worldspan.

Quick-Start

Introduction to Worldspan Reservations - Workbook

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Good Morning, Class!

Welcome to the Introduction to Worldspan Quick-Start Workbook. I am Ms. Pint. That's P-I-N-T. Throughout this workbook I'll be bringing you helpful tips to assist with your Worldspan training.

OK, agents, the question you're probably asking is just what is a Quick-Start Workbook? It's a head start, self-study guide designed to make your introduction to Worldspan fun and easy.

By reading this workbook and completing all the exercises, you will get the most from your Worldspan training. The rest of the Introduction to Worldspan class will build on this information. Complete the exercises as many times as it takes for you to feel comfortable with the information.

I hope you enjoy using this workbook to learn about the Worldspan Reservations System. Get ready to move to the head of the class!

Worldspan is Global Distribution System (GDS). A GDS is a computer system providing airline, car, hotel, rail, tour, and cruise data including schedules, availability, and fares. A GDS provides the ability to issue tickets, itinerary/invoices, and interface important information to an accounting system.

Many airlines participate in Worldspan and are called *Participating* Airlines. These airlines have signed an agreement with Worldspan to have their flight inventory shown in an impartial display. We'll talk more about that later.

How does it all work?

So, how does a phone call from a customer become an air, car, or hotel reservation? This picture explains the process.
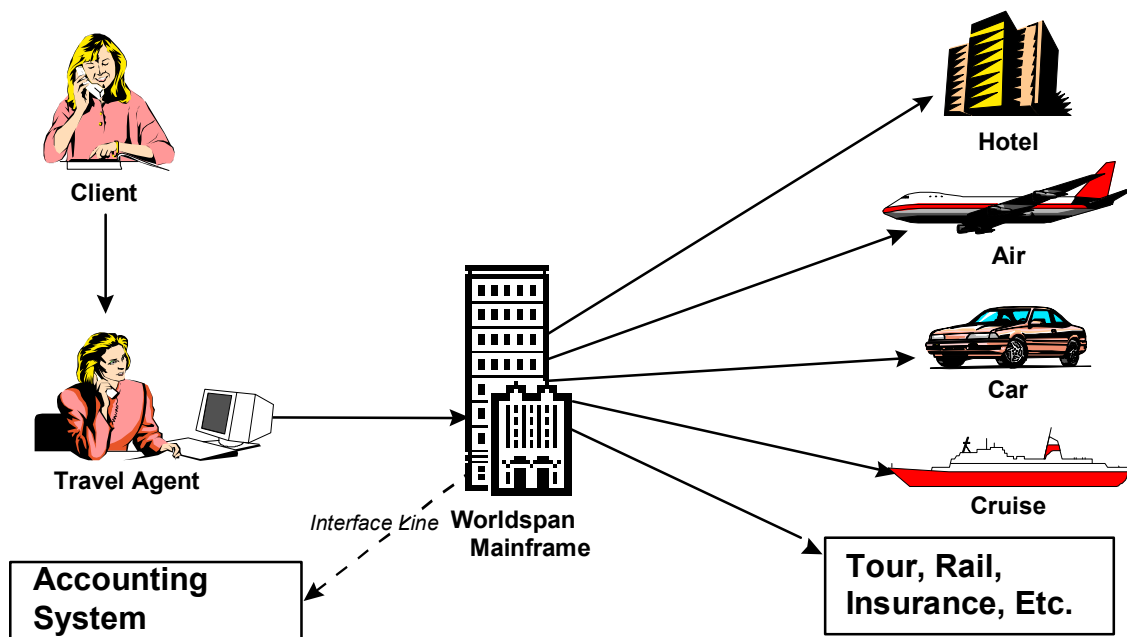
A client calls your agency to book travel services. He needs an airline ticket, a rental car, and a hotel room. Using the Worldspan Reservations System, you request availability for the services needed.

Once you and your client finalize dates, times, and available options, the Worldspan mainframe receives the information and forwards it to the vendors who provide the travel services (e.g., airline, car rental company, hotel chain).

Most travel agencies also have a computerized accounting system. Travel related information (e.g., client code, ticket number, ticket price) is *interfaced* or sent to the accounting system by Worldspan. The accounting system is used to generate reports, such as the weekly sales reports, client statements, and management and financial reports.
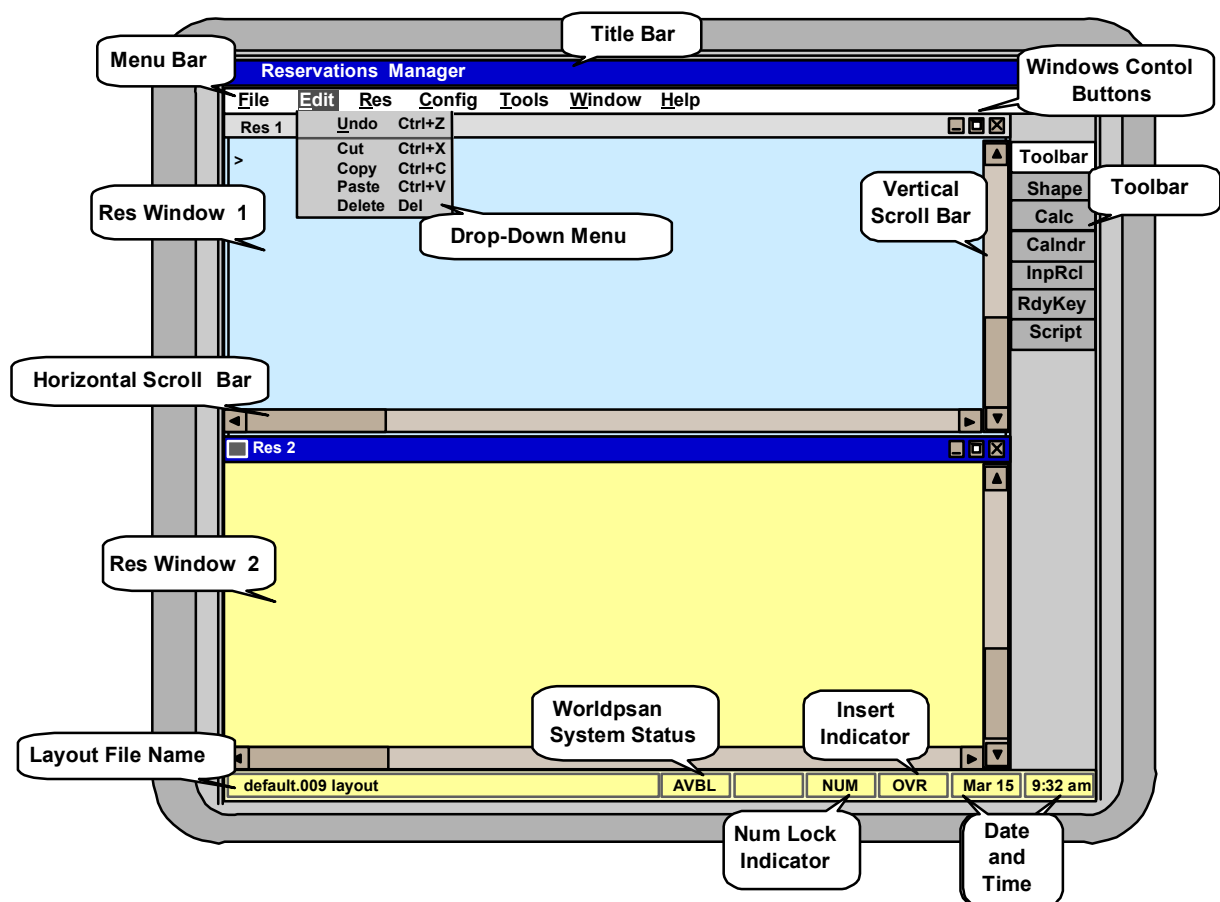
Terms to Know

Be sure you understand the following additional terms before beginning the next topic.

Availability	An up-to-date display of inventory including flights, hotels, and cars, based on the space available. Participating Airlines are displayed in Worldspan Availability. Availability may be requested for flights up to 331 days in the future.
GDS	A Global Distribution System providing airline, car, hotel, rail, tour, cruise, and other travel related data, including schedules, availability, and fares. A GDS provides the ability to issue tickets, itinerary/invoices, and interface pertinent information to an accounting system.
Impartial Display	A display that does not favor one vendor more than another.
Interface	A direct link between the Worldspan system and an accounting system, such as WORLD LEDGER, allows pertinent booking, payment, and client information to be updated without having to be manually entered. The information is then used to produce weekly sales reports, client statements, and management reports.
Participating Airline	An airline that signed an agreement with Worldspan to have their flight inventory shown in an impartial display.

What Am I Looking At?

When you access Worldspan for Windows, a screen similar to the one shown below displays. This sample represents the default layout for Worldspan's Reservations Manager. However, you can customize the screen to fit your personal taste by changing the colors, text size, split or full screen display, etc.

Let's take a quick tour of the Reservations Manager screen.

Area	Description
Title Bar	Shows the name of the program you are using
Menu Bar	Contains drop-down menus that allow you to perform tasks such as printing screen contents, customizing the Res screens and toolbar, copying text from a Res screen to another application, and activating other applications.
Windows Control Buttons	Minimizes Reservations Manager. Restores the size of the window. Closes Reservations Manager.
Toolbar	Lets you perform frequently used tasks with the click of a button. A standard set of buttons is provided. You can add to or delete buttons from the toolbar.
Res Windows	The area(s) where you execute commands, create and display records, display availability, etc. You can have up to 10 Res windows. Your system's default is two (Res 1 and Res 2).
Vertical and Horizontal Scroll Bars	Lets you move up/down and left/right to view additional information on the screen.
Layout File Name	Displays the filename that contains layout parameters for your Reservations Manager screen.
Worldspan System Status	Displays your system's communication status. For example, a status of UNAVBL means your workstation is not communicating with Reservations Manager. AVBL is an available status.
Num Lock Indicator	Indicates whether the Num Lock feature is activated. When Num Lock is turned on, you can use the 10-key pad as a numeric keypad.
Insert Indicator	Indicates whether you are typing in Insert or Overlay mode.
Date and Time	Displays your system's current date and time.

More About Res Windows

You can have multiple Res windows in Reservations Manager. It's like having multiple workstations on your desk. This feature allows you to work faster and be more productive. For example, you can build a PNR in one window, check availability in another window, look up a HELP topic in different window, while running a script in yet another. As a default, you will have two Res windows (Res 1 and Res 2), but you can have up to 10 open at any given time.

WOW ! ! !
I can work on a PNR,
check availability,
reference HELP or INFO,
and run a script!!!
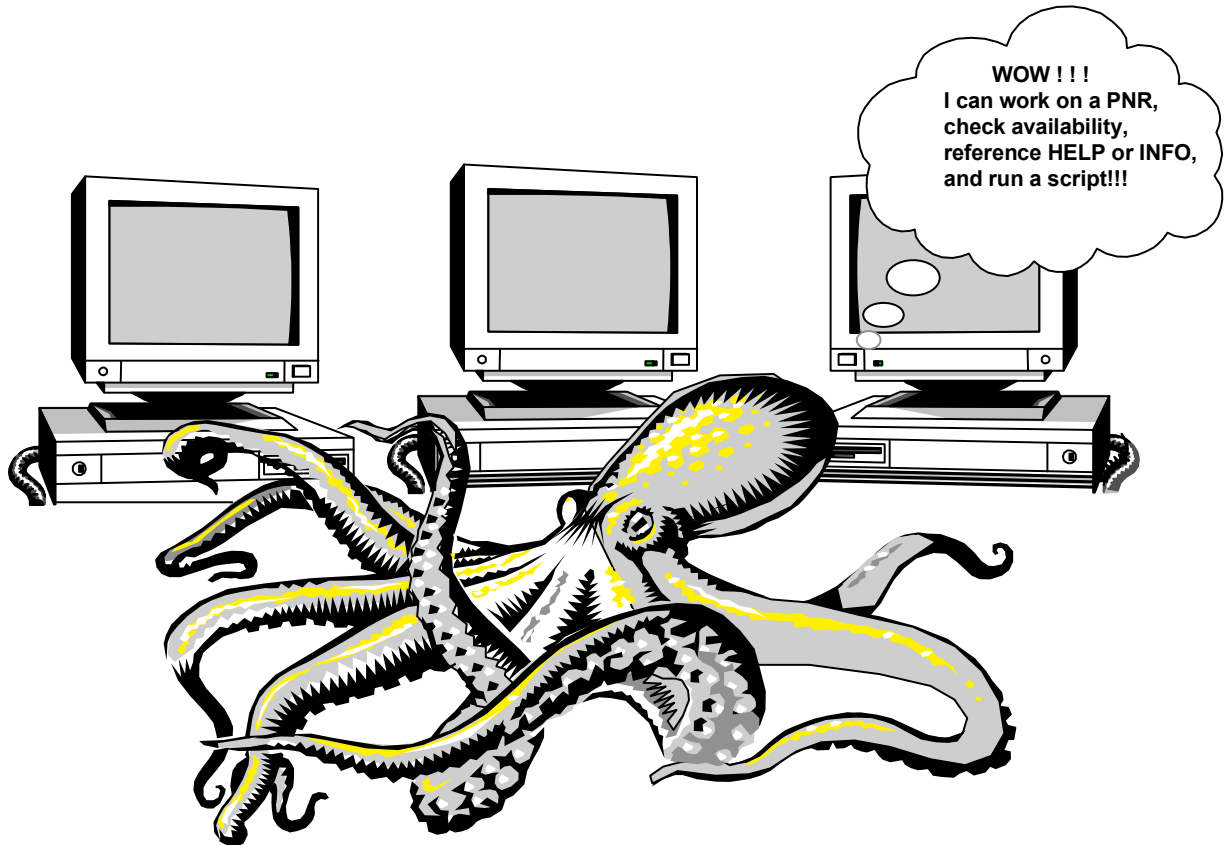
Res Windows

One advantage of multiple Res windows is the ability to type a command in one window and display the response in a different window. example, you have a PNR displayed in Res 1, but you also want to view a HELP topic. You can type the HELP command in Res 1 and press a key combination to display the response in Res 2.

Connect each item with its description.

ITEM	DESCRIPTION
Res Windows	Contains buttons for frequent tasks
Windows Control Buttons	Lets you view additional information on the screen
Menu Bar	Can have up to 10
Vertical and Horizontal Scroll Bars	Indicates Num Lock is turned on or off
Num Lock Indicator	Contains screen layout parameters
Layout File Name	Lets you customize your Res screens and access on-line help
Toolbar	Lets you close, restore the size, or minimize Reservations Manager

Codes, Codes, and More Codes

Standard, abbreviated codes are used throughout the travel industry to simplify the reservations process. The use of codes significantly reduces the number of keystrokes needed to perform reservations tasks. Codes are used to display available flights between two cities or display available cars and hotels in a city. All airlines, cities, airports, car companies, hotel chains, etc., are referenced in Worldspan by their pre-assigned codes.

You're probably thinking…..

How will I ever remember all of these codes?

Don't worry! You don't need to memorize the codes. Worldspan has a feature that allows you to look up codes as well as the associated company or city names. In preparation for attending class, you should be familiar with the most frequently used codes, which are airline, city, and airport codes.

Airline Codes

Airline codes consist of 2 characters, generally derived from the airline name. Although there is no definite naming convention for codes, you will quickly begin to recognize them after working in Worldspan for a while.

The table below is a partial list of airlines and their associated codes. Take a few minutes to review these codes.

Airline	Code
American Airlines	AA
Air Canada	AC
Air France	AF
Aero Mexico	AM
British Airways	BA
Continental Airlines	CO
Delta Air Lines	DL
Aer Lingus	EI
America West Airlines	HP
KLM Royal Dutch Airlines	KL
Lufthansa German Airlines	LH
Mexicana Airlines	MX
Northwest Airlines	NW
Qantas Airways	QF
United Airlines	UA
US Airways	US

Notice that most codes are derived from the airline's name or initials. But codes like EI (Aer Lingus), HP (America West Airlines), and QF (Qantas Airways) aren't as easy to figure out.

Now, let's see if you can identify some of the airline codes from the previous page.

Below is a list of airline codes. Fill in the blank above each airline name with the correct code.

AA	BA
CO	DL
EI	NW
HP	UA
MX	US

1. D L
Delta Air Lines

2. __ __
American Airlines

3. __ __
America West Airlines

4. __ __
Continental Airlines

5. __ __
Mexicana Airlines

6. __ __
Northwest Airlines

7. __ __
United Airlines

8. __ __
Aer Lingus

9. __ __
US Airways

10. __ __
British Airways

City and Airport Codes

All cities and airports are assigned a 3-character code. You normally use the city code to display available flights between two cities or available cars and hotels in a city. The same code is sometimes assigned to both the city and its airport. For example, the city code for Atlanta, Georgia is ATL; the airport code for Hartsfield International Airport in Atlanta is also ATL.

When more than one airport exists within a city, each airport has a unique code. For example, New York City (NYC) has three airports: LaGuardia (LGA), John F. Kennedy International (JFK), and Newark (EWR). When you display available flights departing from ATL to NYC, you will see LGA, JFK, and/or EWR listed as arrival options.

Some airports are named after the cities in where they are located, but many airports are named after famous people or places. This is why you may see airport codes that have no relationship to the city name.

The table below is a partial list of cities and their airports. Again, don't worry about trying to memorize these codes, because you can use Worldspan to look them up.

City Name and Code	Airport Name and Code
Atlanta, GA (ATL)	Hartsfield International Airport (ATL)
Boston, MA (BOS)	Logan International Airport (BOS)
Chicago, IL (CHI)	O'Hare Field (ORD) Midway Airport (MDW)
Hartford, CT (HFD)	Bradley International Airport (BDL)
Houston, TX (HOU)	George W. Bush Intercontinental (IAH) William P. Hobby (HOU)
Kansas City, MO (MKC)	Kansas City International Airport (MCI)
Las Vegas, NV (LAS)	Las Vegas International (LAS)
Memphis, TN (MEM)	Memphis International Airport (MEM)
New Orleans, LA (MSY)	Moisant International Airport (MSY)
Oklahoma City, OK (OKC)	Will Rogers International (OKC)
Orlando, FL (ORL)	Herndon Airport (ORL) McCoy International Airport (MCO)
San Francisco, CA (SFO)	San Francisco International Airport (SFO)
Seattle Washington, WA (SEA)	Seattle International Airport (SEA)
Washington, DC (WAS)	Ronald Reagan National Airport (DCA) John Foster Dulles International (IAD)

You will use city codes quite frequently when working in Worldspan, especially when looking at flights between city pairs (departure and arrival locations).

The cities shown below all have city codes that are derived from the *first three letters* of the city name. Fill in the blanks with the city codes for the city pairs.

Could this first one be ATL MIA?

1.   Atlanta GA   ATL   MIA   →   Miami FL

2.   Houston TX   ___   ___   →   Las Vegas NV

3.   Seattle WA   ___   ___   →   Memphis TN

4.   Chicago IL   ___   ___   →   Boston MA

A Passenger Name Record, commonly referred to as a PNR, is a booking record of air and non-air segments. A PNR also contains important passenger travel information.

A PNR has four mandatory parts. The mandatory parts include: Phone, Itinerary, Name, and Ticketing. Think of PINT when trying to remember the mandatory parts of the PNR. The illustration below describes the four parts.
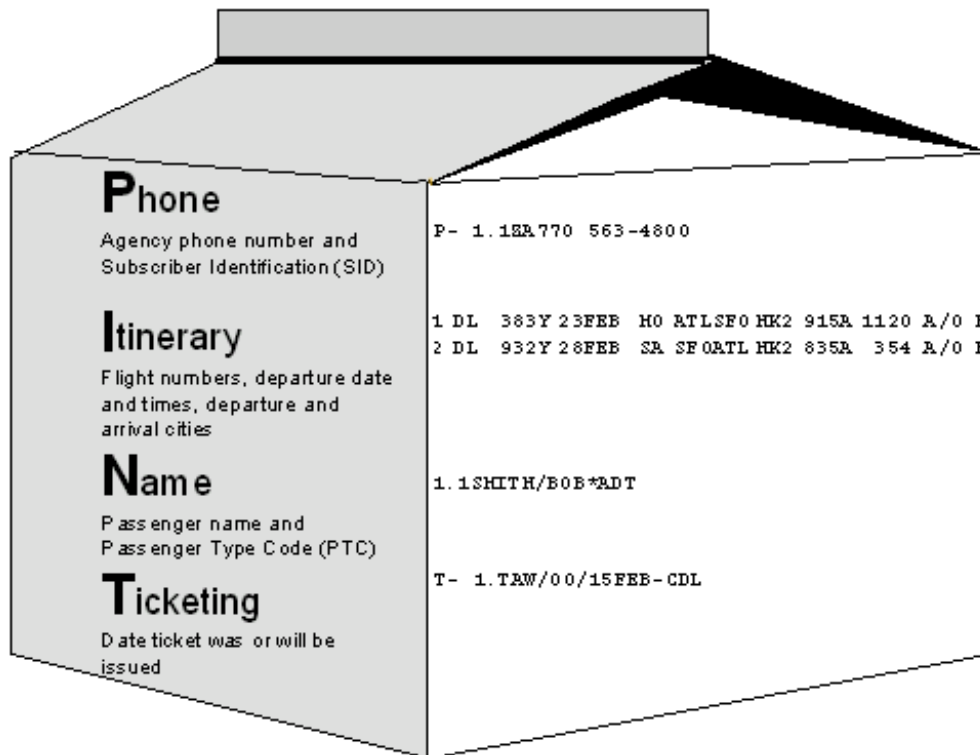
When you display a PNR, the mandatory parts do not appear in the same order as shown above. Look at the displayed PNR below and identify each part.

```
■ Res 1                                                      ▬ ▢ ☒

1.1SMITH/BOB*ADT

1  DL   383Y    23FEB   MO   ATLSFO    HK2     915A    1120A/O  E
2  DL   932Y    28FEB   SA   SFOATL    HK2     835A     354A/O  E

P-  1.1ZA770 563-4800
T-  1.TAW/00/15FEB-CDL
```

When you end a PNR or *end transaction*, a unique code is assigned to the PNR. The unique code is called a *record locator*. The record locator appears in the upper left corner of the screen when the PNR is displayed. Look at the example below.

```
■ Res 1                                                              ▭▢☒

1P-  GABX69

1.1SMITH/BOB*ADT

1   DL  383Y   23FEB   MO   ATLSFO   HK2   915A   1120A/O      E
2   DL  932Y   28FEB   SA   SFOATL   HK2   835A    354A/O      E
P-  1.1ZA770  563-4800
T-  1.TAW/00/15FEB-CDL
```

Record Locator
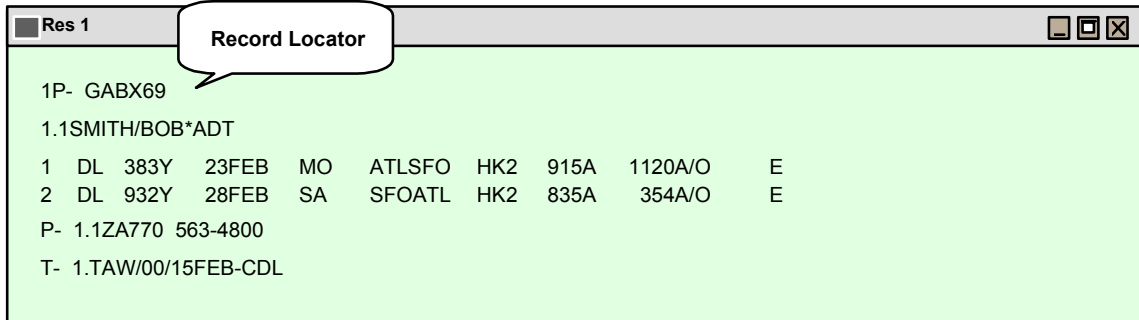
How many can I have?

A PNR can have up to 99 phone items, 99 segments in an itinerary, 255 passenger names, but only 1 ticketing field.

Let's File the Information

Although there are four mandatory parts of a PNR, additional information is needed when issuing the ticket. For example, you need the client's form of payment, telephone number, and possibly a delivery address. If your client is a frequent traveler, you will need that information to ensure he gets credit for the current reservation.

Worldspan's World Files give you an advantage when you need to file and retrieve frequently used information. World Files are profiles consisting of three levels of information: agency, corporation/department, and traveler. The example below gives you an idea of the information stored in each level.

**Level 1
Agency Information**

Agency Address, SID, Phone Number

**Level 2
Company/Department Information**

Company or Department Address, Client Code,
Phone Number, Unique Remarks

**Level 3
Traveler Information**

Traveler's Name, Form of Payment, Delivery Address,
Frequent Traveler Numbers, Unique Remarks
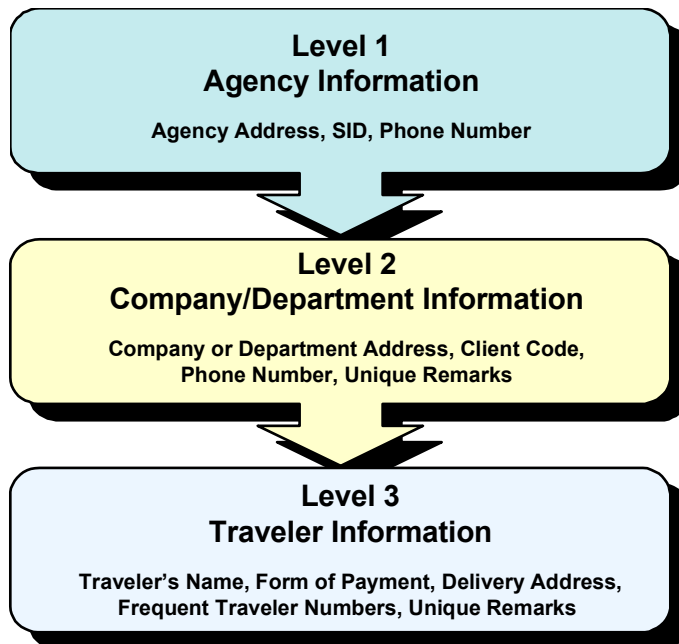
World File information can be copied directly into a PNR. Because World Files normally contain a lot of information, you may not need all the information stored. Line types are assigned to each line of information stored, allowing only part of the information to be copied to the PNR. Assigning a line type *A* indicates the line of information should *Always* be copied to the PNR. Line type *N* indicates the line should *Never* be copied. Additional line types will be discussed during your training.

World Files can be *displayed* to verify information, *modified* to update information, and *duplicated* or cloned to create new World Files without entering the information again.

Terms to Know

Be sure you understand the following additional terms before beginning the exercise on the next page.

End Transaction	Permanently stores a newly created or revised PNR.
Passenger Name Record (PNR)	An electronic booking record of air and non-air segments. A PNR also contains pertinent passenger travel information. The four mandatory parts of a PNR are: Phone, Itinerary, Name, and Ticketing.
Passenger Type Code (PTC)	A code representing the type of passenger traveling. ADT (adult) is the default if a PTC is not included when entering the name field.
Record Locator	A unique 6-character alpha/numeric code assigned by Worldspan to each PNR at end transaction.
Subscriber Identification (SID)	A unique 3-character code assigned to an agency by Worldspan. Each branch of an agency has its own unique SID.
WORLD FILE	Automated data files used to eliminate duplicate work by storing agency, company, and passenger information. The information can then be copied directly into a PNR.

1. List the four mandatory parts of a PNR.

    P   _____
    I   _____
    N   _____
    T   _____

2. A record locator is a unique code assigned to a PNR at end transaction.

    True   False

3. What is the default PTC and what does it stand for?

    _____   _____

4. What appears in the Phone field of a PNR?

    _____

    _____

5. To permanently store a newly created or revised PNR you must

    _____   _____.

When Can I Leave and How Much Will It Cost?

When your client calls, they basically want to know the bottom line, "When can I leave and how much will it cost?" To get this information for your client you must first request availability to determine available flights, or "when they can leave." Once you determine the flights, you will request a fares display and price the PNR. You can then let your client know "how much it will cost."

In this section we will discuss requesting flight availability, requesting a fares display, and pricing a PNR.

Which Flight Would You Like?

Requesting availability is an essential part of building a PNR. Selling from an availability display establishes the "I" for "Itinerary" in the 4 mandatory parts of a PNR.

Availability is defined as a request for up-to-date inventory of flights, hotels, cars, tours, and cruises based on available space. Worldspan displays availability for *participating* vendors. Participating vendors are travel related companies that signed an agreement with Worldspan to have their information impartially displayed in the Worldspan Reservation System.

Flight availability can be requested between city pairs for a specific date, time, and/or airline. Flights are displayed in random order, without regard to airline, unless a specific airline is requested. To get you familiar with availability, we will display and discuss several examples.

Let's say your client, Mr. Smith, wants to go to San Francisco (SFO), from Atlanta (ATL), with his family on the 23rd of July. He wants to go early in the morning so they will have the whole day to enjoy the sights once they arrive.
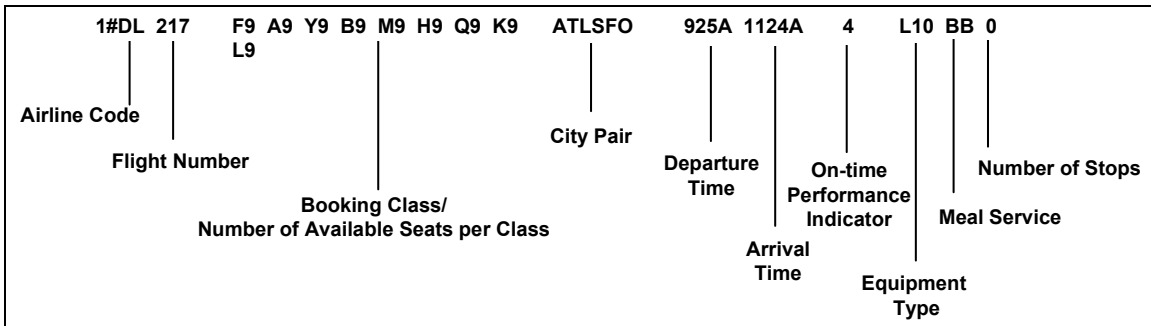
The availability display request starts with "A," followed by the date, city pairs and preferred time of departure. Look at the availability request and availability display below.

Res 1	▢▣☒

> Availability display request

>A23JULATLSFO9A<

Res 2	▢▣☒

> Availability display

```
23JUL - TH - 9AATLSFO (ATLQSF)    ET        PT
SFO  ALTERNATE OAK SJC ZJO
1#DL 217     F9 A9 Y9  B9  M9  H9  Q9  K9     ATLSFO      925A 1124A  4   L10 BB0
             L9
2#UA1945     F7  Y9  B9  M9  H9  Q9  V9        ATLSFO     1201P  211P  9   320 LL0
3#DL1169     F9 A9 Y9  B9  M9  H9  Q9  K9      ATLSFO      155P  324P  5   767 LL0
             L9
4#DL 219     F9 A9 Y9  B9  M9  H9  Q9  K9      ATLSFO      325A  527A  3   L10 DD0
             L9
5$SR8160     F4 Y9 M9  L9  H9  K9  B9  V-      ATLSFO      325A  527A      L10   0
   SR8160       DELTA
6#DL 277     F9 A9 Y9  B9  M9  H9  Q9  K9      ATLSFO      545P  801P  5   757 DD0
             L9
```

Because Mr. Smith wants to arrive in San Francisco early in the day, Line 1 of the availability display might be his best option. Let's look at it more closely.

```
       1#DL 217     F9 A9 Y9 B9 M9 H9 Q9 K9     ATLSFO      925A 1124A    4    L10 BB 0
                    L9
```

Airline Code

Flight Number

City Pair

Departure Time

Booking Class/
Number of Available Seats per Class

On-time Performance Indicator

Arrival Time

Equipment Type

Meal Service

Number of Stops

Delta's flight 217 has 9 booking classes. It departs from Atlanta (ATL) at 9:25 AM and arrives in San Francisco (SFO) at 11:24 AM. Flight 217 arrives on time 40% of the time. The type of aircraft flown is an L-1011. Breakfast is served in both first (F) and coach (Y) classes, so Mr. Smith and his family will not have to eat at home before their trip. The zero represents how many stops they make before arriving in San Francisco. Flight 217 is a nonstop flight.

What's the Fare?

It's now time to determine the fare or "how much will it cost" Mr. Smith and his family to go to San Francisco. The Worldspan fare system features MoneySaver fares displays that compare excursion and normal fares for all participating airlines.

- Excursion fares normally include restrictions and are based on a round-trip (a trip beginning and ending in the same city).
- Normal fares have minimal or no restrictions and can be based on one-way or round-trip.

Many fares include restrictions or rules. The Airline Tariff Publishing Company (ATPCO) updates Worldspan's fares and fare rules several times a day. Fare rules specify the requirements for booking, pricing, and ticketing a PNR at the best available fare.

Let's request a MoneySaver fares display for Atlanta to San Francisco for Mr. Smith. Fares are listed in lowest to highest order.

```
 Res 1                                                                         ☐ ▢ ☒

   **  MONEYSAVER  FARES  ** LOADED 17APR 12:36EDT/17APR 16:36GMT
   ATLSFO NLX FARES FOR TRVL 23JULXX AND TKTG 17APR
    US TAXES VARY
        * SEG/PFC CHARGES MAY APPLY
   LN   A/L    F.B.C.       USD  OW     RT          EFF   LTK      AP      MIN/MAX
    1   DL     VE14NQ            246.00       14JUNXX    -       ##      SUN/ 30
    2   NW     H14TVSN          308.00       14OCTXX    -       ##      SUN/ -
    3   DL     L9E14NR          308.00       4APRXX     -       ##      SUN/ 30
    4   UA     VNE14NQ          308.00       9APRXX     -       ##      SUN/ -
    5   HP     QNE14N           308.00       10APRXX  -         ##      SUN/ -
    6   CO     #VFSE14IP        308.00       7JANXX     -       ##      SUN/ 30
    7   AA     ME14NTNR         308.00       18MARXX    -       ##      SUN/ 30
    8   US     KE14TSN          308.00       4APRXX     -       ##      SUN/ 3
```

Let's look at the information on Line 1 of the fares display.

LN	A/L	F.B.C.	USD	OW	RT	EFF	LTK	AP	MIN/MAX
1	DL	VE14NQ			246.00	14JUNXX	-	##	SUN/ 30

Airline Code — A/L
Currency Code — USD
Fare Basis Code — F.B.C.
One-way Fare — OW
Round-trip Fare — RT
Effective Date — EFF
Last Day to Ticket — LTK
Advance Purchase — AP
Minimum/Maximum Stay Requirements — MIN/MAX

Although $246.00 appears to be the best fare possible for Mr. Smith, we need to price the PNR to determine if the fare is available.

The Price is Right!

Worldspan offers many options for pricing a completed itinerary. We will discuss autopricing a PNR and using Low Fare Finder to get the best available fare. Other options will be covered during your training.

Will the PNR Autoprice?

When pricing a PNR, the first step is to see if Worldspan can autoprice the PNR. Autopricing verifies the itinerary routings and associated rules. It calculates the lowest applicable fare based on the class of service, PTCs, departure date, return date, and ticketing date. Worldspan can autoprice more than 90% of PNRs, if the required information is entered.

For example, Mr. Smith's flight segments were booked in coach class (Y). When you request the pricing display, it reflects the Y class of service, but that may not be the best price available. Look at the pricing display below.

```
Entry used to                              •  Date the PNR was priced
price the PNR                              •  Validating airline default
                                           •  Last date to ticket based on
                                              departure date and rules
 Res                                       •  Purchase within requirements

 >4P
 PNR PRICED ON 07OCT FOR TKTG ON 07OCT
 * PRICING RULES VALIDATING CARRIER DEFAULT DL
 ** 15OCT DEPARTURE DATE/ 15OCT IS LAST DATE TO TICKET
 * FARE MAY CHANGE UNLESS TICKETED *
                                      SALE INDICATOR-  SITI

 Base     BF USD    TX USD    TX USD      TX USD      TOTAL USD
 Fare                         ZP TAX      XF TAX
 001-     1750.44   157.56    2.00        3.00        1913.00  Y06
          1750.44   157.56    2.00        3.00        1913.00  TTL USD

                                                      Total fare and
                              Taxes                   fare basis code

 ADT  CVG  DL  LAX  875.22DL  CVG  875.22USD1750.44END  DL  ZPCVG1LAX1  XF)>
```

Based on coach class of service (Y), $1913.00 is the lowest fare available for the date and time booked.

I Need a Lower Fare!

The next step is to determine if there is a lower fare for Mr. Smith by using Worldspan's Low Fare Finder. Low Fare Finder prices an itinerary at the lowest applicable fare by searching all available booking classes. Let's request the lowest available fare for Mr. Smith using Low Fare Finder.

```
┌─────────────────────────────────────────────────────────────────────┐
│ ■ Res 1                                                      ▭ �口 ☒ │
├─────────────────────────────────────────────────────────────────────┤
│  >4PLF@ (                                                             │
│  PNR PRICED ON 07OCT FOR TKTG ON 07OCT                                │
│  * PRICING RULES VALIDATING CARRIER DEFAULT DL                        │
│  ** 15OCT DEPARTURE DATE/ 15OCT IS LAST DATE TO TICKET                │
│  * FARE MAY CHANGE UNLESS TICKETED *                                   │
│                                    SALE INDICATOR- S                  │
│                                                                       │
│        BF USD  TX USD      TX USD      TX USD      TOTAL U            │
│                            ZP TAX      XF TAX                         │
│  001-  355.96  32.04       2.00        3.00        393.00  LE14CTN    │
│        355.96  32.04       2.00        3.00        393.00   TTL *LOWEST FARE │
│                                                                       │
│                                                                       │
│  ADT CVG DL LAX 177.98DL CVG 177.98USD355.96END DL ZPCVG1LAX1 XF CVG3 │
│  * REBOOK 01/L 02/L *USE 4PLFB@                                        │
│  ALL SEGMENTS MUST BE CONFIRMED                                       │
│  CK SEGS BOOKD COMPLY WITH TKTG                                        │
└─────────────────────────────────────────────────────────────────────┘
```

Callouts:
- Entry to request the lowest available fare → `>4PLF@ (`
- Lowest available fare and fare basis code → `LE14CTN`
- Rebook Line → `* REBOOK 01/L 02/L *USE 4PLFB@`

Mr. Smith will probably be happy with the $393.00 fare shown above. Using Low Fare Finder, you saved him over $1500.00 per ticket!

Terms to Know
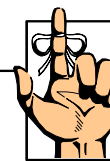
Be sure you understand the following additional terms before beginning the
exercise on the next page.

Airline Tariff Publishing Company (ATPCO)	A company that transmits domestic, local, joint, and international fares to Worldspan, several times a day, through a direct electronic link.
Autoprice	Displays the lowest current date price for an itinerary as booked.
Booking Class	A letter used to indicate the type of fares available within a class of service.
Class of Service	A letter indicating the cabin of the airplane in which the seat is located. The most common classes of service are F for first, C for business, and Y for coach.
Fare	The total cost or price of a ticket/trip.
Fare Basis	An alphanumeric designator identifying the fare, fare rules, and booking class of a segment.
Fare Rules	Regulations listing the restrictions for booking, pricing, and ticketing a PNR at the best available fare. Fare rules also specify allowed travel dates and times.
Fare Type Code (FTC)	Used to request a fares display for a specific fare type.
Low Fare Finder	A method of pricing an itinerary at the lowest applicable fare based on booking class availability.
Passenger Type Code (PTC)	Code representing the type of passenger traveling. ADT (adult) is the default if a PTC is not specified.
Round-trip	A trip beginning and ending in the same city, booked on the same airline, and in the same class of service.
Routing	Designates, for a specific fare, the carrier, cities, and fare basis code allowed for intermediate stops or connections.

1. What is the entry to request availability from Atlanta (ATL) to Denver (DEN) at 7:00 AM on the 14th of September?

   _____

2. What class of service do the following letters represent?

   F _____
   C _____
   Y _____

Answer the following questions using the availability display below.

```
■ Res 2                                                              ⬜⬛☒
24DEC - TH - 9A  ATLLAX (ATLQLA)   ET        PT
LAX  ALTERNATE BUR LGB ONT SNA
1#DL  394     F9 A9 Y9 B9 M9 H9 Q9 K9     ATLLAX     925A 1124A   4    L10   BB0
              L9
2#UA 479      F7 Y9 B9 M9 H9 Q9 V9        ATLLAX     800A 1011A   9    320   BB0
3#DL1172      F9 A9 Y9 B9 M9 H9 Q9 K9     ATLLAX     1155A1124A   5    767   LL0
              L9
4#DL  219     F9 A9 Y9 B9 M9 H9 Q9 K9     ATLLAX     325A  527A   3    L10   DD0
              L9
5$SR8160      F4 Y9 M9 L9 H9 K9 B9  V-    ATLLAX     325A  527A        L10   0
  SR8160      DELTA
6#DL  277     F9 A9 Y9 B9 M9 H9 Q9 K9     ATLLAX     545A  801P   5    757   DD0
              L9
```

3. What is the airline code for flight 394?

   _____

4. What time does flight 479 arrive in Los Angeles (LAX)?

   _____

5. How many stops does flight 277 make before arriving in Los Angeles (LAX)?
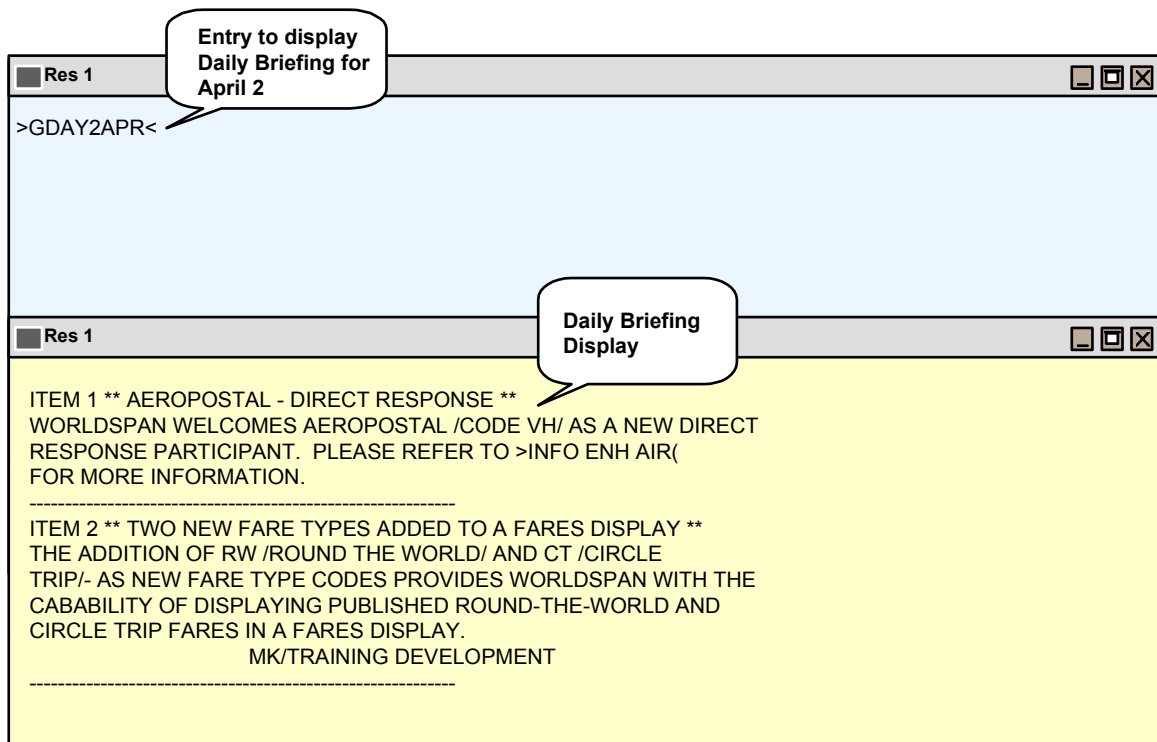
   _____

I Need Help!!!

Now that you have an overview of some of the information that will be covered in your Worldspan training, let's look at your options when you need assistance. Worldspan offers a variety of information through our Global Reference System (GRS) and Worldspan's Agent Assistant.

Global Reference System

Worldspan's GRS contains information on many subjects. Some types of information in GRS include: HELP and INFO, the Daily Briefing, and Participating Airline information, car and hotel information, and detailed information about Worldspan Travel Suppliers.

Worldspan offers daily briefings designed to update you on travel industry news or what's happening in the Worldspan system (e.g., enhancements, new participants). The entry to request a Daily Briefing is "GDAY" followed by a date. Look at the following example of Worldspan's Daily Briefing for April 2.

Entry to display Daily Briefing for April 2

Res 1

>GDAY2APR<

Daily Briefing Display

Res 1

```
ITEM 1 ** AEROPOSTAL - DIRECT RESPONSE **
WORLDSPAN WELCOMES AEROPOSTAL /CODE VH/ AS A NEW DIRECT
RESPONSE PARTICIPANT.  PLEASE REFER TO >INFO ENH AIR(
FOR MORE INFORMATION.
---------------------------------------------------------------
ITEM 2 ** TWO NEW FARE TYPES ADDED TO A FARES DISPLAY **
THE ADDITION OF RW /ROUND THE WORLD/ AND CT /CIRCLE
TRIP/- AS NEW FARE TYPE CODES PROVIDES WORLDSPAN WITH THE
CABABILITY OF DISPLAYING PUBLISHED ROUND-THE-WORLD AND
CIRCLE TRIP FARES IN A FARES DISPLAY.
                      MK/TRAINING DEVELOPMENT
---------------------------------------------------------------
```

HELP and INFO

Two of the most frequently used reference systems in Worldspan are HELP and INFO.

HELP

The HELP system offers examples of entries (e.g., how to change a phone field, how to cancel a hotel segment). The entry to request HELP information always begins with the word HELP, followed by a letter, keyword, or function identifier.

For example, if you need help with an entry to add a phone field, you could type HELP PHONE or HELP 9. 9 is the function identifier for the phone field. The HELP page displayed provides formats for creating, changing, deleting, and inserting phone fields. Additional reference pages are also listed. Take a closer look at all the information contained in this one HELP page.

```
■ Res 1                                                          ▭ ▣ ☒

> PHONE FIELD - CREATE/CHANGE/DELETE/INSERT        HELP PHONE
                                                   HELP 9


CREATE
  AUTOMATIC 1ST PHONE FIELD        9-AGENT NAME
  DEFAULT TO AGENCY SID            9*404 555-5055-H/444-4325-B
  2ND PSGR CONTACT                 9F9H213-888-8888-B/2.1
  WORLD DIAL LINK 3.00             9F9H303 623-9977-T/ABC TVL/JO
  COMMERCIAL WORLD                 9F9H*9915347 ATL404 562-9971-B
  WORLD DIAL LINK 2.1              9P2D0578742STL314 555-6497-T/


CHANGE
  2ND PHONE FIELD                  92@ATL 404 623-9977-B
  2ND PHONE/YOUR SID               92@A2Z 203-623-9977-B
  2ND PHONE/AUTO SID               92@*404 555-1212-B)>


DELETE
  2ND PHONE FIELD                  92@
  RANGE OF ITEMS                   92-3@


INSERT
  BEFORE 1ST PHONE FIELD           90/F9H 203 123 4567-B
  1ST WITH AUTO SID                90/*203 123 4567-B
  AFTER 2ND PHONE FIELD            92/ATL 404 555 1234-H
  AFTER 1ST WITH AUTO SID          91/*314 623 9977-B
  AFTER 3RD WITH AUTO SID          93/-BILLIE


PHONE FIELD CONTACT CODES
A - ADDRESS /HOTEL/        B - BUSINESS        C - CORPORATE ACCOUNT
F - FAX MACHINE            H - HOME            T - TRAVEL AGENCY


**ADDITIONAL REFERENCES**
  PHONE FIELD INDEX               >INFO 9(
  PNR INDEX                       >HELP PNR(
```

INFO

The INFO system displays detailed information. It gives you the answers to those "Why am I doing this?" kinds of questions.

As with HELP pages, INFO pages are accessed by entering INFO followed by a letter, keyword, or function identifier. Let's display an INFO page for PHONE.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│ ■ Res 1                                                            ▢ ▣ ⌧     │
├─────────────────────────────────────────────────────────────────────────────┤
│                                                                             │
│  >        PHONE FIELD INDEX                        INFO PHONE               │
│                                                    INFO 9                   │
│                                                                             │
│  GENERAL OVERVIEW                                  >INFO 9G(                │
│  CREATE - PHONE FIELD                              >INFO 9C(                │
│      - AUTOMATIC FIRST PHONE                       >INFO 9-(                │
│      - AUTOMATIC SID                               >INFO 9*(                │
│  CHANGE                                            >INFO 9@(                │
│  DELETE                                            >INFO 9D(                │
│  INSERT                                            >INFO 9/(                │
│                                                                             │
│  **ADDITIONAL REFERENCES**                                                  │
│    AIRPHONE TELEPHONE NUMBERS                      >HELP AIRPHONE(          │
│    PHONE FIELD - ENTRIES                           >HELP 9(                 │
│                                                                             │
└─────────────────────────────────────────────────────────────────────────────┘
```

The INFO PHONE page is an index of related phone information. To access one of the related topics, tab to the topic and press <ENTER>.

Look at the following INFO page. It offers detailed information for creating a phone field.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│ ■ Res 1                                                                     │
├─────────────────────────────────────────────────────────────────────────────┤
│  >           CREATE PHONE FIELD              INFO PHONEC                    │
│                                             INFO 9C                         │
│                                                                             │
│  FUNCTION           TO STORE AGENCY AND PASSENGER TELEPHONE                 │
│                     NUMBERS.  ALLOW FOR AUTOMATIC QUEUEING                  │
│                     AND ENABLE PNR RETRIEVAL BY NAME.                       │
│                                                                             │
│  FUNCTION ID        9                                                       │
│                                                                             │
│  ENTRY FORMAT       9  SID OR AIRPORT CODE AREA CODE                        │
│                     NUMBER  -  PHONE TYPE CODE  FREEFLOW                    │
│                                                                             │
│  MIN/MAX            MIN. 4 CHARACTERS / MAX. 69                             │
│                     MAX. 99 PHONE FIELDS IN A PNR                           │
└─────────────────────────────────────────────────────────────────────────────┘
```

Don't ask "WHY?" Look in INFO…

Terms to Know

Be sure you understand the following additional terms before beginning the next topic.

Daily Briefing	Daily information designed to update travel agent's on the latest industry news, Worldspan enhancements, newest Worldspan Participants, etc.
Global Reference System (GRS)	An information system containing data about Participating airlines, car, hotel, and non-air vendors. Worldspan briefings and enhancement information are stored in GRS. HELP and INFO topics are also part of GRS.
HELP	The information system within Worldspan that contains entries or an index of entries for a specific topic.
INFO	The information system within Worldspan that contains detailed information about entries in HELP.
Keyword	A word or group of words that describes a particular Worldspan function. Keywords are used to request HELP and INFO topics.

Agent Assistant

Worldspan's GRS is information loaded in Worldspan's mainframe. Worldspan's Agent Assistant is a Web-based version of the same type of information, airline information, car and hotel information, and detailed information about Worldspan Travel Suppliers.

Access Agent Assistant from: Http://home.wspan.com.

Agent Assistant can also be accessed from Http://www.worldspan.com, click Training, and then click the Global Learning Center link.

Below is the Agent Assistant Screen.
Click on any alpha/numeric item at the top to view an alphabetical list of available topics.
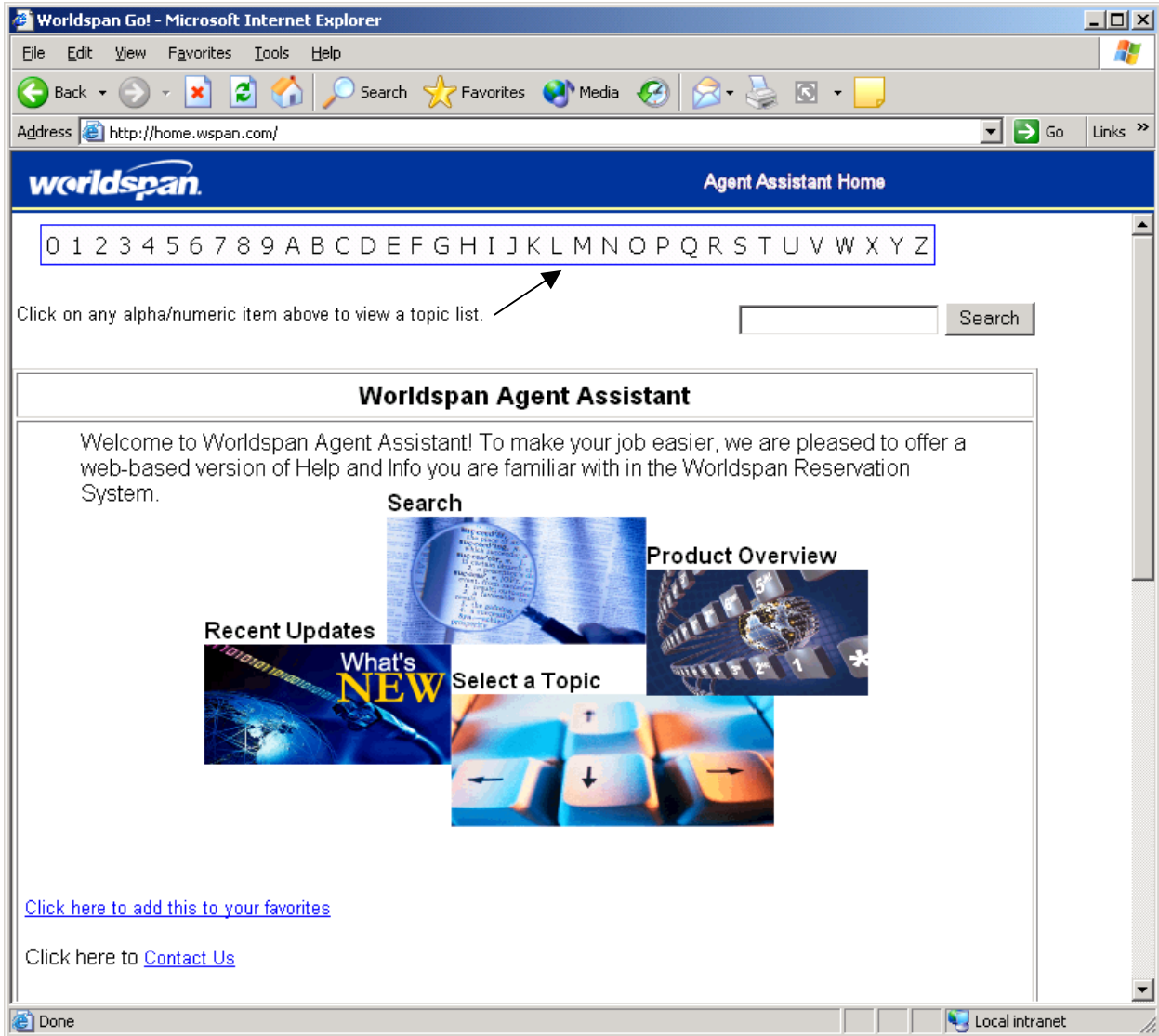
Now click the letter W. Assume we are looking for information on World Files.

Now Select the Topic name World Files.
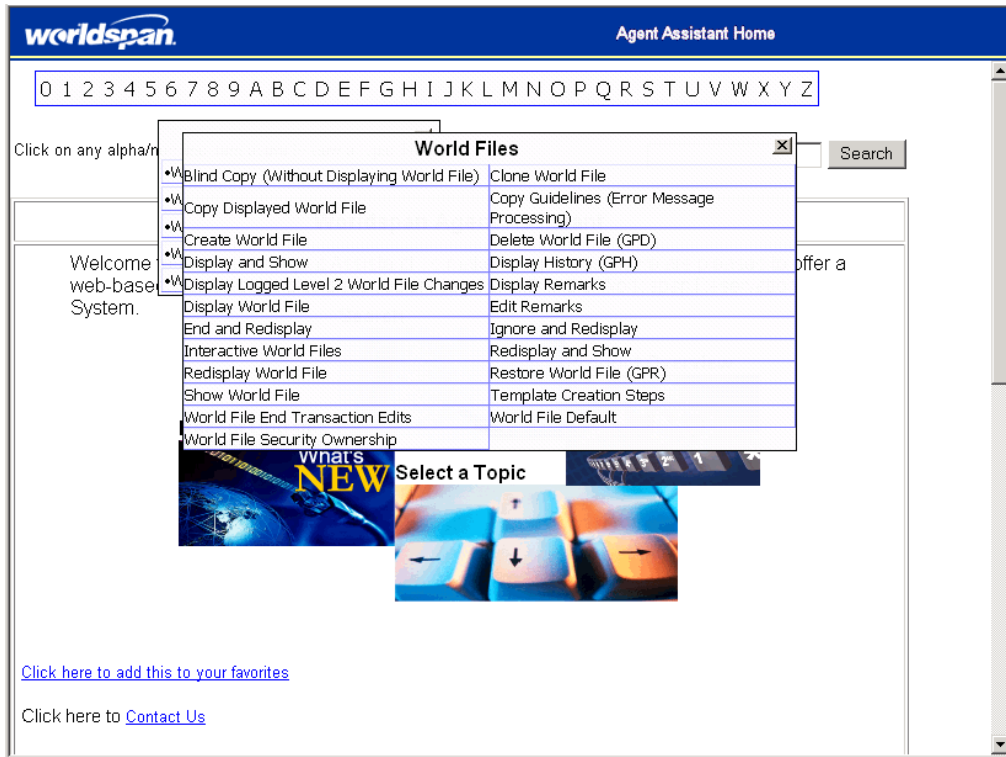
The available sub-topics are displayed. Simply select the information you need to learn more about. Let's learn how to create a World File.
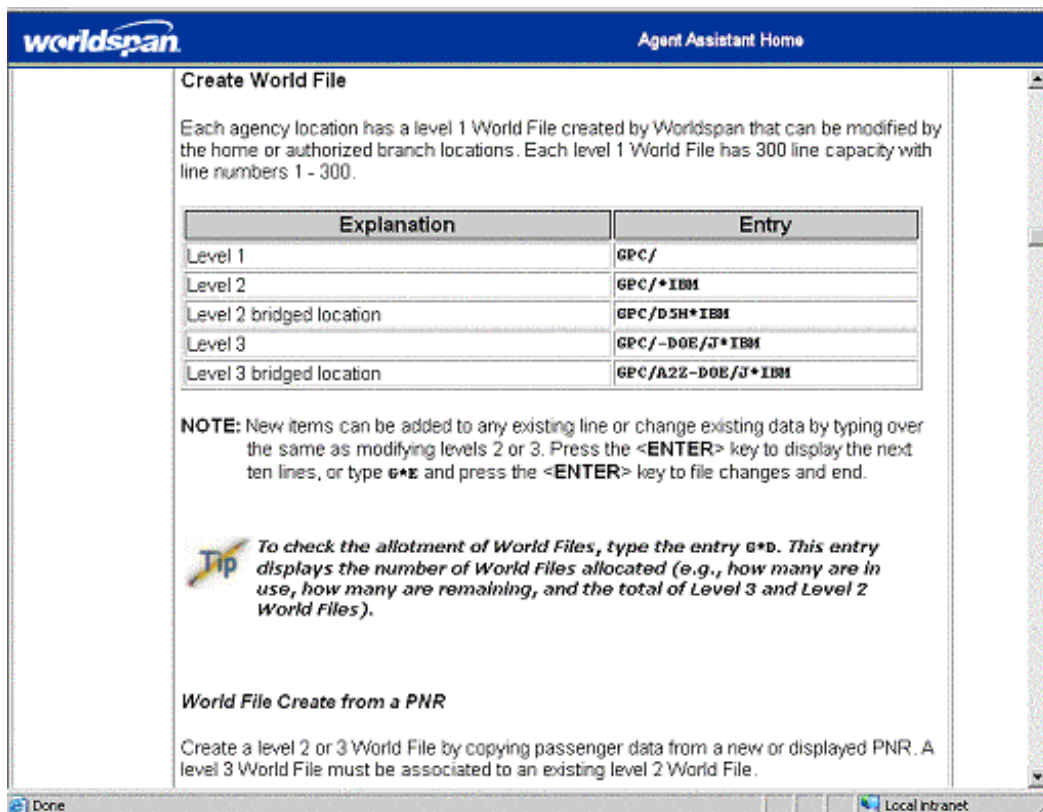
What Else Can I Do to Be Prepared?

In order to maximize your training experience, Worldspan recommends you take Web-based lessons referred to as self-paced tutorials. These lessons are self-paced exercises accessed through the Worldspan e-Learning system. You can take these tutorials anywhere you have Internet access, at your agency or even from home.

Access e-Learning Lessons

You must be registered to take e-Learning lessons. Check with your Agency Administrator or Office Manager to determine if you are registered. If not, access the Student Logon page from Worldspan's Global Learning Center and register as a new user. Once you are registered, use the following steps to access the lessons.

Note: a one-time download is required to run the self-paced tutorials. You will need to download Macromedia's Authorware Web Player to run the tutorials. From the Global Learning Center access the e-Learning instructions page.

e-Learning Logon Procedures

For Worldspan Go! Access

1. Access: http://home.wspan.com
2. Click Training
3. Click e-Learning Info and review it.
4. Click Student Logon
5. Enter Logon Name and Password
6. Click Logon
7. Click Courses button for a course list

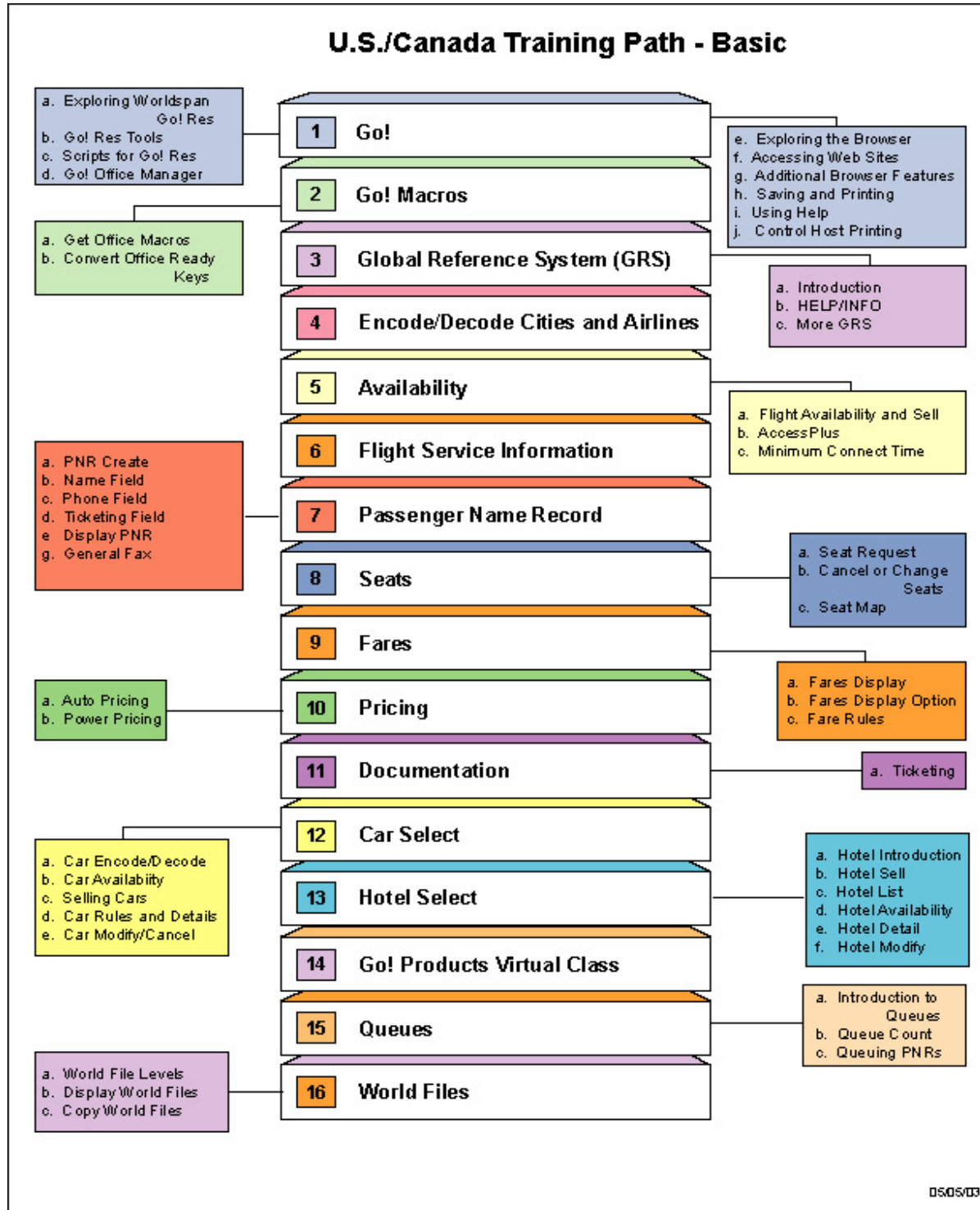**For Internet Access**

1. Access: www.worldspan.com
2. Select your country from the map
3. Click Tools and Training
4. Click e-Learning Info and review it.
5. Click Student Logon
6. Enter Logon Name and Password
7. Click Logon
8. Click Courses button for a course list.

The Global Learning Center also contains documentation where you can view and print a copy of the e-Learning Quick Reference Card.

Suggested Lessons and Training Path

Worldspan suggests taking certain e-Learning lessons before attending training. Here's a list of a basic Training Path recommended for new users. This training path is also found in the Global Learning Center for easy access at any time.

U.S./Canada Training Path - Basic

a. Exploring Worldspan Go! Res
b. Go! Res Tools
c. Scripts for Go! Res
d. Go! Office Manager

1 Go!

e. Exploring the Browser
f. Accessing Web Sites
g. Additional Browser Features
h. Saving and Printing
i. Using Help
j. Control Host Printing

2 Go! Macros

a. Get Office Macros
b. Convert Office Ready Keys

3 Global Reference System (GRS)

a. Introduction
b. HELP/INFO
c. More GRS

4 Encode/Decode Cities and Airlines

5 Availability

a. Flight Availability and Sell
b. AccessPlus
c. Minimum Connect Time

6 Flight Service Information

a. PNR Create
b. Name Field
c. Phone Field
d. Ticketing Field
e Display PNR
g. General Fax

7 Passenger Name Record

a. Seat Request
b. Cancel or Change Seats
c. Seat Map

8 Seats

9 Fares

a. Fares Display
b. Fares Display Option
c. Fare Rules

a. Auto Pricing
b. Power Pricing

10 Pricing

11 Documentation

a. Ticketing

12 Car Select

a. Car Encode/Decode
b. Car Availability
c. Selling Cars
d. Car Rules and Details
e. Car Modify/Cancel

13 Hotel Select

a. Hotel Introduction
b. Hotel Sell
c. Hotel List
d. Hotel Availability
e. Hotel Detail
f. Hotel Modify

14 Go! Products Virtual Class

15 Queues

a. Introduction to Queues
b. Queue Count
c. Queuing PNRs

a. World File Levels
b. Display World Files
c. Copy World Files

16 World Files

05/05/03

Final Exam - Crossword Puzzle

Now it's time to see what you've learned. Complete the following crossword puzzle using the terms in this workbook and clues listed on the next page. Just for fun, complete the Bonus Exercise by unscrambling the circled letters from the crossword puzzle.

Across

9. When you end a PNR or end transaction, this unique code is assigned to the PNR.
12. These specify the requirements for booking, pricing, and ticketing a PNR at the best available fare.
13. The city name for MSY.
15. The _____ bar shows the name of the program that you are using.
16. The airline code for Air France.
17. You must be _____ to take self-paced tutorials.
18. The city code for Newark.
22. A _____ is used to request HELP and INFO topics.
23. An alphanumeric designator identifying the fare, fare rules, and booking class of a segment.
24. You can have _____ Res windows in Reservations Manager. It's like having multiple workstations on your desk.

Down

1. The _____ _____ Publishing Company (ATPCO) transmits domestic, local, joint, and international fares to Worldspan through a direct electronic link several times a day.
2. This is used to request a fares display for a specific fare type.
3. The airport code for John Foster Dulles International.
4. This feature lets you perform frequently used tasks with the click of a button.
5. Worldspan's _____ _____ System contains information on many subjects, including HELP and INFO, the Daily Briefing, Affiliate and Participating Airline information, car and hotel information, and detailed information about Worldspan Travel Suppliers.
6. This type of fare normally includes restrictions and is based on a round-trip.
7. A letter indicating the cabin of the airplane in which the seat is located.
8. Automated data files used to eliminate duplicate work by storing agency, company, and passenger information. The information can then be copied directly into a PNR.
10. The airline code for Northwest Airlines.
11. BA is the airline code for _____ Airways.
14. A unique 3-character code assigned to an agency by Worldspan. Each branch of an agency has its own unique _____.
19. The city code for Houston, TX.
20. Think of __ __ __ __ when trying to remember the four mandatory parts of a PNR.

Bonus Exercise
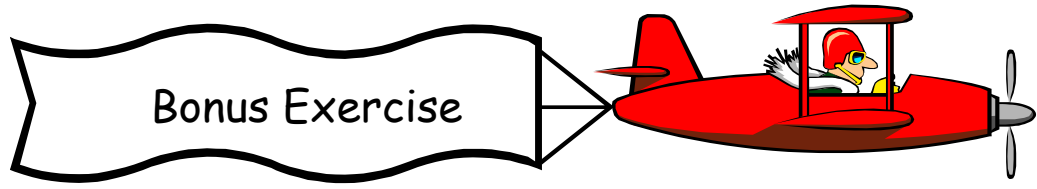
Unscramble the circled letters from the Final Exam to complete the following word jumble.

Completing the Worldspan Quick-Start prevents you from being…

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ !

Congratulations!

You have completed the Worldspan Quick-Start.

I hope the information provided helped to familiarize you with Worldspan or travel-related terms & functions.

It's time to move to the head of the class!

Answer Key

The following are the answers to all the exercise in the Worldspan Quick-Start Workbook.

Exercise 1 - Page 7

Item	Description
Res Windows	Can have up to 10
Windows Control Buttons	Lets you close, reduce the size, or minimize Reservations Manager
Menu Bar	Lets you customize your Res screens and access on-line help
Vertical and Horizontal Scroll Bars	Lets you view additional information on the screen
Num Lock Indicator	Indicates Num Lock is turned on or off
Layout File Name	Contains screen layout parameters
Toolbar	Contains buttons for frequent tasks

Exercise 2 - Page 10

1. DL
2. AA
3. HP
4. CO
5. MX
6. NW
7. UA
8. EI
9. US
10. BA

Exercise 3 - Page 13

1. ATL MIA
2. HOU LAS
3. SEA MEM
4. CHI BOS

Exercise 4 - Page 18

1. P   Phone
   I   Itinerary
   N   Name
   T   Ticketing
2. True
3. ADT, Adult
4. Agency phone number and SID
5. End transaction

Exercise 5 - Page 25

1. A14SEPATLDEN7A
2. F   First Class
   C   Business Class
   Y   Coach Class
3. DL
4. 10:11 AM
5. 0

Final Exam Crossword Puzzle - Page 37

A		F			I		T				G			E			C
I		T			A		O				L			X		W	L
R	E	C	O	R	D	L	O	C	A	T	O	R		C		O	A
L						L				B			U		R		S
I		N		B		B		F	A	R	E	R	U	L	E	S	
N	E	W	O	R	L	E	A	N	S		L			S		D	O
E				I		R		I			R			I		F	F
T		T	I	T	L	E		D			R			O		I	S
A			I						A	F				N		L	E
R	E	G	I	S	T	E	R	E	D		E				E	W	R
I				H							R			H			V
F		C				P				K	E	Y	W	O	R	D	I
F	A	R	E	B	A	S	I	S			N			U			C
		S				N					C						E
				M	U	L	T	I	P	L	E						

Bonus Exercise - Page 39

Completing the Worldspan Quick-Start prevents you from being…

I n   o v e r   y o u r   h e a d!