Sell Hotels In Focalpoint®

Quick Reference

Galileo
by **Travelport**

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Contents

Sell Hotels in Apollo®

Apollo® connects you all major hotel chains and properties. This Quick Reference shows:

- How to encode and decode hotel chains.

- Hotel company participation levels in Apollo.

- How to book a hotel in four basic steps.

- Most frequently used formats to sell hotels.

Encode and Decode Hotel Companies   HELP HOTEL-ENCODE
                                              HELP HOTEL-DECODE

To: Type:

Encode a hotel chain (e.g. Marriott Hotels)   S*HTL/MARRIOTT HOTELS

Decode a hotel chain code (e.g. MC)   S*HTL/MC

Interpret Hotel Screens

Participation Levels   HELP HOTEL-AVAILABILITY CODES

You can identify a hotel chain's participation level by the following indicators, which appear before the hotel chain code in the hotel availability display.

Participant:	Indicator
Inside Shopper® --Participant provides direct access to its system for availability (HOA and HOC), rate rules (HOV), and instant confirmation. Can also accept frequent guest and/or corporate discount information as availability search qualifiers. Provides customer-specific information and availability.	A = Available O = Other rates are available C = Closed, *not* available
Inside Availability® --Participant provides direct access to its system for availability (HOC), rate rules (HOV), and instant confirmation.	None
Inside Link® --Participant provides instant confirmation and cancellation numbers.	None
Non-link (Participant confirms after end transact)	None
Best Available Rate Program	**Indicator**
Participant guarantees that same rates available via hotel chain's web site or by calling property directly, are also available in Apollo.	!

The following table lists hotel screen rate codes and their description.

Rate code	Description
¤	Rate change during stay
M	Meals included
N	Room type on request
T	Tax included in rate
U	*No* commission
X	Penalty to cancel

Four Steps to Sell a Hotel   **HELP HOTEL**

Step	Function identifier
1. Display hotel availability.	HOA
2. Display complete availability and room rates.	HOC
3. Display room rate rules and policies.	HOV
4. Reference sell hotel segment.	0

Step 1: Display Hotel Availability (HOA)   **HELP HOTEL-AVAILABILITY**

Hotel availability shows a list of available hotels by airport, city code, by reference point. You can display hotel availability with or *without* air segments.

Display hotel availability with air segment and:	Type:
Check-out date (if more than one-night stay)	/1+HOA-21AUG
Check-out date and airport or city code (if different than previous segment)	/2+HOA-15AUGYMQ
Specific hotel chain code	/3+HOA/RA
Multiple hotel chain codes (up to 6)	/2+HOA/HY+HH

Display hotel availability *without* air segment and:	Type:
Check-in date (if not today), check-out date (if more than one night), and airport or city code, assuming one person	HOA20JUL-22JULATL
Check-in and check-out date, and airport or city code for two people	HOA20JUL-22JULATL2
Check-in date, reference point and distance	HOA4JANSANTAMONICA/D-5
Multilevel and published rates	HOA28DEC-31DECSEA/¤ACME /C-ALL

To:	Type:
Redisplay last hotel availability	HOA*R
Redisplay top of hotel availability (page home)	HOA*PH
Page down	HOA*PD
Page up	HOA*PU

Step 2: Display Complete Availability   HELP HOTEL-COMPLETE
and Room Rates (HOC)

Displaying complete availability and rates for a specific hotel from availability lets you select the best rate for your customer.

To:	Type:
Display complete availability	Hotel line number at HOC prompt Example: HOC4
Redisplay last complete availability	HOC*R

Step 3: Display Room Rate Rules (HOV)   HELP HOTEL-RULES

Displaying room rate rules lets you verify eligibility for the room type and advise your customer of any restrictions.

To display rules from:	Type:
Complete availability for Inside Shopper®/Inside Availability® participant	Hotel line number at HOV prompt Example: HOV3
Complete availability for Inside Link® or non-link participant	Room booking code at HOV/ prompt Example: HOV/A1KRAC
Rules display for confirmed hotel segment 2	HOVS2
To redisplay last rules screen:	HOV*R

Step 4: Reference Sell a Hotel (0)   **HELP HOTEL-SELL**

You can reference sell a hotel room from rules (HOV) or availability (HOC). Both HOV and HOC include tab-and-enter prompts to sell the room.

Note: You must enter a PNR Name field before selling a hotel.

To reference sell an Inside Shopper®/Inside Availability® hotel from:	Type:
HOV with frequent guest number	01INSIDE/FG-4588231
HOV with credit card deposit	01INSIDE/G-DPST AX32000000000028EXP1207
HOC, line 4, with credit card guarantee	01INSIDE4/G-AX32000000000028EXP1207

To reference sell an Inside Link® or non-link hotel from:	Type:
HOV or HOC (A1KCOR room type), with optional sell fields (frequent guest and special information)	01A1KCOR/FG-798332/SI-RQST ROOM NEAR POOL

Supporting Apollo® Functions

There are additional Apollo functions that support the steps to sell a hotel.

Update Hotel Availability (HOU)   **HELP HOTEL-UPDATE**

After displaying hotel availability, use the following formats to update it.

To update:	Type:
Check-out date	HOU-18NOV
Check-in/out dates	HOU21APR-24APR
Hotel chains (up to 6)	HOU/BW+HH+RA
Multilevel rates and published rates	HOU/¤ACME/C-ALL
Reference point	HOU/R-CNN TOWER
Distance or direction (within 10 miles north)	HOU/D-10N

Hotel Index (HOI)   **HELP HOTEL-INDEX**

A hotel index provides a list of hotels by airport or city code, or by reference point. You can display a hotel index with or *without* air segments.

To display a hotel index with air segment and:	Type:
City/airport code	/1+HOILAX
Reference point	/2+HOIFISHERMANSWHARF

To display hotel index *without* air segment and:	Type:
City/airport code	HOICLE
Reference point	HOISTATUE OF LIBERTY

To:	Type:
Redisplay last hotel index	HOI*R
Redisplay top of hotel index (page home)	HOI*PH
Page down	HOI*PD
Page up	HOI*PU

Hotel Descriptions and Policies (HOD)   HELP HOTEL-DESCRIPTION

You can display policies and descriptions for hotel chains and individual properties.

To display descriptions and policy menu:	Type:
For a hotel chain	HODHI
For hotel property from line 2 of HOA	HOD2
For hotel property from segment 4 of PNR	HODS4
By Apollo® property number	HOD12345

To display specific information for a:	Type:
Hotel chain (up to 3 keywords and/or numbers)	HODMC/5+HELP+10
Hotel property from line 2 of HOA	HOD2/DPST+CANC+ROOM
Hotel property from segment 4 of PNR	HODS4/PROM+FACI
Hotel property from HOD menu	HOD/2+5

To redisplay:	Type:
Last hotel description	HOD*R

Hotel Reference Points (HOR)   **HELP HOTEL-REFERENCE**

You can display a list of reference points for a metropolitan area that includes attractions and points of interest. Then display a hotel index for a specific reference point on the list.

To display:	Type:
Reference point list for city or airport	HORBOS
Hotel availability from reference point list (line 6)	/1+HOA6/-28SEP/D-10

To redisplay:	Type:
Last reference point list:	HOR*R

Optional Search Qualifiers   **HELP HOTEL-SEARCH**

You can include optional search qualifiers to customize your hotel search. See HELP for a complete list of search qualifiers.

To search by:	Use:	Example	Description
AAA diamond rating	/AAA	/AAA3	For 3 diamond rating
		/AAA2-4	For a range of diamond ratings
Bedding or room type	/B-	/B-A1K	Deluxe, 1 king bed
		/B-*2D	Any 2 double beds
Chain codes (up to 6)	/	/SI+ES	Sheraton and Embassy Suites
Distance or direction	/D-	/D-5/	Within 5 miles
		/D-5N	Within 5 miles north
		/D-5K	Within 5 kilometers
Features	/F-	/F-HSI	High speed internet
		/F-HEA	Health club
Frequent guest	/FG-	/FG-MC123456789	Frequent guest number
ID	/ID-	/ID-CY1A2345	Special ID code (assigned by hotel)
Location	/L-	/L-C	City
		/L-R	Resort
Multilevel rates	/¤	/¤ACME	Multilevel rates only
		/¤ACME/C-ALL	Multilevel *and* published rates
Postal code	/PC-	/PC-US60648	US zip code
		/PC-CAV6G1P6	Canadian postal code
Property name	/N-	/N-PLAZA	Property name includes Plaza

To search by:	Use:	Example	Description
Property type	/P-	/P-RE	Resorts
		/P-SU	Suites
Rate category	/C-	/C-ASC	Association
		/C-COR	Corporate
Rate value	/$	/$100-150	Values between 100 and 150
		/$-100	Value less than 100
Reference point	/R-	/R-BROADWAY	Near Broadway **Note**: Distance and direction displayed based on reference point.
Transportation	/T-	/T-T	Taxi
		/T-C	Courtesy Car

Optional Sell Fields   HELP HOTEL-OPTIONAL

Add optional sell fields to the end of the sell format in order to send additional information to the hotel.

To add:	At end of sell format, type:
Airline frequent flyer number	/FT-UA78321764901
Corporate ID number	/CD-89332546
Crib request	/CR-1
Deposit by check	/G-DPST
Deposit by credit card	/G-DPST AX370000000000028EXP1207
Extra adult in room	/EX-1
Extra child in room	/EC-1
Guarantee by credit card	/G-AX370000000000028EXP1207
Hotel frequent guest club number	/FG-5690112
Name field (overrides 1st PNR name)	/NM-DUNCAN J
Rollaway bed, 1 adult	/RA-1
Rollaway bed, 1 child	/RC-1
Room location (beach front)	/L-LBF
Special service information	/SI-RQST NEAR ELEVATOR

Direct Sell (0HHL)   **HELP HOTEL-SELL**

When you know the property number, you can bypass availability and direct sell a hotel.

Note: You must enter a Name field in the PNR before selling an Inside Shopper® /Inside Availability® or Inside Link® hotel.

To direct sell:	Type:
One room for 1 adult (A1KCOR-1) with optional sell field	0HHLCYNN122FEB-24FEB14165 A1KCOR-1/CD-163998
2 rooms for 2 adults-seniors (each with credit card guarantee) after segment 1	/1+0HHLESNN2-17JUN24356 A1KSEN-2 /G-AX370000000000028EXP1207

Modify a Hotel Segment (HOM)   **HELP HOTEL-MODIFY**

Once you sell a hotel room and end transact the PNR, you can add, change, or delete data within the hotel segment.

Note: Before modifying a hotel segment, check complete availability to see if the hotel can accommodate the change.

To:	Type:
Change check-in/out dates for segment 3	HOM3D/23JUN-26JUN
Add or change optional fields for segment 3	HOM3O/FG-788231
Delete optional field for segment 3	HOM3X/FG

Cancel a Hotel Segment   **HELP HOTEL-MODIFY**

You can cancel a hotel segment on a new or retrieved PNR. If you need to ignore the PNR, be sure to cancel the segment before ignoring.

To:	Type:
Cancel segment 5	X5

Queue PNRs to Hotel Companies HELP 411

Use PNR queuing to send a message to a hotel participant for confirmation numbers, rule policy clarification, or other PNR-related information.

<u>To send PNR with message:</u>   <u>Type:</u>

1. Display PNR.   **-ROBERTS

2. Create message in Remarks field.   ¤:5 PLEASE ADVISE CONFO NUMBER. THANKS.

3. Queue PNR to hotel chain queue beginning with letter:

    A - G   QEP/QFB/1*Cxx

    H - P   QEP/QFB/2*Cxx

    Q - Z   QEP/QFB/3*Cxx

Note: xx = hotel chain code.

Queue Messages to Hotel Companies HELP 411

Use the following steps to send a message to a hotel to request brochures, or other non-PNR-related information.

<u>To send a message:</u>   <u>Type:</u>

1. Display message PRO-file.   S*HTL/QMSG, and then S*R.B

2. Complete mask.   Tab and fill in information. Then press Enter at end of mask.

3. Queue message.   QEM/QFB

Convert Hotel Rates HELP HOTEL-CURRENCY

You can convert displayed hotel rates to a specified currency. The converted rates are for informational purposes only and are not guaranteed.

<u>To redisplay and convert rates:</u>   <u>Type:</u>

From complete availability (convert to GBP)   HOC*R/GBP

From hotel availability (convert to HKD)   HOA*R/HKD

Back to USD   HOC*R/USD or HOA*R/USD

Itinerary Remarks

Use PNR itinerary remarks to document hotel segment related information not automatically included on Apollo invoices and itineraries such as:

- Cancellation policy

- Rate change

- Service requests

- Miscellaneous information

Itinerary Remark	Example
Segment associated	RMA2:CANCEL 24 HRS PRIOR TO AVOID PENALTY
Unassociated	RMU:WE HAVE TRANSMITTED YOUR SERVICE REQUEST