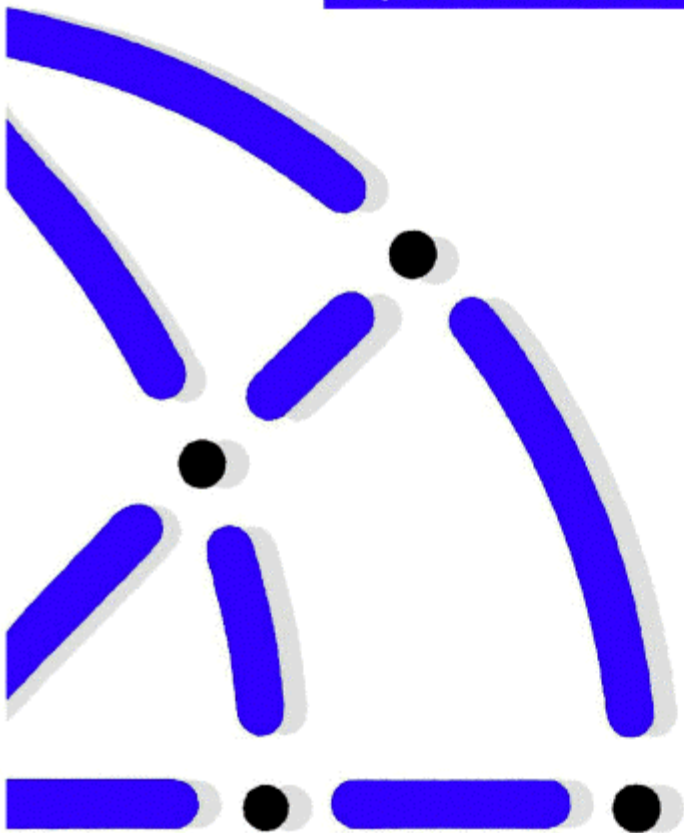




Booking Hotels in Apollo®

Quick Reference



The RoomMaster[®] hotel reservations system connects you with over 43,000 properties represented in the Apollo[®] system. This Quick Reference shows:

- How to encode and decode hotel chains
- RoomMaster participation levels
- How to book a hotel in four basic steps
- The most frequently used RoomMaster formats

Encoding and Decoding Hotels

**HELP HOTEL-ENCODE
HELP HOTEL-DECODE**

To:

Encode a hotel chain (e.g. Marriott Hotels)

Decode a hotel chain code (e.g. MC)

Type:

S*HTL/MARRIOTT HOTELS

S*HTL/MC

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 index display.

Participation Levels:

Inside Availability[®] (Direct access to participant's system for availability, rate rules, and instant confirmation)

Inside Link[®] (Instant confirmation)

Non-link (Confirmation after end transact)

Indicator:

+

*

None

Four Basic Steps to Book a Hotel

HELP HOTEL

Booking hotels with the RoomMaster[®] system is a four-step process.

1. Display a list of hotel properties using an index. HOI
2. Display complete availability and room rates. HOC
3. Display room rate rules and policies. HOV
4. Reference sell a hotel segment. Ø

HOI Step 1: Display Hotel Properties

HELP HOTEL-INDEX

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

<u>To display hotel index with air segment and:</u>	<u>Type:</u>
Check-out date (if more than one-night stay)	/1+HOI-21AUG
Check-out date and airport or city code (if different than previous segment)	/2+HOI-15AUGYMQ
Specific hotel chain code	/3+HOI/MC
Multiple hotel chain codes (up to 6)	/2+HOI/HY+MC
<u>To display hotel index without air segment and:</u>	<u>Type:</u>
Check-in date (if not today), check-out date (if more than one night), and airport or city code	HOI20JUL-22JULATL
Check-in and check-out date, and airport or city code for two people	HOI20JUL-22JULATL2
Check-in date, reference point and distance	HOI4JANSANTAMONICA/D-5
Multilevel and published rates	HOI28DEC-31DECSEA/ACME /C-ALL
<u>To</u>	<u>Type</u>
Redisplay last hotel index	HOI*R
Redisplay top of hotel index (page home)	HOI*PH
Page down	HOI*PD
Page up	HOI*PU

HOC Step 2: Display Complete Availability and Room Rates

HELP HOTEL-COMPLETE

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

<u>To:</u>	<u>Type:</u>
Display hotel availability	Hotel line number at HOC prompt Example: HOC4
Redisplay last complete availability	HOC*R

HOV Step 3: Display Room Rate Rules

HELP HOTEL-RULES

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

<u>To display rules from:</u>	<u>Type:</u>
Availability for Inside Availability [®] participant	Hotel line number at HOV prompt Example: HOV3
Availability for Inside Link [®] or non-link participant	Room booking code at HOV/ prompt Example: HOV/A1KRAC
Confirmed hotel segment 2	HOVS2
To redisplay last rules screen:	HOV*R

Note: You can also display basic hotel rules and policies from a hotel index by typing HODx/CANC+DPST+GUAR (x=hotel line number). The HOD display shows rules and policies for unrestricted rates and the HOV display shows rules specific to the rate and date of travel.

Ø Step 4: Reference Sell a Hotel

HELP HOTEL-SELL

Reference selling books a hotel room from rules (HOV) or availability (HOC). Both HOV and HOC include tab-and-enter prompts to assist selling.

Note: A PNR Name field must be entered before selling an Inside Availability[®] or Inside Link[®] hotel.

<u>To reference sell an Inside Availability[®] hotel from:</u>	<u>Type:</u>
HOV with frequent guest number	Ø1INSIDE/FG-4588231
HOV with credit card deposit	Ø1INSIDE/G-DPST VI4427806666666661EXP1201
HOC, line 4, with credit card guarantee	Ø1INSIDE4/G- VI4427806666666661EXP1201

<u>To reference sell an Inside Link[®] or non-link hotel from:</u>	<u>Type:</u>
HOV or HOC (A1KCOR room type), with optional sell fields (frequent guest and special information)	Ø1A1KCOR/FG-798332/SI-RQST ROOM NEAR POOL

Supporting RoomMaster® Functions

There are additional RoomMaster functions that support the basic steps to book a hotel.

HOU Updating a Hotel Index

HELP HOTEL-UPDATE

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

To update:

Check-out date

Check-in/out dates

Hotel chains (up to 6)

Multilevel rates and published rates

Reference point

Distance or direction (within 10 miles north)

Type:

HOU-18NOV

HOU21APR-24APR

HOU/BW+HH+RA

HOU/≠ACME/C-ALL

HOU/R-SEA WORLD

HOU/D-10N

HOD Hotel Descriptions and Policies

HELP HOTEL-DESCRIPTION

Use the following formats to display policies and descriptions for hotel chains and individual properties.

To display descriptions and policy menu:

For a hotel chain

For hotel property from line 2 of HOI

For hotel property from segment 4 of PNR

By Apollo® property number

Type:

HODHI

HOD2

HODS4

HOD12345

To display specific information for a:

Hotel chain (up to 3 keywords and/or numbers)

Hotel property from line 2 of HOI

Hotel property from segment 4 of PNR

Hotel property from HOD menu

Type:

HODMC/5+HELP+10

HOD2/DPST+CANC+ROOM

HODS4/PROM+FACI

HOD/2+5

To redisplay:

Last hotel description

Type:

HOD*R

HOR Hotel Reference Points

HELP HOTEL-REFERENCE

Use the following formats to 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.

<u>To display:</u>	<u>Type:</u>
Reference point list for city or airport	HORBOS
Hotel index from reference point list (line 6)	/1+HOI6/-28SEP/D-10
<u>To redisplay:</u>	<u>Type:</u>
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.

<u>To search for:</u>	<u>Use:</u>	<u>Example</u>	<u>Description</u>
AAA diamond rating	/AAA	/AAA3	For 3 diamond rating
		/AAA2-4	For a range of rates
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-RES	Restaurant
		/F-HEA	Health club
Location	/L-	/L-C	City
		/L-R	Resort
Multilevel rates	/∞	/∞ACME	Multilevel rates only
		/∞ACME/C-ALL	Multilevel <i>and</i> published rates
Postal code	/PC-	/PC-US60648	US zip code
		/PC-CAV6G1P6	Canadian postal code
Property name	/N-	/N-PLAZA	Property name includes Plaza

Continued on next page

<u>To search for:</u>	<u>Use:</u>	<u>Example</u>	<u>Description</u>
Property type	/P-	/P-RE	Resorts
		/P-SU	Suites
Rate category	/C-	/C-ASC	Association
		/C-COR	Corporate
Rate value	/\$	/\$100	Within 10% of \$100
		/\$-100	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-L	Limo

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.

<u>To add:</u>	<u>Type at the end of the sell format:</u>
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 VI44278066666666661EXP1201
Extra adult in room	/EX-1
Extra child in room	/EC-1
Guarantee by credit card	/G- VI44278066666666661EXP1201
Hotel frequent guest club number	/FG-5690112
Name field (overrides 1 st 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

ØHHL Direct Sell

HELP HOTEL-SELL

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

Note: A Name field must be entered in the PNR before selling an Inside Availability[®] or Inside Link[®] hotel.

To direct sell:

Type:

One room for 1 adult (A1K-1) with optional sell field

ØHHLCYNN122FEB-24FEB14165 A1K-1/CD-163998

Insert after segment 1, 2 rooms for 2 adults (each with credit card guarantee)

/1+ØHHLESNN2-17JUN24356 A1K-2 /G- VI44278066666666661EXP1201

HOM Modifying a Hotel Segment

HELP HOTEL-MODIFY

Once a hotel is sold *and end transacted*, you can add, change, or delete data within the hotel segment.

Note: Before modifying a hotel segment, display a hotel index and then 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

Canceling 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

Queuing PNRs to Hotel Participants

HELP 411

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

To send PNR with message:

1. Display PNR.
2. Create message in Remarks field.
3. Queue PNR to hotel chain queue beginning with letter:

A – G

H – P

Q – Z

Type:

**–ROBERTS

✈:5PLEASE ADVISE CONFO NUMBER.
THANKS.

QEP/QFB/1*Cxx

QEP/QFB/2*Cxx

QEP/QFB/3*Cxx

Note: xx = hotel chain code.

Queuing Messages to Hotel Participants

HELP 411

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

To send a message:

Display message PRO-file.

Complete mask.

Queue message.

Type:

S*HTL/QMSG, and then S*R.B

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

QEM/QFB

Converting 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.

To redisplay and convert rates:

From complete availability (convert to GBP)

From a hotel index (convert to HKD)

Back to USD

Type:

HOC*R/GBP

HOI*R/HKD

HOC*R/USD or HOI*R/USD

Interpreting RoomMaster® Screens

HELP HOTEL-AVAILABILITY CODES

Use the following descriptions to interpret screen codes on the hotel index (HOI) or complete availability (HOC) screens.

<u>Guarantee</u>	<u>Rate</u>	<u>Property Location Indicator</u>
D Deposit required	\$ Rate guaranteed	A Airport
G Guarantee required	+ Additional rates exist	C City
4 4 P.M. hold	⌘ Rate change during stay	D Downtown
6 6 P.M. hold	M Meals included	R Resort
	N Room type on request	S Suburb
	T Tax included in rate	CO Country (rural)
	U No commission	BE Beach
	X Penalty to cancel	

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