

ScriptPro Quality Control Script

Overview

Introduction This document contains an overview of the Worldspan ScriptPro Quality Control Value Added Script.

File Name

File (Script) Name	Brief Description
W4QC.csl	This script ensures required fields and/or accurate information has been included in a PNR based on the agency settings in the script.

Need Help? Click on the link below to submit a question or issue to the Worldspan Help Desk: <http://www.worldspan.com>, then select the Help Desk Support link from the menu on the left.

Overview This script facilitates the quality control process by ensuring required fields and/or accurate information has been included in a PNR. The required fields are saved in the setup files based on the needs of the agency for consistency in checking PNRs. A feature to build customized quality control databases is also available for added flexibility. This feature populates databases with PNR search settings for all records and/or specific client account numbers.

A one time query occurs on the initial launching of the script to determine the agency location. If the location is in EMEAA (Europe, Middle East, Africa and Asia), the non-applicable options are blocked (Commission Cap and Accounting Interface Type). All other locations continue to have access to these options.

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. Worldspan 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. 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.

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Operating Instructions, Continued

Access

From Worldspan Go! Res:

- Select the All Scripts.link from My Links
- Select W4QC and select OK or enter.

or

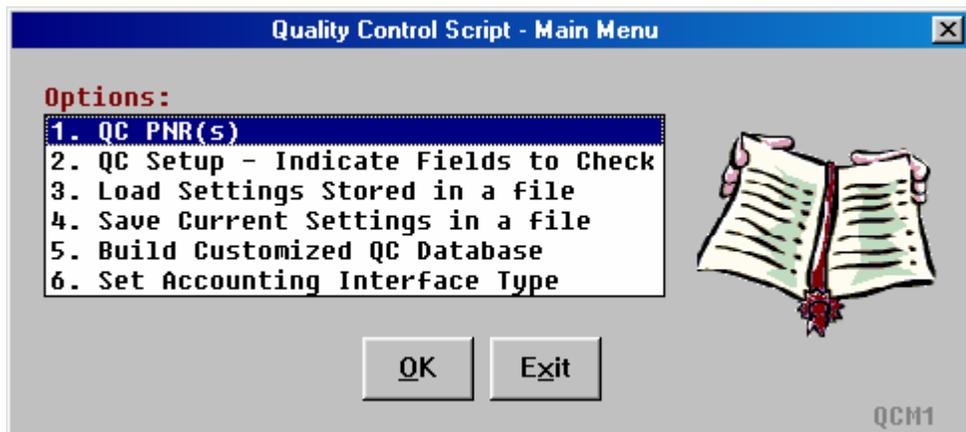
- Select the Custom Tab from the Scripts Index
- Select W4QC

or

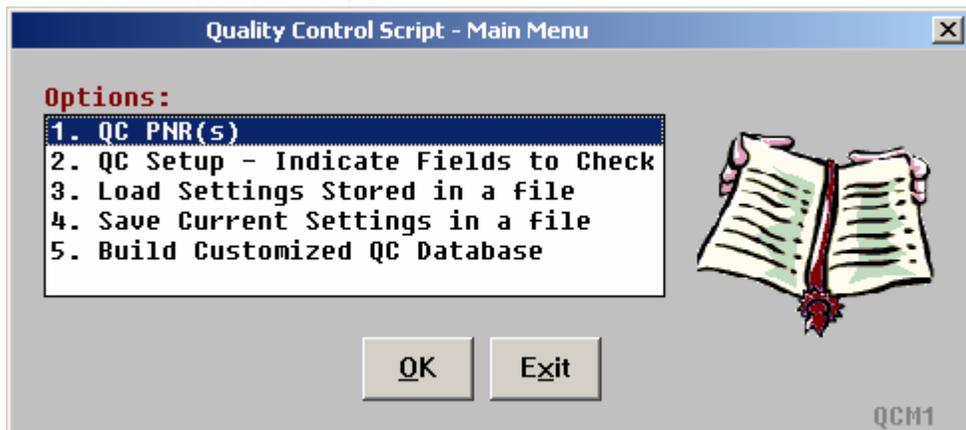
- Pressing <Ctrl>S
 - Type W4QC.csl or scroll and highlight
 - <Enter>
-

Menu options

Select one of the processing options from the QC Menu dialog box.



EMEA market menu version:



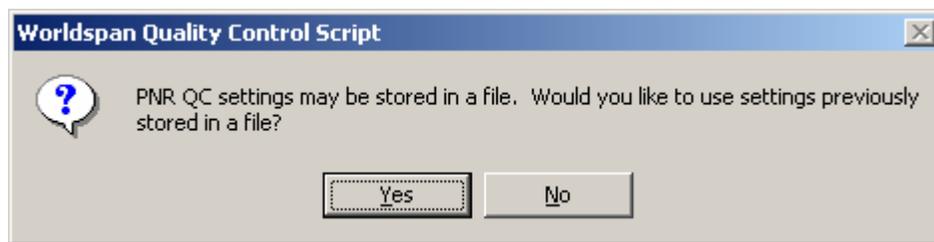
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Operating Instructions, Continued

QC PNR(s) This menu option is used to process PNRs through the Quality Control script. The QC Setup Option is automatically called prior to processing PNRs if no QC settings are active.

Note: If the first attempt to end or queue the PNR is unsuccessful, the script makes a second attempt that overrides certain PNR discrepancies (e.g., ET Edits, schedule changes, continuity). If the second attempt fails, the script pauses with a prompt on how to proceed.

QC Setup This menu option requires the use of specified settings. Each time Reservations Manager is closed, the quality control settings are cleared (except for customized quality control databases and accounting type). Settings from a quality control file may be used or new settings may be created. If using settings from a quality control file, a valid file name is required.



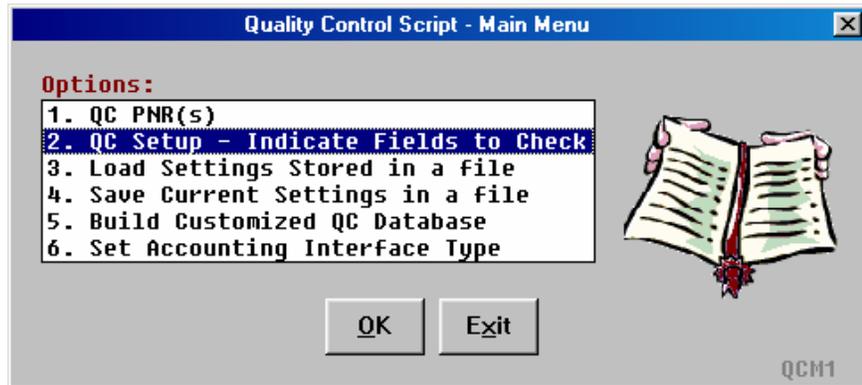
Select Yes - to use settings from an existing quality control file.
Select No - to create new settings for this run of the Quality Control script.

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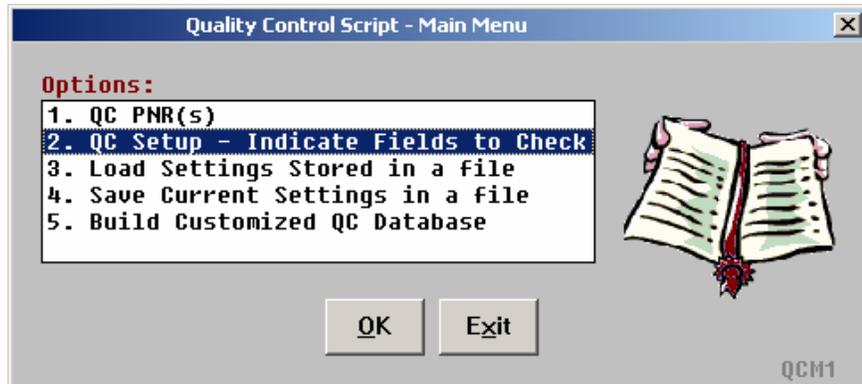
Operating Instructions, Continued

Initial settings Steps to select settings and save to a file are as follows:

- | Step | Action |
|------|--|
| 1 | Access the QC Menu and select QC Setup (option 2). |



EMEA version:

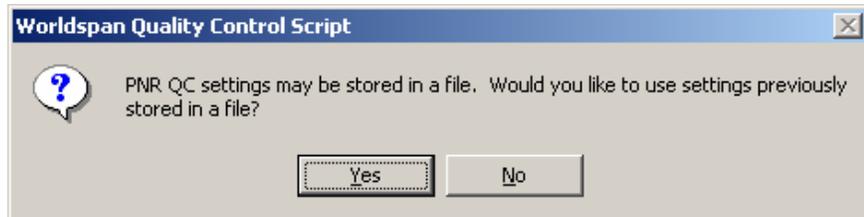


Note: The first example of the Main Menu screen capture will be used for the remainder of the document.

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Operating Instructions, Continued

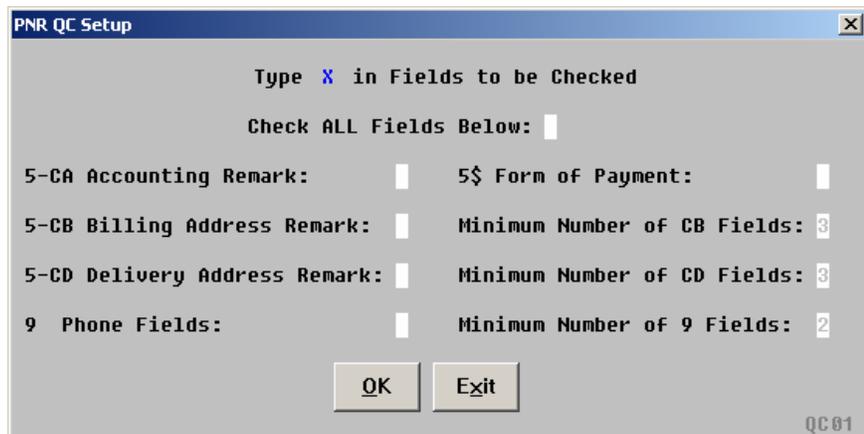
- 2 Select No when prompted to use previous settings from a file.



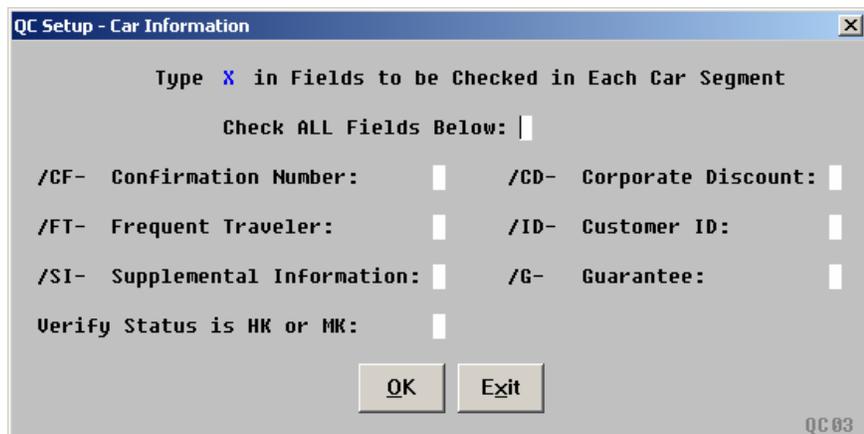
If this script has been accessed since The Reservations Manager was opened, the data from the last quality control file is displayed. This data may be changed as needed for this new file.

- 3 Indicate the field(s) to be checked with X(s) in the series of dialog boxes displayed.

Common Data QC Checks:



Car QC Checks:



Continued on next page

Operating Instructions, Continued

Hotel QC Checks:

The screenshot shows a dialog box titled "QC Setup - Hotel Information". It contains the following text and controls:

- Title bar: QC Setup - Hotel Information
- Instruction: Type X for Options to be Checked in Each HOTEL Segment
- Check ALL Fields Below:
- Options (all unchecked):
 - /CF- Confirmation Number:
 - /G- Guarantee:
 - /SI- Supplemental Information:
 - /SP- Special Print:
 - /CD- Corporate Discount:
 - /FG- Frequent Guest:
 - /FT- Frequent Traveler:
 - /ARR- Arrival Information:
 - Verify Status is HK or MK:
- Buttons: OK, Exit
- Bottom right: QC08

Fares, Pricing, Frequent Flyer, Commission, and Meal QC Checks:

The screenshot shows a dialog box titled "QC Setup". It contains the following text and controls:

- Title bar: QC Setup
- Instruction: Type X in Fields to be Checked
- Check ALL Fields Below:
- Options (all unchecked):
 - Ticketing Record Exists (4*):
 - Fare Quote Exists (4*Q):
 - Ticketing Record Matches Fare Quote:
 - Verify Return to Origin:
 - Confirmed Seats on All HK Segments:
 - Check Htl/Car Continuity w/Air:
 - Verify No Lower Fare Exists (4PLF):
 - 5-CM Commission Remark:
 - Verify Commission Caps:
 - 5-ER Endorsement Remark:
 - DI Document Instructions:
 - 5-IT Tour Code Remark:
 - Special Meals Requested:
 - FQTU for Each HK Psgr/Airline:
 - FQTU Exception Codes:
 - Airlines NOT to Check For FQTU
- Buttons: OK, Exit
- Bottom right: QC07

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Operating Instructions, Continued

Domestic Carriers for Commission Cap Check Default Table (not applicable in EMEAA markets):

The screenshot shows a dialog box titled "Commission Check - Default Setup" with a close button (X) in the top right corner. The main heading is "DOMESTIC COMMISSION CHECK". Below this, the text reads "Delete or add airline codes that require check for commission caps". There is a row of ten airline codes: AA, AS, CO, DL, KL, NW, UA, US, HP, and YX. Each code has a small square checkbox below it. The "AA" checkbox is checked. Below the checkboxes, the "One Way Cap Amount" is set to \$10.00 and the "Round Trip or Multi Flight Cap Amount" is set to \$20.00. At the bottom, there are three buttons: "OK", "More", and "Exit". A footer note says "Select More if You Have more Airline Codes to Add. QC10".

International Carriers for Commission Cap Check Default Table (not applicable in EMEAA markets):

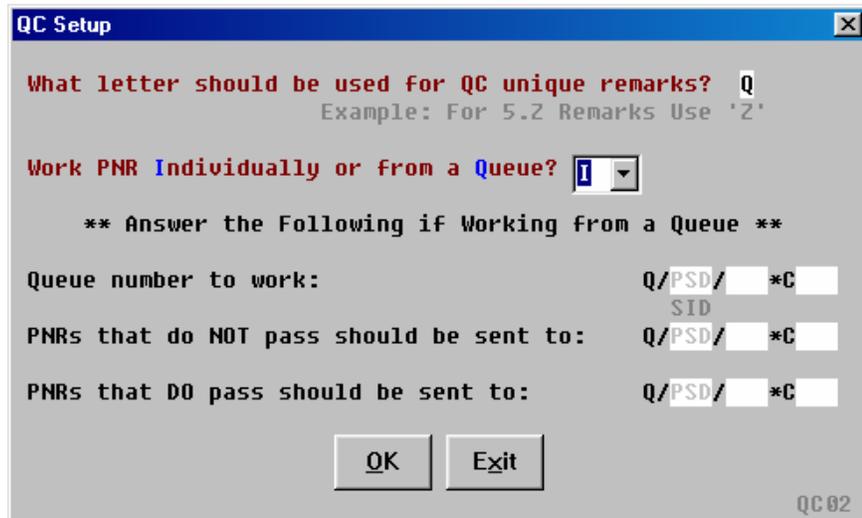
The screenshot shows a dialog box titled "Commission Check - Default Setup" with a close button (X) in the top right corner. The main heading is "INTERNATIONAL COMMISSION CHECK". Below this, the text reads "Delete or add airline codes that require check for commission caps". There is a row of ten airline codes: AA, AS, CO, DL, KL, NW, UA, US, HP, and YX. Each code has a small square checkbox below it. The "AA" checkbox is checked. Below the checkboxes, the "One Way Cap Amount" is set to \$50.00 and the "Round Trip or Multi Flight Cap Amount" is set to \$100.00. At the bottom, there are three buttons: "OK", "More", and "Exit". A footer note says "Select More if You Have more Airline Codes to Add. QC10".

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Operating Instructions, Continued

- 4 Type the unique remark letter for QC remarks, select to run the PNR QC “Individually” or from a “Queue”. Fill in the queue placement options if Queue is selected.

Note: If you want your QC remarks to fall into history after End Transact, the unique remark letter must be Z, as shown below.



The screenshot shows a dialog box titled "QC Setup" with a close button (X) in the top right corner. The text inside the dialog is as follows:

What letter should be used for QC unique remarks? **Q**
Example: For 5.2 Remarks Use 'Z'

Work PNR Individually or from a Queue? **I** (dropdown arrow)

**** Answer the Following if Working from a Queue ****

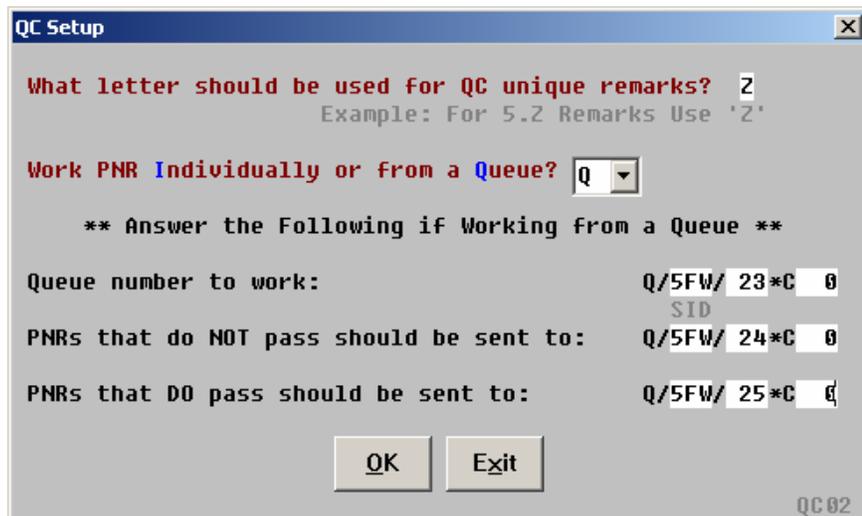
Queue number to work: Q/PSD/ *C

PNRs that do NOT pass should be sent to: Q/PSD/ *C

PNRs that DO pass should be sent to: Q/PSD/ *C

At the bottom, there are two buttons: "OK" and "Exit". In the bottom right corner, the text "QC02" is displayed.

Or



The screenshot shows a dialog box titled "QC Setup" with a close button (X) in the top right corner. The text inside the dialog is as follows:

What letter should be used for QC unique remarks? **Z**
Example: For 5.2 Remarks Use 'Z'

Work PNR Individually or from a Queue? **Q** (dropdown arrow)

**** Answer the Following if Working from a Queue ****

Queue number to work: Q/5FW/ 23 *C

PNRs that do NOT pass should be sent to: Q/5FW/ 24 *C

PNRs that DO pass should be sent to: Q/5FW/ 25 *C

At the bottom, there are two buttons: "OK" and "Exit". In the bottom right corner, the text "QC02" is displayed.

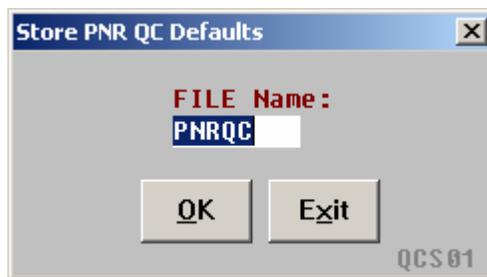
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Operating Instructions, Continued

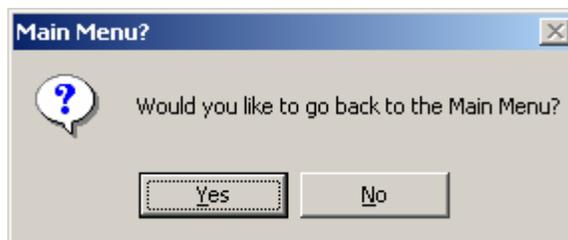


Select Yes to store these settings to a file and continue with step 6. (Otherwise, the script setup is complete and a file is not created.)

- 6 Leave the default or choose a new file name (default is PNRQC).



It will then prompt you:

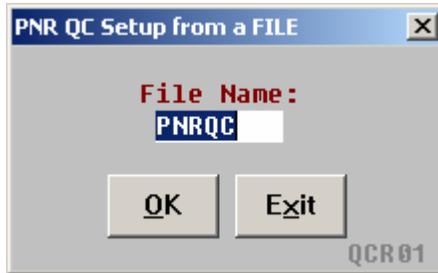


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Operating Instructions, Continued

Load settings stored in a file

Selecting Yes when prompted “Would you like to use settings previously stored in a file?”, displays the following dialog box:



The default file name will be “PNRQC”, but you may choose a different name such as “LEISURE”. The script then loads settings from this file. QC PNR(s) option may now be selected from the Main Menu.

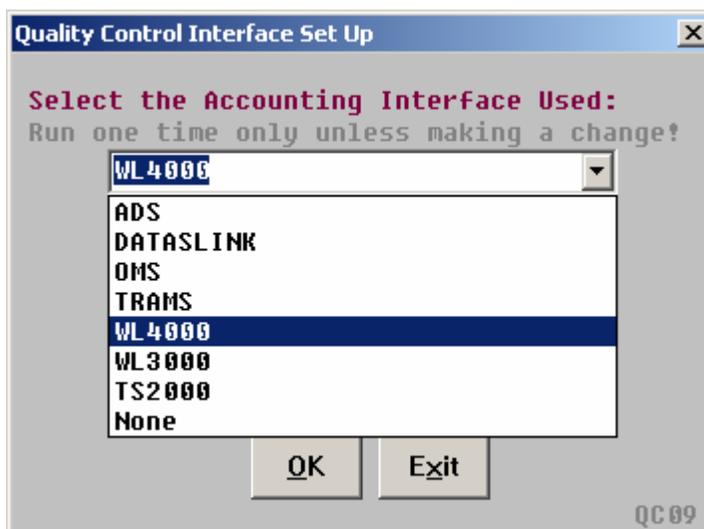
Note: This option is used to load the specific quality control file (e.g., Corp, Leisure, Group) that was created to run against each applicable PNR.

Set accounting interface type

This menu option is used to set up the accounting interface database. This option should only be selected one time, unless resetting the initial setup. The data entered in this database determines how the script reads the Worldspan accounting remark (5-CA) from a PNR to be reviewed.

Set accounting interface

The Set Accounting Interface Type option must be run during the initial launch of the script and again only if the accounting interface changes. This script determines the process the script uses for reading the account number remark (5-CA) from the PNRs to be reviewed. NOTE: Not applicable in EMEAA markets.

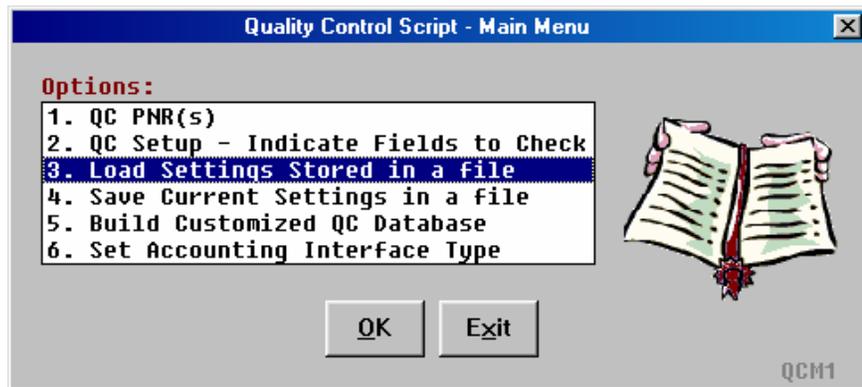


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Operating Instructions, Continued

Modifying a file Use the following steps to copy, change, or edit settings in an existing quality control file:

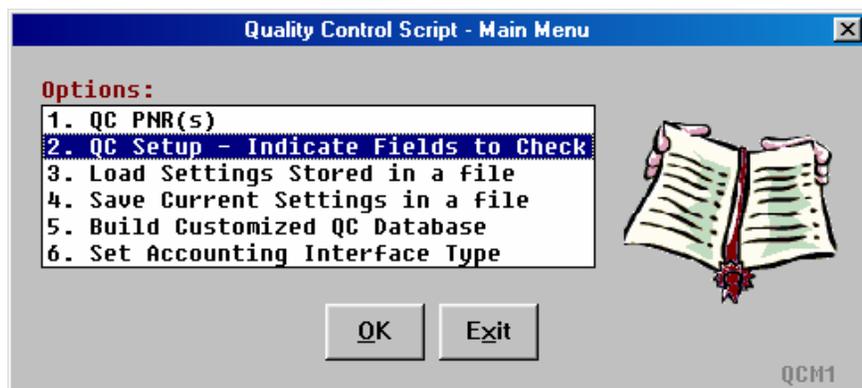
- | Step | Action |
|------|--|
| 1 | Access the QC Menu Script and select Load Settings (option 3). |



Enter the file name to be changed and click on OK.



- 2 Access the QC Menu Script again and select QC Setup (option 2).



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Operating Instructions, Continued

- 3 Select No when prompted to use previous settings from a file.



The file loaded (step 1) is displayed in the subsequent dialog boxes.

- 4 Make the desired changes to the QC Setup data. (By going through the steps for the setup)
- 5 When you've completed the QC Setup, Select Yes when prompted to save settings to a file.



- 6 Then, click on OK when the file name comes back up again or choose a new file name if you are copying these settings to a new file:



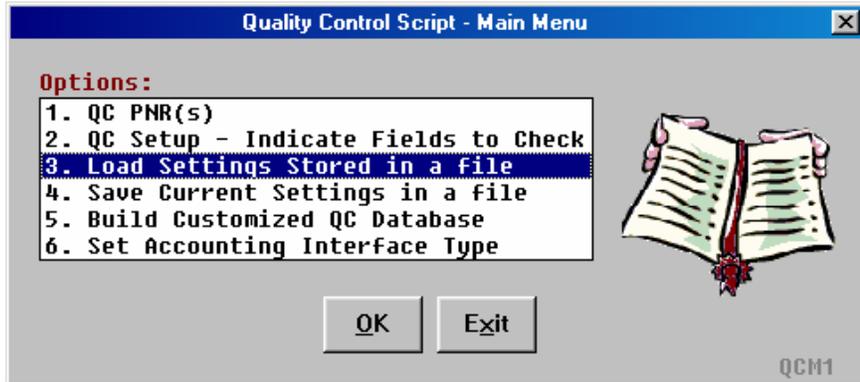
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Operating Instructions, Continued

Using an existing file

Use the following steps to load settings from an existing quality control file:

- | Step | Action |
|------|--|
| 1 | Access the QC Menu Script and select Load Settings (option 3). |



- 2 Enter the file name to be loaded and click on OK.



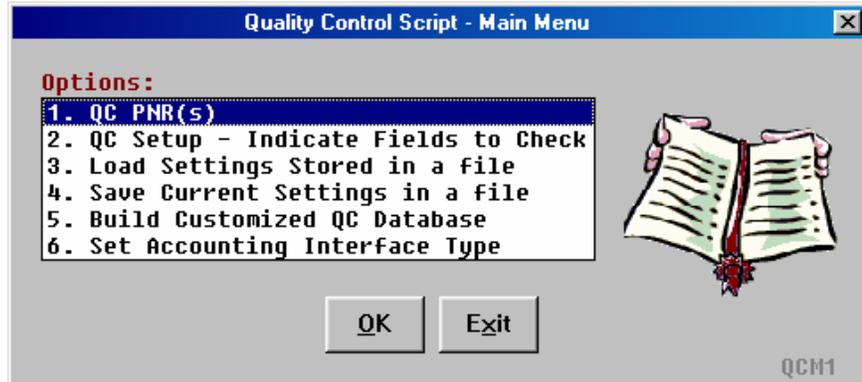
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Operating Instructions, Continued

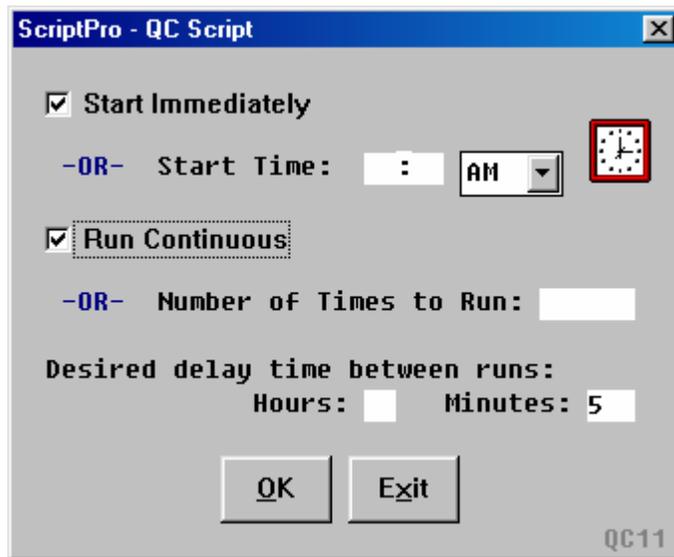
Using script from a Queue

Use the following steps to run the PNR QC Script from a Queue:

- | Step | Action |
|------|--------------------------------|
| 1 | Access the PNR QC Menu. (W_QC) |



- 2 If during your setup you have chosen to run the PNR QC Script from a queue, you will get the following prompt:



- This gives you the option of immediately launching the script or delaying the launch of the script until a certain time.
- This also gives you the option of running the script over and over or having it run a number of times and then stopping.
- You can also have the script work the PNRs that are in queue, then waiting a certain amount of time before checking the queue again. (The default is set to 5 minutes)

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Operating Instructions, Continued

Customized database feature

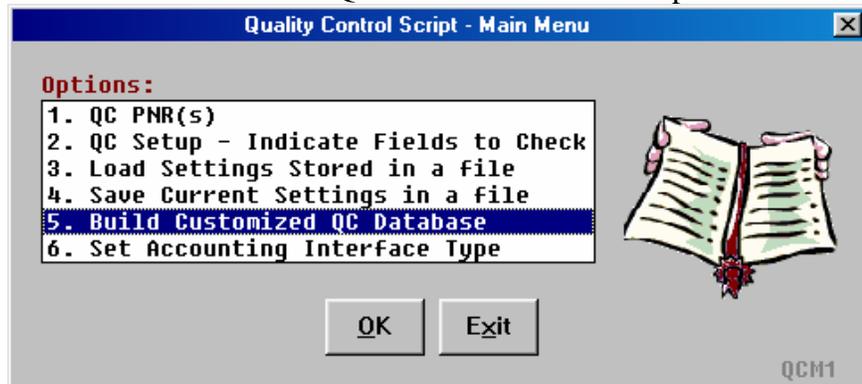
This menu option creates a customized agency default (ALLPNRS) and unlimited individual customer account quality control databases. This customized option establishes search settings for specified fields and/or segments in a PNR. The *Database Updates* section of this document provides detailed information on this option and follows the Quick Reference Summary. These search settings are stored in the following files:

- General PNR file - searches any area(s) of a PNR that can be displayed
 - Car segment file - searches vendor specific car segments
 - Hotel segment file - searches vendor specific hotel segments
-

Building a customized database

Customized quality control databases may be created to perform quality control searches of all PNRs in the office or to create specific searches based on client account numbers. In either case, follow these steps:

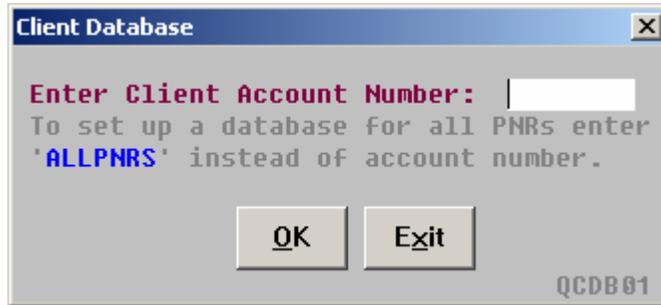
- | Step | Action |
|------|---|
| 1 | Select Build Customized QC Database from the script |



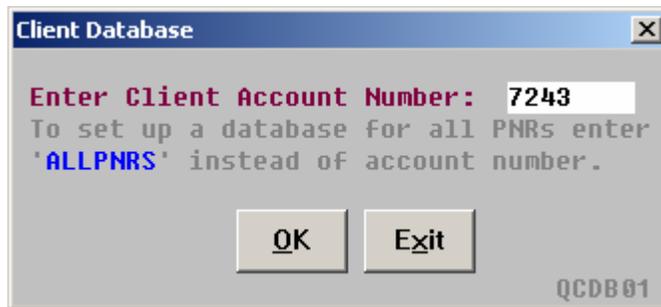
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Operating Instructions, Continued

- | Step | Action |
|------|--|
| 2 | To create a file that applies to all PNRs in the office, enter ALLPNRS in the client account number box. This database, once created, is utilized as a general quality control check for every PNR that is run through the script. |



To have quality control criteria searches that are specific to individual client account numbers, establish databases that are client account number specific. In order to do this, enter the client account number in the account number box, **not** the Worldspan format. Example:



For example, the chart below illustrates the script entry for World Ledger 4000 and TRAMS users.

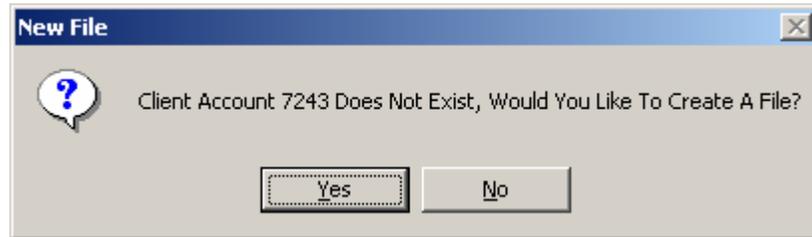
Accounting System	Account Number	Worldspan Format	Script Entry
World Ledger 4000	123456	5-CA123456	123456
TRAMS	098765	5-CA098765@99	098765

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Operating Instructions, Continued

The hierarchy of the created databases is that the ALLPNRS database is read first, then the specific client account number database. It is important that the user **not** duplicate information in both databases. This causes duplication of quality control remarks in the PNRs. It is equally important that the user populate the ALLPNRS database with quality control searches that are generic and not specific to individual client account numbers.

3



If a database file does not exist for the client number entered:

- Select Yes to display a dialog box and enter the quality control searches required to create new database.
- Select No to display a dialog box with the option to create/modify another database.

After selecting the individual client account number or ALLPNRS, this entry becomes the file name that is saved on the fileserver. This file is the database that contains the quality control search requirements. A dialog box is displayed to enter these requirements, which are separated into three database files:

- A PNR search database that searches for various fields.
- A car segment search database that searches for car segments.
- A hotel segment search database that searches for hotel segments.

Continued on next page

Operating Instructions, Continued

- 4 The PNR search database allows quality control requirements for any PNR field that can be displayed. This information may include items such as preferred airline, required form of payment, general and accounting remark information, and customized name data. There are up to eight searches available for each individual client account.

Send To WSPAN	Search The Response For	Remark if NOT Found
*IA	DL	PREFERRED AIRLINE NOT BOOKED
*FP	AX`150	CREDIT CARD TYPE INVALID
*ML	-UA0/PURCHASE ORDER `090	PURCHASE ORDER INVALID/MISSING
*M	DK/DP`030	INVALID/MISSING DEPT NUMBER
*M	DK/FF	INVALID/MISSING FARE REMARKS
*CN	CN-@CUSTOMER `010 `03A	INVALID/MISSING CUSTOMER NBR
*ML	51R-ITINERARY REVIEWED WITH	REVIEWED REMARK NOT FOUND
*IC	CCR ZI	PREFERRED CAR COMPANY NOT USED

Example: *IA `020`03A = Look For An Airdate NO AIRDATE IN PNR
 Example: *CN @ID`010.`010 = Look For @ID#.# INVALID ID NUMBER

NOTE - `020`03A means look for 2 numbers followed by 3 alphas (i.e. 02JUN).
 `=Look For 02=How Many Type: 0=Number OR A=Alpha OR X=Alphanumeric

Specify Car Information: Specify Hotel Information:

QCDB02

Dialog Field	Explanation of Field
Account Number	Displays the client account number for this client database. This field cannot be changed/modified.
Reference Name	Enter the user-defined name for the client database. This field is free flow.
Send To WSPAN	Enter the format to be sent to the Worldspan reservations system. Must be a valid Worldspan PNR display format.
Search The Response For	Contains the data that the script searches for in the display from the Send To WSPAN output.
Remark if NOT Found	If the search item is not found, the data in this field is sent to the QC unique remark.
Specify Car Information	If Yes is selected, allows for population of the car segment database.
Specify Hotel Information	If Yes is selected, allows for population of the hotel segment database.
Delete This account	If Yes is selected, all data for this client account is deleted.

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Operating Instructions, Continued

The following table explains a few of the specifications for the search data entered into the above client database dialog box example. The searches performed against the search criteria are literal or variable. If literal, it is important this data be entered as an exact match, including spacing and character abbreviations.

Variable data must include the number and type of characters preceded by the grave accent (e.g., `02A, this example looks for the first two alpha characters). The grave accent (`) is used to define variable data. The first two characters (01 to 99) following the grave accent signify the number and the third character indicates the type. To specify numeric, use a 0 (zero); to specify alpha characters, use the letter A; and to specify alpha and/or numeric characters, use the letter X.

Send To WSPAN	Search The Response For
*IA	(space) DL Searches displayed airline segment(s) for the occurrence of a space and the alpha DL. It is important to note that when searching for alpha characters, any occurrence of these characters within the displayed information meets the search requirements.
Send To WSPAN	Search The Response For
*IC	(space) CCR ZI Searches displayed car segments for the occurrence of a space and the alpha characters of CCR ZI.
Send To WSPAN	Search The Response For
*FP	AX`150 Searches the displayed form of payment field(s) for the two alpha characters of AX followed by a sequence of 15 numerics.
Send To WSPAN	Search The Response For
*ML	-U01/PURCHASE ORDER(space)`090 Searches for UDID remark 01 with the text of PURCHASE ORDER, followed by a space and a sequence of 9 numeric characters.

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Operating Instructions, Continued

Send To WSPAN	Search The Response For
*M	DK/FF Searches for text as shown. This can be used to verify a full fare remark (5DK/FF) is in a PNR. However, it does not verify if any amount follows the remark field.
Send To WSPAN	Search The Response For
*CN	CN-@CUSTOMER(space)`050(space)`03A Searches customized name data for the text shown followed by a space, a sequence of five numeric characters, a space, and three alpha characters.

- 5 Client car database - A two letter alpha code for the car company must be entered in the "If CO." column, followed by up to four fields of search data for this vendor. The data in each box must be entered **exactly** as it would appear in the car segment. If more than four fields need to be checked for a specific car company, list the company again with the additional search requirements (see ZI in example below).

Note: Variable data using the grave accent (e.g., `020, `03A) is **not** permitted for the car or hotel segment database.

The screenshot shows a window titled "Client Car Database" with a close button in the top right corner. The window content is as follows:

For Account: 123456

If CO.	Search Car Segment For			
ZI	/ID-98765432F	ICAR	/RC-BEST	/RQ-USD45.00DY
ZI	/SI-NON SMOKING			
ZE	/RQ-USD40.00DY	ICAR	/RC-D1A	/SI-NON SMOKING
ZI	ICAR	/CD-12345678	/FT-	/RC-ABCDEF

NOTE - Variable data (like `020`03A) CANNOT be used. Exact matches only.

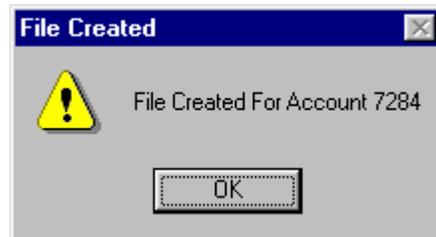
At the bottom of the window, there are three buttons: "OK", "Exit", and "Delete This Car File?". The "Delete This Car File?" button has a dropdown menu currently set to "No". The text "QCDB05" is visible in the bottom right corner of the window.

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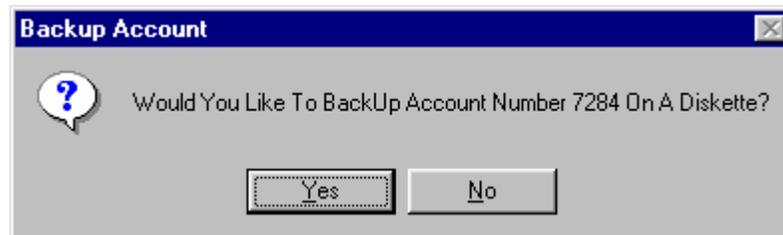
Operating Instructions, Continued

- 6 Client hotel database - A two letter alpha code for the hotel company must be entered in the "If CO." column, followed by up to four fields of search data for this vendor. (See Car database above for additional details.)

The screenshot shows a dialog box titled "Client Hotel Database" with a close button (X) in the top right corner. The text "For Account: 123456" is displayed in blue. Below this, the text "Search Hotel Segment For" is centered. The dialog is divided into four columns by vertical lines. The first column is labeled "IF CO." and contains the text "/G-CCAX". The second column contains "/CD-123456". The third column contains "/R-SEC". The fourth column contains "/SI-NON SMOKING". Below these columns, there is a line of text: "HY /G-CCAX /CD-12345678 /FG- /R-COR". Below this line is a note: "NOTE - Variable data (like `020`03A) CANNOT be used. Exact matches only." At the bottom of the dialog are two buttons: "OK" and "Exit". The text "QCDB 06" is in the bottom right corner.



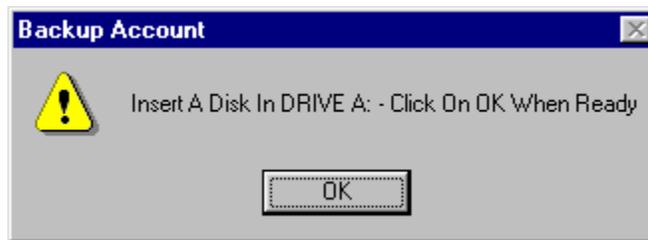
- 7 A dialog box prompts with the option to back up the database file to a diskette after each of the three database dialog boxes are completed.



Continued on next page

Operating Instructions, Continued

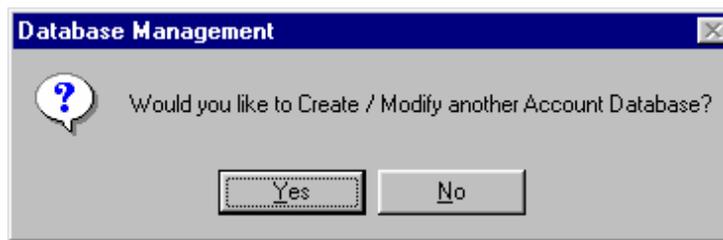
Select Yes



A diskette must be inserted into the A: drive. The file is then saved on the root directory and the script continues.

Select No

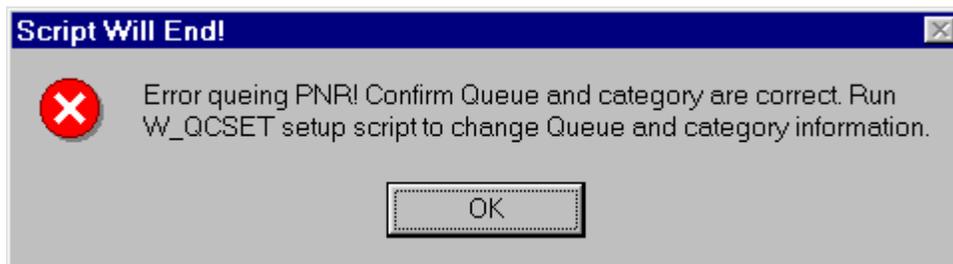
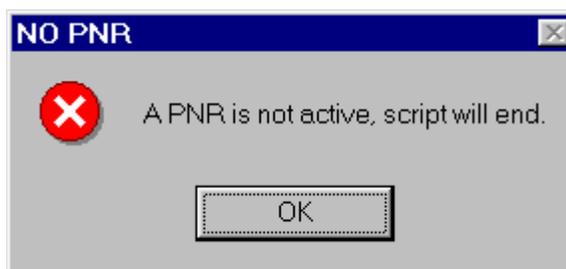
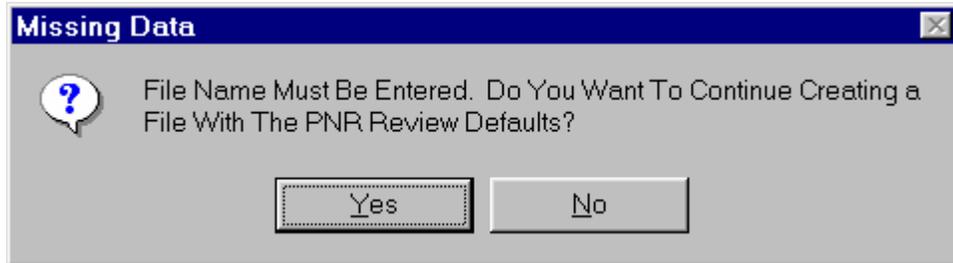
The script continues:



Continued on next page

Operating Instructions, Continued

Error Message The following examples of error messages may appear in the QC script.



Quit To quit or stop the script, press the Exit or escape <ESC> key.
