TRAVELPORT

Reason Code Search script for
Universal Desktop V1.0 2012

USER GUIDE

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Overview

Reason Code Search script provides the ability to search nominated PCCs for live PNRs in Galileo Host (1G) that contains a reason code nominated in historical notepad format, and PNR details be recorded in an excel spreadsheet.

Recorded PNR details are as follows:

- Galileo record locator
- Passenger name
- Booking creation Pseudo
- Reason Code

User would have the ability to select different search options from the GUI. The options are:

- Different PCCs
- A specific reason code to be searched or search for PNRs with any reason code
- PNRs created during a certain date range
- Travel dates in a certain date range
- Specific carrier, board point and destination point
- The ability to search for historical notepad.

Prerequisites

Application requirements:

- Service Bureau gtid – prerequisite for PCC emulation
- Service Bureau sign on
- Universal Desktop with TE access

Installation and creating shortcut button

- Run reasoncodeUD.exe.
- This will add scripts, template and other files to C:\Program Files\Travelport\ReasonCode or C:\Program Files (x86)\Travelport\ReasonCode
- For each user or administrator go to Terminal View in UD and add/replace shortcuts to the html files as required

- You can create a shortcut in UD by following the instructions below

  In Terminal Emulation window, get to Manage Shortcuts by click “Manage Shorcuts”

Click on the folder icon to create a new folder

A new folder will be added to the screen

Click Edit to rename the folder and click SAVE

A new folder name is now created.

Click “Manage Shortcuts” button

Click to highlight the newly created folder

Then click on “Add Script Shortcut” icon on Manage Shortcuts menu

Scroll the navigation bar until you locate the below path:

C:\ProgramFiles\Travelport\ReasonCode
Or
C:\ProgramFiles (x86)\Travelport\ReasonCode

Note: the path shown above depends on the Operating System the Reason Code Search Script is installed on

Select “ReasonCode.HTML

Enter the short cut name and click “Add Shortcut” button

Click “Save”.

The script is now loaded.

Running the application

- User must be signed into Terminal Emulation in UD and be able to emulate to pccs required.
- Launch the script from the Shortcuts by double clicking the shortcut lin

- "Booking Travel Date Range" will be pre-populated. These can be changed as required.

  Search options:
- "Booking Creation Date Range"
- "Airline, Board Point and Destination"
- "Search String" criteria. Can be entered with specific code or leave blank. (If left blank will search for all codes).
  - New addition (24 June 2013). A different notepad qualifier can be entered. E.g. NP.HC

- "Search on a single PCC". This option allows a single Pseudo City Code search.
- User can also set up search on Multiple PCCs. This can be done by clicking

- The following Excel template appears. Enter the PCCs in ROW 1 and SAVE the template.

Before

After* example only

- Once data is entered, simply click the SEARCH button.
- The following message will be displayed. The script may take several minutes

- Once complete an Excel spreadsheet will launch with the results. Save this as required.

Booking PCC	RECLOC	Passenger/s	Reason Code1	RC2	RC3
4cb	*WK3K1E	1.1TEST/SUNILSMR	9. HR*TEST R CODE PT 21JUN 0636Z		
4cb	*SZ1NK4	1.1TESTBAINES/MARKMR	15. HR*TEST REASON CODE PT 22JUN 0149Z		
4cb	*XSC5QW	1.1TESTTAN/PETERMR 2.1TESTTAN/SUANMRS	16. HR*DONT REQUIRE ACCOMM PT 21JUN 0642Z		
4cb	*W0MFLI	1.1TESTTAN/TESTPETERMR	XNP HR CODE23 PT 22JUN 0139Z	XNP HR HISTORICAL NOTEPAD PT 21JUN 0643Z	
4cb	*V08RNQ	1.1TOLSON/JOANNEMRS	32. HR*CODE1 PT 22JUN 0140Z	33. HR*CODE2 PT 22JUN 0140Z	34. HR*CODE3 P

The data includes booking creator pseudo, Galileo record locator, passenger names and reason codes.
Historical codes will appear if no live codes were found in the booking file.

Troubleshooting

Active X control is being used on excel worksheets in Reason Code Search script.

You may receive a security warning below when the script tries to launch Excel from the script.

Active X control must be enabled for the script to function so to hide this warning message, we include a copy of a registry file that will allow this control to run automatically.

Simply run the registry file and follow the prompts.