Travelport

Ticket Exchange Plus Script Enhancement for Worldspan

Product Advisory Number: 636	Version: 01		Effective Date: 03Dec2008		
High Level Description	The Ticket Exchange Plus ScriptPro standard script has been changed to accommodate a Rapid Reprice Residual/Penalty processing enhancement. In addition, an option of using Rapid Reprice or completing a manual ticket exchange is now incorporated in the Ticket Exchange Plus script.				
Impact Summary	All Worldspan Go! customers using the Ticket Exchange Plus script. To receive updated script, download script version 4.5. The script may be downloaded in advance of the Rapid Reprice enhancement implementation.				
Reason For Issue	To accommodate the Rapid Reprice change and the option to use Rapid Reprice or manually complete the ticket exchange.				
Customer Impact	N	Internal Only			
	Y	Subscribers			
	Y	Developers *			
	Y	Air Suppliers			
	N	Surface Suppliers			
System	N	Galileo	N	Apollo	Y	Worldspan
Product Area	Y	Host Function			
	Y	Desktop			
	N	Fares			
	N	Web Services (API and Messaging) *			
	N	Galileo Fares Interface (ATO/CTO)			
	N	Hosting			
Load to Production	03rd December 2008 after 20:00 US Eastern Standard Time				
Load to Copy	Not Applicable				
* Additional Information					
Web Services (API and Messaging)	Not Applicable				

OVERVIEW

The Ticket Exchange Plus ScriptPro standard script has been changed to accommodate a Rapid Reprice Residual/Penalty processing enhancement.

Changes to how the exchange element screen auto-populates the residual value MCO dialog box are being put into place to accommodate improved processing within Rapid Reprice.

Rapid Reprice is being enhanced to handle an additional value field some carriers use when filing their ATPCO fare rule for processing residual value (*previous fare is greater than the new fare*) with a penalty. Agencies issuing exchanges for Continental Airlines will see improved processing for these types of transactions. Rapid Reprice has been processing residual value/penalty for other Rapid Reprice participating carriers and will now improve our processing with Continental Airlines.

For detailed information on the changes taking place click here **.**

In addition, an option of using Rapid Reprice or completing a manual ticket exchange is now incorporated in the Ticket Exchange Plus script.

**For a complete overview of the Ticket Exchange Script see below.**

CUSTOMER BENEFIT

Allows the customer a choice of using Rapid Reprice or a manual exchange process when using the Ticket Exchange Plus script.

DETAIL AND CUSTOMER EXAMPLES

The following dialog box is displayed offering the option to continue with Rapid Reprice or use the Manual exchange script.

>   If the PNR has passed the requirements for Rapid Reprice, the following box is
>   displayed. Select Yes to continue with Rapid Reprice.
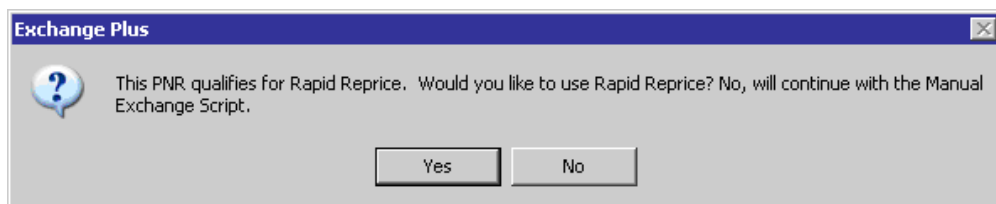
For script download instructions **click here**

Overview – Ticket Exchange Plus

File name

File (Script) Name	Brief Description
Z4EXPLUS	Facilitates the Rapid Reprice template process or provides a fill-in format for manual ticket exchanges. The script reads the PNR to determine qualification for Rapid Reprice or manual ticket exchange. Also, captures old ticket data from the ETR or document history to populate dialog boxes. Provides options to set defaults, Document Instructions, EZ options, and Unique Remarks with information required for exchange notices are features of this script.

Need Help? **Click here** to submit a question or issue to the Worldspan Help Desk.

Introduction This document contains an overview of the Worldspan Ticket Exchange Plus Script available to users on Worldspan Go!

Overview The Z4EXPLUS script verifies if itinerary qualifies for Rapid Reprice. If the itinerary does not, script provides a fill-in format for manual ticket exchanges. The script reads the PNR history for previous ticket numbers and fares so that in most situations these numbers do not have to be typed.

The Rapid Reprice process uses historical data, current fares and rules data to re-price a revised itinerary, displaying a result that automatically includes any additional collection and change/penalty fee amounts.

The manual process handles many of the mathematical calculations that previously had to be done manually. It allows for the use of the /DI- field, and if the ticket is not issued at the time the script is run, unique remarks are documented in the PNR / 5.Z- with the entries required when filling out the REN- notice for ARC.

Operating Instructions

Script Conventions	• Mandatory fields are indicated with burgundy text. • A black arrow pointing down indicates a drop down list is available for applicable choices for the input box, or the ability to scroll for more information. • Some dialog boxes may contain input fields with conditions that would disable other fields and/or buttons (e.g., selecting a Move option will disable the ability to select specific Rule Categories to view, or leaving a field blank disables other fields pertaining only to that blank field). • In a list where the choices are Yes or No, leaving the field blank is also No. • Use the <Tab> key to move in order to each input field. Use <Shift><Tab> to move in reverse order. Or use the mouse to click on the needed input field. • Some fields contain a "hot key." This is an underlined letter. Pressing the <Alt> key and the underlined letter together will move the cursor directly to that input box. • The <Enter> key may be used in place of the OK button.
Need to Know	Previously, Worldspan Go! provided the capability to pause and resume ScriptPro scripts using the keystroke combinations <Ctrl>W and <Ctrl>R. Worldspan Go! cannot retain all the previous default keystrokes due to the browser defaults. The left side (terminal emulator/Go! Res) has retained some of the Worldspan keystroke defaults. If the focus is in the terminal emulator/Res side, <Ctrl>W pauses a ScriptPro script and <Ctrl>R resumes a ScriptPro script. The right side of the window (Index/Worldspan Go! scripts) takes on the Browser/Windows keystroke and local macro defaults. HOWEVER, when the focus is in the right side/Go! Script/Index/Tools area, the <Ctrl>R may cause a Microsoft Internet Explorer error and throw the user out of the product or launch a macro, while the <Ctrl>W shuts down the product. It is important to check the focus prior to using keystroke combinations. To move the focus, click on the right or left side.

Operating Instructions, Continued
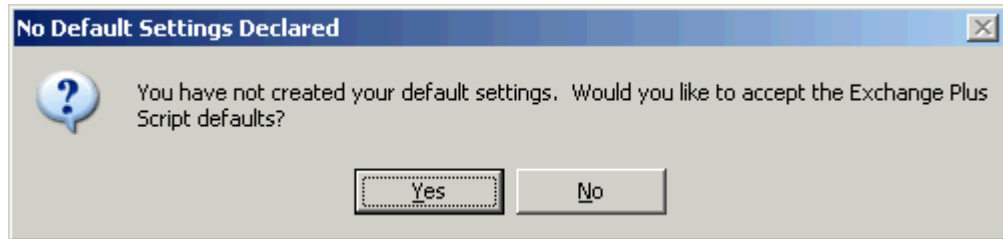
Access

From Worldspan Go!

- Access the script from the Price or Misc Tab in the Script Index
- Select Ticket Exchange Plus to launch the script

Or:

- Access the ScriptPro menu in Res by Pressing <Ctrl>S,
- Type z4explus.csl or scroll and highlight
- <Enter>

Initial Launch

The Ticket Exchange Plus script contains Setup options that contain default settings that must be established prior to operation of the script. The first time this script is launched, the following dialog box displays:

No Default Settings Declared

You have not created your default settings. Would you like to accept the Exchange Plus Script defaults?

[Yes] [No]

Selecting Yes displays the Setup Options dialog box with the initial Script defaults (shown below). These will be saved as the script default settings and can be changed prior to saving. Selecting No displays a blank Setup Option dialog box for the user to select each option and will be saved as the new script default settings.
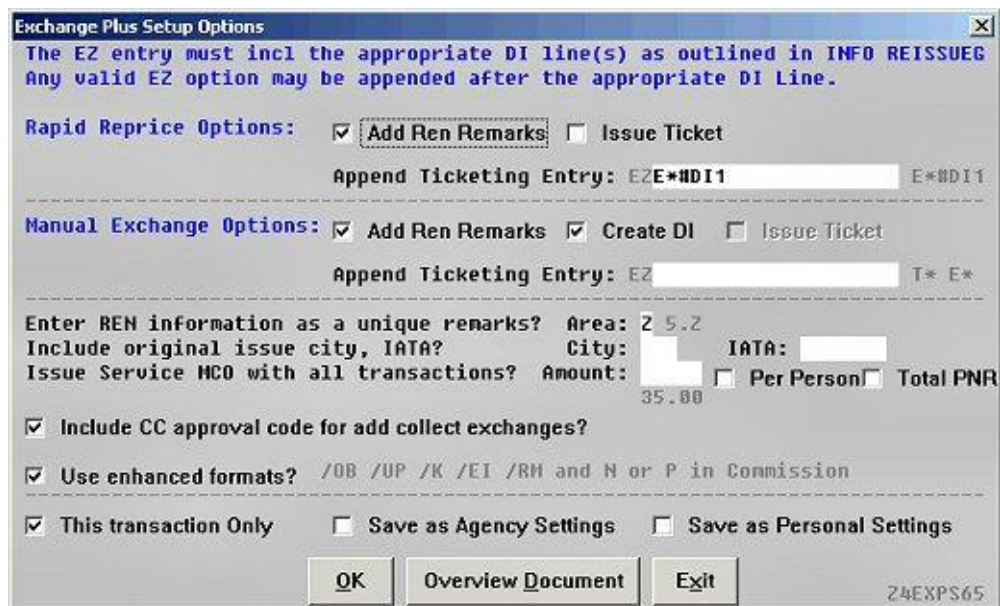
Operating Instructions, Continued

Default Settings   The following Setup Options dialog box is an example of the Ticket Exchange Plus Script defaults discussed above. The fields would be blank if the user selected No from the above message. This dialog is also accessed when the "Default Settings" is selected from any of the dialog boxes with the option and will reflect the current saved settings. The documents/document override field is a required entry and it displays the option selected from the main menu. Please note that the EZ entry pulls the documentation to be included from the AIR Table as setup by the agency. In the REN or TEN remarks any character from A-Z can be selected but only 5.Z will be documented in the history. Service Fee MCOs can be appended to the DI or EZ entry when a residual MCO is not being used. If a residual MCO is used the Service Fee will be in a separate entry.

Setting options include the following:

- Selecting the "This Transaction Only" option indicates the defaults will only impact the current PNR
- Deselecting the "This Transaction Only" option and selecting the "Save as Agency Settings" option replaces the agency defaults for every PNR
- Selecting the "Save as Personal Settings" option applies the settings to only your PNRs

The "Overview Document" option launches a copy of this document.

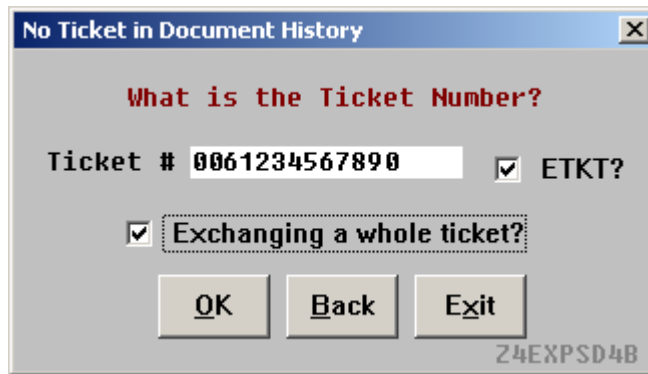## Operating Instructions, Continued

Document History
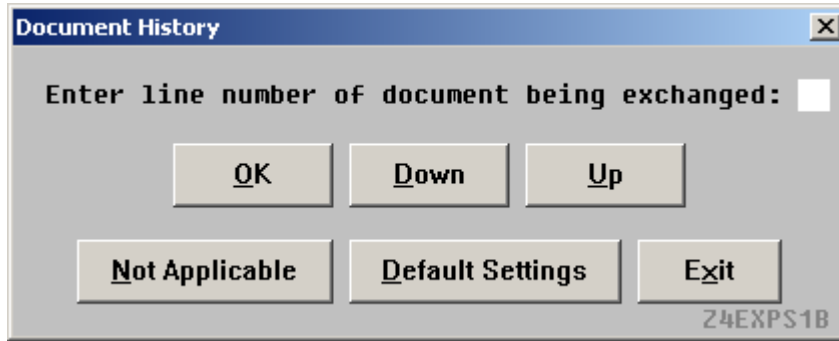
The initial box displayed allows the user to type in the line number of the document to be exchanged. If the ticket number is not in the PNR, select

Down	Move down in the display.
Up	Move up in the display.
Not Applicable	Select this if your ticket number is not stored in the document history of the PNR.
Default Settings	Select to display or modify your default settings.

No Tickets in the Document History

The box displays when the document history is empty.

Enter the ticket number to be exchanged. If this is an Electronic Ticket, check the "ETKT?" box. If you are exchanging the entire ticket, check "Exchanging a whole ticket?".
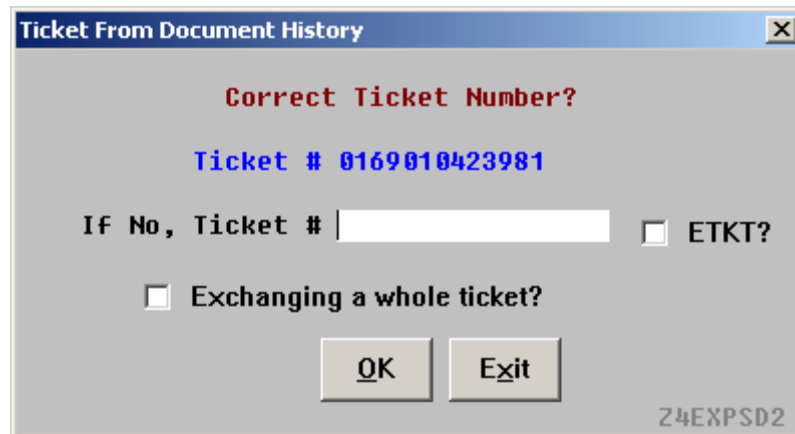
Operating Instructions, Continued

Ticket Verification

This dialog box is used to verify the ticket number you have selected is the correct ticket. If it is not, type in the correct number.

```
Ticket From Document History                              [X]

              Correct Ticket Number?

              Ticket # 0169010423981

   If No, Ticket # |_____|    □ ETKT?

          □ Exchanging a whole ticket?

                   [ OK ]   [ Exit ]

                                          Z4EXPSD2
```

If this is the incorrect ticket, type the new one and check "ETKT?" and "Exchanging a whole ticket?" if applicable

Rapid Reprice Qualifications and Restrictions

PNRs must meet the following requirements to use the Rapid Reprice Product.
- Itinerary must be on the same carrier and/or marketing code share carrier
- Itinerary must be priced in u.s. dollars /USD/
- No equivalent pricing allowed
- Only applicable to itineraries with the same original fare calculation and same ticketing date for every person in the PNR
- Electronic tickets must have been issued in worldspan
- Must have a valid electronic ticket record /ETR/
- Must be using ARC reissue/exchange formats to issue transactions

PNR Restrictions include the following:

- Cannot reissue a C/PNR
- Not valid with a PNR containing more than 9 names
- No tickets with the amount printed as -FREE-
- Not valid for e-tickets that have been previously reissued through Rapid Reprice, with the exception of wholly unused tickets with a FCI of 5/
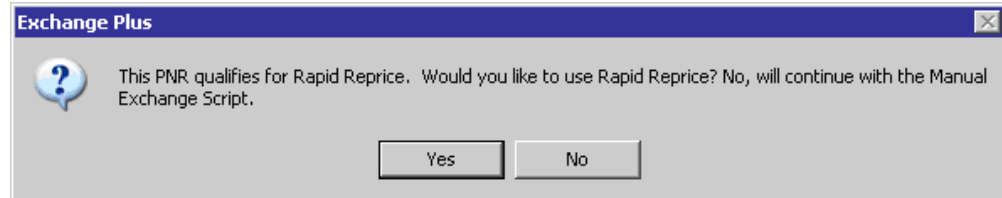- Not valid for e-tickets that have been printed to paper

Operating Instructions, Continued

Rapid Reprice Qualified PNR Main Menu

If the PNR has passed the requirements for Rapid Reprice, the following box is displayed. Select Yes to continue with Rapid Reprice.


The Rapid Reprice Options screen is displayed to allow the user to choose a pricing option. User can reprice/rebook using Power Shopper, Low Fare Finder, price with no penalty, or price with SecuRate published and discounted published air fare. Also there is no override of the penalty since penalty information is gathered from the historical fare rules. The ticket record override stores the new fare in a ticket record. The ticket number override can be used for PNRs that are no longer in the system. If the user does not choose a pricing option, then the process continues using the class of service that is already booked.
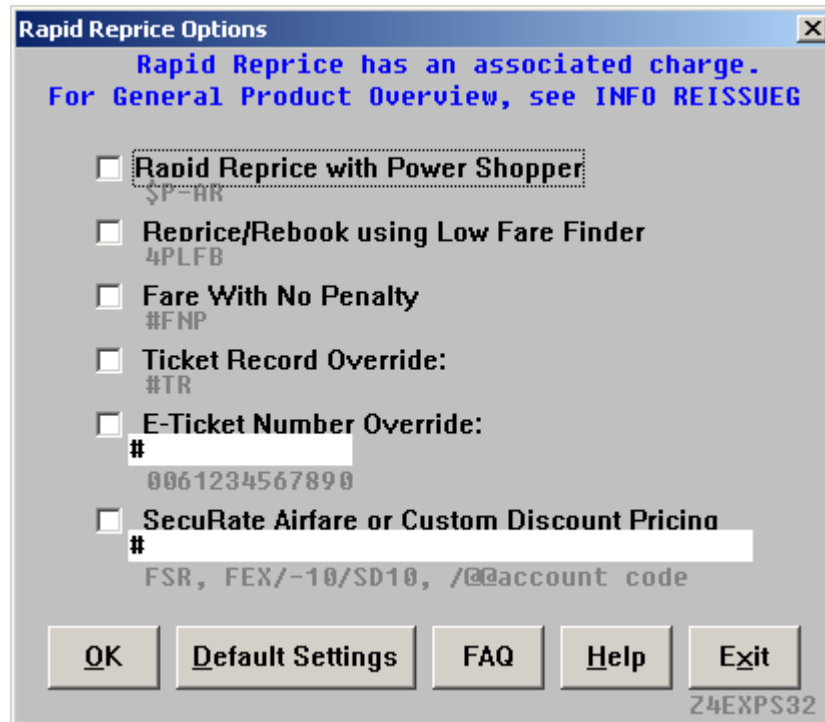
Rapid Reprice Select

Rapid Reprice Select enables up to four alternate low-fare itinerary options, each with an accurate, recalculated price for both PNRs that were modified prior to launching this script and those PNRs intended to be modified during the script process.
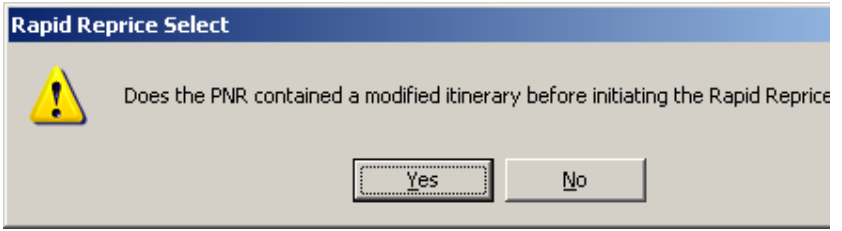
Operating Instructions, Continued

Rapid Reprice Select Search

The following dialog appears to gather information for the modification and alternate itinerary flights. Complete the segments, origin and destination fields that are required and any optional fields to refine the search.

Rapid Reprice Select Search Conditions

SELECT options VALID only for an UNMODIFIED ITINERARY

Segment No: ☐ OR Segment No's: ☐ 3/4/5

Enter the segments for connecting flights with same options in 2nd box.

Origin: ☐   Time Window: ☐   ☐ Direct Flight

Destination: ☐   AccountCode with PUB ☐   ☐ Jet Service

Departure Date: ☐   AccountCode only ☐   ☐ Non Stop Flights

Departure Time: ☐   ☐ Single conx or better

☐ Multiple Segments   ☐ Multi-Airports

INCLUDE OPTIONS   Class: ☐ Ignore Penalty Fares

----------------   ☐ Coach

Type of Service: ☐   ☐ Business

Specific Alliance: ☐   ☐ First   Ticket No: ☐

Connect Point: ☐   ☐ Non penalty fares only

☐ Private fares

EXCLUDE OPTIONS   ☐ Tkt record override

Type of Service: ☐   Equivalent Currency

Connection Point(s): ☐

☐ Double Connections

AFGHANISTAN	AFA
ALBANIA	ALL
ALGERIA	DZD
ANDORRA	FRF
ANGOLA	AOR

[OK] [Clear] [Back] [Exit]

Z4EXPS49

Old Data

If the system could not find historical data for the PNR, the user would need to complete the information required. To add surcharges or to view the XT Taxes check the boxes on the lower left side. When available, this information is automatically populated from the ETR. User may navigate through old data template by selecting the down or up button or view the old data help information using the help button.

```
Old Data                                                        [X]

Name: TEST/ANNE*ADT 1/1                    Original Issue: 05OCT05
Ticket Number: 0169010423981 -   -   -     Sale Ind: SIT  Tkt Loc:U
Coupon Number: 1                           IATA/SID:

SEG  X A/L FLT/COS DATE FROM/TO DPTR    FBASIS/T-DSG     BF: USD    ST
01   0 UA  0503Y  21JUN MCIDEN 0930A    YUAS             650.23     I

                                        QE7NR/SR10       221.40     I
Original FOP: CK   CCAX                                   OR BT/IT

XF Tax:   MCI4.5                                         ATL4.5BOS3
ZP Codes: MCI                                            ATGLBOS
Tax 1: XT $7.00       Tax 2: US $49.46       Tax 3: ZP $3.20
       US  18.95
Base USD: $659.53   EQU:     Amount: $        Old TTL USD: $719.19

  [ ] View XT Tax
  [ ] Surcharge      [ OK ]  [ Back ]  [ Down ]  [ Up ]  [ Help ]  [ Exit ]
                     Confirm  Return                              Z4EXPS36
```

Continued on next page

Operating Instructions, Continued

Surcharges   Surcharges can be displayed by checking surcharge.
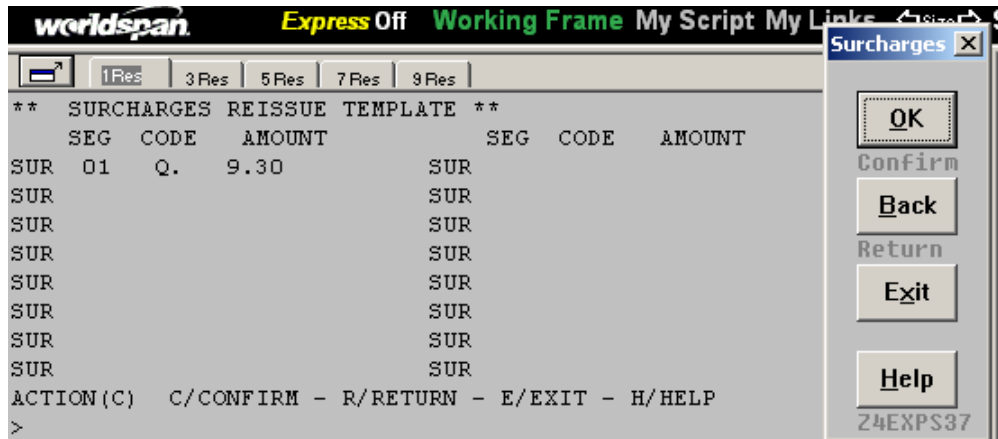
View XT Tax   XT Taxes can be displayed by View XT Tax.
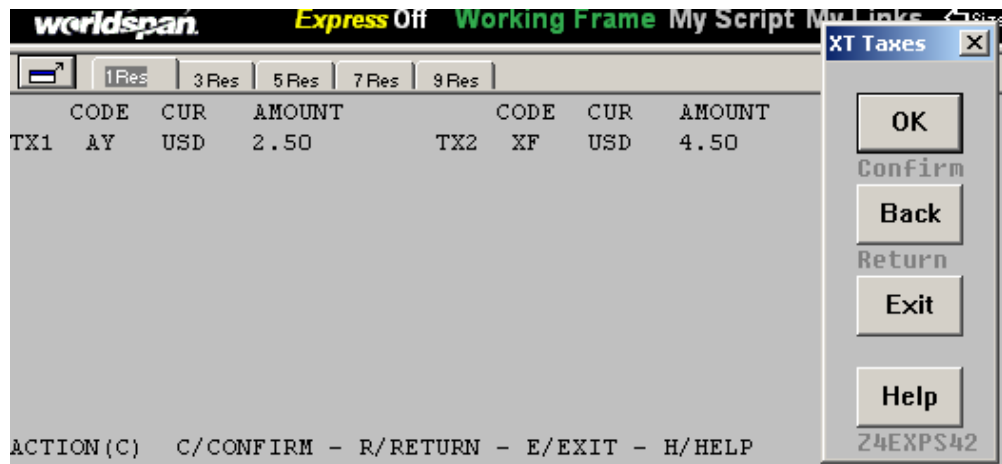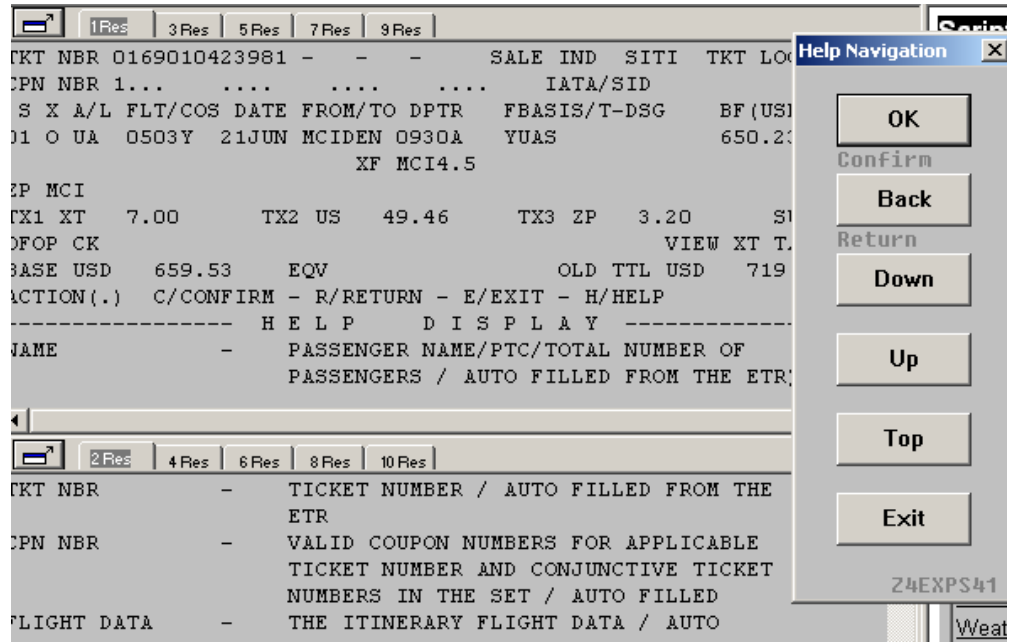
Operating Instructions, Continued

Help Screen

Help button displays an explanation for each template field. When return functionality is available in the template, the back button in the script will return to the previous template.

```
    1 Res   3 Res   5 Res   7 Res   9 Res          Scri
TKT NBR 0169010423981 -   -   -        SALE IND  SITI   TKT LO(
CPN NBR 1...    ....    ....    ....       IATA/SID
 S X A/L FLT/COS DATE FROM/TO DPTR    FBASIS/T-DSG      BF(USI
01 O UA  0503Y  21JUN MCIDEN 0930A    YUAS              650.2:
                      XF MCI4.5
ZP MCI
TX1 XT    7.00       TX2 US   49.46       TX3 ZP   3.20       SI
OFOP CK                                          VIEW XT T.
BASE USD   659.53     EQV                    OLD TTL USD   719
ACTION(.)  C/CONFIRM - R/RETURN - E/EXIT - H/HELP
----------------   H E L P    D I S P L A Y  -------------
NAME          -    PASSENGER NAME/PTC/TOTAL NUMBER OF
                   PASSENGERS / AUTO FILLED FROM THE ETR
```
```
    2 Res   4 Res   6 Res   8 Res   10 Res
TKT NBR       -    TICKET NUMBER / AUTO FILLED FROM THE
                   ETR
CPN NBR       -    VALID COUPON NUMBERS FOR APPLICABLE
                   TICKET NUMBER AND CONJUNCTIVE TICKET
                   NUMBERS IN THE SET / AUTO FILLED
FLIGHT DATA   -    THE ITINERARY FLIGHT DATA / AUTO
```

Help Navigation

OK
Confirm
Back
Return
Down
Up
Top
Exit

Z4EXPS41

Weat
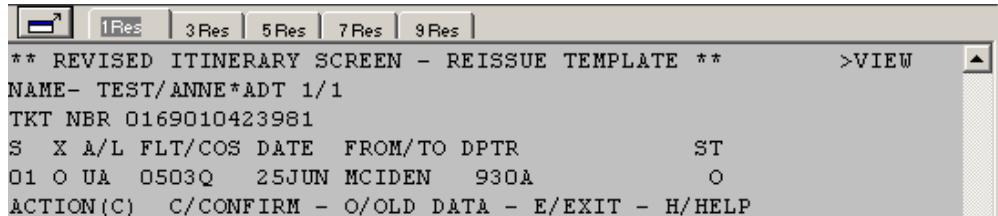
Operating Instructions, Continued

Revised Ticket Information

When the old data information is available or completed, the revised itinerary screen is displayed.

To navigate through the revised itinerary screen, user has the option to confirm, return to the previous screen, access old data information, and display help information. Exit will exit the script and no data will be saved.

Operating Instructions, Continued

Final Results   The Final Results screen displays the totals for all passengers. For a breakdown per passenger on multi-passenger itineraries, select Detail.

```
** FINAL RESULTS SCREEN - REISSUE TEMPLATE                    >VIEW
REFUND AMT USD     161.39
FARE DIFF USD    -161.39                    CHANGE FEE USD      0.00

           BF USD    TX USD    TX USD    TX USD    TOTAL USD
                     XT TAX    US TAX    ZP TAX
001-     487.44     21.00     36.56     12.80       557.80 VR7NX
         487.44     21.00     36.56     12.80       557.80  TTL USD
ADT MKC UA X/DEN UA SFO 243.72UA MKC 243.72USD487.44END UA
SCROLL CMD(...)
ACTION(D)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
```

```
Final Results                                              [x]
    FARE DIFF USD    -161.39      [OK]  [Back]  [Down]  [Up]  [Top]
                                  Confirm  Return
    CHANGE FEE USD      0.00
                                  [Detail] [Add Docs] [Help] [Exit]
        REFUND AMT USD   161.39
                                                    Z4EXPS29
```
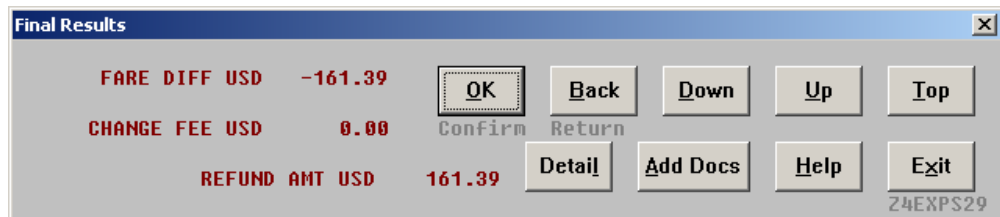
Add Docs allows the user to add additional ticket numbers, MCO, and other document information.

```
Additional Documents                                       [x]
    The Total Add Collect Amount Is $145.00

    Please Enter Additional Document Information:

      Type        A/L Ticket # Ck   Coupon        TTL USD
   1 [_____ |v]  [_____] |  [____ |v]  $ [_____]
     Ticket
   2 MCO          [_____] |  [____ |v]  $ [_____]
     Other
              [OK]    [Back]   [Help]   [Exit]
           Confirm   Return                       Z4EXPS35
```
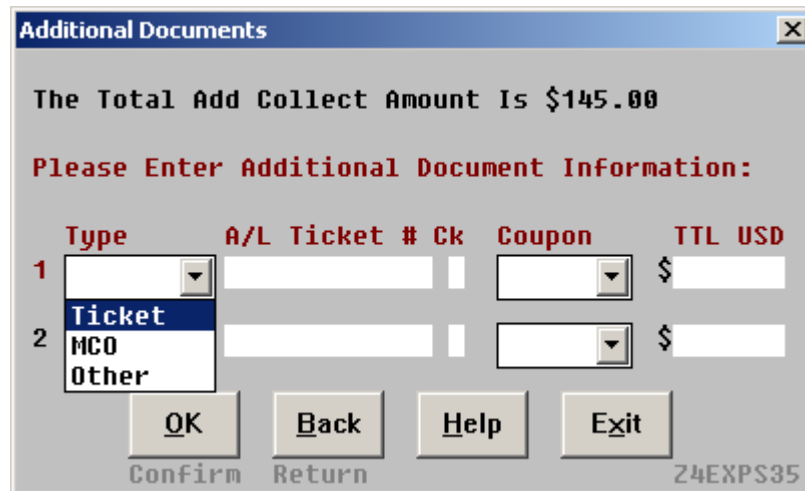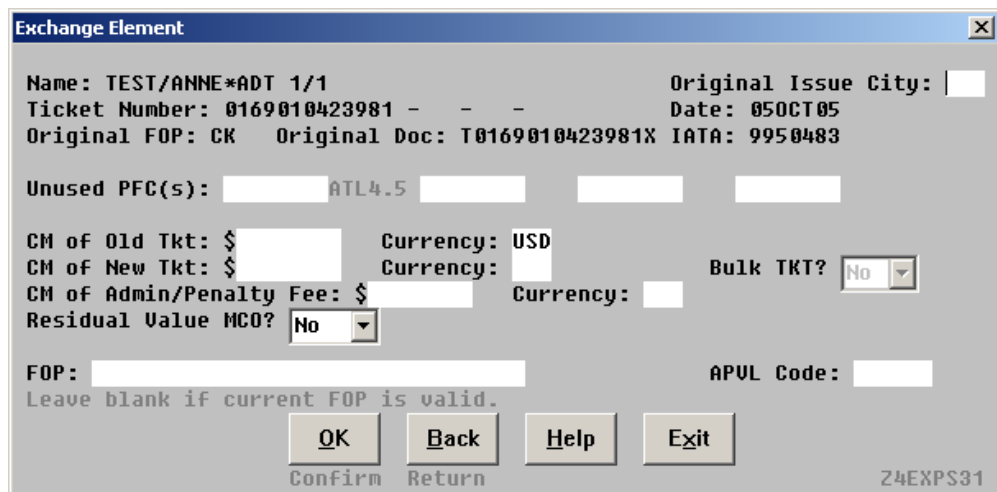
Operating Instructions, Continued

Exchange Element

This dialog box is displayed when OK is selected in Final Results. User would have to enter data from the originally issued ticket necessary for exchange. Enter the original issue city if required by the airlines, commission for both old and new tickets and penalties.

When a Residual Value MCO is to be issued, select Yes as shown in the dialog below:


```
Exchange Element                                                    [x]

Name: TEST/ANNE*ADT 1/1                    Original Issue City: |
Ticket Number: 0169010423981 -   -   -     Date: 05OCT05
Original FOP: CK    Original Doc: T0169010423981X IATA: 9950483

Unused PFC(s):          ATL4.5

CM of Old Tkt: $          Currency: USD
CM of New Tkt: $          Currency:              Bulk TKT? No ▼
CM of Admin/Penalty Fee: $         Currency:
Residual Value MCO? No ▼

FOP:                                            APUL Code:
Leave blank if current FOP is valid.
                  OK     Back    Help    Exit
                Confirm  Return
                                                        Z4EXPS31
```

If the RESIDUAL VALUE MCO dialog box is auto-populated with Y and the N option to refund residual value to the original form of payment is not provided, the applicable residual value must be returned to the passenger in the form of an MCO per the carrier's reissue policy. Rapid Reprice processing will automatically create a DI line in the format required to produce an MCO at time of ticketing.

Operating Instructions, Continued

Process Complete

The script files and ends the PNR. The PNR is documented with the REN remarks and displays the DI lines. To have the script issue the ticket, select End Transaction and Issue.

```
Rapid Reprice Process Complete                                              [x]

        The Rapid Reprice process is complete. End Transaction to
        permanently store the DI line. Please choose an option below.

   [ End Transaction and Issue ]   [ End Transaction and Exit ]   [ Exit Without Ending ]
                                                                        Z4EXPS38
```
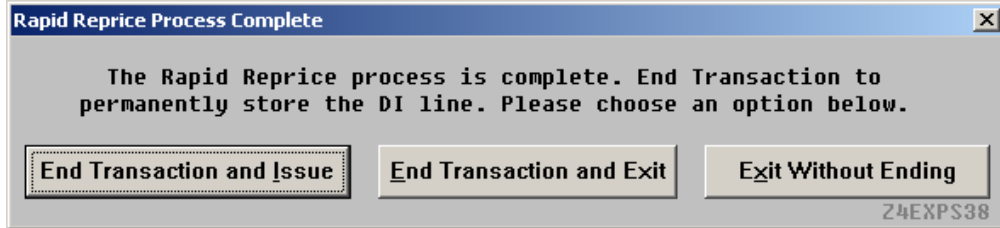
The options selected in the agency default settings appear in this dialog, make sure the applicable DI line information is included (example: *, 1) prior to selecting OK.

```
Rapid Reprice Ticketing Entry                                   [x]

            Please enter the ticketing entry below.
            Remember to designate the appropriate DI.

   EZE*#DI1
   EZE#DI1

                    [  OK  ]    [ Exit ]

                                                           Z4EXPS39
```
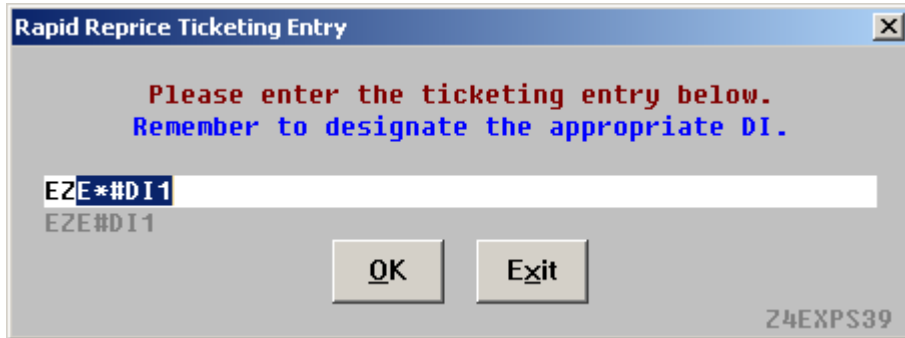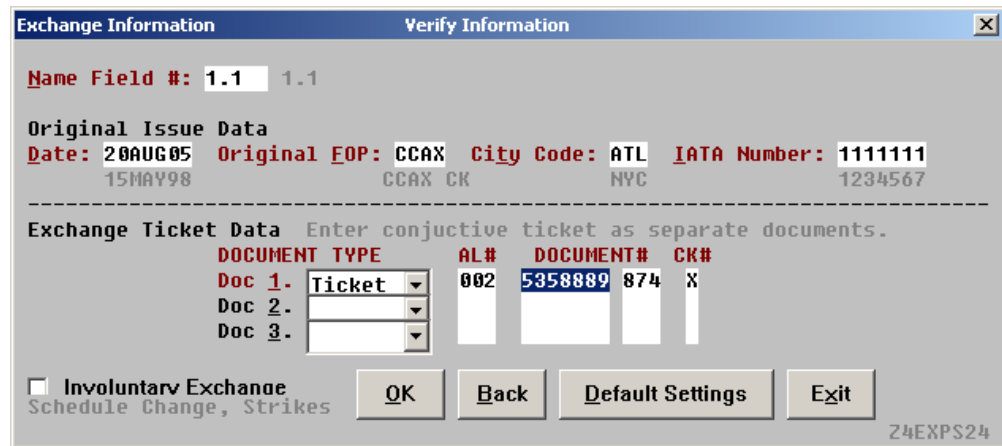
Operating Instructions, Continued

Manual Exchange Process - Exchange Information

This dialog box is used to enter information about the ticket being exchanged. The fields are pre-populated, but it is always advisable to verify the information. The city code and IATA number will only be pre-populated if you have completed them in the default settings.

If an entire ticket is being exchanged this box is displayed.
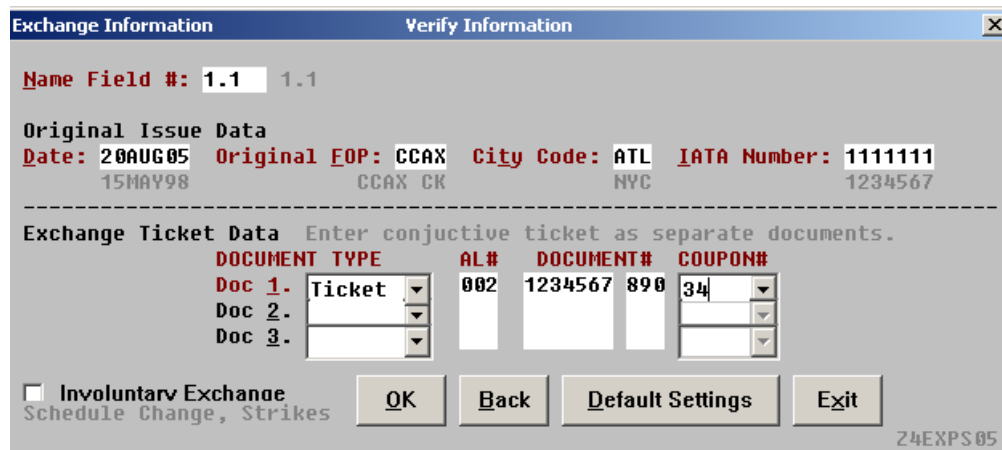
If a partial ticket is being exchanged this box is displayed. The coupons field is a drop down list from which the user can choose the number of coupons to be exchanged. To exchange coupons 1,2, and 3, select 123.
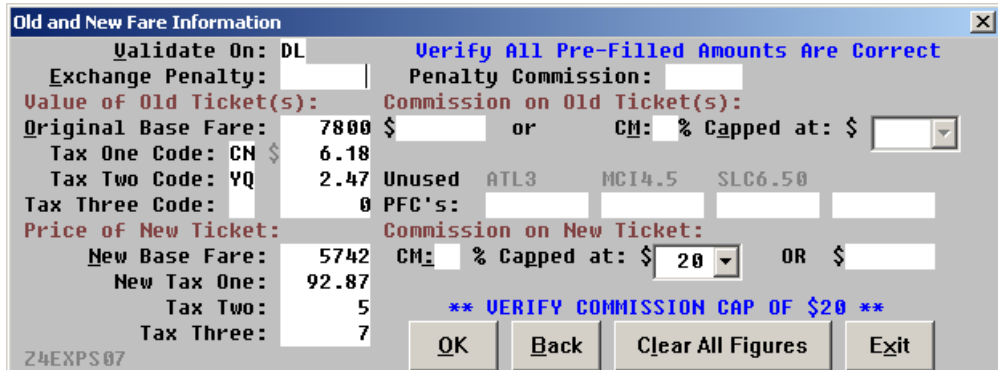
Operating Instructions, Continued

Old and New Fare Information

If an entire ticket is being exchanged, this dialog box is pre-populates old and new fare information. Verify that the ticket information is accurate. Verify the original ticket information below the 'Value of Old Ticket' and the commission on old ticket. Verify the new ticket information below the 'Price of New Ticket' and the commission on new ticket.

```
Old and New Fare Information                                                    [x]
                  Validate On: DL        Verify All Pre-Filled Amounts Are Correct
    Exchange Penalty: [     ]|       Penalty Commission: [       ]
  Value of Old Ticket(s):           Commission on Old Ticket(s):
  Original Base Fare:      7800 $ [       ]   or      CM: [  ] % Capped at: $ [     ][v]
    Tax One Code: CN $     6.18
    Tax Two Code: YQ       2.47  Unused   ATL3     MCI4.5    SLC6.50
  Tax Three Code:             0  PFC's:  [        ]  [        ]  [        ]
  Price of New Ticket:              Commission on New Ticket:
      New Base Fare:      5742  CM:[  ] % Capped at: $ [20 v]   OR  $ [       ]
      New Tax One:       92.87
          Tax Two:           5       ** VERIFY COMMISSION CAP OF $20 **
        Tax Three:           7    [ OK ]  [ Back ]  [ Clear All Figures ]  [ Exit ]
  Z4EXPS07
```
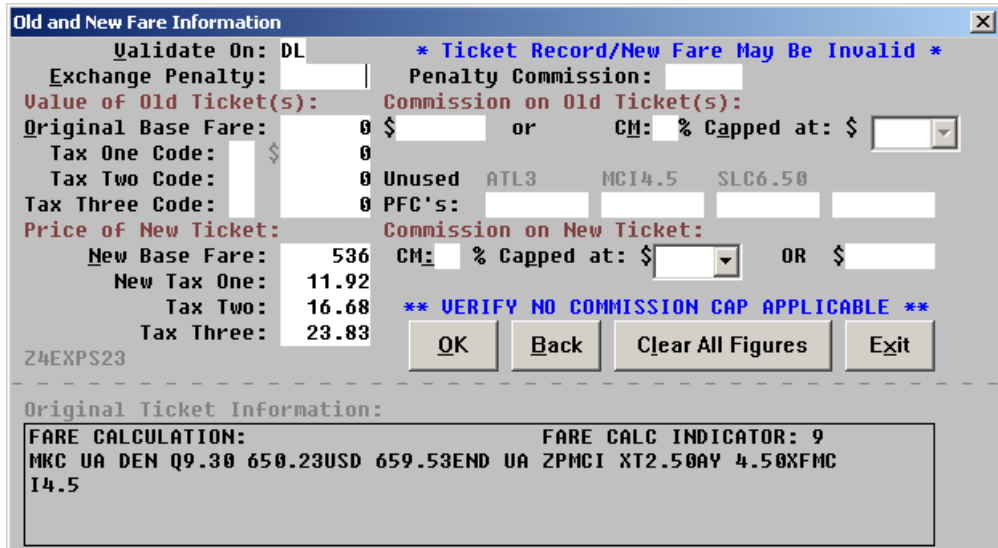
If a partial ticket is being exchanged, this dialog box is partially pre-populated. The old ticket information is displayed in the bottom of the dialog box.

```
Old and New Fare Information                                                    [x]
                  Validate On: DL        * Ticket Record/New Fare May Be Invalid *
    Exchange Penalty: [     ]|       Penalty Commission: [       ]
  Value of Old Ticket(s):           Commission on Old Ticket(s):
  Original Base Fare:         0 $ [       ]   or      CM: [  ] % Capped at: $ [     ][v]
    Tax One Code:       $      0
    Tax Two Code:              0  Unused   ATL3     MCI4.5    SLC6.50
  Tax Three Code:             0  PFC's:  [        ]  [        ]  [        ]
  Price of New Ticket:              Commission on New Ticket:
      New Base Fare:       536  CM:[  ] % Capped at: $ [     v]   OR  $ [       ]
      New Tax One:       11.92
          Tax Two:       16.68    ** VERIFY NO COMMISSION CAP APPLICABLE **
        Tax Three:       23.83    [ OK ]  [ Back ]  [ Clear All Figures ]  [ Exit ]
  Z4EXPS23
  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  Original Ticket Information:
  FARE CALCULATION:                      FARE CALC INDICATOR: 9
  MKC UA DEN Q9.30 650.23USD 659.53END UA ZPMCI XT2.50AY 4.50XFMC
  I4.5
```

Operating Instructions, Continued

Credit Balance

If the new fare is lower than the old fare this dialog box is displayed.

If the customer receives a refund, the following box is displayed.

If the customer forfeits the credit, the following box is displayed.
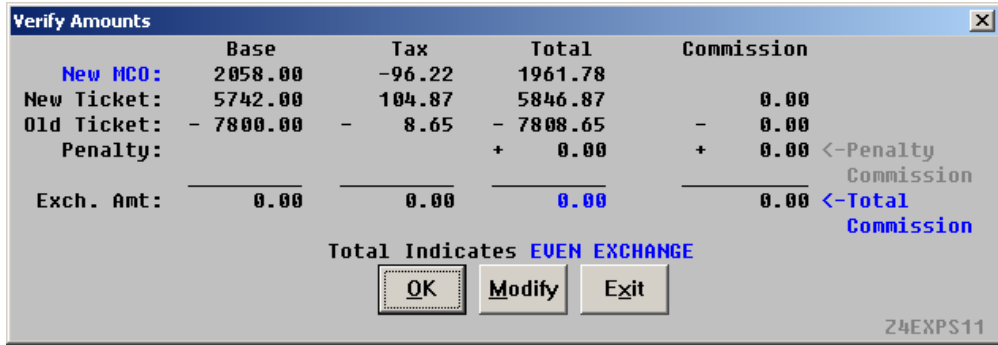
Continued on next page

Operating Instructions, Continued

Credit Balance Continued

If the customer gets an MCO for the credit, the following box is displayed.

Options   The options dialog box is displayed to continue or make any changes.
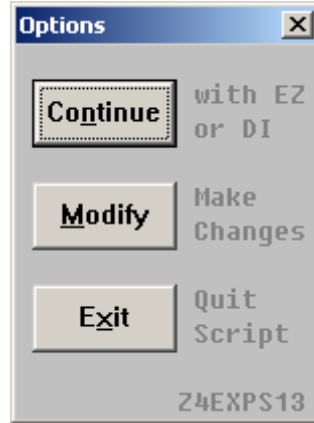
EZT*#$*IET0065501000379X*1/O$CK/ODT0065501000379X/OIATL23MAY011250490/AB10
0.00X10.00P100.00T210.00/OB193.48XUS14.52XZP5.50XXF7.50T221.00/UPATL4.5EWR3/
KO$9.67N$14.67A$25.00#KEX*$30.00#CDL#N1.1

This dialog box is used to append any other ticketing options.
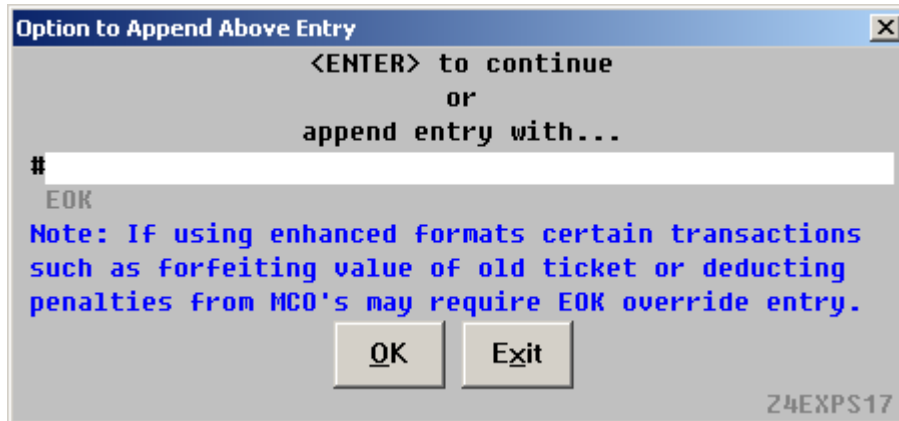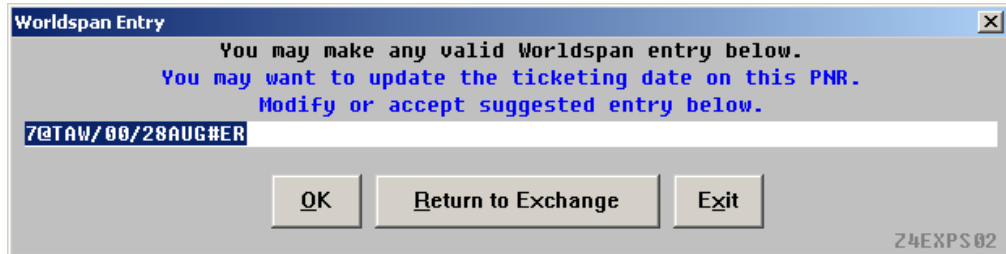
Operating Instructions, Continued

Add Remarks   Use this dialog box to add any valid Worldspan entry. The dialog box below prompts you to change the ticketing date.
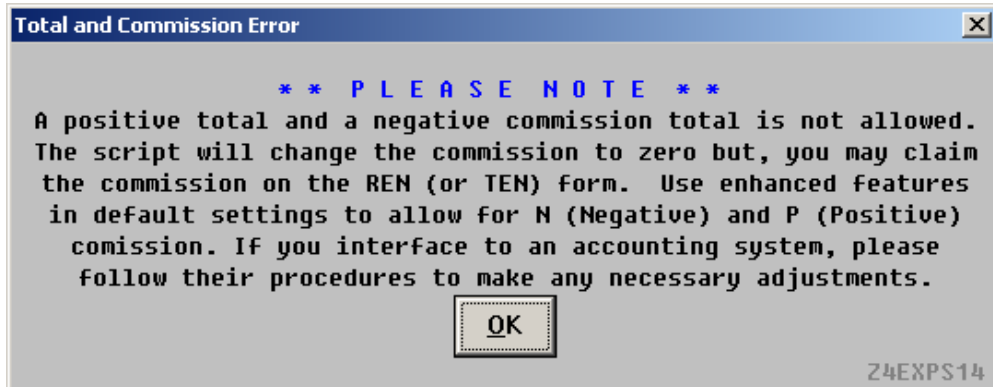
Select Return to Exchange to continue with the exchange process using the entry in the above field. Or make changes to the entry and select OK to continue with the exchange with the new entry. Select Exit to terminate the script.

Final Results   When a successful exchange is completed the following result is displayed.

ITEM GROSS	P	S	A/L TKT NBR	COMM	PSGR NAME	INVOICE	100.00A	X
0065501000377			-32.07	GUNN/TIA	00100294	PNR >*2FM4RG		

Credit Balance Option

Product Advisory

Operating Instructions, Continued

Service Fee MCO

Once the script issues an exchange, the option to issue a Service Fee MCO is displayed. Select Yes to process a Service Fee MCO for the PNR.
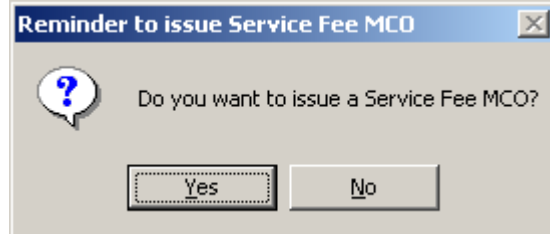

Error Message

This error message is displayed when Fields must be populated for the script to continue. A message box will display and after selecting the option, click OK to redisplay the dialog box.
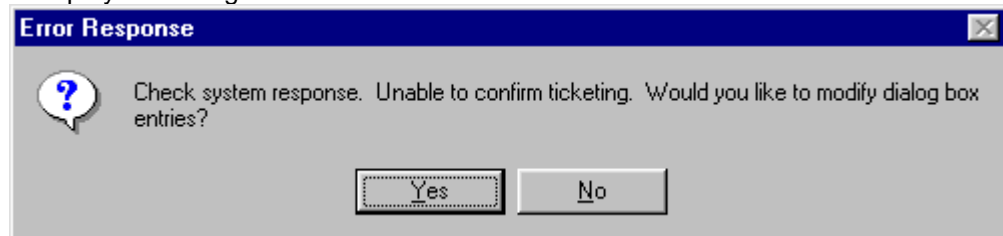
This error message is displayed when a PNR is selected for Rapid Reprice which has no ETR. Select a valid PNR and continue the process.
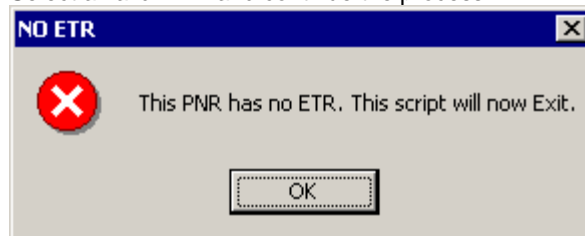
This error message is displayed when a PNR fare was not stored today.
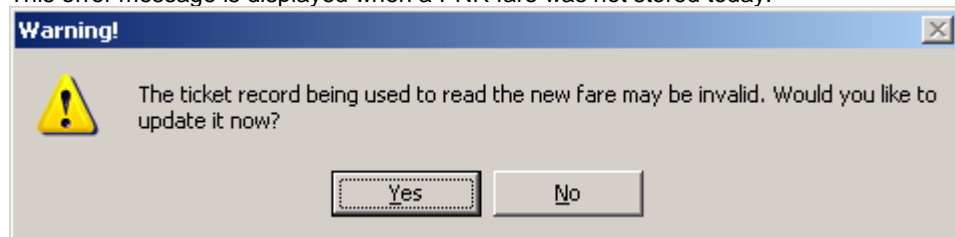
Quit

To quit or stop the script, click on the Exit Button in any dialog box, or press the Esc (escape) key.

Revisions

11/08 – Provide option to select Rapid Reprice or Manual Exchange process and explained Residual value.

GLOSSARY

Term	Definition
ScriptPro scripts	Scripts developed using Worldspan's proprietary scripting product ScriptPro.