

# TicTas System Automation Ltd

***WELCOME TO***



## ***2 Day Reservation Course***

**(Version Dec 2010)**

Help Desk : 2868 1177 email : [helpdesk@tictas.com](mailto:helpdesk@tictas.com)

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Introduction

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Seat Map

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Divide / Reduce PNR

Queue Handling

Worldspan Fare Package

ePricing

4 Easy steps to book Hotel / Car

Itinerary – Web / MTAM / DYO

Global Learning Centre

CuteCard



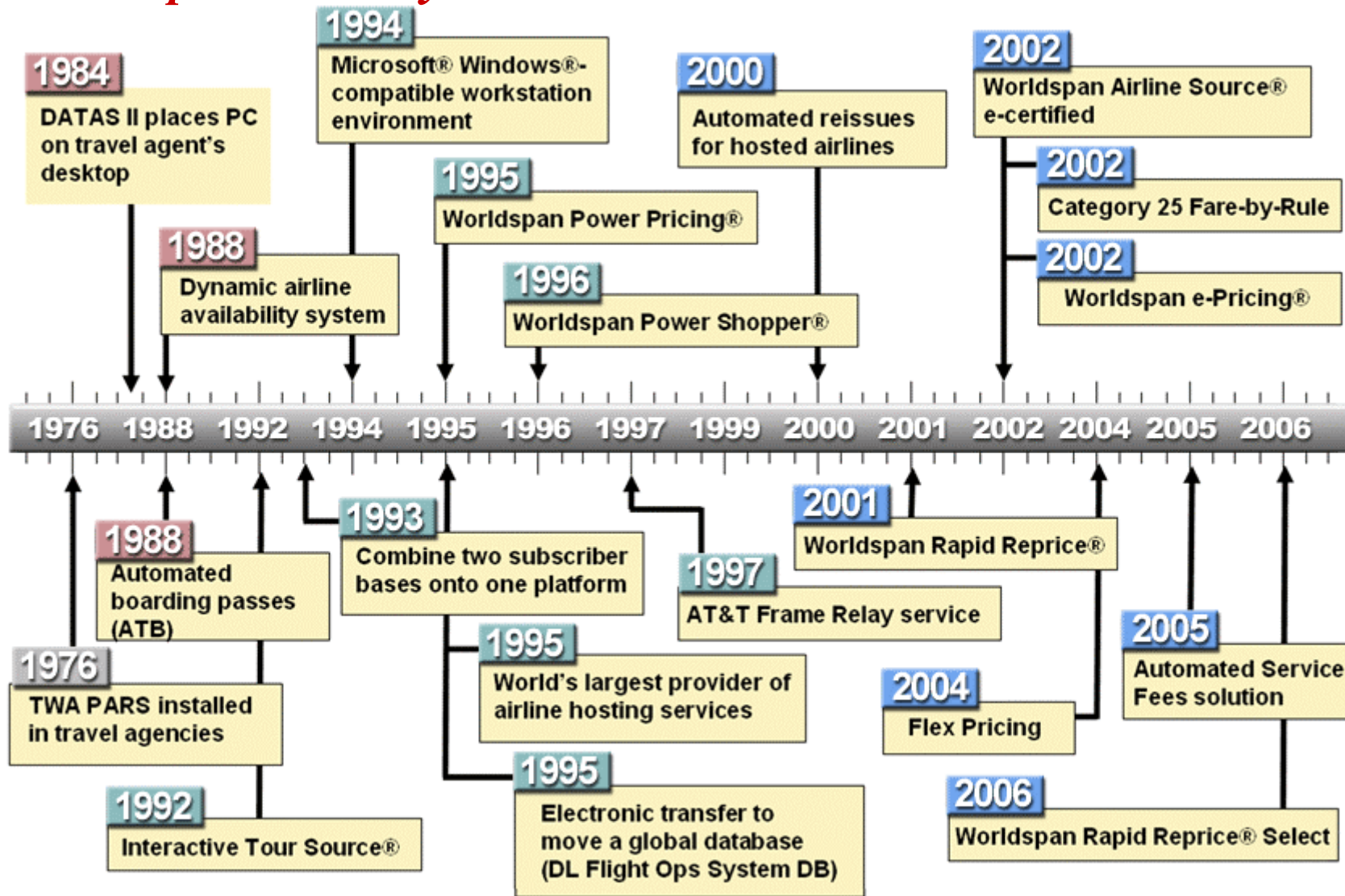
## Travel Technology So Advanced, It's Simple<sup>SM</sup>



**Worldspan is pleased to be a part of the Travelport family of travel services. Visit [www.travelportworld.com](http://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



## **Worldspan Facts**



- Participating Airlines >430
- Hotel Companies >220  
(87,000 properties)
- Car Rental Companies >25  
(16,000 locations)
- Cruise & Tour Operators >400
- Rail Network >13
- Worldspan provides Internet booking products and solutions to some of the world's largest online travel Web sites (ie Orbitz and Priceline).

# *Go Res Installation Procedure*

Please visit the following link to access  
Go Res Installation Guide

[http://download.tictas.com/Worldspan/Installation  
Guide \(03Apr07\).pdf](http://download.tictas.com/Worldspan/Installation<br/>Guide (03Apr07).pdf)

*<http://go.worldspan.com>*



Version 4.9  
4.9.0.27(25)

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### 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 90days
- Same password cannot be repeated
- Case sensitive



## Sign In

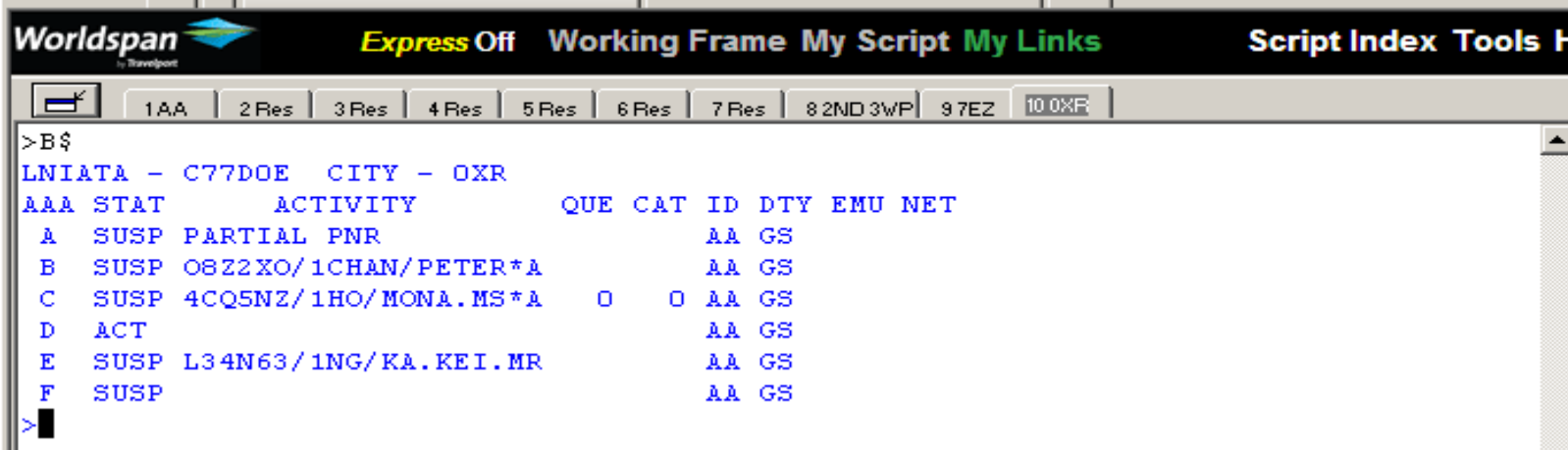
Worldspan has 6 working area : A,B, C, D, E, F.

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

Move from area A to C : BC

Display multiple work area : B\$

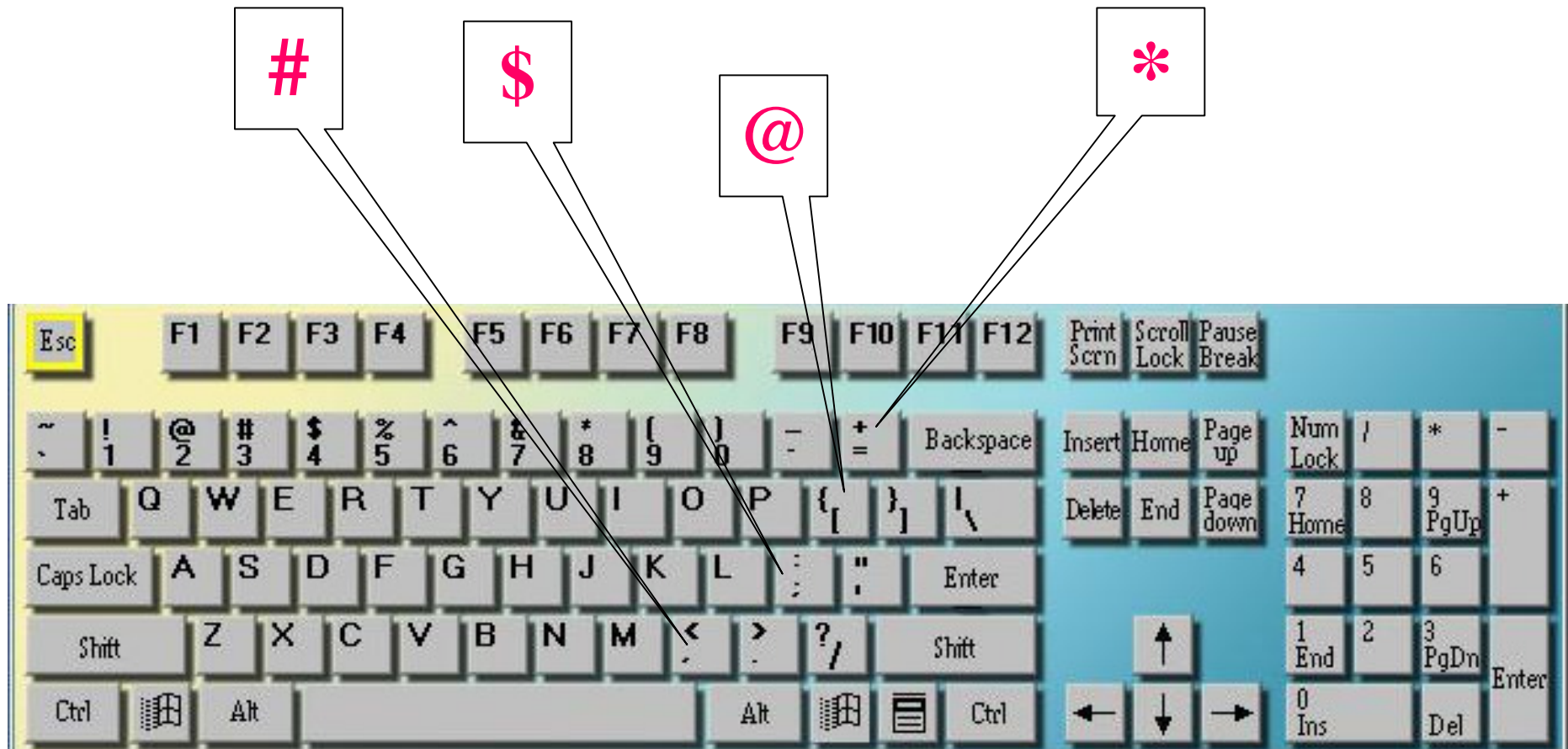
SINE Out all areas : BSO\$



The screenshot shows the Worldspan Express Off interface. The top bar includes the Worldspan logo, 'Express Off', and navigation links: 'Working Frame', 'My Script', 'My Links', 'Script Index', and 'Tools H'. Below the bar is a tabbed interface with tabs labeled '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*

# MyLink / Scripts

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

1AA 3 Res 5 Res 7 Res 97EZ

2 Res 4 Res 6 Res 8 2ND 3WP 10 0XR

**My Links**

Name	Specials	Resources
<a href="#">SINE-3WP</a>		<a href="#">Booking</a>
<a href="#">SINE-AGT</a>		<a href="#">SINE-0XR</a>
<a href="#">SINE-7EZ</a>		<a href="#">WebITIN</a>
<a href="#">4@E</a>		<a href="#">4@EOFF</a>
<a href="#">JZ DR</a>		<a href="#">JZ DQ</a>
<a href="#">JZRLMT</a>		<a href="#">JZPURG</a>
<a href="#">NM CHG</a>		<a href="#">TKT SCPT</a>
<a href="#">MTAM</a>		<a href="#">SeatMap</a>
<a href="#">CHD AGE</a>		<a href="#">INFT AGE</a>
<a href="#">FOID(PP)</a>		<a href="#">FOID(ID)</a>
<a href="#">FQTV</a>		<a href="#">5-CP</a>
<a href="#">7@出票日期</a>		<a href="#">5@-CP</a>
<a href="#">CX/KA RQ</a>		<a href="#">Encode</a>
<a href="#">CURRENCY</a>		<a href="#">PNR PRT</a>
<a href="#">RP ETKT</a>		<a href="#">QCT*ALL</a>
<a href="#">Qsort</a>		<a href="#">Hotel</a>
<a href="#">TAIR</a>		<a href="#">epricing</a>
<a href="#">EZEL</a>		<a href="#">4-DI</a>
<a href="#">Queue</a>		<a href="#">MCO</a>
<a href="#">PASTDATE</a>		<a href="#">QCT*ALL</a>

AVAIL OVR No Scripts Running US Jun 19 10:44 AM

**Tools**

[Calendar](#)

[Go! News Bulletin Board](#)

[Host Print Manager Configuration](#)

[Keyboard Mapping](#)

▶ [Macro](#)

**My Preferences**

▶ [Office Management](#)

▶ [Scripts](#)

[System](#)

[System Diagnostics](#)

[Worldspan Files](#)

Manage your password

# MyLink / Scripts

Manage your screen colour

### My Preferences

Authorities	Res Windows	Mapping
First name:	<input type="text" value="TRN"/>	
Last name:	<input type="text" value="A"/>	
Login ID:	<input type="text" value="0XRTRN1"/>	
E-mail Address:	<input type="text" value="CSE@tictas.com"/>	
ScriptPro Ref No:	<input type="text" value="000"/>	
<input type="button" value="Change Password"/>		
Get standard ScriptPro scripts:	<input checked="" type="checkbox"/>	
Office Macro Editor:	<input checked="" type="checkbox"/>	
Office Manager:	<input type="checkbox"/>	
ScriptPro Editing:	<input type="checkbox"/>	
Res Window Mapping:	<input type="checkbox"/>	
Fastest Login:	<input checked="" type="checkbox"/>	

### My Preferences

Authorities	Res Windows	Mapping
Select a font for all windows:		
<input type="text" value="Courier New"/>		
Font size: <input type="text" value="10 point"/>		
Window:	<input type="text" value="Window 2"/>	
Background:	<input type="text" value="Dark Gray"/>	
Host input:	<input type="text" value="Yellow"/>	
Host output:	<input type="text" value="Red"/>	
<b>SAMPLE HOST INPUT TEXT</b>		
<b>SAMPLE HOST OUTPUT TEXT</b>		
<input type="button" value="Apply Settings"/>		<input type="button" value="Restore Default"/>
Fastest Login:	<input type="checkbox"/>	

# Update your Macros MyLink / Scripts

Index **Tools** Help Logout

**Tools**

- Calendar
- Go! News Bulletin Board
- Host Print Manager Configuration
- Keyboard Mapping
- Macro
  - Get Office Macros
  - Macro Editor**

**Macro Editor**

Name: Sine in- AGENT.wsm

Type: Personal Modified? No

```
<INSERT_OFF>  
BSI$1234pm/GS<SEND><RESPONSE>
```

查詢(I): Personal Macros

Gday news.wsm	MealCode.wsm	FOID_ID.wsm	EZEL
ExitQ&End.wsm	QCT.WSM	FOID_PP.wsm	JZXN
ExitQ&Ignore.wsm	QR.wsm	INFT.wsm	JZXN
RemovePNRQ.wsm	QX&I.wsm	NAME CHANGE.wsm	JZRI
InputTkt No..wsm	Time.wsm	4-DI.wsm	JZPU
ActiveQ.wsm	Meal.wsm	BOOKING.wsm	4@E
ETAVISA.wsm	MCT.wsm	ESEEGO.wsm	4@E
QX#.WSM	PNR Print.wsm	aaSine in.wsm	Sine
TKT NBR.wsm	CI RLR.wsm	PASTDATE.wsm	1MS
MINSTAY.wsm	CXKAWAIT.wsm	QRD 41.wsm	S8Q
QPNR.wsm	CHD.wsm	Sine in.wsm	uo 1:
4I.wsm	5cp.wsm	QCT_ALL.wsm	hy.w
7@.wsm	5cp_delete.wsm	ItinPrint.wsm	TAIF
EWGR.wsm	SQ RLR.wsm		Sine

檔名(N): Sine in- AGENT.wsm 開啓(O)

檔案類型(T): Macro Files (\*.wsm) 取消

Assign Keystrokes Copy Office Macros

Tools Menu

Get Standard Macros

# GRS

## GRS – GLOBAL REFERENCE SYSTEM

<b>DAILY BRIEFING</b>	– <b>GDAY13OCT</b>
<b>AIRLINE INFO</b>	– <b>G/AIR/AFO</b>
<b>HOTEL</b>	– <b>G/HTL/SIQ</b>
<b>CAR</b>	– <b>G/CAR/ZEZ</b>
<b>TAX INFO</b>	– <b>GTAX CANADA or GTAXSW</b>

**\*\*Useful Tips: You could access Airline Reservation number from Airline Info Page, e.g. @CX@G/CXOFFICE**

## HELP/INFO

**HELP –provides entries and example**

e.g. **HELP AVAIL**

**HELP DOCS**

**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 SQO**

## Encode/Decode

**CITY**

**(Help KC/KD)**

>**KC/TORONTO**

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

>**KD/DPS**

## Encode/Decode

(Help Decode/Encode)

### COUNTRY

>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)

## Encode/Decode

### AIRLINE

(Help KAD/KAC)

>KAD/CX

>KAD/160

>KAC/NORTHWEST

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

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

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

## Encode/Decode

(Help HC)

**HOTEL**

>HC **HILTON**

>HC **HI**

>**HKC/GREAT WALL**

**CAR**

(Help CRC)

>CRC **AVIS**

>CRC **ZE**

**\*\*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

### 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** <sup>22</sup>

## Connecting Time/Points

### 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

### 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)



## TIME DISPLAY

(Help KCD)

>KCD\***NYC**

>KCD\***NYC/HKG**

>KCD\***5PNYC/HKG**

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

## LIST OF CITIES

(Help TIMATIC)

>TIRCC/ROM

- Search by **city** code

>TILCC/CANADA OR CA

- Search by **county** code

## VISA & HEALTH INFORMATION

>TIFV

- **VISA** information

>TIFH

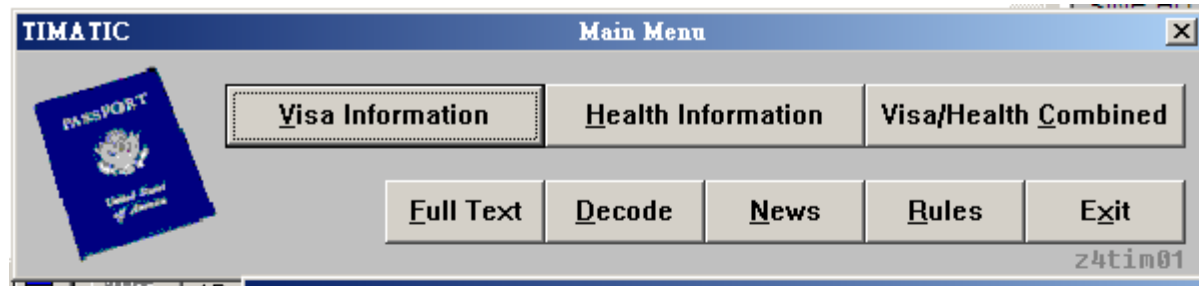
- **HEALTH** information

>TIFA

- **VISA & HEALTH** information

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

# TIMATIC



## >TIFV

>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

### 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 : 2585 4425 Fax : 2585 459

<http://www.hongkong.china.embassy.gov.au/hkng/VISMG%5fETA.html>

## ETA eligible passports

## ETA

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

• Andorra	AND	• Malaysia	MYS
• Austria	AUT	• Malta	MLT
• Belgium	BEL	• Monaco	MCO
• Brunei	BRN	• Netherlands	NLD
• Canada	CAN	• Norway	NOR
• Denmark	DNK	• Portugal	PRT
• Finland	FIN	• Republic of San Marino	SMR
• France	FRA	• Singapore	SGP
• Germany	D	• South Korea	KOR
• Greece	GRC	• Spain	ESP
• Hong Kong (SAR)	HKG	• Sweden	SWE
• Iceland	ISL	• Switzerland	CHE
• Ireland	IRL	• Taiwan	TWN
• Italy	ITA	• UK-Brit Citz	GBR
• Japan	JPN	• UK-BNO	GBN
• Liechtenstein	LIE	• United States	USA
• Luxembourg	LUX	• Vatican	VAT

\*\* Please always refer Australian Consulate for latest information (Updated 21 Sep 10)

# ETA

```
>TIETAA                      ETA APPLICATION
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   (V.                V/BL/BS
```

# ETA

VD/3

```
>TIETAG                      ETA APPLICATION
      PASSPORT ISSUE DETAILS
ISSUING STATE      (HKG
DATE OF ISSUE      (14MAR2010          DDMONYYYY
ISSUING AUTHORITY
(HONG KONG.....)
```

VD/3

```
>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

CHAN.....

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.

14JUN10/1916

AUSTRALIAN GOVT

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
>TIETAV          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 -**

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

# AIR

Access Level	Flight Details	Fare	Rate
# - 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 SELL	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
\$ - DIRECT SELL	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
* - DIRECT ACCESS	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



AA, AC, AF, BA,  
CX, DL, EK, KL,  
LH, LX, SQ, SK,  
UA, VS

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

BR, CA, CI, GF,  
KA, KE, KQ, NH,  
NZ, OZ, PG, QF,  
SA, UL, JL, TG,  
HX, FJ

DIRECT ACCESS - \* - (INFO DS)

- 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



JC, 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**

**\*\*Useful Tips: use .1NN could force airline to reply your seat status**



## WORLDSPAN AVAILABILITY (HELPAVAIL)

>AHKGBKK

>A23NOVHKGTPPE1200

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

>A23NOVLAXHOU@ (display all Houston airports)

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

>A23NOVHKGLHR/SIN-SQ (connecting point)

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

# Availability

```

09NOV-TU-0001 HKGBKK ** ** WL-PLUS (a)
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#21JULHKGLON-QR\*H - 7 Day onward search
- >AS-21JULHKGLON-QR\*H - 7 Day backward search

## 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)

## 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 SERVICE INFORMATION (Help V\*)

- >V \* CX530/23NOV - By Flight Number
- >V \* - From a PNR
- >V \* \* 3 - From Segment Number
- >V \$ 2 - From availability display

V\$2

FLT.NO	LEG	DAY	DEP	TR	ARRIVAL	TR	MEAL	EQP	SVC
#CX 751	HKG BKK	TU	1425	1	1620		RR	330	
				MILES		GROUND ELAPSED		ACCUM	
				1049		2.55		2.55	
	.NON-SMOKING								
LEG	DAY	DEP	TR	ARRIVAL	TR	MEAL	EQP	SVC	
BKK DEL	TU	1735		2040	2	RR	330		
				MILES		GROUND ELAPSED		ACCUM	
				1815		1.15		4.35	8.45
	.NON-SMOKING								

## 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
    
```

## 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 (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

### Memo Segment (For Pricing and Ticketing Purpose)

>01Y1@MK                      Sell from Availability

>01Y1\*@MK

>0DL955F29JUNJFKATLMK1

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

### Manual add airlines rloc

>0SA22D10AUGJNBHREMK1-3FMOH4

## DUMMY SELL

### Passive Segment (For Itinerary Printing Purpose)

>01Y2@YK                      Sell from Availability

>0CX2700Y10JULBKKHKG YK1

**\*\*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.

>/2**S4**

> insert seg. 4 after seg. 2

## Married Segment

Married segment logic allows participating airlines to control inventory on a -trip- or -related segment- basis. When air segments are sold- a marriage can be established by the airline between two or three segments- requiring the segments to be processed as a unit.

When air segments are sold- if the airline chooses to \*marry\* the segments- marriage indicators are appended to the segments to identify them as

- a single unit- married segment indicator - j
- two-digit marriage number - 01 to 99

```
>O1Y1*  
1 SQ 1Y 09NOV HKGSIN SS1 0810 1200 /O $ J01 E  
2 SQ 318Y 09NOV SINLHR SS1 1255 1855 /X $ J01 E  
SVC OPTG AT *SIN* AIRPORT TERMINAL 3 RPT T3
```

**Useful Tips:** the segments must be sold or cancelled together. You cannot just cancel segment 1 or 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



## PNR Creation

### 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 / 01AUG10

N1.1 is the adult / -3.1 is the 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 SSB 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.SSRINF<sup>T</sup>SQNN1HKGSIN0001Y09NOV- 4.1 .WONG/POKMANMSTR 04DEC09  
 3.SSRINF<sup>T</sup>SQNN1SINLHR0318Y09NOV- 4.1 .WONG/POKMANMSTR 04DEC09  
 4.SSRINF<sup>T</sup>SQNN1LHRSIN0317Y21NOV- 4.1 .WONG/POKMANMSTR 04DEC09  
 5.SSRINF<sup>T</sup>SQNN1SINHKG0860Y22NOV- 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

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

**The 3<sup>rd</sup> phone number is confidential phone field**

# PNR Creation

## TICKET FIELD (Help 7)

>7TAX/00/12NOV

>7T/

>7@TAX/00/13NOV

**\*\*Useful Tips: PNRs with be placed on Queue 8 on the day specified.**

## 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

Useful Tips: OSI field max accept 63 characters

# 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.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
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



## PNR Creation

### 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**

# PNR Creation

## OPTIONAL FIELDS - SPECIAL SERVICES REQUEST

>3 SA VGML	HELP MEAL
>3SA N1.1 BBML	
>3S2//4 N3.1 SPML - NO EGG	Req 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	

# PNR Creation

## 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

# PNR Creation

**\*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

## PNR Creation

### SEAT MAP DISPLAY

### (Help STMAP)

>4 1\*

(From PNR)

>4 2\* Y

(From Availability)

>4 18/2AUGNRTJFK-NW

(By flight number)

>4 922F1MAYSLCCVG-DL

(By flight number)

>@BA@ 4 117Y11AUGLHRJFK

(By Direct Access)

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

## SEAT MAP

### Steps to book a seat for change of gauge

- **Display 1<sup>st</sup> leg and reserve**

>4 1\*

>4 RS 1 \$ 31A

- **Display 2<sup>nd</sup> leg and reserve**

>4 18/9MARNRTJFK - NW

>4 R\$ 31A

Go to page 81 to modify seat reserved

## 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

Go to page 81 to modify seat reserved

## Worldspan Go!<sup>®</sup> Desktop Product

The screenshot displays the Worldspan Go! Desktop Product interface, divided into two main sections: a seat map and a service menu.

**Seat Map Section:**

- Header:** "Seat map for" followed by a dropdown menu set to "segment" and "availability line" with a value of "1".
- Buttons:** "Reserve", "View Only", and "Exit".
- Legend:**
  - Yellow: Preferred/FQTV
  - Green: Available
  - Black: Bulkhead
  - Red: Exit Row
  - Grey: Reserved
  - W = Wing E = Exit Row
  - Movable: View seat map only - no booking allowed.
- Map Grid:** A grid representing aircraft seats. Rows 11-19 and 20 are available. Rows 25-27 are exit rows. Rows 30-31 are available. Wing seats (W) are marked between columns 2 and 3, and between columns 6 and 7.

**Service Menu Section:**

- Navigation:** "Specials", "Book", "Price", "PNR", "Misc", "Custom".
- Menu Items:**
  - 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



# PNR Creation

## 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**

# PNR Creation

## TRANSMIT TICKET NUMBER

(Help TKNM)

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

Conjoined Tkt Nbr:

OK Exit Help

11/04/03 tktnmb3

**\*\*Useful Tips: MUST input segment number from the 3<sup>rd</sup> airline**

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

# PNR Creation (Help 5)

## REMARKS FIELD

### GENERAL REMARKS

>5FREE TEXT

>5S2N2.1PAX REQUIRES BROCHURE

### ITINERARY REMARKS

>5RM-FREE TEXT

>5S1\*RM-FREE TEXT

>5N3.1\*RM-FREE TEXT

### ADDRESS REMARK

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

# PNR Creation (Help 5)

## REMARKS FIELD

### CONSOLIDATOR PNR

> Authorizes the PNR retrieve by SID-7EZ

➤ Remove authorization

5-CP

5-CP-7EZ

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>

## END & RETRIEVE PNR

> *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
> @SQ@*JGYCSY	Display record in Airline System

**\*\*Useful Tips: Use HELP CZ0 to display Direct Access Function provided by airline (ie. CA, CI, CZ, MH, OZ, SQ.....)**

# ITINERARY

## ITINERARY PRINT

**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](http://www.tictas.com)

(→ Web ITIN)

**Option 3 : My Trip and more** – [www.mytripandmore.com](http://www.mytripandmore.com) (→ MTAM)

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

# Web Itinerary

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TicTas is an information technology company providing comprehensive, versatile and reliable front office and back office system solutions to the travel industry in Hong Kong

TicTas is the NMC for **Worldspan** by Travelport  
*The leading global travel distribution system*

## Web Itinerary

RLOC:

SID:

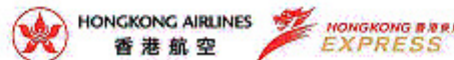
- Traditional Chinese
- Simplified Chinese
- Japanese
- English

## Welcome to TicTas

### General News

[XML](#) [RSS Feed](#)

### UO/HX - effective use of GDS Policy (23Nov09)



For additional information, Click [HERE](#) to download details



# Web Itinerary

Tic Tas 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 搜寻 我的最愛 打印 邮件 地址簿 连接

網址(D) [http://www.tictas.com/itinerary/searchPNR.do?pnrRLoc=O3LJX8&SID=Oxr&localeString=en\\_HK](http://www.tictas.com/itinerary/searchPNR.do?pnrRLoc=O3LJX8&SID=Oxr&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        : OXR
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

# Travelport View Trip

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<a href="#">PNR PRT</a>	<a href="#">ITIN PRT</a>
<a href="#">MTAM</a>	<a href="#">DYO</a>
<a href="#">WebITIN</a>	<a href="#">FQTV</a>
<a href="#">TKT SCPT</a>	<a href="#">TAIR</a>
<a href="#">Qsort</a>	<a href="#">SeatMap</a>
<a href="#">QCT*ALL</a>	<a href="#">MCT</a>
<a href="#">MIN STAY</a>	<a href="#">TIMATIC</a>
<a href="#">Meal RQ</a>	<a href="#">MealCode</a>
<a href="#">Calendar</a>	<a href="#">TESLEY</a>
<a href="#">Hotel</a>	<a href="#">Wea HK</a>
<a href="#">HK APT</a>	<a href="#">ETA VISA</a>
<a href="#">ETA MANU</a>	<a href="#">RP ETKT</a>
<a href="#">INFT AGE</a>	<a href="#">ddl</a>
<a href="#">Sign AGT</a>	<a href="#">name</a>
<a href="#">4-DI</a>	<a href="#">ePricing</a>
<a href="#">7EZ</a>	<a href="#">Sign OXR</a>
<a href="#">EZEL</a>	<a href="#">Q CLEAN</a>
<a href="#">hotel</a>	<a href="#">ct</a>

## Travelport ViewTrip™

Welcome to Travelport ViewTrip™

Travelport ViewTrip provides instant access to travel plans 24 hours per day, 7 days per week via the internet or an internet-ready mobile telephone.

Please select your preferences

English

Time Display:  12 Hour  24 Hour

### Sign in to view Itinerary


Reservation Number:

Traveler Last Name:

[Help](#)

Personal Profile Login

Personal Profile Registration



# Travelport ViewTrip™

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- e-Ticket**
- Travel Tools
- Travel Information
- Travelport View Trip

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 [E-Mail Itinerary](#) | 
 [Add to Calendar](#) | 
 [Log Off](#)

Worldspan Reservation ID: 7SL65W

**Traveler**  
JOHNMARTIN MR CAMPBELL, VICTORIALOUISE MS TAYLOR

**Flight - Hong Kong Dragon Airlines** Thursday, January 14, 2010

<b>Flight Number:</b>	KA0626	<b>Confirmation Number:</b>	LBX57
<b>Class:</b>	BUSINESS		
<b>Depart:</b>	Hong Kong Int'l Arpt Hong Kong CN Terminal 1	08:00 AM Thursday, January 14	
<b>Arrive:</b>	Hangzhou Arpt Hangzhou CN	10:10 AM Thursday, January 14	
<b>Seat:</b>	Not Assigned	<b>Stopovers:</b>	0
<b>Meal:</b>	Breakfast	<b>Mileage:</b>	678
<b>Aircraft:</b>	Airbus A321	<b>Travel Time:</b>	2:10

[Weather](#) | [Maps / Driving Directions](#)

- View Another Itinerary
- My Profile
- Office Administration
- Select Language / Time
- Help
- Advertise with Us
- About Travelport ViewTrip
- Terms and Conditions
- Link to Our Site
- Wireless Access
- Privacy Policy

**PEACE OF MIND...ONLINE**

See your live or recorded video on the web

TRY ONE MONTH OF THE VIEW

## 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)

# PRINT PNR

## Screen print

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

The screenshot shows the Worldspan Express Off interface with a PNR print dialog box open. The background window displays flight details for PNR NUWV2Q, including passenger information (1.1CHAN/PETER\*ADT), flight segments (1 SA 22D 10AUG TU JNBHRE HK1 1020, 2 QM 201Y 24AUG TU LLWJNB HK1 0700), and fare information (TKG FAX-AUTO PRICED FARE TYPE EX). The print dialog box, titled '列印', is in the foreground and contains the following fields:

- 印表機 (Printer):**
  - 名稱 (N): RICOH Aficio MP C3000 PCL 6
  - 狀態: CutePDF Writer
  - 類型: LAN-Fax M8
  - 位置: RICOH Aficio MP 171 PCL 6
  - 註解: RICOH Aficio MP C3000 PCL 6
- 列印範圍 (Print Range):**
  - 全部 (A)
  - 頁 (P) 從 (F): [ ] 到 (T): [ ]
  - 選擇範圍 (S)
- 份數 (Copies):**
  - 份數 (C): 1
  - 自動分頁 (O)

Buttons for '內容 (C)...', '確定', and '取消' are also visible.

# MODIFICATION (Help @PNR)

## PNR MODIFICATION

### 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)

# MODIFICATION (Help @PNR)

## PNR MODIFICATION

### 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)
Cancel SEAT	>4RX1 (cancel seg. 1 )
Cancel for specific Pax	>4RX1-3 (cancel Pax 3, seg. 1)
Update Ticket Field	>7@TAX/00/20FEB or 7@T/



# MODIFICATION

## PNR MODIFICATION

(Help @PNR)

Phone / Remarks & Itinerary remarks modification

Phone Field

>92@1234-5678-H

General Remarks

>52@REMIND PAX TO ISSUE TKT

Itinerary Remarks

>51@S3N3.1\*RM – ITIN REMARK

# DIVIDE

## 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

## 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)

# 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

## QUEUE

## (Help 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** (Check dupe/Un-ticket PNR)
- > **LD # AF.133/10DECHKGCDG** (Display Pax name list)

# QUEUE Table Sample

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		
41	QTRA	C	0	MISC	321	2239		
90		C	0		1	2		

Queue – Queue No.

Q/TTL – total PNRs placed on Q

CAT – Category

IW - total PNRs worked

D/R - Date Range

## 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
```



## Superior Fares and Pricing

AUTOMATED  
**ATPCO**  
RULES

**13 MONTHS**  
HISTORICAL  
FARES AND RULES

**worldspan.**  
FARES  
AND  
PRICING

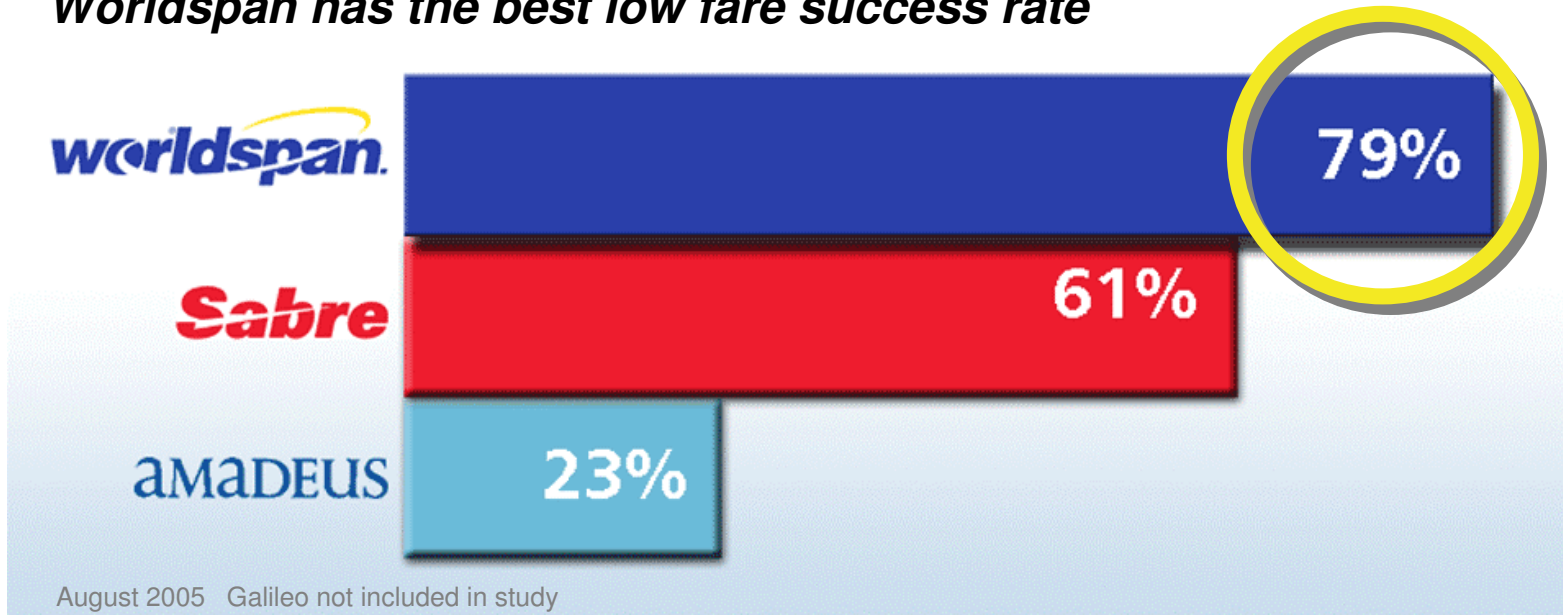
COMPREHENSIVE  
ACCURATE  
RELIABLE

## 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

## 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 HKGZR**HSR-LX**

(Display GDS fare)

# FARE DISPLAY

**4F** continue

(Help 4FOPT)

> 4F \*

Display last fare

> 4F.R6

Display *rules* for the 6<sup>th</sup> 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

## 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)

# POWER QUOTE TEMPLATE (4I)

```

>4I          POWER QUOTE TEMPLATE
X/O  DEP  ARR  CLS  AL  TRVL DATE/TIME  GI  *
01    (HKG) (TPE) (..) (CI) (22SEP) (.....) (..) (*
02 (O)  (TPE) (KHH) (..) (CI) (.....) (.....) (..) (*
03 (O)  (KHH) (HKG) (..) (CI) (.....) (.....) (..) (*
04 (O)  (....) (....) (..) (..) (.....) (.....) (..) (*
05 (O)  (....) (....) (..) (..) (.....) (.....) (..) (*
06 (O)  (....) (....) (..) (..) (.....) (.....) (..) (*
07 (O)  (....) (....) (..) (..) (.....) (.....) (..) (*
08 (O)  (....) (....) (..) (..) (.....) (.....) (..) (*
P (ADT/CNN/INF/...) T (22SEP) E (.../.../...) A (...)
C (...) MORE SEGMENTS (N) M (N) (.....) ENTER HERE (*)
  
```

CURRENCY  
OVERRIDE

AIRLINE  
OVERRIDE

PASSENGER TYPE  
CODE – DEFAULTS  
TO ADT

IF MORE THAN 8  
SEGMENTS ENTER Y

MIRROR IMAGE  
RETURN – ENTER  
Y IF REQUIRED

TICKETING DATE –  
DEFAULTS TO CURRENT  
DATE

# FARE DISPLAY

## 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**



# FARE DISPLAY

## 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

# FARE DISPLAY

## Rules Display

(Help 4PR)

- 4PR** -display fare rule
- 4PR - 1** - specify rule for fare **component 1**  
(if more then one fare component)
- 4PR PADT -1** - specify **PTC** from **component 1**

# FARE DISPLAY

## Fare Rules display – must read items

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

# FARE DISPLAY

## 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	PTC	FT GI
BDGLART R	8160 1052.84	LBR	PR EH
BOOKING CODES	B		
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 DISPLAY

## 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 (
COMBINABLT - 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 >4F.R1#SLS (
SEE TEXT RULE
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 DISPLAY

## 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

[\\$P04SEPHKGZRH / R21SEP](#)

Direct & Non-stop Flights

[\\$P04SEPHKGZRH / R21SEP#D](#)

Specific Airline

[\\$P04SEPHKGZRH / R21SEP #/ALX\\*](#)

Two Seats

[\\$P04SEPHKGZRH / R21SEP #P2 # / \\$](#)

Adult & Child, Price Break Down

[\\$P04SEPHKGZRH / R21SEP #P2ADT/1CNN #/\\$](#)

Surface Sector (Open Jaw)

[\\$P04SEPHKGZRH / R29SEPFRAHKG](#)

List 15 Alternatives

**\$P04SEP HKG ZRH /R21SEP1P# ALT15**

Multiple routings (max 6)  
**BKKHKG**

[\\$P04SEPHKGZRH /R15SEPZRHFRA /R7OCT LONBKK /R10OCT](#)

## E-Pricing from MyLink

**My Links**  
Worldspan Go! Res

Specials | **Book** | Price | PNR | Misc | Custom

- Air Booking - Go!
- Car Booking Tool
- Cruise
- Encode/Decode - Go!
- e-Pricing**
- Hotel Booking Tool

### e-Pricing Full Versi

Power Shopper  Flex Shopping  Power Pricing  Power Flight Search

**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\*

**Trip 3:**

Departure Airport Code/Name\*  Date\*  Time

Arrival Airport Code/Name\*

**Miscellaneous Search Options**

Number of Passengers\*

Adults  Children  Seniors  PTC

Class of Service\*

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

Time Window

Airlines  Specific  Preferred/Exclude

Form Of Payment



## 4-Easy Steps to Book Hotel

**Step 1. List of hotels in a chosen city**

>HLCSFO/D21APR23APR/NP-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-CCAX3724111222333EXP09-11

> H02/G-DEPCCA321456987452EXP09-11

## Worldspan Go!<sup>®</sup> Desktop Product

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

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

On the right side, a menu is visible with the following items:

- Specials
- Book
- Price
- PNR
- Misc
- Custom
- 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 window shows: AVAIL, OVER, [No Scripts Running], US, Jan 31, 2004.

## Worldspan Go!® Desktop Product

The screenshot displays the Worldspan Go! Desktop Product interface. The main window is titled "Interactive Maps for Hotels" and features a map of New York City. A pop-up window for "Holiday Inn Downtown" is visible, showing details such as "VACANCY", "138 Lafayette Street", "New York Ny Us 10013", "395.10 to 647.00 USD", and "Midscale". The map includes labels for "New York", "Manhattan", "Chinatown", "Little Italy", "Tribeca", "E Broadway", "Madison St", "FDR Dr S", "West St", "2nd Ave", and "Essex St". The map is surrounded by a blue frame with "WEST" and "EAST" labels on the sides and "SOUTH" at the bottom. Below the map, there are two progress bars: "Details Complete! 100%" and "Availability Complete! 100%".

On the right side of the interface, there is a menu with the following items:

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

The menu items are listed in a vertical column:

- [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", "11:55".

## 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, Time, Drop-Off Date, Time, 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 dialog includes a 'VIEW YOUR RENTAL CAR!' button and a 'Close' button. A terminal window in the background shows a list of car rental options with columns for Code, Manufacturer, Model, Doors, Psgr, and Range.

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

## Welcome to Worldspan's Global Learning Center

Your gateway to a wide variety of training opportunities, from e-Learning, virtual and classroom training, online documentation, and other professional development opportunities.

Click the following Link to check training courses provided by Worldspan

<http://learning.wspan.com/wbtmanager/default.asp/>

The screenshot shows the 'Global Learning Center - EMEAA' website. At the top, there is a navigation bar with a dropdown menu set to 'Europe, Middle East, Africa and Asia'. Below this is a horizontal menu with six items: 'Tutorials', 'Scheduled Classes', 'Training Documentation', 'Training Resources', 'Support', and 'GLC Home'. On the left side, there is a grid of images representing various people. Below the images, there are three links: 'Student Logon' (circled in red), 'Setup Requirements', and 'Training Paths'. The main content area is titled 'Tutorials' and contains a paragraph explaining that tutorials are independent online lessons. Below this, it says 'Select any item below for more information about e-Learning self-paced tutorials:' followed by a bulleted list of three links: 'Setup Requirements', 'Training Services Portal Quick Reference', and 'Student Logon'.

**Global Learning Center - EMEAA** Europe, Middle East, Africa and Asia

Tutorials | Scheduled Classes | Training Documentation | Training Resources | Support | GLC Home

**Tutorials**

Tutorials are independent online tutorials or self-paced lessons that can be taken at a time that fits your needs. Lessons are presented using easy-to-follow online interactions and are limited to a maximum time for convenience.

Select any item below for more information about e-Learning self-paced tutorials:

- [Setup Requirements](#) for accessing Self-Paced Tutorials
- For more information about launching self-paced tutorials, refer to the [Training Services Portal Quick Reference](#).
- [Student Logon](#)

RESERVATION GUIDE

SIGN IN & SIGN OUT		HELP SINE	
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		HELP ENCODE	
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)	
<a href="#">4C@JPY/1000</a>		Convert JPY1000 to HKD	
<a href="#">4C@1000/JPY</a>		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)	

RESERVATION GUIDE

**Flight Schedule Timetable**

**HELP SCHEDULE**

Display schedule for a <u>specific date &amp; 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	A11FEBHKGGBKK1600
Specify carrier	A20APRHKGNRT-CX
Specify participating alliance (One World)	A30MAYDENSFO-/*O
Specify connection point	A30MAYHKGAMS/LON
Specify connection point & carrier	A17OCTHKGGLHR/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@A14JULDELFR A0600
Direct Access by line number 2	A@2
Move up	@AU
Move down	@AD
Direct access return flight	@A/R20JUL

RESERVATION GUIDE

**SELL FROM AVAILABILITY**

**HELP OAVAIL**

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)

RESERVATION GUIDE

**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)

☒

**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	<a href="#">-2@.1/JOHN.MR</a>	

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

RESERVATION GUIDE

**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	<a href="#">4R@1\$14E</a>
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</u> 2.1	3SAN2.1WCHR
<u>Request non-smoking</u> window seat 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

RESERVATION GUIDE

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

Input Frequent Flyer number for a specific passenger	3SSRFQTVCXHK/BA1234567-2.1
Name selection	3SAN2.1FQTVEK111111
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 name 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
Redisplay fare quote	4IM

**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*@