Booking Cars and Hotels using Focalpoint®

Study Guide

Galileo by Travelport

Acknowledgement:
This document was developed by Galileo International, Training and Development. Customer feedback is important to us. Please take a few minutes to send any questions or comments to us at training.development@galileo.com

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Contents

Module 1: Sell Rental Cars 1.1

Module Objectives 1.1
Determine Car Company Codes and Names 1.1
Find a Car Code 1.2
Find a Car Name 1.2
Car Company Participation Levels 1.3
Inside Availability® 1.3
Inside Link® 1.4
Non-Link 1.5
Car Types 1.5
Direct Sell a Rental Car with a CD Number 1.7
With Air Segments 1.7
Without Air Segments 1.7
Reference Sell a Rental Car from Low-to-High Availability 1.8
Step 1: Display Low-to-High Availability 1.8
Step 2: Display Rate Rules 1.15
Step 3: Reference Sell Rental Car 1.18
Cancel a Car Segment 1.20
Modify a Car Segment 1.21
Display Car Company Description and Policy 1.21
From Availability 1.22
From a PNR 1.22
By Car Rental Company 1.23
By Car Rental Company and City 1.24
Redisplay Last Keyword Description 1.25
Display Car Index 1.25
By Airport Code 1.25
By City 1.26
By Reference Point 1.27
Redisplay Last Index 1.28
Summary 1.29
Module Review 1.30
Notes 1.32

Module 2: Sell Hotels 2.1

Module Objectives 2.1
Encode and Decode 2.1
Find a Hotel Code 2.1
Find a Hotel Name 2.2
Hotel Participation Levels 2.4
Best Available Rate 2.4
Inside Availability 2.4
Inside Link 2.4
Non Link 2.5

Steps to Sell a Hotel 2.5
Step 1: Display Hotel Availability 2.5
Step 2: Display Complete Availability....2.11
Step 3: Display Room Rate Rules 2.13
Step 4: Sell Hotel Segment....2.14
Modify a Hotel Segment 2.17
Check-in/Check out Dates....2.18
Other Modifiers....2.18
Cancel a Hotel Segment 2.18
Inside Availability Participant....2.19
Inside Link and Non-Link Participants 2.19
Display a Hotel Description 2.20
Display Hotel Property Description Menu 2.20
Display a Hotel Index....2.22
Without Air Segments....2.22
With Air Segments 2.23
Request an Index 2.23
Summary 2.25
Module Review 2.26
Notes....2.28

Appendix A: Module Review Answers....A.1
Module 1: Sell Rental Cars....A.1
Module 2: Sell Hotels....A.2

Module 1: 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*

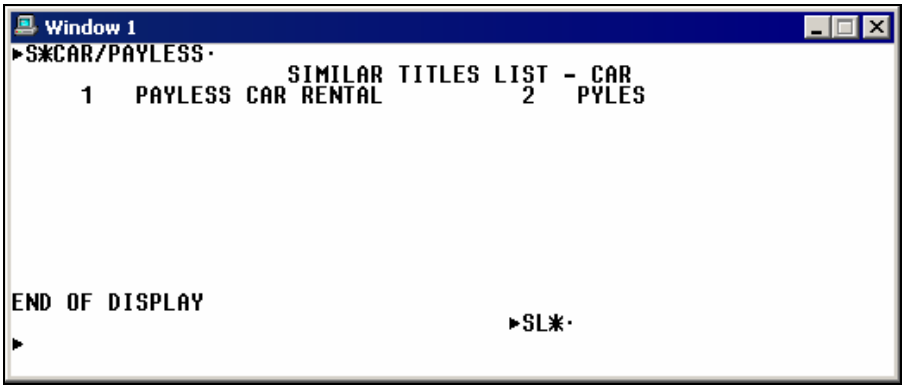
Use the encode format when you have the name of the car rental company and need to find its corresponding code.

To encode a car rental company, type 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 type SL*L.

Find a Car Name

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

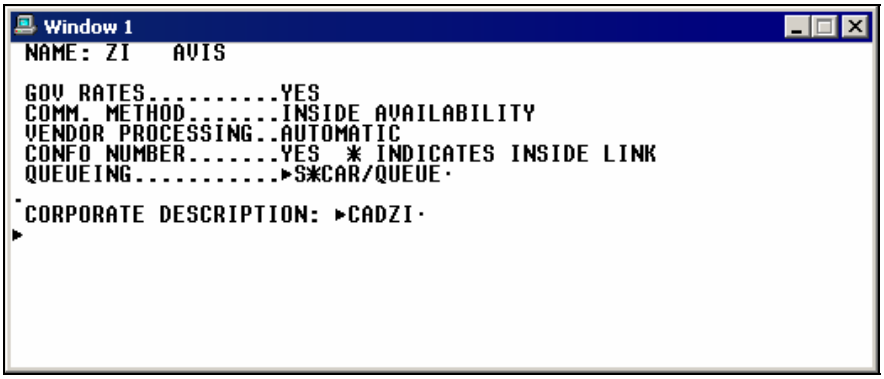
Use the decode format when you have the two-letter code of the car rental company and you need to determine its name.

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

Example

S*CAR/ZI

A screen with information for Avis appears.



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.

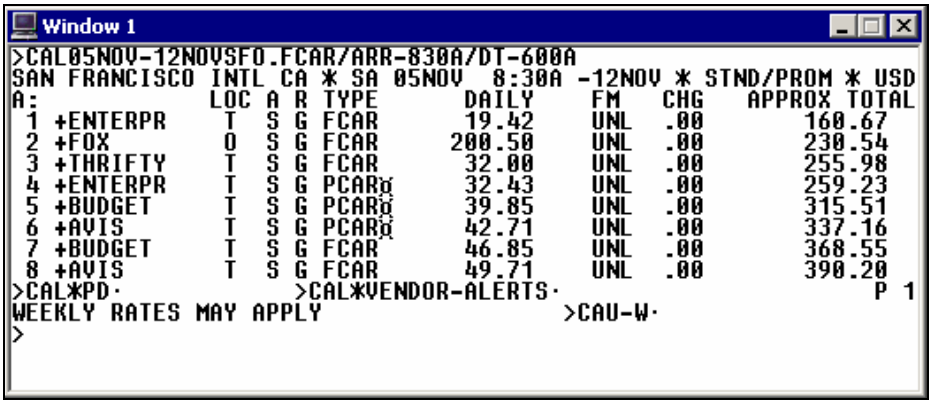
When you rent a car from an Inside Availability participant, you receive an instant confirmation number.

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.

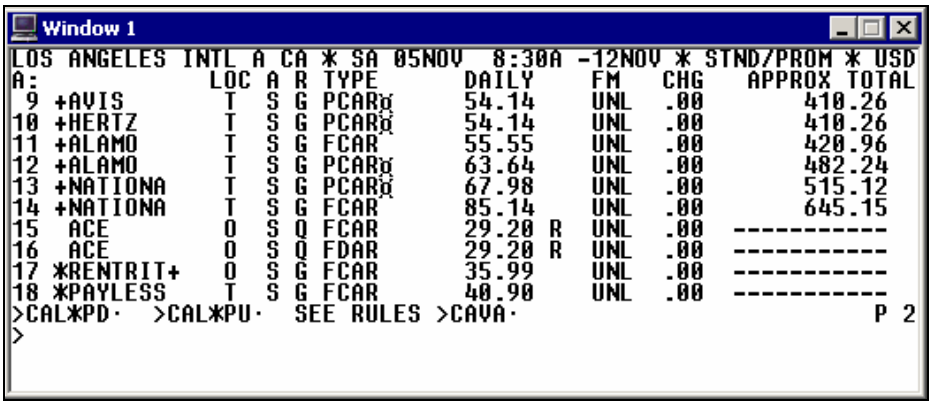


Inside Link®

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.



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¤

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.

Code	Category
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.

Code	Transmission
A	Automatic
M	Manual

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

Code	Air Conditioning
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, type slash (/), 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, type 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.

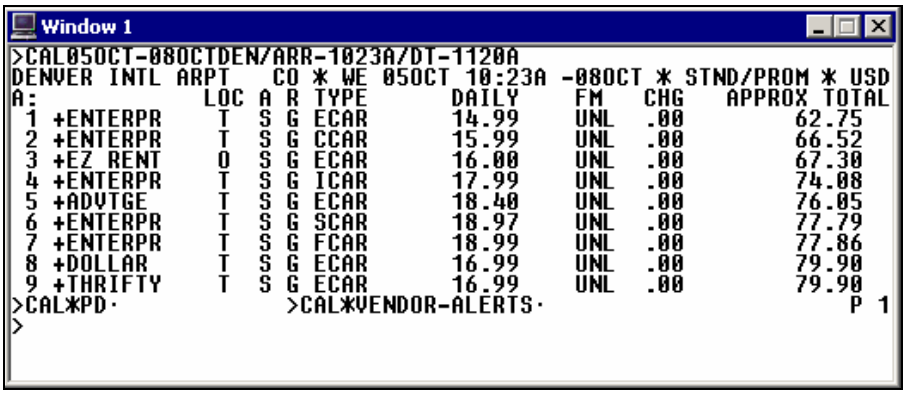
Apollo also assumes that the availability display is for the primary location for all car companies and all car types.

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 *only*).

Component	Description
TYPE	Type of car available. Pillow (¤) 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 *or* kilometers: UNL= Unlimited mileage. 150 = Specific mileage allowance.
CHG	Charge for additional mileage or kilometers: .25 = Additional mileage *or* kilometer charges. .00 = *No* 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:

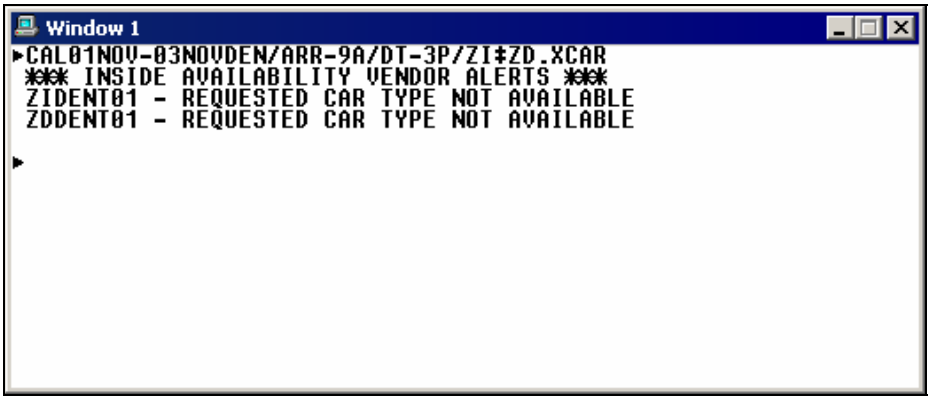
➢CAL*VENDOR-ALERTS

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.



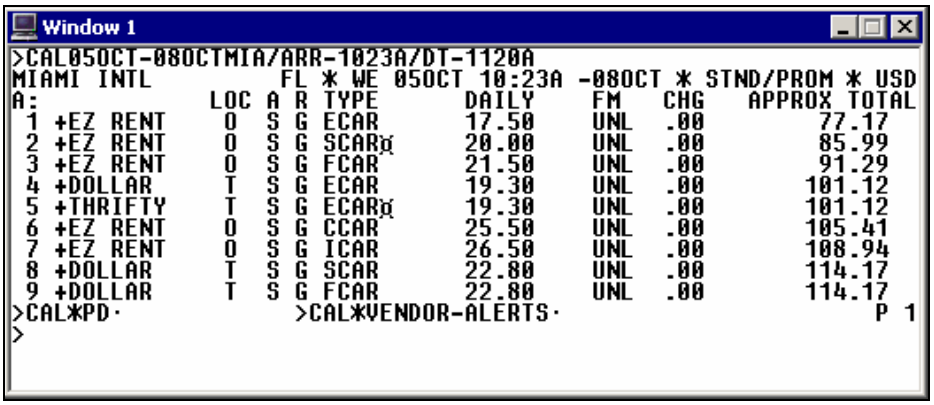
Inside Availability Upsell Opportunities

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 car type SCAR on line 2 and next to the car type ECAR 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.

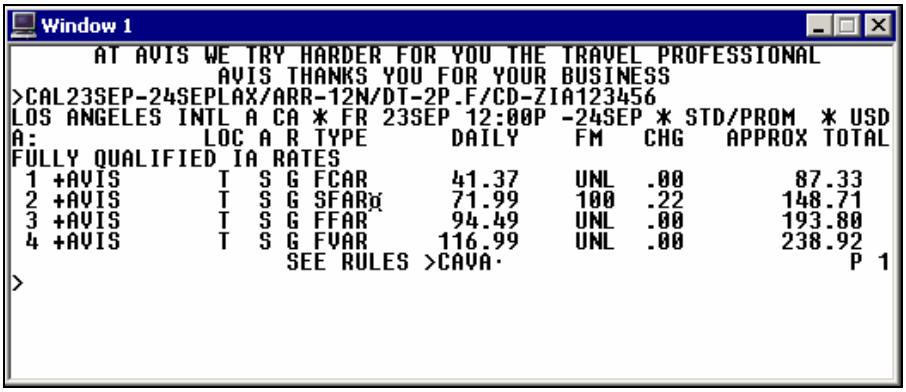
When you include a CD qualifier in the availability request, the CD number carries over to the reference-sell request.

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.

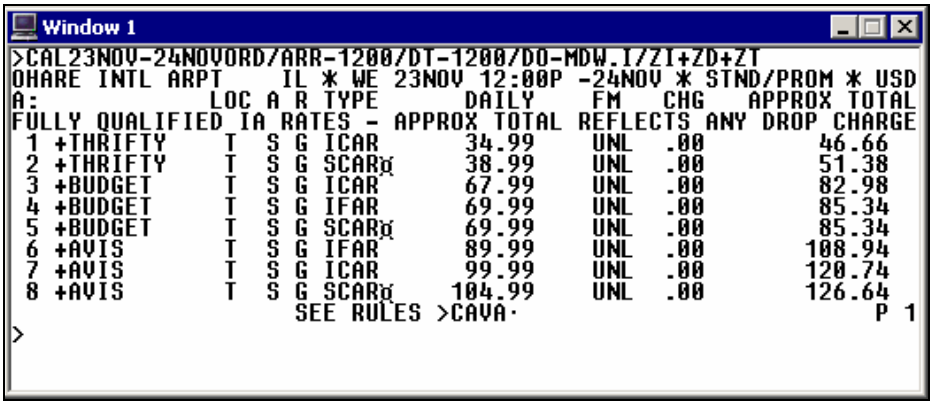
To display availability for a one-way rental, append the availability entry by including the search qualifier DO (drop off) followed by a dash (-) and the location code or name.

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 ¤

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 *only*	/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, type 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, type: CAL*R

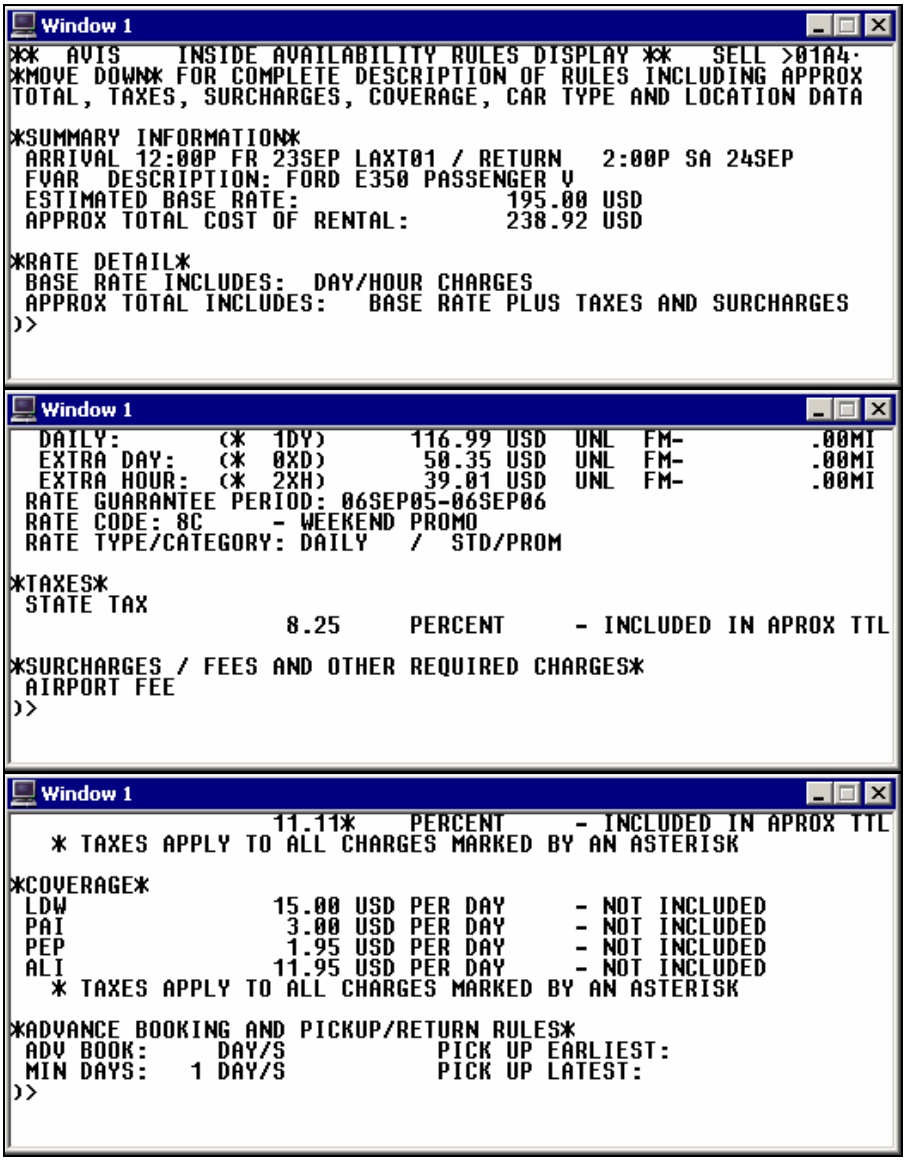
From availability

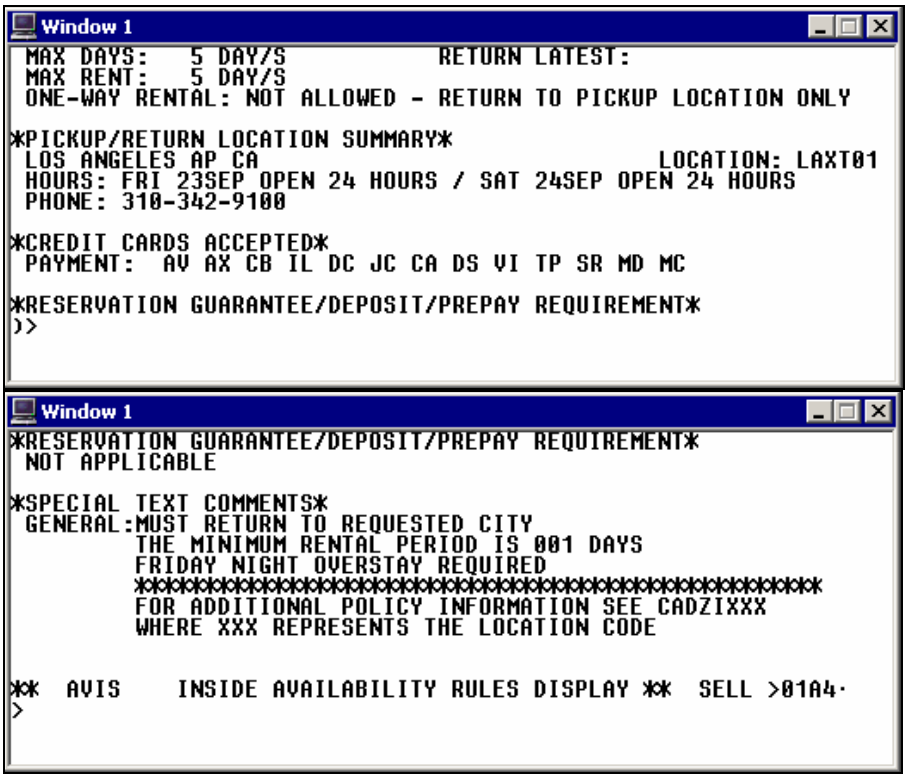
To display rules from an Availability screen, tab to CAVA, type the row number of the car type, and press Enter.

Example

CAVA4

The rate rules appear on the following screens.





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. **Note:** 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, type: CAV*R

From a sold car segment

To display rules from a PNR, type 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.

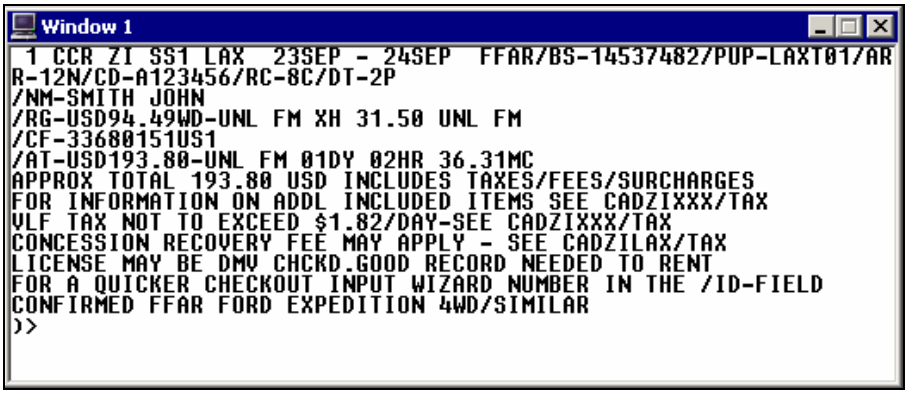
To reference sell from the low-to-high availability screen, type 0 followed by the letter A and the row number of the car vendor/type you want.

Example

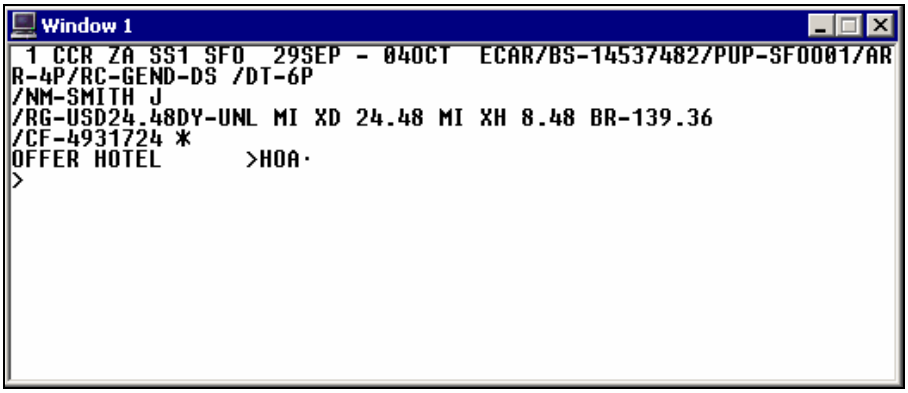
01A4

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.

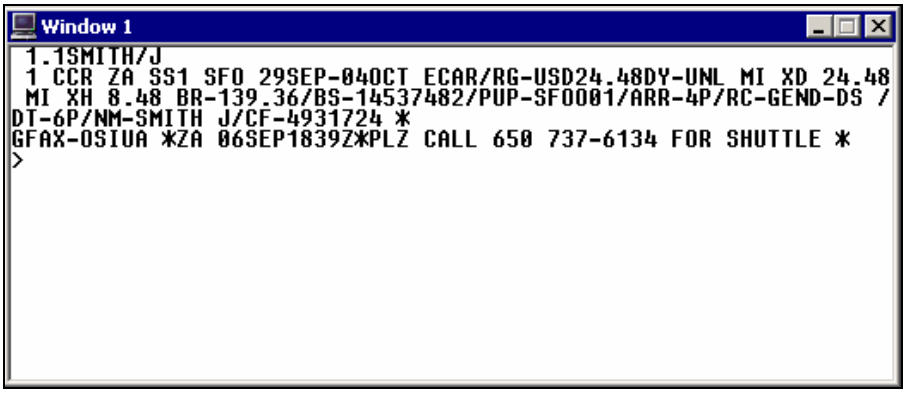


The following screen illustrates an Inside Link sell response.



The following screen illustrates a non-link sell response.

The following screen illustrates a sold car segment in a PNR



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. Type 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, type 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.

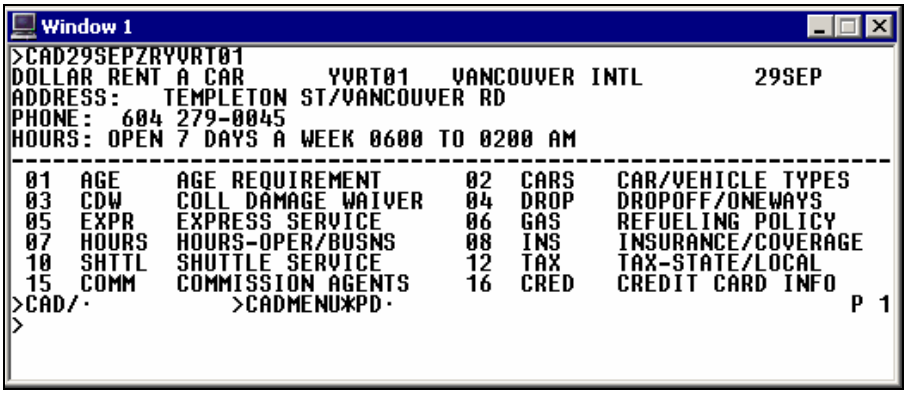
From Availability

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

Example

CADA2

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



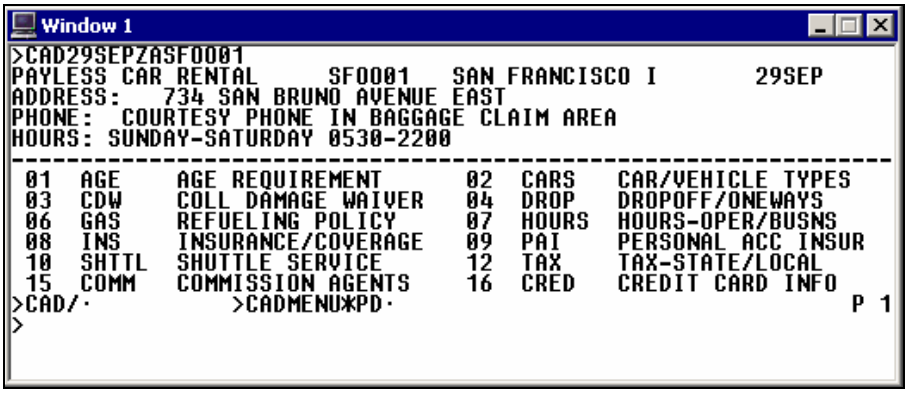
From a PNR

To display a location description menu from a sold car segment, type 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

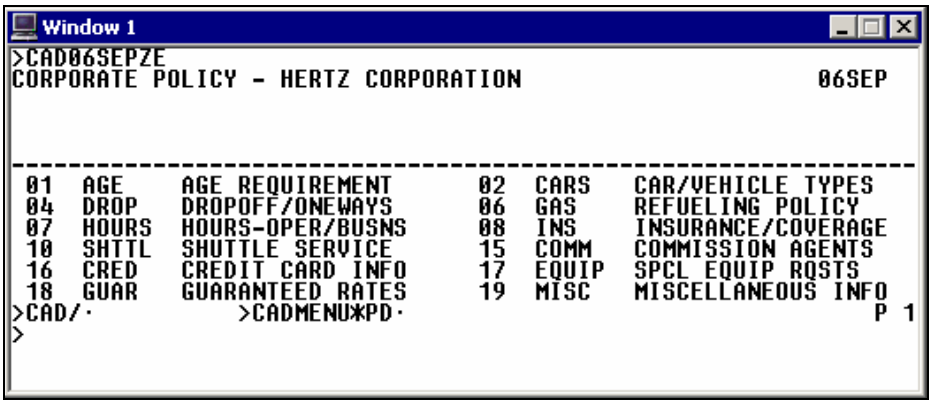
Sometimes you need to look up corporate policy information for a specific car rental company. To view this type of description, you can display the car company's corporate description menu.

To display a corporate description menu, type CAD followed by the car rental company code and press Enter.

Example

CADZE

The Hertz corporate description menu appears.



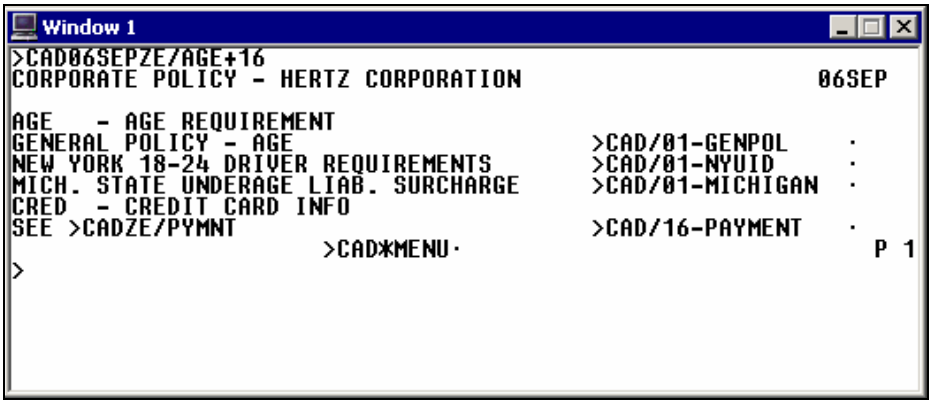
Keywords and associated numbers identify the categories of information that display for the specified car rental company.

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.



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.

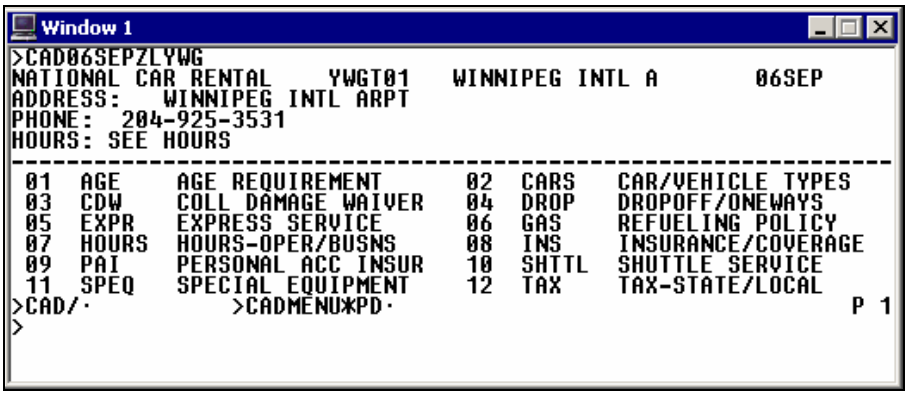
By Car Rental Company and City

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

Example

CADZLYWG

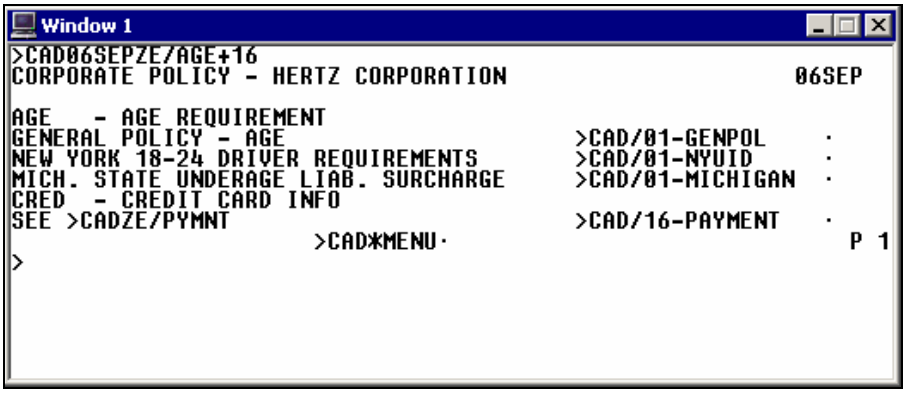
The location description menu for National Car Rental at Winnipeg International airport appears.



Redisplay Last Keyword Description

To redisplay the last keyword description for a car rental company, type CAD*R, and press Enter.

The last keyword description appears.



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

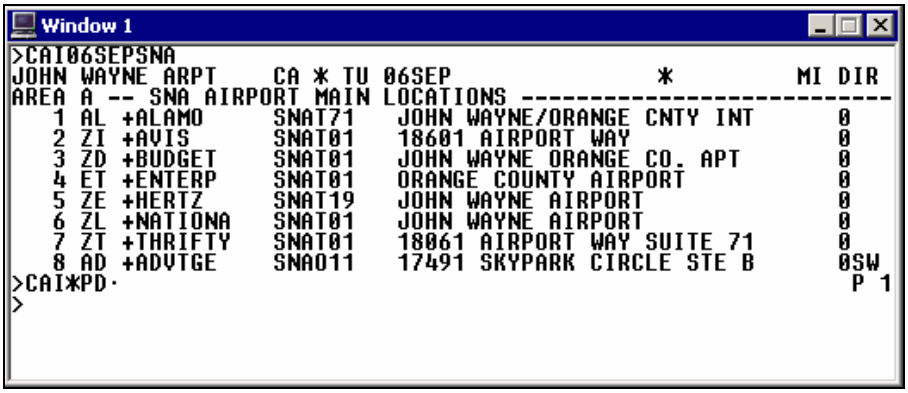
You can display an index of all car rental locations near an airport.

To display an index of airport car rental locations, type CAI followed by the airport code and press Enter.

Example

CAISNA

The index for airport car rental locations appears.



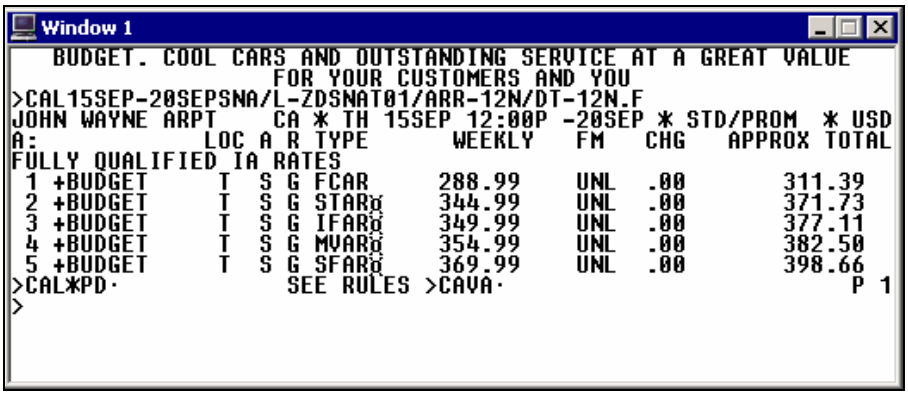
Check availability

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

Example

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

The following screen appears.



By City

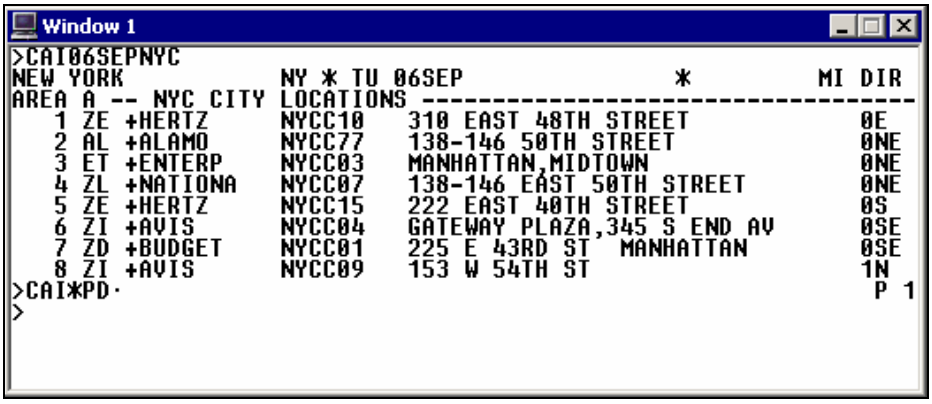
You can display an index of all car rental locations in a city.

To display an index of city car rental locations, type 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

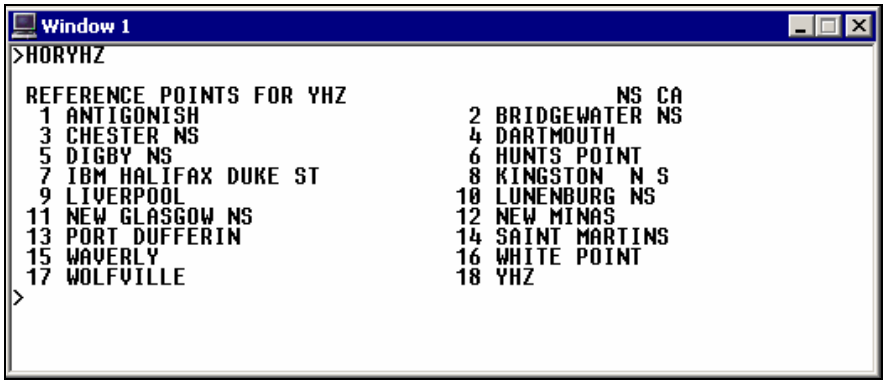
To locate a specific car rental company by reference point, use the following steps:

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, type CAI followed by the reference point, slash (/), and the car rental company code.

   Example

   CAIDARTMOUTH

The index for car company locations nearest Dartmouth appears.

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 type: 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.
- Find off-airport car rental locations.

Module Review

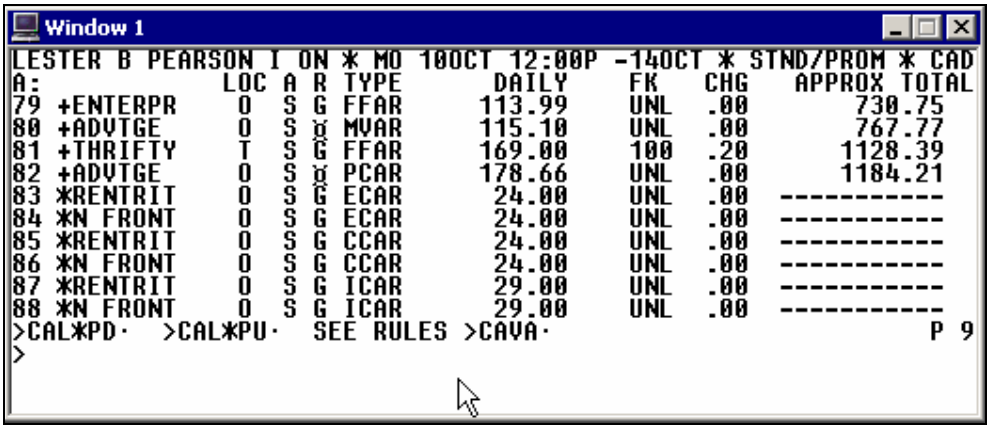
1. The code ZA represents what car vendor?

   _____

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.



   _____

   _____

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.

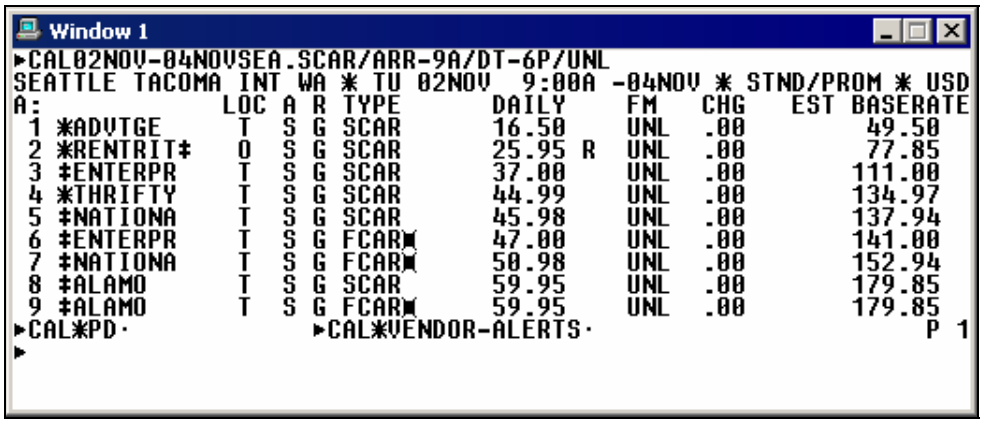
   _____

   _____

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 2: 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

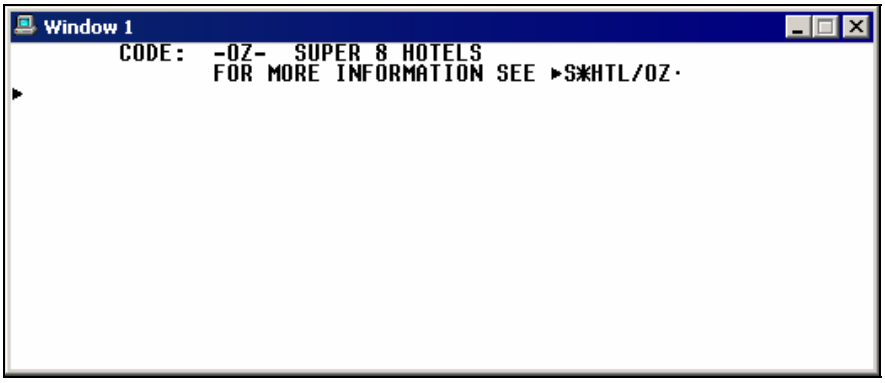
HELP HOTEL-ENCODE
CANADA: HELP ENCODE
*HELP S*HTL*

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

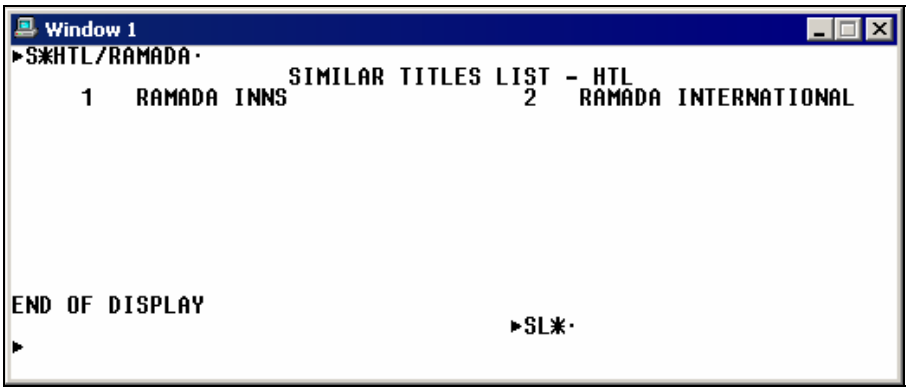
Example

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

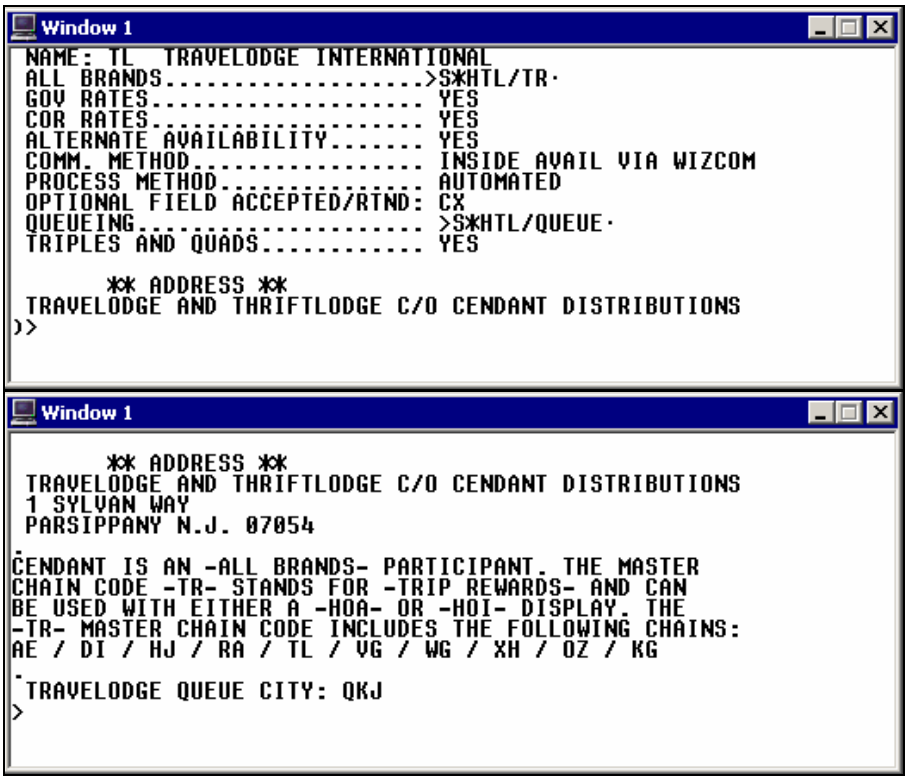
HELP HOTEL-DECODE
CANADA: HELP DECODE
*HELP S*HTL*

To decode a hotel company, type 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:

- Best Available Rate
- Inside Availability®
- Inside Link®
- Non link

Best Available Rate

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.

Inside Availability

Inside Availability® participants provide direct access to the hotel company's inventory, rules, and rates. 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. For these participants, you can combine frequent guest and/or corporate discount information with other 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.

Inside Link

Inside Link® 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.

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, type 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. **Note:** 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, *or* 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
2 A ! RA RAMADA ST LAURENT 7300 COTE DE LIESSE 3NE 105.00-140.00 CAD	Line reference number Available (Inside Shopper participant) Best Available Rate indicator Property code and name Property address Distance/direction from airport Rate range and currency
➢HOA*PD ➢HOC… ➢HOD…	Page down Check complete availability View description

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, type 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

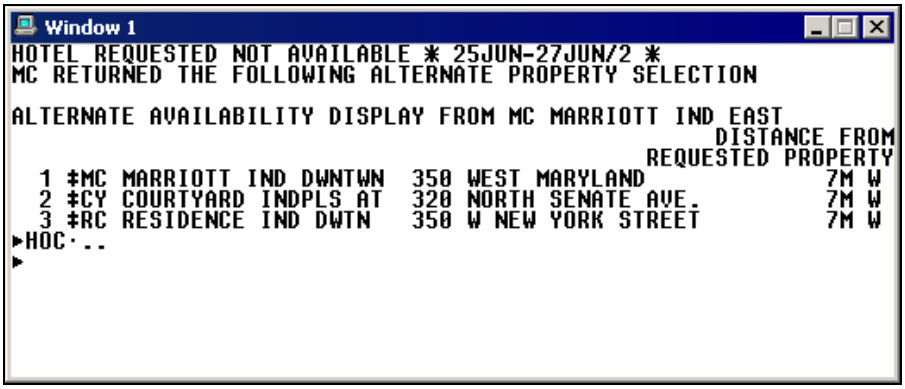
Alternate availability display

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, type 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 *only*	/1+HOA-30JUN/FG-MC123456789
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, type: 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, type 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.

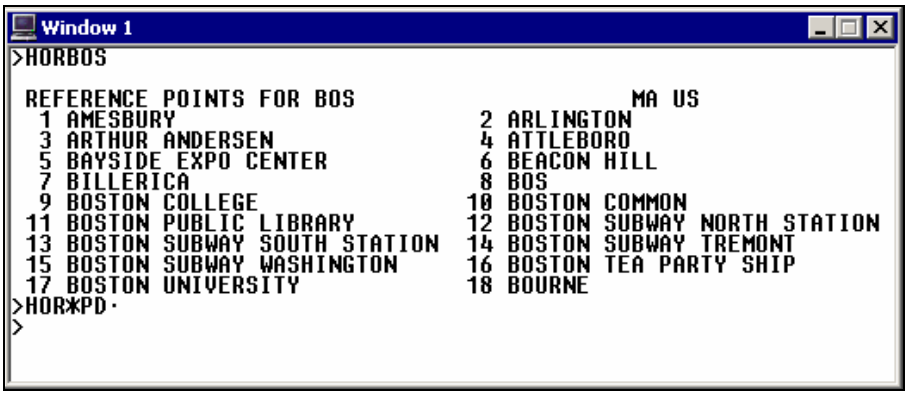
The function identifier to display a reference point list is: **HOR**

To display a reference point list, type 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 type: 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, type /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, type 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, type 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 and room types for a specific hotel property. 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.

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, type 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.

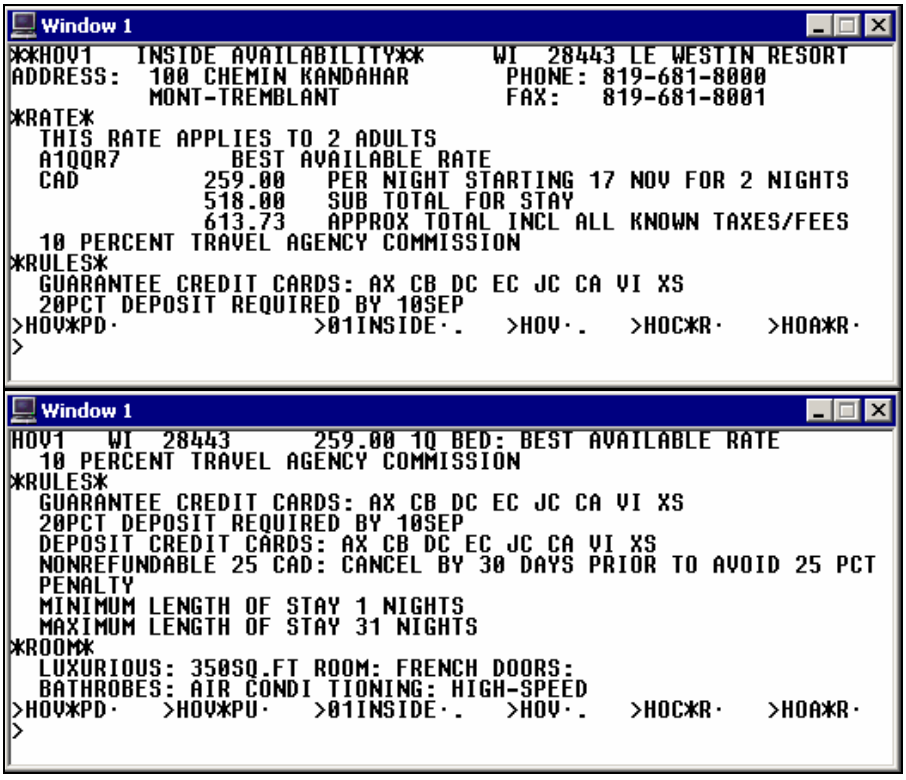
The function identifier to display rules is: **HOV**

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 and type the room type reference number.

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



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 and type the room type.

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, type 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, type: **HOV*R**

Step 4: Sell Hotel Segment

HELP HOTEL-SELL

HELP HTL0
CANADA: HELP HOTEL
HELP HTL0

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:

1. Inside Availability® and Inside Link® participants respond with a sold segment and an instant confirmation number.
2. 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

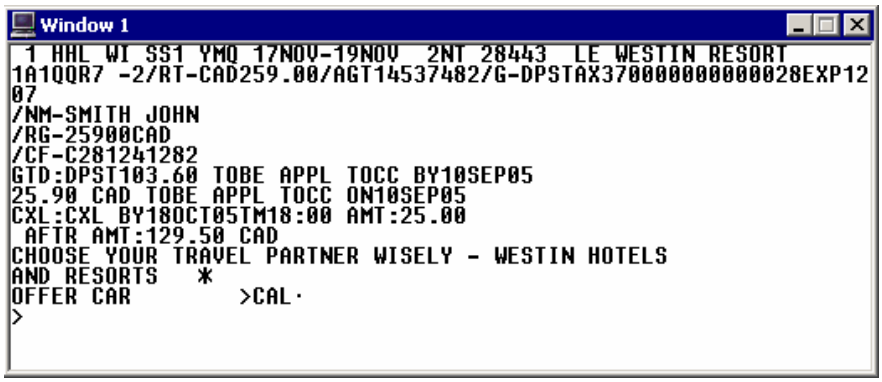
   /G-AX370000000000028EXP1207

   Example with deposit

   /G-DPSTAX370000000000028EXP1207

3. Press Enter.

   The sell response appears.



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-DPSTAX370000000000028EXP1207	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-AX370000000000028EXP1207

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 **Note:** Issues an immediate charge against credit card.	/G-DPSTAX370000000000028EXP1207
Deposit with check	/G-DPST
Extra adult in room	/EX-1
Extra child in room	/EC-1
Payment guarantee	/G-AX370000000000028EXP1207
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® 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. Type 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. Type X followed by the hotel segment number.

   Example

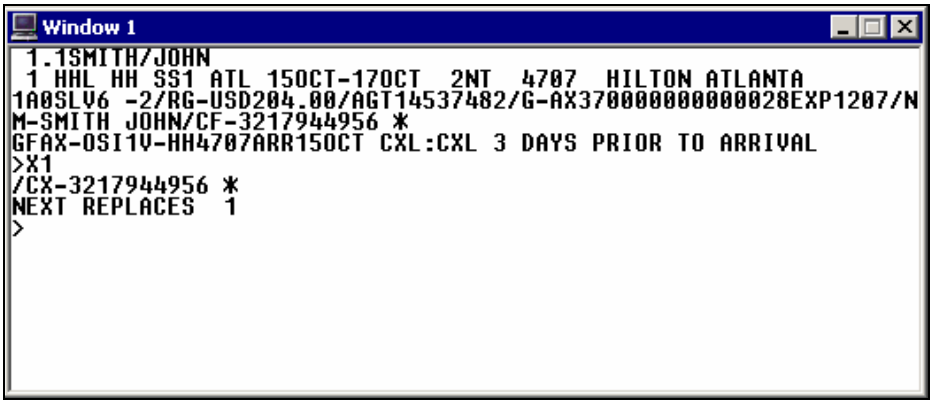
   X2

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.



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.

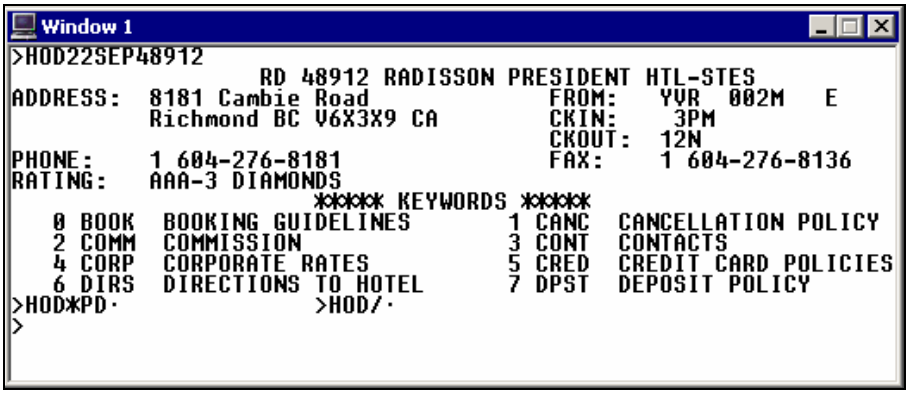
The function identifier for hotel property description menu is: **HOD**

To display a Property Description menu from hotel availability, type 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. Type 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, type 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, type: 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

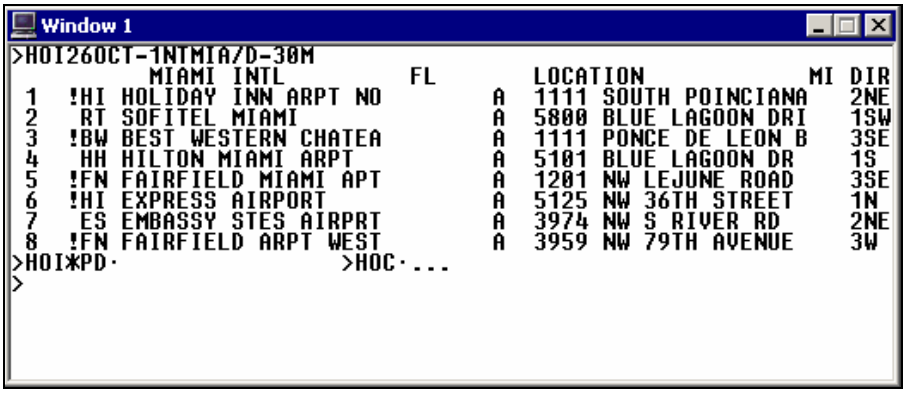
To request a hotel index, type HOI followed by the city name/code, airport name/code, or reference point name.

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, type HOI*3 and press Enter to view the desired hotel index.

We have entered HOIMIA and the hotel index appears.



To redisplay the last hotel index, type: HOI*R

The following table lists the components of the hotel index screen and line 1 of the display.

Component	Description
➢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.

Component	Description
HOI20MAR-23MARMIAMI	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

Appendix A: Module Review Answers

This Appendix contains the correct answers for the module reviews. Use the answer keys to verify your answers.

Module 1: Sell Rental Cars

The following table lists the answers.

Answers
1. Payless
2. SCAR = Standard, 2-4 door, automatic, air conditioned
3. Inside Availability: Enterprise, Advantage, Thrifty Inside Link: Rentrite, New Frontier Rent-a-Car
4. **Step 1.** With air: /1+CAL *Without* air: CAL5NOV-8NOVLAX/ARR-9A/DT-9A **Step 2.** CAVA2 **Step 3.** 0A3
5. CAL search qualifiers: weekly, rate category, guaranteed, unlimited mileage
6. CAU**.**I or CAU**.**ICAR
7. CADA3
8. CADS2
9. CAM3O/ID-726700
10. X2
11. CAICLEVELAND
12. 0CARZEYWG15OCT-18OCTICAR/ARR-12N/DT-9A

Module 2: Sell Hotels

The following table lists the answers.

Answers
1. S*HTL/HAMPTON
2. S*HTL/SZ
3. HOA = Hotel Availability HOC = Complete Availability HOV = Rules 0 = Sell
4. Inside Availability Inside Link Non-link
5. Apollo: • Bases hotel check-in date and location on preceding air segment. • Checks for one night and one adult. • Applies 30-mile radius to hotels that appear.
6. Search qualifiers customize hotel availability request. Some examples: chain code, distance and direction, reference point, postal code, and multilevel rate code.
7. HOU
8. Pillow indicates that rate may change during stay.
9. HOV displays room type rules and reservation information.
10. HOM2O/FG-725123800
11. X3
12. HOD2
13. HOR uses landmarks or places of interest to locate hotel properties.