

## Module 7: Price an Itinerary

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Galileo 360° Fares provides quick and accurate pricing for air segments within the United States or between the United States, Canada, Puerto Rico, and the U.S. Virgin Islands. Apollo® updates fares several times a day to ensure accurate fare quotes.

**Note:** This module covers pricing for North American itineraries. For an overview of international pricing, see Appendix C.

### Module Objectives

Upon completion of this module you will be able to:

- Identify Apollo pricing assumptions.
- Identify pricing options.
- Price an itinerary using pricing modifiers.

### Apollo Pricing Assumptions

Apollo makes several assumptions when you price a North American itinerary. When you price an itinerary, Apollo:

- Quotes fares for all passengers and displays price per person.
- Quotes up to sixteen flight segments.
- Assumes the passenger is an adult.
- Prices all air segments *except* waitlist, ARNK, and auxiliary segments.
- Prices all segments at the lowest fare for the class of service booked.
- Considers flights with layovers of *less* than four hours as connections.
- Considers flight layovers of four hours or more as stopovers.

## Pricing Options

HELP PRICING  
CANADA: HELP \$

After you sell the flights, you need to price the itinerary.

The function identifier to price an itinerary is: **\$**

The following table lists the most frequently used pricing options.

This option:	Prices itinerary at:
\$B	Lowest fare for class of service sold. For example, if you sell segments in Y class, Apollo quotes lowest available Y fare.
\$BB	Best buy available.
\$BB0	Best buy and, if necessary, automatically rebooks flights.
\$BBQ	Best buy and quotes up to six alternate itineraries with their corresponding fares, if a lower fare is found.
FS	Lowest fare available and searches schedules and ATPCO-filed fares to find lowest priced alternate itineraries.

This section describes each of the above pricing options.

### Price as Booked (\$B)

HELP \$B

After selling the flights, you want to price the itinerary to quote the total fare to your customer.

The function identifier to price an itinerary is: **\$B**

Here is a sample itinerary.

```

Window 1
NO NAMES
1 US6553Y 24JAN IADPDX SS1 610P 856P * TU E
   OPERATED BY UNITED AIRLINES INC.
2 UA 250Y 29JAN PDXIAD SS1 735A 327P * SU E
>
    
```

To price this itinerary as booked, enter \$ followed by the letter B.

#### Example

\$B

The \$B fare quote screen appears.

```

Window 1
>$B-*B7M
*FARE GUARANTEED AT TICKET ISSUANCE*
WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 06DEC05
$B-1 C05DEC05
WAS US PDX 882.79Y8P UA WAS 882.79YUA USD1765.58END ZP IADPDX
FARE USD 1765.58 TAX 5.00AY TAX 132.42US TAX 9.00XF TAX 6.40ZP
TOT USD 1918.40
US PFC: XF IAD4.5 PDX4.5
BAGGAGE ALLOWANCE: 2PC
>

```

The following table lists the key components of the \$B response.

Component	Description
\$B-*B7M	Fare quote format used and pseudo city.
*FARE GUARANTEED AT TICKET ISSUANCE*	Agent alert.
LAST DATE TO PURCHASE TICKET: 06DEC05	Latest date to purchase ticket for this fare.
\$B -1 C 05DEC05	Fare quote format. Number in party. Computer generated price. Date of fare quote.
WAS US PDX 882.79Y8P UA WAS 882.79YUA USD 1765.58END ZP IADPDX	Linear fare construction and segment fee.
FARE USD 1765.58 TAX 5.00AY TAX 132.42US TAX 9.00XF TAX 6.40ZP TOT USD 1918.40	Base fare, taxes, and total fare.
US PFC: XF IAD4.5 PDX4.5	Passenger facility charges
BAGGAGE ALLOWANCE: 2PC	Baggage allowance

Here is the same \$B response showing US EQU CAD total including taxes in CAD.

```

Window 1
>$B-*2J0D
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 06DEC05
$B-1 C05DEC05
WAS US PDX 882.79Y8P UA WAS 882.79YUA USD1765.58END ZP IADPDX
FARE USD 1765.58 EQU CAD 2063.43 TAX 5.84AY TAX 154.76US TAX
10.52XF TAX 7.48ZP TOT CAD 2242.03
RATE USED IN EQU TOTAL IS BSR 1USD - 1.1687CAD
US PFC: XF IAD4.5 PDX4.5
BAGGAGE ALLOWANCE: 2PC
>
    
```

### Best Buy (\$BB)

HELP \$BB

The \$BB format prices an itinerary at the best buy available for the itinerary as booked.

To price the best buy for this itinerary, enter \$ followed by the letters BB (best buy).

#### Example

\$BB

The \$BB fare quote screens appear.

```

Window 1
>$BB-*1B1B
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
REBOOK PNR SEGMENTS 1H/2Q
>X1+2/01H+2Q.

*PENALTY APPLIES*
LAST DATE TO PURCHASE TICKET: 06DEC05
$BB-1 C05DEC05
WAS US PDX Q9.30 457.67HA7ZN UA WAS 239.07QA1AN USD706.04END ZP
IADPDX
FARE USD 706.04 TAX 5.00AY TAX 52.95US TAX 9.00XF TAX 6.40ZP
>>

Window 1
$BB-1 C05DEC05
WAS US PDX Q9.30 457.67HA7ZN UA WAS 239.07QA1AN USD706.04END ZP
IADPDX
FARE USD 706.04 TAX 5.00AY TAX 52.95US TAX 9.00XF TAX 6.40ZP
TOT USD 779.39
S1 N0B24JAN/N0A24JAN
S2 N0B29JAN/N0A29JAN
E STNDBY/CHG FEE/NO RFND/
E CXL BY FLT DT/
E NONREF/CHG100PLUSFAREDIF/
E CXL BY FLT DATE OR NOVALUE
US PFC: XF IAD4.5 PDX4.5
BAGGAGE ALLOWANCE: 2PC
>
    
```

The following table lists the key components of the \$BB response.

Component	Description
\$BB-*1B1B	Fare quote format and pseudo city.
REBOOK PNR SEGMENTS 1H/2Q >X1+2/01H+2Q	Agent alert to rebook segments. Tab stop to rebook same flights in correct class of service for lowest available fare.

Here is the same \$BB response for Canadian subscribers.

```

Window 1
>$BB-*2J0D
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
REBOOK PNR SEGMENTS 1H/2Q
>X1+2/01H+2Q.

*PENALTY APPLIES*
LAST DATE TO PURCHASE TICKET: 06DEC05
$BB-1 C05DEC05
WAS US PDX 09.30 457.67HA7ZN UA WAS 239.07QA1AN USD706.04END ZP
IADPDX
FARE USD 706.04 EQU CAD 825.15 TAX 5.84AY TAX 61.89US TAX
)>

Window 1
WAS US PDX 09.30 457.67HA7ZN UA WAS 239.07QA1AN USD706.04END ZP
IADPDX
FARE USD 706.04 EQU CAD 825.15 TAX 5.84AY TAX 61.89US TAX
10.52XF TAX 7.48ZP TOT CAD 910.88
S1 NUB24JAN/NUA24JAN
S2 NUB29JAN/NUA29JAN
E STNDBY/CHG FEE/NO RFND/
E CXL BY FLT DT/
E NONREF/CHG100PLUSFAREDIF/
E CXL BY FLT DATE OR NOVALUE
RATE USED IN EQU TOTAL IS BSR 1USD - 1.1687CAD
US PFC: XF IAD4.5 PDX4.5
BAGGAGE ALLOWANCE: 2PC
>

```

## Fare Rules

HELP PRICING-RULES  
CANADA: HELP RULES

Displaying rules for fare quote (\$B/\$BB) is similar to displaying rules from a tariff display (\$D) and the information is the same.

After pricing an itinerary, you can access Apollo for detailed fare information. Automated fare rules display subjects, such as the type of penalty that may apply or advance purchase requirements. You can see a rule summary or a rule category on a specific subject.

You can display fare rules if you've priced the itinerary using \$B or \$BB. The fare rules screen identifies the types of rules and restrictions that govern the fare, such as penalties that may apply, advance purchase requirements, and blackout dates. From this screen, you can display the rule category that provides more detail about that particular rule.

**Note:** Apollo displays the rule for the most restrictive fare used in the itinerary.

The function identifier to display rules for a booked itinerary is: **\$V:**

The following screen displays the rule categories that apply to the return fare which is the most restrictive for a YUL/YVR round trip itinerary.

```

Window 1
>$V:
YVRYMQ 14OCT05 AC CAD 346.00 G7TGC STAY---/-- BK-G
0.APPLICATION 5.ADV RES/TKTG 10.COMBINATIONS 12.SURCHARGES
15.SALES RESTR 16.PENALTIES 18.TKT ENDORSE 19.CHILDREN
21.AGENT DISC
>
    
```

### Rule category

To request a rule category after pricing an itinerary, enter \$V: followed by a slash (/), and the category number.

#### Example

\$V:/19

The rule category text appears.

```

Window 1
>$V:/19
PDXWAS 29SEP05 UA USD 457.67 UA7BIZN STAY---/-- BK-U
19. CHILDREN DISCOUNTS
UNLESS OTHERWISE SPECIFIED
1ST THROUGH 2ND INFANT UNDER 2 WITH A SEAT - CHARGE 50
PERCENT OF THE FARE.
TICKET DESIGNATOR - INF50.
MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT
BY ADULT 18 OR OLDER.
NOTE -
APPLICATION -
1. APPLIES ON ALL UNITED/TED/UNITED EXPRESS
FLIGHTS WITHIN THE 50 U.S. STATES/CANADA/
>>
    
```

### Rule summary

To request a rule summary after pricing an itinerary, enter \$V: followed by a slash (/), and the letter S (summary).

#### Example

\$V:/S

A rule text summary for the booked itinerary appears.

```

Window 1
>$V:/19
PDXWAS 29SEP05 UA USD 457.67 UA7BIZN STAY---/-- BK-U
19. CHILDREN DISCOUNTS
UNLESS OTHERWISE SPECIFIED
1ST THROUGH 2ND INFANT UNDER 2 WITH A SEAT - CHARGE 50
PERCENT OF THE FARE.
TICKET DESIGNATOR - INF50.
MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT
BY ADULT 18 OR OLDER.
NOTE -
APPLICATION -
1. APPLIES ON ALL UNITED/TED/UNITED EXPRESS
FLIGHTS WITHIN THE 50 U.S. STATES/CANADA/
>>

```

### Rule subject

To display a rule subject from the rule summary, enter \$V: followed by a slash (/), and the rule category abbreviation.

#### Example

\$V:/ADV

Details for rule category ADV (advance reservation/ticketing requirements) appear.

```

Window 1
>$V:/ADV
PDXWAS 29SEP05 UA USD 457.67 UA7BIZN STAY---/-- BK-U
5. ADVANCE RES/TICKETING
FOR -A7BIZN TYPE FARES
RESERVATIONS FOR ALL SECTORS ARE REQUIRED AT LEAST 7 DAYS
BEFORE DEPARTURE.
STANDBY PERMITTED FOR EARLIER/LATER SAME DAY FLIGHTS
OTHERWISE WAITLIST AND STANDBY NOT PERMITTED.
TICKETING MUST BE COMPLETED WITHIN 1 DAY AFTER
RESERVATIONS ARE MADE OR AT LEAST 7 DAYS BEFORE DEPARTURE
WHICHEVER IS EARLIER.
NOTE -
THE FLIGHT NUMBER AND DATE MUST BE INDICATED
>>

```

**Note:** To view the rule menu and all subjects, enter \$V:/ALL

### Best Buy automatic rebook (\$BB0)

The \$BB0 format prices an itinerary at the lowest available fare. If a lower fare does exist, it automatically cancels the flight segments and resells them at the lower fare.

**Note:** Redisplay the PNR after you rebook segments to allow Apollo to renumber the itinerary.

To price this itinerary at the best buy *and* rebook the flights, enter \$ followed by BB, and the sell identifier (0).

**Example**

\$BB0

Apollo automatically rebooks the itinerary in the lowest available fare.

```

Window 1
>$BB0
REBOOK SUCCESSFULLY COMPLETED
*FARE GUARANTEED AT TICKET ISSUANCE*
WW SYSTEM USED
*PENALTY APPLIES*
LAST DATE TO PURCHASE TICKET: 06DEC05
$BB0-1 C05DEC05
WAS US PDX Q9.30 457.67HA7ZN UA WAS 239.07QA1AN USD706.04END ZP
IADPDX
FARE USD 706.04 TAX 5.00AY TAX 52.95US TAX 9.00XF TAX 6.40ZP
TOT USD 779.39
>>
    
```

The following table lists the key components of the \$BB0 response.

Component	Description
➤\$BB0	Pricing format.
REBOOK SUCCESSFULLY COMPLETED	Agent alert indicating automatic rebook status.  <b>Note:</b> If lowest fare already booked, NO REBOOK REQUIRED alert appears.

Here is the same \$BB0 response for Canadian subscribers.

```

Window 1
>$BB0
REBOOK SUCCESSFULLY COMPLETED
*FARE GUARANTEED AT TICKET ISSUANCE*
WW SYSTEM USED
*PENALTY APPLIES*
LAST DATE TO PURCHASE TICKET: 06DEC05
$BB0-1 C05DEC05
WAS US PDX Q9.30 457.67HA7ZN UA WAS 239.07QA1AN USD706.04END ZP
IADPDX
FARE USD 706.04 EQU CAD 825.15 TAX 5.84AY TAX 61.89US TAX
10.52XF TAX 7.48ZP TOT CAD 910.88
>>
    
```

**Best Buy Quote (\$BBQ)**

HELP \$BBQ

Best Buy Quote™ (\$BBQ) prices the current itinerary for all passengers at the lowest available fare and quotes up to six *alternate* itineraries with lower fares.

**Note:** Best Buy Quote™ is a cost product. Check with your agency manager to see if you have access.



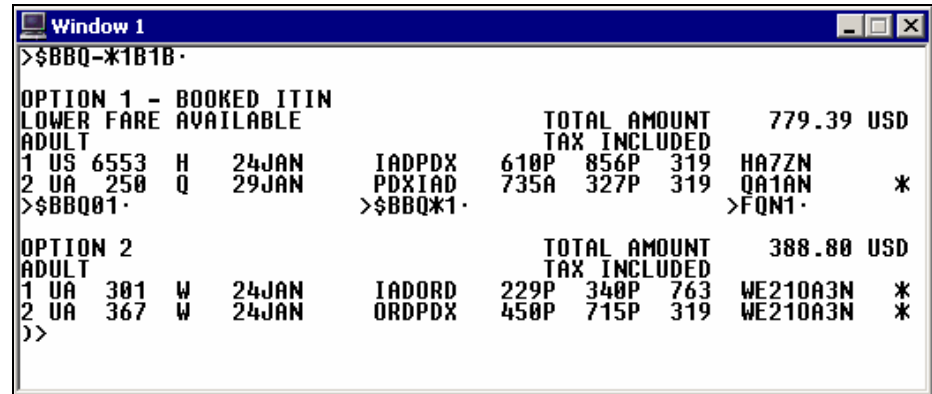
To price this itinerary at Best Buy and quote alternate itineraries, enter \$ followed by BBQ (Best Buy Quote).

**Example**

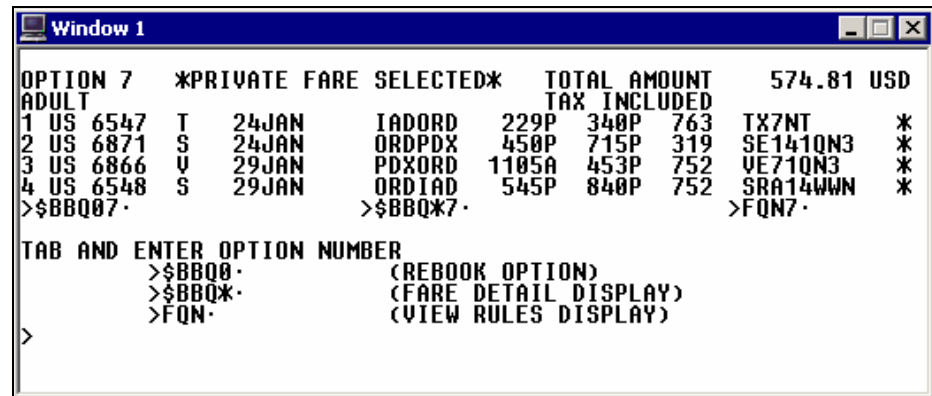
\$BBQ

**Note:** \$BBQ quotes the fare for all passengers in the PNR.

The Best Buy Quote screen appears and you see the first two options.



You can continue to move down to view all options. Here is the last screen showing option 7 with additional prompts.



The following table lists the key components of the Best Buy Quote response.

Component	Description
>\$BBQ-1B1B·	Pricing format and pseudo city.
OPTION 1 – BOOKED ITIN LOWER FARE AVAILABLE TOTAL AMOUNT 779.39 USD	First option is existing itinerary. Agent alert advising lower fare available for existing itinerary.
>\$BBQ01·	Prompt to sell option 1.
>\$BBQ*1·	Prompt to display option 1 fare details.
>FQN1·	Prompt to view option 1 rules.

Component	Description
OPTION 7 >\$BBQ07 >\$BBQ*7 >FQN7	Option 7 for alternate itinerary. Fare lower than first option if passenger changes flights and class of service. Prompt to sell option 7. Prompt to display option 7 fare details. Prompt to view option 7 rules.
TAB AND ENTER OPTION NUMBER >\$BBQ0 (REBOOK OPTION) >\$BBQ* (FARE DETAIL DISPLAY) >FQN (VIEW RULES DISPLAY)	Prompt instructions. Prompt to rebook an option. Type option number and press Enter Prompt to view fare detail for an option. Type option number and press Enter. Prompt to view rules for an option. Type option number and press Enter.

You can also use availability and pricing modifiers with \$BBQ. For a list of these modifiers see: HELP \$BBQ

Here is the same \$BBQ response for Canadian subscribers.

```

Window 1
>$BBQ-*2J00
OPTION 1 - BOOKED ITIN
LOWER FARE AVAILABLE                TOTAL AMOUNT          910.88 CAD
ADULT                                TAX INCLUDED
1 US 6553 H 24JAN IADPDX 610P 856P 319 HA7ZN
2 UA 250 Q 29JAN PDXIAD 735A 327P 319 QA1AN *
>$BBQ01 >$BBQ*1 >FQN1

OPTION 2                                TOTAL AMOUNT          454.49 CAD
ADULT                                TAX INCLUDED
1 UA 301 W 24JAN IADORD 229P 340P 763 WE210A3N *
2 UA 367 W 24JAN ORDPDX 450P 715P 319 WE210A3N *
>>

Window 1
OPTION 7 *PRIVATE FARE SELECTED*    TOTAL AMOUNT          671.77 CAD
ADULT                                TAX INCLUDED
1 US 6547 T 24JAN IADORD 229P 340P 763 TX7NT *
2 US 6871 S 24JAN ORDPDX 450P 715P 319 SE141QN3 *
3 US 6866 V 29JAN PDXORD 1105A 453P 752 VE71QN3 *
4 US 6548 S 29JAN ORDIAD 545P 840P 752 SRA14WWN *
>$BBQ07 >$BBQ*7 >FQN7

TAB AND ENTER OPTION NUMBER
>$BBQ0 (REBOOK OPTION)
>$BBQ* (FARE DETAIL DISPLAY)
>FQN (VIEW RULES DISPLAY)
>
    
```

## Optimal Shopping<sup>SM</sup> (FS)

HELP FS

Galileo 360 Fares Optimal Shopping<sup>SM</sup> prices a booked North American itinerary at the lowest available fare and searches schedules and ATPCO-filed fares to find the lowest priced alternate itineraries. You can search for fares based on customer needs, such as cheapest, fastest, or business, and control the number of itineraries returned.

**Note:** Although Optimal Shopping is *not* a cost product, your agency must request activation by Galileo.

To price the itinerary using Optimal Shopping, enter the function identifier FS.

### Example

FS

**Note:** FS quotes the fare for all passengers in the PNR.

The Optimal Shopping screens appear showing 30 pricing options and 71 itinerary options.

```

Window 1
>FS-*1B1B-
TTL OF 30 PRICING OPTIONS AND 71 ITINERARY OPTIONS RETURNED
PRICING OPTION 1 - BOOKED ITIN
LOWER FARE AVAILABLE
ADT
1 US 6553 H 24JAN IADPDX 610P 856P 319 HA7ZN *
2 UA 250 Q 29JAN PDXIAD 735A 327P 319 QA1AN *
>FS01- >FS*1- >FQ1-
TOTAL AMOUNT 779.39USD
TAX INCLUDED
PRICING OPTION 2
ADT
>>
TOTAL AMOUNT 360.68USD
TAX INCLUDED

Window 1
1 US 8131 T 24JAN IADPHX 435P 740P 319 TA7NX
2 US 8137 T 24JAN PHXPDX 824P 1013P 733 TA7NX
3 US 6554 V 29JAN PDXIAD 735A 327P 319 VE73N
>FS02- >FS*2- >FQ2- >MORE*2-
PRICING OPTION 3
ADT
1 US 8131 T 24JAN IADPHX 435P 740P 319 TA7NX
2 US 8137 T 24JAN PHXPDX 824P 1013P 733 TA7NX
3 US 8236 V 29JAN PDXLAS 755P 1000P 733 UA7N1
4 US 8449 V 29JAN LASIAD 1045P 605A 319 UA7N1
>FS03- >FS*3- >FQ3- >MORE*3-
>>

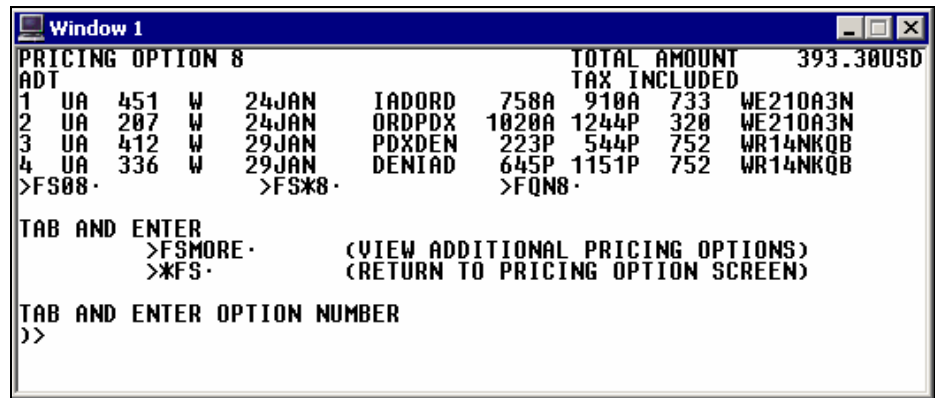
```

The following table lists the key components of the Optimal Shopping screen header information and of pricing option 2.

Component	Description
➤FS-*1B1B	Repeat of format including pseudo city code.
TTL OF 30 PRICING OPTIONS AND 71 ITINERARY OPTIONS RETURNED	Total number of pricing options and itinerary options.
PRICING OPTION 2	Pricing option 2 header.
LOWER FARE AVAILABLE	Alert which varies depending on price of itinerary as currently booked.
TOTAL AMOUNT 360.60 USD	Total per person amount including tax.
ADT TAX INCLUDED	Adult fare. Tax included.
1 US 8131 T 24JAN...	Option 2 itinerary with applicable booking codes and fare basis codes.
➤FS02	Prompt to rebook this itinerary at lowest fare.
➤FS*2	Prompt to view fare breakdown at lowest fare.
➤FQN2	Prompt to view rules text for lowest fare. You can then enter FN1/ALL to see full rules text for first fare component.
➤MORE*2	Prompt to view more itinerary options at this price.

To view more options, enter MD. Additional pricing options appear.

After you have viewed the first 8 options, the following screen appears. You can tab to the FSMORE prompt and press Enter to view more options.



Here is the same FS response for Canadian subscribers.

```

Window 1
>FS-*2J00.

TTL OF 22 PRICING OPTIONS AND 51 ITINERARY OPTIONS RETURNED

PRICING OPTION 1 - BOOKED ITIN
LOWER FARE AVAILABLE
ADT
1 US 6553 H 24JAN IADPHX 610P 856P 319 HA7ZN *
2 UA 250 Q 29JAN PDXIAD 735A 327P 319 QA1AN *
>FS01. >FS*1. >FQ1.

PRICING OPTION 2
ADT
>>
TOTAL AMOUNT 910.88CAD
TAX INCLUDED

Window 1
1 US 8131 T 24JAN IADPHX 435P 740P 319 TA7NX
2 US 8137 T 24JAN PHXPDX 824P 1013P 733 TA7NX
3 US 6554 V 29JAN PDXIAD 735A 327P 319 VE73N
>FS02. >FS*2. >FQ2. >MORE*2.

PRICING OPTION 3
ADT
1 US 8131 T 24JAN IADPHX 435P 740P 319 TA7NX
2 US 8137 T 24JAN PHXPDX 824P 1013P 733 TA7NX
3 US 8236 V 29JAN PDXLAS 755P 1000P 733 VA7N1
4 US 8449 V 29JAN LASIAD 1045P 605A 319 VA7N1
>FS03. >FS*3. >FQ3. >MORE*3.
>>
TOTAL AMOUNT 423.20CAD
TAX INCLUDED

```

## Rules display

To display rules text for an itinerary option, use the following steps.

1. Tab to the rules display prompt and press Enter.

**Note:** Be sure to include the option number.

### Example

FQ2

The following screen appears.

```

Window 1
QUOTE 2

FARE COMPONENT BASIS
1 IAD-PDX TA7NX
2 PDX-IAD VE73N
RULE/ROUTE APPLIES
RULE/ROUTE APPLIES
>

```

2. Use the guidelines in the following table to view the rules text.

To view:	Use this format:
Rule menu for fare component 1	FN1
Rule summary for fare component 1	FN1/S
Full rules text for fare component 2	FN2/ALL
Category 3 for fare component 2	FN2/3

## Pricing Modifiers

HELP PRICING MODIFIERS  
CANADA: HELP MOD

By knowing Apollo pricing assumptions, you can decide whether you need to override any of them to further define the request. You can use pricing modifiers with any \$B, \$BB, or FS entry.

**Note:** You can store pricing modifiers in the ATFQ field.

This section describes how to use and *combine* the following pricing modifiers:

- Name select
- Segment select
- Connection
- Stopover
- Penalty
- Passenger type
- Discounts
- Fare Identification Code
- Booking Identification Code

**Note:** You *cannot* use the Fare Identification Code or Booking Identification Code with \$BB or FS pricing entries.

### Name Select

The name select pricing modifier overrides the assumption that all passengers are adults priced the same. Individual passenger fare breakdowns appear in the order requested.

**Note:** Infants are ignored unless name selected with an adult.

The name select modifier is: **N**

To price the itinerary exactly as booked for the first Name field, second passenger *only*, enter \$B followed by the name select modifier (N) and the first Name field, second passenger.

**Example**

\$BN1-2

**Segment Select**

The segment select pricing modifier overrides the assumption that you want to price all segments.

The segment select modifier is: **S**

You can use this modifier to price a single segment, a segment range, or selected segments.

**Single segment**

To price segment 2 of the itinerary as booked, enter \$B followed by the segment select modifier (S), and the segment number.

**Example**

\$BS2

**Segment range**

To price segments 4 *through* 6 as booked, enter \$B followed by the segment select modifier (S), segment number 4, asterisk (\*), and segment number 6.

**Example**

\$BS4\*6

**Note:** All segments within the range must be air segments.

**Selected segments**

To price segments 1 *and* 4 as booked, enter the \$B followed by the segment select modifier (S), segment number 1, end item (+), and segment number 4.

**Example**

\$BS1+4

## Connection

The connection pricing modifier overrides the assumption that any North American connection of more than four hours is a stopover. Use this modifier to indicate the boarding city is a connection.

The connection modifier is: **X**

### Single connection

To price the itinerary as booked, enter \$B followed by the connection modifier (X) and the segment number of the boarding city you wish to use as a connection.

#### Example

\$BX4

### Multiple connections

To price the itinerary as booked, enter \$B followed by the connection modifier (X) and the segment numbers of the boarding cities you wish to use as connections.

#### Example

\$BX3+5

## Stopover

The stopover pricing modifier overrides the assumption that any stopover of less than four hours is a connection. Use this modifier to indicate the boarding city is a stopover.

The stopover modifier is: **SO**

To price the itinerary as booked, enter \$B followed by the stopover modifier (SO) and the segment number of the boarding city you wish to use as a stopover.

#### Example

\$BSO3

## Penalty

The penalty pricing modifier prices the itinerary using a fare with a specific type of penalty. You specify the penalty with a numeric (0 to 100) percentage penalty restriction code.

The penalty modifier is: **PE**



To price the itinerary as booked specifying fares with a 50% penalty, enter \$B followed by the penalty modifier (PE) and the penalty restriction code (50).

**Example**

\$BPE50

To price an itinerary at the best buy available with no penalty, enter \$BB followed by the penalty modifier (PE) and the penalty restriction code (0).

**Example**

\$BBPE0

## Passenger Type Code (PTC)

HELP PTC

Carriers file a passenger type codes (PTCs) for special passenger fares such as senior, youth, companion, or military. You can find the PTC in the rules text of a fare. Use the PTC modifier to price an itinerary for a special passenger type. You can add a two-digit age to the PTC if there is an age restriction.

**Examples**

\$B\*SRC

\$B\*MIL

**Note:** To view a complete list of Passenger Type Codes, type PTC and press Enter.

To find the applicable PTC to price an itinerary for a special passenger, use the following steps.

1. Request a tariff display for the special passenger fares.

**Example**

\$D12JANORDCLE-SEN

The tariff display for senior fares appears. The PTC code for pricing appears under the line for the fare.

```

Window 1
WW SYSTEM USED
FARES LAST UPDATED 09NOV 12:12 PM
>$D12JANORDCLE-SEN
CHI-CLE DEPART 12JAN
PUBLIC FARES
U.S. PASSENGER FACILITY CHARGES / SURCHARGES MAY APPLY
TAXES AND FEES MAY VARY DEPENDING ON THE BOOKED ITINERARY
CX   USD   FARE   AP   MIN/  XL   TUL DATES   TKT DATES
   FARE   BASIS  --   --/--  --   FIRST/LAST  FIRST/LAST
1  AA   61.00  Q65SRD  --   --/--  --   --/--
   PTC: SRC
2  UA   61.00  SCD     +   --/--  --   --/--
   PTC: SRC
>>

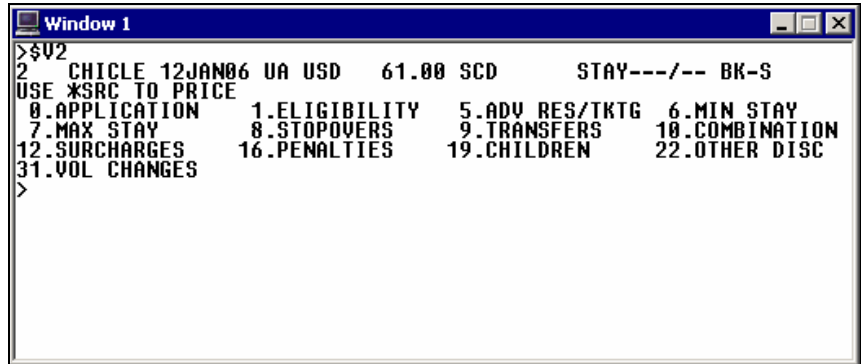
```

- You can also find the passenger type code (PTC) for the fare you have selected on line 2 of the tariff display, enter \$V followed by the tariff display line number.

**Example**

\$V2

The following screen appears with the alert: USE \*SRC TO PRICE



- Check availability from the tariff display.

**Example**

A\$L2

- Book the itinerary to comply with the fare rule.
- Price the itinerary using the \*SRC passenger type code.

**Example**

\$B\*SRC

**Agent Alert**

If you use an incorrect PTC or discount modifier, an adult fare quote appears if the itinerary qualifies for an adult fare.

To alert you to the fact that you did *not* get a fare quote matching your PTC or discount modifier, the following agent alert appears:

NO FARE FOR PSGR TYPE-BEST ALTERNATE-CK RULES

## Discount

There may be some instances when your passenger qualifies for a discount, but *no* PTC appears in the rules text. You can use discount modifiers to price the itinerary.

### Percentage discount

To price the itinerary with a percentage discount off the base fare, enter \$B followed by the asterisk (\*), the discount modifier (DP) and the percentage amount.

#### Example

\$B\*DP25

**Note:** You can discount up to 100%.

The following screen prices an itinerary with the 25% discount.

```

Window 1
>$B*DP25/*1B1B
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 06DEC05
$B-1 C05DEC05
WAS US PDX 662.09Y8P UA WAS 662.09YUA USD1324.18END ZP IADPDX
FARE USD 1324.18 TAX 5.00AY TAX 99.31US TAX 9.00XF TAX 6.40ZP
TOT USD 1443.89
US PFC: XF IAD4.5 PDX4.5
BAGGAGE ALLOWANCE: 2PC
>

```

Here is the same 25% discount response for Canadian subscribers.

```

Window 1
>$B*DP25/*2J0D
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 06DEC05
$B-1 C05DEC05
WAS US PDX 662.09Y8P UA WAS 662.09YUA USD1324.18END ZP IADPDX
FARE USD 1324.18 EQU CAD 1547.57 TAX 5.84AY TAX 116.07US TAX
10.52XF TAX 7.48ZP TOT CAD 1687.48
RATE USED IN EQU TOTAL IS BSR 1USD - 1.1687CAD
US PFC: XF IAD4.5 PDX4.5
BAGGAGE ALLOWANCE: 2PC
>

```

### Dollar discount

To price the itinerary with a dollar amount off the base fare, enter \$B followed by the asterisk (\*), the discount modifier (DF) and the dollar amount.

**Example**

\$B\*DF50

### Dollar discount off total fare

To price the itinerary with a percentage discount off the total fare, enter \$B followed by the asterisk (\*), the discount modifier (DF) and the dollar amount.

**Example**

\$B\*DFT25

### Fare Identification Code

The Fare Identification Code (FIC) modifier overrides the assumption to price all segments at the best fare for the class of service booked. You can use this modifier to request a fare quote using a specific fare basis code for the entire itinerary or for a segment or a range of segments. You may use up to eight fare basis codes in a single entry, providing eight segments exist in the itinerary. Apollo considers both through fares and point-to-point fares for the fare quote and displays the lowest option.

The Fare Identification Code modifier is: ⌘

**Note:** The FIC *overrides* the rule and Galileo 360 Fares notes the categories failing validation below the fare quote. It is your responsibility to ensure that you have met all rule conditions.

The following table lists sample FIC formats with their descriptions.

To price an itinerary with:	Use this format:
All segments at BE14NR	\$B⌘BE14NR
Segments 3 at YUA and segment 6 at BUA	\$BS3⌘YUA⌘6⌘BUA
Segments 2 through 5 at QNR	\$BS2*5⌘QNR

## Booking Identification Code

The Booking Identification Code (BIC) modifier prices all segments at a specific class of service. You can use this modifier to request a fare quote using a specific class of service for the entire itinerary or for a segment or a range of segments for all or specific passengers in the PNR.

The Booking Identification Code modifier is: .

### Example

\$B.Y

Apollo prices the itinerary at coach class of service.

## Combined Pricing Modifiers

You can combine pricing modifiers to override multiple assumptions. Pricing modifiers can be specific to a name or segment.

After entering the first modifier, enter additional modifiers separated by a slash (/). If you are using a modifier that includes multiple conditions, connect data with an end item (+) and do *not* repeat the modifier's identification code.

For instance, you need to price an itinerary using a 5% discount for the first passenger of a 2-passenger PNR, segment 1 *only*.

You would enter \$B followed by the name select modifier (N) and the name field number (1), the percentage discount modifier (\*DP5), slash (/), segment select modifier (S), and segment number 1.

### Example

\$BN1\*DP5/S1

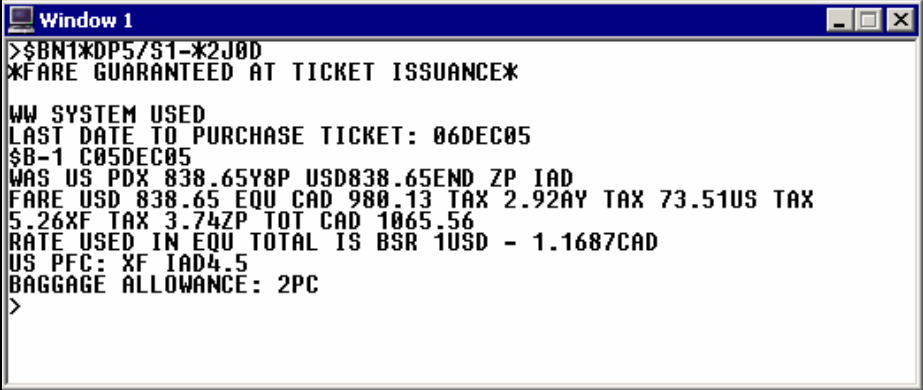
The Fare Quote screen appears.

```

Window 1
>$BN1*DP5/S1-#B7M
*FARE GUARANTEED AT TICKET ISSUANCE*
WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 29SEP05
$B-1 C01SEP05
PDX UA WAS 09.30 971.21YUAS USD980.51END ZP PDX
FARE USD 980.51 TAX 2.50AY TAX 73.4US TAX 4.50XF TAX 3.20ZP
TOT USD 1064.25
US PFC: XF PDX4.5
BAGGAGE ALLOWANCE: 2PC
>

```

Here is the same 5% discount response for Canadian subscribers.



```
Window 1
>$BN1*DP5/S1-*2J0D
*FARE GUARANTEED AT TICKET ISSUANCE*
WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 06DEC05
$B-1 C05DEC05
WAS US PDX 838.65Y8P USD838.65END ZP IAD
FARE USD 838.65 EQU CAD 980.13 TAX 2.92AY TAX 73.51US TAX
5.26XF TAX 3.74ZP TOT CAD 1065.56
RATE USED IN EQU TOTAL IS BSR 1USD - 1.1687CAD
US PFC: XF IAD4.5
BAGGAGE ALLOWANCE: 2PC
>
```

## Summary

In this module you learned how to:

- Identify Apollo pricing assumptions.
- Identify pricing options.
- Price an itinerary using pricing modifiers.

## Module Review

1. Identify the six assumptions Apollo makes when pricing an itinerary.

---

---

---

---

---

---

2. What is the format to find the lowest price and rebook an itinerary in one step?

---

3. Describe the type fare quote you receive as the result of a \$BBQ entry.

---

4. Describe the type of fare quote you receive as the result of an FS entry.

---

5. What is the function identifier to view a rule text summary after you price the itinerary as booked?

---



## Module 8: Store the Price

---

Apollo® allows you to store the price of an itinerary in the PNR. Storing the price with all the pricing and ticketing information prepares the PNR for ticketing and keeps the pricing information readily accessible.

In this module, you will learn and practice storing, interpreting, and canceling pricing information in a PNR.

### Module Objectives

Upon completion of this module, you will be able to:

- Store a price in a PNR:
  - As booked.
  - With pricing modifiers.
  - With ticketing modifiers.
  - With pricing and ticketing modifiers.
- Maintain a stored price in a PNR.
  - Verify ATFQ field before ticketing.
  - Verify ATFQ field after ticketing.
  - View linear fare quote.
  - Cancel ATFQ field.

### Store a Price

*HELP STORE THE PRICE-AUTOMATED FARE QUOTE*  
*CANADA: HELP T:\$B*

Storing the price allows you to document the price of the air segments in the PNR. By storing the price, you create an Automatic Ticketing Fare Quote (ATFQ) field in the PNR.

You can have multiple ATFQ fields per PNR. You can store each passenger and segment combination in an ATFQ field only once. For example, if you store the first Name field in an ATFQ field, you *cannot* store that Name field in another ATFQ field.

There are several ways to store a price. In this section, you will learn when and how to store the price:

- As booked.
- With pricing modifiers.
- With ticketing modifiers.
- With pricing and ticketing modifiers.

## Store as Booked

Before you can store a price, you must have a Name field in the PNR.

When you want to store the price of an itinerary *as booked*, you simply enter the function identifier.

The function identifier to store a price is: **T:\$B**

Store the price *after* you have booked the correct class of service for the desired fare. For example, you have booked Mr. Smith's flights in the class of service for the lowest fare and would like to store the price.

To store the price as booked, enter the function identifier: T:\$B

### Example

T:\$B

Apollo prices the itinerary and stores the fare.

```

Window 1
>$B-#B7M
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
E-TKT REQUIRED
*PENALTY APPLIES*
LAST DATE TO PURCHASE TICKET: 07JAN06
$B-1 C06JAN06
YTO AC SFO Q6.46 197.52L70STP UA YTO Q6.46 426.97UPA10CNX
NUC637.41END ROE1.15933 ZP YYZSFO
FARE CAD 738.97 EQU USD 634.42 TAX 2.50AY TAX 47.58US TAX
4.50XF TAX 7.00XY TAX 6.82CA TAX 12.88SQ TAX 6.60ZP TAX 45.79XG
TOT USD 768.09
>>

```

Apollo responds with the pricing entry used and the breakdown of the fare. From this screen display, there is *no* indication that the fare is stored.

However, when you display the PNR, the Automatic Ticketing Fare Quote (ATFQ) appears.

```

Window 1
1.1SMITH/R
1 AC 757L 24JAN YYZSFO SS1 840A 1117A * TU E
2 UA8516U 29JAN SFOYYZ SS1 1210P 805P * SU E
OPERATED BY AIR CANADA
*** LINEAR FARE DATA EXISTS *** >*LF*
ATFQ-OK/$B-#B7M/ET
FQ-CAD 738.97/USD 47.58US/USD 86.09XT/USD 768.09 - 6JAN L70STP.
UPA10CNX
>

```

The following table lists the key components of the ATFQ field.

Component	Description
***LINEAR FARE DATA EXISTS *** ➤*LF	Agent alert that linear fare construction exists for this itinerary with tab and enter prompt to view fare construction.
ATFQ-OK/\$B-*B7M/ET	Automatic Ticketing Fare Quote header, OK (price valid for ticketing), format used to price itinerary, pseudo city, e-ticketing permitted by carriers.
FQ-CAD 738.97/USD 47.58US/USD 86.09XT/USD 768.09 – 6JAN L70STP.UPA10CNX	Fare quote including sum of all base fares, US taxes, segment fees, PFCs, and total price for <i>all</i> passengers in PNR.
\$B-1 C02SEP05	Date fare quote was stored and fare basis code for <i>each</i> segment, per passenger.

### Store with Pricing Modifiers

In the last module we learned about pricing modifiers. Pricing modifiers determine how to price the itinerary. If you use a pricing modifier to determine the correct price for an itinerary, then you need to store that modifier in the ATFQ field.

To store a price with a pricing modifier, enter T:\$B followed by the desired modifier.

The following table lists some examples of pricing modifiers stored in the ATFQ field.

To store price for:	Use this format:
Name field number 1 <i>only</i>	T:\$BN1
Segments 1 and 4 <i>only</i>	T:\$BS1+4
A senior citizen with a PTC	T:\$B*SRC
With <i>no</i> penalty	T:\$BPE0

## Store with Ticketing Modifiers

HELP TICKETING MODIFIERS  
CANADA: HELP MOD

In addition to pricing modifiers, Apollo has ticketing modifiers you can use to specify how to issue a document. You can store ticketing modifiers with pricing modifiers in the ATFQ field.

The following sections explain frequently used ticketing modifiers. These modifiers are:

- Generic
- Tour code
- Form of payment
- Device override
- Itinerary segment select
- Not valid before and not valid after dates
- Commission
- Validating carrier
- Paper ticket
- Electronic ticket
- Fare unable

### Generic

The generic (G) modifier allows for special ticketing or itinerary/invoice needs.

**Note:** You *cannot* use this modifier alone. You *must* always use it in conjunction with a secondary modifier. Secondary modifiers are special instructions used individually or together separated by an end item (‡).

The following table lists commonly used generic modifiers.

Modifier	Description
B	Bulk ticket (U.S.)
BN	Bulk non-refundable ticket (U.S.)
T	Net ticket (Canada)
EB	Endorsement box entry
TE	Tax exempt
IN	Itinerary/invoice <i>without</i> dollar amounts
IS	Separate itinerary/invoice for each passenger
TD	Ticket designator <b>Note:</b> When pricing a fare with the *DP, *DF, or *DFT pricing modifier, you must store it using the TD modifier.

The following table lists examples of when and how to enter generic modifiers with secondary modifiers.

To store price with:	Use this format:
Ticket designator <b>Note:</b> Required with discount pricing modifier.	T:\$BGTD2454
Single endorsement box <b>Note:</b> Use pillows (≡) to separate words in an endorsement box entry.	T:\$GBEONON ≡ REF
Two endorsement boxes	T:\$GBEPENALTY ≡ ON ≡ CHANGE+EBVALID ≡ US ≡ ONLY
Separate itinerary and invoice for each passenger	T:\$BGIS

### Store Price for Passenger Using Certificate

You can use pricing *and* ticketing modifiers to store the fare when your customer is using a certificate.

For example, your customer would like to use a certificate he has received. He is traveling with his wife who is *not* using a certificate. Since the certificate only applies to *one* passenger, you store the price for each passenger in *separate* ATFQ fields.

To store the price for the first passenger combining pricing *and* ticketing modifiers, enter the function identifier followed by the name select modifier, asterisk (\*), discount modifier (DF40), slash (/), GTD and the ticket designator, end item (+), EB and the first endorsement box separated by pillows (≡), end item (+), EB and the second endorsement box.

### Example

T:\$BN1-1\*DF40/GTDUA4U+EBVALID≡UA≡ONLY+EBNON≡ENDORSEABLE

Apollo stores the first ATFQ field fare with the appropriate pricing and ticketing modifiers.

```

Window 1
>$BN1-1*DF40/-*B7M/GTDUA4U+EBVALIDUAONLY+EBNONENDORSEABLE
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 24SEP05
$B-1 C02SEP05
YTO UA SFO Q6.00 1425.26YUA LC16.02UA YTO Q6.00 1425.26YUA
LC16.02 NUC2862.52END ROE1.24819 ZP YYZSFO
FARE CAD 3572.97 EQU USD 2980.95 TAX 2.50AY TAX 223.57US TAX
4.50XF TAX 7.00XY TAX 6.62CA TAX 12.51SQ TAX 6.40ZP TAX
210.01XG TOT USD 3454.06
RATE USED IN EQU TOTAL IS BSR 1CAD - 0.8343067USD
US PFC: XF SF04.5
>>

```

### Store Price for Second Passenger

To store the price for the second passenger, enter the function identifier followed by the name select modifier.

#### Example

T:\$BN2

Apollo stores the second ATFQ field.

```

Window 1
>$BN2/-*B7M
*FARE GUARANTEED AT TICKET ISSUANCE*

WW SYSTEM USED
LAST DATE TO PURCHASE TICKET: 24SEP05
$B-1 C02SEP05
YTO UA SFO 06.00 1441.28YUA UA YTO 06.00 1441.28YUA
NUC2894.56END ROE1.24819 ZP YYZSFO
FARE CAD 3612.96 EQU USD 3014.32 TAX 2.50AY TAX 226.07US TAX
4.50XF TAX 7.00XY TAX 6.62CA TAX 12.51SQ TAX 6.40ZP TAX
212.34XG TOT USD 3492.26
RATE USED IN EQU TOTAL IS BSR 1CAD - 0.8343067USD
US PFC: XF SFO4.5
>>
    
```

The stored ATFQ fields for each passenger appear in the PNR as follows.

```

Window 1
1.1SMITH/R 2.1HANSON/C
1 UA8515Y 24SEP YYZSFO SS2 830A 1049A * SA E
OPERATED BY AIR CANADA
2 UA8516Y 29SEP SFOYYZ SS2 1145A 729P * TH E
OPERATED BY AIR CANADA
*** LINEAR FARE DATA EXISTS *** >*LF.
1/ATFQ-OK/$BN1-1*KDF40/-*B7M/GTDUA4U+EBVALIDUAONLY+EBNONENDORSEAB
LE
FQ-CAD 3572.97/USD 223.57US/USD 249.54XT/USD 3454.06 - 2SEP *KDF
40-YUA.YUA
2/ATFQ-OK/$BN2/-*B7M
FQ-CAD 3612.96/USD 226.07US/USD 251.87XT/USD 3492.26 - 2SEP YUA
.YUA
>
    
```

### Tour code

The tour code modifier (IT) adds a tour code to the stored fare and to the ticket. The tour code includes a vendor code and can be from 1 alpha/numeric character (excluding the IT) up to a maximum of 15.

To store price with:	Use this format:
Tour code	T:\$BITUS2345
Tour code and print IT on ticket	T:\$BITITUS2345

## Form of payment

You can store the form-of-payment (F) modifier in the ATFQ field. This modifier overrides the F- field in a PNR.

To store price with:	Use this format:
Cash	T:\$BFS
Check, cheque	T:\$BFCK
Check, cheque for first name	T:\$BN1/FCK
Credit card	T:\$BFAX370000000000028+D1207

**Note:** If the form of payment differs per passenger, you must store each in a separate ATFQ field using Name select.

**Examples**

T:\$BN1/FAX3700000000000028+D1207

T:\$BN2/FVI45101234567890+D1107

## Device override

The device override modifier (D) selects what device (ticket or itinerary printer, or an accounting device) you would like to use for producing documents or sending messages. You can also use the device override modifier at time of ticketing.

To store price and generate:	Use this format:
Invoice <i>only</i>	T:\$BDID
Ticket <i>only</i>	T:\$BDTD
Accounting record <i>only</i>	T:\$BDAD
Invoice and accounting record	T:\$BDIDAD

## Itinerary segment select

The itinerary segment select modifier (S) selects *only* specific segments to print on the documents. A secondary modifier (X, L, N, R) follows this modifier.

To store price and print:	Use this format:
Auxiliary segment 2	T:\$BSX2
All segments <i>except</i> waitlisted segments	T:\$BSLNONE
Waitlist segments 1 and 2	T:\$BSL1*2
All segments <i>without</i> itinerary remarks	T:\$BSRNONE
Auxiliary segments 4 and 5, <i>no</i> waitlist segments	T:\$BSX4*5+SLNONE
Air segments 1 and 2, auxiliary segments 3 and 4	T:\$BS1+2/SX3*4

### Not valid before/not valid after dates

The not valid before (NVB) and not valid after (NVA) date modifiers override validity dates. A five-character date (day and month) follows the NVB and NVA modifiers. The date applies to all segments unless you use the segment select modifier.

The following table lists some examples.

To store price with:	Use this format:
NVB date of Oct. 4 and NVA of Oct. 11	T:\$BNVB04OCT/NVA11OCT
NVB date of Oct. 4 for segments 1 and 2, and NVA date of Oct. 11 for segments 3 and 4	T:\$BNVBS1+2#04OCT/NVAS3+4#11OCT

### Commission

The commission modifier allows you to override the default commission calculated by Apollo. The Z modifier followed by a percent or dollar amount (\$) adds a commission to the stored fare.

The following table lists some examples.

To store price with:	Use this format:
Percentage commission	T:\$BZ5
Dollar amount commission (U.S.)	T:\$BZ\$15.00
Dollar amount commission (Canada)	T:\$BZ\$1500
No commission	T:\$BZ0

### Validating carrier

The validating carrier modifier allows you to override the default validating carrier. The C modifier followed by the carrier code adds a validating carrier.

To store price with:	Use this format:
UA as validating carrier	T:\$BCUA

### Paper ticket

The paper ticket modifier allows you to override the default of electronic ticketing. Use the PT modifier when air segments in a PNR qualify for electronic ticketing, but your customer wants a paper ticket.

To store price with:	Use this format:
Paper ticket modifier	T:\$BPT



## Electronic ticket

The electronic ticket modifier allows you to override the default of paper ticketing for a carrier that chooses it as their default.

**Note:** Itinerary must be eligible for electronic ticketing.

To store price with:	Use this format:
Electronic ticket modifier	T:\$BET

## Fare unable

You may be required to enter a stored fare in your PNR but you are either unable to do so or you have *only* auxiliary segments in the PNR.

To store price with:	Use this format:
Fare unable	T:UNABLE

## Maintain Stored Price

HELP STORE THE PRICE  
CANADA: HELP T:\$B

When an ATFQ field exists in a PNR and you have changed the itinerary *or* Name field, Apollo requires that you verify the ATFQ field. If you try to end transact a PNR with a stored ATFQ *after* making changes, the following agent alert appears:

VERIFY ATFQ

The function identifier to verify the ATFQ is: **T:**

## Verify ATFQ Field Before Ticketing

When you change an itinerary *before* issuing the ticket, Apollo alerts you to verify the stored price. Use the verify format to store the new price. For instance, your customer needs to change his return date to a day later. You have *not* issued his ticket yet. After confirming his new flight, verify the price for the new itinerary.

To verify the price *before* ticketing, enter the function identifier followed by the letter V.

### Example

T:V

Apollo updates the ATFQ field and maintains any pricing or ticketing modifiers used to store the original price.

## Verify ATFQ Field After Ticketing

When you change an itinerary *after* the ticket has been issued, Apollo still alerts you to verify the price. If the changes are *not* related to the fare, you need to tell Apollo to retain the original price.

When you want to change the PNR after ticketing and you do *not* need to reissue the ticket, use the retain format to maintain the existing stored price. For example, you have already issued a ticket for your customer. Then you add a car segment to the itinerary. Since the car does *not* affect the price of the ticket, retain the existing stored price.

To retain the existing stored price, enter the function identifier followed by the letter R.

### Example

T:R

Apollo retains the existing stored price.

## View Linear Fare Quote

To view the linear fare quote, enter asterisk (\*) followed by the letters LF.

### Example

\*LF

The linear fare quote appears.

**Note:** When a PNR contains a stored fare, the \*LF prompt appears and you can tab to it to view the linear.

## Cancel ATFQ Field

When you change an itinerary *after* issuing the ticket, Apollo again alerts you to verify the fare. If the changes affect the fare, you can cancel the ATFQ field and enter a new one.

To cancel the ATFQ field, enter: XT

### Example

XT

Apollo cancels the ATFQ field.

You can also cancel multiple ATFQ fields.

### Example

XT2+3

Apollo cancels ATFQ fields 2 and 3.

## Summary

This module described the formats you need to store the fare in Apollo. Specifically, you learned how to:

- Store a price in a PNR:
  - As booked.
  - With pricing modifiers.
  - With ticketing modifiers.
  - With pricing and ticketing modifiers.
- Maintain a stored price in a PNR.
  - Verify ATFQ field before ticketing.
  - Verify ATFQ field after ticketing.
  - View linear fare quote.
  - Cancel ATFQ field.

## Module Review

Your customer Maria Lopez and her husband Hector, would like to make a reservation to go to San Diego. Mrs. Lopez would like to know if she could use a certificate that she received from Northwest Airlines. After reviewing the certificate, you tell her that it's not a problem. You advise her that the certificate applies to just one person. She is aware of this and is willing to pay the regular price for the second ticket.

1. Request a Fare and Schedule Display for eight months from today departing out of \_\_\_\_\_ and returning 10 days later.

Format: \_\_\_\_\_

2. Choose the best fare available on an early morning flight and sell two seats.

Format: \_\_\_\_\_

3. Request return availability departing at 1 p. m.

Format: \_\_\_\_\_

4. Sell two seats on an early afternoon flight at the best available fare.

Format: \_\_\_\_\_

5. Mrs. Lopez agrees to the flights you've chosen. Add the Name field with the passengers' names.

Format: \_\_\_\_\_

6. Price the itinerary making sure they are booked with the lowest available fare.

Format: \_\_\_\_\_

7. Display the PNR.

Format: \_\_\_\_\_

Review the certificate for the necessary information to store the fare. The certificate entitles one passenger to a discount of \$50 off the total fare. The ticket designator is THNKU50. The certificate also says that it must be VALIDATED ON NW ONLY and is NON ENDORSEABLE

7. Store the fare for each passenger.

Format: \_\_\_\_\_

8. Display just the Ticketing field.

Format: \_\_\_\_\_

**Note:** Advise your instructor when you have finished. Do *not* ignore this PNR until *after* your instructor has seen your PNR.

## Module 9: Issue Travel Documents

---

Having built a PNR in Apollo® for your customer, you then issue documents such as tickets and itineraries. This module describes how to issue these documents through Apollo.

### Module Objectives

Upon completion of this module, you will be able to:

- Check printer status and ticket and itinerary/invoice stock.
- Issue both electronic and paper tickets.
- Use ticketing modifiers.
- Describe document issuance activities.
- Void tickets.
- Exchange tickets.
- Issue a service fee.
- Issue a miscellaneous charge order.

### Printer Status

*HELP FALLBACK*  
*HELP LINKAGE*

Before using Apollo to issue any documents, you should check printer status. From your workstation, you can check printer status and ticket and invoice (TINS) tables to verify correct document numbering. (TINS is the Apollo Ticket/Invoice Numbering System.)

The function identifier to check the printer linkage and status from your workstation is: **HMLD**

#### **Example**

HMLD

The following linkage screen appears.



The following table describes the linkage screen components.

Component	Description	Example
CRT	Workstation address	F311AE
TKT DEV	Ticket device address	F34733
ITN DEV	Itinerary printer address	F34734
MIR DEV	Accounting interface address	F34735
ST	Printer/interface status	U (Up) D (Down)
FM	Type of form in device/printer	T (Ticket) I (Itinerary/invoice)

## Ticket and Invoice Tables

### HELP TINS

Apollo has the Ticket/Invoice Numbering System (TINS) that helps you reconcile auto-generated tickets and invoices. For each transaction, Apollo assigns ticket and invoice numbers that cross-reference each other. There is a table for ticket data and a table for itinerary data. You can view these tables and generate reports on the data from your workstation.

The function identifier to check the ticket table is: **HMTN**

To check the ticket table, enter HMTN followed by a slash (/), and the letter D for display.

### Example

HMTN/D

**Canadian subscribers:** Use this format for paper tickets. For e-tickets, enter: DTLD

The function identifier to check the itinerary/invoice table is: **HMIN**  
To check the itinerary/invoice table, enter HMIN followed by a slash (/), and the letter D for display.

**Example**

HMIN/D

## Issue Tickets

*HELP TICKET*

Apollo can issue two types of tickets:

- Electronic tickets
- Paper tickets

**Note:** To display the list of carriers that offer electronic ticketing, enter: **DTET**. To display a list of interline electronic agreements for a specific carrier, enter: **DT/IAT/DISXX** (XX= carrier code)

All U.S. based airlines default to electronic ticketing in Apollo. However, you may choose to issue an electronic *or* a paper ticket.

The function identifier to issue tickets and related documents is: **HB:**

**Note:** The colon (:) reads the ATFQ field(s) in the PNR.

Apollo issues all travel documents, including the accounting interface, simultaneously. Apollo prints the coupons, based on your agencies ADP (Apollo Document Printer-U.S.) options table or SDPT (Support Document Print Table-Canada) options table.

**Note:** For Canadian subscribers, BSP routing/destination code must appear on tickets and itineraries.

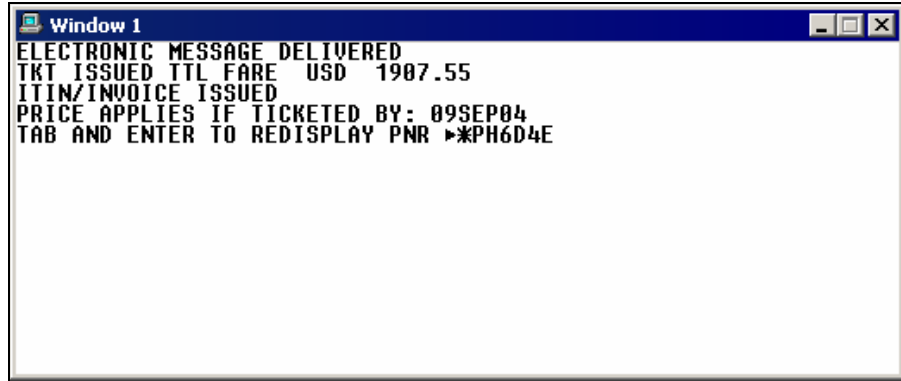
## Electronic Tickets

*HELP ETICKET-ISSUE  
CANADA: HELP VT*

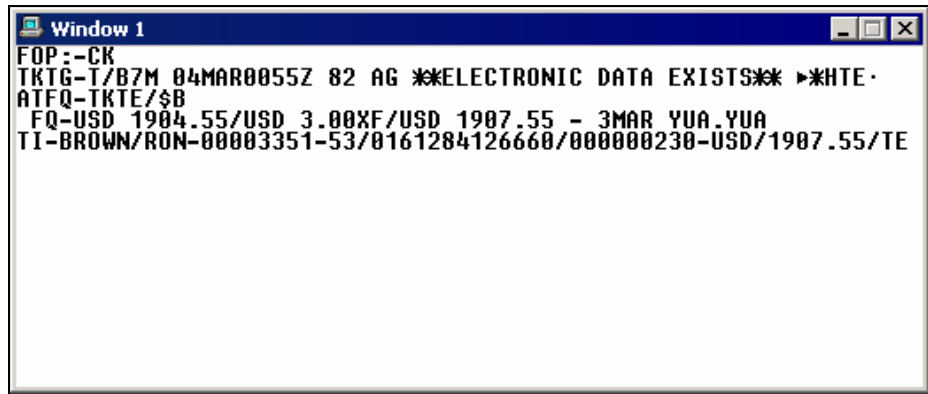
Apollo can issue an electronic ticket for those airlines that accept them.

To issue all documents *including an electronic ticket*, enter: **HB:**

Apollo issues the electronic ticket, prints related documents, and the following alert appears.



The following screen is an example of a PNR Ticketing field after Apollo issues an electronic ticket.



### Electronic Ticket Record

When you issue an electronic ticket, an image of the ticket is stored in the carrier's database. This image is referred to as an Electronic Ticket Record (ETR).

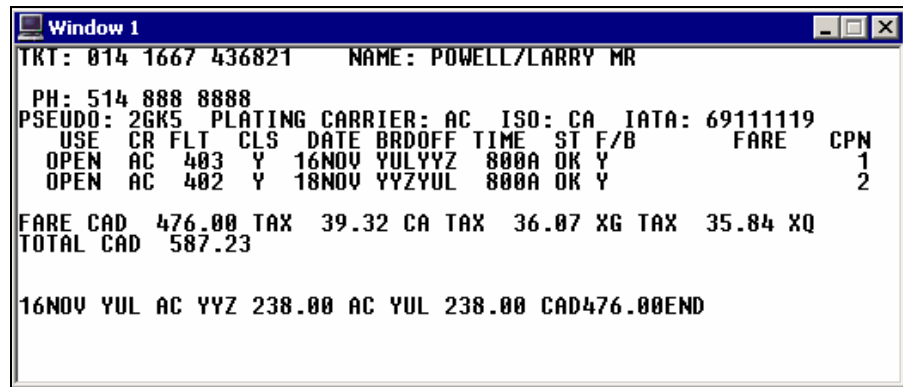
The PNR is not linked to the Electronic Ticket Record. Any updates to the PNR will *not* affect the Ticket Record.

The following table lists formats to view an Electronic Ticket Record.

To view Electronic Ticket Record:	Use this format:
From an active PNR	*HTE
By ticket number	*TE/0141667436821
Using a fill-in format	*TE



The following screen is an example of an Electronic Ticket Record.



The following table lists the main components of the Electronic Ticket Record.

Component	Description
TKT: 014 1667 436821	Ticket number assigned to electronic ticket.
USE	Indicators: OPEN Open for use VOID Ticket void has been requested CKIN Passenger has checked in USED Passenger has flown EXCH Coupon has been exchanged RFND Coupon has been refunded

### Display Electronic Ticket Record History

If the carrier allows, an Electronic Ticket Record History can be displayed. Helpful if you need to verify the ticket number on the first screen or track any changes that were made to the ticket.

The format to display ETR history is: \*TEH

### Retransmit e-ticket support documents

There may be times when your document did *not* print or it printed off-line. By using Fallback and Recovery commands, you can print missing electronic ticket support documents within the same day.

The following table lists formats to view previously transmitted images.

To display:	Enter this format:
Number of images in queue	HQC
First Agent coupon in Demand Sent	HQB/AGT/DS
First Passenger Receipt in Demand Sent	HQB/REC/DS

To display:	Enter this format:
First Exchange Authorization in Demand Sent	HQB/EXC/DS
First Refund Authorization in Demand Sent	HQB/RFD/DS
Additional image in Demand Sent by moving down to next screen	HQB/MD
Additional image in Demand Sent by moving down five screens	HQB/MD5
Previous image in Demand Sent by moving up to next screen	HQB/MU
Previous image in Demand Sent by moving up five screens	HQB/MU5

If you did *not* receive an electronic ticket support document, you can retransmit the image from Demand Sent.

To retransmit support documents from Demand Sent, use the following steps.

1. Perform one of the following:
  - Display the document image by sequence number  
**Example**  
 HQB/RFD/00028
  - Display the document image by buffer  
**Example**  
 HQB/RFD/DS
2. Retransmit the document by entering: **HQNN**

## Paper Tickets

You may have to issue a paper ticket for a carrier that offers e-ticketing but your customer wishes to have a paper ticket or you may have to issue a paper ticket for a carrier that does *not* offer e-ticketing.

### Paper Ticket for Carrier Offering E-ticketing

For an airline that offers electronic ticketing, you may choose to issue a paper ticket.

**Note:** Some airlines may add a charge to issue a paper ticket.

To issue all documents *including a paper ticket instead of an electronic ticket*, enter the function identifier HB: followed by the letters PT (paper ticket).

#### Example

HB:PT

Apollo issues a paper ticket and an itinerary/invoice.

### **Paper Ticket for Carrier *Not* Offering E-ticketing**

For an airline that does *not* offer electronic ticketing, you issue a paper ticket.

To issue all documents including a paper ticket for a carrier that does *not* offer e-ticketing, enter the function identifier HB:

#### **Example**

HB:

Apollo issues a paper ticket and an itinerary/invoice.

## **Issue by ATFQ Field**

An Apollo PNR can include up to eight ATFQ fields. They are numbered so you can modify, cancel, or issue documents for a specific ATFQ field.

To issue travel documents for a specific ATFQ field in a PNR, enter HB followed by the ATFQ number and a colon (:).

#### **Example**

HB2:

To issue travel documents for the second and fourth ATFQ fields in a PNR, enter HB followed by number 2, end item, number 4, and a colon (:).

#### **Example**

HB2+4:

## **Ticketing Modifiers**

*HELP TICKETING MODIFIERS*  
*CANADA: HELP MOD*

We learned about ticketing modifiers in the last module and how to store them in the ATFQ field. You can also use ticketing modifiers when you are issuing the ticket. Some ticketing modifiers that are especially helpful when issuing travel documents are:

- Form of payment
- Device
- Generic
- Auxiliary segment select

## Form of Payment

You can use the form of payment modifier to override the form of payment in the PNR or ATFQ field. You can also use it to add a credit card approval code.

The form of payment modifier is: **F**

The following table lists the different forms of payment with formats.

To issue a ticket with:	Use this format:
Cash	HB:FS
Check, cheque	HB:FCK
Credit card	HB:FAX370000000000028+D1207
Prior secured approval code	HB:F+*765432 <b>Note:</b> Approval code must be a minimum length of 4 characters and PNR must contain credit card number in either F- or ATFQ field.

## Device

HELP DEVICE  
CANADA: HELP MODD

You can use Apollo device (printer/accounting interface) modifiers to issue specific travel documents. .

The device modifier is: **D**

The following table lists commonly used device modifiers and formats.

To issue:	Use this format:
Itinerary/invoice <i>only</i>	HBDID
Pocket itinerary <i>only</i>	HBDPD
Itinerary/invoice <i>only</i> using stored price	HB: DID
Itinerary/invoice and accounting image using stored price	HB: DIDAD
Ticket <i>only</i>	HB: DTD
Ticket and accounting image	HB: DTDAD

## Generic

HELP GENERIC MODIFIER  
CANADA: HELP MODG

You can use the generic modifier to issue travel documents when you want to alter what normally would print on the documents

The generic modifier is: **G**

The following table lists frequently used generic modifiers and formats.

To issue:	Use this format:
Ticket, accounting image, and individual invoices	HB:GIS
Ticket, invoice, accounting image, and 2 pocket itineraries (U.S. subscribers)	HB:GP2
Ticket with a bulk fare (U.S. subscribers)	HB:GB
Invoice for paid/due lines <i>only</i> (U.S. subscribers)	HBGIF
Invoice for paid/due lines <i>only</i> (Canadian subscribers)	HBDID/GIF+F/FS

## Auxiliary Segment Select

HELP TICKETING MODIFIERS-AUXILIARY SEGMENT  
CANADA: HELP MODS

You can use the auxiliary segment select modifier to specify which segments to include or exclude from your document issuance request.

The auxiliary segment select modifier is: **S**

It is followed by a secondary modifier such as:

- X to indicate specific auxiliary segments.
- NONE to indicate *no* air segments.
- XNONE to indicate *no* auxiliary segments.
- LNONE to inhibit waitlisted segments.

The following table lists some examples with formats.

To issue ticket, invoice, and accounting image:	Use this format:
<i>Without</i> waitlisted segments	HB:SLNONE
<i>Without</i> auxiliary segments	HB:SXNONE
With auxiliary segment 4 <i>only</i>	HB:SX4

You can also combine the Device modifier with both the Generic modifier and the Auxiliary Segment Select modifier.

The following table lists some examples with formats.

<b>To issue:</b>	<b>Use this format:</b>
Invoice <i>only</i> with price ( <i>without</i> using an invoice number from TINS table)	HB:DID/GID
Itinerary <i>only no</i> price ( <i>without</i> using an invoice number from TINS table)	HBDID/GIN
Invoice and accounting image for auxiliary segments <i>without</i> pricing air segments. (U.S. subscribers)	HBDIDAD/GIF
Invoice and accounting image for auxiliary segments <i>without</i> pricing air segments. (Canadian subscribers)	HBDIDAD/GIF+F/FS
Invoice and accounting image for auxiliary segments 2 through 3 <i>only</i>	HBDIDAD/SX2*3
Invoice and accounting image excluding air segments	HBDIDAD/SNONE
Pocket itinerary <i>only</i> (U.S. subscribers)	HBDPD
Pocket itinerary <i>only</i> , segments 2 and 4 (U.S. subscribers)	HBDPD/S2+4

## Issuance Activities

When you issue travel documents, in addition to printing documents, Apollo:

- Sends PNR information to the accounting system (if linked).
- Validates and corrects the fare in the ATFQ field.
- Identifies any fare change.
- Validates airline plating.
- Updates the Ticketing field to show ticketed.
- Update the ATFQ field to show TK (ticketed).
- End transacts the PNR.

## Accounting Information

If your workstation is linked to an agency accounting system, Apollo automatically sends the PNR accounting information to the system when you issue travel documents for your customer.

## Fare Validation and Correction

When you issue travel documents for your customer, Apollo checks the PNR ATFQ field to validate and correct the stored fare.

## Identification of Fare Change

Apollo checks the price stored in the ATFQ field for any change. If the price has changed, Apollo advises you by an agent alert. You may then need to adjust the itinerary to retain the price or advise your customer of the price change.

## Validation of Airline Plating

When you issue a ticket for your customer, Apollo automatically validates that your agency has a validation plate authority to ticket the first airline in the itinerary.

### Plating authority override

To store a price and override plate authority, enter T: followed by \$B, the carrier override modifier (C), and the airline code that you are using to override the plating authority.

#### Example

T:\$BCDL

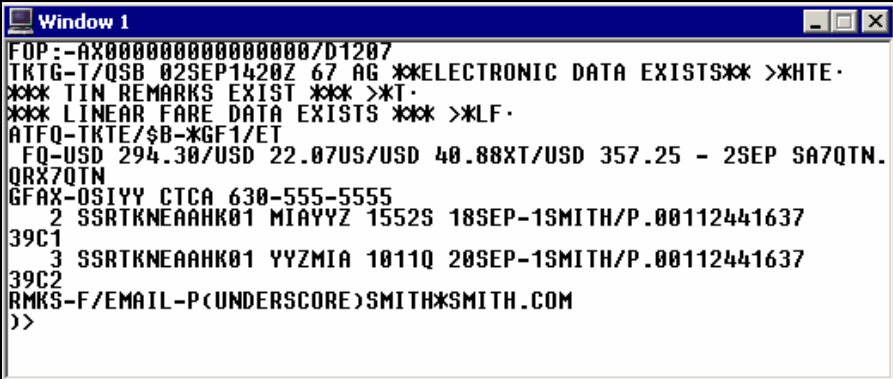
## Update of Ticketing and ATFQ Fields

Apollo changes the PNR ticketing field (T:) to show that your customer has been ticketed. Apollo changes the ticketing field to begin with T/ indicating a ticket being issued.

After the T/, Apollo adds the nearest airport code to the agency issuing the ticket, ticketing date, ticketing time in Greenwich Mean Time (GMT) and the issuing agent sine and duty code.

When issuing travel documents for a customer, Apollo changes the OK in the ATFQ field to TK. Apollo also adds the itinerary/invoice number, the ticket value, and the ticket number to the ATFQ field.

The following screen is an example of updated Ticketing and ATFQ fields.



```

Window 1
FOP:-AX0000000000000000/D1207
TKTG-T/QSB 02SEP1420Z 67 AG **ELECTRONIC DATA EXISTS** >*HTE·
*** TIN REMARKS EXIST *** >*T·
*** LINEAR FARE DATA EXISTS *** >*LF·
ATFQ-TKTE/$B-*GF1/ET
  FQ-USD 294.30/USD 22.07US/USD 40.88XT/USD 357.25 - 2SEP SA7QTN.
QRX7QTN
GFAX-OSIYY CTCA 630-555-5555
  2 SSRTKNEAAHK01 MIAYYZ 1552S 18SEP-1SMITH/P.00112441637
39C1
  3 SSRTKNEAAHK01 YYZMIA 1011Q 20SEP-1SMITH/P.00112441637
39C2
RMKS-F/EMAIL-P(UNDERSCORE)SMITH*SMITH.COM
)>

```

## End Transact PNR

The final activity that Apollo performs when issuing travel documents is automatic end transact of the PNR. Apollo also displays a tab and enter format to redisplay the PNR if you wish.

## Void Tickets

*HELP VOID*

Apollo enables you to easily void a ticket.

**U.S. subscribers:** Void transactions must take place no later than midnight local time the day after the ticket is issued. However, if you issue a ticket on Friday or on a weekend, you have until Monday midnight local time to void the ticket.

**Canadian subscribers:** Void transactions must take place no later than midnight local time the same day the ticket is issued.

**Note:** To void a ticket through Apollo, your office must be using the Ticket/Itinerary Numbering System (TINS).

To display the current day ticket/itinerary numbering system (TINS) report, enter: **HMPR**

### Example

HMPR

Today's TINS report appears.

The function identifier to void a ticket is: **RRVO**

To **void a ticket on the same date of issue**, enter RRVO followed by a slash (/), the three-digit airline number, and ten digit ticket number.

### Example

RRVO/0161234567890

**Canadian subscribers** reporting through BSP Canada have until midnight of the same day tickets are issued to void tickets in Apollo.

**U.S. subscribers:** To **void a ticket on a day other than the day of issue**, enter RRVO followed by a slash (/), the three digit airline number, ten digit ticket number, a slash (/), and the issue date of ticket.

### Example

RRVO/0161234567890/15MAY



## Exchange Tickets

HELP EXCHANGE  
CANADA: HELP VT

Apollo uses the Electronic Ticket and Refund Exchange Authorization process (ETREA) for exchanging tickets. ETREA provides you with the ability to exchange or refund an electronic ticket without printing the unused flight coupons.

This section describes procedures to process an exchange when the original ticket is:

- Electronic
- Paper

**Note:** The Automated Refunds and Exchanges (ARNE) product in Apollo processes refunds and exchanges for U.S. subscribers and refunds for Canadian subscribers. This tool, which is fully automated and provides guaranteed transactions, is a cost item.

For more information see: HELP ARNE

### Prepare PNR

Before processing an exchange, you need to complete the following tasks:

1. Display the original PNR.
2. Make changes to the original PNR to reflect changes to the itinerary.
3. Enter an ATFQ field for the new ticket (T:\$B or HHPR).

**Note:** You must store fares individually for multi-passenger PNRs and you need to execute exchanges individually.

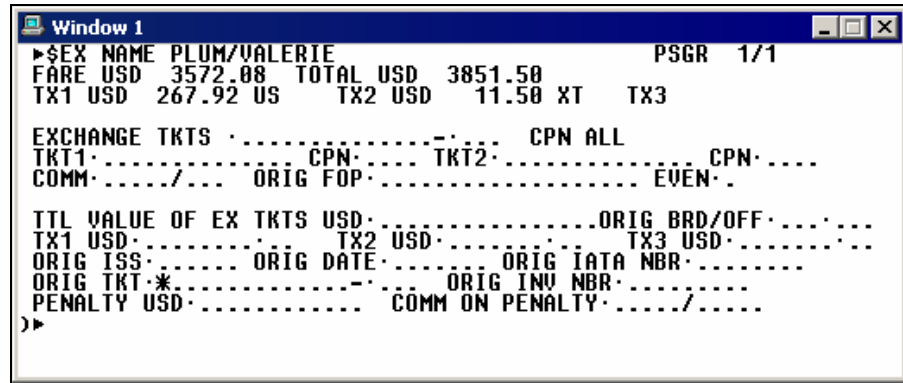
4. Add a Received field and end transact the PNR.

### Exchange Screen

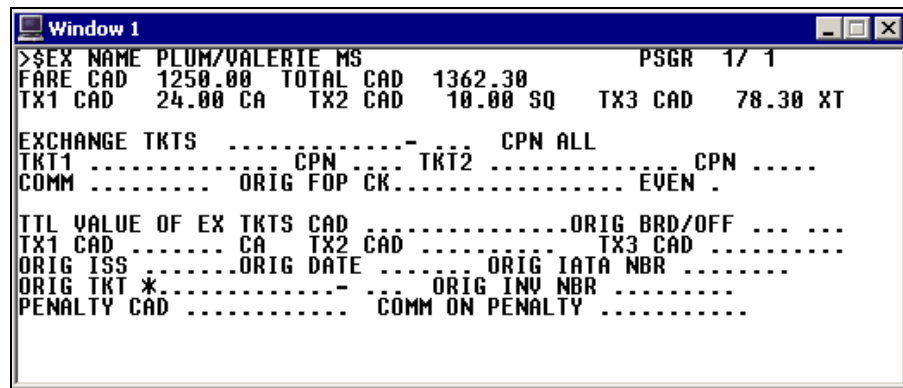
You can use the Exchange screen in Apollo to process the following exchanges:

- Even
- Add collect
- Refund

The following screen is an example of the U.S. Exchange screen.



The following screen is an example of the Canadian Exchange screen.



The following table lists the Exchange Screen fields.

Field	Description
EXCHANGE TKTS	Original ticket number for all valid coupons including check digit.
TKT1/CPN	Original document and coupon number.
TKT2/CPN	Original document and coupon numbers from second document (if applicable).
COMM	Commission on original ticket. Can be commission amount or percentage taken on original ticket.
ORIG FOP	Original form of payment (e.g. CK).
EVEN	Indicate an even exchange with X. Optional field.
TTL VALUE OF EX TKTS USD	TTL value of exchange coupons including taxes. Blank if an even exchange.
ORIG BRD/OFF	Original origin/destination codes if exchanging after commencement of travel.
TX1/TX2/TX3	Taxes from exchange ticket for additional collection or refund. Leave blank for even exchange.
ORIG ISS	City code of the issuing city.

Field	Description
ORIG DATE	Original issue date.
ORIG IATA NBR	Issuing office IATA number.
ORIG TKT	Original ticket number.
ORIG INV NBR	Original invoice number if applicable.
PENALTY USD	Penalty for canceling original ticket.
COMM ON PENALTY	Amount agency receives for handling exchange transaction. May be an amount or percentage.

You can perform an even exchange, add collect, and refund from a:

- Paper ticket to e-ticket.
- Paper ticket to paper ticket.
- E-ticket to e-ticket.
- E-ticket to paper ticket.

When exchanging an e-ticket, many of the exchange screen fields are pre-populated. When exchanging a paper ticket the fields will all be blank.

### Steps to process an exchange

To process an exchange, use the following steps.

1. To identify the unused coupons, display the e-ticket record in one of two ways:
  - From the PNR, enter: \*HTE
  - By ticket number, enter \*TE/xxxxxxx (xxxx = ticket number)
2. Based on the type of exchange, enter one of the formats in the following table.

To exchange:	Use this format:
E-ticket to e-ticket (first ATFQ field)	HB1:FEX01234567890123
E-ticket to e-ticket (second ATFQ field)	HB2:FEX01234567890123
E-ticket to paper	HB:FEX01234567890123/PT
Paper to e-ticket	HB:FEX
Paper to paper	HB:FEX/PT

The Exchange Screen appears.

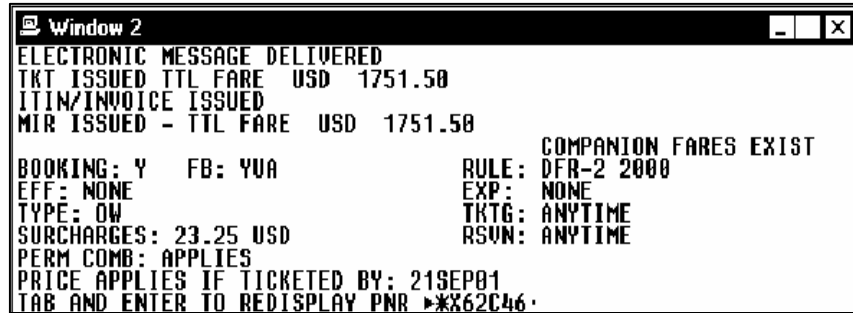
## 3. Complete the fields using the guidelines in the following table.

Complete this field:	When:	Mandatory?	Enter this information:
EXCHANGE TKTS	Exchanging <i>all</i> coupons or exchanging conjunction tickets.	Yes, unless you have completed TKT1 field.	<ul style="list-style-type: none"> <li>For all coupons, type ticket number you are exchanging including check digit.</li> <li>For conjunction tickets, type ticket number you are exchanging including check digit and last three numbers of last ticket in ticket set.</li> </ul> <b>Note:</b> Pre-populated for conjunctive e-tickets.
TKT1/CPN	Performing a partial exchange (not <i>all</i> coupons).	Yes, unless you have completed EXCHANGE TKTS field.	Ticket number including check digit and associated coupon number(s) you are exchanging. <b>Note:</b> Pre-populated for single e-tickets.
TKT2/CPN	<ul style="list-style-type: none"> <li>Using conjunction ticket number including check digit and coupon number(s) of a partial exchange.</li> <li>You have an unrelated ticket number and check digit and coupon number(s).</li> </ul>	No	Original document ticket number and coupon number from second document. <b>Note:</b> <i>Not</i> used for e-tickets.
COMM	Exchanging all tickets.	Yes	Commission dollar amount (\$00.00) or percentage (0.00/) taken on original ticket.
ORIG FOP	Exchanging all tickets.	Yes	Original form of payment. You <i>cannot</i> enter a credit card override FOP (CC). You can enter a miscellaneous FOP (X). <b>Note:</b> Pre-populated for e-tickets.
EVEN	Processing an even exchange.	No	X to indicate an even exchange. <b>Note:</b> Leave blank if <i>not</i> even exchange.
TTL VALUE OF EX TKTS	Exchanging all tickets.	Yes, unless you have marked the EVEN field.	Total value of exchanged coupons including taxes. May require agent update in case of a penalty. <b>Note:</b> Pre-populated for e-tickets when all coupons are available for exchange.
ORIG BRD/OFF	Exchanging tickets after commencement of travel.	No	Original origin/destination codes. <b>Note:</b> Pre-populated for e-tickets.

Complete this field:	When:	Mandatory?	Enter this information:
TX1	Processing all exchanges except an even exchange.	Yes, unless you have marked EVEN field.	Tax values and tax codes from exchange ticket for additional collection or refund. <b>Note:</b> Pre-populated for e-tickets.
TX2	Processing all exchanges except an even exchange.	Yes, unless you have marked EVEN field.	Tax values and tax codes from exchange ticket for additional collection or refund. <b>Note:</b> Pre-populated for e-tickets.
TX3	Processing all exchanges except an even exchange. <b>Note:</b> TX3 field <i>not</i> used in U.S. TX3 field used in Canada for third tax box on original ticket	Yes, unless you have marked EVEN field.	Tax values and tax codes from exchange ticket for additional collection or refund. <b>Note:</b> Pre-populated for e-tickets. Canadian subscribers: If any 0.00 taxes, enter 0.00 using any tax code not already used, i.e. MCO no taxes 0.00 CA 0.00 XG 0.00XT
ORIG ISS	Exchanging all tickets.	Yes	OAG city code (i.e. CHI, WAS) of original issuing agent location. <b>Note:</b> Pre-populated for e-tickets with city code of issuing agent.
ORIG DATE	Exchanging all tickets. Note: Per ARC in U.S., original issue date may <i>not</i> be over one year old; however, since some carriers allow a ticket exchange up to two years old, edit on this field is two years maximum. You need to determine applicability.	Yes	Original issue date in DDMMYY format. <b>Note:</b> Pre-populated for e-tickets.
ORIG IATA	Exchanging all tickets.	No	Original issuing IATA/ARC number. <b>Note:</b> Pre-populated for e-tickets.
ORIG TKT	Exchanging all tickets.	Yes	<ul style="list-style-type: none"> <li>• Asterisk (*) for first exchange.</li> <li>• Original ticket number for subsequent exchange.</li> </ul> <b>Note:</b> Pre-populated for e-tickets.
ORIG INV	Exchanging all tickets.	No	Original invoice number.
PENALTY	Exchanging all tickets.	No	Penalty Amount (e.g. \$75.00).
COMM ON PENALTY	If you have <i>not</i> entered a penalty amount, Apollo ignores this field.	No	Commission on Penalty Amount. Type as an amount (\$5.00) or as a percentage (8.00/).

4. Press Enter.

The following screen confirms the transaction is complete if the exchange results in an even exchange.



The new coupons and/or documents are issued.

**Add-Collect Exchange**

If the exchange results in an additional collection, the Add Collect screen (\$MR) appears with the add-collect amount.



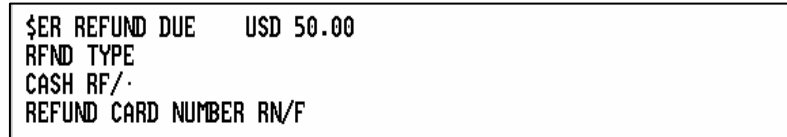
Tab to the /F field, enter the form of payment for the ADD COLLECT amount.

- S (cash)
- CK (check, cheque)
- Credit card (example: VI442706666666661)

The new coupons or tickets are issued.

**Exchange with Partial Refund**

If the exchange results in a refund due, the refund screen (\$ER) appears.



Tab to the CASH/RF field and type in the form of payment for the refund amount

- S (cash)
- CK (check, cheque)

Or tab to the REFUND CARD NUMBER RN/F field and type in the credit card number for the refund amount. Press Enter.

The new coupons and/or documents are issued.

**Exchange Authorization Support Document**

The Exchange Authorization Support Document confirms that the airline has authorized the exchange. You may choose to print this document immediately when processing the exchange or you may hold it in a buffer to print later.

The following is a sample support document.

```

TRAVEL BY ACME TRAVEL                                28JUL05
AUTH:00163152381741
EXCHANGE AUTHORIZATION                               ORD   IAH 20OCT
UNITED AIRLINES INC.                               14999994   YUA
JONES/JOHN                                         5880/   FCI0

***EXCHANGED TICKETS***
1 016 99001375370

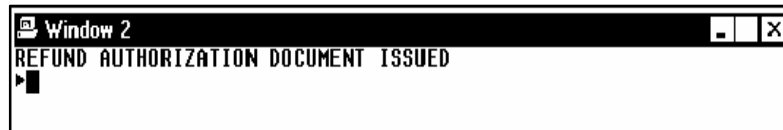
REVIEW ETKT FOR ENDORSE/RESTRICT/PENALT
FPEX0169900137536 FCFP EF AX370000000000028 EX01699
00137536 OR CHI 28JUL00 FC 20OCT ORD UA IAH Q13.95
702.33 USD716.28 END ZPORD XT 2.50ZP 3.00XFORD3
USD 679.00
US2 4.80
XT5 9.59 AUTH:00163152752009<
USD 763.39
    
```

**Electronic ticket refund**

To perform an electronic ticket refund, use the following steps.

1. Enter \*HTE from the PNR to display the ticket number, or if the PNR is past date enter \*TE/0016315238174
2. Enter HBRF0016315238174

The refund screen appears.



The Refund Authorization Support Document confirms that the airline has authorized the refund. You may choose to print this document immediately when processing the refund or you may hold it in a buffer to print later.

Here is a sample Refund Authorization Support Document.

```

TRAVEL BY ACME TRAVEL                                28JUL05
AUTH: 00163152381741
REFUND AUTHORIZATION                                ORD   IAH 20OCT
UNITED AIRLINES INC.                               14999994   YUA
JONES/JOHN                                         5880/   FCI0

***REFUNDED TICKETS***
1 016 99001375370

REVIEW ETKT FOR ENDORSE/RESTRICT/PENALTY
FPEX0169900137536 FCFP EF AX370000000000028 EX01699
00137536 OR CHI 28JUL00 FC 20OCT ORD UA IAH Q13.95
702.33 USD716.28 END ZPORD XT 2.50ZP 3.00XFORD3

USD  679.00
US2   4.80
XT5   9.59
USD  763.39
AUTH:00163152752009<
    
```

## Issue a Service Fee

HELP SERVICE FEES  
 CANADA: HELP HHSF, HELP CTASF

You can enter a service fee from the completed PNR. A fill-in-format screen appears pre-populated with the PNR data that includes the passenger's name and form of payment. Apollo calculates ARC/BSP processing fees and adds the net remit to the agency to the commission field. The minimum service fee amount is \$2.00. Maximum is \$999.99.

**Canadian subscribers:** For script that auto-calculates taxes and adds ticket number and due and paid amounts on TUR lines for invoicing, see: HELP CTASF

**Note:** To issue a service fee, you must end transact the PNR and redisplay it. The customer must be paying by credit card.

The function identifier to issue a service fee is: **HHSF\$**

To issue a service fee, use the following steps.

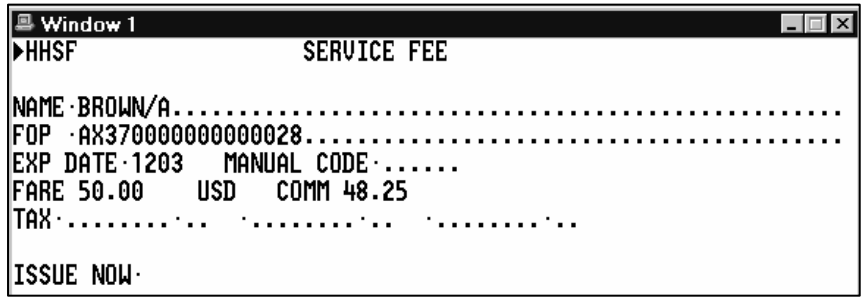
1. Before issuing the ticket from the PNR, enter the service fee transaction request (HHSF\$) with the service fee amount.

### Example

HHSF\$50.00



The service fee issuance screen appears.



The following table lists the components of the Service Fee screen.

Component	Description
NAME	Mandatory passenger name transferred from PNR.
FOP	Mandatory form of payment transferred from PNR.
EXPIRATION DATE	Optional credit card expiration date transferred from PNR.
MANUAL CODE	Optional credit card approval code transferred from PNR.
FARE	Service fee amount
COMM (U.S. subscribers)	Net remit to agent of 96.5% of service fee after deduction of ARC 3.5% processing fee.
COMM (Canadian subscribers)	Commission calculated according to BSP Canada processing fee % per credit card type.
TAX	Blank fields as taxes do <i>not</i> apply in U.S.

2. Tab to the ISSUE NOW prompt and press Enter to issue the service fee.

## Issue a Miscellaneous Charge Order (MCO) (U.S. Subscribers Only)

HELP MCO

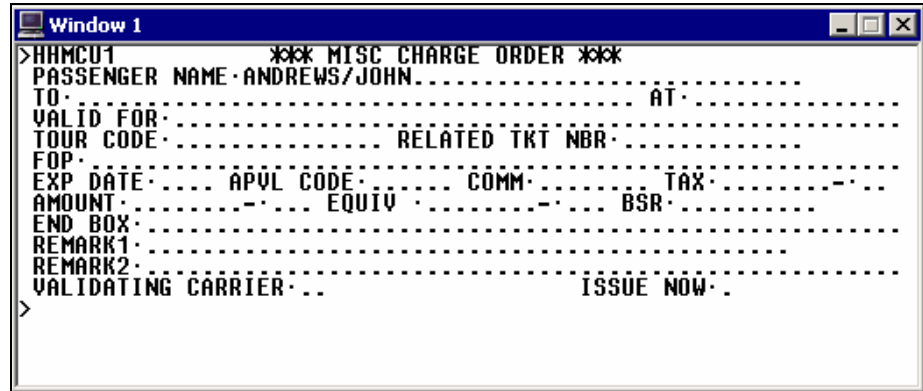
Apollo’s automated MCO (Miscellaneous Charge Order) feature allows you to issue MCOs on an ATB2 ticket printer using a fill-in-format screen that you can save with the PNR.

### Request MCO Fill-In-Format

You must create an MCO in conjunction with a PNR. You *cannot* create it alone or with a PNR that you have *not* end-transacted.

The format to request an MCO is: **HHMCO**

The Misc Charge Order fill-in-format screen appears.



**Note:** The first passenger from the PNR automatically appears as the Passenger Name in the fill-in-format. For a multi-name PNR, you can change the name can by typing over the defaulted name.

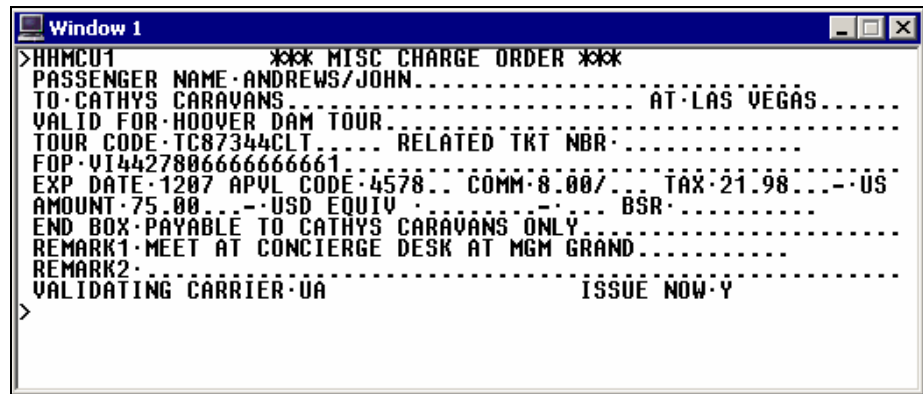
The following table lists the fields of the MCO fill-in format screen.

Field	Mandatory?	Description
HHMCU1	N/A	Format with MCO number. Each PNR can have from 1 to 49 MCOs attached to it.
*** MISC CHARGE ORDER ***	N/A	Screen title.
PASSENGER NAME	Yes	Pre-filled from PNR Name field. You can issue one MCO for multiple passengers. 4-40 characters
TO	Yes	Name of honoring carrier or operator. 2-40 characters
AT	Yes	Location of honoring carrier or operator. 3-15 characters.

Field	Mandatory?	Description
VALID FOR	Yes	Type of service or purpose of MCO. 1-52 characters.
TOUR CODE	No	Tour code. 1-15 characters
RELATED TKT NBR	No	Airline form and serial number of any other accountable documents you are issuing in connection with this MCO. 13 characters. <b>Note:</b> Shows as CONN TKT NBR on actual MCO.
FOP	Yes	Form of payment including extended payment option. 1-46 characters. Acceptable forms of payment: Cash                                      Money order Check                                      Traveler's check Credit card                              Freeform Credit card override Government Travel Requisition
EXP DATE	No	Month and year credit card expires. 3-4 characters.
APVL CODE	No	Approval code for credit card. 2-6 characters.
COMM	Yes	Commission as percentage or as actual amount. 5-8 characters including decimal point 0.00/ or \$0.00
TAX	No	Amount of taxes or fees levied by government of country in which MCO is issued. 1-9 digits including decimal point.
COUNTRY CODE	Yes, if tax is present	Applicable ISO country code. 2 alpha characters
AMOUNT	Yes	Base amount for MCO. 1-9 digits including decimal point.
CURRENCY CODE	Yes	Currency code of amount. 1-9 digits including decimal point
EQUIV	No	Equivalent fare paid. Exchange value of currency actually collected. 1-9 digits including decimal point
CURRENCY CODE	Yes, if equivalent is present	Currency code of equivalent. 1-9 digits including decimal point.
BSR	No	Banker's selling rate used to calculate amount in currency of payment. 1-10 digits.

Field	Mandatory?	Description
END BOX	No	Endorsements and restrictions. 1-54 characters.
REMARK1	No	Additional relevant information. 1- 46 characters.
REMARK2	No	Additional relevant information. 1-54 characters.
VALIDATING CARRIER	Yes	Plating carrier code. 2 characters.
ISSUE NOW	Yes	Mandatory indicator to issue MCO. Enter Y (Yes) to issue immediately or N (No) to save for issuing later.

Here is a sample of a completed MCO fill-in format screen.



### Save and Issue an MCO

Once you have completed the MCO fill-in-format, entering either Yes or No saves the MCO data.

For a completed MCO, if you enter N (No) in the ISSUE NOW field, the EXISTING MCO UPDATE alert appears. You can then display the data at a later time and issue the MCO when convenient. You can view and modify the saved MCO data by tabbing and over-typing the existing data.

If you enter Y (Yes) in the ISSUE NOW field, the following alert appears.



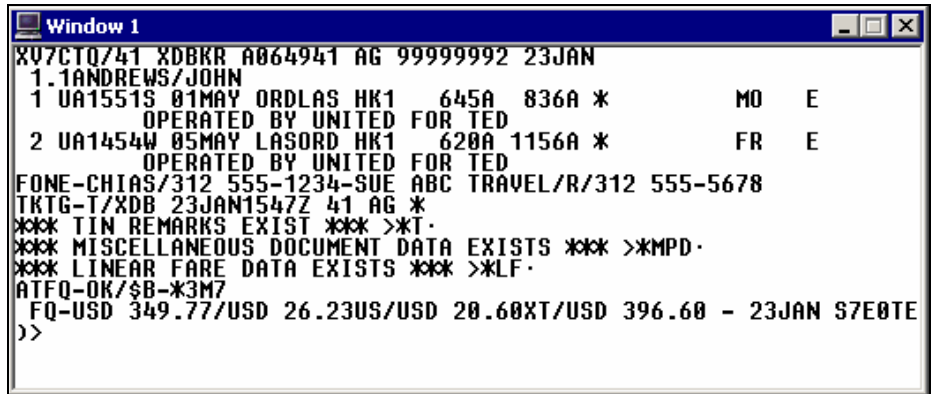
After you have issued the MCO, you can still view the MCO data. However, you can make *no* further updates to the MCO data. If you attempt to update MCO data, you receive the agent alert of: MCO ALREADY ISSUED

PNR alert

Once you have created and saved the MCO, the following alert appears in the PNR:

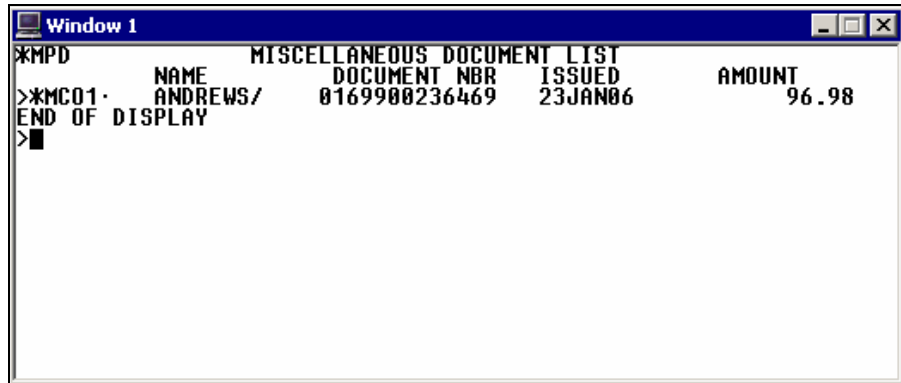
\*\*\* MISCELLANEOUS DOCUMENT DATA EXISTS \*\*\* >\*MPD

Here is a screen example.



## Miscellaneous Document List

To view a list of all saved MCOs, tab to the \*MPD prompt and press Enter. The Miscellaneous Document List appears.



MCOs appear in the order in which they were created and saved. Once issued, the MCO number and amount data appears in the list.

**Note:** The list always appears, even if there is *only* one saved MCO.

The following table lists the components of the Miscellaneous Document List.

Component	Description
*MPD	List display format.
MISCELLANEOUS DOCUMENTS LIST	Screen title.
NAME	Passenger name as shown on MCO.
DOCUMENT NBR	MCO document number. Appears when MCO has been issued. If MCO has <i>not</i> been issued, document number is blank.
ISSUED	Date MCO was issued. If MCO has <i>not</i> been issued, date is blank.
AMOUNT	Total amount of MCO. If MCO has <i>not</i> been issued, amount is blank.
*MC01	First MCO on list.

To display an MCO from the list, tab to the desired MCO and press Enter or enter the actual MCO number. The saved MCO appears.

If you request a display of an MCO which hasn't been saved, the agent alert MCO DOES NOT EXIST appears.

### **Void or Exchange an MCO**

You can void an issued MCO the same way you do for air tickets. The void transaction updates the TINS/DAR tables, but does *not* update the Miscellaneous Document List.

You can exchange an issued MCO for an air ticket. You *cannot* exchange an air ticket for an MCO or exchange an MCO for another MCO. The exchange transaction updates the TINS/DAR tables and the Miscellaneous Document List.

## Summary

In this module you learned how to:

- Check printer status and ticket and itinerary/invoice stock.
- Issue both electronic and paper tickets.
- Use ticketing modifiers.
- Describe document issuance activities.
- Void tickets.
- Exchange tickets.
- Issue a service fee.
- Issue a miscellaneous charge order.



## Module 10: Build Pricing Records

---

There are times when you *cannot* use Apollo to automatically price an itinerary due to complicated fare structures. You then need to manually enter the fare information in a pricing record. The completed pricing record stores the fare in the Automated Ticketing and Fare Quote (ATFQ) field in the PNR. You can store up to eight pricing records in one PNR.

Pricing records consist of four possible fill-in-format screens:

- Name/itinerary (\$NME)
- Tax breakdown (\$TA)
- U.S. flight segment tax breakdown (\$ZP)
- Fare construction (\$FC)

### Module Objectives

Upon completion of this module you will be able to:

- Build a pricing record.
- Display a pricing record.
- Cancel a pricing record.

### Build a Pricing Record

*HELP PRICE*  
*CANADA: HELP HHPR*

Before building a pricing record, book the itinerary and enter the *mandatory* passenger data fields (Name, Phone, Ticketing and Received fields) in the PNR.

**Important:** Complete all PNR itinerary changes prior to building a pricing record. Failure to do so will require you to build a new pricing record.

To build a pricing record, use the following steps.

1. Request the pricing record fill-in format.
2. Complete the name/itinerary screen.
3. Complete the tax breakdown screen, if applicable.
4. Complete the U.S. flight segment tax breakdown screen, if applicable.
5. Store the pricing record.

6. Complete the fare construction screen, if applicable.
7. Enable ticketing
8. End transact the PNR.

The following sections describe each step in detail.

### Step 1: Request Pricing Record Fill-in Format

HELP PRICE-STEPS

CANADA: S\*PRO/TICKET-HHPR

You can request a pricing record four ways:

- *Without* modifiers
- With pricing modifiers
- With ticketing modifiers
- With pricing and ticketing modifiers

The function identifier to request a pricing record is: **HHPR**

The following table lists some examples of using modifiers.

To request a pricing record for:	Use this format:
All passengers	HHPR
All passengers, check as form of payment	HHPRFCK
All passengers, 11% commission	HHPRZ11
First Name field with carrier (CO) override and \$45.36 commission (U.S. subscribers)	HHPRN1/CCO/Z\$45.36
First Name field with carrier (CO) override and \$45.36 commission (Canadian subscribers)	HHPRN1/CCO/Z\$4536
Second Name field, first passenger, 10% commission, and ticket designator 1234	HHPRN2-1/Z10/GTD1234
Separate itinerary and invoice for each passenger	HHPRGIS
Baggage allowance	HHPRGBG2PC

To request a pricing record *without* modifiers, enter: **HHPR**



Field	Mandatory?	Description
EQUIV FARE	NO	Equivalent fare paid applies when payment is made in a currency other than currency shown on fare line. Will always be in USD for tickets issued in U.S. and CAD for tickets issued in Canada. There are two fields: <ul style="list-style-type: none"> <li>• First set of 3 dots is for currency code.</li> <li>• Second set of 8 dots is for fare amount.</li> </ul>
COMM	NO	Commission automatically filled in when you use Z modifier. You must fill in if <i>not</i> using Z modifier in HHPR format. Defines percentage (i.e. 9.00%) or dollar amount (i.e. \$45.00 for U.S. or \$4500 for Canada).
F CONST	YES	Fare construction. Leave blank for Apollo to complete fare construction for you. Type Y (Yes) in this field to request a linear fare construction (usually for international itineraries). See: HELP LINEAR
TD	NO	Ticket designator. GTD ticketing modifier defines ticket designator or you can enter ticket designator for each segment.
INT	NO	Apollo automatically enters an X when you have an international itinerary.
MREC	N/A	Pricing record number in PNR.
PSGR	N/A	Passenger number in PNR.
BOOK	N/A	Page number in Name/Itinerary screen.

The following screen is an example of a completed Name/Itinerary screen.

```

Window 1
$NME WIMSEY/PETER
X CTY CR FLT/CLS DATE TIME ST F/B VALUE NUB NVA
. ORD MX 803 M 03MAY 830A OK MWRAP3...223.50.....01AUG
. O MEX MX 800 M 10MAY 830A OK MWRAP3...243.50.....01AUG
. ORD ..... VOID .....
. . . . . FARE USD 467.00 . . . . . DO TAXES APPLY? Y
EQUIV FARE ..... COMM 10.00/ F CONST Y
TD 1/1234.. 2/..... 3/..... 4/..... INT X MREC 01/01
. PSGR 01/01
. BOOK 01/01
DO YC/XY TAXES APPLY?
  
```

After you have completed the screen, tab to the BOOK prompt and press Enter.

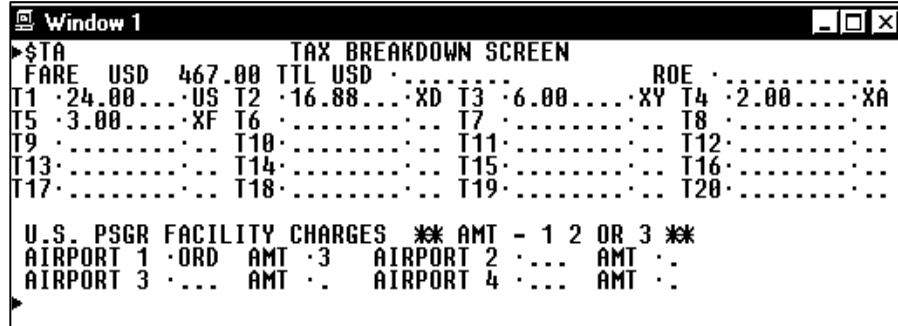
When you type N (no) in the DO TAXES APPLY field, Apollo responds with an asterisk (\*) indicating the Pricing record is complete. After the asterisk appears, you *must* store the Pricing record. Proceed to step 4 (Store the Pricing record).

### Step 3: Complete Tax Breakdown Screen

When you type Y (Yes) in the DO TAXES APPLY? field on the Name/Itinerary screen, the Tax Breakdown screen (\$TA) appears so you can enter the tax information for a ticket.

**Note:** You *cannot* change the Fare field on this screen. If the fare is incorrect, you need to correct it on the Name/Itinerary screen.

The following is an example of the Tax Breakdown screen.



**Note:** The currency code and fare amount carry over from the Name/Itinerary screen.

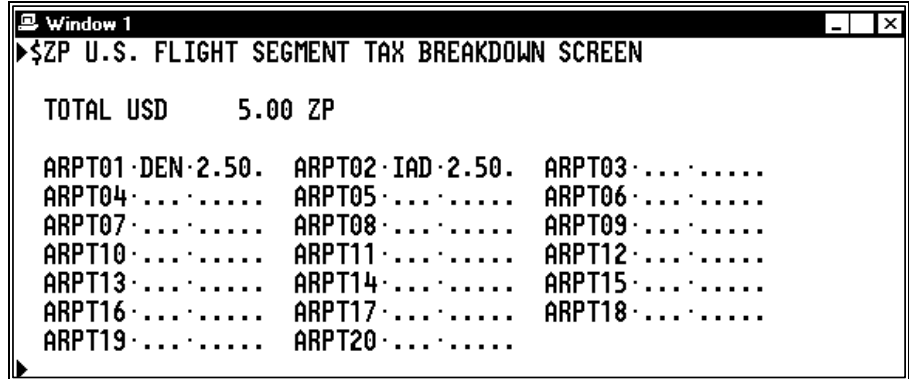
The following table lists the Tax Breakdown fields with their description.

Field	Description
TTL	Total ticket value including base fare and tax. Leave blank for Apollo to automatically complete or manually enter total ticket value.
ROE	IATA rate of exchange used to convert total NUC (Neutral Unit of Currency) amount into local currency. Optional field.
T1, T2, T3,...	T1 tax field is mandatory. Others are optional. Each tax field contains two sub-fields: 1. 6 dots for tax value. You <i>must</i> enter a minimum of 1 tax. 2. 2 dots for a tax code You <i>must</i> enter for all values. Apollo does <i>not</i> assume any tax codes. Apollo does edit tax code to assure it is a valid code and that it appears <i>only</i> once. <b>Note:</b> You <i>cannot</i> enter zero values. When an exempt tax is applicable, type E (for exempt) in value field followed by appropriate tax code.
U.S. PSGR FACILITY CHARGES	Optional field for facility charges. When you enter a PFC code of XF in any tax field, you must fill in appropriate three-character airport code(s) and applicable airport amounts. <b>Note:</b> If XF tax appears in USD, sum of airport amount(s) <i>must</i> also equal total XF value amount in tax field above.

After you complete the appropriate fields, press Enter.

**Step 4: Complete U.S. Flight Segment Tax Breakdown Screen (if applicable).**

If you enter a flight segment tax code (ZP) in a T field in the Tax Breakdown screen, the U.S. Flight Segment Tax Breakdown screen automatically appears.



Tab to each applicable airport field, type the airport code, the dollar and cents amount for that airport, and press Enter. Then go to Step 4: Store the Pricing Record.

If you do *not* enter a ZP code in the Tax Breakdown screen, Apollo responds with an asterisk (\*). Go to Step 4: Store the Pricing Record.

**Step 5: Store Pricing Record**

After you have completed the \$NME and \$TA (when applicable) screens, an asterisk (\*) appears indicating the pricing record is complete and that you can now store it.

You can store the pricing record in two ways:

- For a single passenger
- For multiple passengers

Single passenger

The function identifier to store a pricing record for a single passenger is:  
**HBT**

**Example**

HBT

After you enter the Name/Itinerary and Tax Breakdown (when applicable) screens, Apollo stores the pricing record and returns the agent alert PRICING RECORD ADDED.

Multiple passengers

The function identifier to store a pricing record for multiple passengers (same fare) is: **HBTA**

**Example**

HBTA

**Note:** To store a pricing record for multiple passengers with *different* fares, enter HBT to store the fare for each passenger.

When you type N (*no*) in the F CONST field, Apollo responds with an agent message PRICING RECORD ADDED. After receiving the agent message, proceed to step 6: Enable Ticketing.

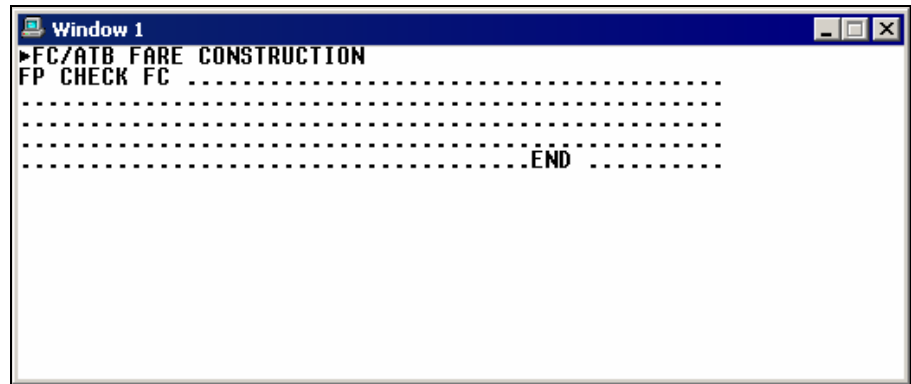
**Step 6: Complete Fare Construction Screen**

You make the request for the Fare Construction screen (\$FC) when you type a Y in the FCONST field on the \$NME screen. All taxes entered in the Tax Breakdown screen appear on the last dotted line, preceded by the word END.

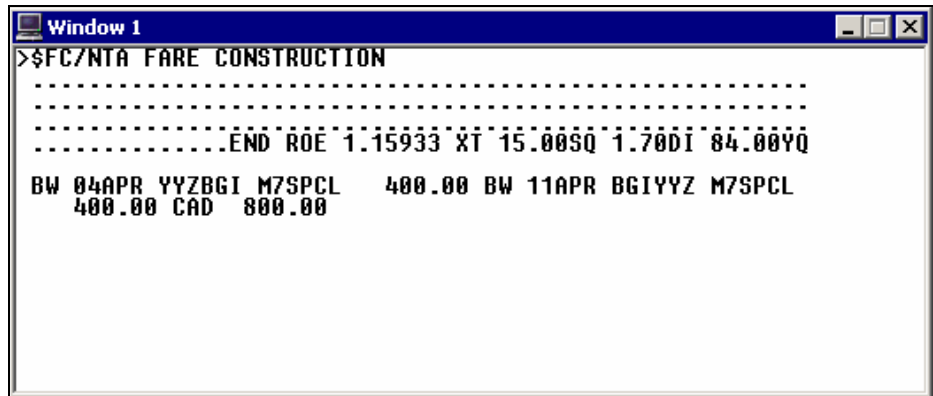
The Fare Construction screen then automatically appears when you type HBT or HBTA after completing the \$NME screen or \$TA screen (depending on applicability).

You use the \$FC screen to enter the explanation of the fare breakdown. Use city codes, *not* airport codes. Do *not* type beyond the dots, and tab to get to the next line when you are at a logical point. All taxes entered in the Tax Breakdown screen appear on the last dotted line, preceded by the word END.

The following screen is an example of the U.S. Fare Construction screen.



The following screen is an example of the Canadian Fare Construction screen.



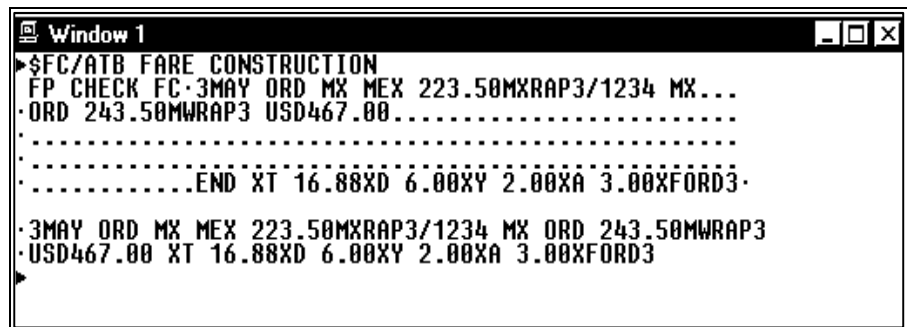
To complete the Fare Construction screen, use the following steps.

1. Complete the Fare Construction screen.

The following table lists the fields and their descriptions.

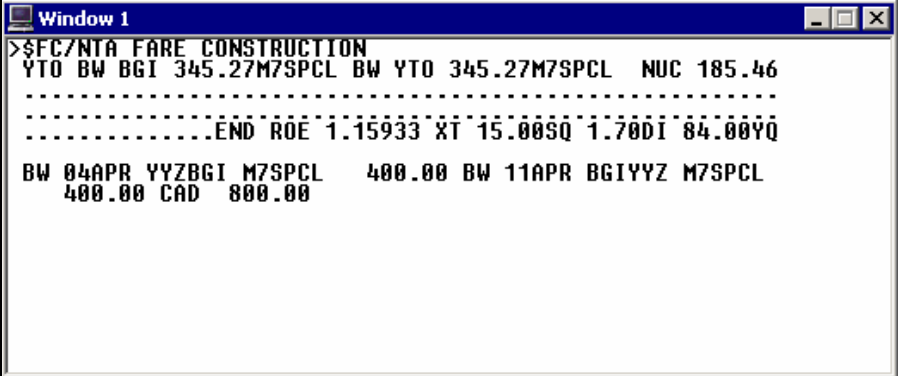
Field	Description
>\$FC/ATB FARE CONSTRUCTION	Title of screen
FP CHECK FC...	Freeform area to complete linear fare construction. <b>Note:</b> Use bottom line as a guide when entering fare construction data.
END	Breakdown of tax data appears after word END (when present). Tax data is unchangeable from this screen; however, you can change tax data from Tax Breakdown screen.

The following screen is an example of a completed U.S. Fare Construction screen.





The following screen is an example of a completed Canadian Fare Construction screen.



```

Window 1
>$FC/NTA FARE CONSTRUCTION
YTO BW BGI 345.27M7SPCL BW YTO 345.27M7SPCL NUC 185.46
.....
.....END ROE 1.15933 XT 15.00SQ 1.70DI 84.00YQ
BW 04APR YYZBGI M7SPCL 400.00 BW 11APR BGIYYZ M7SPCL
400.00 CAD 800.00

```

2. After you have entered the fare construction information, tab to the right of the tax information on the last dotted line and press Enter.  
Apollo responds the message PRICING RECORD ADDED.
3. Proceed to Step 6: Enable Ticketing.

### Step 7: Enable Ticketing

After you have completed the \$NME, \$TA, (when applicable) or \$FC (when applicable) screens, Apollo returns an agent message PRICING RECORD ADDED. You *must* now enable ticketing by entering: T:OK

#### Example

T:OK

Apollo responds with an asterisk (\*) indicating that you can now issue the ticket.

### Step 8: End Transact PNR

After you enable ticketing and Apollo responds with an asterisk (\*), you enter a Received field, end transact the PNR. The PNR now contains the stored price.

## Display a Pricing Record

HELP PRICE-DISPLAY  
CANADA: HELP HHPR

When you want to verify information stored in a pricing record, you can display it before *or* after end transacting the PNR.

### Before End Transact

The following table lists formats for displaying pricing record screens before end transacting the PNR.

To display this screen:	Use this format:
Name/Itinerary	\$NME
Tax Breakdown	\$TA
U.S. Flight Segment Tax Breakdown	\$ZP
Fare Construction	\$FC

### After End Transact

To display pricing record screens after end transacting the PNR, display the PNR and type \$NME *or* \$TA followed by the appropriate passenger number (e.g. first person on Name field 1 is considered passenger 1, second person on Name field 1 is considered passenger 2, etc.)

The following table lists sample formats.

For passenger 1, to display this screen:	Use this format:
Name/Itinerary	\$NME1
Tax Breakdown	\$TA1
U. S. Flight Segment Tax Breakdown	\$ZP1
Fare Construction	\$FC1

**Note:** To move down in a pricing record screen, enter: \$MD  
To move up in a pricing record screen, enter: \$MU

## Cancel a Pricing Record

*HELP PRICE-CANCEL*  
*CANADA: HELP HHPR*

When you *no* longer need a pricing record, you can easily cancel it from the PNR. If you need to change a pricing record, cancel it and add a new pricing record.

### Cancel All

To cancel all pricing records in the PNR, enter: **XPR**

Apollo responds with the agent alert: PRICING RECORD DELETED

### Cancel Specific Record

To cancel a pricing record for a specific ATFQ field, enter XPR followed by the appropriate ATFQ field number.

#### **Example**

XPR2

Apollo responds with the agent alert: PRICING RECORD DELETED

## Summary

In this module you learned how to:

- Build a pricing record.
- Display a pricing record.
- Cancel a pricing record.

## Module 11: Sell Rental Cars

---

Selling rental cars in Apollo® is easy.

There are two ways to sell a rental car in Apollo:

- Direct sell with a corporate discount (CD) number.
- Reference sell from low-to-high availability.

### Module Objectives

Upon completion of this module you will be able to:

- Use Apollo to determine car company codes and names.
- Identify and explain car participation levels in Apollo.
- Identify different car type codes.
- Sell rental cars in Apollo using the steps identified in this module.
- Search car availability using qualifiers.
- Update a car availability display.
- Cancel a sold car segment.
- Modify a sold car segment.
- Display car company descriptions and policies.
- Display a car index.

### Determine Car Company Codes and Names

To determine car rental company codes and names, you can use encoding and decoding. Encoding lets you find the two-letter code for a car rental company, and decoding provides the car company name for the two-letter code.

The function identifier to encode and decode car rental companies is: **S\*CAR**

## Find a Car Code

HELP CAR-ENCODE  
 CANADA: HELP ENCODE  
 HELP S\*CAR

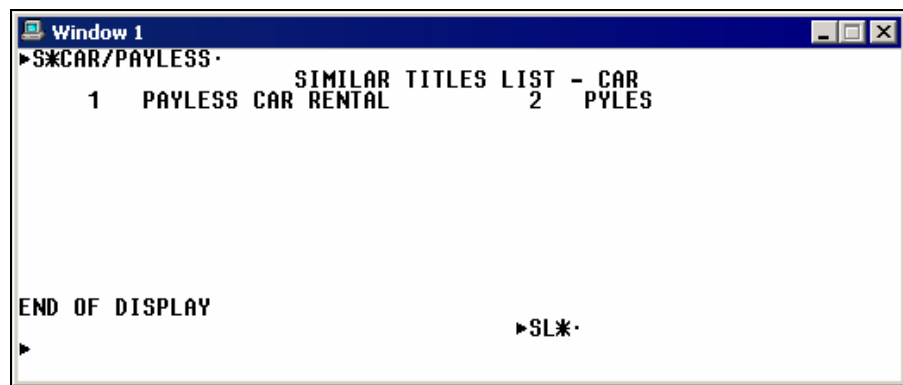
Use the encode format when you have the name of the car rental company and need to find its corresponding code.

To encode a car rental company, enter S\*CAR followed by a slash (/) and the car rental company name.

### Example

S\*CAR/PAYLESS

A screen with the car company code for Payless appears.



**Note:** When Apollo does *not* recognize the car rental company name, a list of similar names and numbers appears. Select the car rental company name by tabbing to the SL\* prompt and typing the number corresponding to the car rental company name.

### Example

SL\*1

**Note:** To redisplay the similar name list enter SL\*L.

## Find a Car Name

HELP CAR-DECODE  
 CANADA: HELP DECODE  
 HELP S\*CAR

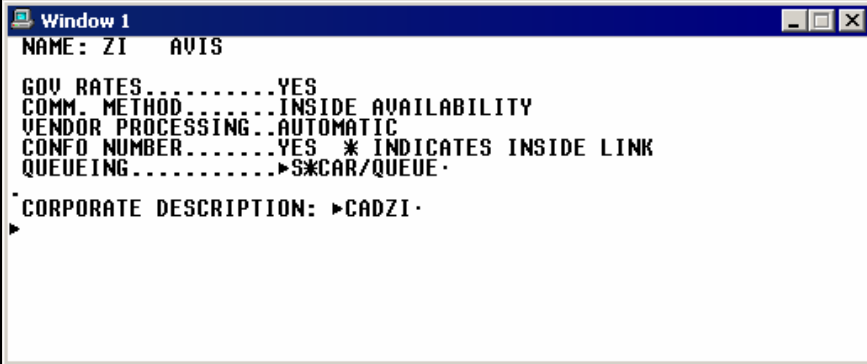
Use the decode format when you have the two-letter code of the car rental company and you need to determine its name.

To decode a car rental company code, enter S\*CAR followed by a slash (/) and the car rental company code.

### Example

S\*CAR/ZI

A screen with information for Avis appears.



```

Window 1
NAME: ZI  AVIS
GOV RATES.....YES
COMM. METHOD.....INSIDE AVAILABILITY
VENDOR PROCESSING..AUTOMATIC
CONFO NUMBER.....YES * INDICATES INSIDE LINK
QUEUEING.....▶S*CAR/QUEUE·
* CORPORATE DESCRIPTION: ▶CADZI·
▶

```

## Car Company Participation Levels

Car rental companies participating in Apollo choose a level of participation. The three levels are:

- Inside Availability®
- Inside Link®
- Non-link

### Inside Availability®

Inside Availability® makes it quick and easy for you to find the best value for your customers. An Inside Availability participant gives you direct access into the rental car company's inventory, rates, and rules. Because the participant's computer system automatically builds the car reservation *before* you end transact the PNR, you must have a Name field.

When you rent a car from an Inside Availability participant, you receive an instant confirmation number.

Inside Availability features include:

- Up-sell opportunities to display promotional vehicle types and/or rates.
- Alert screens that provide informative alerts and error messages.
- CD qualifiers to use with the availability entry to view the applicable car types and/or rates *before* selling.
- Rates for one-way rentals that include any drop-off charges.

On an Availability screen, Inside Availability car rental companies have an end item (+) in front of the company name.

The following car availability screen sample shows end items (+) in front of Enterprise, Fox, Thrifty, Budget, and Avis indicating they are Inside Availability participants.

```

Window 1
>CAL05NOV-12NOVSFO.FCAR/ARR-830A/DT-600A
SAN FRANCISCO INTL CA * SA 05NOV 8:30A -12NOV * STND/PROM * USD
A:
1 +ENTERPR T S G FCAR 19.42 UNL .00 160.67
2 +FOX O S G FCAR 200.50 UNL .00 230.54
3 +THRIFTY T S G FCAR 32.00 UNL .00 255.98
4 +ENTERPR T S G PCAR 32.43 UNL .00 259.23
5 +BUDGET T S G PCAR 39.85 UNL .00 315.51
6 +AVIS T S G PCAR 42.71 UNL .00 337.16
7 +BUDGET T S G FCAR 46.85 UNL .00 368.55
8 +AVIS T S G FCAR 49.71 UNL .00 390.20
>CAL*PD· >CAL*VENDOR-ALERTS· P 1
WEEKLY RATES MAY APPLY >CAU-W·
>
    
```

### Inside Link®

An Inside Link car participant provides you with direct access to its reservation system for instant confirmation at time of selling. Because the Inside Link participant's computer system also automatically builds the car reservation *before* you end transact the PNR, you must have a Name field.

On an Availability screen, Inside Link car rental companies have an asterisk (\*) in front of the company name.

The following sample car availability screen shows asterisks in front of Rentrite and Payless indicating they are Inside Link participants.

```

Window 1
LOS ANGELES INTL A CA * SA 05NOV 8:30A -12NOV * STND/PROM * USD
A:
9 +AVIS T S G PCAR 54.14 UNL .00 410.26
10 +HERTZ T S G PCAR 54.14 UNL .00 410.26
11 +ALAMO T S G FCAR 55.55 UNL .00 420.96
12 +ALAMO T S G PCAR 63.64 UNL .00 482.24
13 +NATIONA T S G PCAR 67.98 UNL .00 515.12
14 +NATIONA T S G FCAR 85.14 UNL .00 645.15
15 ACE O S Q FCAR 29.20 R UNL .00 -----
16 ACE O S Q FDAR 29.20 R UNL .00 -----
17 *RENTRITE+ O S G FCAR 35.99 UNL .00 -----
18 *PAYLESS T S G FCAR 40.90 UNL .00 -----
>CAL*PD· >CAL*PU· SEE RULES >CAVA· P 2
>
    
```

**Note:** Car companies affiliated with other vendors have an end item (+) after their name.



## Non-Link

A non-link car participant responds to a sell message and sends back a confirmation number *after* end transact and *after* its reservation system has processed the sell message.

On an Availability screen, non-link car participants do *not* have an asterisk (\*) or an end item (+) in front of the car rental company name.

## Car Types

HELP CAR-CAR TYPE CODES  
CANADA: HELP CARMASTER  
HELP CAR ʘ

In availability, Apollo displays rental car types with four-letter codes to represent the features of the car. The codes represent four car features:

- Car size
- Car category
- Transmission type
- Air conditioning

The following table lists car size codes and their descriptions.

Code	Size
M	Mini
E	Economy
C	Compact
I	Intermediate
S	Standard
F	Full size
P	Premium
L	Luxury
X	Special
*	All

The following table lists car category codes and their descriptions.

<b>Code</b>	<b>Category</b>
B	2-door
C	2- or 4-door
D	4-door
S	Sport
T	Convertible
X	Special
W	Wagon
V	Van
F	4-wheel drive
J	All terrain
P	Pickup
L	Limo
K	Truck
R	Recreational

The following table lists car transmission codes and their descriptions.

<b>Code</b>	<b>Transmission</b>
A	Automatic
M	Manual

The following table lists car air conditioning codes and their descriptions.

<b>Code</b>	<b>Air Conditioning</b>
N	No
R	Yes

For example, an ECAR type would be an economy, 2- or 4-door car with automatic transmission and air conditioning.

## Direct Sell a Rental Car with a CD Number

HELP CAR-SELL

CANADA: HELP CARMASTER

HELP 0CAR

You can direct sell a rental car for a customer qualifying for a negotiated rate program using a corporate discount number (CD) to obtain a special car rental rate.

You can direct sell a car using a CD number:

- With air segments and a Name field.
- *Without* air segments and a Name field.

The function identifier to direct sell a car is: **0CAR**

### With Air Segments

When selling a rental car using a CD number, Apollo assumes that the air segment:

- *Before* the car segment is the arrival air segment with the pickup airport, date, and time.
- *After* the car segment is the departure air segment with the drop-off airport, date, and time.

To direct sell a car with air segments, enter a slash (/) followed by the segment number after which you are inserting the car segment, end item, 0CAR followed by the car rental company code, car type, slash (/), CD- and the corporate discount number.

#### Example

/1+0CARALCCAR/CD-123456A

### Without Air Segments

You can sell a rental car using a CD number when air segments do *not* exist in the PNR.

**Note:** Since there is *no* PNR information, you *must* specify pickup and drop-off dates and times in the format.

To direct sell a rental car *without* air segments, enter 0CAR followed by the car rental company code, airport code, pickup date, dash, drop-off date, car type, slash (/), the arrival time, slash (/), drop-off time, and corporate discount number.

#### Example

0CARZIYUL25OCT-30OCTECAR/ARR-12N/DT-9A/CD-A123456

When you sell the rental car, Apollo car company participants respond in two ways:

- Inside Availability® and Inside Link® participants respond with a sold segment and an instant confirmation number.
- Non-link participants respond with a sold segment and a rules display. They supply a confirmation number when you end transact the PNR.

The sell response varies with the participation level of the car rental company.

## Reference Sell a Rental Car from Low-to-High Availability

Apollo provides an availability display with rates appearing in low-to-high order, so you can choose the best available rate. You can also add search qualifiers to narrow your search for specific types of rates.

Reference selling a rental has three steps:

1. Display low-to-high availability.
2. Display rate rules.
3. Reference sell the car.

### Step 1: Display Low-to-High Availability

HELP CAR-LOW TO HIGH AVAIL  
CANADA: HELP CARMASTER  
HELP CAL

You can display low-to-high availability to view car company rates and availability.

The function identifier to display low-to-high availability is: **CAL**

#### With air segments

When displaying low-to-high availability with air segments, Apollo assumes that the air segment:

- *Before* where you insert car availability determines the pickup airport, date, and time.
- *After* where you insert car availability determines the drop-off city, date and time.

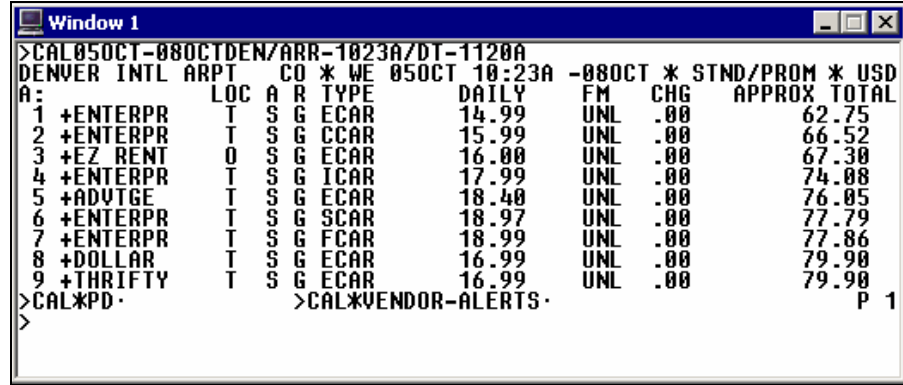
Apollo also assumes that the availability display is for the primary location for all car companies and all car types.

To display low-to-high availability, insert the format *after* the arrival air segment, then add +CAL.

**Example**

/1+CAL

The low-to-high availability screen appears.



The following table lists the components of the low-to-high availability screen.

Component	Description
>CAL05OCT-08OCT/ARR-1023A/DT-1120A	Low-to-high availability format.
DENVER INTL ARPT CO WE 05OCT 10:23A 08OCT STND/PROM USD	Airport name and state Pickup day and date Arrival time Drop-off date Categories of rates listed. Currency of country where car is to be picked up.
A:	Identifies first column. Use this letter and line numbers listed below it to reference sell, display rules, and view location descriptions. Associated car rental companies also appear. Note symbols before company name: + = Inside Availability® participant. * = Inside Link® participant.
LOC	Location of the car rental company: T = Terminal O = Off-terminal
A	Availability status: S = Available to sell. N = On request.
R	Rate guarantee indicator: G = Rate guaranteed. Q = Quoted rate subject to change. ⌘ = Rate converted from currency originally displayed (estimate <i>only</i> ).

Component	Description
TYPE	Type of car available. Pillow (P) indicates additional upsell or promotional rate type is available. Inside Availability vendors can offer this in a CAL display.
DAILY	Type of rate displayed: + = Required charges exist. R = Must return car back to pickup location.
FM	Free mileage <i>or</i> kilometers: UNL= Unlimited mileage. 150 = Specific mileage allowance.
CHG	Charge for additional mileage <i>or</i> kilometers: .25 = Additional mileage <i>or</i> kilometer charges. .00 = <i>No</i> charge.
APPROX TOTAL	Estimated applicable car rental charges including base rate, taxes, surcharges, mandatory fees, any applicable drop charges for car rental duration.
➤CAL*PD	Prompt to move down for more availability.
➤CAL*VENDER-ALERTS	Prompt to view special car vendor messages.

### Inside Availability Vendor Alerts

Inside Availability vendors can send messages to you through vendor alerts. Vendor alerts provide you with information related to your availability request that can assist you in servicing your customers. For example, a vendor may return an alert that a car location is *not* open during the pick-up or drop-off time that you requested.

After you enter a CAL availability request, a vendor alert may appear in a vendor response or prompt.

If available car vendors have messages, an alert can appear on the bottom of the display:

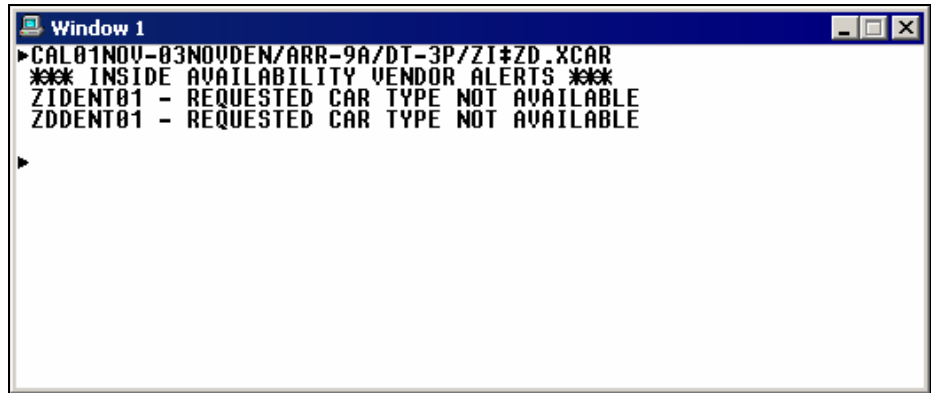
➤CAL\*VENDOR-ALERTS

**Note:** This prompt appears *only* at the bottom of the first display page.

To display the vendor alert, tab to the prompt, type the line number and press Enter.

If the vendor has *no* availability, the vendor alert immediately appears.

The following screen is an example of a vendor alert response.



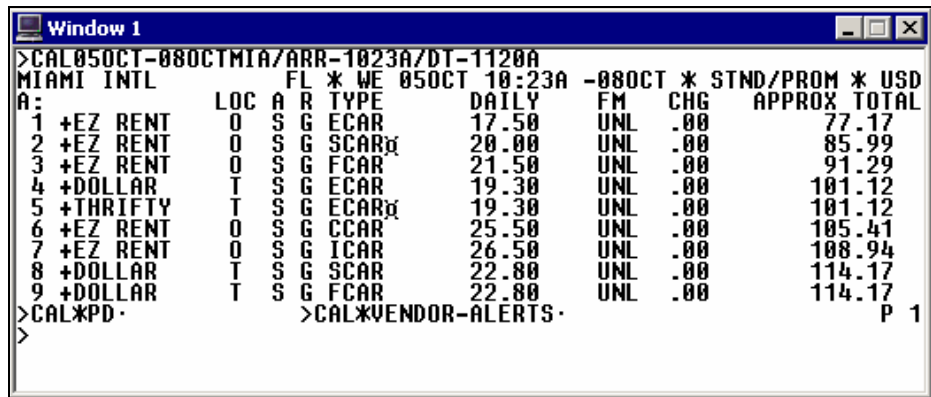
### Inside Availability Upsell Opportunities

When you request specific car types, Inside Availability® vendors can choose to include up-sell car types in their response to promote a special rate and/or vehicle type. You will see availability for the upsell car types in addition to any car types that you requested.

#### Example

CAL5OCT-8OCTMIA.FCAR/ARR-1023A/DT-1120A

The following screen shows car availability with upsell opportunities.



The pillow (⌘) next to the SCAR car type on line 2 and next to the ECAR car type on line 5 indicates upsell or promotional rates for EZ Rent and Thrifty.

### Without air segments

You can display low-to-high availability when air segments do *not* exist in the PNR. Because there is *no* information in the PNR concerning pickup and drop-off date and time, you need to specify that information in the format.

To display low-to-high availability when an air segment does *not* exist, use the CAL function identifier, and then add the following:

- Pickup date
- Drop-off date
- Airport, city, reference point
- Arrival time (ARR)
- Drop time (DT)

#### Example

CAL25SEP-30SEPCNNCENTER/ARR-10A/DT-8A

### With car type

When you display low-to-high availability with or *without* air segments, you may want to add a car type to your format when your customer is looking for a specific size or category vehicle.

To request a car type with low-to-high availability, add a period (.) followed by the car type to the format.

#### Examples

/1+CAL.FCAR

CAL05NOV-12NOVMEX/ARR-829A/DT-600A.FCAR

### With CD number

When you use a corporate discount (CD) number with a CAL request, Inside Availability vendors display car types and rates affiliated with the CD qualifier. You can then view the applicable car types and rates *before* selling.

When you include a CD qualifier in the availability request, the CD number carries over to the reference-sell request.

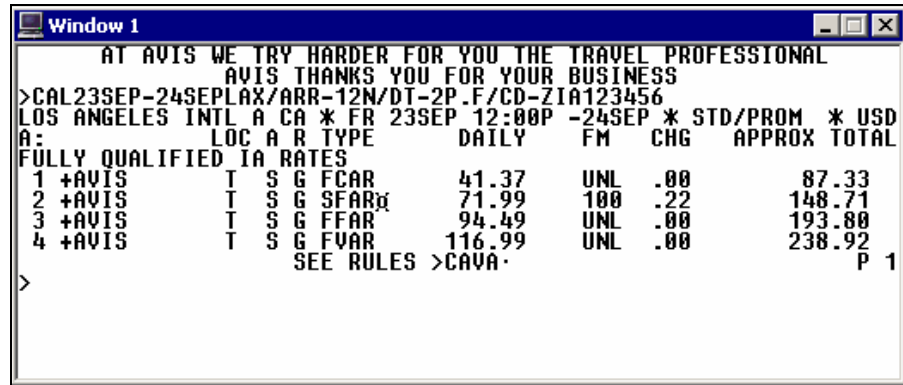
#### Example

CAL23SEP-24SEPLAX/ARR-12N/DT-2P.F/CD-ZIA123456

**Note:** The vendor code *must* precede the number, e.g. /CD-ZIA123456.



The CAL availability screen appears.



The following alert indicates that the rates shown meet all rental parameters included in the availability request.

**FULLY QUALIFIED IA RATES**

**One-way rental**

You may have a customer who would like to pick up a car in one city and dropoff in another city. When you specify a drop-off location in the CAL availability request, Inside Availability vendors display car types and rates that allow a pickup and drop-off at the requested points. Inside Availability vendors return base rate totals that include all applicable one-way fees and drop-off charges.

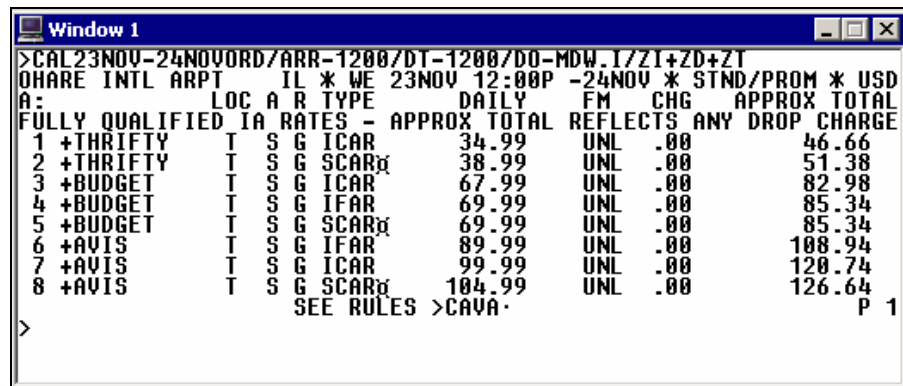
To display availability for a one-way rental, append the availability entry by including the search qualifier DO (drop off) followed by a dash (-) and the location code or name.

**Example**

CAL23NOV-24NOVORD/ARR-1200/DT-1200/DO-MDW.I /ZI+ZD+ZT

**Note:** When you use an airport code, you must specify at least one vendor in the availability format.

The low-to-high availability screen appears.



The following alert advises you that the rates shown allow a drop-off at the requested location and include any drop-off charges.

FULLY QUALIFIED IA RATES - APPROX TOTAL REFLECTS ANY DROP CHARGE

### Search qualifiers

HELP CAR-SEARCH  
 CANADA: HELP CARMASTER  
 HELP CAR 𠄎

You can use search qualifiers to override Apollo assumptions and tailor an availability request to your customer’s needs.

Use search qualifiers to tailor availability by:

- Specific size
- Car rental company
- Location
- Reference point
- Distance
- Rate type
- Rate category
- Guaranteed rates only
- Unlimited mileage

The following table lists additional qualifiers to use in CAL formats with air segments.

To check availability by:	Use this format:
Specific size	/1+CAL.E
Car rental company	/1+CAL/ZI
Location (C = city)	/1+CAL/L-C
Reference point	/1+CAL/R-DORVAL
Distance	/1+CAL/D-10W
Specific category	/1+CAL.*V
Rate type (E = weekend)	/1+CAL-E
Rate category	/1+CAL/G
Guaranteed rates <i>only</i>	/1+CAL/GUAR
Unlimited mileage	/1+CAL/UNL
Multiple qualifiers	/1+CAL/ZI.C-W

## Update availability display

HELP CAR-UPDATE  
CANADA: HELP CARMASTER  
HELP CAU

Once you have requested car availability, you may need to make changes. Apollo has update capability to reflect new or changed requirements to a current availability display. You can save time by quickly changing what is displayed *without* having to request a new availability.

The function identifier to update availability is: **CAU**

To update an availability display, enter CAU followed by the search qualifier that reflects the change.

### Example

CAU/ZE

The following table lists frequently used update formats.

To update availability by:	Use this format:
Pickup date	CAU15MAR
Pickup time	CAU15MAR/ARR-9A
Drop-off date	CAU-20JUL
Drop-off time	CAU-20JUL/DT-9A
Car type	CAU.FCAR
Rate type	CAU-W
Specific rental company	CAU/ZI
No vendor preference	CAU/N

## Step 2: Display Rate Rules

HELP CAR-RULES  
CANADA: HELP CARMASTER  
HELP CAV

Because of car rental rate restrictions, display rate rules to verify that you can sell a particular rate. You can then confirm any particulars with your customer, such as:

- Rental requirements (e.g. minimum and maximum days).
- Guarantee or deposit requirements.
- Cancellation policies.

You can display rate rules for *all* participant levels, as well as from *any* availability screen.

The function identifier to display rate rules is: **CAVA**

**Note:** Once you have displayed the Rate Rules screen, you can redisplay availability *before* selling. To redisplay availability, enter: CAL\*R

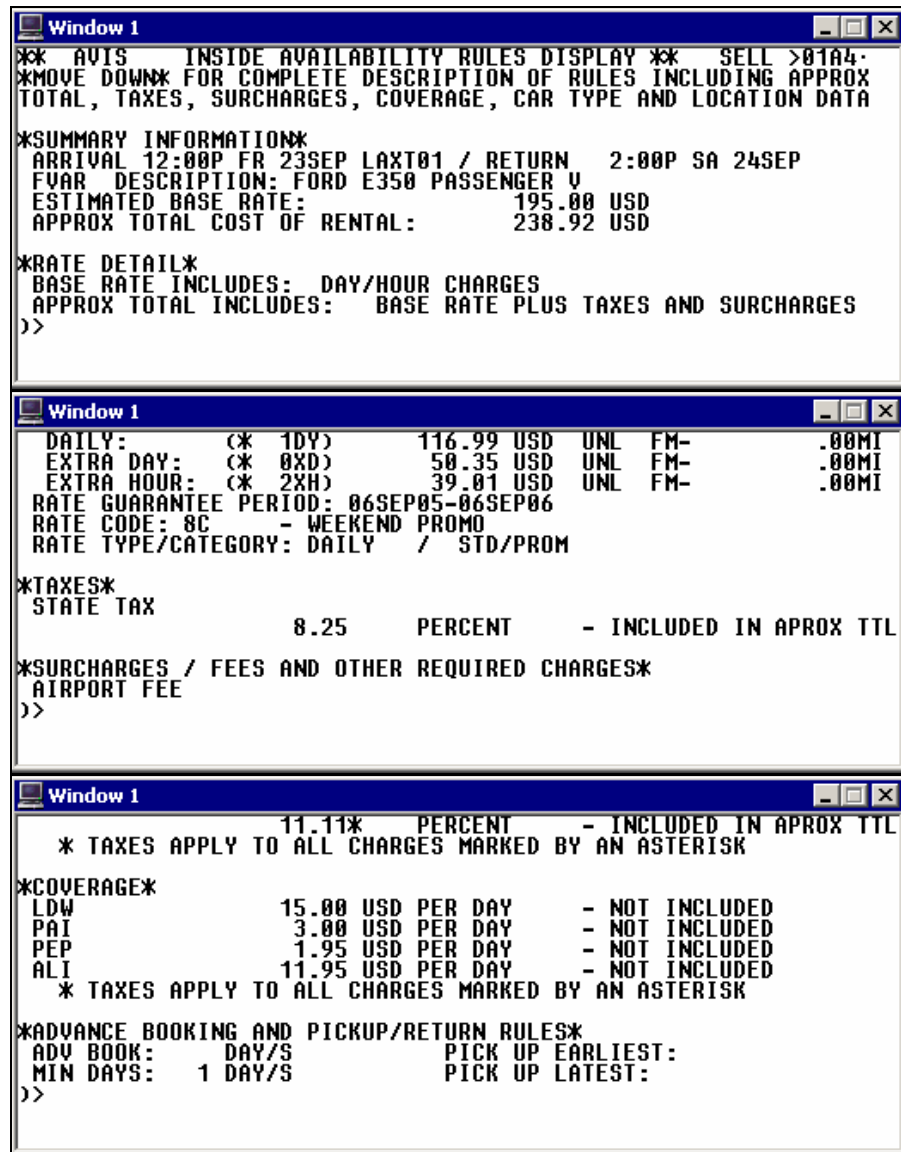
From availability

To display rules from an Availability screen, tab to CAVA, type the row number of the car type, and press Enter.

**Example**

CAVA4

The rate rules appear on the following screens.



Window 1

MAX DAYS: 5 DAY/S                      RETURN LATEST:  
 MAX RENT: 5 DAY/S  
 ONE-WAY RENTAL: NOT ALLOWED - RETURN TO PICKUP LOCATION ONLY

\*PICKUP/RETURN LOCATION SUMMARY\*  
 LOS ANGELES AP CA                      LOCATION: LAXT01  
 HOURS: FRI 23SEP OPEN 24 HOURS / SAT 24SEP OPEN 24 HOURS  
 PHONE: 310-342-9100

\*CREDIT CARDS ACCEPTED\*  
 PAYMENT: AV AX CB IL DC JC CA DS VI TP SR MD MC

\*RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT\*  
 >>

---

Window 1

\*RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT\*  
 NOT APPLICABLE

\*SPECIAL TEXT COMMENTS\*  
 GENERAL: MUST RETURN TO REQUESTED CITY  
               THE MINIMUM RENTAL PERIOD IS 001 DAYS  
               FRIDAY NIGHT OVERSTAY REQUIRED  
               \*\*\*\*\*  
               FOR ADDITIONAL POLICY INFORMATION SEE CADZIXXX  
               WHERE XXX REPRESENTS THE LOCATION CODE

\*\* AVIS      INSIDE AVAILABILITY RULES DISPLAY \*\*    SELL >01A4.  
 >

The following table lists the rate rule components and their description.

Component	Description
** AVIS INSIDE AVAILABILITY RULES DISPLAY ** SELL >01A4	Rules display header line and sell prompt.
*SUMMARY INFORMATION*	Confirmation of car rental pickup/return date, times, and location. Includes car type description and approximate total..
*RATE DETAIL*	Day/hour charges, recap of unit rate, breakdown of approximate total amount, drop charge, rate guarantee period, rate code, rate type and category.  <b>Note:</b> Weekend rates appear as a daily rate e.g. 'Wkend Daily.'
*TAXES*	All applicable taxes and amounts.
*SURCHARGES / FEES AND OTHER REQUIRED CHARGES*	All applicable mandatory charges.
*COVERAGE*	Types of insurance coverage.
*ADVANCE BOOKING AND PICKUP/RETURN RULES*	Rules for advance booking and pickup/return.
*PICKUP/RETURN LOCATION SUMMARY*	Summary information on pickup/return location.

Component	Description
*CREDIT CARDS ACCEPTED*	Credit cards accepted for payment and guarantee.
*RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT*	Requirements for reservation guarantee, deposit, and prepay.
*SPECIAL TEXT COMMENTS*	Freeform text of additional rules.

**Note:** To redisplay your last active rate rules screen, enter: CAV\*R

From a sold car segment

To display rules from a PNR, enter CAV followed by the segment identifier (S), and the car segment number.

**Example**

CAVS3

**Step 3: Reference Sell Rental Car**

HELP CAR-SELL  
 CANADA: HELP CARMASTER  
 HELP 01A1

After displaying low-to-high availability and rules, you can sell a rental car directly from the rules by tabbing to the sell prompt at the beginning or end of the rules.

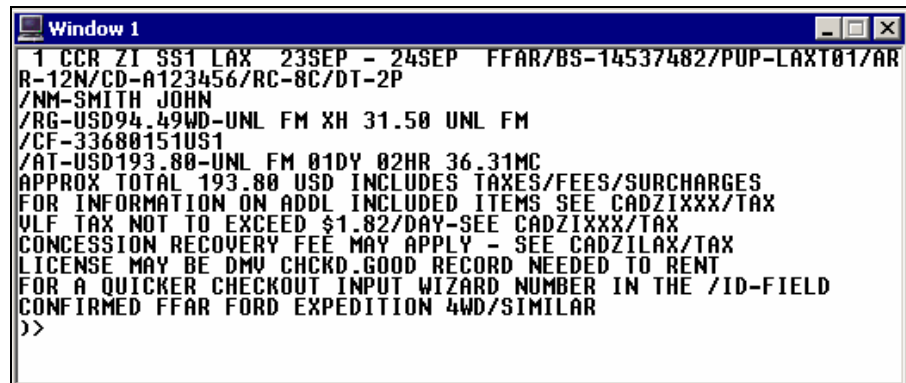
To reference sell from the low-to-high availability screen, enter 0 followed by the letter A and the row number of the car vendor/type you want.

**Example**

01A4

The sell response varies with the participation level of the car rental company. However, the sold segment appears the same way in the PNR.

The following screen illustrates an Inside Availability sell response.



The following screen illustrates an Inside Link sell response.

```

Window 1
1 CCR ZA SS1 SFO 29SEP - 04OCT ECAR/BS-14537482/PUP-SF0001/AR
R-4P/RC-GEND-DS /DT-6P
/NM-SMITH J
/RG-USD24.48DY-UNL MI XD 24.48 MI XH 8.48 BR-139.36
/CF-4931724 *
OFFER HOTEL >HOA.
>

```

The following screen illustrates a non-link sell response.

```

Window 1
1 CCR AC SS1 LAX 06OCT - 09OCT ECAR/RG-USD14.20DY-UNL FM XD 1
4.20 UNL FM XH 2.00/BS-14537482/PUP-LAX001/ARR-8A/RC-FLYDRV-DP /
DT-12N
** ACE CARMATER RULES DISPLAY **
*SUMMARY INFORMATION*
ARRIVAL 8:00A TH 06OCT LAX001 / RETURN 12:00P SU 09OCT
ECAR DESCRIPTION: DODGE NEON OR SIMILAR
ESTIMATED BASE RATE: 56.80 USD
*KRATE DETAIL*
BASE RATE INCLUDES: DAY/HOUR CHARGES
DAILY: (* 1DY) 14.20 USD UNL FM- .00MI
>>

```

The following screen illustrates a sold car segment in a PNR

```

Window 1
1.1SMITH/J
1 CCR ZA SS1 SFO 29SEP-04OCT ECAR/RG-USD24.48DY-UNL MI XD 24.48
MI XH 8.48 BR-139.36/BS-14537482/PUP-SF0001/ARR-4P/RC-GEND-DS /
DT-6P/NM-SMITH J/CF-4931724 *
GFAX-OSIUA *ZA 06SEP1839Z*PLZ CALL 650 737-6134 FOR SHUTTLE *
>

```

### Optional sell fields

HELP CAR-OPTIONAL  
CANADA: HELP CARMASTER  
HELP CAR#

You can add optional sell fields when selling a car from low-to-high availability (CAL) *except* when using a discount number or rate code.

The following table lists the most frequently used optional sell fields.

To add:	Use this format:
Frequent renter number	/ID-987654
Frequent flyer number	/FT-UA001234567
Special equipment request	/SQ-CST

### Cancel a Car Segment

HELP CAR-MODIFY AND CANCEL  
CANADA: HELP CARMASTER  
HELP CAM  
HELP CANCEL

When a customer no longer wants to rent a car or changes an itinerary and needs a different car rental, you can easily cancel the rental car.

The function identifier to cancel a car segment is: **X**

To cancel a car segment, use the following steps.

1. Display the PNR.
2. Enter X followed by the segment number. **Example:** X2
3. Add a Received field and end transact the PNR.

**Note:** Because the booking *may* exist in the participant's system, cancel the car segment instead of ignoring it before you end transact. Follow the steps above to avoid having a confirmed reservation in the company's system while it is *not* present in Apollo.



## Modify a Car Segment

HELP CAR-MODIFY AND CANCEL  
CANADA: HELP CARMASTER  
HELP CAM

You can also modify a sold car segment by changing:

- Pickup and/or drop-off dates.
- Drop-off dates.
- Car type.
- Or deleting optional sell fields.

Apollo generates a message to the car company canceling and reselling the car reservation using the new information.

**Note:** Before modifying, check availability to be sure the car rental company can accommodate your change.

The function identifier to change a sold car segment is: **CAM**

To modify a sold car segment, enter CAM followed by the car segment number, the modification code (D), slash (/), and the new information.

### Example

CAM2D/20DEC

The following table lists format examples for modifying a car segment.

To:	Use this format:
Change pick up and drop-off date and time	CAM4D/11SEP-17SEP/ARR-8A/DT-5P
Change drop-off date and time	CAM2D/-19SEP/DT-9A
Change car type	CAM6T/CCAR
Change optional field	CAM1O/FT-AA1234567
Delete optional field	CAM4X/SI

## Display Car Company Description and Policy

HELP CAR-DESCRIPTION  
CANADA: HELP CARMASTER  
HELP CAD

You can display corporate policies and descriptions of car rental companies. You can also display individual location descriptions from an availability screen or sold car segment.

There are two types of descriptions:

- Location describes policies and procedures that are specific to a location, such as car types, minimum age, and guarantee requirements.
- Corporate describes policies specific to a car rental company, such as acceptable credit cards, promotions, and special equipment.

This section describes how to display, interpret, and use the description menus.

The function identifier to display a car description menu is: **CAD**

There is a standardized set of categories for each description menu. Car rental companies provide numbers and keywords to access these categories.

### From Availability

To display a location description menu from car availability, enter CAD followed by the column letter of the car company and the row number of the car type.

#### Example

CADA2

The location description menu for Dollar Rent-a-Car in Vancouver appears.

```

Window 1
>CAD29SEPZRYVRT01
DOLLAR RENT A CAR      YVRT01  VANCOUVER INTL      29SEP
ADDRESS:  TEMPLETON ST/VANCOUVER RD
PHONE:    604 279-0045
HOURS:    OPEN 7 DAYS A WEEK 0600 TO 0200 AM
-----
01 AGE      AGE REQUIREMENT      02 CARS    CAR/VEHICLE TYPES
03 CDW      COLL DAMAGE WAIVER      04 DROP    DROPOFF/ONEWAYS
05 EXPR     EXPRESS SERVICE         06 GAS     REFUELING POLICY
07 HOURS    HOURS-OPER/BUSNS       08 INS     INSURANCE/COVERAGE
10 SHUTTLE SHUTTLE SERVICE       12 TAX     TAX-STATE/LOCAL
15 COMM     COMMISSION AGENTS      16 CRED    CREDIT CARD INFO
>CAD/.      >CADMENU*PD.          P 1
>
    
```

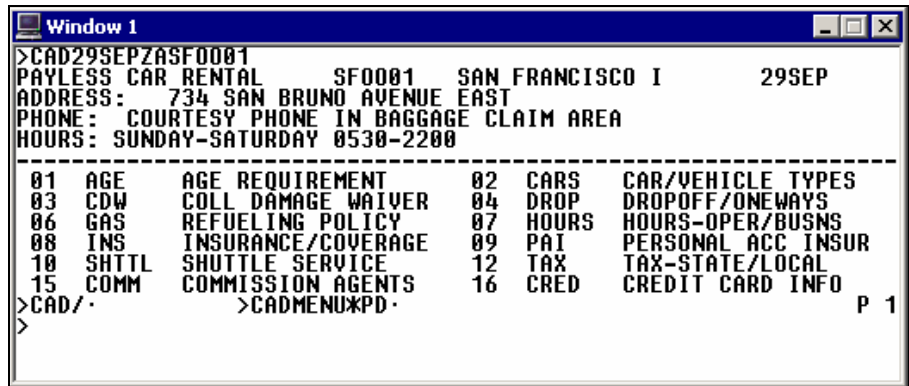
### From a PNR

To display a location description menu from a sold car segment, enter CAD followed by the letter S and the segment number. (Segment 3 is a sold Avis car.)

#### Example

CADS2

The location description menu for Payless Car Rental in San Francisco appears.



To display a specific category, tab to the CAD/ prompt, type the category number, and press Enter.

### By Car Rental Company

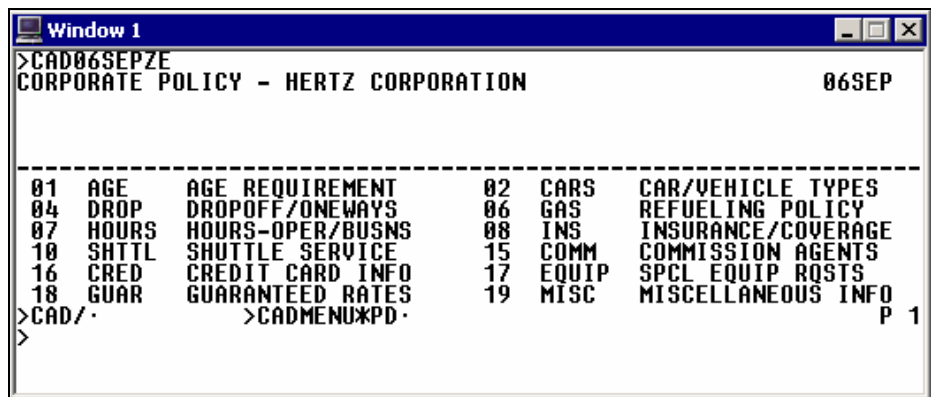
Sometimes you need to look up corporate policy information for a specific car rental company. To view this type of description, you can display the car company's corporate description menu.

To display a corporate description menu, enter CAD followed by the car rental company code.

#### Example

CADZE

The Hertz corporate description menu appears.



Keywords and associated numbers identify the categories of information that display for the specified car rental company.

To display a category, tab to the CAD/ prompt at the bottom of the menu, type the keyword or associated number and press Enter. You can enter up to three keywords/numbers in one entry. Type an end item (+) to separate each keyword or number.

**Example**

CAD/AGE+16

Information from the categories, Age and Credit Card Info, appears.

```

Window 1
>CAD06SEPZE/AGE+16
CORPORATE POLICY - HERTZ CORPORATION                                06SEP
AGE - AGE REQUIREMENT
GENERAL POLICY - AGE                                             >CAD/01-GENPOL .
NEW YORK 18-24 DRIVER REQUIREMENTS                             >CAD/01-NYUID .
MICH. STATE UNDERAGE LIAB. SURCHARGE                          >CAD/01-MICHIGAN .
CRED - CREDIT CARD INFO                                         >CAD/16-PAYMENT .
SEE >CADZE/PYMNT                                               >CAD*MENU .
                                                                P 1
>
    
```

**Note:** Although all car rental companies have a description menu, not every company includes information for each item. Therefore, you may *not* see every keyword listed.

**By Car Rental Company and City**

To display a specific car rental company in a specific city, enter CAD followed by the car rental company code and the city or airport code.

**Example**

CADZLYWG

The location description menu for National Car Rental at Winnipeg International airport appears.

```

Window 1
>CAD06SEPZLYWG
NATIONAL CAR RENTAL      YWGT01  WINNIPEG INTL A      06SEP
ADDRESS:  WINNIPEG INTL ARPT
PHONE:    204-925-3531
HOURS:    SEE HOURS
-----
01 AGE      AGE REQUIREMENT      02 CARS   CAR/VEHICLE TYPES
03 CDW      COLL DAMAGE WAIVER    04 DROP  DROPOFF/ONEWAYS
05 EXPR     EXPRESS SERVICE       06 GAS   REFUELING POLICY
07 HOURS    HOURS-OPER/BUSNS       08 INS   INSURANCE/COVERAGE
09 PAI      PERSONAL ACC INSUR      10 SH TTL SHUTTLE SERVICE
11 SPEQ     SPECIAL EQUIPMENT      12 TAX   TAX-STATE/LOCAL
>CAD/.      >CADMENU*PD .
>
                                                                P 1
    
```

## Redisplay Last Keyword Description

To redisplay the last keyword description for a car rental company, enter:  
CAD\*R.

The last keyword description appears.

```

Window 1
>CAD06SEPZE/AGE+16
CORPORATE POLICY - HERTZ CORPORATION                                06SEP
AGE - AGE REQUIREMENT
GENERAL POLICY - AGE
NEW YORK 18-24 DRIVER REQUIREMENTS                                >CAD/01-GENPOL      ·
MICH. STATE UNDERAGE LIAB. SURCHARGE                            >CAD/01-NYUID      ·
CRED - CREDIT CARD INFO                                         >CAD/01-MICHIGAN   ·
SEE >CADZE/PYMNT                                               >CAD/16-PAYMENT    ·
                                                                >CAD*MENU          ·
                                                                P 1
>

```

## Display Car Index

HELP CAR-INDEX  
CANADA: HELP CARMASTER  
HELP CAI

The car index provides a listing of car rental locations. You can display car rental locations by:

- Airport code.
- City.
- Reference point.

The function identifier to display a car index is: **CAI**

### By Airport Code

You can display an index of all car rental locations near an airport.

To display an index of airport car rental locations, enter CAI followed by the airport code.

#### Example

CAISNA

The index for airport car rental locations appears.

```

Window 1
>CAI06SEPSNA
JOHN WAYNE ARPT    CA * TU 06SEP          *      MI DIR
AREA A -- SNA AIRPORT MAIN LOCATIONS -----
 1 AL +ALAMO      SNAT71  JOHN WAYNE/ORANGE CNTY INT    0
 2 ZI +AVIS       SNAT01  18601 AIRPORT WAY           0
 3 ZD +BUDGET     SNAT01  JOHN WAYNE ORANGE CO. APT    0
 4 ET +ENTERP     SNAT01  ORANGE COUNTY AIRPORT       0
 5 ZE +HERTZ      SNAT19  JOHN WAYNE AIRPORT          0
 6 ZL +NATIONA    SNAT01  JOHN WAYNE AIRPORT          0
 7 ZT +THRIFTY    SNAT01  18061 AIRPORT WAY SUITE 71   0
 8 AD +ADVTGE     SNA011  17491 SKYPARK CIRCLE STE B   0SW
>CAI*PD·
>
    
```

Check availability

From the CAI display, you can check availability by line number.

**Example**

CAL3/15SEP-20SEP.F/ARR-12N/DT-12N

The following screen appears.

```

Window 1
      BUDGET. COOL CARS AND OUTSTANDING SERVICE AT A GREAT VALUE
      FOR YOUR CUSTOMERS AND YOU
>CAL15SEP-20SEPSNA/L-ZDSNAT01/ARR-12N/DT-12N.F
JOHN WAYNE ARPT    CA * TH 15SEP 12:00P -20SEP * STD/PROM * USD
A:                LOC A R TYPE      WEEKLY  FM  CHG  APPROX TOTAL
FULLY QUALIFIED IA RATES
 1 +BUDGET        T  S  G  FCAR      288.99  UNL  .00      311.39
 2 +BUDGET        T  S  G  STAR00    344.99  UNL  .00      371.73
 3 +BUDGET        T  S  G  IFAR00    349.99  UNL  .00      377.11
 4 +BUDGET        T  S  G  MVAR00    354.99  UNL  .00      382.50
 5 +BUDGET        T  S  G  SFAR00    369.99  UNL  .00      398.66
>CAL*PD·          SEE RULES >CAVA·
>
    
```

**By City**

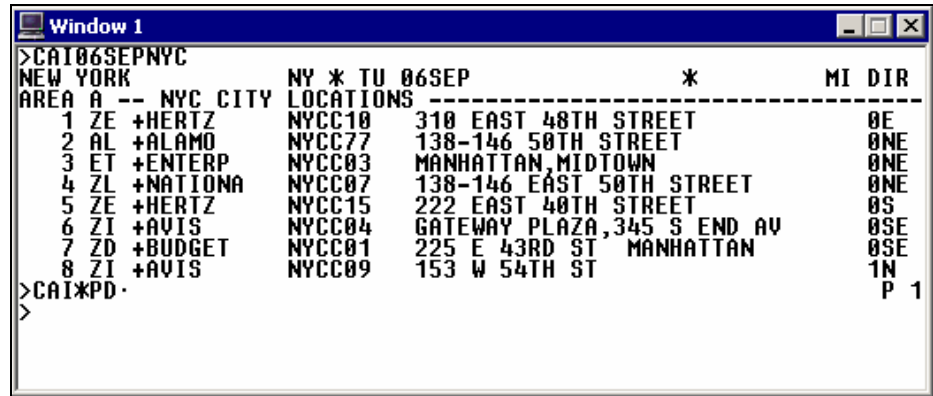
You can display an index of all car rental locations in a city.

To display an index of city car rental locations, enter CAI followed by the city code or city name.

**Example**

CAINYC

The index for New York City car rental locations appears.



**Note:** You can also display an index by full city name.

**Example**

CAICLEVELAND

**By Reference Point**

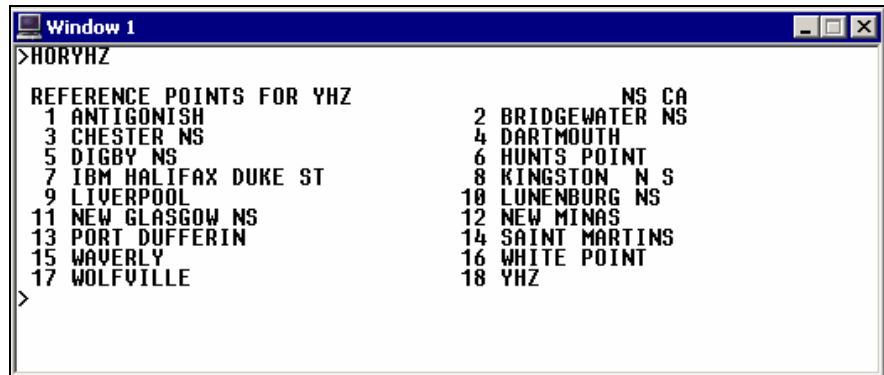
To locate a specific car rental company by reference point, use the following steps:

1. Display a reference point list using the RoomMaster reference point function identifier: **HOR**

**Example**

HORYHZ

The reference point list for Halifax, Nova Scotia appears.



2. To locate a specific car rental company for a reference point, enter CAI followed by the reference point, slash (/), and the car rental company code.

**Example**

CAIDARTMOUTH

The index for car company locations nearest Dartmouth appears.

```

Window 1
>CAI08SEP YHZ/R-DARTMOUTH
DARTMOUTH          NS * TH 08SEP          *          KM DIR
AREA A -- YHZ CITY LOCATIONS -----
1 ZE +HERTZ        YHZA12  CASINO NOVA SCOTIA HOTEL    2S
2 ZL +NATIONA     YHZA06  2156 BARRINGTON STREET    2S
3 ZD +BUDGET      YHZA02  3170 KEMPT ROAD           2SW
4 ET +ENTERP      YHZA01  HALIFAX                   2SW
5 ZI +AVIS        YHZA04  121 ILSLEY AVE            3N
6 ET +ENTERP      YHZA02  DARTMOUTH                 3NW
7 AL +ALAMO       YHZA77  1181 HOLLIS ST, HALIFAX   3S
8 ZI +AVIS        YHZA02  1717 GRAFTON STREET       3S
>CAI*PD.
>
P 1
    
```

**Note:** From any car index screen, you can check availability by line number.

### Redisplay Last Index

If you have displayed a car index and have completed another task in Apollo such as selling a flight, you can redisplay the last index. To redisplay the last index enter: CAI\*R

The last index appears.



## Summary

In this module you learned how to:

- Use Apollo to determine car company codes and names.
- Identify and explain car participation levels in Apollo.
- Identify different car type codes.
- Sell rental cars in Apollo using the steps identified in this module.
- Search car availability using qualifiers.
- Update a car availability display.
- Cancel a sold car segment.
- Modify a sold car segment.
- Display car company descriptions and policies.
- Display a car index.

## Module Review

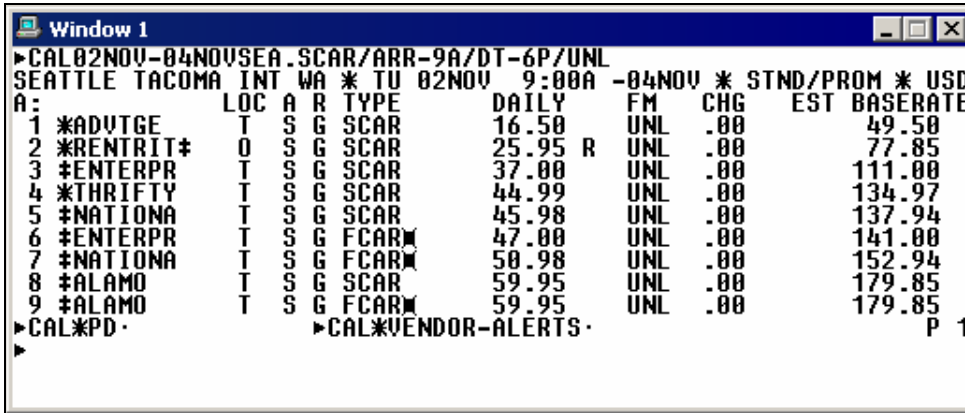
1. The code ZA represents what car vendor?  
\_\_\_\_\_
2. Describe the car type represented by SCAR.  
\_\_\_\_\_
3. What participation levels appear in the following screen? Name a car vendor that represents each level.

```

Window 1
LESTER B PEARSON I ON * MO 10OCT 12:00P -14OCT * STND/PROM * CAD
A:
79 +ENTERPR LOC A R TYPE DAILY FK CHG APPROX TOTAL
80 +ADVTGE 0 S G FFAR 113.99 UNL .00 730.75
81 +THRIFTY T S G FFAR 115.10 UNL .00 767.77
82 +ADVTGE 0 S G PCAR 169.00 100 .20 1128.39
83 *RENTKIT 0 S G PCAR 178.66 UNL .00 1184.21
84 *N FRONT 0 S G ECAR 24.00 UNL .00 -----
85 *RENTKIT 0 S G CCAR 24.00 UNL .00 -----
86 *N FRONT 0 S G CCAR 24.00 UNL .00 -----
87 *RENTKIT 0 S G ICAR 29.00 UNL .00 -----
88 *N FRONT 0 S G ICAR 29.00 UNL .00 -----
>CAL*PD· >CAL*PU· SEE RULES >CAVA· P 9
>
    
```

4. What are the steps to sell a car *without* a CD number?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Name at least two search qualifiers to use with CAL availability.  
\_\_\_\_\_  
\_\_\_\_\_
6. What format would you use to change your current car availability to request that the car size is Intermediate?  
\_\_\_\_\_

7. From the following availability screen, what is the format to display a description for the car company on line 3?



8. What is the format to display the description for the sold car on segment 2 of a PNR?

9. What is the format to add ID-726700 to car segment 3 in a PNR?

10. What is the format to cancel car segment 2?

11. What is the format to find car rental locations in Cleveland other than at the airport?

12. Write the format to sell a car *without* an air segment:

- intermediate size
- Hertz
- in Winnipeg, Manitoba
- pickup October 15 at 12 noon
- drop-off October 18 at 9AM

## Notes

## Module 12: Sell Hotels

---

The Apollo® hotel booking program is an advanced selling tool that includes enhanced room reservation capability and extensive access to the latest hotel information.

Apollo Inside Availability® with Inside Shopper provides access to a hotel's inventory to view and sell from availability. You can sell a room quickly using a customer-specific search.

### Module Objectives

Upon completion of this module you will be able to:

- Use Apollo to determine hotel company codes and names.
- Identify and explain hotel participation levels in Apollo.
- Sell hotels in Apollo using the steps identified in this module.
- Modify and cancel hotel segments sold in Apollo.
- Display a hotel description.
- Display a hotel index.

### Encode and Decode

Use Apollo encoding and decoding to find a hotel company name or two-letter chain code.

The function identifier to encode and decode hotel companies is: **S\*HTL**

#### Find a Hotel Code

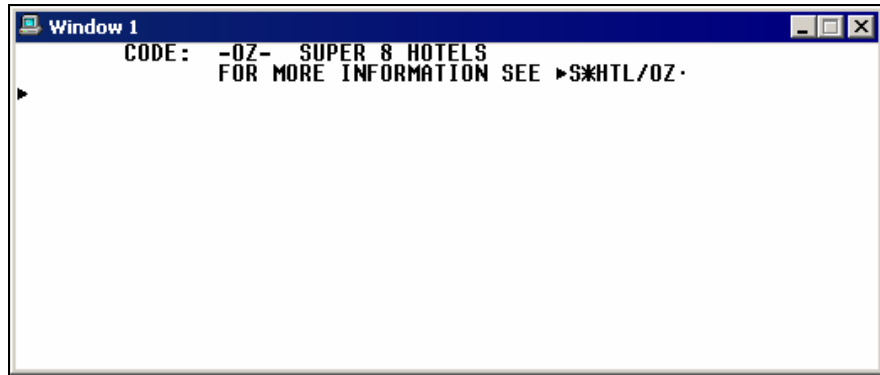
*HELP HOTEL-ENCODE  
CANADA: HELP ENCODE  
HELP S\*HTL*

To encode a hotel company, enter S\*HTL followed by a slash (/) and the hotel company name.

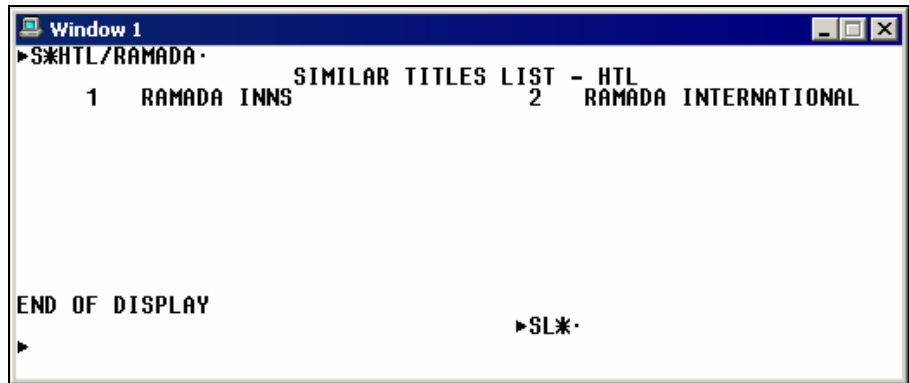
#### **Example**

S\*HTL/SUPER 8

The following screen appears.



When Apollo® does *not* recognize the hotel company name, a list of similar hotel company names and numbers appears. The following screen is an example.



Select the hotel company name from the list by tabbing to the SL\* prompt and entering the number corresponding to the hotel.

### Find a Hotel Name

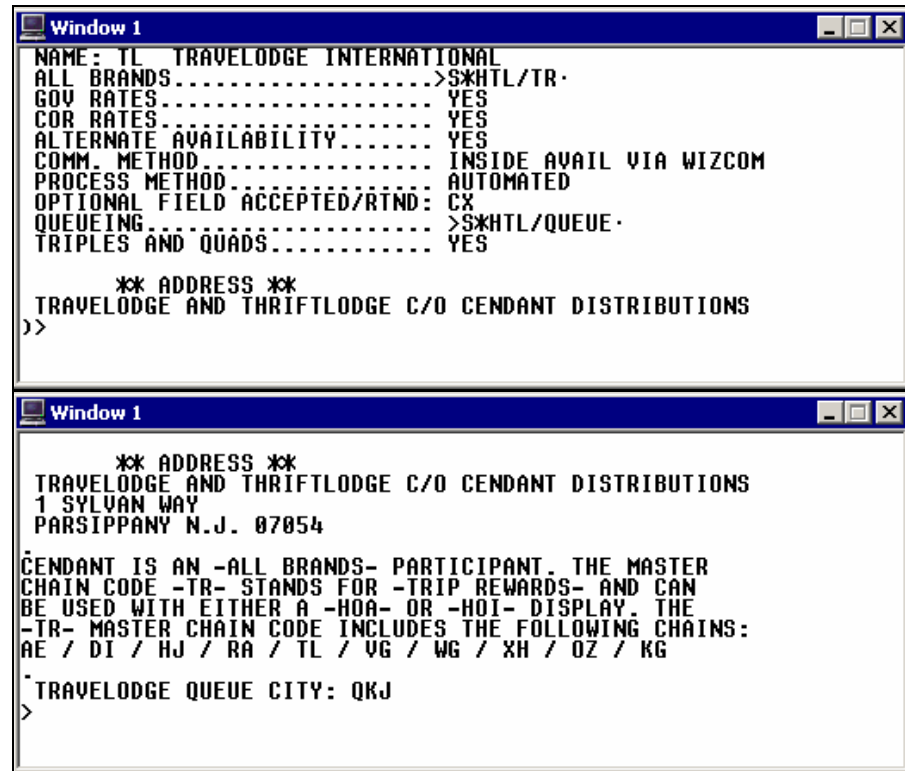
HELP HOTEL-DECODE  
 CANADA: HELP DECODE  
 HELP S\*HTL

To decode a hotel company, enter S\*HTL followed by a slash (/) and the two-letter hotel company code.

#### Example

S\*HTL/TL

The following screens appear.



The following table lists the screen components.

Component	Description
NAME: TL TRAVELODGE INTERNATIONAL	Hotel company code and name.
ALL BRANDS...>S*HTL/TR	Affiliated hotel chains that appear in hotel availability. Tab and enter to display a list of participating hotels.
GOV RATE..... YES COR RATE..... YES ALTERNATE AVAILABILITY..... YES COMM. METHOD..... INSIDE AVAILABILITY VIA WIZCOM PROCESS METHOD.....AUTOMATED OPTIONAL FIELD ACCEPTED/RTND.....CX QUEUEING.....S*HTL/QUEUE	Hotel participation level with processing and queuing information.
TRIPLES AND QUADS....YES	Triple and quad rooms available.
** ADDRESS **	Hotel corporate headquarters address.

**Note:** For a list of hotel companies using All Brands codes, see:

S\*HTL/ALL BRANDS

## Hotel Participation Levels

Apollo hotel participation levels are:

- Inside Availability<sup>®</sup>.
- Inside Link<sup>®</sup>.
- Non-link.

### Inside Availability

Inside Availability<sup>®</sup> participants provide detailed availability (rates and room description) for a single property. When you sell a room you receive an immediate confirmation number. The hotel's computer system builds a room reservation before you end transact the PNR.

### Inside Shopper

Inside Shopper provides Inside Availability participants with the ability to display integrated, real-time rate and availability data on the hotel availability screen. These participants have the ability to accept a frequent guest and/or corporate discount information with other hotel availability search qualifiers, enabling the hotel company to respond with customer-specific information as well.

Inside Shopper availability codes of A (available), O (other rates), and C (closed) appear to the right of the line number on the availability screen.

### Complete Pricing

Inside Availability participants can offer Complete Pricing on the Complete Availability (HOC) screen for a property.

This means that you can view the approximate total amount including any rate changes and taxes for the entire stay.

### Inside Link

Inside Link<sup>®</sup> sends the sell message directly to the hotel company for an instant confirmation at time of booking. The hotel's computer system builds a room reservation before you end transact the PNR.



## Non Link

A non link participant responds to the sell message and returns a confirmation number to the PNR after its system has processed the reservation.

## Best Available Rate Program

Best Available Rate participants guarantee that the same rates available via the hotel chain's web site or by calling the property directly, are also available in Apollo. The Best Available Rate indicator appears as an exclamation point (!) next to the chain code in Apollo hotel availability and hotel index.

## Steps to Sell a Hotel

To sell a hotel through Apollo, use these four basic steps:

1. Display hotel availability.
2. Display complete availability.
3. Display room rate rules and policies.
4. Sell the hotel room.

Following these steps saves you time when completing the PNR and ensures the best accommodations for your customer. The following sections explain each step in detail.

### Step 1: Display Hotel Availability

HELP HOTEL-AVAIL  
CANADA: HELP HOTEL  
HELP HOAA

Use hotel availability to display a list of hotel properties to determine which best meets your customer's needs. You can enter hotel availability formats several ways:

- With an air segment using an airport code or a city code.
- *Without* an air segment
- Using search qualifiers
- Using update modifiers

With air segment

Apollo makes several assumptions when you request hotel availability with an air segment. Apollo:

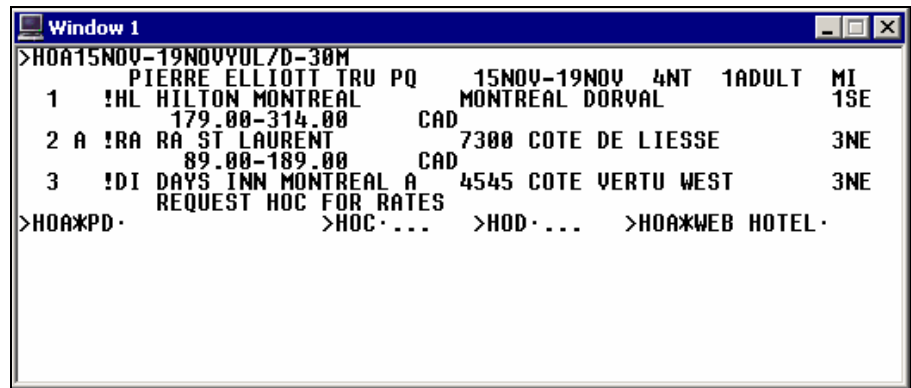
- Bases the hotel check-in date and location on the air segment directly before your hotel request.
- Assumes the reservation is a one-night stay for one adult.
- Displays hotels within a 30-mile radius of the destination airport.

The hotel availability function identifier is: **HOA**

To display availability for the destination of the previous air segment, enter slash (/), the air segment number, end item (+), HOA followed by a dash (-), and checkout date (*if* staying for more than one night).

**Example**

/1+HOA-19NOV



The following table lists the key components of the hotel availability screen and the components of line 2.

Component	Description
>HOA15NOV-19NOVYUL/D-30M	HOA format. <b>Note:</b> Apollo adds default direction/distance search qualifier of 30 miles.
PIERRE ELLIOTT TRU PQ 15NOV-19NOV 4NT 1ADULT MI	Hotel availability header line: City, airport, <i>or</i> reference point, state or province Check in/check out dates Number of nights Number of adults Miles and direction from airport, city, or reference point

Component	Description
2	Line reference number
A	Available (Inside Shopper participant)
!	Best Available Rate indicator
RA RAMADA ST LAURENT	Property code and name
7300 COTE DE LIESSE	Property address
3NE	Distance/direction from airport
89.00-189.00	Rate range
➤HOA*PD	Page down
➤HOC...	Check complete availability
➤HOD...	View description
➤HOA*WEB HOTEL	View Galileo Web! hotel availability <b>Note:</b> for U.S. subscribers <i>only</i> .

### Without air segment

You can display availability *without* an air segment by including the city code or city name in the hotel availability format.

To display hotel availability *without* an air segment, enter HOA followed by the check-in date, dash (-), checkout date, and city code, city name, or reference point.

#### Examples

HOA9AUG-12AUGSFO  
HOA9AUG-12AUGSAN FRANCISCO  
HOA21OCT-23OCTFISHERMANSWHARF

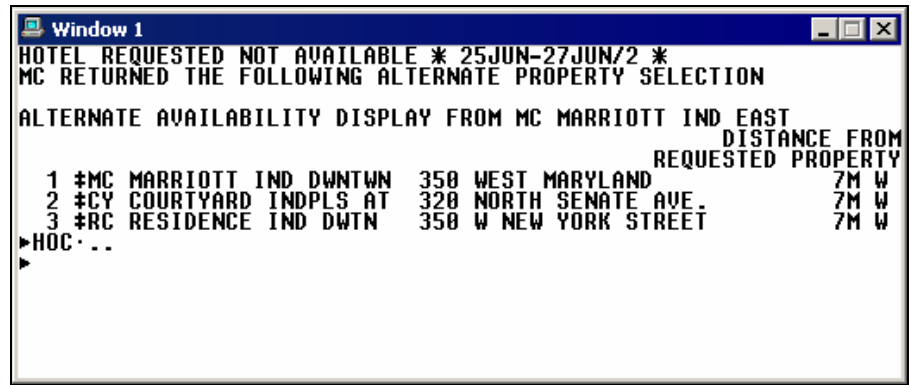
### Alternate availability display

Alternate availability for Inside Availability participants will increase your productivity by giving you additional options when your preferred property is *not* available.

After requesting complete hotel availability, if the property you have chosen is *not* available, the hotel vendor can return alternate availability.

For example, you request availability for Indianapolis, Indiana, at a Marriott property. If that property is sold out, Marriott can return an alternate availability (HOP) display.

The following screen is an example of an alternate availability display.



To see available rates and room types, tab to the HOC prompt, type the line number, and press Enter.

### Search qualifiers

HELP HOTEL-SEARCH QUALIFIERS  
 CANADA: HELP HOTEL  
 HELP HOAS

Use search qualifiers to override Apollo booking assumptions and to define your customer's accommodation requirements on the first entry.

To display hotel availability using search qualifiers, enter a slash (/) followed by the air segment number, end item (+), HOA, dash (-), checkout date, slash (/), and the search qualifiers separated by slashes.

### Example

/1+HOA-30JUN/D-4/N-PLAZA

The following table lists frequently used search qualifiers and sample formats.

Display availability by:	Sample format
Hotel chain code two adults	/1+HOA-30JUN/2/HJ
All brands	/1+HOA-30JUN/EH
Distance, direction, reference point	/1+HOA-30JUN/D-5N/R-CNN TOWER
Multilevel rate	/1+HOA-30JUN/∓THR THR = Thor 24 multilevel rates.
Multilevel rate and normal rates	/1+HOA-30JUN/∓THR/C-ALL
Frequent guest Inside Shopper participants <i>only</i>	/1+HOA-30JUN/FG-MC123456789
Galileo Web! hotels	/1+HOA-30JUN/∓WEBHTL
Postal code	/1+HOA-30JUN/PC-US93710
AAA Diamond rating	/1+HOA-30JUN/AAA3
Combined search qualifiers	/1+HOA-30JUN/WG/D-5/\$50-75

To redisplay the last active hotel availability, enter: HOA\*R

## Update availability

You can update hotel availability without retyping the entire format.

The function identifier to update hotel availability is: **HOU**

To update hotel availability, enter HOU followed by one or more search qualifiers.

### Example

HOU-23JUN

The following table lists commonly used updates and sample formats.

Update hotel availability by:	Sample format
Hotel chain code	HOU/AE
All vendors	HOU/ZZ
Distance, direction and reference point	HOU/D-5N/R-DISNEY WORLD
Multilevel rate	HOU ∓ ACME
Multilevel rate and normal rates	HOU ∓ ACME/C-ALL
Changing currency for rates	HOU/\$USD
Check out date	HOU-18NOV
Check-in/check out dates	HOU21APR-24APR
Removing a search qualifier (distance)	HOU/D-

## By reference point

HELP HOTEL-REFERENCE  
CANADA: HELP HOTEL  
HELP HOR

You can find hotel properties based on landmarks or places of interest. For example, if your customer wants to stay near Disneyland, you can request available hotel properties near this reference point.

You can display a:

- List of reference points for a city or airport.
- Hotel availability from a reference point list.

### City or Airport Reference Points

To determine reference points for a specific city or airport, you can display a reference point list.

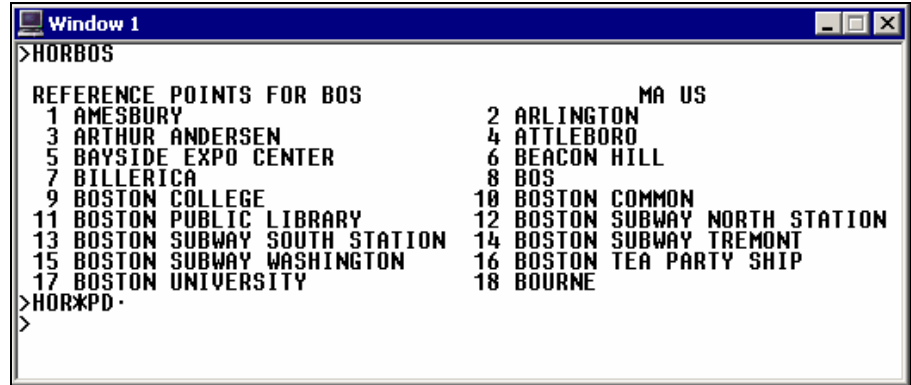
The function identifier to display a reference point list is: **HOR**

To display a reference point list, enter HOR followed by the city or airport code.

**Example**

HORBOS

The reference point list for Boston appears.



The following table describes the reference point list components.

Component	Description
HORBOS	Format to display reference point list.
REFERENCE POINTS FOR BOS MA US	Requested city code, state, or country.
1 AMESBURY 2 ARLINGTON	Alphabetical list of reference points with their associated numbers.
HOR*PD	Page Down (or Page Up) prompt.

To redisplay last reference point list enter: HOR\*R

**Reference Point List**

You can display hotel availability from a reference point list *with* or *without* booked air segments.

**With Air Segments**

To display hotel availability from a reference point list when air segments are booked, enter /1+HOA, reference point number followed by a slash (/), dash (-), checkout date, slash (/), distance qualifier (D), dash (-), and the number of miles.

**Example**

/1+HOA5/-10MAY/D-2

**Without Air Segments**

To display hotel availability *without* air from a reference point list, enter HOA followed by the reference point number, a slash (/), check-in date, dash (-), checkout date, and distance qualifier.

**Example**

HOA2/15AUG-20AUG/D-1

**Note:** To display availability for *today's date* and for one night, enter HOA and the reference point number.

**Step 2: Display Complete Availability**

```
HELP HOTEL-COMPLETE
CANADA: HELP HOTEL
        HELP HOC
```

After choosing a hotel from availability, check complete availability to get the best rate for your customer. Complete availability provides rates, room types, and the approximate total cost for the stay. From this display, you can determine the best room rate for your customer.

The function identifier to display complete availability is: **HOC**

To view complete availability, use the following steps.

1. Tab to the HOC prompt at the bottom of the hotel availability screen.
2. Type the property line reference number and press Enter.

The complete availability screen appears.

**Inside Availability participant**

The following screen is an example of complete availability.

```

Window 1
**HOC INSIDE* 17NOV-19NOV/2 ** RATES PERTAIN TO 2 ADULTS **
WESTIN GALILEO INSIDE AVAILABILITY
REF  CAD RATE  WI 28443 LE WESTIN RESORT
      NIGHTLY      APPROX TTL
  1    259.00      CAD      613.73 CAD
      1Q BED: BEST AVAILABLE RATE
      TRADITIONAL NON-SMOKING: HEAVENLY BED: GAS
      FIREPLACE: KITCHENETTE: MICROWAVE
  2    319.00      CAD      755.90 CAD
      1K BED: BEST AVAILABLE RATE
      DELUXE NON-SMOKING RM: HEAVENLY BED: GAS
      FIREPLACE: KITCHENETTE: MICROWAVE
>HOC*PD·          >01INSIDE·          >HOV·          >HOA*R·
>
```

The following table lists the complete availability screen components including the components of line 1.

Component	Description
*HOC INSIDE* 17NOV-19NOV /2	Complete availability for Inside Availability participant indicator. Check in/check out dates. 2 adults.
** RATES PERTAIN TO 2 ADULTS **	Alert that rates apply for 2 adults.
WESTIN GALILEO INSIDE AVAILABILITY	Alert that you are viewing Inside Availability for Westin hotels.
REF CAD RATE WI 28443 LE WESTIN RESORT	Room type reference number. Currency code for rates listed. Chain code. Property number. Hotel name.
NIGHTLY APPROX TTL	Nightly rate. Approximate total.
1 259.00 CAD 673.73 CAD	Line 1. Room rate and currency. Approximate total for stay.
1Q BED: BEST AVAILABLE RATE	Room type/rate.
TRADITIONAL NON-SMOKING: HEAVENLY BED: GAS FIREPLACE: KITCHENETTE: MICROWAVE	Detailed room description.
HOC*PD 01INSIDE HOV HOA*R	Move down prompt. Sell prompt. Prompt to view rule for rate/room type. Prompt to redisplay availability.

### Inside Link and non-link participants

Inside Link and non-link participants complete availability screens differ slightly from Inside Availability participants. Their rates and room types appear together in a list on the screen.

**Note:** To redisplay your last active complete availability screen, enter: HOC\*R



### Step 3: Display Room Rate Rules

HELP HOTEL-RULES  
CANADA: HELP HOTEL  
HELP HOV

Hotel companies can have restrictive rate policies. Checking room rate rules is an important part of the booking process in order to:

- Sell the correct rate for the requested dates.
- Advise the customer of any rate changes during the stay and of any guarantee, deposit, or cancellation policies.

At the bottom of a complete availability (HOC) screen, a prompt appears to view room type rules.

The function identifier to display rules is: **HOV**

**Note:** Rules vary for each hotel company, since you are directly accessing the hotel's reservation system.

#### Inside Availability participant

To display rules for an Inside Availability participant, tab to the HOV prompt at the bottom of the complete availability screen type the room type reference number, and press Enter.

The rule screens for the room type on line 1 appear.

```

Window 1
**HOV1  INSIDE AVAILABILITY**  WI  28443 LE WESTIN RESORT
ADDRESS: 100 CHEMIN KANDAHAR  PHONE: 819-681-8000
          MONT-TREMBLANT      FAX: 819-681-8001
**RATE*
THIS RATE APPLIES TO 2 ADULTS
A1QQR7  BEST AVAILABLE RATE
CAD      259.00  PER NIGHT STARTING 17 NOV FOR 2 NIGHTS
          518.00  SUB TOTAL FOR STAY
          613.73  APPROX TOTAL INCL ALL KNOWN TAXES/FEES
10 PERCENT TRAVEL AGENCY COMMISSION
**RULES*
GUARANTEE CREDIT CARDS: AX CB DC EC JC CA VI XS
20PCT DEPOSIT REQUIRED BY 10SEP
>HOV*PD·  >01INSIDE·.  >HOV·.  >HOC*KR·  >HOA*KR·
>

Window 1
HOV1  WI  28443  259.00  1Q BED: BEST AVAILABLE RATE
10 PERCENT TRAVEL AGENCY COMMISSION
**RULES*
GUARANTEE CREDIT CARDS: AX CB DC EC JC CA VI XS
20PCT DEPOSIT REQUIRED BY 10SEP
DEPOSIT CREDIT CARDS: AX CB DC EC JC CA VI XS
NONREFUNDABLE 25 CAD: CANCEL BY 30 DAYS PRIOR TO AVOID 25 PCT
PENALTY
MINIMUM LENGTH OF STAY 1 NIGHTS
MAXIMUM LENGTH OF STAY 31 NIGHTS
**ROOM*
LUXURIOUS: 350SQ.FT ROOM: FRENCH DOORS:
BATHROBES: AIR CONDI TIONING: HIGH-SPEED
>HOV*PD·  >HOV*PU·  >01INSIDE·.  >HOV·.  >HOC*KR·  >HOA*KR·
>

```

### Inside Link or non-link participant

To display rules for an Inside Link or non-link participant, tab to the HOV/ prompt at the bottom of the complete availability screen, type the room type, and press Enter.

#### **Example**

HOV/ROHSPC

The rules screen appears showing the hotel's guarantee policy, deposit requirements, and cancellation policy. You can relay this information to your customer when you are booking the room.

### View rules from a sold segment

You can also view rate rules for a sold hotel segment. To view rules for a sold hotel segment, enter HOV followed by the letter S (segment) and the hotel segment number in the PNR.

#### **Example**

HOVS3

### Redisplay last rules screen

To redisplay your last active hotel rules screen, enter: **HOV\*R**

## **Step 4: Sell Hotel Segment**

*HELP HOTEL-SELL  
HELP HTLO  
CANADA: HELP HOTEL*

After viewing hotel availability, complete availability, and rate rules, you are ready to sell the hotel room. Apollo provides a sell prompt in the rules screen. You can reference sell from this screen to sell a hotel segment.

Hotel participants respond as follows:

- Inside Availability® and Inside Link® participants respond with a sold segment and an instant confirmation number.
- Non-link participants respond with a sold segment and a rules display. To get a confirmation number, you must end transact the PNR.

After selling a hotel and completing the PNR, you end transact to tell the hotel company the booking is complete and they can store it in their system.

The function identifier to sell a hotel is: **0**

## Inside Availability participants

Although a sell prompt appears on the complete availability screen for all Inside Availability participants, do *not* sell the hotel without first checking the rules.

The reference sell prompt, >01INSIDE appears at the bottom of the following rules screen.

To reference sell, use the following steps.

1. Tab to the reference sell prompt 01INSIDE.
2. Type a slash (/), guarantee field (/G-) modifier, and a credit card number with expiration.

### Example

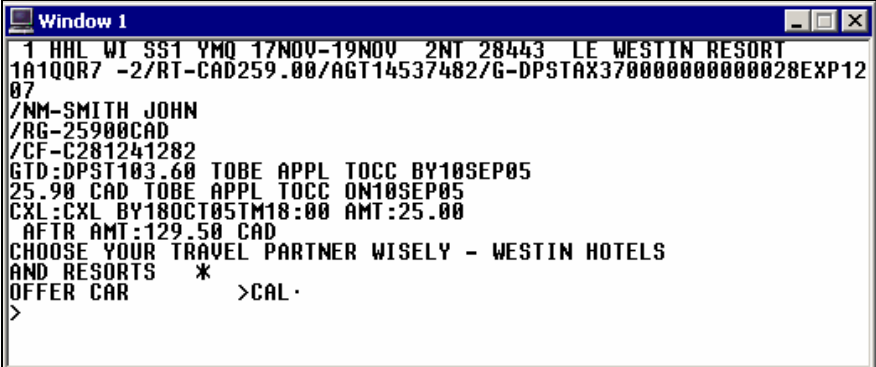
```
/G-AX370000000000028EXP1207
```

### Example with Deposit

```
/G-DPSTAX370000000000028EXP1207
```

3. Press Enter.

The sell response appears.



```

Window 1
1 HHL WI SS1 YMO 17NOV-19NOV 2NT 28443 LE WESTIN RESORT
1A1QR7 -2/RT-CAD259.00/AGT14537482/G-DPSTAX370000000000028EXP12
07
/NM-SMITH JOHN
/RG-25900CAD
/CF-C281241282
GTD:DPST103.60 TOBE APPL TOCC BY10SEP05
25.90 CAD TOBE APPL TOCC ON10SEP05
CXL:CXL BY18OCT05TM18:00 AMT:25.00
AFTR AMT:129.50 CAD
CHOOSE YOUR TRAVEL PARTNER WISELY - WESTIN HOTELS
AND RESORTS *
OFFER CAR >CAL
>

```

The following table lists the components of the Inside Availability sell response.

Component	Description
1 HHL WI SS1 YMQ 17NOV-19NOV 2NT 28443 LE WESTIN RESORT 1A1QQR7-2 RT-CAD259.00 AGT14537482 G-DPSTAX37000000000028EXP1207	Segment number Apollo sold hotel Hotel chain code Status code, number of rooms City/airport code In and out dates Number of nights Hotel property number Property name Room type, number sold Room rate Agency IATA number Guarantee/deposit credit card number
NM-SMITH JOHN	Name of reserved hotel guest.
RG-25900CAD	Rate guarantee with amount and currency code.
CF-281241282	Confirmation number.
GTD: DPST103.60 TO BE APPLIED TO CC BY 10SEP05 25.90 CAD TO BE APPL TO CC ON 10SEP05	Alerts advising amounts being applied to credit card.
CXL: CXL BY 18OCT05M18:00 AMT: 25.00 AFTR AMT: 129.50 CAD0	Cancellation policy.
CHOOSE YOUR TRAVEL PARTNER WISELY – WESTIN HOTELS AND RESORTS *	Vendor message and asterisk indicating Inside Availability.

**Optional sell fields**

HELP HOTEL-OPTIONAL SELL FIELDS  
CANADA: HELP HOTEL  
HELP HTLO

You can use one or more optional sell fields to customize your hotel booking.

To sell a hotel with an optional field, see the reference sell example below.

**Example**

01INSIDE/G-AX37000000000028EXP1207

The following table lists optional sell fields and their formats.

To sell a hotel room with:	Add this optional sell field:
Corporate ID number	/CD-1234567
Deposit with credit card <b>Note:</b> Issues an immediate charge against credit card.	/G-DPSTAX37000000000028EXP1207
Deposit with check	/G-DPST
Extra adult in room	/EX-1
Extra child in room	/EC-1
Payment guarantee	/G-AX37000000000028EXP1207
Crib request and frequent guest number	/CR-1/FG-564534124
Supplementary information (freeform text)	/SI-DESIRES ROOM NEAR STAIRS
Name override	/NM-SMITH JOHN
Adult rollaway	/RA-1
Child rollaway	/RC-1
Frequent flyer number	/FT-DL1234567
Frequent guest number	/FG-127889G901

## Modify a Hotel Segment

HELP HOTEL-MODIFY  
CANADA: HELP HOTEL  
HELP HOM

You have the ability to modify any hotel booked in Apollo<sup>®</sup> after you have end transacted the PNR.

You can modify a hotel segment to:

- Change check-in/out dates.
- Change room type.
- Add, change, or delete optional fields.

The function identifier to modify a hotel booking is: **HOM**

This identifier generates a message to cancel *and* rebook the hotel using the new information.

**Note:** Before modifying a hotel segment, display hotel availability and check complete availability to verify that the hotel can accommodate your change.

## Check-in/Check out Dates

To change dates for a confirmed hotel segment, use the following steps.

1. Display hotel availability with search qualifiers to include the new dates to determine if the same hotel property is available.

**Example**

HOA23JUN-27JUNSFO2/BW

2. Display complete availability for the hotel rate and room type needed.

**Example**

HOC3

3. Display rules for the rate and room type needed.

**Examples**

HOV2 (Inside Availability participant)

HOV/B2DCOR (Inside Link and non link participants)

4. Enter HOM followed by the segment number, date modification code (D), slash (/), and the new dates.

**Example**

HOM3D/23JUN-27JUN

## Other Modifiers

The following table lists examples of other hotel modifiers.

To modify:	Use this format:
Number of rooms, type of room and number of adults	HOM2R/1A1K-1
Optional field with addition or change	HOM3O/FG-7654321
Multiple optional fields	HOM4O/FG-7654321/CD-3499012
Optional qualifier by deleting it	HOM5X/FG

## Cancel a Hotel Segment

HELP HOTEL-CANCEL  
CANADA: HELP CANCEL

Once you sell an Inside Availability or Inside Link hotel, Apollo instantly sends a message to the hotel participant. The hotel booking is confirmed as soon as you sell it.

**Important:** If you ignore the PNR containing an Inside Availability or Inside Link hotel *before* ending it, the hotel space will still be confirmed.

The function identifier for canceling a hotel booking is: **X**

To cancel a hotel segment, use the following steps.

1. Enter X followed by the hotel segment number.

**Example**

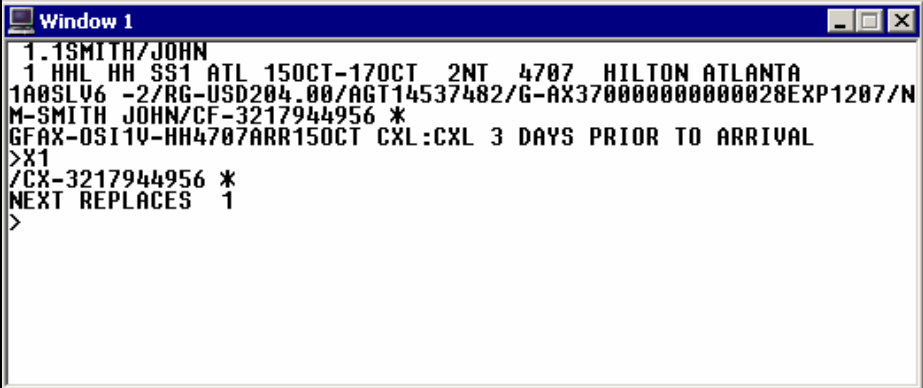
X2

2. Receive *and* end transact the PNR.

**Note:** Response times vary according to the hotel's participation level.

### Inside Availability Participant

The following screen shows a cancellation response for an Inside Availability participant.



```

Window 1
1.1SMITH/JOHN
1 HHL HH SS1 ATL 15OCT-17OCT 2NT 4707 HILTON ATLANTA
1A0SLV6 -2/RG-USD204.00/AGT14537482/G-AX3700000000028EXP1207/N
M-SMITH JOHN/CF-3217944956 *
GFAX-OSI1V-HH4707ARR15OCT CXL:CXL 3 DAYS PRIOR TO ARRIVAL
>X1
/CX-3217944956 *
NEXT REPLACES 1
>

```

An Inside Availability participant responds immediately to a cancellation and provides you with a cancellation number (CX-3217944956). After you end transact the PNR, the hotel enters an OSI message in the PNR that includes the hotel company code, airport or city code, check-in date, and cancellation number.

**Example**

GFAX-OSIUA\*HH\*HHLHHXX2ATL15OCT/CX-3217944956\*

### Inside Link and Non-Link Participants

An Inside Link participant responds immediately to a cancellation and provides you with a cancellation number. A non-link participant responds immediately to a cancellation, but does not return a cancellation number.

## Display a Hotel Description

HELP HOTEL-DESCRIPTION  
 CANADA: HELP HOTEL  
 HELP HOD

You can display hotel property descriptions from availability *or* a sold hotel segment.

This section describes how to:

- Display the hotel property description menu.
- Use standard keywords from the menu.
- Display specific categories.
- Redisplay the last hotel property description.

### Display Hotel Property Description Menu

Hotel property descriptions contain information such as directions to the hotel, facilities, and room descriptions.

To view this information, you first display the property description menu. From the menu, you can then select a category of information to view.

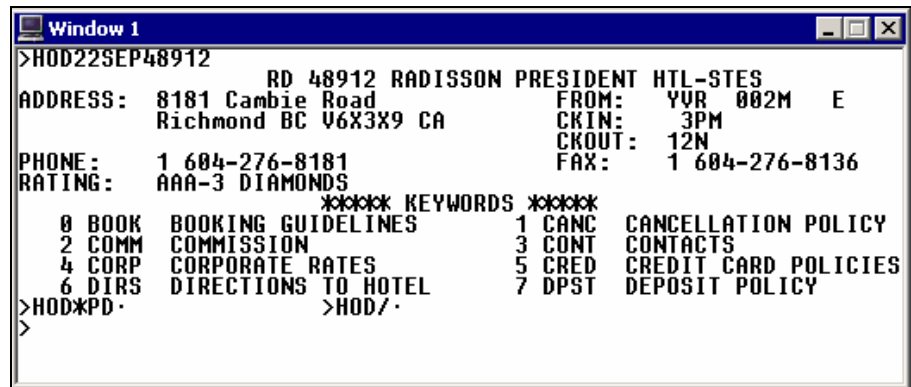
The function identifier for hotel property description menu is: **HOD**

To display a Property Description menu from hotel availability, enter HOD followed by the property line reference number.

#### Example

HOD3

The Property Description menu appears.





The following table lists the screen components and their description.

Component	Description
➤HOD22SEP48912	Property description format.
RD 48912 RADISSON PRESIDENT HTL-STES	Hotel company code, Apollo property number, and property name.
ADDRESS: 8181 CAMBIE ROAD RICHMOND BC V6X3X9 BC	Hotel property address
FROM: YVR 002M E	Airport or city code nearest to hotel, distance (in miles), and direction from that reference point to hotel property.
CKIN: 3PM	Check-in time.
CKOUT: 12N	Checkout time.
PHONE: 1 604-276-8181	Property phone number.
FAX: 1 604-276-8136	Property fax number.
RATING: AAA-3 DIAMONDS	AAA property rating (when applicable).
****KEYWORDS****	Keyword/number list for property information categories.
HOD*PD	Page Down prompt.
HOD/	Prompt to view a category.

### Standard keywords

To select keywords from a description menu, tab to the HOD/ prompt at the bottom of the menu and type a keyword *or* its associated number.

#### Example

HOD/8

**Note:** You can enter up to three keywords in one entry. Use an end item (+) to separate each keyword or number.

#### Example

HOD/6+LOCA+COMM

### Specific categories

Since keywords and numbers are standard, you can bypass the menu and display specific categories by entering either the keyword *or* the associated number.

To directly display different categories of descriptions for a property, enter HOD followed by the property line number, slash (/), and the keywords or associated numbers separated by end items (+).

### **Example**

HOD4/8+TAXS+25

To redisplay the last active hotel description, enter: HOD\*R

## **Display a Hotel Index**

HELP HOTEL-INDEX  
CANADA: HELP HOTEL  
HELP HOI

There are occasions when your customer may wish to stay at a specific hotel location. Apollo provides an index of all hotel properties regardless of their availability for a particular date. You can view them in three different categories:

- Airport and surrounding area
- City and surrounding suburbs
- Surrounding area of a reference point

When requesting a hotel index, you can append availability search qualifiers to the format to view hotel properties that specifically meet your needs.

The hotel index function identifier is: **HOI**

You can request a hotel index with or *without* air segments.

### ***Without* Air Segments**

When you request a hotel index and air segments do not exist in the PNR, Apollo assumes:

- Check-in date of today.
- One night stay.
- One adult staying in the room.
- Properties within 30 miles of the specified location.

**Note:** You can override any of these assumptions.

## With Air Segments

When you request a hotel index and air segments exist in the PNR, Apollo assumes:

- Check-in date of previous air segment.
- Airport/city code of previous air segment.
- One night stay.
- One adult staying in the room.
- Properties within 30 miles of airport of arrival.

## Request an Index

To request a hotel index, enter HOI followed by the city name/code, airport name/code, or reference point name.

### Examples

HOIMIA (airport code)

HOIMIAMI (city name)

HOIHIALEAH (reference point)

**Note:** If more than one occurrence of a city or reference point exists in Apollo (e.g. Springfield), a similar names list appears. If item 3 is the desired item, enter HOI\*3 to view the desired hotel index.

We have entered HOIMIA and the hotel index appears.

```

Window 1
>HOI26OCT-1NTMIA/D-30M
      MIAMI INTL          FL      LOCATION          MI DIR
1  !HI HOLIDAY INN ARPT NO  A    1111 SOUTH POINCIANA  2NE
2  !RT SOFITEL MIAMI       A    5800 BLUE LAGOON DRI  1SW
3  !BW BEST WESTERN CHATEA  A    1111 PONCE DE LEON B   3SE
4  !HH HILTON MIAMI ARPT   A    5101 BLUE LAGOON DR    1S
5  !FN FAIRFIELD MIAMI APT  A    1201 NW LEJUNE ROAD    3SE
6  !HI EXPRESS AIRPORT     A    5125 NW 36TH STREET    1N
7  !ES EMBASSY STES AIRPRT  A    3974 NW S RIVER RD     2NE
8  !FN FAIRFIELD ARPT WEST  A    3959 NW 79TH AVENUE    3W
>HOI*PD-                >HOC...
>

```

**Note:** To redisplay a hotel index, enter: HOI\*R

The following table lists the components of the hotel index screen and line 1 of the display.

<b>Component</b>	<b>Description</b>
➤HOI26OCT-1NTMIA/D-30M	Repeat of format. Apollo adds assumed arrival date and distance of 30 miles.
MIAMI INTL FL	Airport, city or reference point.
LOCATION	Abbreviated address.
MI DIR	MI and DIR - Distance and direction between the airport, city or reference point and the hotel property.
1	Property line number.
!	Best Available Rate indicator
HI	Hotel chain code.
HOLIDAY INN AIRPORT NO	Hotel property name.
A	Location code: A = Airport C = City R = Resort S = Suburb
1111 SOUTH POINCIANA	Abbreviated address.
2NE	Distance and direction between Miami International airport and hotel.
➤HOI*PD	To page down for more hotels, tab to prompt and press Enter.
➤HOC...	For complete hotel availability, tab to prompt, type in property line number, and press Enter.

The following table lists additional HOI formats and their description.

<b>Component</b>	<b>Description</b>
HOI20MAR-23MARMIA MI	Override of basic assumption of today's date and a one night stay.
HOI20MAR-23MARMIA2	Override of basic assumption of one person in room.
/2+HOI-2NT	Insert after segment 2 and override basic assumption of one night stay.
/2+HOI-2NT/2	Insert after segment 2 and override basic assumption of one night stay and one person in room.

## Summary

In this module you learned how to:

- Use Apollo to determine hotel company codes and names.
- Identify and explain hotel participation levels in Apollo.
- Sell hotels in Apollo using the steps identified in this module.
- Modify and cancel hotel segments sold in Apollo.
- Display a hotel description.
- Display a hotel index.

## Module Review

1. What is the format to find the code for Hampton Inns?

---

2. What is the format to find which hotel is represented by code SZ?

---

3. List the four steps to sell a hotel through Apollo®.

---

---

---

---

4. What are the three levels of hotel participation?

---

---

---

5. What assumptions does Apollo make when requesting hotel availability with an air segment present in the PNR?

---

---

---

6. What are search qualifiers used for? Provide two examples.

---

---

7. What is the function identifier to update your original availability request?

---

8. In hotel availability, what does a pillow (☹) beside the rate indicate?

---

9. What is the purpose of the HOV format?

---

10. What is the format to add FG-725123800 to hotel segment 2?

---

11. What is the format to cancel hotel segment 3?

---

12. How would you display a property description for a hotel on line 2 of availability?

---

13. What is the purpose of the HOR format?

---

## Notes