

ScriptPro

Electronic Ticket Tracker v2 Script

Overview

Introduction This document contains a summary of the Worldspan ScriptPro Electronic Ticket Tracker version 2 Value Add Script. Agency must also subscribe to the Daily Document Log (DDL).

File name	File (Script) Name	Brief Description
		Processes the pastdate "OPEN FOR USE" electronic ticket coupons based on the defaults entered in the script's setup utility.

Need Help? Click on the link below to submit a question or issue to the Worldspan Help Desk: <http://globallearningcenter.wspan.com/knowledgecenter/mainframe.htm>.

Overview This script scans the DDL (up to 10 days prior to the current date) and reads each Electronic Ticket Record (ETR) to determine the status of each coupon. Those with "OPEN FOR USE", "UNAVAILABLE", or "AIRPORT CONTROL" are stored in a database for tracking.

E-Tkt Tracker v2 has the report generator functionality which enables users to preview, backup and sort this data to create custom reports. It also includes an option to print and/or remove coupons from the database. The Setup Utility function enables each location to declare its own defaults settings to customize the process of the script.

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Overview, Continued

Highlights of Version 2

Following are features and benefits of E-Tkt Tracker v2:

- With each Add and Update, the script scans the DDL (minimum of 1 day to a maximum of 10 days) for ETRs that have not been used, printed or voided, then redisplay those ETRs to copy the data to files according to coupon and pastdate status.
- With each Add and Update, the script re-evaluates the status of all previously filed ETRs and updates the files according to the coupon and pastdate status and default settings to maintain current report data.
- The last coupon date in the ETR is compared to the pastdate default entered in the setup utility when processing an ETR as pastdate and OPEN FOR USE.
- The Setup Utility also enables the option to gather ETR sort fields desired for the sorting and customization of reports.
- The coupons of single ETRs may be selected and printed from a previewed report in the report generator.
- Report generator option allows users to backup reports to any valid network drive.
- The script will automatically accommodate 4-character SIDs for file names. Current 3-character SIDs should remain 3-character SIDs and only new SIDs will be given 4 character names when applicable.
- The coupon status of every ETR in the pastdate OPEN FOR USE coupons report is now re-verified and removed from the database if it is no longer OPEN FOR USE.
- ETRs generating system errors, but may still be pending like “Link to Carrier Unavailable”, are more accurately captured so they may be re-displayed during the next use of the script.
- ETR reports are now parsed with semicolons for easy extraction into database applications.
- The setup utility defaults can now be directly viewed and/or modified from the report generator menu.
- Users may now modify the corporation name, emulation requirements and associated IATAs in any SID file and via the setup utility.
- Enhanced SID file functionality prohibits the users from adding duplicate SIDs to the SID file.
- Enhanced emulation code retains the SID previously emulated and bypasses the emulation process until another SID is chosen.

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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.
- The <Esc> key may be used in place of the Exit button.

Need to Know

Worldspan Res had provided the capability to pause and resume ScriptPro scripts using the keystroke combinations <Ctrl>W and <Ctrl>R. Go! Res 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/Go! Res scripts) takes on the Browser/Windows keystroke and local macro defaults.

Note - 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.

Important Note - Changing and saving any file created by the script corrupts the file for use by the script. Any files that are changed must be saved using a different name than any file name used by the script to avoid corrupting the file.

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Operating Instructions, Continued

Access

From Worldspan Go! Res:

- Select the Custom Tab from the Scripts Index
- Select the W4ETKT link

or

- Pressing <Ctrl>S
 - Type w4etkt.csl or scroll and highlight
 - Select OK or <Enter>
-

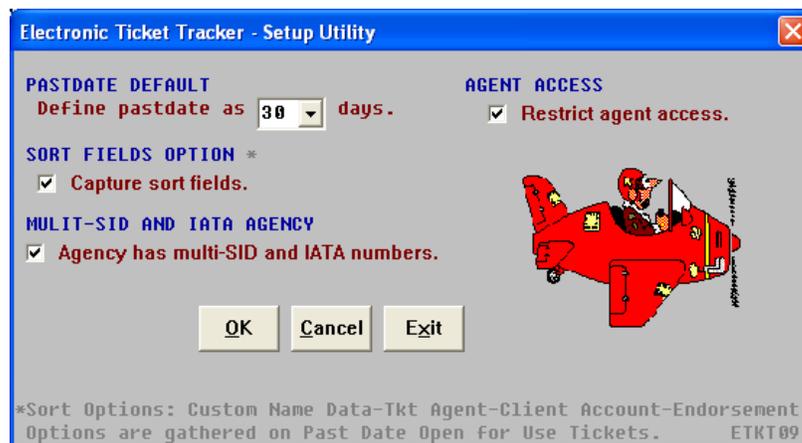
Administrator

An administrator should be assigned to enter the Setup Utility Defaults. The following message box will display the first time the script is used, prompting the user to complete the setup file.



Setup

The following Setup utility is displayed requiring the user to indicate the pastdate default and if applicable, select if they desire to use sort fields, restrict agent access, and any additional SIDs. These customize the script to meet the needs of the agency for processing and maintaining the unused electronic tickets. Descriptions are on the following page.



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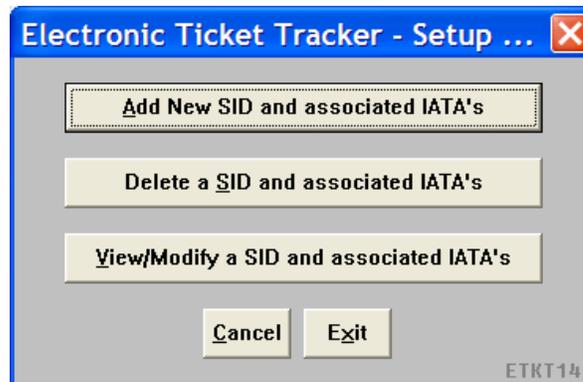
Operating Instructions, Continued

Setup,
Continued

Setup Options	Brief Description
Pastdate Default	Number of days past the last coupon date that defines each ETR as pastdate. As “OPEN FOR USE” coupons become pastdate, they are added to the pastdate “OPEN FOR USE” coupon file. Tip: Define Pastdate with enough time to enable your clients to use their coupons, example; 30 days.
Sort Field Option	Sort fields can be extracted from the ETR displays and included in the ETR files which enables the user to sort reports. This option needs to be checked for the sort option in the report generator to work as it needs to capture data from the ETR secondary display.
Agent Access	Enables selected agents access to run this script and indicates those agents to restrict.
Multi-SID/ IATA	Enables the script to process ETRs and maintain reports for multiple SIDs and/or IATAs.

**Setup – Add
Multi SIDs
/IATA**

The following dialog appears to enable the account to setup the SIDs to be included in the tracking process. Select Add New SID and associated IATAs to create or append to the SID setup. Once SIDs/IATAs have been added to the Setup, the following dialog can be accessed again to Delete and/or View/Modify by selecting Setup from the Main Menu or Setup Utility from the Report Generator. Cancel to return to the previous dialog, or Exit to terminate the script.

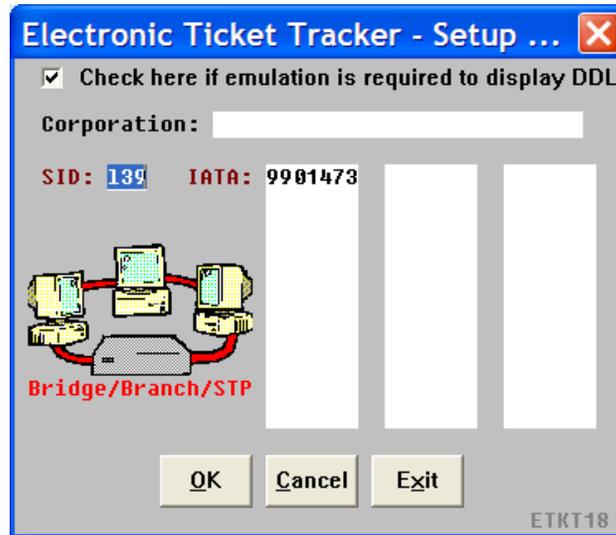


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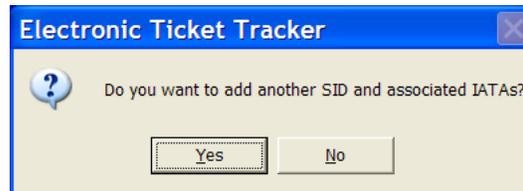
Operating Instructions, Continued

Setup – Add Multi SIDs /IATA, cont.

Enter the SID and IATA/s and if applicable the corporation name. If emulation is required when running from your PC, check the box to enable the script to emulate and gather the data successfully. Click OK to continue, Cancel to return to the previous dialog, or Exit to terminate the script.



After selecting OK above, the following appears to all the addition of more SIDs. Yes displays the above blank dialog. No continues to the Name dialog.



Delete and View/Modify discussed later.

Setup – Your Access

This dialog box adds your name to the setup. Click OK to continue or Exit to terminate the script.



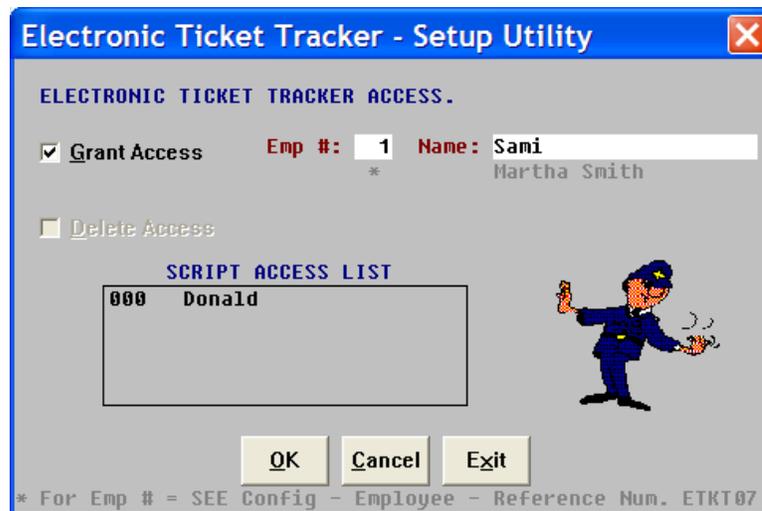
Operating Instructions, Continued

Setup – Employee Access

Select Yes to grant access to other agents or No to continue.



Check Grant Access and add the employee name and number from ScriptPro Reference number in My Preferences. Notice your information has already been added. Click OK to continue and you will be given the opportunity to add more agents or continue with the Setup. Click Cancel to return to the previous dialog, or Exit to terminate the script.



Operating Instructions, Continued

Setup – Registration

Then next dialog appearing in the Setup Process is the registration. Users are requested to register the script. The mandatory fields are agency name, address, city, phone number, script administrator's name and e-mail address. Additionally please enter the name and e-mail of the person who would be using the script.



Registration Information - Please complete the following information

Agency Name: ABC Travel Agency Agency SID: PSD

Agency Street Address: 300 Galleria Pkwy
City: Atlanta State: GA Zip: 30339
Phone: 770-563-1212 Extension:

Script Administrator: Nicole Edwards
Email Address: nicole@wspan.com

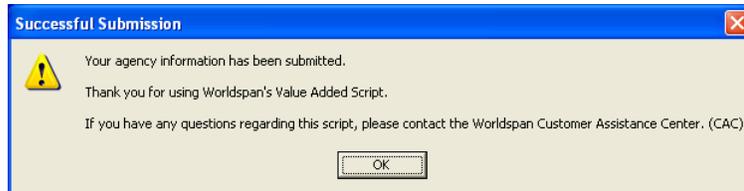
Additional Contact Person: Jim Stuart
Email Address: jim@wspan.com

Worldspan AE:

OK Exit

W4REG

Select OK to continue to the Main Menu for the script functionality in the following response to registering.



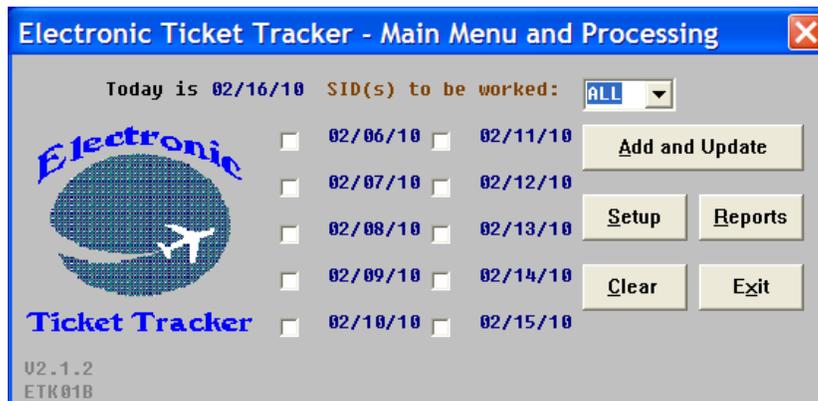
Successful Submission

Your agency information has been submitted.
Thank you for using Worldspan's Value Added Script.
If you have any questions regarding this script, please contact the Worldspan Customer Assistance Center. (CAC)

OK

Setup – from Main Menu

Upon completion of the initial Setup, the main menu appears. This dialog appears whenever the script is launched after setup is complete. We shall complete the Setup discussion now and discuss the main menu later. Select Setup to view the current setup saved by the script.



Electronic Ticket Tracker - Main Menu and Processing

Today is 02/16/10 SID(s) to be worked: ALL

Electronic Ticket Tracker

02/06/10 02/11/10 Add and Update
02/07/10 02/12/10 Setup Reports
02/08/10 02/13/10 Clear Exit
02/09/10 02/14/10
02/10/10 02/15/10

U2.1.2
ETK01B

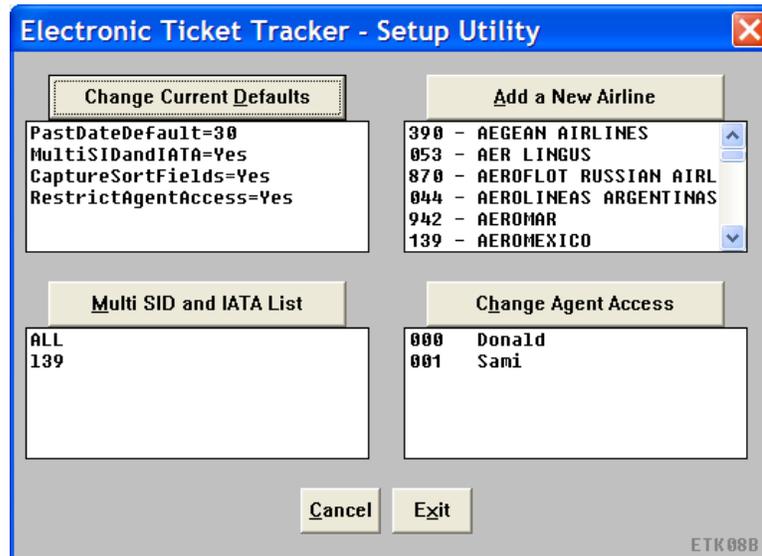
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Operating Instructions, Continued

Setup – Review, Modify

This dialog appears reflecting the setup when selected from the main dialog and **all** discussed above are implemented. The user may select to Change the Current Defaults for pastdate and sort fields or select to Add a New Airline, change the Multi SID/IATA or Change Agent Access. Selecting Change Current Defaults redisplay the Setup dialog shown on page 4. To remove Sort, Agent access, or Multi SID from the Setup, select Change Current Defaults to redisplay the initial setup dialog and uncheck the applicable boxes. Select Cancel to return to the Main Menu or Exit to terminate the script.

The option for “MULTI SID and IATA List” and “Change Agent Access” are not enabled unless these options are initially checked in the setup utility defaults.



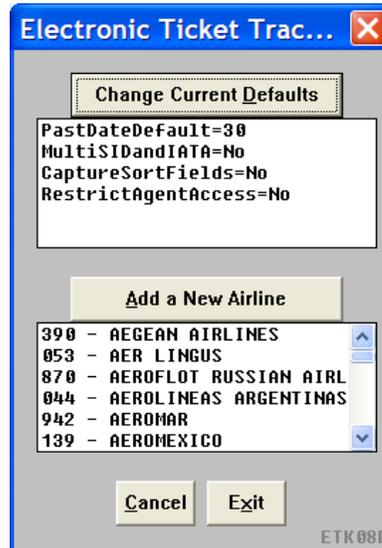
Note: The script captures all electronic tickets no matter what the airline is and is not determined by the setup airline list. This list is only used for the report.

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Operating Instructions, Continued

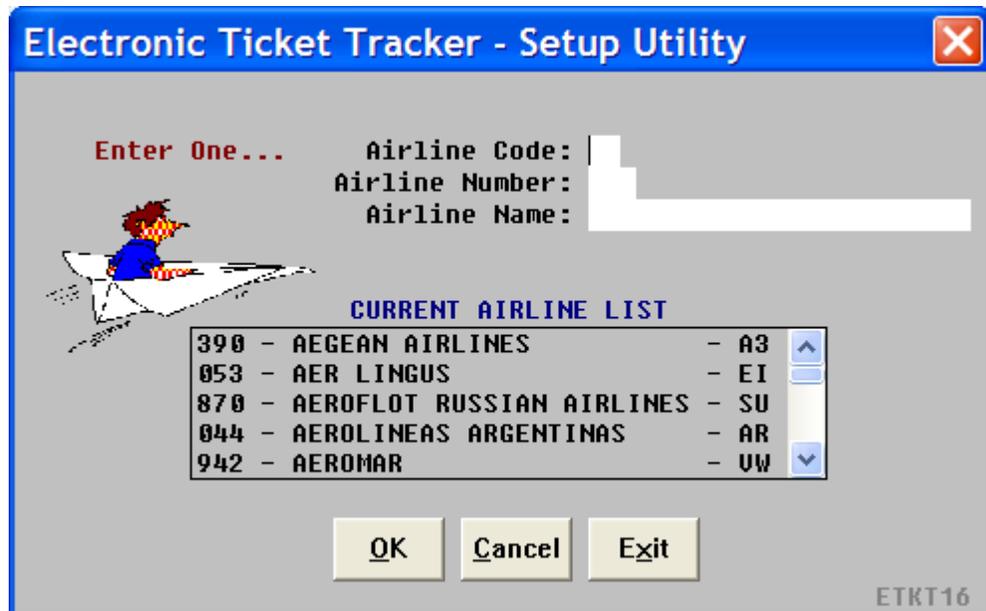
Setup – Review, Modify, cont.

If **only** the Pastdate default was indicated on the initial set up, the following dialog appears. If Sort, Agent access, or Multi SID are desired, select Change Current Defaults to redisplay the initial setup dialog and check the applicable boxes.



Setup – Add Airline

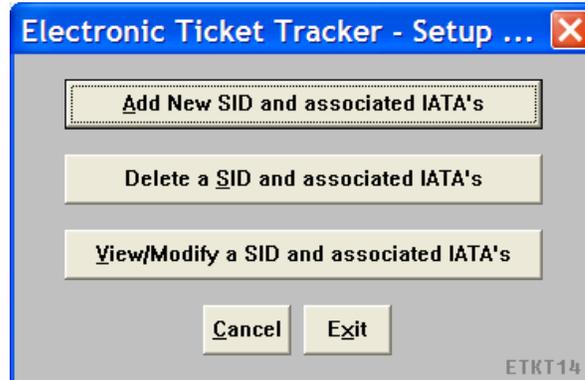
To add an airline to use in the reports, select the Add a New Airline button above to get this dialog. Input the appropriate information for the airline you wish to add.



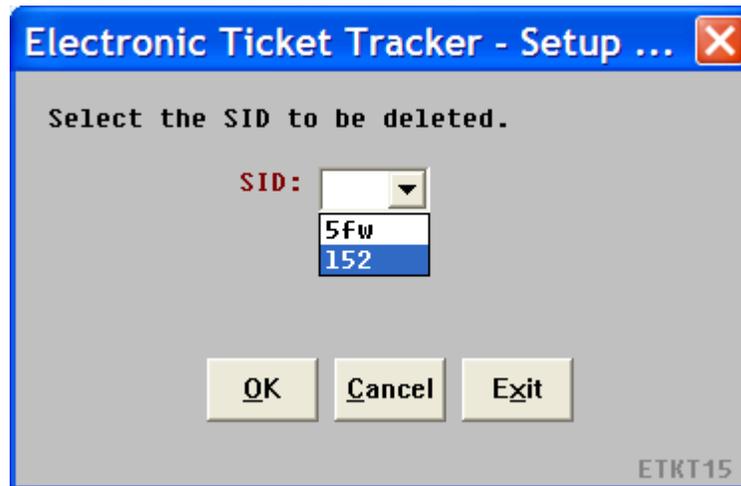
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Operating Instructions, Continued

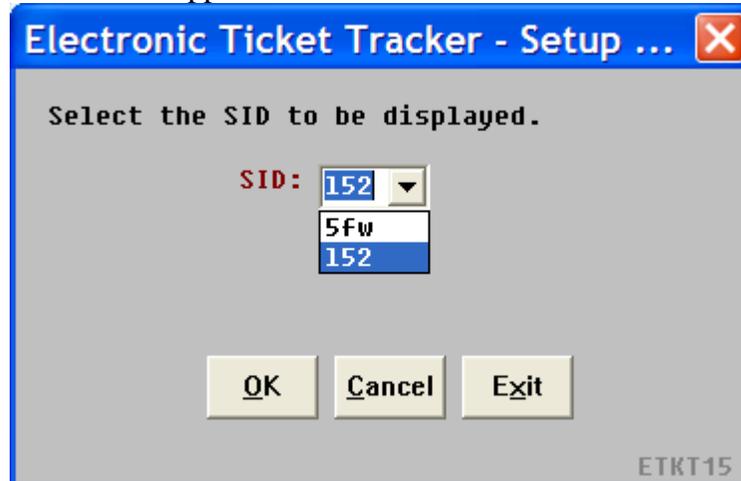
Setup – Modify, Delete SIDs



Selecting Delete a SID and associated IATAs displays the following dialog. Select the SID to delete and click OK.



Selecting View/Modify a SID and associated IATAs displays the following dialog. Select the SID to Modify and click OK. The dialog explained above to add a SID appears with the data of the selected SID to view/modify.



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Operating Instructions, Continued

Change Agent Access

The script can only be accessed by the agents on the Access Agent List if restrict agent access is selected in the setup utility. To add agents check the Grant Access checkbox and enter the employee ScriptPro Reference number and name. To delete an agent access, check on the Delete Access checkbox and select the agent to be deleted from the list and click OK.



The employee ScriptPro Reference number is located in My Preferences. To display My Preferences, select Tools from the Go! Res navigation bar followed by My Preferences. The employee "ScriptPro Ref No" is found in the center of the Authorities tab.

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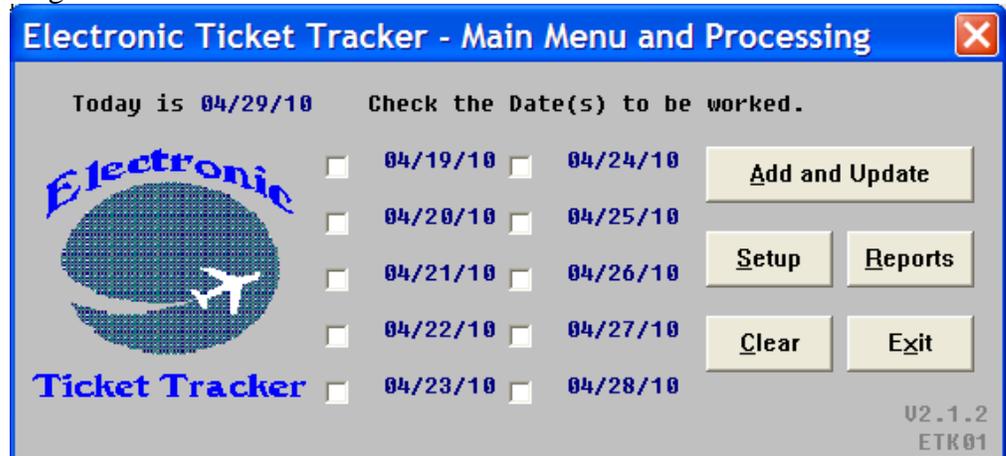
Operating Instructions, Continued

Main Menu

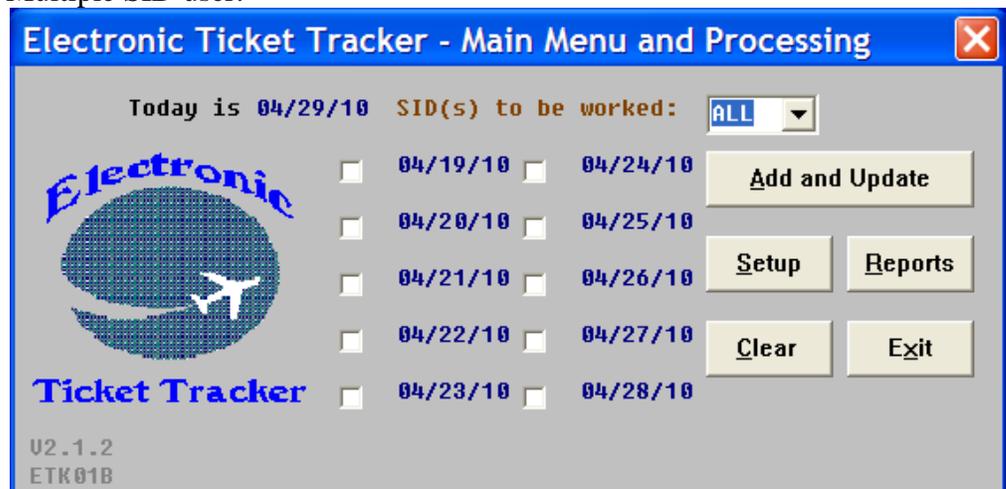
The main menu appears after the creation of the Setup Utility then appears first thereafter. The primary function in the main menu is the “Add and Update” option which requires the user to select one or all dates from the displayed list of past 10 calendar dates to add to the database(s) of ETRs. This script relies on the DDL which is only in the system for ten days. Once a database has been created, this option will also re-verify the coupon status and update the database(s).

The script does not cancel ETRs, but it removes all ETRs from the database as they become used, printed, or removed via the script.

Single SID user:



Multiple SID user:



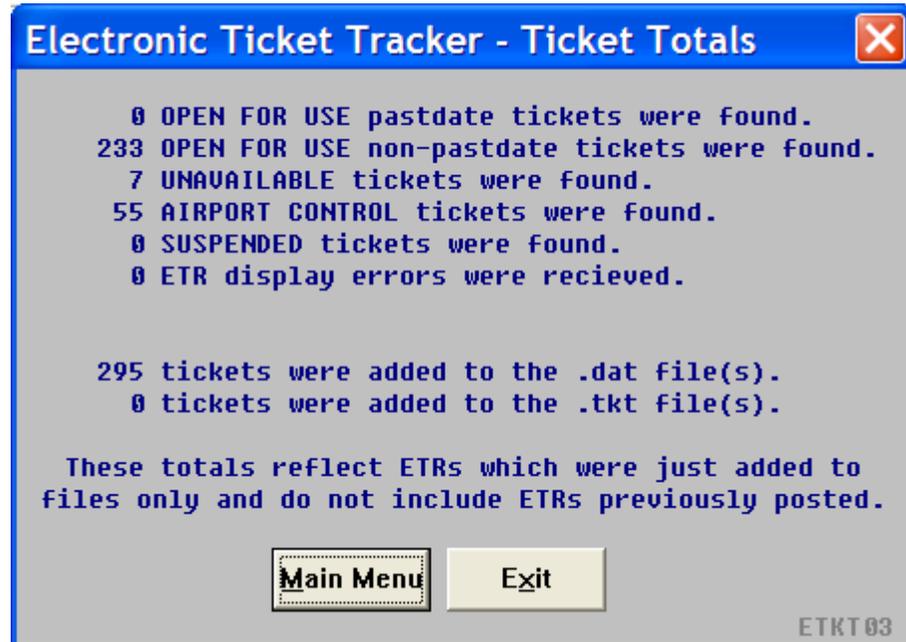
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Operating Instructions, Continued

Options	Explanation
SID	Select the SID(s) to be processed during the Add and Update. The default of "All" will process all SIDs entered in the multiple SID and IATA list, but specific SIDs may be chosen. This edit field will not be present for single-SID users.
<u>A</u> dd and Update	Select this option after you select the date or dates to add to the database. This option updates the current database.
<u>R</u> eports	Directs user to the report generator menu.
<u>S</u> etup	Directs users to setup utility menu.
<u>C</u> lear	Resets the SIDs and/or dates to nothing selected.
<u>H</u> elp	Provides access to information to help users.

Add and Update

At the completion of the Add and Update process, the following dialog appears providing a summary of what has been processed. Select Main Menu to request Reports or Exit to terminate the script.

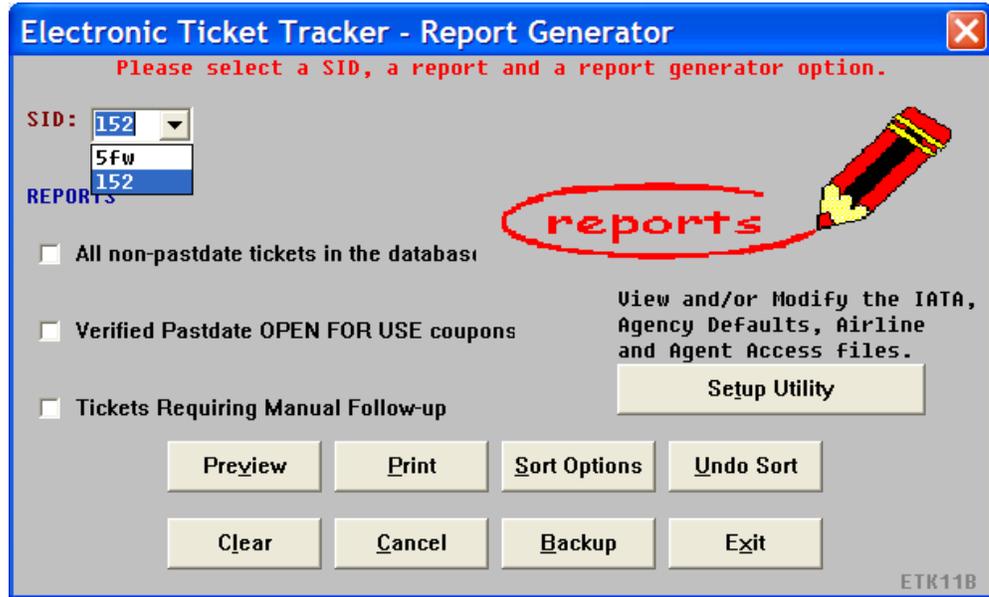


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Operating Instructions, Continued

Report Generator

Selecting Reports from the Main Menu displays the following dialog. This menu allows users to preview, print, sort, and backup a variety of reports which are created and maintained by the “Add and Update” process.



Report Options	Explanation
SID	Select the SID for the report. Only one SID can be chosen at a time for any report.
All non-pastdate tickets in the database	Report of coupons dated within 180 days with the status OPEN FOR USE ETRs, UNAVAILABLE, and AIRPORT CONTROL. E-ticket numbers of ETRs which could not displayed because of system error are also included with the date of issue and the actual system error.
Verified Pastdate OPEN FOR USE coupons	Includes all pastdate OPEN FOR USE ETRs only. New users will not see tickets in the Pastdate report until ticket data has been gathered long enough for the default in the setup to apply.
Tickets Requiring Manual Follow-up	Includes all UNAVAILABLE and AIRPORT CONTROL status ETRs with coupon dates older than 180 days.

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Operating Instructions, Continued

Setup Utility	Provides direct access to the setup utility menu for the pastdate default, SIDs, Agent Access, and Airlines.
Sort Options	Allows user to sort a report using up to three sort fields.
Backup	Allows user to backup sorted or unsorted report to a valid network or local drive. TIP: Changing and saving any file created by the script corrupts the file for use by the script. Any files that are changed must be saved using a different name than any file name used by the script to avoid corrupting the file. See “Files Created” for names to avoid using.
Undo Sort	Restores the reports to its presorted condition.
Preview	Displays the report in a preview dialog box. The report includes report type chosen, sort fields chosen, the total number of ETRs and the number of pastdate ETRs.

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Operating Instructions, Continued

Sort Option Functionality

The sort option offers these features.

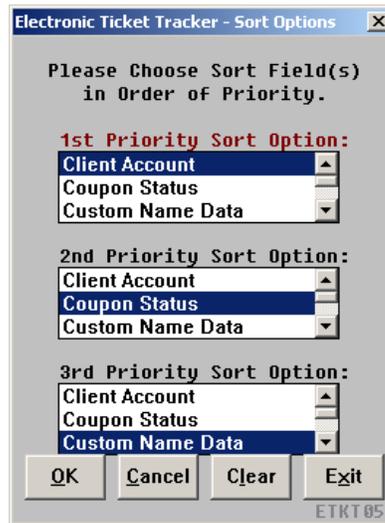
- Any report can be sorted with up to three sort fields and the reports are sorted in hierarchy of the sort fields chosen
- For each sort fields chosen, the script compiles a current list of sort fields contained within the report chosen. The user is then given the option to extract ETRs with all or specific fields from the list of each sort field selected
- When ETRs are found that do not contain the particular sort field chosen, that is represented in the list. For example, “NO ENDORSEMENT” will often be included in a list of endorsements, because some ETR’s may not have an endorsement at all. “NO ENDORSEMENT” and all alike fields, will always be at the bottom of the list and sorted reports created
- All sort field lists and sorted reports are created in alpha/numerical order except the list of “Months of Travel”, which is created in chronological order
- The number of ETRs remaining in the script’s file sorting progress is viewable in the Res window title bar and the remarks relating to the sort option is displayed in the Res window
- An option to “Undo Sort” is available in the report generator menu and will restore any report to its pre-sorted condition
- The preview dialog box displays the report type chosen, the sort fields chosen, the number of ETRs extracted and the number of past date ETRs extracted
- The print option includes the report type chosen, the sort fields chosen, the number of ETRs extracted, the number of past date ETRs extracted, report headers and date/time stamps on each page.

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Operating Instructions, Continued

Sort Option

Choose the sort fields in the order of priority. The sort option allows the report to be sorted according to the options selected. User can sort the report using one to three priorities. To move from one sort option to the other use the TAB key. The same sort option cannot be chosen for more than one priority. The valid sort fields are Client Account, Coupon Status, Custom Name Data, Endorsement, IATA, Month Of Travel, Name Field, Ticketing agent and Validating Carrier. The Clear button clears the sort fields previously selected. Select the desired fields and click OK.



Priority Sort Option

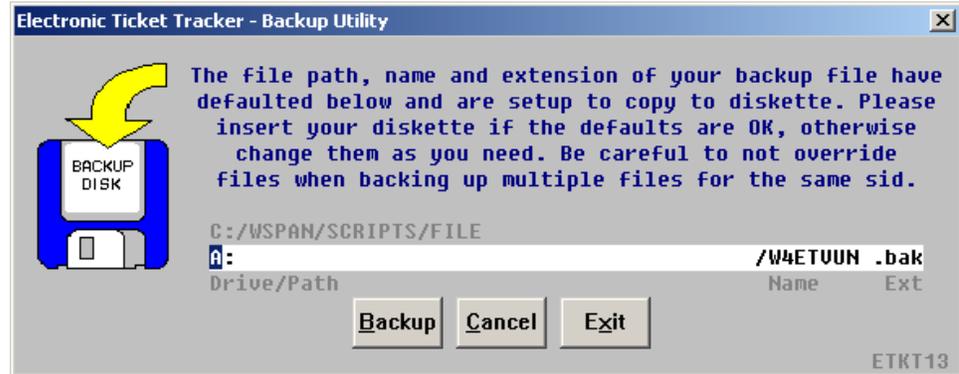
The script compiles a list of all available fields for each sort field selected. User can choose all or specific occurrences of the fields. The Clear button clears any choices previously selected.



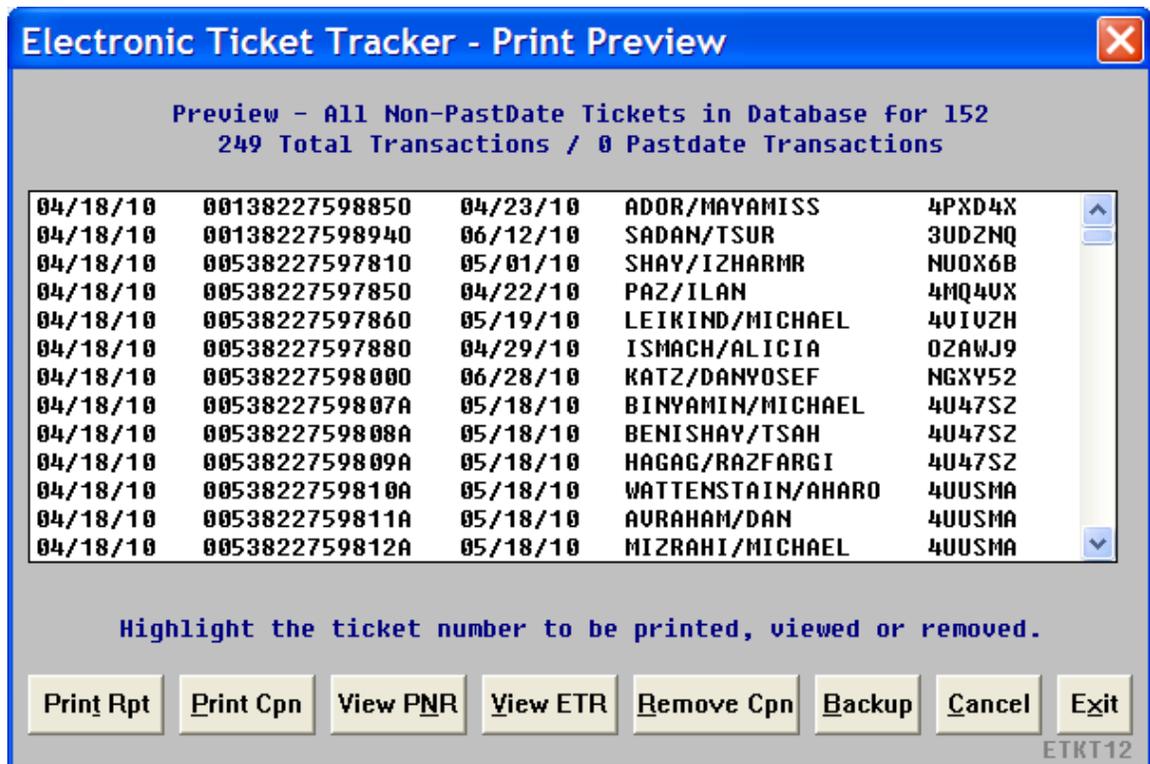
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Operating Instructions, Continued

Backup Option Sorted as well as un-sorted reports can be backed up to a diskette or any valid network or local drive and the file name can be customized. When backing up files for multiple SIDs, an ALERT is generated if the file for a particular SID does not exist.



Print Preview Following is an example of a previewed report. This example has been sorted by client account, coupon status and custom name data. The report can be printed or backed up from here. Coupons can be printed and/or removed from here and users may view associated PNRs and ETRs.



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Operating Instructions, Continued

Files Created

The script uses text files located in the directory SCRIPTS\FILE. The files contain PNR data, setup data, and historic data. The files follow a special naming convention and always start with “W4ET”.

Files for single SID locations are all named W4ETKT. Files for multi-SID locations all begin with W4ET and also include the SID associated with that particular file – W4ET5fw. (5fw = your agency SID.)

The naming of W4ETKT.SET and W4ETKT.EMP remains the same for single and multi-sid files.

The numbers within script file names (e.g. W4ETKT13.dlg) have been consolidated to be sequential.

The files created and used are listed and explained below. They can be viewed in any text editor such as Notepad.

The files in the table below are named according to single sid users.

File (Script) Name	Brief Description
W4ETKT.CPN	Contains an “Accumulated list of printed coupons” with coupon dates within the past 90 days. This file is purged every 90 days.
W4ETKT.DAT	This file contains all ETR information for all non-past date tickets - “OPEN FOR USE”, “UNAVAILABLE” and airport control.
W4ETKT.TKT	This file contains the “Verified pastdate Open For Use coupons” ready to be issued.
W4ETKT.UNV	This file contains “Tickets requiring Manual Follow-Up” because the “UNAVAILABLE” or airport control status is at least 30 days past the travel date.
W4ETKT.SID	Contains information about the SIDs and IATAs.
W4ETKT.EMP	This file contains the Agent Access List for users to restrict agent access.
W4ETKT.SET	This file contains the agencies default settings established in the setup utility.

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Operating Instructions, Continued

File Maintenance Process – Add and Update

Every time an Add and Update from the scripts main menu, the script first adds new ETRs to the database(s) and then performs file maintenance to bring the original ETR files current. Following is the order and general process in which the files maintenance works.

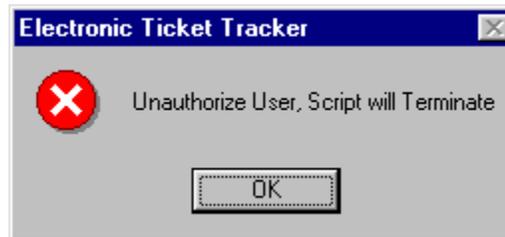
- 1) If a .dat file exists for the particular sid being worked, the script extracts the last coupon date of each ETR in the .dat file and when it becomes pastdate and/or if a system error occurred when last retrieving the ETR, the ETR is re-displayed, the coupons status is reconfirmed and if it is still open for use, the ETR information is extracted from the .dat file and is now added to the .tkf file. If the last coupon date is not pastdate yet, the script retains the ETR data in the .dat file. If the coupon status is unavailable or airport control and the coupon date is over 180 days old, the ETR is extracted from the .dat file and is now added to the .unv file. ETRs which are unavailable or airport control, but with coupon dates 180 days old or less are retained in the .dat file. "Scanning Databases" can be seen in the Res window title bar during this stage of the process. The new and modified ETR information in the .dat file is combined and saved. "Updating databases" and "Update Complete" can be seen in the Res window title bar during the final phases of this stage.
- 2) If the "Automatically Print Pastdate Open for Use Coupons" option and the "Automatically Print a Report of Printed Coupons" options are selected in the Setup Utility, the script will print the .prt file if one exists. "Updating Databases" can be seen in the Res window title bar during this phase of the script.
- 3) If the .cpn file exists for the particular sid being worked, the script extracts the last coupon date of each ETR in the .cpn file and when it becomes 90 days old, it is deleted from the .cpn file. Therefore, the .cpn file should always only contain printed ETRs with coupon dates of 90 days or less. "File Maintenance" can be seen in the Res window title bar during this phase of the script.
- 4) If the .tkf file exists for the particular sid being worked, the script re-displays every ETR in the .tkf file and reconfirms the coupon status. If the coupon status is no longer open for use, the ETR is extracted from the .tkf file. "File Maintenance" can be seen in the Res window title bar during this phase of the script.

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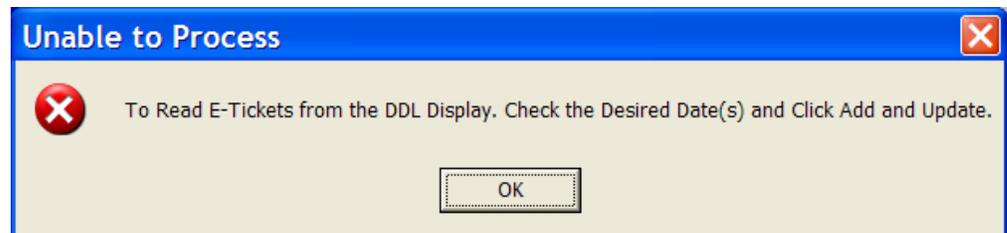
Operating Instructions, Continued

Error Message When the script finds an error, a message pops up. Examples:

If the user does not have authority to run this script, the following message is displayed. Click on OK, to exit the script.



If the user selects Add and Update without indicating which dates and/or SID, this message is displayed.



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

Revisions 4/10 – Document revised for screen changes and updates.

Frequently Asked Questions

Q. How long does the DDL remain active?

A. The DDL remains active for up to 10 days prior to the current date, **depending on the day of the week**. The reporting period is from Monday - Sunday. DDL is updated at 4:30am every Friday morning. Example - If today is Thursday 31st January, then the DDL is active from Monday 21st January till Wednesday 30th January. On Friday 1st February the DDL will be updated at 4:30am. After that the DDL will only have information from Monday 28th January to Thursday 31st January. This is maintained by the Worldspan reservation system and not the script. For more information refer to INFO DDLG in Res.

Q. The first time I run the script, I get an error message - “unauthorized user script will terminate”.

A. Verify if the done.dat file exists. If not delete the W4etkt.emp and W4etkt.set files which are located on the network drive under the SCRIPTS/FILE folder.

Q. When running the script the first time, I put in my wrong employee ScriptPro reference number and hence I cannot run the script. How do I start again?

A. You would have to delete the W4etkt.emp and W4etkt.set files. The files can be found on your network drive under SCRIPTS/FILE.

Q. Since I'm not the person using or installing the script, what pointers can you share about the installation and setup of this script?

A. This is a standard installation. Basically just like any software you would buy off the street. I would suggest the person who would be running the script to be the one to run it the first time. See the section with this document regarding the Setup Utility.

Q. Do we need to download this script on every PC in the office?

A. You do not need to download it on all sets since the files reside on the network drive.

Q. Where is the best place to load the script, each computer (workstation, file server etc)?

A. You can download this to any computer that is on your network and has Worldspan access. If you are not on a network, download to the PC of the person responsible for running the script.

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FAQ, Continued

Q. Do we download this script as we would for other scripting shortcuts that we do internally?

A. I do not know how you work your other scripts, but if you are thinking of adding it as a link in My Links – then Yes. Once downloaded, this script will be listed as “W4etkt.csl” on your list of scripts.

Q. Where do the E-Ticket Tracker files reside on my computer?

A. The files reside on the network drive. If you are not connected to the network, then they reside on your local drive. With either drive they are under SCRIPTS/FILE folder.

Q. How many agents can run this script? And what is your recommendation?

A. Worldspan suggests one or two people be in charge of the script. You have the option to restrict this script from your agents and allowing only one or two accesses to the script. If multiple people run the script and they are not working on a network drive, the data may be saved in different files which need to be compiled to be complete.

Q. How do I change my default settings?

A. To change or verify your setup options go to the Main Menu and click on Setup to preview the settings and then click ‘Change Current Defaults’ in the top left box of the dialog box to modify your settings.

Q. How soon after an e-ticket that is not used be tracked by the script?

A. The ticket is tracked by the script by the pastdate default date. This is the number of days past the last coupon date. As “OPEN FOR USE” coupons become pastdate, they are designated for processing. The tickets are pulled from your 'All non-pastdate tickets file' and placed in the 'Verified pastdate' file.

Q. What is the function of **Add and Update**?

A. New ETRs are added from the DDL based on the date selected, and the databases are updated with new ETKT information. When the status of the tickets change, the reports can only reflect the correct status after you have done an Add & Update from the Main Menu. The Add part is to add new tickets to the database, and the UPDATE part re-verifies the coupon dates and status of all **previously extracted ETR**. The Add and Update functionality re-verifies the coupon status of each ETR and purges exchanges, refunds, printed, and used ETRs from the databases. Basically any ETRs which are not pending any more. The Verified pastdate file is refreshed each time you add a new date.

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FAQ, Continued

Q. When are the ETRs removed from the database?

A. ETRs are removed from the databases when they are no longer OPEN FOR USE, AIRPORT CONTROL, or UNAVAILABLE.

Q. Does the script cancel e-tickets?

A. No, The script does not cancel ETRs, but it removes the ETR information from the database files as they become used, printed or removed via the script.

Q. How do I remove all the tickets that have been printed, but show in the E-Ticket Tracker file?

A. The script will purge this file the next time you do an Add and Update or, you can select one or more coupons to be removed from the file, while in the preview screen in the reports section.

Q. How do I find the files on the network drive?

A. Open Windows Explorer. In the left hand column, double click on MY COMPUTER. The drives will appear on the right side. Find the drive that says WSPAN. Double click the drive. Then find and click the SCRIPTS folder - double click. Then click on the FILE folder. The files display on the right side. W4etkt.tkt or if you have multi-SIDs the file name will contain the SID. Your sid will be used within the name of the file. W4Etk**bd**c2.

Q. What is the pastdate default in the Setup Utility menu?

A. The pastdate default should really reflect the number of days, past the last coupon date, that agency would like to notify clients and/or print coupons of unused and open for use ETRs. If user (agent) selects a small number for the past date default, then the customer would have a small window of time to process ETRs themselves before the E-Tkt Tracker script considers it past date and prints the coupons or logs it in the past date open for use coupon file for the agents to work. If user (agent) selects a large number for past date default, there would be a larger window of time for the customer to act on their unused ETR before the script considers it past date. The service level, systems, volume and policy all factor in to really determine how quickly you as a user (agent) want to act on past date open for use coupons for your customers.

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FAQ, Continued

Q. After completing the setup utility, I go to the main menu to run reports. But in the report generator I get the message – “data not available”.

A. If you are looking at the 'Verified Pastdate Open for Use' File, then this could be a valid response. It is possible, based on you pastdate default, you have not been running the script long enough. To confirm the script is gathering information, preview the 'All non-pastdate tickets in database' file. Verify that the most recent date added is displayed in the first column. If it is not, and you have scrolled down, then confirm there have not been any errors during the Add and Update process.

Q. How do I know that script is gathering information?

A. Click on Reports from the Main Menu. Enter a SID if you have multi-SIDs. Select “All non-pastdate tickets in the database” and click Preview. If information (report) appears, verify the date you most recently added is in the first column.

Q. We are running the ETKT Tracker script for approx. two months, still no UNUSED tickets are being displayed. What’s wrong?

A. Verify you have been gathering information by previewing the 'All non-pastdate tickets in the database'. Check the pastdate default. If the number of days is greater than the number of days you have added to the database, it is impossible for any tickets to be outstanding. Or, there is always the possibility that you just don't have any tickets that are pastdate and OPEN FOR USE.

Q. Can the script remove duplicate tickets using this script?

A. The script does include functionality to remove duplicates so you should not run into duplicates.

Q. Can the script refund coupons automatically?

A. The script is designed to find any OPEN FOR USE coupons and not to process the refunds or exchanges.