Lesson:	**Itinerary Invoice**
Total Time:	**45 minutes**
Content:	30 minutes
Question/answer:	15 minutes

Lesson Description:
This topic covers itinerary/invoice document production, as well as credit memos, pocket itineraries and divider cards. The use of agency forms and options for the appearance of the final document are described. A guide to stored remarks applicable to itinerary/invoices is included.

Note: The new duplicate invoice print options are covered in the Document History lesson.

Author: Allison Best
SME: Ernie Seawright
Approved:

Master PNR: **CRAWFORD/SAMUEL/TRACEY**

Graphics: Bauer, OConnor

☑ **Instructors' Notes**

Roundtrip flights from BUF to GCM are used and 6 itinerary/invoice remarks are used with the PNR. A remark is associated to segment three, and used to illustrate the segment-association template when the return is canceled.

▦ PowerPoint - 1

**Welcome
to
Itinerary Invoice**

▦ PowerPoint - 2

Objectives

At the end of this lesson, you will be able to

- List different types of itinerary and invoice documents.
- Issue itineraries and invoices.
- Retrieve a list of applicable document options.
- Explain document options for blank form paper.
- Add, delete and modify itinerary/invoice remarks.

▦ PowerPoint - 3

Agenda

- Define document types
- Define the areas of an itinerary/invoice
- Explain blank form print options
- Look at World File logo lines
- Explain PNR remarks and fields that print on itinerary/invoices
- Introduce the new template for re-associating segments.
- Explain itinerary/invoice print options

☑ Instructors' Notes

In addition to itinerary/invoices, you can produce:

> *Itinerary receipts (e-ticket)*
> *Itineraries*
> *Credit memos*
> *Pocket itineraries*
> *Divider cards*

With the exception of pocket itineraries and itinerary receipts for electronic tickets, the system default is to print one of each document type requested, per PNR. Pocket itineraries and e-ticket itinerary receipts print for each passenger. Options are available to override these defaults, and produce documents per surname, per passenger and multiple copies.

The reference page indexes for itinerary/invoice are found in HELP and INFO INV.

Let's look at document type codes for the various documents.

⊞ PowerPoint - 4

DOCUMENT TYPE CODE	DOCUMENT
L	Itinerary/invoice or Itinerary receipt (e-ticket)
N	Itinerary
P	Pocket itinerary
D	Divider card
C	Credit memo

☑ Instructors' Notes

*Each document has a document type code that is included in the
ticketing or documentation entry.*

🖥 Application Sharing

1. Display the A.I.R.

4G

```
4G
DISTANCE LEARNING
ATLANTA GA                30339
IATA....99 06477          PSEUDO.......PQ2     NMC CITY CODE..USE
SATO..N/A                 AUTO VAL.....YES     COMP SEG SELL..NO
INTERFACE LVL..017 VR     BP TRAILER...YES     DUAL USER......NO
                         BP PRINTER...NO      COMMERCIAL.....NO
EZ OPTIONS.....TEMLI PD   TELEX........NO      APRVD E-TKT....YES
LADDER.........HZ         AMTRAK TKTG..YES     TRAINING.......NO
BP PTR EXCEPT..NO         ISO CODE.....
ARC REPORT.....YES        CUR CODE.
DAILY DOC LOG..YES        STP PRT......NO      MINI-LLI W/TKT.NO
                         TD LOCATION..N/A     CAR CURRENCY...USD
                         TIME OUT......NO
                                                              )>
```

☑ Instructors' Notes

*When document types are included in the EZ OPTIONS field of the
A.I.R., they become default settings for all EZ entries.*

*The document type code for itinerary/invoice (L) is normally included
in EZ OPTIONS. Itinerary (N), pocket itinerary (P) and divider card
(D) document types can also be included. The credit memo (C)
document type is never found in the A.I.R. because it cannot be
combined with any other document type in the same entry.*

Stored EZ options and EZ drivestream entries are covered in the EZ Documentation lesson. Let's talk now about agency forms.

⇨ **Follow Me**

URL: HTML of full-length itinerary/invoice for Bauer (No. 000059)

☑ **Instructors' Notes**

Full-length itineraries and invoices use either preprinted customized forms, or they can be printed on blank form paper. Blank form paper may include a pre-printed agency logo in the header area. Pocket itineraries and divider cards are printed on ATB plain card stock.

Preprinted itinerary/invoice forms must meet Worldspan specifications so that document data prints in the appropriate area. Preprinted and blank itinerary/invoice forms can be ordered from American Business Forms or a local supplier. American Business Forms offers a wide range of travel related document and ticket packaging items. See HELP FORMS or HELP PRODUCTS for more information.

This itinerary/invoice is printed on blank form paper using the agency logo lines from the World File.

{Point out the following:}

1. *Itinerary/invoice number from invoice number log (4GI)*
2. *PNR record locator (#RL EZL option from document instruction line)*
3. *Booking and ticketing agent sine and location (#BK, #TK option from document instruction line)*
4. *Header line from agency World File*
5. *Column headers*
6. *Itinerary (including service code column and status code column)*

7.   Charges summary area
8.   Invoice remark (5IR-)
9.   Itinerary remark (5RM-)
10.   Customized closing statement (#@C5)
11.   Footer line from agency World File
12.   Decoded service and status codes

Let's talk more about blank form print options.

PowerPoint - 5

```
                    EZL#HV
        4-DIT*#BVD#RL#EA#@C5 THIS IS A PAPER TICKET
```

World File agency logo lines	**#BV**
Logo lines and column headers	**#HV**
Logo lines and service and status code definitions	**#BVD**
Logo lines, column headers and code definitions	**#HVD**

☑ Instructors' Notes

Blank paper is an inexpensive alternative to preprinted forms and can also be used as a backup if you happen to run out of preprinted forms. Blank form print options allow you to customize blank paper with column headers and service and status code definitions. So our example for the Bauer's used #HVD and included logo lines, column headers and code definitions.

Blank form print options can be included in the EZ drivestream, or the document instruction line (4-DI) of the PNR:

The document instruction line used by your agency is commonly stored in the agency level World File to ensure that it is copied into every PNR with the World File copy entry. All itinerary/invoices issued then have a consistent appearance.

Let's look at World File agency logo lines.

🖥 Application Sharing

1. Display the agency level World File.

<div align="center">

G*

</div>

```
         LEVEL1 (PQ2                )
001A    9PQ2 770 555-1234-T/WORLDSPAN TRAVEL/$#
002O    5-CM5*$$C50.00#
007A    4-DI#RL#WL#BK#TK#HVD#
**** ITEMS SUPPRESSED ****/L
>
```

☑ Instructors' Notes

Notice the document instruction line and the EZL options in it.

Agency logo lines are a suppressed item in World Files as indicated by the suppressed items line and the indicator L.

2. Display the World File logo lines.

<div align="center">

G*RL

</div>

```
         LEVEL1 (PQ2                )
003L  G ***DISTANCE LEARNING TRAVEL***
004L  G ***   1234 WORLDSPAN PKWY  ***
005L  G ***    ATLANTA GA 12345     ***
006L  G ***       770 555-1234      ***
008L AH WE ARE HERE TO SERVE ALL YOUR TRAVEL NEEDS
009L AF PLEASE CALL 770-563-1234 WITH ANY QUESTIONS
010L AF REGARDING THIS ITINERARY
011L PG DISTANCE LEARNING TRAVEL
>
```

☑ Instructors' Notes

World File logo lines print on a full-length itinerary/invoice only when one of the blank form options, such as #HVD, is included in the entry. Logo lines always print on pocket itineraries when an applicable line qualifier is used, and do not require the blank form option in the entry.

World File line type L is reserved for itinerary/invoice document production. Line type qualifiers specify the type of document (full length itinerary/invoice, pocket or both), and placement (Greeting/Logo, Header or Footer areas).

LINE TYPE QUALIFIERS:

To print on: Use:	Full length	Pocket	Both
Greeting/Logo	*G*	*PG*	*AG*
Header	*H*	*PH*	*AH*
Footer	*F*	*PF*	*AF*

For more about line types and line type qualifiers, see INFO LLINE and INFO LQUAL.

Greeting/Logo lines can be entered in a variety of ways including this example centered in a box. A period typed in the first space of a Greeting/Logo line creates a blank line on the itinerary/invoice. Use blank lines to create space for preprinted logos.

Header lines print freeform remarks above the column headers and the itinerary area of the document. On pocket itineraries, header information prints on the first line of the itinerary area. Header lines only print on the first page of a document.

Footer lines print freeform remarks below the closing statement on a full-length itinerary/invoice, and on the last line of a pocket itinerary. Footer lines only print on the last page of a document. If footer lines and the closing statement are the only information to print on the page, they are ignored by the system unless the option #*CS is used.

In addition to World File logo lines, several PNR remarks are designed to print on itinerary/invoice documents. Let's look at 4 of them.

⊞ PowerPoint - 6

PNR Remarks

Confirmation address	5/
Client billing address	5-CB
Client delivery address	5-CD
Client account number	5-CA

☑ Instructors' Notes

We'll talk about invoice and pocket itinerary remarks in a moment.

The confirmation address remarks only print on the itinerary/invoice if no other address fields reside in the PNR. This is positioned on the left side to show through a window envelope.

Client billing 5-CB and client delivery 5-CD remarks are designed to print on the itinerary/invoice and to be used with window envelopes. When both types of remarks are included in the PNR, the delivery address prints on the left hand side to show through the window. The billing address prints on the right side of the document. Use the EZL option #R to reverse the delivery and billing addresses if desired.

When only the 5-CB billing address is used, the system automatically prints it on the left side to show in the window.

For a quick overview of these PNR address fields, see INFO EZLADDR. Individual HELP and INFO pages can be found in 5-CB, 5-CD, and 5/.

The client account number prints in the client account area of the itinerary/invoice and on the ticket.

Customized closing statements can also be included in documentation entries and used in the agency document instruction line.

PowerPoint - 7

Itinerary/invoices	L	**THANK YOU FOR YOUR BUSINESS**
Credit memos	C	**THANK YOU FOR YOUR BUSINESS**
Pocket itineraries	P	**THANK YOU FOR YOUR BUSINESS**
Itineraries	N	**HAVE A PLEASANT TRIP**

☑ Instructors' Notes

These are the closing statements that are automatically printed by the system.

PowerPoint - 8

```
EZ#@C2/555-1234#*CS
4-DI#HVD#@C5 HAPPY HOLIDAYS
```

☑ Instructors' Notes

EZL options are available to override the system statements.

The closing statement prints on the last line of the itinerary/invoice. Both closing statements and footer remarks are suppressed if they are the only data to print on a new page. The EZL option #*CS overrides the system and allows both the statement and remark to print on the final page.

⊞ PowerPoint - 9

#@C1	No closing statement printed
#@C2	**FOR ASSISTANCE AFTER NORMAL BUSINESS HOURS-CALL 1-800-XXX-XXXX** (**XXX-XXXX** = agency after hours phone service)
#@C3	**THIS IS A SPECIAL FARE TICKET. ANY CHANGE MAY AFFECT THE AMOUNT CHARGED.**
#@C4	**PAYMENT DUE UPON RECEIPT**
#@C5	Freeform (maximum 72 alpha/numeric characters – including spaces)
#@C6	**CHECK IN WITH EACH AIRLINE TO RETAIN YOUR SEAT ASSIGNMENT**

☑ Instructors' Notes

There are six closing statement options available. Use the first example to suppress the system closing statement.

To use closing statement two and add the after hours phone service number, enter:

EZL#@C2/555-1234

Example 5 allows you to personalize a statement for a regular customer or unique situation.

The other examples are "canned"' statements to use if they fit. These can be found in INFO #@C.

Let's look at itinerary and invoice remarks.

⊞ PowerPoint - 10

PNR Remarks

Invoice remarks	**5IR-**
Itinerary remarks	**5RM-**
Pocket itinerary remarks	**5PK-**
Divider card remarks	**5DV-**

☑ Instructors' Notes

Reference pages for itinerary/invoice remarks can be found in HELP and INFO 5IR-, HELP and INFO 5PK-, and HELP and INFO 5DV-.

These remarks can be segment and name associated with the exception of divider card remarks.

⊞ PowerPoint - 11

Example entries
5IR-NON REFUNDABLE $75 PENALTY FOR CHANGES
5S3*RM-SEATS ASSIGNED AT AIRPORT CHECK-IN
5S3N2.1*IR-PASSPORT REQUIRED
5S1-4*PK-HAVE A PLEASANT TRIP
5DV-FOR ASSISTANCE AFTER NORMAL BUSINESS HOURS – CALL 1-800-555-1234

☑ Instructors' Notes

By segment and name associating the remark, it is positioned under the appropriate segment on the invoice, with the passenger name indicated.

Let's talk about the options to re-associate remarks.

▱ Application Sharing

1. Display the PNR for Crawford.

*-CRAWFORD

```
1P- M3GFNV
 1.2CRAWFORD/SAMUEL/TRACEY*2ADT
 1 DL 439L 25JAN FR BUFATL MK2   700A  913A/O E
 2 DL 267H 25JAN FR ATLGCM MK2  1015A 1250P/X E
 3 DL 182H 10FEB SU GCMATL MK2   235P  510P/O E
 4 DL 628L 10FEB SU ATLBUF MK2   800P  958P/X E
P- 1.PQ2 770 555-1234-T/WORLDSPAN TRAVEL/LANE
T- 1.TAW/00/07JUN
A-CM5*$C50.00
TKG FAX-AUTO PRICED  FARE TYPE EX
FQ-    4PQ
       FARE QUOTED 07JUN BY AGT-AA/PQ2
       ADT BUF DL ATL 83.72DL GCM Q7.50 253.50DL ATL Q7.50
)>
```

☑ Instructors' Notes

Segment associated remarks are automatically re-associated when segments are moved in the itinerary using an insert after entry, such as /2S4. When a segment is canceled that has an associated remark, the system response contains an option that allows you to re-associate the remark if desired.

2. Cancel the return.

X3/4

```
1 DL 439L 25JAN FR BUFATL MK2   700A  913A/O E
2 DL 267H 25JAN FR ATLGCM MK2  1015A 1250P/X E
SEG RMKS XLD TO REASSOC SEE>*MLX(
>
```

☑ Instructors' Notes

*The system response includes a tab stop after the entry *MLX.*

3. Tab to *MLX and enter.

*MLX

```
REASSOCIATION OF SEGMENT ASSOCIATED REMARKS              >VIEW
             ITEM  1 TO  1 OF  1
RMK   TYPE   TEXT                                     NEW ASSOC
  3    RM    YOU MUST CLEAR CUSTOMS IN ATLANTA      S(..........)
    ACTION (...)  C/CONFIRM  MU/MD/MT/MB  H/HELP
>
```

☑ **Instructors' Notes**

This remark regarding customs is the 3rd remark in the PNR. The template lists only the segment-associated remarks that pertain to any of the canceled segments in the PNR.

To re-associate the remark to a new segment, first tab to the parentheses following the letter S, and assign the new segment number. Then tab to the command line, and type the letter C, to confirm, in the ACTION field.

It is not mandatory to access this template if the remark is being deleted. If the remark is not re-associated, it is deleted from the PNR at end transaction

4.End and redisplay the PNR.

ER
ER

```
1P- M3GFNV
 1.2CRAWFORD/SAMUEL/TRACEY*2ADT
 1 DL 439L 25JAN FR BUFATL MK2   700A  913A/O E
 2 DL 267H 25JAN FR ATLGCM MK2  1015A 1250P/X E
P- 1.PQ2 770 555-1234-T/WORLDSPAN TRAVEL/LANE
T- 1.TAW/00/07JUN
A-CM5*$C50.00
TKG FAX-AWAITING REPRICING  FARE TYPE EX
FQ-    4PQ
       FARE QUOTED 07JUN BY AGT-AA/PQ2
       ADT BUF DL ATL 83.72DL GCM Q7.50 253.50DL ATL Q7.50
           253.50DL BUF 83.72NUC689.44END ROE1.00DL
           XT3.00XA12.50KY5.00SU12.00XF BUF3ATL4.5ATL4.5
)>
```

☑ Instructors' Notes

The segments are now canceled and the remark is deleted. Unlike general remarks, itinerary/invoice remarks are suppressed items in the PNR.

5. Display the itinerary remarks.

*ML

```
 1.IR-TICKETS ARE NONREFUNDABLE/$75 CHANGE PENALTY
 2.RM-DL 267 25JAN DEPARTS CONCOURSE B GATE 12 #S2
 3.PK-HAVE A PLEASANT TRIP
 4.DV-WE APPRECIATE YOUR BUSINESS
 5.RM-IT IS RECOMMENDED TO ARRIVE 2 HOURS BEFORE DEPARTURE #S1
 -CRAWFORD/SAMUEL
>
```

☑ Instructors' Notes

Now the remarks are renumbered with the customs remark deleted.

The system default for full-length itinerary/invoices (EZL) is to print both invoice IR and itinerary RM remarks. The default for full-length itineraries (EZN) is to print itinerary remarks only. Invoice remarks are the default for credit memos (EZC), and pocket itinerary remarks are the default for pocket itineraries (EZP). EZL options #IR, #RM and #PK override the defaults.

Divider card remarks are applicable to divider cards only, and automatically print when document type D is used (EZD).

Remark items one and two in this PNR automatically print on an itinerary/invoice by default. When you use the EZL options #IR, #RM or #PK, only those remarks print. So the entry EZL#IR would print only invoice remarks on the itinerary/invoice.

Let's talk a minute about how the system determines the options for document production.

⊞ **PowerPoint - 12**

---

1. EZ drivestream entries   **EZL#K5#AVINCE#IR**

2. Stored Document Instructions
    **4-DIT*#HVD#@C5THANK YOU FOR CHOOSING WORLDSPAN
                                        TRAVEL**

3. Stored Pricing Instructions
                    4P*-PADT#S1-2#FEX/-10/SR#PI

4. Ticketing field options
                    7TAW/00/15MAY*FEX-CTW/-$20/TKTD

5. PNR fields   **5-CD JOHN REID#5-CD 266 MAIN ST
                        #5-CD ST LOUIS MO 64298**

☑ **Instructors' Notes**

There is an internal hierarchy that determines the options used during the production of a document:

EZ drivestream options always take precedence and can be used to override options stored in the PNR.

🖥 **Application Sharing**

---

1. Display INFO EZLOPT.

INFO EZLOPT

```
>        INVOICE - EZL OPTIONS                      INFO EZLOPT


                                   OPTION
DESCRIPTION                          ID       REFERENCE
---------------------------        ------    --------------
ADDRESS-EXPANDED                     #EA      >INFO #EA(
   REVERSE CD/CB PLACEMENT           #R       >INFO #R(
AGENT NAME/BRANCH LOCATION           #A       >INFO #A(
   BOOKING AGENT                     #BK      >INFO #BK(
   TICKETING AGENT                   #TK      >INFO #TK(
BAGGAGE ALLOWANCE - PRINT            #BG      >INFO #BG(
BP-SUPPRESS SEAT INFORMATION         #BP      >INFO #BP(
BP-NO/SUPPRESS BP PRODUCTION         #NB      >INFO #NB(
CAR SEGMENT - SUPPRESS INFORMATION   #*CX     >INFO #*CX(
CLOSING STATEMENT-ALWAYS PRINT       #*CS     >INFO #*CS()>
```

☑ **Instructors' Notes**

There are over 60 EZ options applicable to itinerary/invoice documents. A list of options can be found in HELP and INFO EZLOPT. Each option has its own HELP and INFO page. Options are often applicable to both ticketing and itinerary/invoice entries.

EZL options allow you to issue documents that are more individualized and fit your passengers' special needs. Options are entered in any order, and separated using the end item #.

When using certain options, such as #$* for exchange tickets, the system automatically prints additional information on the invoice.

⇨ **Follow Me**

URL: David O'Connor invoice (000059)

☑ **Instructors' Notes**

The charges summary area of the invoice reflects exchange information taken from the entry.

We'll talk about just a couple of the drivestream options:

Separate invoices per passenger or name field (#SI-, #SSI-)
Segment selection for air and non-air (#S, #S$)

🪟 **PowerPoint - 13**

EZL Options #SSI- and #SI-

Drivestream entry	`EZ#SI-`
	`EZ#SSI-`
Document Instruction	`4-DI#SI-`
	`4-DI#SSI-`
PNR Remark	`5SI-`
	`5SSI-`

☑ **Instructors' Notes**

In PNRs with more than one name field, the #SSI- option allows you to issue one itinerary/invoice per name or surname. #SI- allows you to issue documents per person. As mentioned, pocket itineraries are issued per person.

It is not necessary to follow the dash with any data for these options.

When multiple invoices are issued for separate name fields, the ticketing field of the PNR is updated with a range of invoice numbers, such as I000059-062.

The next options we'll discuss fall into the category of segment select.

▦ **PowerPoint - 14**

Segment select	**#S**
Exclude air segments	**#SX**
Auxiliary segment select:	
all auxiliary segments and air segments	**#S$**
all car and air segments	**#S$C**
all hotel and air segments	**#S$H**
all TVL and air segments	**#S$T**
Exclude auxiliary segments	**#S$X**

☑ Instructors' Notes

These documentation options provide shortcuts when you want an itinerary for hotels only, for example. The basic segment select option can be used as well.

Lets' recap what we've talked about in this lesson.

◎ **Summary review**

⊞ **PowerPoint - 15**

Document types and codes include:

Itinerary/invoices	**L**
Itinerary receipts (e-ticket)	**L**
Itineraries	**N**
Credit memos	**C**
Pocket itineraries & receipts	**P**
Divider cards	**D**

⊞ **PowerPoint - 16**

When document types are included in the EZ OPTIONS field of the A.I.R., they become default settings for all EZ entries.

The credit memo document type is not stored in the A.I.R. and is never issued in conjunction with other document types.

⊞ **PowerPoint - 17**

Itinerary/invoices can be printed on blank form paper or pre-printed custom forms.

Blank form print options allow you to include header and greeting lines, column headers, and service and status code definitions.

▦ **PowerPoint - 18**

Agency logo lines are a suppressed item in the agency level World File.

Line type qualifiers allow you to print Greeting/Logo, Header and Footer lines on full-length and/or pocket itineraries.

▦ **PowerPoint - 19**

PNR remarks that print on itinerary/invoice documents include:

Confirmation address	`5/`
Client billing address	`5-CB`
Client delivery address	`5-CD`
Client account number	`5-CA`

▦ **PowerPoint - 20**

Closing statements are automatically printed by the system and can be suppressed or customized as desired.

Other itinerary/invoice options can be found in `INFO EZLOPT`.

Options are available to print documents per person or per name field, and to segment select air and auxiliary segments.

⊞ PowerPoint - 21

Remarks can be added to the PNR for:

Itinerary/invoice	**5IR-**
Itinerary	**5RM-**
Pocket itinerary	**5PK-**
Divider cards	**5DV-**

These remarks can be segment associated except the divider card remarks. A template is available to re-associate segment associated remarks when segments are canceled.

⊞ PowerPoint - 22

Questions

⊞ PowerPoint - 23

Related Topics

Virtual e-Learning:

EZ Documentation I and II
Document History
Electronic Ticketing

▦ PowerPoint - 24

Thank You

▦ PowerPoint - 25

Evaluation