

worldspan commands quick reference guide

worldspan commands quick reference guide serves as an essential resource for travel professionals who utilize the Worldspan Global Distribution System (GDS) in their daily operations. This comprehensive guide provides a detailed overview of the most frequently used Worldspan commands, helping users navigate through the system efficiently. Whether booking flights, managing reservations, or accessing fare details, understanding these commands enhances productivity and accuracy. The guide covers command structures, booking procedures, ticketing options, and system navigation, making it an indispensable tool for travel agents and airline staff. By mastering these commands, users can streamline their workflow and deliver superior customer service. Below is a detailed table of contents to facilitate easy navigation of the topics covered in this quick reference guide.

- Basic Navigation and System Commands
- Flight Availability and Booking Commands
- Passenger Name Record (PNR) Management
- Fare and Ticketing Commands
- Special Requests and Ancillary Services

Basic Navigation and System Commands

Worldspan commands quick reference guide begins with an introduction to the fundamental navigation and system commands essential for daily use. These commands enable users to log in and out, access help functions, and manage session settings. Mastery of these basic commands ensures smooth interaction with the Worldspan interface and quick access to critical features.

Login and Logout Commands

Logging into the Worldspan system requires specific commands that authenticate the user and establish a session. Similarly, logging out safely terminates the session to preserve security and system integrity. These commands are straightforward and form the foundation for all subsequent operations.

- **Sign In:** WS (followed by username and password)
- **Sign Out:** WQ

Help and Assistance Commands

Accessing help functions within Worldspan is crucial for resolving queries and understanding command syntax. The system provides context-sensitive help and user manuals accessible through simple commands.

- **Help Menu:** HE or HELP
- **Command Syntax Help:** HE followed by the command, e.g., HE WP for help with the 'WP' command

Session and Display Commands

Managing display settings and session preferences optimizes user experience. Commands that refresh screens, clear entries, or recall previous data ensure efficient workflow and minimize errors.

- **Refresh Screen:** R
- **Clear Screen:** C
- **Recall Last Screen:** L

Flight Availability and Booking Commands

One of the core functionalities in Worldspan is checking flight availability and making bookings. This section of the worldspan commands quick reference guide details how to search for flights, view schedules, and reserve seats for passengers. Efficient use of these commands allows travel agents to provide timely and accurate flight options to clients.

Flight Availability Display

Retrieving flight availability involves specifying origin, destination, date, and other parameters. Worldspan offers flexible commands to filter and display flights, including non-stop and connecting options.

- **Availability by City Pair:** A followed by origin, destination, and date (e.g., A LAXNYC15SEP)
- **Availability with Airline Preference:** A followed by airline code (e.g., A AA LAXNYC15SEP)
- **Non-Stop Flights Only:** A/NS LAXNYC15SEP

Flight Booking and Seat Reservation

Once flight availability is confirmed, booking commands create reservations for passengers. These commands include seat class selection, fare basis entry, and passenger detail input. Accurate command use ensures successful booking and ticketing processes.

- **Book Flight:** 0 (flight number) (date) (class) (passenger count) (e.g., 01Y15SEP Y2)
- **Add Passenger Name:** - (passenger last name)/(first name) (e.g., - SMITH/JOHN)
- **Seat Preference:** 3S (to request a specific seat)

Passenger Name Record (PNR) Management

The Passenger Name Record (PNR) is the cornerstone of reservation data in Worldspan. This section focuses on commands used to create, retrieve, modify, and cancel PNRs. Proper handling of PNRs is vital for tracking passenger itineraries and managing bookings effectively.

Creating a New PNR

Creating a PNR involves entering passenger information, itinerary details, and contact information. Worldspan commands facilitate structured input to ensure that all necessary data is captured accurately for airline and travel agency processing.

- **Create New PNR:** - Enter passenger names, itinerary segments, and contact details step-by-step
- **Add Contact Information:** AP (phone number) or AE (email address)

Retrieving and Modifying Existing PNRs

Accessing an existing PNR for updates or verification is a common task. Commands allow agents to display full records, alter passenger details, add or remove segments, and update remarks or special requests.

- **Retrieve PNR:** * (record locator)
- **Modify Passenger Name:** - (new name) or - (corrected name)
- **Add Segment:** 0 (flight details)
- **Cancel Segment:** X (segment number)

Canceling and Deleting PNRs

When reservations are no longer needed, commands exist to cancel individual segments or remove the entire PNR from the system. These functions must be executed carefully to avoid unintended data loss.

- **Cancel Entire PNR:** XE
- **Cancel Specific Segment:** X (segment number)

Fare and Ticketing Commands

Accurate fare calculation and ticketing are critical components of travel booking. This section of the worldspan commands quick reference guide covers how to price itineraries, apply discounts, issue tickets, and manage refunds or exchanges. Understanding these commands ensures compliance with airline policies and enhances customer satisfaction.

Pricing and Fare Quotes

Worldspan allows users to price itineraries to obtain fare quotes, taxes, and total cost. Pricing commands can incorporate promotional codes, fare types, and currency preferences to tailor results to client needs.

- **Price Itinerary:** WP
- **Price with Specific Fare Basis:** WP/F (fare basis code)
- **Display Fare Rules:** FR (fare basis code)

Ticket Issuance

Once pricing is confirmed, ticketing commands finalize the sale by issuing tickets electronically. Commands support multiple passenger ticketing and can include endorsements or special remarks required by airlines.

- **Issue Ticket:** WETR
- **Issue Ticket for Specific Passenger:** WETR (passenger number)
- **Void Ticket:** WETV (ticket number)

Refunds and Exchanges

In situations involving changes or cancellations, Worldspan provides commands for processing refunds or exchanges. These commands ensure adherence to airline policies and efficient management of customer service requests.

- **Refund Ticket:** WFR (ticket number)
- **Exchange Ticket:** WEX (ticket number)

Special Requests and Ancillary Services

Beyond basic booking and ticketing, Worldspan commands facilitate the management of special passenger requests and ancillary services. This includes meal preferences, wheelchair assistance, frequent flyer information, and other extras that enhance travel experience.

Meal and Seating Preferences

Travelers often require specific meal options or seat accommodations. Commands allow agents to record these preferences directly into the PNR for airline notification.

- **Add Meal Request:** 3MEAL (meal code, e.g., VGML for vegetarian)
- **Request Wheelchair Assistance:** 3WCHR
- **Assign Seat:** 3S (seat number)

Frequent Flyer and Special Service Requests

Recording frequent flyer numbers and other special services is critical for passenger loyalty programs and service customization. Worldspan supports adding this information to ensure seamless travel benefits.

- **Add Frequent Flyer Number:** 3FF (airline code)(ff number)
- **Special Service Request:** 3SSR (service code)

Frequently Asked Questions

What is Worldspan and how is it used in travel booking?

Worldspan is a global distribution system (GDS) used by travel agents to access airline, hotel, car rental, and other travel-related information and book reservations efficiently.

Where can I find a quick reference guide for Worldspan commands?

Quick reference guides for Worldspan commands are typically provided by travel agencies, training centers, or can be found online through official Worldspan documentation or travel agent forums.

What is the Worldspan command to display flight availability?

The Worldspan command to display flight availability is 'A' followed by the city pair and date, for example: A LAXNYC15JUN.

How do I create a passenger name record (PNR) in Worldspan?

To create a PNR in Worldspan, you use commands to input passenger details, flight segments, contact information, and then end the transaction with the appropriate command such as 'ER' to end and retrieve.

What command is used to price an itinerary in Worldspan?

The command 'WP' is used in Worldspan to price an itinerary after segments have been entered.

How can I retrieve an existing booking in Worldspan?

You can retrieve an existing booking by using the command 'RT' followed by the record locator, for example: RT ABC123.

What is the command to cancel a segment in a Worldspan booking?

To cancel a segment in Worldspan, you use the 'XE' command followed by the segment number, for example: XE2 cancels segment 2.

How do I display fare rules using Worldspan commands?

You can display fare rules by using the 'FR' command followed by the fare basis code or segment number.

What is the Worldspan command to issue a ticket?

The command to issue a ticket in Worldspan is 'WETR' for electronic ticketing after pricing and booking are complete.

Additional Resources

1. *Mastering Worldspan: A Comprehensive Command Guide*

This book offers an in-depth exploration of Worldspan's command structure, ideal for travel agents and industry professionals. It covers everything from basic entry commands to complex itinerary management, ensuring users can navigate the system efficiently. Clear examples and step-by-step instructions make it a valuable quick reference and learning tool.

2. *Worldspan Essentials: Quick Reference for Travel Professionals*

Designed as a handy quick reference, this guide presents the most commonly used Worldspan commands in an easy-to-access format. It helps users quickly find the commands they need for booking, ticketing, and managing reservations. The concise layout makes it perfect for busy travel agents working under tight deadlines.

3. *Travel Agency Productivity with Worldspan Commands*

This book focuses on improving workflow and productivity through effective use of Worldspan commands. It highlights shortcuts, tips, and best practices to streamline daily operations in a travel agency environment. Readers will learn how to reduce booking time and enhance client service using the system.

4. *Worldspan Command Reference for Airline Reservations*

Targeted at airline reservation agents, this reference manual covers all key Worldspan commands related to flight booking and management. It includes detailed sections on fare displays, PNR creation, and ticketing procedures. The guide serves as a trusted resource for handling complex reservation scenarios.

5. *Quick Guide to Worldspan GDS Commands*

This quick guide provides a succinct overview of essential Worldspan Global Distribution System commands. It is designed for new users needing a fast introduction as well as experienced agents requiring a refresher. The book emphasizes practical application with real-world examples and command syntax.

6. *Worldspan Booking and Ticketing Made Simple*

Aimed at simplifying the booking and ticketing process, this book breaks down Worldspan commands into easy-to-understand segments. It covers passenger name record (PNR) management, fare quotes, and ticket issuance. The book is an excellent resource for travel consultants seeking to enhance their technical skills.

7. *Effective Travel Management Using Worldspan Commands*

This guide explores how to use Worldspan commands efficiently to manage travel itineraries and optimize service delivery. It includes sections on hotel, car rental, and ancillary service bookings alongside flight reservations. Readers will gain insights into integrated travel management within the Worldspan system.

8. *Worldspan Command Line Interface: Tips and Techniques*

Focusing on the command line interface of Worldspan, this book shares advanced tips and techniques for power users. It covers command customization, macros, and troubleshooting common issues. Ideal for experienced agents, it aims to maximize system capabilities and user efficiency.

9. *Quick Reference Handbook for Worldspan Travel Agents*

This handbook serves as a concise, easy-to-navigate reference for travel agents working with

Worldspan. It compiles essential commands, codes, and procedures into a single, convenient volume. Perfect for on-the-job use, it supports agents in delivering quick and accurate booking services.

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