous Search Options

Adults Children Seniors Select a PTC Code

Class of Service* Number of Alternates

Nonstop/Direct Flights only Include Multi-Airports
 Include Penalty Fares Online Connections Only
 Use Direct Access

Time Window Form Of Payment

Specific Airlines Preferred/Exclude Airlines

4-Easy Steps to Book Hotel

Step 1. List of hotels in a chosen city

- > HLSFO/D21APR23APR-2
- > HLS1/NP2/DD-5 (from PNR segment)

Step 2. Rooms availability with rates, from an hotel list

- > HA2

Step 3. Rules from a room rate

- > HR4

Step 4. Book the hotel room from rule display

- > H02/G-CCAX3724111222333EXP09-16
- > H02/G-DEPCCA321456987452EXP09-16

Worldspan Go!® Desktop Product

The screenshot displays the Worldspan Go! Desktop Product interface. The main window is titled "Hotel Booking Tool" and contains the following elements:

- Search Hotels By*** dropdown menu with options: Airport Code, City Code (selected), Reference Point, Property Code, Property Name, My Favorites, and Airport or City Code*.
- Check In Date*** and **Check Out Date*** dropdown menus.
- Guests*** (2) and **Rooms*** (1) input fields.
- Distance and Directions** input field.
- Chain/Loyalty Codes** and **Securate/Plan Codes** input fields.
- Checkboxes for **Display Available Hotels Only** and **Display Net Rates Only**.
- Buttons for **More Options**, **Settings**, **Search For Hotels**, **Clear All**, and **Exit**.

To the right, a menu titled "Specials" is open, listing various services:

- Air Booking - Go!
- Amtrak
- Car Booking Tool **New**
- Cruise
- Encode/Decode - Go!
- e-Pricing **New**
- Hotel Booking Tool **New**
- Hotel Interactive Map **New**
- NeatAgent - Go!
- Resource Center
- Seat Maps - Go!
- Seat Requests
- Go! Specials**
- Ticketless Payment-Go!
- TripMate
- VacationSelect

The status bar at the bottom of the application window shows: AVAIL, OVER, No Scripts Running, US, Jan 31, 2004.

Worldspan Go!® Desktop Product

The screenshot displays the Worldspan Go! Desktop Product interface. On the left, a window titled "Interactive Maps for Hotels" shows a map of New York City with a pop-up for "Holiday Inn Downtown". The pop-up includes the following information:

- Holiday Inn Downtown**
- VACANCY**
- 138 Lafayette Street
- New York Ny Us 10013
- 395.10 to 647.00 USD
- Midscale
- Property Detail**
- Available Rooms**
- BOOK** button

The map shows various hotel locations marked with red icons across Manhattan, including Tribeca, Chinatown, and Little Italy. At the bottom of the map window, there are two progress bars:

- Details Complete! 100%
- Availability Complete! 100%

On the right, a menu of services is displayed under the heading "Book - Map - Legend". The menu items are:

- Specials
- Book**
- Price
- PNR
- Misc
- Custom

The main content area lists the following services:

- [Air Booking - Go!](#)
- [Amtrak](#)
- [Car Booking Tool](#) **New**
- [Cruise](#)
- [Encode/Decode - Go!](#)
- [e-Pricing](#) **New**
- [Hotel Booking Tool](#) **New**
- [Hotel Interactive Map](#) **New**
- [NeatAgent - Go!](#)
- [Resource Center](#)
- [Seat Maps - Go!](#)
- [Seat Requests](#)
- [Go! Specials](#)
- [Ticketless Payment-Go!](#)
- [TripMate](#)
- [VacationSelect](#)

At the bottom of the interface, there is a status bar with the following text: "AVAIL OVER [No Scripts Running] US [Jan 31] 11".

4-Easy Steps to Book Car

Step 1 List of car availability with rates

> CRASFO23APR26APR/ARR-0900/DT-1800/DO-LAX

Step 2 Rate rules

> CRR2

Step 3 Car details by car availability

> CRD4

Step 4 Car sell by availability

> CR01

Worldspan Go!® Desktop Product

The screenshot displays the Worldspan Go! Desktop Product interface. It features a 'Car Booking Tool' window with fields for Pick-Up Location (Airport), Drop-Off Location (Same Location), Pick-Up Date, Drop-Off Date, Rental Car Company, and Car Type. A 'Cars -- Web Page Dialog' window is open, showing a list of car rental options and a detailed view of a Buick Lucerne. The detailed view includes a photo of the car and a prominent blue button that says 'VIEW YOUR RENTAL CAR!'. A 'Close' button is also visible at the bottom of the dialog. In the background, a terminal window displays a list of car rental options with columns for code, manufacturer, model, doors, passengers, and range.

Code	Manufacturer	Model	Doors	Psgr	Range
Pcar	-Buick	Lucerne Or Similar	4	6	0-0 Mi

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Click the following Link to check training courses provided by Worldspan

<https://support.travelport.com/supportforms/lms/>

More than 100 online training courses are available.

Feel free to contact our Customer Support Team at 2868 3377 for the login details.

<p><u>QuickStart</u> What is Worldspan The Go! Res Window Airport, City and Airline Codes</p> <p><u>Global Reference System (GRS)</u> GRS Introduction Global Reference System More GRS Using HELP and INFO</p> <p><u>Flight Availability</u> AccessPlus Encode and Decode Cities and Airlines Flight Availability and Sell Schedules Display</p> <p><u>Flight Availability (Optional)</u> Availability Default Record</p>	<p>Worldspan Professional Assessment  Worldspan Professional Assessment</p> <p><u>Go! Res</u> Exploring Go! Res ; Go! Control Host Printing Go! Custom Links ; Go! Macros Go! Office Manager ; Go! Res Scripts Go! Res Tools ; Go! Res Window Edit Macros</p> <p><u>Passenger Name Record (Basic)</u> What is a PNR ; Create a PNR Name Field ; Phone Field Ticketing Field ; General FAX Display PNR ; End and Copy PNR Infant PNR</p> <p><u>Passenger Name Record (Optional)</u> Change Segment Status Claim PNR ; Divide PNR PNR Remarks ;Reduce PNR</p>
--	--

RESERVATION GUIDE

SIGN IN & SIGN OUT		<i>HELP SINE</i>	
Sign in all work areas	BSI\$1234PM/GS	Move to work area C	BC
Sign in work area A	BSIA1234PM/GS	Display multiple work areas	B\$
Sign out current work area	BSO	Sign out all areas	BSO\$

ENCODE & DECODE		<i>HELP ENCODE</i>	
Encode airline	KAC/DRAGONAIR		
Decode airline	KAD/ <u>KA</u> or KAD/043 (KA or 043 = airline code)		
Display alliance code table	KAL-/*O (*O = ONEWORLD / *A = STAR ALLIANCE / *S = SKYTEAM)		
Encode City	KC/CHICAGO (CHICAGO = city name)		
Decode City	KD/ICN (ICN = city code)		
Display country and currency code starting with F 4C*F	(F = first letter of country)		
4C@JPY/1000	Convert JPY1000 to HKD		
4C@1000/JPY	Convert HKD1000 to JPY		
Encode hotel name	H <u>CHILTON</u> (HILTON = hotel name)		
Decode hotel chain code	H <u>CHI</u> (HI = hotel chain code)		
Encode specific car associate	CR <u>CAVIS</u> (AVIS = car associate name)		
Decode car associate	CRC <u>ZE</u> (ZE = car associate code)		

Flight Schedule Timetable **HELP SCHEDULE**

Display schedule for a <u>specific date & carrier</u>	S11JULHKGNYC-CX
Display 30-day schedule with a specific date	S#01MAYHKGSYD
Display schedule of connecting flight	S@NYCDEN

Continuation Entries (Flight Schedule Timetable)

Move to previous schedule	SU	Change date	S05MAY
Additional Schedule	SD	Specific carrier	S-QF
Redisplay schedules	S*	Return with a specific date	S/R25MAY

AVAILABILITY **HELP AVAIL**

General availability	A01JANHKGTPPE
Specify date & time	A11FEBHKGBKK1600
Specify carrier	A20APRHKGNRT-CX
Specify participating alliance (One World)	A30MAYDENSFO-/*O
Specify connection point	A30MAYHKGAMS/LON
Specify connection point & carrier	A17OCTHKGLHR/SIN-SQ

RESERVATION GUIDE

Continuation Entries (Availability)

Move up	AU	Return flight availability	A/R01JUL
Move down	AD	Change departure city	A@DSFO
Change date	A01JUN	Change arrival city	A@ASYD
Change previous airline request	A-CX	Change departure & arrival cities	A@SFOSYD
Specify connecting city	A/NRT	Availability 7 days forward	A7D
Availability for tomorrow	AT	Redisplay previous availability	A*
Availability for yesterday	AY		

DIRECT ACCESS AVAILABILITY

HELP ACONT

Direct Access basic availability	@AI@A14JULDELFRA0600
Direct Access by line number 2	A@2
Move up	@AU
Move down	@AD
Direct access return flight	@A/R20JUL

SELL FROM AVAILABILITY	HELP 0AVAIL
------------------------	-------------

Single segment	03H1
Waitlist from availability all airlines	0L1B1
Connection segments	01V2*
Connecting flights with different class codes	01V2W3
<u>Manual single segment sell</u>	0QF98Y18JUNHKGBNENN1
<u>Manual single segment sell (waitlist)</u>	0QF98Y18JUNHKGBNELL1
Memo segment sell (YK)	0CX2700Y10JULBKKHKGYK1

OTHER SELLING ENTRIES	HELP OPEN
-----------------------	-----------

Open segment sell with date	0CXOPENB30JUNHKGSYDPS1
Open segment sell	0CXOPENYHKGTPEPS1
Direct Sell Passive Segment	0CX293Y20JULHKGFCOMK1
Create ARRIVAL UNKNOWN segment	0A
Insert ARRIVAL UNKNOWN segment	/2/0A (Insert ARNK after segment 2)

SEGMENT MODIFICATION (Cancellation and Change) HELP @PNR

Cancel entire itinerary	XI	
Cancel single or multiple segments	X3 or X2/3	
Cancel range of segments	X2-4	(Cxl segments 2 to 4)
Move single segment 4 after 2	/2S4	
Updates and redisplay the PNR	EWGR	
Change booking class	X1#0/M	(Cxl segment 1 and rebook to M-class)
Change date of departure	X1#0/10MAY	(Cxl segment 1 and rebook on May 10)
Change booking class and date of departure	X1#0/M10MAY	(Cxl segment 1 and rebook on May 10, M-class)

F

NAME FIELD HELP NAME

Adult Name	-WONG/MAY.MS	□
Child Name	-CHAN/KEUNG.MSTR*CNN	
Infant Name	-HO/SUSAN.MS*INF	
Same Surname	-LO/DAVID.MR/MARY.MS	
Different Surname	-NG/PETER.MR#-CHOI/KAM.MS	
Infant DOB	3SAN1.1INFT-2.1/04OCT07	
Child DOB	3SAN2.1CHLD/24OCT03	
Change passenger name	-1@NELSON/C.MR	
Change name for a specific passenger	-2@.1/JOHN.MR	

RESERVATION GUIDE

PHONE FIELD **HELP 9**

Agency phone field	9-BETTY	9-(agents name)
Passenger 's business contact number	9*28681177-B	9*(contact number)-B
Multiple contact numbers	9*28683377-B/28683388-H	B-Business H- HOME
Change phone field from item 2	92@2868 3377-H	92@(contact number)-H



TICKETING FIELD **HELP 7**

Create an option date ticketing field on Nov 12	7TAX/00/12NOV	□
Create a ticketing field for a ticketed passenger	7T/	
Modify Ticketing Date	7@TAX/00/20FEB or 7@T/	

END OR IGNORE A PNR

End transaction	E	Ignore transaction	I
End & Redisplay PNR	ER	Ignore and Redisplay PNR	IR

SEAT MAP REQUEST (SEAT ASSIGNMENT)

HELP SEAT

Display <u>seatmap</u> for segment 1 on a PNR	41*
Display <u>seatmap</u> from line 2 of availability / economy class	42*Y
Reserve specific seats on segment 1	4RS1\$12A13B
Reserve specific seat on segment 1 (one name field)	4RS1-1\$16A
Reserve multiple seats on segment 1	4RS1\$25ABC
Cancel seat assignment on segment 1	4RX1
Change reserved seat to a specific seat	4R@1\$14B
Display seat fax	*S

SPECIAL SERVICE REQUEST (SSR)

HELP SSR

SSR codes index	HELP SSR CODE
Request Vegetarian Meal for all segments	3SAVGML
Request Vegetarian Meal for a specific passenger	3SAN1.1VGML
Specific segments and passenger	3S2//4N3.1VGML
Special Meal for specific segments & passenger	3S2//4N3.1SPML-NO BEEF
Request wheelchair for all segments for <u>passenger 2.1</u>	3SAN2.1WCHR
Request <u>non-smoking window seat</u> for passengers 1 & 3	3SAN1/3NSSW
Request non-smoking seat for all segments	3SANSST SEAT TOGETHER
Delete single SSR	32@
Cancel single SSR	32.XX

FREQUENT FLYER (FQTV) / FORM OF IDENTIFICATION (FOID)

Input Frequent Flyer number for a specific passenger	3SSRFQTVCXHK/BA1234567-2.1
Name selection	3SAN2.1FQTVVEK111111
Form of identification	3SSR FOID CA HK1/NIG1234567-1.1
Advance Passenger Information	*PSI

TRANSMIT TICKET NUMBER MANUALLY

Display TTN Table for a specific airline	KTN*CX
Using SSR to report ticket number for a specific segment	3S1N2.1TKNM16012345678901
Using SSR to report ticket number for all segments	3SAN3.1TKNM16012345678901
Using SSR to report conjunctive ticket numbers	3SAN1.1TKNM16012345678901-8902
Using OSI to manually report the ticket numbers	3OSITGTKNM9991234567890 to 891

REMARKS FIELD

Remarks entry (will not be shown on itinerary)	5FREE TEXT
Change remarks (will not be shown on itinerary)	52@FREE TEXT
Input itinerary remarks (will be shown on itinerary)	5RM-FREE TEXT
Remarks for specific segment (will be shown on itinerary)	5S1*RM-FREE TEXT
Remarks for specific passenger (will be shown on itinerary)	5N3.1*RM-FREE TEXT
Change remarks for <u>specific line and passenger</u>	51@N3.1*RM-FREE TEXT
Delete a single remark	51@

RESERVATION GUIDE

RETRIEVING A PNR

Using Worldspan record locator	*DG56E5
Using passenger's name	*-CHAN
Display all names beginning with the letters CH	*-CH *
Display list	*L
Redisplay PNR	*R
Display Direct Response acknowledgements	*DR
Display Seat Fax	*S
Display <u>name</u> from all branches	*A-CHAN

DIVIDE PNR

Divide PNR for a specific passenger	D2
Divide PNR for multiple passengers	D1*3
File the divided PNR	F
End transaction	E

COPY A PNR

Copies the entire itinerary	EC
Copies the itinerary for a higher number of passengers	EC2
Copies the itinerary and changes the class of service	ECCF
Copies the itinerary segments except 2 & 3	ECX2/3
Copies all fields except the itinerary	ECXI#*A

RESERVATION GUIDE

HISTORY

Entire History Display	*H
Historical Fares Display - Past date	*HF
Hotel Default Record	*HDR
Display General Codes – Hotel Select Entries	*HG
Display time of reservation was made	*IBT

MINIMUM CONNECTING TIME (MCT)

Display Standard Minimum Connecting Time	KEC*BKK
Display MCT for a specific airline	KEC*JFK-AA
Display MCT from specific segments in a PNR	VCT*1-3
Display MCT from availability line	VCT\$1

CONNECTION POINTS DISPLAY

Display Connection Points for a city pair	KCP/HKGNYC
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RESERVATION GUIDE

FLIGHT SERVICE INFORMATION

View flight service info for a specific date & flight	V*CX530/23JUN
View flight service info for entire itinerary	V*
View flight service info for a specific segment	V**3
View flight service info from availability	V\$1

TIME DISPLAY

Display local time	KCD*NYC
Display time difference between two cities	KCD*NYC/BKK
Display time difference with specific time	KCD*5PNYC/HKG

WEATHER

Displays the local weather	GWEALON	OR	GWEALONDON
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DATE CALCULATOR

Advance purchase	4F.CD15MAY/A35
Minimum and Maximum Stay	4F.CD15MAY/7/30
Calculate number of <u>days</u>	4F.CD15MAY/20MAY

RESERVATION GUIDE

PNR PRINT

Print record locator	JT <u>SID</u> RR/*DR	(SID = Subscriber ID)
Includes suppressed items	JT <u>SID</u> RR/*AD	(SID = Subscriber ID)

ITINERARY PRINTING

Print itinerary	EZN#DR#RL#RM#TC#HV#V#WL#*CC#*CL#BK-AGENT NAME
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ELECTRONIC TRAVEL AUTHORITY (ETA)

Display ETA application template	TIETAR
Visa enquiry template	TIETAQ
ETA history display	TIETAH
Displays a specific topic on ETA	TIETAS6

QUEUES

HELP QUEUE

Display Queue Count	QCT*ALL
Specific Queue	Q/8*C0*D1
Remove from Queue	QR
Ignore PNR from queue and move to the next	I
Exit Queue and ignore	QX#I

RESERVATION GUIDE

Display Worldspan Moneysaver Fares (non-itinerary pricing)

Basic fare display entry	4FHKGBKK
Specific airline	4FBOSLAX-UA
Booking class	4FHKGLON#B
Specific departure and return dates	4FHKGFRA/L2AUG/R9AUG
Multiple Passenger Type Codes	4FHKGBKKADT/CNN/INF
Published Round-The-World	4FHKGHKGRW-BA

Moneysaver fares (non-itinerary pricing) – continuation entries

HELP 4FOPT

Redisplay fares	4F*
Specific airline(s)	4F*-CX-LH
Reverse city pair	4F*R
Change currency	4F*@GBP
Mileage computation	4F/SINAMSFRACDG
Calculate mileage of each section	4F/SIN/AMS/FRA/CDG
Display mileage of a segment range on a PNR	4F/S1-5
Display mini fare rule	4F.R6
Display booking class from fare display line	4F.B5
Display taxes applied by country	G TAX GB

RESERVATION GUIDE

Power Quote (non-itinerary pricing)

Display Power Quote fare with overriding airline	4I#HKGBKKSIN#OCCX
With mirror return (#M)	4I#HKGSYDAKL #OCQF #M
Multi-carrier (#C)	4I#HKG #CCX SIN #CSQ HKG
Specific date	4I#HKG 10OCT LAX 20OCT HKG
Specific booking class (#D)	4I#HKG15MAR#CCX #D Y LAX
With surface sector	4I#HKG#CCXTPE // KHH#CKAHKG
With Passenger Type Codes (#P)	4I#HKGLHR.HKG#OCBA#PADT/CNN

Power Quote continuation entries

Display fare quote screen line 1	4IQ1
Display taxes from fare quote line	4IT1
Display rules from fare quote	4IR1
Specific Passenger Type Code	4IP/CNN

Itinerary Pricing

Basic itinerary pricing	4P
Price and create ticket record	4P*
Specific airline	4P*#CCX
Specific Passenger Type	4PPINF
Non-penalty fare pricing	4PFNP
Lowest possible fare quote	4PLFQ
Price via Access Plus	4PLF@
Rebook via Access Plus	4PLFB@
Display a fare rule from a priced PNR	4PR
Add specific tax to each PTC on a PNR	4P-TAX
Delete ticket record	4P*@