



# CAR AND HOTEL COURSE





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# ROOMMASTER

Roommaster is an integral part of the Galileo system. It will revolutionize the way you make hotel reservations. No more searching through directories, waiting on the telephone or trying to compare different hotel bookings by easing the booking process and improving customer service. It is available 365 days a year directly from your terminal.

## 1 Features

Most Galileo inputs consist of three characters input code, followed by coded qualifiers. The inputs used to display information about accommodation are variations of the following five basic inputs:

**HOA** Hotel Availability

This input will display a list of properties with available rooms near a city, airport or reference point. You may qualify the request to list only those properties that meet specific conditions. The display will show the rate range or room status availability for each property.

**HOC** Hotel Complete Availability

This input will display a list of all rates for all available rooms at a specific property.

**HOI** Hotel Index

This input will display a list or index of the hotels which are associated with a city, airport or reference point, regardless of availability.

**HOR** Hotel Reference Points

This input will display a list of all reference points associated with a given city, airport or area. A reference point can be an attraction, major building or another location or city which has no 3-letter IATA code.

**HOD** Hotel Description

This input will display specific information about a property or hotel chain. For ease of access this information is stored in paragraphs identified by a number and a KEYWORD.

**HOV** Hotel Rules and Validation

This input will display details of booking condition for a particular room type specified.

**HOM** Hotel Modify

This input allows you to change a booked hotel segment due to an error or a client's subsequent change in preference.

## 2 Vendor Link

H/HTLV

Roommaster has five different types of link to the Hotel Vendors:

- **Line Drop**  
At the time of sell, the vendor is unaware that a booking has been made. At End Transact a printer notification is routed automatically to the vendor, who will enter the booking into their own system and if the rate is available on Roommaster they will enter a confirmation number manually.
- **Teletype B**  
Like the Line Drop system, at the time of the sell the vendor is unaware that a booking has been made. At End Transact the message is routed to the vendor by automatic teletype. Confirmation numbers are automatically added and returned by the vendor own system.
- **Inside Link**  
Messages are routed via a direct link between Roommaster and the vendor's own system before End Transact. Thus, at the time of sell the vendor's own inventory is reduced and a confirmation number returned immediately.
- **Inside Availability**  
When a Complete availability display is requested, Roommaster will display the vendor's own system instead of the standard HOC display which comes from Roommaster database in Denver. At the time of sell and End Transact, the message is routed in the same way as an Inside Link.
- **Inside Shopper**  
Inside Shopper takes Inside Availability to the highest next level of connectivity. Hotels utilizing Inside Shopper return rates and availability directly from their CRS on the initial availability (HOA) search. This provides the travel agent/consumer with increased confidence in the accuracy of the information.

### 3 Encode and Decode

GC\*11/HTL/HY  
GC\*11/HTL/UTELL

Decode a vendor code HY  
Encode a vendor name UTELL

CHAP 11-ROOMMASTER	PAGE 1-HTL
PARAGRAPH-HY	
\$\$HY HYATT	Q INSIDE AVAIL VVJ AUTOMATIC
	1   2

1. **Q** Queuing identifier that confirms that this vendor is participating in Vendor Queuing  
  
blank Indicates that vendor is not participating in Vendor Queuing
2. **VVJ** Queuing Pseudo City Code

#### 3.1 Queuing Message to Hotel Vendor

Communication with Hotel Vendor can be made via Vendor Remarks field of Booking File.

Step in Queuing:

1. **\*RLOC** Display Booking File Reference
2. **V.HHY\*FREE TEXT** Send message to Hyatt (HY) via Vendor Remarks
3. **R.P** Received From
4. **QEB/VVJ** Queue Booking File on vendor's queuing address VVJ

Not all vendors participate in this function. Queuing address can be checked by encode or decode hotel vendor entries.

## 4 Hotel Availability

H/HOA

### 4.1 Basic Hotel Availability

Basic Availability displays room availability for either a specified hotel, or for a list of hotels.

Availability may be requested for hotels in a city, at an airport or near a reference point location on the dates specified.

The order in which hotels displayed is rotated to give an unbiased list.

Usage of search qualifiers enables an agent to narrow down the list and display those available hotels that specifically meet the clients' needs.

Entry : **HOA20NOV-22NOVSIN2** or **HOA20NOV-2NTSIN2**

>HOA20NOV-22NOVSIN2/D-30M <sup>1</sup>						
CHANGI INTL ARPT <sup>2</sup> 20NOV-22NOV 2NT 2ADULT MI <sup>3</sup> RATES FROM						
1	A	!UI	CHANGI VILLAGE A FA	1	NETHERAVON ROAD	2N SGD 166
2	A <sup>4</sup>	!CP	CROWNE PLAZA CHANGI	75	AIRPORT BOULEVARD	0SW SGD 260
3	C	WV <sup>5</sup>	HOTEL 81 TRISTAR	1	ONAN ROAD SINGAPOR	8SW NOT AVAIL
4	C	WV	HOTEL 81 PRINCESS	21	LORONG	10SW NOT AVAIL
5	A	!UI	PARAMOUNT HOTEL <sup>6</sup>		MARINE PARADE ROAD <sup>7</sup>	8SW SGD 185 <sup>8</sup>
6	A	!RT	GRAND MERCURE ROXY	50	EAST COAST ROAD	8SW SGD 178 <sup>9</sup>
7	A	!KY	ROYAL QUEENS HOTEL		QUEEN STREET	9SW SGD 220
8	A	YX	CONCORDE HOTEL SING	100	ORCHARD RD	13W SGD 218
>HOA*PD. <sup>10</sup> >HOC. <sup>11</sup> ... >HOD. <sup>12</sup> ...						
-----						
VALUE RATE AT SHANGRI-LA SIN W ABF/LIMO AND LCO ETC						>HL1. <sup>13</sup>
RAFFLES SINGAPORE - 10PCT OFF - 14 DAYS ADV PROMO						>HL2.

1. Repeat of entry
2. Reference point
3. Mileage and direction
4. Inside Shopper indicator
  - A** = requested rates are available
  - O** = requested rates were not available, however, 'other' available rates are included in the rate range
  - C** = property is not available
5. Chain code
6. Property name
7. Property address/city
8. Rate range
9. **!** = Best Available rate indicator / # LPR - Lowest Public Rate  
In front of currency may show **@** = Room Rate Change exist  
**N** = Room on request indicator
10. Paging command
  - HOA\*PD** Page Down
  - HOA\*PU** Page Up
  - HOA\*PH** Move to the 1<sup>st</sup> page (Home)

11. Complete Availability prompt  
Enter the line number of the selected hotel. HOC should always be displayed to check all rates before a booking is made.
12. Hotel Description prompt  
Enter the line number of the selected hotel.
13. Advertisements Display

## 4.2 Search Qualifiers

H/HSQ

In order to reduce the number of properties shown in an Availability display, optional Search Qualifiers may be used to display only those hotels which precisely match a client's requirements.

Search Qualifiers follow the basic availability input (HOA20NOV-22NOVSFO). Multiple Search Qualifiers may be used as required.

When specific Search Qualifiers cannot be met, rather than displaying on properties at all, Roommaster displays those properties which meet as many of the qualifiers as possible. A warning message **UNMATCHED** will be displayed indicating the qualifier fails.

Roommaster GIS pages **GC\*11**

<b>/B-*</b> 2T	Bedding or room type (* = wildcard)		
<b>/HI</b>	Hotel chain code		
<b>/F-GOL+HEA</b>	Features	KEYWORD = first 3 letters of features/amenities	
<b>/N-SHERATON</b>	Property name		
<b>/R-CHINATOWN</b>	Reference point		
<b>/V-150</b>	Room rate	V150 V-150 V150-200	Around \$150 Less than \$150 within \$150-200
<b>/C-COR</b>	Rate Category	RAC - RACK RATES GOV - GOVERNMENT RATES COR - CORPORATE RATES TUR - TOUR RATES WKD - WEEKEND RATES MIL - MILITARY RATES	
<b>/@ACME</b>	Multi level code (negotiated rate)		
<b>/PC-XXYYYYYY</b>	Postal code (XX - Country code, YYYYYY - Postal / ZIP code {maximum 10 digits})		

e.g HOA20NOV-22NOVSFO/R-CHINATOWN/B-\*2T/F-HEA+SAU+POO

```

>HOA20NOV-22NOVSFO/R-CHINATOWN/B-*2T/F-HEA+SAU+POO/D-30M
CHINATOWN  2      CA 20NOV-22NOV  2NT 1ADULT  MI RATES FROM
1  A!KC HARBOR COURT HOTEL 165 STEUART STREET  1E USD 149
2  A!IC INTERCONTINENTAL SA SAN FRANCISCO CA  1S USD 143
3  A!SI SHERATON FISHERMANS SAN FRANCISCO CA  1NW USD 129
4  A!KC SERRANO HOTEL      405 TAYLOR STREET  1SW USD 189
5  C!WV EXECUTIVE SUITES AT SAN FRANCISCO CA  1SE NOT AVAIL
6  A!LC PALACE HOTEL SAN F SAN FRANCISCO CA  0SE USD 164
7  !FS FS SAN FRANCISCO  757 MARKET STREET  0S  USD 475
8  A!XR THE ST REGIS SAN FR SAN FRANCISCO CA  1S USD 339
9  A!LE HOTEL GRIFFON     155 STEUART STREET  1E USD 243
10 A!LX THE HUNTINGTON HOTE 1075 CALIFORNIA ST  0W USD 225
11 A!NK NIKKO SAN FRANCISCO 222 MASON ST      1SW USD 331
>HOA*PD.                >HOC*. . .  >HOD*. . .

```

### 4.3 Alternate Currency Display

Default currency (USD as in the example above) in basic Availability Display can be changed to desired currency such as HK dollars.

Entry : HOA\*R/HKD

```

>HOA20NOV-22NOVSFO/R-CHINATOWN/B-*2T/F-HEA+SAU+POO/D-30M
CHINATOWN  CA 20NOV-22NOV  2NT 1ADULT  MI RATES FROM
1  A!KC HARBOR COURT HOTEL 165 STEUART STREET  1E HKD 1156
2  A!IC INTERCONTINENTAL SA SAN FRANCISCO CA  1S HKD 1110
3  A!SI SHERATON FISHERMANS SAN FRANCISCO CA  1NW HKD 1001
4  A!KC SERRANO HOTEL      405 TAYLOR STREET  1SW HKD 1466
5  C!WV EXECUTIVE SUITES AT SAN FRANCISCO CA  1SE NOT AVAIL
6  A!LC PALACE HOTEL SAN F SAN FRANCISCO CA  0SE HKD 1272
7  !FS FS SAN FRANCISCO  757 MARKET STREET  0S  HKD 3684
8  A!XR THE ST REGIS SAN FR SAN FRANCISCO CA  1S HKD 2629
9  A!LE HOTEL GRIFFON     155 STEUART STREET  1E HKD 1885
10 A!LX THE HUNTINGTON HOTE 1075 CALIFORNIA ST  0W HKD 1745
11 A!NK NIKKO SAN FRANCISCO 222 MASON ST      1SW HKD 2565
>HOA*PD.                >HOC*. . .  >HOD*. . .

```

#### 4.4 Hotel Availability Display with booked segment

```
N99M04/36 HKGNG C546361 AG 99999992 01JUN
1.1MOFFLY/JOHNMR
1. UA 806 Y 20NOV HKGSFO AK1 1345 0925 SA
2. UA 805 Y 22NOV SFOHKG AK1 1130 #1820 MO
FONE-HKGT*
TKTG-T*
```

Entry : /1+HOA

```
>HOA20NOV-1NTSFO/D-30M
SAN FRANCISCO INTL CA 20NOV-21NOV 1NT 1ADULT MI RATES FROM
1 A!WI THE WESTIN SAN FRAN 1 OLD BAYSHORE HIGHW 1S USD 109
2 A!HI HOLIDAY INN EXPRESS 1250 BAYSHORE HWY 3SE USD 106
3 A!HI HOLIDAY INN AIRPORT 275 S. AIRPORT BLVD 3NW USD 132
4 A!HY HYATT REGENCY SAN F 1333 BAYSHORE HWY 2SE USD 118
5 A!CP CROWNE PLAZA INTERN 1177 AIRPORT BLVD 3SE USD 97
6 !ES EMBASSY SFO AIRPORT 250 GATEWAY BLVD 3NW USD 110
7 A!YZ STAYBRIDGE SUITES A 1350 HUNTINGTON AVE 3NW USD 120
8 A!HI HOLIDAY INN EXPRESS 373 SOUTH AIRPORT BL 3NW USD 99
9 A!CI COMFORT INN AND SUI SOUTH SAN FRANCISCO 3NW USD 72
10 A!HJ HJ SAN BRUNO EX INN 190 EL CAMINO REAL 2W USD 63
11 A!NZ ASCEND COLLECTION SAN BRUNO CA 2W USD 116
>HOA*PD. >HOC... >HOD...
```

Default display of **first night** availability in arrival city (SFO) for single occupancy

If hotel room is needed for the specific period, following entry should be made.

/1+HOA-22NOV	For period 20-22NOV
/1+HOA-22NOV/2	For period 20-22NOV, double occupancy
/1+HOA21NOV-22NOV	For period 21-22NOV, single occupancy
/1+HOA21NOV-1NT/2	For period 21-22nov, double occupancy

NOTE : Search Qualifiers may be added to the end of Basic entry with a separator "/"

#### 4.5 Other Useful Commands

HOA*R	Redisplay HOA screen
-------	----------------------

## 5 Complete Availability

H/HOC

A Complete Availability display should always be requested before the sell to ensure that all rates are checked and compared. It is usually accessed as a follow up entry from a Basic Availability display although it is also possible to make direct HOC entry.

Layout of screen display varies according to the linkage between hotel vendor and Roommaster - Non-inside Availability and Inside Availability

### 5.1 Non-Inside Availability

Entry: **HOC2** (where 1 = line number from HOA)

```

      1      2
      |      |
>HOC20NOV-2NT20584/R-SAN FRANCISCO INTL ARPT/D-48K
      SAN FRANCISCO INTL CA  20NOV-22NOV  2NT  1ADULT
KM
USD *SS SFO AIRPORT          1350 HUNTINGTON AVE
5NW
TAX EXCLUDED
A1TRAC-230.00X      A2TRAC-220.00@      B1TWKD-270.00U
S2QRAC-260.00MX    SU2DLX-300.00MX    SU2RAC-290.00MX
S1QCOR-190.00MX    S1QCOR-150.00MX    S1QCOR-140.00MX
S2QCOR-230.00MX    S2QCOR-190.00MX    S2QCOR-170.00MX
‡HOC*PD·          >HOD·1../·..... >HOV/·.....
      4      3      5      6
  
```

1. Unique property number (20584)
2. Reference point
3. The complete booking code consisting of :
  - Room type codes e.g. S2Q
  - Rate category codes e.g. COR
4. Room rate qualifiers
  - N** Indicates room type is on request
  - @** Indicates room rate changes during stay  
( check Rules HOV )
  - X** Indicates a cancellation penalty applies  
( check Rules HOV )
  - M** Indicates at least one meal is included in the rate  
( check Description HOD1/MEAL )
  - U** Indicates rate is not commissionable
5. Description/keyword prompt, followed by a tab stop
6. Rate Rules prompt. Tab and type in the complete booking Code to check requirements and conditions or an individual rate i.e. HOV/S2QCOR

## 5.2 Inside Availability Display

Entry : **HOC2** (where 2 = line number from HOA)

```

*HOC* PF1 239452 PAN PACIFIC SINGAPO3 22NOV-24NOV4 02NT5 2 ADULTS6
ENSURE YOU HAVE CHECKED RATE CHANGES
REF7 RATE8 CUR9 COM10 CAT11 GT12 RF13 CR14
1 NT15 340.0016 SGD17 Y G
AT18 800.36 PANORAMIC KING-41SQM-CONTEMPORARY RM-HIGH FLR-
IBM19 SCENIC VIEW-NO SMOKING-BRDBAND-FOC LOCAL CALLS-
BEST AVAILABLE RATES20
BED: S2Q21 MEAL: B22 CONTL VIEW: BAY23
DEPOSIT REQUIRED - NONREFUNDBALE24

2 NT 340.00 SGD Y G
AT 800.36 PANORAMIC TWIN-41SQM-CONTEMPORARY RM-HIGH FLR-
SCENIC VIEW-NO SMOKING-BRDBAND-ERGONOMIC CHAIR-
BEST AVAILABLE RATES
BED: N1K MEAL: BL BUFFET VIEW: CITY
DEPOSIT REQD-MAY ALLOW PARTIAL REFUND BASED ON XCL DATE-SEE HOV

>HOC*PD. >HOV. . >HOA*R . >N1INSIDE. .

```

1. Chain code
2. Property ID
3. Property Name
4. Dates of Stay
5. Number of Nights
6. Number of Adults
7. REF – Line Reference
8. RATE – the nightly and Approximate Total/Approximate Total Plus rate, as applicable
9. CUR – Currency code
10. COM – Commission (Y, N, U or blank)
11. CAT – Rate Category (i.e., RAC, NEG, COR, SPL, SEN, etc.)
12. GT – Guarantee, Deposit, Prepay, Hold time – Guarantee (G), Deposit (D), Prepay (P), Hold time (###)
13. RF – Refundable (Y, N, U or blank)
14. CR – Credentials required (Y, N, U or blank)
15. NT – Nightly Rate

16. Existing rate indicators if applicable (i.e., Rate Change During Stay, Need Status, Unique to Inside Availability)
17. Currency code
18. AT – Approximate Total or  
AP – Approximate Total Plus Rate (as applicable)
19. Multi-level Rate Access Code
20. Room/rate description

Below line will NOT output if the hotel chain does not return values for any of the data elements defined for this line:

21. BED: Smoking and Bedding Configuration Data
  - \_ Character 1 – S (Smoking) N (Nonsmoking), U (Unknown)
  - \_ Character 2 - # of Beds or blank if not known
  - \_ Character 3 – Size of Bed (i.e., D, Q, T, K etc.). Blank if not known

22. MEAL : Meal(s) and type of meal

- Meals:

- B=Breakfast
- L=Lunch
- D=Dinner
- N=No Meals

- Type of Meals – values include:

- INCLSV (All Inclusive)
- ALL (Full board, American Plan)
- 2MEALS (Half board/Modified American Plan)
- BUFFET (Buffet Breakfast)
- CONTL ( Bed & Breakfast, Continental Breakfast)
- FULL (English Breakfast, Full Breakfast)
- CARIBN (Caribbean Breakfast)

23. VIEW – Possible values include:

- \_ AIRPORT
- \_ BAY
- \_ CITY
- \_ COURTYARD
- \_ GOLF
- \_ HARBOR
- \_ INTERCOASTAL
- \_ LAKE
- \_ MARINA
- \_ MOUNTAIN
- \_ OCEAN
- \_ POOL
- \_ RIVER
- \_ WATER FRONT
- \_ BEACHFRONT
- \_ GARDEN
- \_ PARK
- \_ FOREST

- \_ RAIN FOREST
- \_ VARIOUS
- \_ LIMITED
- \_ SLOPE
- \_ STRIP
- \_ COUNTRYSIDE
- \_ SEA
- \_ UNKNOWN

#### 24. Formatted Cancel Policy

## 6 Hotel Index

### H/HOI

Roommaster provides an Index/List of all properties featured in the system for a specified location regardless of room availability. The location may be a 3 letter IATA codes, a full city/town name or a reference point.

The order in which properties are displayed in the Index is rotated to give an unbiased list. Index can be refined by the use of optional search qualifiers to display only those that meet client's needs.

Entry : **HOISFO**

1	2	3	4	5	6
>HOI15JUN-1NTSFO/D-48K					
	SAN FRANCISCO INTL CA		LOCATION		KM DIR
1	ES EMBASSY STE SAN FRA		A 150 ANZA BLVD		5SE
2	!RA RAMADA LIMITED SAN		A SAN BRUNO CA		3W
3	!MC MARRIOTT SFO AIRPRT		A 1800 BAYSHORE HWY		2SE
4	!HI HOLIDAY INN EXPRESS		A 1250 BAYSHORE HWY.		5SE
5	CR CLARION HOTEL SAN F		A MILLBRAE CA		2S
6	YX LARKSPUR LANDING SO		A 690 GATEWAY BLVD		5N
7	SI FOUR POINTS SFO AIR		A 264 SOUTH AIRPORT BL		5NW
8	CI COMFORT INN AND SUI		A SAN BRUNO CA		3W
>HOI*PD·		>HOC·...			

1. Repeat of entry
2. Default distance from reference point
3. Reference point (San Francisco Intl Airport)
4. Location of property
5. Property address
6. Direction of property from reference point
7. Chain code  
! Best Available Rate stored
8. Property name
9. Paging command
10. Prompt to access Complete Availability. Tab and enter line number

## 6.1 Converting Index to Availability Display

<b>HOA2</b> <b>HOA2/10NOV-13NOV</b>	Display Basic Availability from Index line 2 For period 10NOV-13NOV
<b>HOC3</b> <b>HOC3/15NOV-2NT/2</b>	Display Complete Availability from Index line 3 For period 15NOV-17NOV, double occupancy

## 6.2 Other useful commands

<b>HOI*R</b>	Redisplay hotel Index page
--------------	----------------------------

## 7 Hotel Reference Point

H/HOR

Display list of reference points (point of interest, attraction or special location) in a specific city.

Entry : **HORSFO**

```
>HORSFO

REFERENCE POINTS FOR SFO                                CA US
 1 ALCATRAZ                                             2 AMTRAK THRUWAY BUS TERMINAL
 3 ANGEL ISLAND                                         4 APTOS
 5 ARTHUR ANDERSEN                                     6 BANK OF AMERICA
 7 BELMONT                                              8 BODEGA
 9 BOYES HOT SPRINGS                                   10 BRISBANE
11 BURLINGAME                                          12 CALIF ACADEMY OF SCIENCES
13 CALTRAIN DEPOT                                     14 CANNERY
15 CERES                                              16 CHASE BANK
17 CHINATOWN                                          18 CIVIC CENTER

>HOR*PD.
```

To redisplay previous HOR display : **HOR\*R**

### 7.1 Converting Index to Availability Display

**HOA2**  
**HOA2/10NOV-13NOV**

Display Basic Availability from Reference point line 2  
For period 10NOV-13NOV





## 9 Rules and Validation

H/HOV

Rules and Validation display conditions/information that is applicable to an individual rate, in addition to some property details.

The Rules can be accessed from a booked segment or from a Complete Availability (HOC) display.

Entry :     **HOV3**                   From rate shown on line 3 of Inside Availability Display

**HOV/A1KRAC**           From HOC for booking code A1KRAC for Non-Inside Availability vendors

**HOVS2**                 From booked segment number 2

```
>HOV/A1KRAC     HI 02301   HOLIDAY INN FINANCIAL DISTRICT
                                  **ADDRESS**
750 KEARNY STREET
SAN FRANCISCO CA 94108
PHONE: 415-433-6600               FAX: 415-765-7891
                                  **RATE INFORMATION**
BOOKING CODE: A1KRAC     RATE CATEGORY: STANDARD RATE
LENGTH OF STAY   MIN: 1   MAX: 99
RATE PER NIGHT - 1 ADULTS - USD   NUMBER OF NTS     DATES
      229.00                       1       20NOV
      199.00                       1       21NOV
TAXES NOT INCLUDED IN RATES
14.00 PERCENT
>HOV*PD·                           >N1A1KRAC ·           >HOC*R·           >HOA*R·
```

3                                   4                                   5                                   6

1. Property address, telephone and fax number
2. Rules and regulation of selected room/rate type
3. Paging command
4. Sell one A1KRAC room
5. Redisplay Complete Availability screen
6. Redisplay Hotel Availability screen

## 10.1 Reference Sell

H/OHHL

<b>N1A1KRAC/RA-1</b>	Sell one room (non-inside link) with one rollaway for adult
<b>N1B1QCOR/G-AX371019534732004EXP1109</b>	Sell one room (non-inside link) with credit card guarantee
<b>N1INSIDE/G-AX371019534732004EXP1109/SI-REQ HIGHER FLOOR</b>	Sell one room (inside link) with credit card guarantee and special service request
<b>N1INSIDE/G-DPSTVI4012000033330026EXP1009</b>	Sell one room (inside link) with deposit on credit card payment

## 10.2 Hotel passive segment with hotel property code (BK)

**OHHLMDBK1SIN20NOV-22NOV07274DOUBLE-2/RT-SGD120/CF-AB1234**

where	OHHL	=	Direct sell entry
	MD	=	Hotel chain code
	BK1	=	Number of rooms
	20NOV-22NOV	=	Check-in/out dates
	07274	=	Property number
	DOUBLE	=	Room/Rate code
	2	=	Number of paxs
	RT-SGD120	=	Room rate (optional)
	CF-AB1234	=	Hotel confirmation number (optional)

## 10.3 Hotel passive segment without hotel property code (AK)

**OHTLZZAK1MNLIN20DEC-OUT22DECDBLB-2/W-HOLIDAY INN MANILA\*MAKATI AVENUE\*METRO MANILA\*TEL 6327508888/RT-USD150/CF-AA1234**

where	OHTL	=	Direct sell entry
	ZZ	=	Hotel chain code
	AK1	=	Number of rooms
	IN20DEC-OUT22DEC	=	Check-in/out dates
	DBLB	=	Room/Rate code
	/W-address	=	Freetext to input hotel address, use * to separate each line
	2	=	Number of paxs
	RT-USD150	=	Room rate (optional)
	CF-AA1234	=	Hotel confirmation number (optional)

## 11. Optional Sell Modifiers

H/HTL/

Optional fields can be added to the initial reference or direct sell entry.

/SI-	Special information
/G-	Guarantee
/W-	Address
/RA-	Rollaway bed for adult
/RC-	Rollaway bed for child
/EX-	Extra person
/FT-	Frequent Traveller number (airline)
/FG-	Frequent Guest number
/G-DPST	Deposit
/NM-	Specify other passenger name
/CD-	Corporate discount number

## 12. Hotel Modification

H/HOM

Once a hotel segment has been sold through Roommaster, it is possible to modify the booking.

D	Date
R	Room type
O	Adding or changing optional field
X	Delete optional field

Example:

HOM1D/1JAN-10JAN	Change check-in/out date for segment 1
HOM1R/1A1KRAC-1	Change room type to one A1KRAC for single occupancy for segment 1
HOM3O/W-Address	Add an address field to segment 3
HOM2X/RA	Delete rollaway for segment 2
HOM4X/SI	Delete special information for segment 4

## 13. Cancel Hotel Segment

Hotel segments **MUST** be cancelled by using the entries listed below.

XH	Cancel all hotel segments
X2	Cancel specific hotel segment (segment 2)

NOTE : **NEVER USE XI OR I FOR IGNORE**  
(ignore message WILL NOT generate to vendor)

## 14. View Pictures of hotel in Roommaster

To view photography of 53,000 properties out of the 60,000+ on the system (with more being added all the time), you simply have to do 3 simple steps:

1. Open your internet browser
2. Type this URL in the address bar: <http://vmii.com/media/resource/galileo/>
3. Type in the 5 - digit Roommaster property ID number of the hotel you wish to view. (If there are less than five, simply add "zeros" to the beginning of the ID numbers.)

Note : You can also add the above URL to your Galileo Desktop tool bar.



### Property Lookup

RoomMaster ID:

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# CARMASTER

## 1. VENDOR LINK

### H/CARV

Carmaster has four different types of link to the Car Vendors:

- **Line Drop**  
Printer notification messages are routed automatically to the vendor. Confirmation numbers are added and returned manually by the vendor after end transact.
- **Teletype**  
Messages are routed to the vendor by automatic teletype. Confirmation numbers are added and returned by the vendor automatically after end transact.
- **Inside Link**  
Messages are routed via a direct link between Galileo and the vendor system. Confirmation numbers are added and returned by the vendor automatically before end transact.
- **Inside Availability**  
Real-time access to rates and other information obtained directly from inside availability participating vendor systems. It provides real-time seamless access to internal car types, rates, and rules as viewed by the car rental company's own reservation staff. The principle is the same as inside availability for hotels.

## 2. Encode and Decode

- **GC\*12/CAR/ZE** Decode car vendor ZE
- **GC\*12/CAR/AVIS** Encode car vendor Avis

CHAP	12-CARMASTER	PAGE	1-CAR
PARAGRAPH-ZE			
\$\$ZE	HERTZ	INSIDE AVAILABILITY	
	QUEUE CITY:	VWA	
1		2	

1. **ZE** 2 letter vendor code
2. **VWA** Queuing Pseudo City Code  
Blank Indicates that vendor is not participating in Vendor Queuing

### 2.1 Queuing Message to Car Vendor

Communication with Car Vendor can be made via Vendor Remarks field of Booking File.

Step in Queuing:

1. **\*RLOC** Display Booking File Reference
2. **V.CZE\*FREE TEXT** Send message to Hertz (ZE)  
via Vendor Remarks
3. **R.P** Received From
4. **QEB/VWA** Queue Booking File on vendor's  
queuing address VWA

Not all vendors participate in this function. Queuing address can be checked by encode or decode car vendor entries.

### 3. Car Availability

#### 3.1 Car Availability without Booking File

H/CAL

**CAL1MAYORD/ARR-4P/DT-12N/ZE** Availability display from low to high rates for specific vendors and car types

1	2	3
>CAL01MAY-02MAYORD/ARR-4P/DT-12N/ZE		
OHARE INTL ARPT	IL * TU 01MAY 4:00P -02MAY	*PROMOTIONAL* USD
A:	LOC A R TYPE	DAILY FM CHG APPROX TOTAL
FULLY QUALIFIED IA RATES		
1	+HERTZ T S G ECAR	68.00 UNL .00 82.99
2	+HERTZ T S G CCAR	73.25 UNL .00 89.19
3	+HERTZ T S G ICAR	76.25 UNL .00 92.73
4	+HERTZ T S G SCAR	82.50 UNL .00 100.10
5	+HERTZ T S G FCAR	84.75 + UNL .00 102.76
6	+HERTZ T S G CFAR	92.13 R UNL .00 111.46
>CAL*PD.	SEE RULES >CAVA.	P 1

4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19

Explanation:

1. Input display
2. Pick up point, pick up day of week/date/date/time, return date, rate category (Standard and Promotional) - GC\*12/6 and local currency code (USD)
3. Column headers (rate type "Daily" appears above rate amount, - this is the default)
4. Line number
5. Paging prompts (**CAL\*PD** - page down, **CAL\*PU** - page up)
6. Inside link indicator
7. Vendor name
8. Location (or Mileage) indicator code:
  - O** Off-terminal
  - T** Terminal (main)
9. Availability status indicator code
  - S** available for rental
  - N** on request
  - C** closed
10. Rate guarantee indicator code
  - G** guaranteed rate
  - Q** quoted rate subject to change



12. Rate in local currency, unless otherwise requested
13. Required charges indicator (this is an amount to be added to the rate)  
+ charges apply, check CAV  
blank Not applicable
  
14. Return to Rental locator indicator:  
**R** return to rental location required  
blank one-way drop-off permitted – check bottom of CAV or  
CAD/DROP for details
15. Number of free miles/kilometers (UNL indicates unlimited)
16. Charge per mile/kilometer
17. Estimated Base Rate
18. Page number
19. Shortcut to rule display (tab and enter line number)

### 3.2 Car Availability With Booking File

<b>/1+CAL</b>	Display Car Availability from booking file seg 1. (Assuming pick up time, date, location from seg 1. Assuming return date, time and drop location from the following air segment.)
<b>CAL*R</b>	Redisplay car basic availability display
<b>/1+CAL/ZE</b>	Display Car Availability Rate (low to high) after seg 1, specifying car vendor (ZE)

#### 4. Car Index

H/CAI

CAIFRA

Display vendor list in Frankfurt

```
>CAI21JULFRA
FRANKFURT INTL          * FR 21JUL          *          KM DIR
AREA A -- FRA AIRPORT MAIN LOCATIONS -----
  1 AL +ALAMO      FRAT71  FRANKFURT AIRPORT          0
  2 ZU AUTOEUR+   FRAT01  FRANKFURT AIRPORT          0
  3 ZI +AVIS      FRAT01  RHEIN MAIN FLUGHAFENSEE CA  0
  4 ZD +BUDGET    FRAT01  FRANKFURT TERMINAL 1 APT      0
  5 EP +EUROPCR   FRAT01  FRANKFURT AIRPORT          0
  6 ZE +HERTZ     FRAT50  FRANKFURT AIRPORT          0
  7 TS ITS        FRAT01  IN TERMINAL 2                0
  8 ZL +NATIONA   FRAT01  FRANKFURT AIRPORT          0
>CAI*PD·                                     P 1
```

CAIJFK

Display vendor list at JFK terminal

CAILAX/ZE

Display ZE location list in LAX

CAI\*R

Redisplay car index

#### 5. Car Corporate Policy

H/CAD

CADZI

Corporate description menu of ZI

```
>CAD21JULZI
CORPORATE POLICY - AVIS RENT A CAR SYST          21JUL
-----
 01 AGE      AGE REQUIREMENT          02 CARS    CAR/VEHICLE TYPES
 04 DROP     DROPOFF/ONEWAYS          05 EXPR   EXPRESS SERVICE
 06 GAS      REFUELING POLICY          07 HOURS  HOURS-OPER/BUSNS
 08 INS      INSURANCE/COVERAGE       15 COMM   COMMISSION AGENTS
 16 CRED     CREDIT CARD INFO          17 EQUIP  SPCL EQUIP RQSTS
 18 GUAR     GUARANTEED RATES          19 MISC   MISCELLANEOUS INFO
 20 NEWS     HOT NEWS ITEMS              21 PYMNT  PAYMENT ACCEPTED
 22 PROM     PROMO/MARKET INFO          25 POLY   POLICIES/RQIRMENTS
>CAD/·          >CADMENU*PD·                                     P 1
```

CADZDLAX

Description menu of ZD in LAX

CADS2

Description of car segment 2 under booking file

CADZE/2

Display subject 2 from description menu of ZE

CADA1

Display from car availability line 1

#### 6. Rules & Validation

H/CAV

CAVA1

Car rental rule on column A line 1

CAVS1

Rule on segment 1 under booking file

## 7. Reference Sell

0A2 or NA2	Sell one car from column A line 2
0A2/SI-2 DOORS	Sell one car with SI-special information
0A2/CD-72014	Sell one car with Corporate discount number
0A2/DO-FRAC06	Sell one car with drop off location code FRAC06 (refer CAIFRA)
0A2/SQ-CST	Sell one car with special equipment Child safety seat

## 8. Car Passive segment (AK or BK)

0CARZEAK1FCO20NOV-25NOVECAR/ARR-0900/DT-1200/RT-EUR85/CF-AA1234

where	0CAR	=	Direct sell entry
	ZE	=	Car chain code
	AK1 or BK1	=	Number of car (passive segment)
	20NOV-25NOV	=	Pick up/drop off dates
	ECAR	=	Car type code
	ARR-0900	=	Pick up time
	DT-1200	=	Drop off time
	RT-EUR85	=	Room rate (optional)
	CF-AA1234	=	Car confirmation number (optional)

## 9. Other Sell Optional fields

H/CAR/

/FT-UA7371727	Frequent traveler number
/CD-72014	Car vendor corporate discount
/ID-8394949	Car vendor in-house membership
/DO-FRAC06	Drop off location
/SQ-NAV	Special equipment - Netvigator
/G-AX371019534732004EXP1109	Guarantee information

## 10. Car Modification

H/CAM

D	Date
T	Car Type
O	Adding or changing optional field
X	Delete optional field
CAM1D/12MAY-14MAY	Rebook segment to pickup and drop off date
CAM2T/ECAR	Rebook car type
CAM2X/G	Delete guarantee information

## 11. Cancel Car Segment

H/XCAR

X2	Cancel specific car segment (segment 2)
XC	Cancel all car segments in the booking file
*NEVER USE XI OR I FOR IGNORE	

**Roommaster**

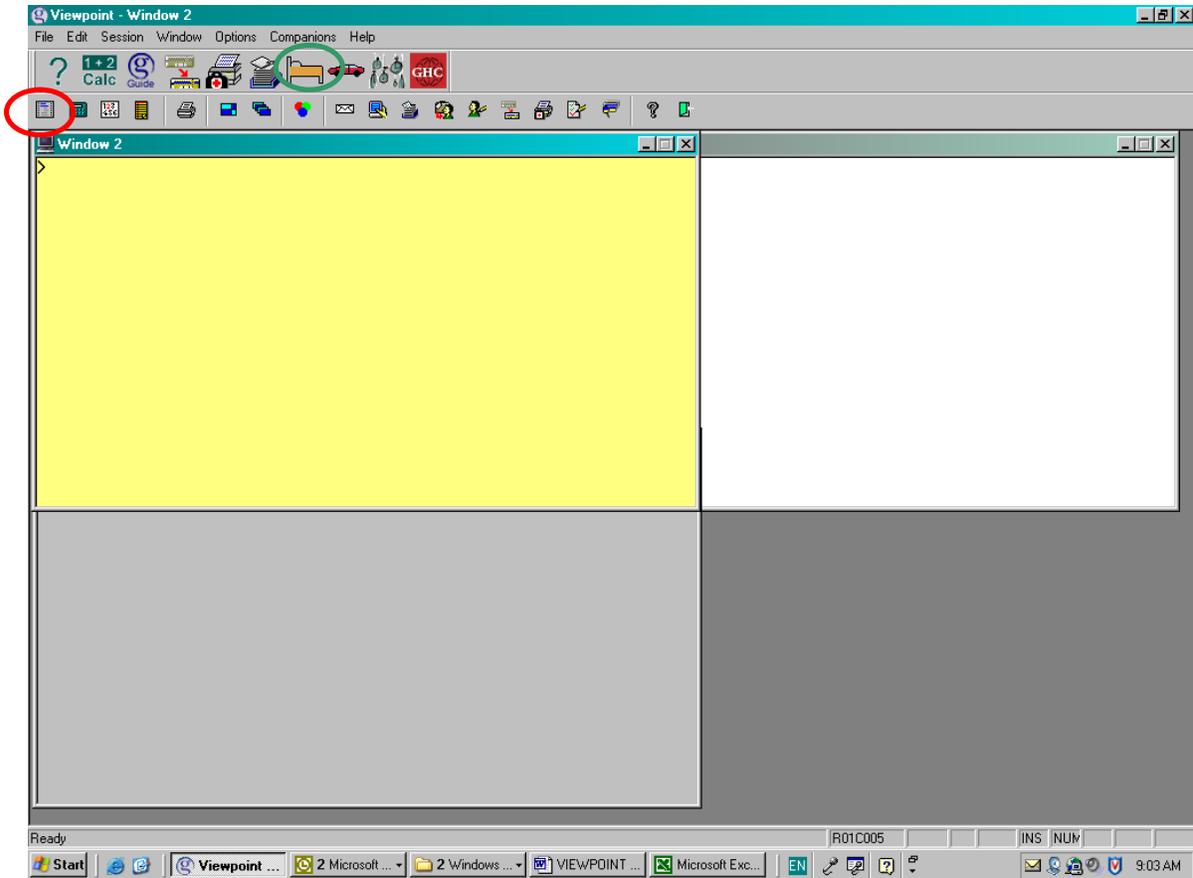
**With**

**Viewpoint**

# VIEWPOINT HOTEL

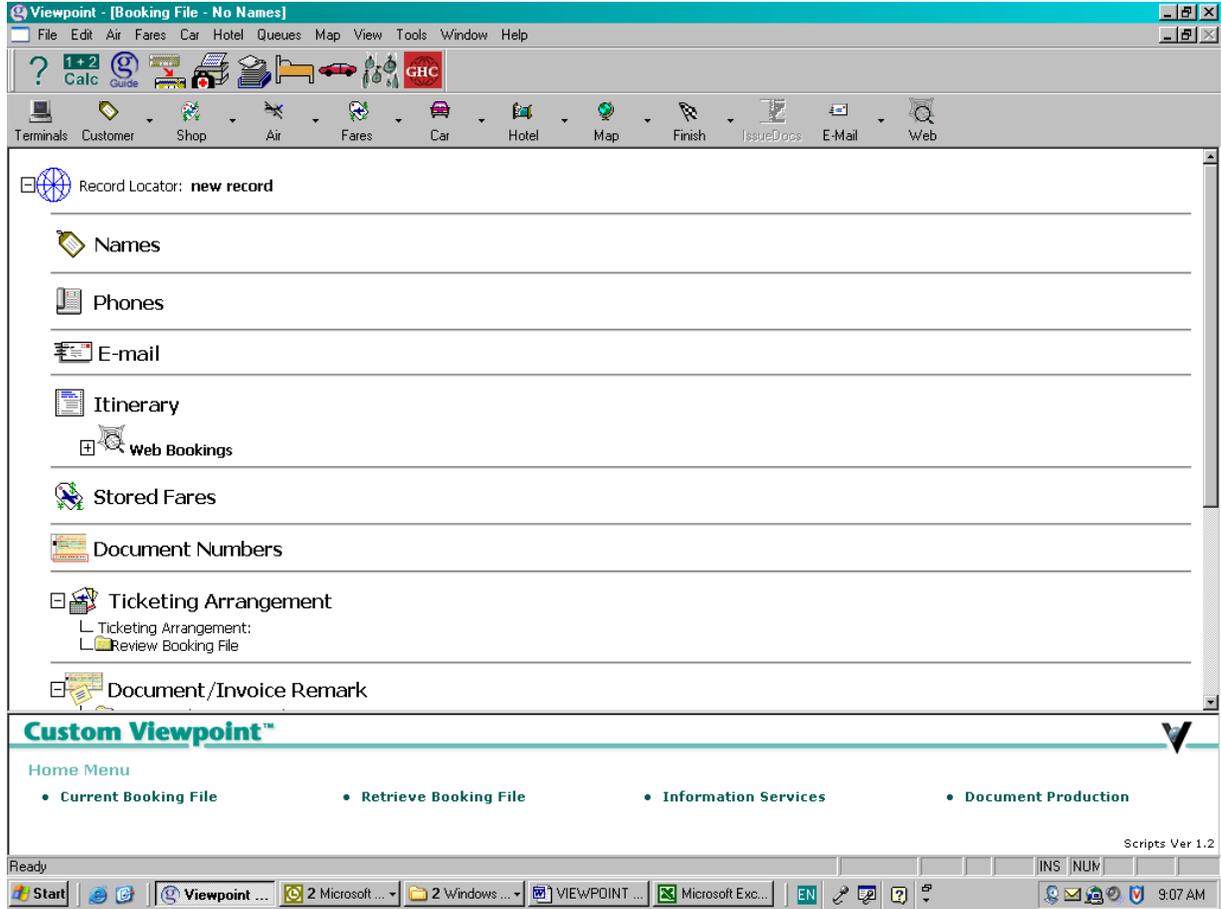
## 1. Accessing Viewpoint

Choose "Itinerary" Icon or click the "Hotel Bed" Icon from the Toolbars.

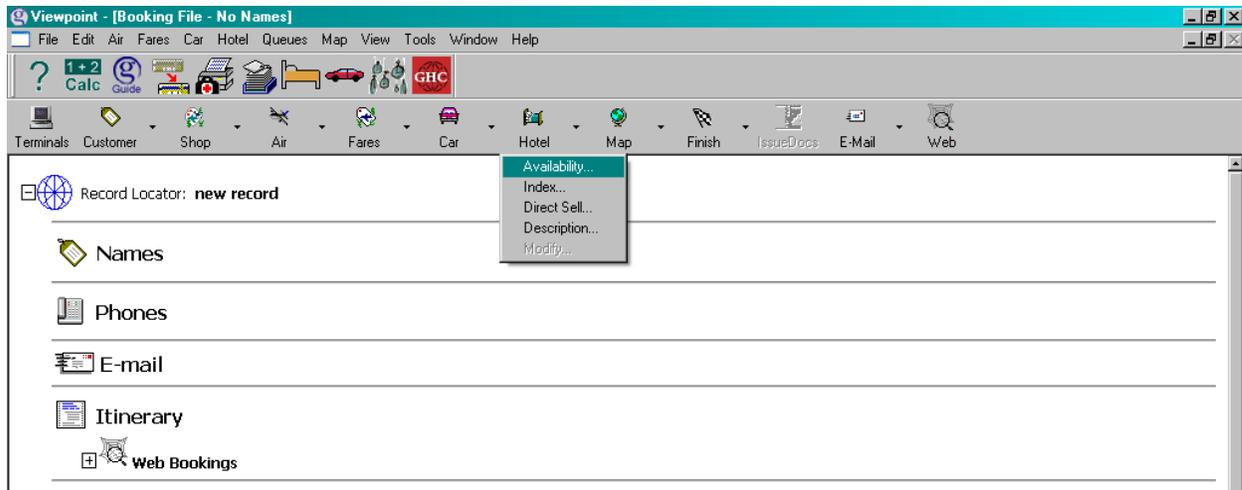


**Note :** Remember input passenger name in Focalpoint first before sell hotel through Viewpoint if booked without Booking File.

The main screen shows under Viewpoint



Search Hotel availability under Viewpoint by selecting “Availability” under Hotel button.



## 2. Steps to book hotel in Viewpoint

### 1. Define the hotel search criteria as the following:

- a. Fill up the mandatory fields: Date, city, number of person stay in room before hotel availability search. Amend the distance if required.

**Hotel Availability**

Rate Categories | Transportation | Property Type | Property ID | Others  
Basic Fields | Chains | Inside Shopper | Negotiated Rates | Features | Selected Options

In: 11/14/2005 Monday Out: 11/18/2005 Friday Nights: 4

Location

City or Airport: JFK - John F Kennedy Intl

Airport John F Kennedy Intl  
 Downtown/City New York, NY - US  
 Reference Point  
 Postal Code US - UNITED STATES

Distance: Less Than 010 Direction: All

Miles  Kilometers

Occupancy: 1 Currency:  Stored  List

Search Cancel

Select to find a hotel near an airport.

Note : The date and city can be picked up from the pull down menu or typed in directly

- You can qualify the location by :
- Downtown/City
  - Reference point
  - Postal Code

- b. Determine whether any additional qualifiers are required.  
To add with qualifiers, click on the tab which you wish to add.

Chain Qualifiers :

The screenshot shows the 'Hotel Availability' application window with the 'Chains' tab selected. The window has a blue title bar and a close button in the top right corner. The main area is divided into several sections:

- Rate Categories:** Includes tabs for 'Basic Fields', 'Chains', 'Inside Shopper', 'Negotiated Rates', and 'Features'.
- Chain Codes:** A section with three dropdown menus labeled '1:', '2:', and '3:'. The first dropdown is set to 'HI - Holiday Inn'.
- Hints:** A text box containing the message: 'If the client has preferred chains, specify up to 3 and you will get better results.'
- Selected Options:** A list on the right side showing 'Distance <= 010M' and 'Chain Code HI'.
- Buttons:** 'Search' and 'Cancel' buttons are located at the bottom right.

At the bottom of the window, there is a status bar with the text: 'Select to find a hotel near an airport.'

Note : You may directly fill up the 2-letter chain code (maximum of 3 chains code) or look up from pull down menu

c. Inside Shopper

ID numbers – A qualifier that would be used whenever the participating chain offers a special promotion with an identification code.

FG numbers – A qualifier that would be used whenever the participating chain offers special amenities, or availability based upon the guest's level in their frequent guest program

Inside Shopper Qualifiers :

The screenshot shows the 'Hotel Availability' application window with the 'Inside Shopper' tab selected. The interface is divided into several sections:

- Rate Categories:** Basic Fields, Chains, Inside Shopper (selected), Negotiated Rates, Others.
- ID numbers section:** Contains four rows (1-4). Each row has a 'Chain' dropdown menu and an 'ID Number' text input field.
- Frequent Guest numbers section:** Contains four rows (5-8). Each row has a 'Chain' dropdown menu and a 'Frequent Guest Number' text input field.
- Hint:** A text box on the right side of the ID numbers section that reads: "Enter ID and FG numbers for better and more personalized Hotel Availability".
- Selected Options:** A panel on the far right showing "Distance <= 010M" and "Chain Code HI".
- Buttons:** 'Search' and 'Cancel' buttons are located at the bottom right of the main form area.
- Footer:** A small text box at the bottom left of the window says "Select to find a hotel near an airport."

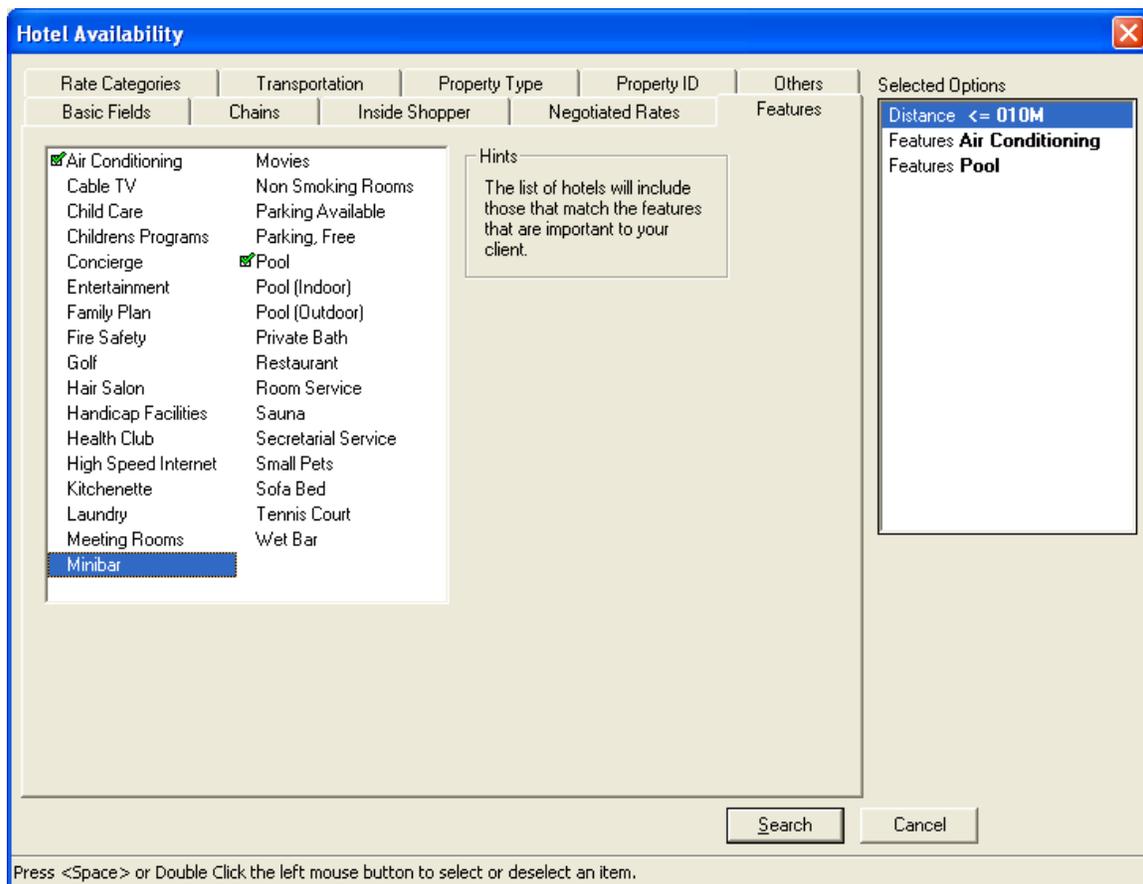
- d. Fill up the multi-access code if search for hotel availability with the negotiated rate code between a hotel chain with a company or agency.

Negotiated Rates Qualifiers :

The screenshot shows a software window titled "Hotel Availability" with a blue header bar and a close button in the top right corner. The window contains several tabs: "Rate Categories", "Transportation", "Property Type", "Property ID", "Others", "Basic Fields", "Chains", "Inside Shopper", "Negotiated Rates", and "Features". The "Negotiated Rates" tab is currently selected. On the left side, under the heading "Multilevel Rates", there are three input fields labeled "Code 1:", "Code 2:", and "Code 3:". Below these fields, a note states "Multilevel Access Code can be up to 6 characters". To the right of these fields is a "Hints" box containing the text: "A Rate Access Code is a negotiated multilevel rate a chain has with a company or agency. You may specify up to 3 codes that apply for a client." On the far right, a "Selected Options" panel is visible, showing "Distance <= 010M". At the bottom of the window, there are "Search" and "Cancel" buttons. A status bar at the very bottom of the window contains the text: "Enter a multilevel rate access code with a maximum of 6 characters."

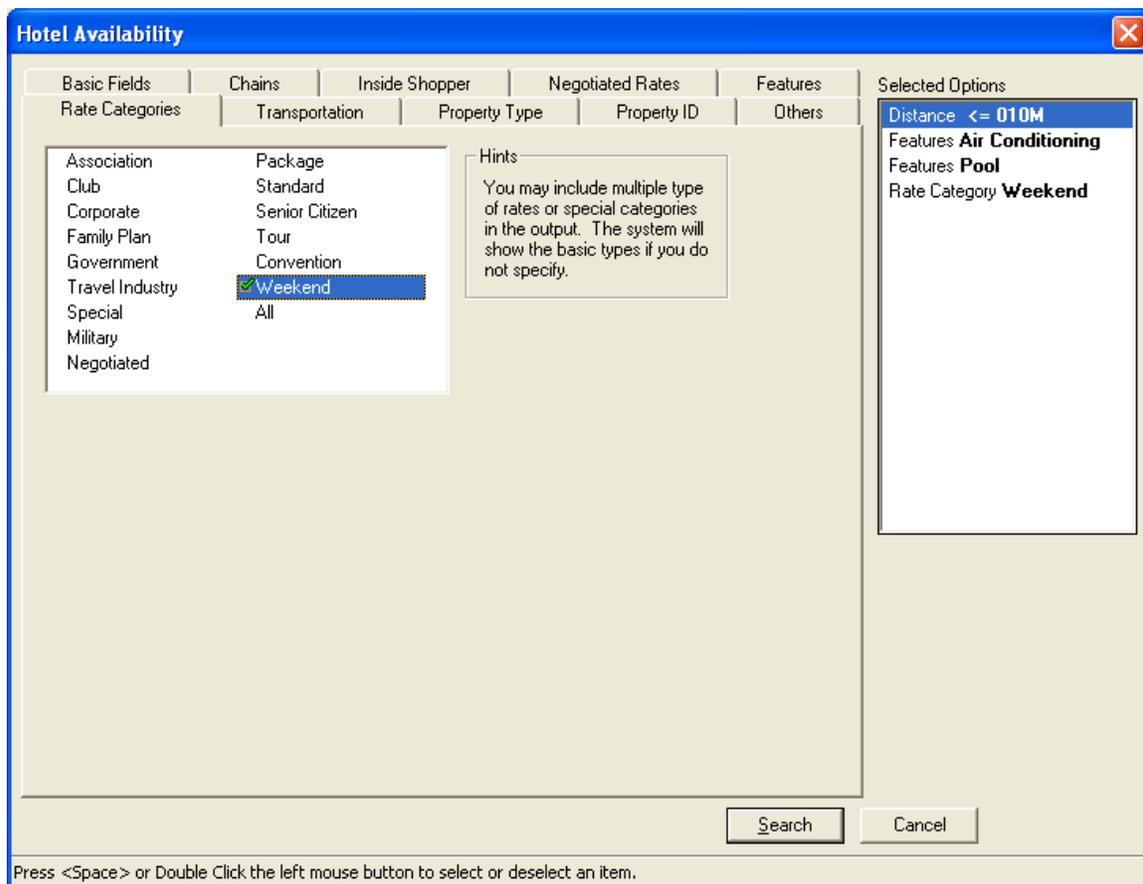
e. Press <Space> or Double Click the mouse to select or deselect hotel features.  
(e.g. Your customer indicated he wants the hotel to have a pool)

Features Qualifiers :



f. Press < Space> or Double Click the mouse to select or deselect rate or special categories (e.g. Your customer wants to look for Weekend rate)

Rate Categories Qualifiers :



g. Specify exact hotel property, you may type in the hotel name under “Property ID” Tab page.

Property ID Qualifiers :

The screenshot shows the 'Hotel Availability' application window. The 'Property ID' tab is active. The 'Property Name' field is filled with 'HAMPTON'. The 'RoomMaster ID' section contains four empty input boxes numbered 1 to 4. A red circle highlights the 'Search' button at the bottom right. The 'Selected Options' panel on the right displays the following information: Distance <= 010M, Features Air Conditioning, Features Pool, Rate Category Weekend, and Property Name HAMPTON.

You may also fill up other qualifiers if required.

You can review your selection under the Selected Options panel. Click the “SEARCH” button after updating the required qualifiers.

## Result of the search Hotel availability screen

To display more hotel property press "More" button

Viewpoint - [Hotel Availability - JFK 09Nov - 15Nov]

File Information Search Map Sell Sgrt Options View Window Help

Itinerary Complete Description Map Sell More Web CloseWindow

Dates: Wednesday, November 09, 2005 - Tuesday, November 15, 2005 Nbr Persons: 1  
 City: New York, NY - US (John F Kennedy Intl) JFK List of selected qualifiers: Distance <= 010M  
 Reference Point: JOHN F KENNEDY INTL Total Hotels: 28

Distances in miles

#	Line	Chain	Link	Hotel Name	Address	Cur	Rates	Status	Rqmts	Dist
Select from the properties below										
+	1	RA		RAMADA PLAZA JFK AI	JFK INTL ARPT B...	USD	119.00 - 199.00		Deposit	1 SW
+	2	HJ		HOWARD JOHNSON EXPR	153 95 ROCKAW...	USD	115.00 - 159.00		12:00 PM hold	2 N
+	3	HX		HAMPTON INN NEW YO	144 10 135TH AVE	USD	179.00 - 199.00		Credit card	2 NW
+	4	CP		CROWNE PLAZA JFK AI	151 20 BAISLEY B...		See Complete Rates		12:00 PM hold	2 N
+	5	DT		DOUBLETREE CLUB JFK	156-08 ROCKAW...	USD	119.00 - 239.00		Credit card	1 N
+	6	CY		COURTYARD NYC JFK A	145-11 NORTH C...	USD	209.00 - 399.00		Credit card	2 NW
+	7	UZ		FIVE TOWNS MOTOR IN	LAWRENCE		See Complete Rates		Credit card	3 SE
+	8	UI		JFK INN	JAMAICA NY		See Complete Rates		6:00 PM hold	1 N
+	9	DI		DAYS INN JAMAICA NY	144 25 153RD CO...		See Complete Rates	Not Available	12:00 PM hold	1 ...
+	10	CI		COMFORT INN JFK AIR	JAMAICA NY	USD	82.49 - 119.99		Credit card	2 N
+	11	RD		RADISSON HLT JFK AI	135-30 140TH ST...	USD	129.00 - 279.00		4:00 PM hold	2 NW
+	12	BW		BEST WESTERN KENNED	JAMAICA NY		See Complete Rates		12:00 PM hold	2 N
+	13	GI		HLTN GI QUEENS JFK	148-18 134TH ST...	USD	149.00 - 231.00		Credit card	2 NW
+	14	HI		HOLIDAY INN EXPRESS	153 70 SOUTH C...		See Complete Rates		12:00 PM hold	2 N
Property number: 53745 Chain: Holiday Inn Transportation: Courtesy car Try Complete Rates to see if the property has rooms.										
+	15	HI		HOLIDAY INN	144-02 135TH AVE		See Complete Rates		Credit card	2 NW
+	16	OZ		SE JAMAICA NY CITY	139-01 JAMAICA ...	USD	144.00 - 159.00		12:00 PM hold	5 NW
+	17	EO		ECONO LODGE SOUTH O	SOUTH OZONE P...	USD	122.55 - 159.00		Credit card	4 NW
+	18	CI		COMFORT INN JAMAICA	JAMAICA NY	USD	104.49 - 139.99		Credit card	5 NW
+	19	RA		RAMADA PLAZA LAGUAR	QUEENS/LAGUA...	USD	189.05 - 241.00		12:00 PM hold	10 ...
+	20	RA		RAMADA ADRIA AND CO	BAYSIDE NY	USD	125.00 - 165.00		4:00 PM hold	8 N

Ready

Marked Property 
  Featured Property 
  Inside Link 
  Inside Availability 
  AAA Rating 
  Alternate Availability 
  Inside Shopper

Inside Link

Inside Availability

Inside Shopper

3. Select the "Complete" button to see the complete list of available rates

I/ Inside Availability or Inside Shopper property of rate show display :

Dates: 11/3/2005 - 11/7/2005		RoomMaster ID: 38352	Nbr Persons: 1			
Hotel Name: HAMPTON INN NEW YO						
Chain: HX - Hampton Inns	Taxes not included in rates	Rates are US Dollar (USD)	Total Rates: 16			
WE OFFER 100 PCT SATISFACTION GTD.						
Line #	Bk Code	Rate	Description	Rate Change	Negotiated	On Request
1	B2QRAC	189.00	BEST AVAILABLE RATE NON SMOKING DOUBLE QUEEN	x		
2	B1KRAC	189.00	BEST AVAILABLE RATE NON SMOKING KING STANDARD	x		
3	A1KRAC	189.00	BEST AVAILABLE RATE SMOKING KING STANDARD	x		
4	A2QRAC	189.00	BEST AVAILABLE RATE SMOKING DOUBLE QUEEN	x		
5	B2QHTR	170.10	HIT THE ROAD NON SMOKING DOUBLE QUEEN	x		
6	A1KHTR	170.10	HIT THE ROAD SMOKING KING STANDARD	x		
7	A2QHTR	170.10	HIT THE ROAD SMOKING DOUBLE QUEEN	x		
8	B2QZZB	199.00	PARK AND FLY 10-15 NON SMOKING DOUBLE QUEEN			
9	B1KZZB	199.00	PARK AND FLY 10-15 NON SMOKING KING STANDARD			
10	A1KZZB	199.00	PARK AND FLY 10-15 SMOKING KING STANDARD			
11	A2QZZB	199.00	PARK AND FLY 10-15 SMOKING DOUBLE QUEEN			
12	B2QGOV	179.00	FED GOVT RATE. MUST SHOW FED GOVT ID NON SMOKING DOUBLE QUEEN	x		
13	B1KGOV	179.00	FED GOVT RATE. MUST SHOW FED GOVT ID NON SMOKING KING STANDARD	x		
14	A1KGOV	179.00	FED GOVT RATE. MUST SHOW FED GOVT ID SMOKING KING STANDARD	x		
15	A2QGOV	179.00	FED GOVT RATE. MUST SHOW FED GOVT ID	x		

II/ Inside link property of rate show display :

Dates: 11/15/2003 - 11/18/2003		RoomMaster ID: 78207	Nbr Persons: 1						
Hotel Name: THE CARLTON ON MADI									
Chain: AV - UNKNOW'N	Taxes not included in rates	Rates are US Dollars (USD)	Total Rates: 10						
Guarantee: Required									
Line #	Booking Code	Description	Rate Category	Rate Amount	On Request	Rate Change	Comm- ission	Meal Plan	Cancel Policy
1	A1KRAC	Deluxe Room 1 King bed	Standard	249.00			x		x
2	B1QRAC	Superior Room 1 Queen bed	Standard	199.00			x		x
3	C1FRAC	See Description Button	Standard	159.00			x		x
4	A1KCOR	Deluxe Room 1 King bed	Corporate	225.00			x		x
5	B1QCOR	Superior Room 1 Queen bed	Corporate	179.00			x		x
6	C1FCOR	See Description Button	Corporate	143.00			x		x
7	A1KWKD	Deluxe Room 1 King bed	Weekend	222.00			x		x
8	B1QWKD	Superior Room 1 Queen bed	Weekend	174.00			x		x
9	C1FWKD	See Description Button	Weekend	137.00			x		x
10	C1FGOV	See Description Button	Government	159.00					x

4. Select the rate and click the Rules button to view the booking rules

**Viewpoint - [Rules Display - Inside Availability]**

File Notes! Sell! Options! View Window Help

11/3/2005 - 11/7/2005 Nbr Nights: 4 Nbr Persons: 1  
RoomMaster ID: 38352 HK Hampton Inns

**Check-in**

RATE INCLUDES ROOM RATE ONLY. FOR TAXES AND  
ADDITIONAL CHARGES REFER TO RULES SCREEN.  
MAXIMUM LENGTH OF STAY 99 NIGHTS

**Rates**

BEST AVAILABLE RATE  
RATE INCL COMP ON THE HOUSE HOT BREAKFAST  
FREE LOCAL PHONE CALLS AND IN-ROOM MOVIES.  
NON SMOKING DOUBLE QUEEN  
TWO QUEEN BEDS EASY CHAIR AND DESK WITH A  
CONVENIENT WORK AREA FOR BUSINESS TRAVELERS.

189.00 (USD)	PER NIGHT STARTING 03NOV
169.00 (USD)	PER NIGHT STARTING 04NOV05
189.00 (USD)	PER NIGHT STARTING 06NOV05
716.00 (USD)	TOTAL FOR 03NOV THROUGH 07NOV

TAX: 13.25 PCT PLUS 2.00  
COMMISSION: 10 PERCENT

**Rate Includes**

**Extra Charges**

199.00 USD ROLLAWAY ADULT CHARGE

**Cancellation**

CANCEL BEFORE 6PM  
OR PARTIAL PAYMENT MAY BE FORFEITED

**Guarantee**

Ready 79E4 INS NUM

4. After checking the Rules, click the “Sell button to retrieve the Hotel Reference Sell screen.

Hotel Reference Sell

Basic Fields | Rate | Customer | Extra

In: 11/3/2005 Thursday Out: 11/7/2005 Monday

Chain: HX - Hampton Inns Nbr Persons: 1 Nbr Rooms: 1

Room Master ID: 38352

Booking Code: B2QRAC Rate: 189.00 USD BEST AVAILABLE RATE  
NON SMOKING DOUBLE QUEEN

Rate Guarantee

	Type	Number	Expires: MM	YY	Use as
<input checked="" type="radio"/> Credit card					<input checked="" type="radio"/> Guarantee
<input type="radio"/> TravelScreen					<input type="radio"/> Deposit
<input type="radio"/> Guarantee to agency with IATA number in ΔAA (AGT)					
<input type="radio"/> Guarantee to agency with the following IATA number:					
<input type="radio"/> Deposit has been taken (DPST)					
<input type="radio"/> Deposit guaranteed by the agency (DPST AGT)					
<input type="radio"/> Deposit with free form text					
<input type="radio"/> Other guarantee free form text					
<input type="radio"/> None					

Guarantee Required Sell Cancel

Number of rooms

Note : Determine whether you need to add optional sell qualifiers to the booking, add these information under Rate, Customer or Extra tab page

Reference of "Rate" sell Qualifier :

**Hotel Reference Sell**

Basic Fields | **Rate** | Customer | Extra

Other Rate Information

CD Number:

Negotiated Rate:

Booking Source:

Optional Address

Used only when agency information needs to be sent to the hotel, in lieu of an IATA number.

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Hint

Supply other details you need to send to the hotel.

Selected Options

Guarantee Required

Enter corporate discount number of up to 15 characters. (/CD- field)

Reference of "Customer" sell Qualifier :

**Hotel Reference Sell**

Basic Fields | Rate | **Customer** | Extra

Special Information:

Frequent Guest #:

Frequent Traveller #:

First Name:  Last Name:

Hints

Use these fields to send details about your client's frequent guest or frequent flyer participation. Any special requests should be noted here.

Selected Options

Guarantee Required

Special services desired by customer (/SI- field)

Reference of "Extra" sell Qualifier :

**Hotel Reference Sell**

Basic Fields | Rate | Customer | **Extra**

**Extra Beds**

Infant Crib:

Adult Rollaway:

Child Rollaway:

**Extra Persons**

Extra Adult:

Extra Child:

**Hints**

Identify any needs for extra bedding or additional persons staying in the room.

**Selected Options**

Guarantee Required

The number of cribs or cots required, maximum 3. (JCR- field)



### 3. Hotel Modification

Once a hotel segment has been sold through Viewpoint, it is possible to modify the booking.

- Right click on the hotel segment, then click “Modify Segment”  
The Hotel Modify Request dialogue box is displayed
- Modify data (Dates / Number of Persons and any other sell options)
- Click Modify
- Revised Hotel segment will be displayed

The screenshot displays the Viewpoint reservation system interface. At the top, the Record Locator is L22GD6. The interface is organized into several sections: Names (LAU, MARWITZMS), Phones (Travel Agent: (HKG) GALILEO TRAVEL 28600777 MARWITZ), E-mail, Itinerary, Web Bookings, Stored Fares, Document Numbers, and Ticketing Arrangement. The Itinerary section is expanded, showing a single hotel segment (1) for NYC - New York HX - Hampton Inns. The segment details include: Check In: Thursday, November 03, 2005; Check Out: Monday, November 07, 2005; 4 Nights; 1 Person; 1 Room; HAMPTON INN NEW YO; RoomMaster ID: 38352; Booking: B2QRAC; 189.00 USD package; Guaranteed; Status: HK - Confirmed; Confirmation: 85541689. A context menu is open over the segment, listing options: New Air Segment, New Car Segment, New Hotel Segment, Details, Description, Edit Associated Remarks..., Modify... (highlighted with Shift+Enter), Cancel Segment(s), Delete, Cancel Itinerary, Reorder Segments..., Fare Quote..., Fare Display..., and Display Map.

**Hotel Modify**

Basic Fields | Rate | Customer | Extra

In: 11/3/2005 Thursday Out: 11/7/2005 Monday

Chain: HX - Hampton Inns Nbr Persons: 1 Nbr Rooms: 1

RoomMaster ID: 38352

Booking Code: B2QRAC Rate: 189.00 USD

Rate Guarantee

Type	Number	Expires: MM	YY	Use as
<input checked="" type="radio"/> Credit card	AX - AMERICAN EXPF	370000000000028	06 07	<input checked="" type="radio"/> Guarantee
<input type="radio"/> TravelScreen				<input type="radio"/> Deposit
<input type="radio"/> Guarantee to agency with IATA number in AAA (AGT)				
<input type="radio"/> Guarantee to agency with the following IATA number:				
<input type="radio"/> Deposit has been taken (DPST)				
<input type="radio"/> Deposit guaranteed by the agency (DPST AGT)				
<input type="radio"/> Deposit with free form text				
<input type="radio"/> Other guarantee free form text				
<input type="radio"/> None				

Selected Options

Res. Guar: AX370000000000  
 Booking Source 13305213  
 First Name MARWITZMS  
 Last Name LAU

Check Availability

Sell Cancel

Enter Check-In date or press Alt+DownArrow to select dates from Calendar.

**Viewpoint - [Sell, Modify, Cancel - Vendor Summary]**

File Edit View Window Help

Itinerary Web

HX - Hampton Inns 38352 Status: CONFIRMED Confirmation #: 85541689

Dates: 11/4/2005 - 11/7/2005 Nights: 3 Persons: 1  
 City: New York  
 Chain: HX - Hampton Inns RoomMaster ID: 38352

Rate: 189.00 USD per day Guaranteed  
 Room: B2QRAC # of Rooms: 1

Booking Source: 13305213  
 Payment Guarantee: AX370000000000028EXP0607  
 First name: MARWITZMS  
 Last name: LAU  
 Rate Guaranteed: 189.00

Chain Text:

RATE CHG 06NOV: 18900  
 CXL: CANCEL BEFORE 6PM  
 GUARANTEED BY CREDIT CARD  
 HAMPTON INN CARY-NC IS PARTICIPATING IN SOUTHWEST  
 AIRLINES PROMOTION-9 15-11 15 2005 - RSV HX19767

HX - Hampton Inns 38352 Status: CONFIRMED Confirmation #: 85541689

Dates: 11/3/2005 - 11/7/2005 Nights: 4 Persons: 1  
 City: New York  
 Chain: HX - Hampton Inns RoomMaster ID: 38352

Ready 79E4 INS NUM

Click the Itinerary button and back to the main screen

## 4. Hotel Cancellation

To cancel a hotel segment

- Right click on the Hotel segment, then click Cancel Segment

The screenshot displays a travel management software interface. At the top, a record locator is shown as "L226D6". Below this, several sections are visible: "Names" (LAU, MARWITZMS), "Phones" (Travel Agent: (HKG) GALILEO TRAVEL 28600777 MARWITZ), "E-mail", "Itinerary", "Web Bookings", "Stored Fares", "Document Numbers", and "Ticketing Arrangement".

The "Itinerary" section is expanded, showing a single segment with the following details:

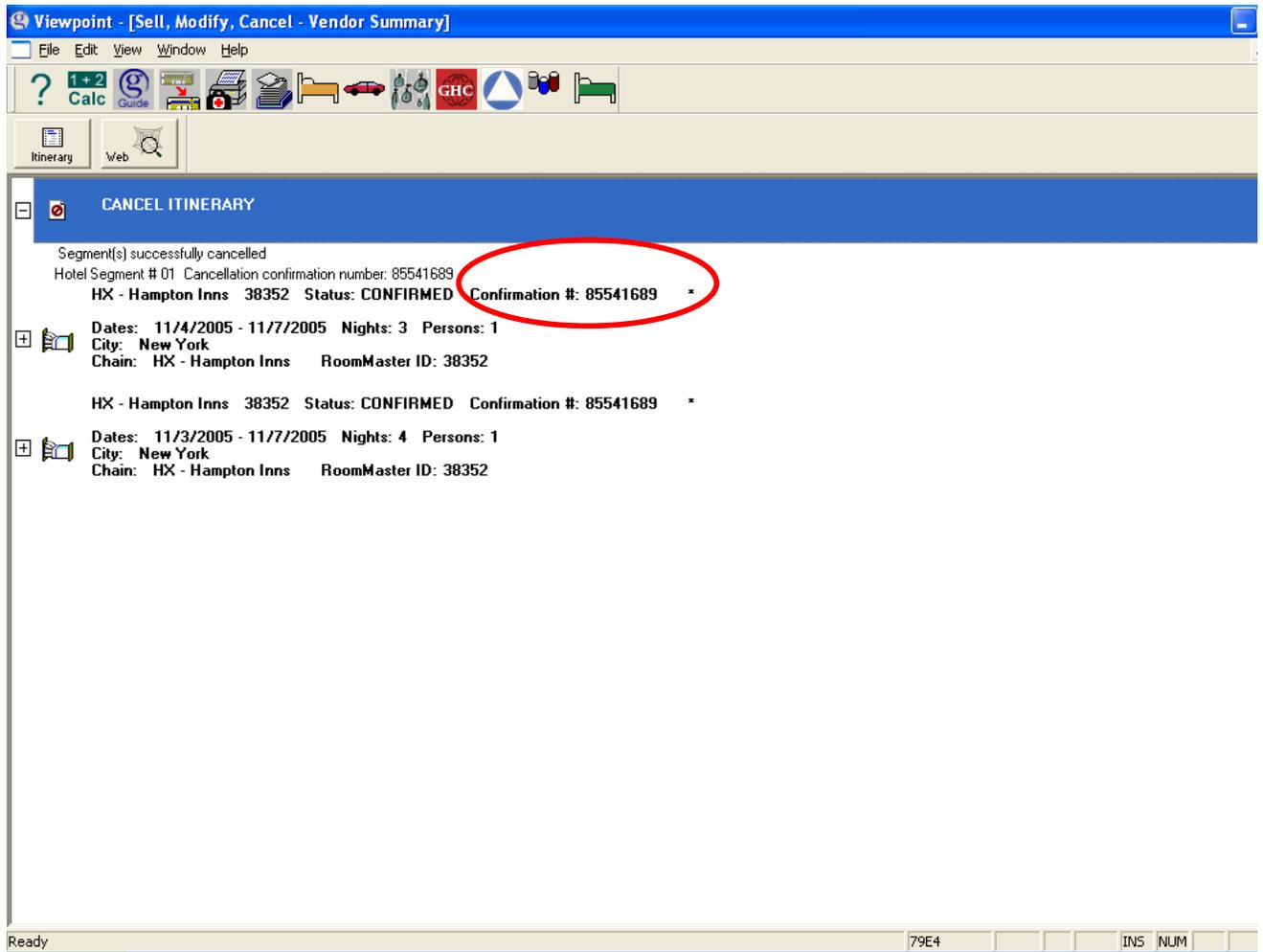
- Check In: Friday, November 04, 2005
- Check Out: Monday, November 07, 2005
- 3 Nights 1 Person 1 Room
- NYC - New York HX - Hampton Inns
- HAMPTON INN NEW YD RoomMaster ID: 38352 B
- 189.00 USD package Guaranteed
- Status: HK - Confirmed Confirmation: 85541689

A context menu is open over the itinerary segment, listing the following options:

- New Air Segment
- New Car Segment
- New Hotel Segment
- Details
- Description
- Edit Associated Remarks...
- Modify... Shift+Enter
- Cancel Segment(s) Delete** (highlighted)
- Cancel Itinerary
- Reorder Segments...
- Fare Quote...
- Fare Display...
- Display Map

The "Ticketing Arrangement" section shows "Ticketing Arrangement: T/" and "Review Booking File".

After confirming the cancellation, the Cancel summary dialogue box is displayed

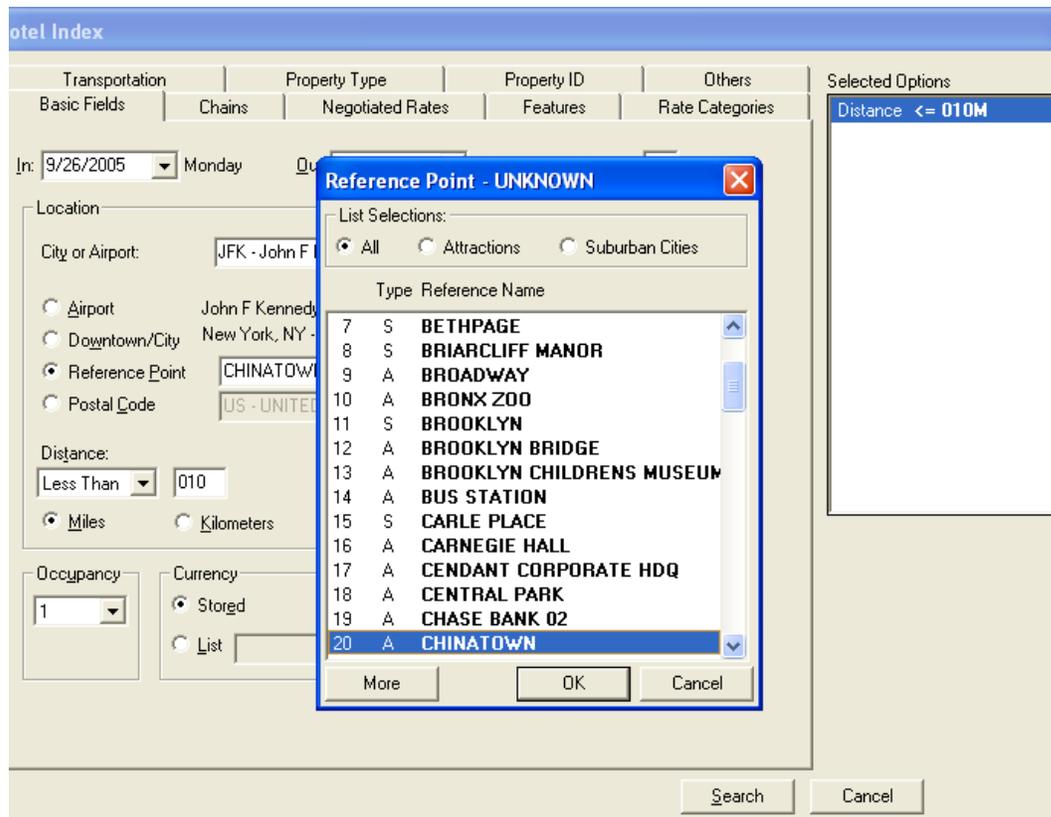
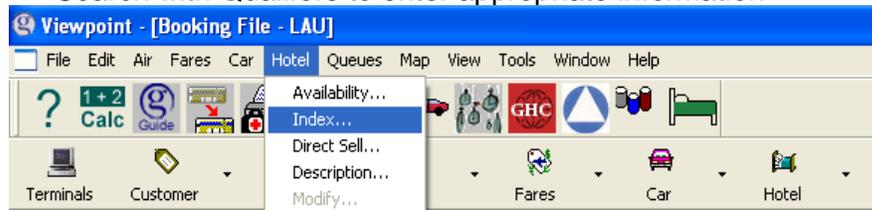


NOTE : The Cancellation number is also included

## 5. Hotel Index

You may list all properties stored in the system for a specified location regardless of room availability. The location may be a 3-letter city code, a full city name or a reference point.

- Click Hotel button from the main screen
- Click Index from drop down menu
- Fill in necessary information in the Basic Fields Tab
- Search with Qualifiers to enter appropriate information



List of hotel properties found under Hotel Index , you may scroll down to display more properties by clicking “More” button

**Viewpoint - [Hotel Index - NYC 26Sep - 27Sep]**

File Information Search Map Sell! Sort Options View Window Help

Itinerary Complete Description Map Sell **More** Web CloseWindow

Dates: Monday, September 26, 2005 - Tuesday, September 27, Nbr Persons: 1  
 City: New York, NY - US NYC List of selected qualifiers:  Distance <=  
 Reference Point: CHINATOWN Total Hotels: 45

Distances in miles

#	Line	Chain	Link	Hotel Name	Address	Cur	Rates	Status	Dist	AAA	
<input type="checkbox"/> Select from the properties below											
+	1	ES		<b>EMBASSY STE NY</b>	102 NORTH END ...	USD	289.00	1 W			
+	2	HI		<b>HOLIDAY INN</b>	15 GOLD STREET	USD	249.00	1 SW			
+	3	UZ		CHELSEA LODGE	318 WEST 20TH ...	USD	95.00	2 N			
+	4	IP		OAKWOOD CHELSEA	777 SIXTH AVEN...	USD	214.00	2 N			
+	5	HH		HILTON MILLENIUM	55 CHURCH STR...	USD	189.00	1 SW			
+	6	BW		SEAPORT INN	NEW YORK NY	USD	219.00	1 S			
+	7	YX		MANHATTAN BROADWAY	273 W. 38TH STR...	USD	89.00	1 N			
+	8	YX		WALL STREET DISTRIC	22 PLATT STREET	USD	269.00	1 SW			
+	9	WH		W NEW YORK UNION SQ	NEW YORK NY	USD	619.00	2 N			
+	10	IP		OAKWOOD BATTERY PAR	1 WEST STREET	USD	177.00	1 SW			
+	11	HI		HOLIDAY INN	138 LAFAYETTE ...	USD	239.00	N			
+	12	LM		SIGNATURE SUITES	55 MORTON STR...	USD	175.00	1 N			
+	13	YX		HOTEL DEAUVILLE	29TH/PARK AVE	USD	100.00	2 NE			
+	14	UI		60 THOMPSON	60 THOMPSON S...	USD	370.00	1 N			
+	15	LE		COSMOPOLITAN HOTEL	NEW YORK NY	USD	145.00	1 W			
+	16	LX		THE INN AT IRVING P	NEW YORK NY	USD	325.00	2 NE			
+	17	UI		MARCEL HOTEL	201 EAST 24 STR...	USD	450.00	2 N			
+	18	UZ		GERSHWIN HOTEL NEW	7 EAST 27TH ST...	USD	109.00	2 N			
+	19	IP		BROADWAY PLAZA HTL	1155 BROADWAY	USD	429.00	2 N			
+	20	WV		PARK SOUTH HOTEL	122 EAST 28TH S...	USD	329.00	2 NE			
+	21	YO		CWD JERSEY CITY	JERSEY CITY NJ	USD	219.99	2 W			
+	22	GG		SOHO GRAND HOTEL	310 WEST BROA...	USD	323.00	1 NW			
+	23	LM		SIGNATURE SUITES	160 BLEEKER ST...	USD	233.00	1 N			

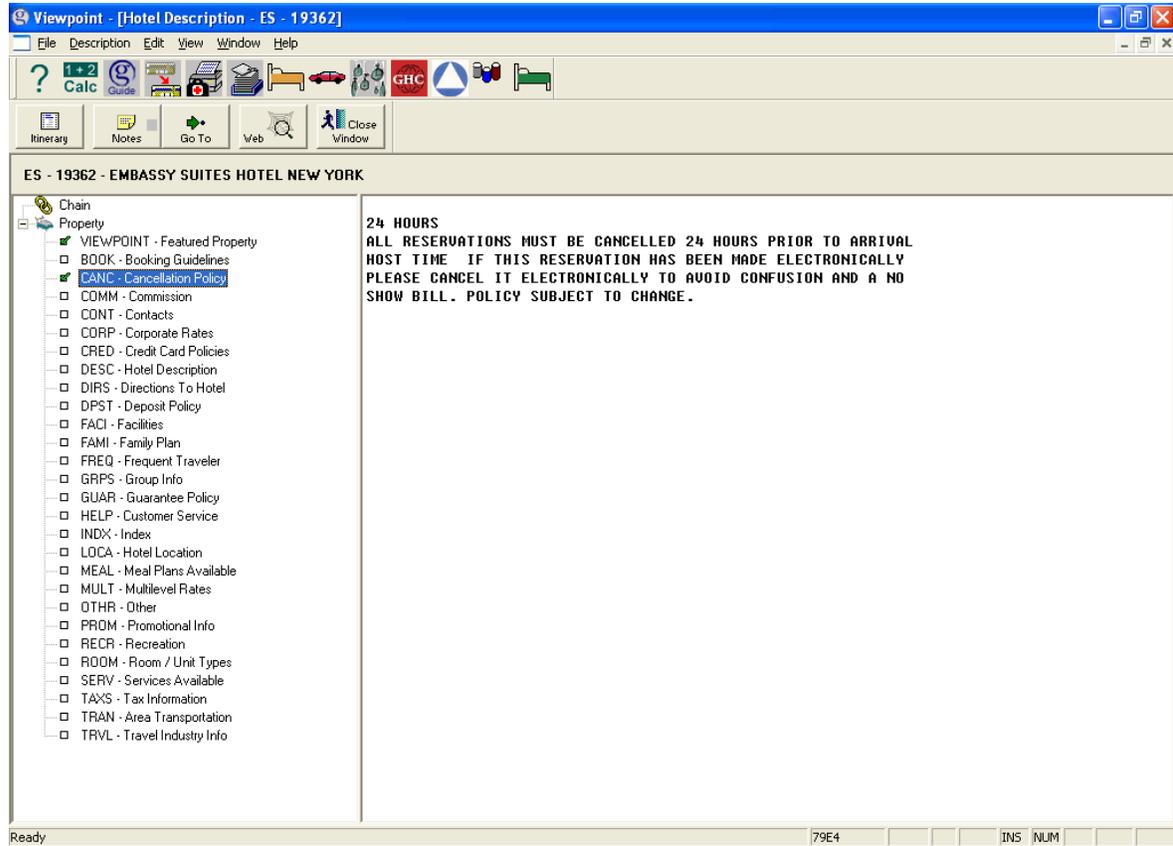
Marked Property Featured Property Inside Link Inside Availability AAA Rating Alternate Availability Inside

Ready

## 6. Hotel Description

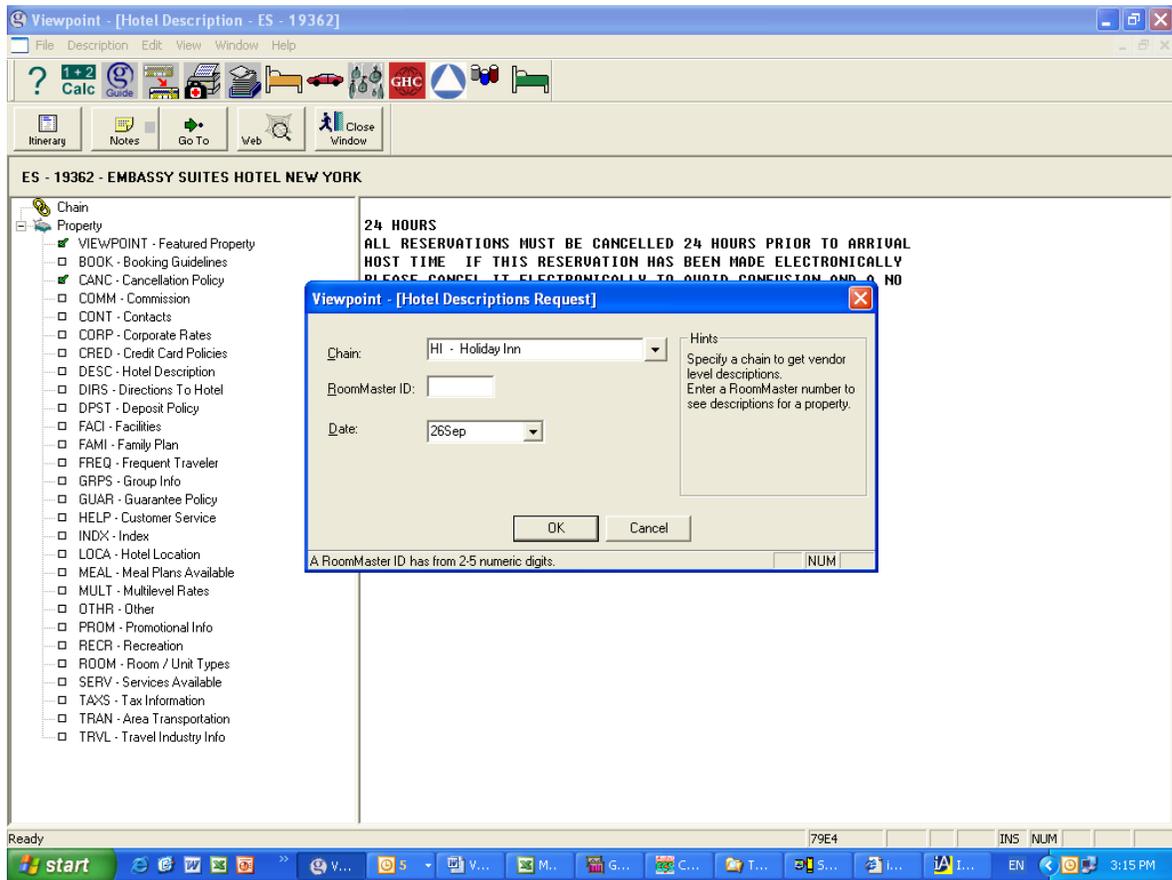
You may select hotel description directly from the property found in specified location or worldwide hotel chain code

Specify by hotel property :



NOTE : Click and select the Keyword category, it will show full details on the right side

You may click the "Chain" to view the vendor of their general description



Viewpoint - [Hotel Description - HI]

File Description Edit View Window Help

Calc Guide

Itinerary Notes Go To Web Close Window

HI - HOLIDAY INN

- Chain
  - BOOK - Booking Guidelines
  - CANC - Cancellation Policy
  - COMM - Commission
  - CONT - Contacts
    - CON1
    - CORP - Corporate Rates
    - CRED - Credit Card Policies
    - DPST - Deposit Policy
    - FACT - Facts
    - FAMI - Family Plan
    - FREQ - Frequent Traveler
    - GRPS - Group Info
    - GUAR - Guarantee Policy
    - HELP - Customer Service
    - HOUR - Hours Of Operation
    - INDX - Index
    - INTL - International Travel
    - LINK - Inside Link
    - MULT - Multilevel Rates
    - NEWS - News
    - OPTI - Optional Fields
    - PROM - Promotional Info
    - ROOM - Room / Unit Types
    - TRVL - Travel Industry Info

\*\*\* HOLIDAY INN - HOLIDAY INN EXPRESS \*\*\*

\*\*\*\*\*

BELOW IS A LIST AND THE ADDRESSES FOR ALL  
OF OUR RESERVATIONS OFFICES WORLDWIDE

\*\*\*\*\*

RESU TELEPHONE NUMBERS SEE  
HODHI/COM1  
FOR HELP DESK INFORMATION REFER TO  
HODHI/HELP

-----

AMERICAS	20JUL2001
EUROPE AFRICA MIDDLE EAST	20JUL2001
ASIA PACIFIC REGION	23JUL2001

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\*\*\*\*\* A M E R I C A S \*\*\*\*\*

HOLIDAY INN HOTELS AND RESORTS  
3 RAVINIA DRIVE SUITE 2900  
ATLANTA - GA 30346 USA

HOLIDAY INN HOTELS AND RESORTS  
RESERVATIONS CENTRE  
2205 WALNUT STREET  
CARY - NC 27511 USA

Ready 79E4 INS NUM 3:15 PM

## 7. View Pictures of hotel in Roommaster

To view photography of 53,000 properties out of the 60,000+ on the system (with more being added all the time), you simply have to do 3 simple steps:

4. Open your internet browser
5. Type this URL in the address bar: <http://support.galileo.com/hotelimages>
6. Type in the 5 - digit Roommaster property ID number of the hotel you wish to view. (If there are less than five, simply add "zeros" to the beginning of the ID numbers.)

Note : You can also add the above URL to your Galileo Desktop tool bar.



**Property Lookup**

RoomMaster ID:

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## 8. Queuing Message to Hotel Vendor

Communication with Hotel Vendor can be made via Vendor Remarks field of Booking File

Steps in Queuing :

1. \*RLOC                      Display Booking File Reference
2. V.HHI\*FREE TEXT        Send message to Holiday Inn (HI) via Vendor Remarks
3. R.P                        Add received from
4. QEB/VVX                 Queue Booking File on Vendor's queuing address VVX

Note : Not all vendor participate in this function, Queuing address can be checked from our Galileo Information System (G.I.S.)

GC\*11/HTL/HI              HI – Hotel chain code

CHAP 11-ROOMMASTER	PAGE 1-HTL
PARAGRAPH-HI	
HI HOLIDAY INN	Q INSIDE AVAIL VVX        AUTOMATIC
SIX CONTINENTS BRANDS	

## 9. Useful GIS Page

A useful pages for Roommaster can be found at tour GIS page GC\*ROOMMASTER or GC\*11

GIS CHAPTER 11- ROOMMASTER	PAGE INDEX
TO SELECT A PAGE ENTER GP*.. (EG GP*18)	
1 HTL	2 LATEST NEWS
3 LOCATION - TRANSPORT CODES	4 PROPERTY TYPE CODES
5 RATE CATEGORIES	6 MULTI LEVEL CODES
7 MODIFICATION ENTRIES	8 DIST-DIRECTION CODES
9 ROOM TYPE CODES	10 PROP - ROOM FEATURE CODES
11 PART - FULL NAME OF PROP	12 AVAIL BY REFERNCE PT
14 ***WHAT IS ROOMMASTER***	15 IATA NUMBERS
16 NEW RATES	17 CREDIT CARD LIST
18 PROPERTY RATE RANGE.	19 HCC
20 TIDS	21 POSTAL CODE SEARCH
22 HEDNA	23 +INSIDE AVAILABILITY
)>	

## 10. Email Itinerary

The screenshot shows the Viewpoint software interface for a booking file named 'AUYEUNG'. The menu bar includes File, Edit, Air, Fares, Car, Hotel, Queues, Map, View, Tools, Window, and Help. The toolbar contains icons for Customer, Shop, Air, Fares, Car, Hotel, Map, Finish, Issue Docs, E-Mail (circled in red), and Web. The main content area displays the following information:

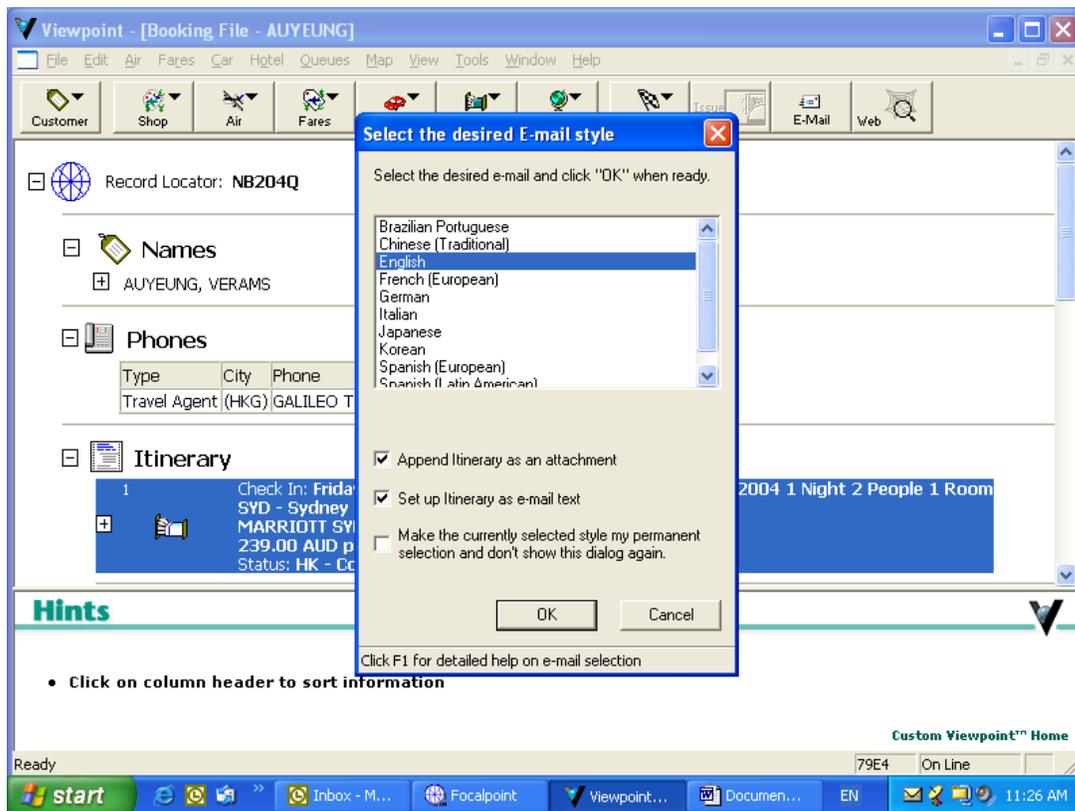
- Record Locator: NB204Q
- Names: AUYEUNG, VERAMS
- Phones: A table with columns Type, City, and Phone. The entry is: Travel Agent (HKG) GALILEO TRAVEL - 2860-0801/VERA
- Itinerary: A table with columns 1, Check In, Check Out, and Details. The entry is: 1, Friday, July 30, 2004, Saturday, July 31, 2004, 1 Night 2 People 1 Room, SYD - Sydney MC - Marriott Hotels, Resorts And Suites, MARRIOTT SYDNEY RoomMaster ID: 14603 Booking: TFBA00, 239.00 AUD package Guaranteed, Status: HK - Confirmed Confirmation: 84113566

Below the itinerary is a 'Hints' section with the following text:

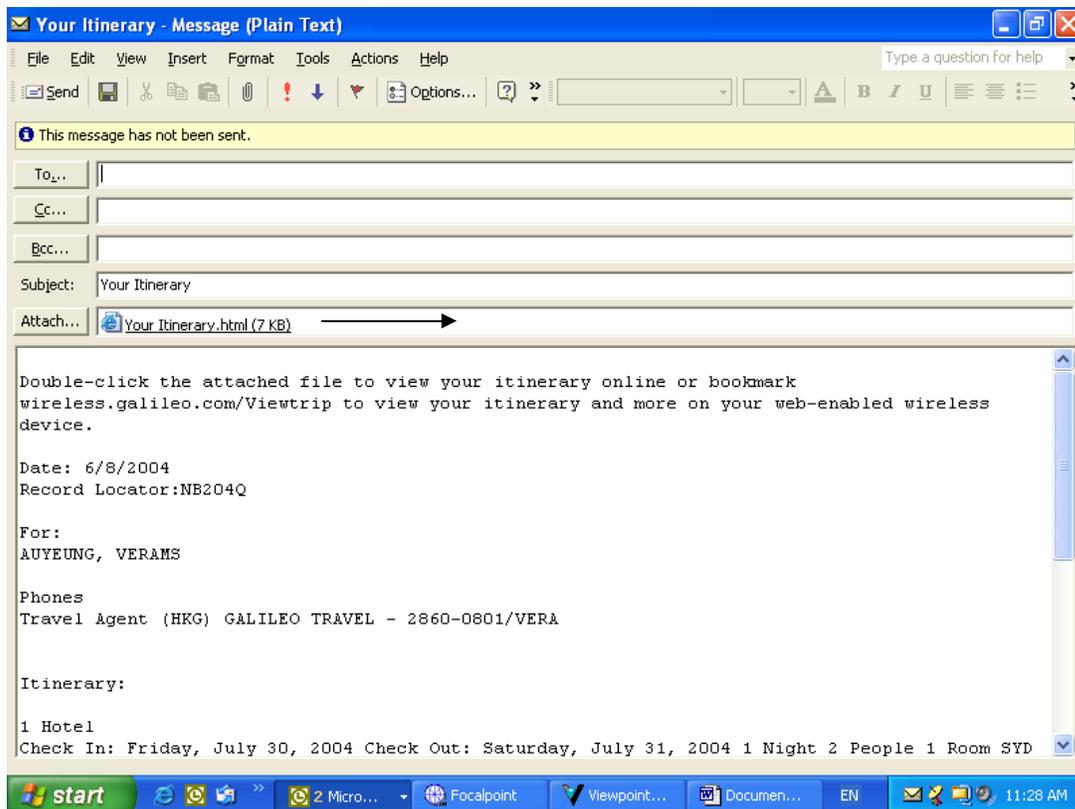
- Click on column header to sort information

The bottom of the window shows a status bar with 'Done', '79E4', 'On Line', and 'Custom Viewpoint™ Home'. The Windows taskbar at the bottom includes the start button, several open applications (Inbox - Mi..., Focalpoint, Viewpoint ..., Document...), and the system tray showing 'EN' and '11:23 AM'.

NOTE: Click "E-mail" icon



NOTE: Choose language then click "OK"



NOTE: Just fill in your customer's e-mail address and click "Sent"

**Below is the layout of the itinerary:**

Record Locator: **NB204Q**

---



**Names**

CHAN/MING MING MS

---



**Addresses**

---



**Phones**

Type	City	Phone
Travel Agent	(HKG)	GALILEO TRAVEL - 2860-0801/VERA

---



**Itinerary**

Hotel

Check In: Friday, July 30, 2004 Check Out: Saturday, July 31, 2004 1 Night 2 People 1 Room

SYD - Sydney Marriott Hotels, Resorts And Suites

MARRIOTT SYDNEY

239.00 AUD package Guaranteed

confirmed Confirmation: 84113566



Address:

MARRIOTT SYDNEY

36 COLLEGE STREET

SYDNEY NSW 2010 AUSTRALIA

Phone: 612-93618400

FAX:612-93618599

---



**Web Bookings**

---



**Remarks and Service Information**

---

This itinerary is subject to change. [Click here for latest updates.](#)

**↑ Click here will connected to Viewtrip.com**

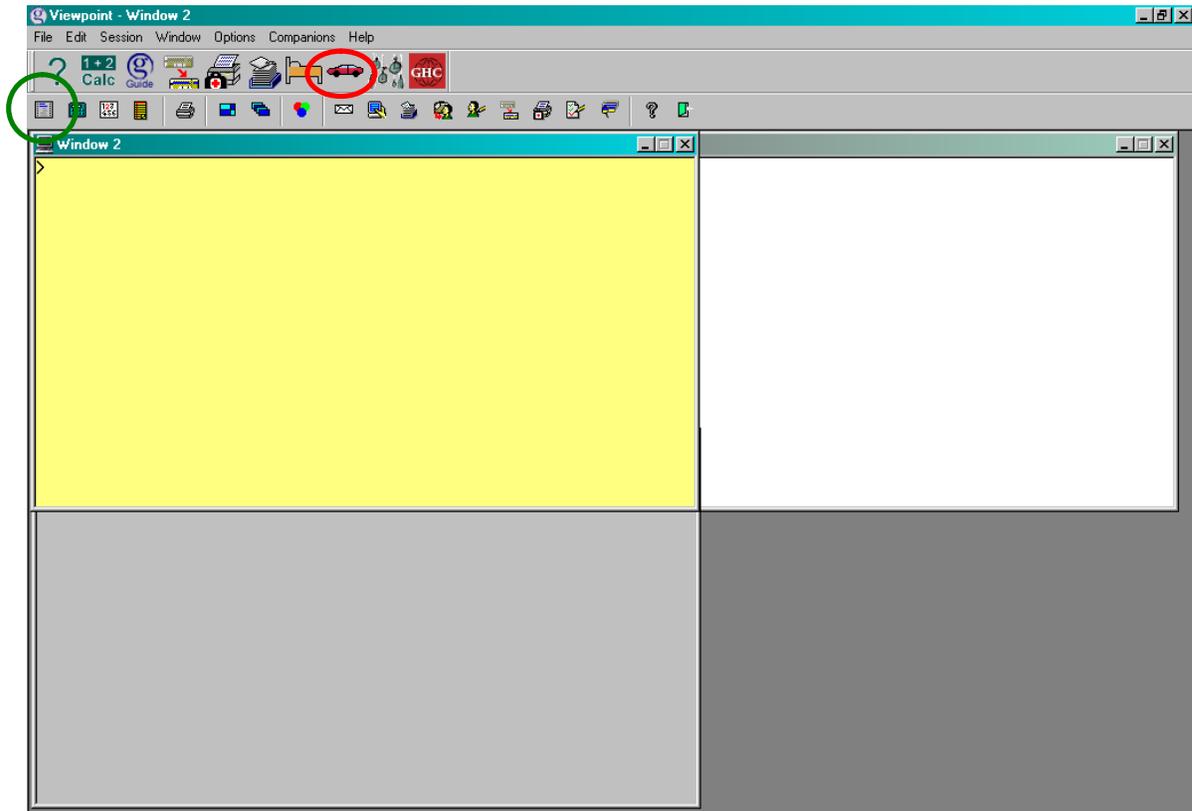
# **Carmaster**

## **With**

# **Viewpoint**

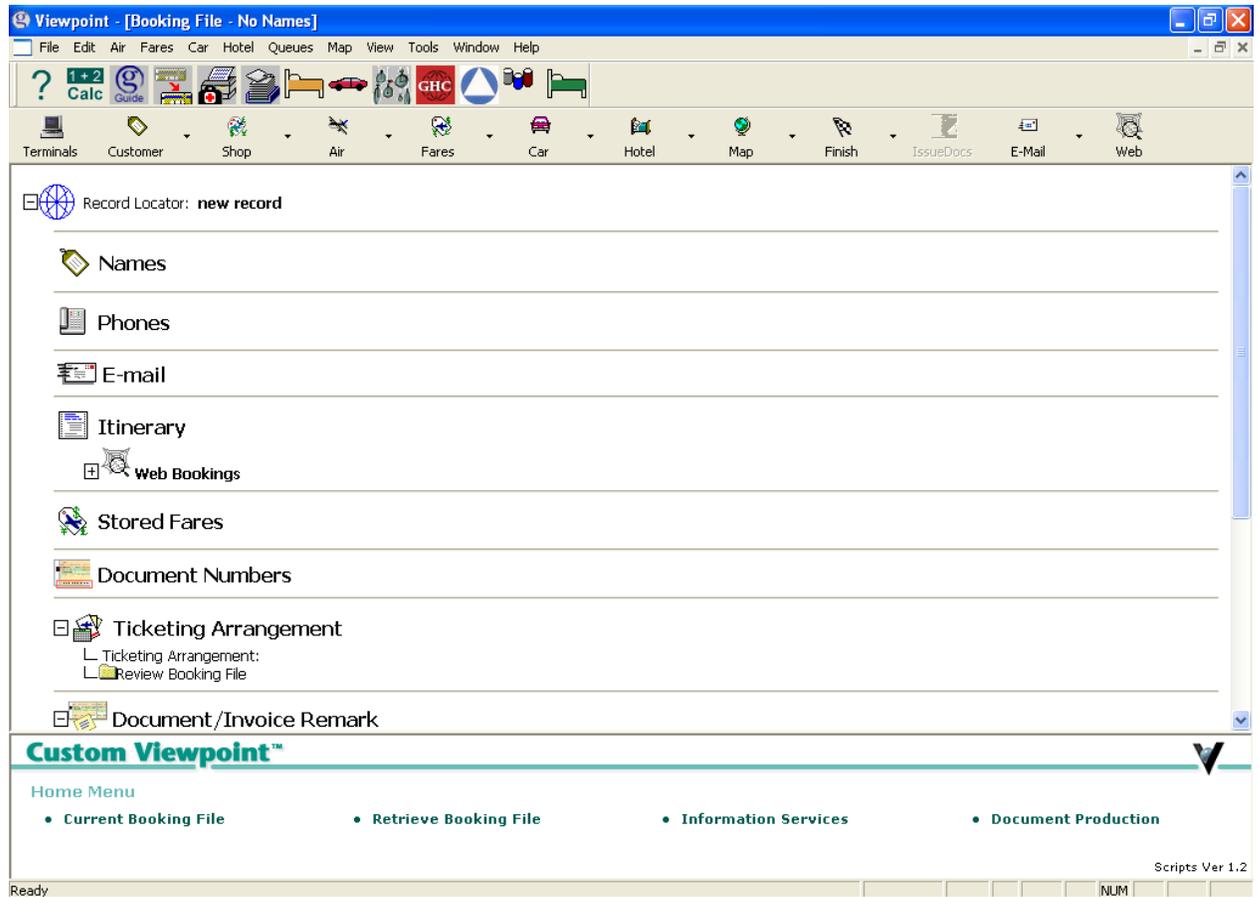
## 1. Accessing Viewpoint

Choose "Itinerary" Icon or click the "Car" Icon from the Toolbars.

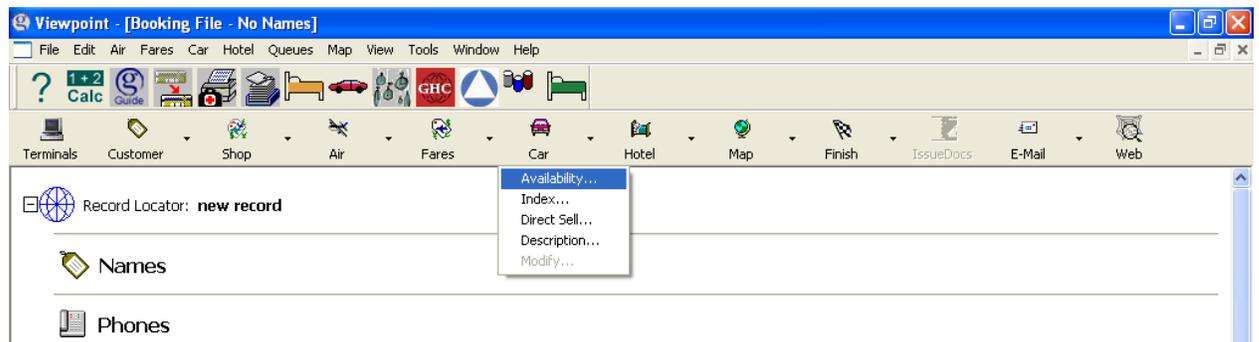


**Note : Remember input passenger name in Focalpoint first before sell car through Viewpoint**

The main screen show under Viewpoint



Search Car availability under Viewpoint by selecting "Availability" under Car button.



## 2. Steps to book car in Viewpoint

1. Define the car search criteria as the following:
  - a. Fill up the mandatory fields : Pickup Date & Time, Return Date & Time, City of Rental Location under Basic Fields

**Car Availability**

Basic Fields | Vendor Specific | One Way | More Car Types | Rate Categories

**Dates**

Pickup Date: 2/14/2006 Tuesday Time: 12:00 PM  
Return Date: 2/21/2006 Tuesday Time: 8:00 AM

**Rental Company**

Vendor 1: ZE - Hertz  
Vendor 2:  
Vendor 3:

**Rental Location**

City or Airport: SFO - San Francisco Intl Arpt

Airport San Francisco Intl Arpt  
 City Locations San Francisco, CA - US  
 Via Reference Point  
 Location ID  Non-CarMaster Location

Rate Type: W - Weekly Car Size: \* - (Any)

Search Cancel

List of Selected Qualifiers

Pickup Date: 2/14/2006  
Pickup Time: 12:00 PM  
Return Date: 2/21/2006  
Return Time: 8:00 AM  
Rate Type: W - Weekly  
Vendor 1: ZE - Hertz  
City or Airport: SFO - San Fran

Enter date or press Alt+Down Arrow to select date from calendar

NOTE : If a booking file has attached, system will auto captured city with date/time Information.

**Car Availability**

Basic Fields | Vendor Specific | One Way | More Car Types | Rate Categories

Dates  
 Pickup Date: 12/30/2005 Friday Time: 10:40 PM  
 Return Date: 12/31/2005 Saturday Time: 8:00 AM

Rental Company  
 Vendor 1: ZE - Hertz  
 Vendor 2:  
 Vendor 3:

Rental Location  
 City or Airport:  
 Airport  
 City Locations  
 Via Reference Point  
 Location ID  Non-CarMaster Location

Rate Type: D - Daily Car Size: \* - (Any)

Search Cancel

List of Selected Qualifiers  
 Pickup Date: 12/30/2005  
 Pickup Time: 10:40 PM  
 Return Date: 12/31/2005  
 Return Time: 8:00 AM  
 Rate Type: D - Daily  
 Vendor 1: ZE - Hertz

Enter date or press Alt+Down Arrow to select date from calendar

**Car Availability**

Basic Fields | **Vendor Specific** | One Way | More Car Types | Rate Categories

Vendor	Corporate Discount #	ID #	Rate Code
1: ZE - Hertz			
2:			
3:			

Hint  
 You may ask for rates based on a corporate discount number, frequent renter number, or even a specific rate code. The CD number and ID number apply only to companies offering Inside Availability.

Search Cancel

List of Selected Qualifiers  
 Pickup Date: 12/30/2005  
 Pickup Time: 10:40 PM  
 Return Date: 12/31/2005  
 Return Time: 8:00 AM  
 Rate Type: D - Daily  
 Vendor 1: ZE - Hertz

Enter a corporate discount number for this car company.

NOTE : Depends on the Car vendor input, you may update the Corporate Discount # or ID# or Rate Code to search Car availability under the "Vendor Specific"

- b. Update "One Way" Tab page if different from pick up location, you may choose Options from the radio button.  
 If you choose with "Drop Location ID" you must input the specific location ID

**Car Availability**

Basic Fields | Vendor Specific | **One Way** | More Car Types | Rate Categories

Find Location

Select drop location from a list if different from pickup.

City or Airport: [Dropdown]

Airport

City Location

Via Reference Point: [Dropdown]

Drop Location ID

1: Vendor ZE - Hertz [Input]  Non-CarMaster Loc

2: Vendor [Input]

3: Vendor [Input]

Display List

List of Selected Qualifiers

Pickup Date: **12/31/2005**  
 Pickup Time: **12:36 AM**  
 Return Date: **1/1/2006**  
 Return Time: **8:00 AM**  
 Rate Type: E - **Weekend**  
 Vendor 1: ZE - **Hertz**  
 City or Airport: **SFO - San Fran**

Hint

You can request one way rates for cars that are to be dropped off at a different location. You can select an airport, choose a city location from a list, or enter specific IDs if known.

Search Cancel

Enter the airport code or press Alt+Down Arrow to select from a list.

Note : The Drop location ID can be found by host entry to view under CAR Index.  
 E.g. CAISFO/ZE

Response :

```

>CAI30DECSFO/ZE
SAN FRANCISCO INTL CA * FR 30DEC * MI DIR
AREA A -- SFO AIRPORT MAIN LOCATIONS -----
  1 ZE +HERTZ SFOT15 SAN FRANCISCO INTL AIRPORT 0
AREA B -- SFO CITY LOCATIONS -----
  2 ZE +HERTZ SFOC41 SOUTH SAN FRANCISCO HLE 3NW
  3 ZE +HERTZ SFOC30 SAN FRAN MARRIOTT MOSCONE 12N
  4 ZE +HERTZ SFOC35 RENAISSANCE PARC 55 12N
  5 ZE +HERTZ SFOC11 10TH STREET HLE 12N
  6 ZE +HERTZ SFOC10 433 MASON STREET 13N
  7 ZE +HERTZ SFOC31 FAIRMONT HOTEL 13N
>CAI*PD* P 1
  
```

c. To select the size and Category of Car Type under “More Car Types” Tab page

Select a preferred car size from the list.

d. Select from pull down menu if specify category is required, such as government or package rates under “Rate Categories” Tab page.

Select from this list if a special category is required, such as government or package rates.

## An example of Car Availability display

Viewpoint - [Car Availability - SFO 14Feb-21Feb]

City/Airport: San Francisco, CA - US (San Francisco Intl Arpt) SFO  
 Dates: Tue 14 Feb to Tue 21 Feb  
 PROMOTIONAL Distances are in miles  
 US Dollar (USD)  
 List of Selected Qualifiers: Pickup Date: 2/14/2006  
 Cars in list: 10

#	Line	Link	Vendor	Location	Car Type	Rate Amt	Approx Total	Pre Pay	FM	Per Mile	Dist	Inclusions
<b>FULLY QUALIFIED IA RATES</b>												
	1		Hertz	Terminal	ECAR	318.99	358.81		UNL	0	T	
	2		Hertz	Terminal	CCAR	328.99	369.63		UNL	0	T	
	3		Hertz	Terminal	ICAR	348.99	391.28		UNL	0	T	
	4		Hertz	Terminal	SCAR	368.99	412.93		UNL	0	T	
	5		Hertz	Terminal	FCAR	368.99	412.93		UNL	0	T	
	6		Hertz	Terminal	CFAR	369.99	414.01		UNL	0	T	
	7		Hertz	Terminal	PCAR	388.99	434.58		UNL	0	T	
	8		Hertz	Terminal	IFAR	423.99	472.47		UNL	0	T	
	9		Hertz	Terminal	SFAR	463.99	515.77		UNL	0	T	
	10		Hertz	Terminal	LCAR	474.99	527.68		UNL	0	T	

Marked Rate Inside Link Inside Availability Upsell Rate

## 2. Display Rules and Description

After defining the search criteria and displaying an availability display, you need now to check the rules and description for the car and rate you have selected:

- Click rate your client is interested in, then click the Rules button.  
The Rules Display screen is displayed, containing information relevant to this rate

Viewpoint - [Rules Display - CarMaster]

Vendor: ZE - HERTZ

**Notices**

HERTZ IS A GALILEO INSIDE AVAILABILITY PARTICIPANT  
 HERTZ HAS OVER 7000 LOCATIONS IN OVER 140 COUNTRIES

**Summary Information**

Arrival: 12:00p Tue 14Feb SFOT15  
 Return: 08:00a Tue 21Feb  
 Car type: ECAR HYUNDAI ACCENT OR SIMILAR  
 Estimated base rate: 318.99 USD - ADDITIONAL DROP CHARGE MAY APPLY  
 Approx total cost of rental: 358.81 USD

**Rate Detail**

Base rate includes: DAY/HOUR CHARGES VEHICLE LICENSE F  
 Approx total includes: BASE RATE PLUS TAXES AND SURCHARGES

Weekly:	(* 1 WK)	318.99 USD	UNL	FM	0.00 Per MI
Extra day:	(* 0 XD)	63.80 USD	UNL	FM	0.00 Per MI
Extra hour:	(* 0 HR)	31.90 USD	UNL	FM	0.00 Per MI

- b. Click on Description button. This displays a list of Keywords. By double-clicking on the keyword, the relevant information is displayed.

The screenshot shows the Viewpoint application window titled "[Car Availability - SFO 14Feb-21Feb]". The menu bar includes File, Information, Search, Alternate Rates, Sell, Sort, View, Options, Window, and Help. The toolbar contains various icons, with the "Description" icon (a document with a magnifying glass) circled in red. Below the toolbar, the window displays search criteria: City/Airport: San Francisco, CA - US (San Francisco Intl), Dates: Tue 14 Feb to Tue 21 Feb, and Pickup Date: 2/14/2006. A table titled "FULLY QUALIFIED IA RATES" is visible, listing car rental options from Hertz.

#	Line	Link	Vendor	Location	Car Type	Rate Amt	Approx Total	Pre Pay	FM	Per Mile	Dist	Inclusions
<b>FULLY QUALIFIED IA RATES</b>												
+	1		Hertz	Terminal	ECAR	318.99	358.81		UNL	0	T	
+	2		Hertz	Terminal	CCAR	328.99	369.63		UNL	0	T	
+	3		Hertz	Terminal	ICAR	348.99	391.28		UNL	0	T	
+	4		Hertz	Terminal	SCAR	368.99	412.93		UNL	0	T	
+	5		Hertz	Terminal	FCAR	368.99	412.93		UNL	0	T	

The screenshot shows the Viewpoint application window titled "[Car Descriptions]". The menu bar includes File, Description, Edit, View, Window, and Help. The toolbar contains icons for Itinerary, Description, Go To, More, Web, and Close Window. The main area displays "ZE - Hertz SFOT15 SAN FRANCISCO INTL ARPT". A table lists keywords and their descriptions:

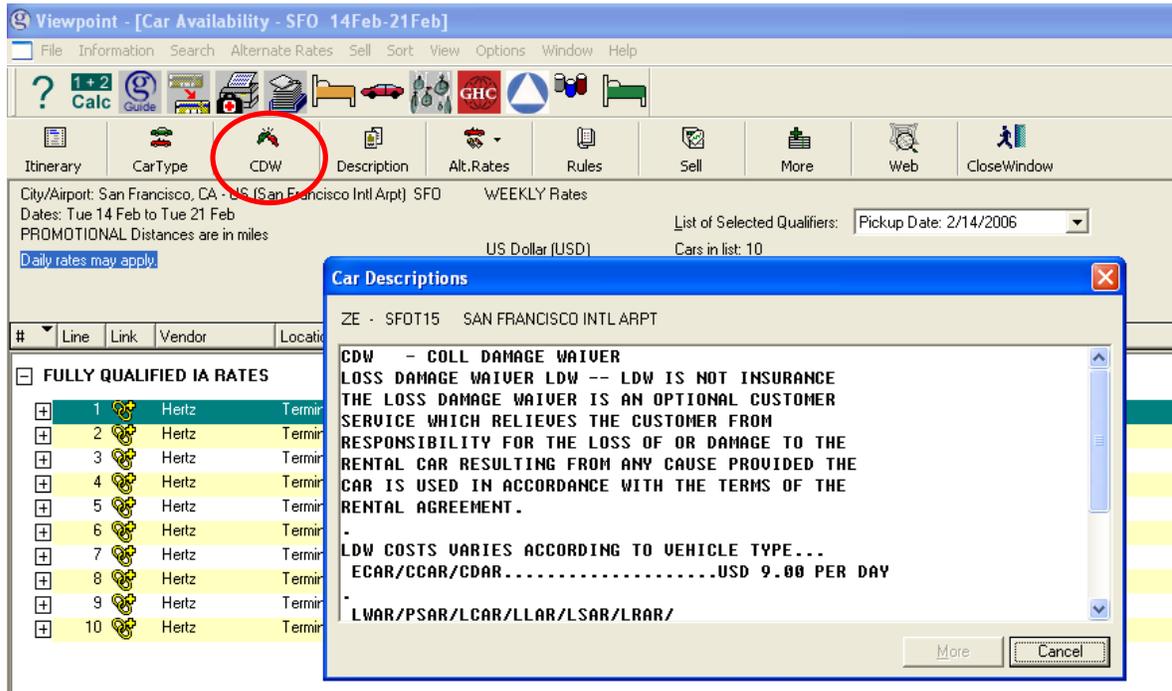
Keyword	Description
GAS	REFUELING POLICY
HOURS	HOURS-OPER/BUSNS
INS	INSURANCE/COVERAGE
PAI	PERSONAL ACC INSUR
SHTTL	SHUTTLE SERVICE
x TAX	TAX-STATE/LOCAL
COMM	COMMERCIAL AGENTS

To the right of the table is a "Description Type" panel with two radio buttons: "Location" (selected) and "Vendor". Below the table, the description for the selected "TAX" keyword is displayed:

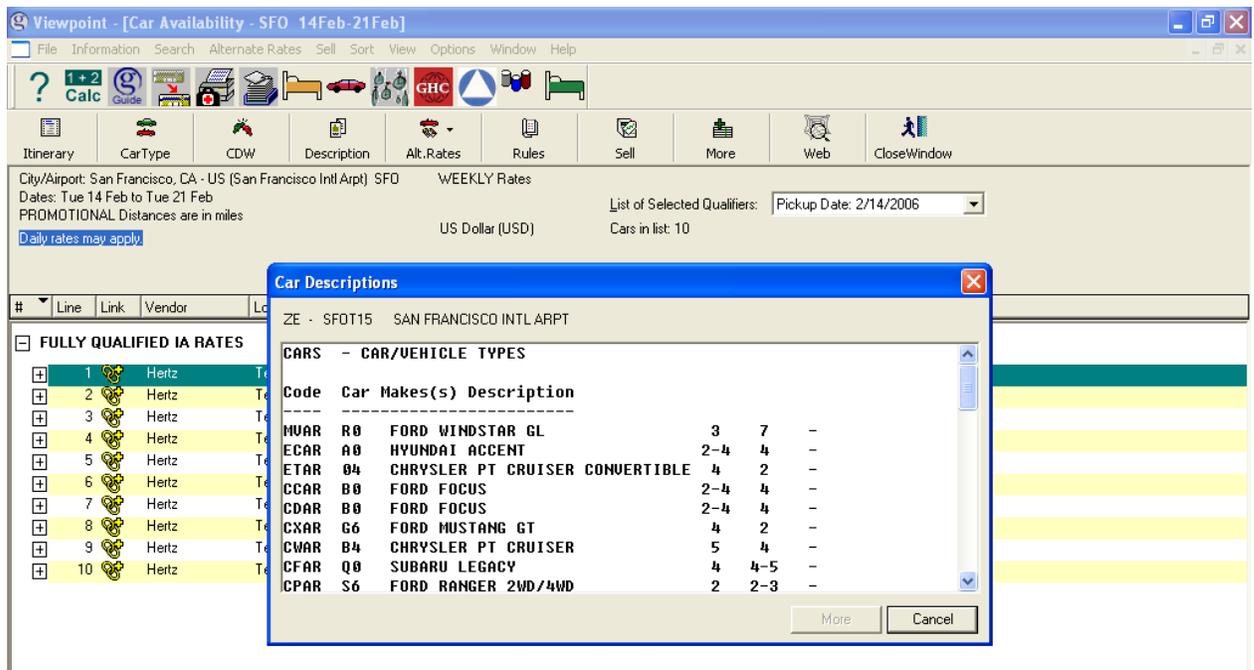
**TAX - TAX-STATE/LOCAL**  
 STATE AND/OR LOCAL TAXES OF 8.25 PERCENT WILL BE APPLIED AT THE COUNTER.  
 -  
 A VEHICLE LICENSING FEE RECOVERY OF USD .94 PER DAY WILL BE ASSESSED ON RENTALS WITH A BUSINESS PROGRAM CDP INCLUDING MOST COMMERCIAL AND BAP CONTRACTS. THIS FEE IS NOT A TAX.  
 -  
 A USD 13.50 PER RENTAL TRANSPORTATION AND FACILITIES FEE WILL BE APPLIED TO ALL RENTALS.  
 -  
 AN AIRPORT CONCESSION FEE RECOVERY OF 11.1 PERCENT WILL BE ASSESSED ON RENTALS WITH A BUSINESS PROGRAM CDP - INCLUDING MOST COMMERCIAL AND BAP CONTRACTS.

Note : You may choose to view Description Type by location or vendor

- c. Click on the CDW button, which displays important information about Collision Damage Waiver. Click Cancel button to close.



- d. Click on Car Type button to get information on the car/vehicle types provided by the car vendor. Click Cancel button to close window.



### 3. Click on the Alternate Rate to display the Daily or Weekend rate

City/Airport: San Francisco, CA - US (San Francisco Intl Arpt) SF  
 Dates: Tue 14 Feb to Tue 21 Feb  
 PROMOTIONAL Distances are in miles  
 Daily rates may apply

List of Selected Qualifiers: Pickup Date: 2/14/2006  
 Cars in list: 10

#	Line	Link	Vendor	Location	Car Type	Rate Amt	Approx Total	Pre Pay	FM	Per Mile	Dist	Inclusions
<b>FULLY QUALIFIED IA RATES</b>												
+	1		Hertz	Terminal	ECAR	318.99	358.81		UNL	0	T	
+	2		Hertz	Terminal	CCAR	328.99	369.63		UNL	0	T	
+	3		Hertz	Terminal	ICAR	348.99	391.28		UNL	0	T	
+	4		Hertz	Terminal	SCAR	368.99	412.93		UNL	0	T	
+	5		Hertz	Terminal	FCAR	368.99	412.93		UNL	0	T	
+	6		Hertz	Terminal	CFAR	369.99	414.01		UNL	0	T	
+	7		Hertz	Terminal	PCAR	388.99	434.58		UNL	0	T	
+	8		Hertz	Terminal	IFAR	423.99	472.47		UNL	0	T	
+	9		Hertz	Terminal	SFAR	463.99	515.77		UNL	0	T	
+	10		Hertz	Terminal	LCAR	474.99	527.68		UNL	0	T	

### 4. Sell the Car

After checking all the details relating to the rental of the car, you are now ready to complete the sale:

- a. Click the Sell button  
 The Reference Car Sell screen is displayed

**Sell**

Basic Fields | Customer | Rate Categories | Special | One Way

Pickup Date: Feb 14 Tue Time: 12:00 PM Flight:

Return Date: Feb 21 Tue Time: 8:00 AM

Vendor: ZE - Hertz Corp Discount #:

Car Type: ECAR Rate: 318.99 USD

Economy

City: SFO - San Francisco Intl Arpt Location ID: SFOT15

Hint

Use the tabs to find a variety of qualifiers which may provide more information to the car company for this booking.

List of Selected Sell Options

Rate Code: **MCLW**

Sell Cancel

Enter arriving flight using airline code and flight number if applicable.

- b. Determine if any Sell Qualifiers are needed
  - If Yes, complete the Sell Options :
    1. Customer Information

**Sell**

Basic Fields | **Customer** | Rate Categories | Special | One Way

Customer Membership #:

Frequent Traveller #:

Guarantee:

First Name:

Last Name:

Hint  
Use these fields to send information about your client's frequent renter or frequent flyer participation. You can indicate how the booking is to be guaranteed if necessary.

List of Selected Sell Options  
Rate Code: **MCLW**

Frequent car renter club number if appropriate. (/ID- field)

## 2. Rate Categories

**Sell**

Basic Fields | Customer | **Rate Categories** | Special | One Way

Rate Code:

Tour #:

Booking Source:

Prepayment Info:

Hint  
These options are for unusual circumstances when you need to give the car company details about the rate not supplied by availability.

List of Selected Sell Options  
Rate Code: **MCLW**

Enter tour number if appropriate. (/IT field)

### 3. Special Equipment

**Sell**

Basic Fields | Customer | Rate Categories | **Special** | One Way

Special Service:

Special Equipment

Equipment Codes

Free Form Request

Hint

Requests for special services or equipment can be entered here. It is a good idea to review the EQUIP keyword on the Descriptions screen to see what the car company offers and charges.

List of Selected Sell Options

Rate Code: **MCLW**

Enter any special service request. (/SI- field)

### 4. Drop Off.

**Sell**

Basic Fields | Customer | Rate Categories | **Special** | One Way

Find Location

Select drop location from a list if different from pickup.

City or Airport

Airport

City Location

Via Reference Point

Drop Location ID

1: Vendor ZE - Hertz

Hint

To specify the return location for a one way rental, you can select an airport, choose a city location from a list, or enter a specific ID.

List of Selected Sell Options

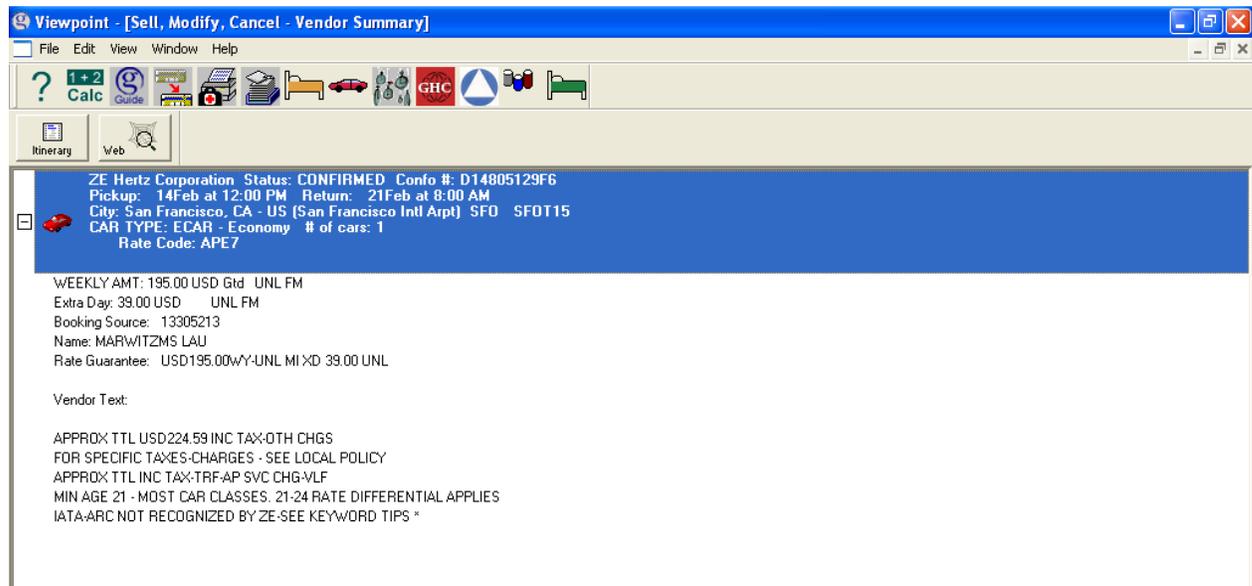
Rate Code: **MCLW**

Enter the airport code or press Alt+Down Arrow to select from a list.

If No, click the Sell button

The Vendor Summary is returned

The screen contains information about the sale and where relevant, the confirmation number



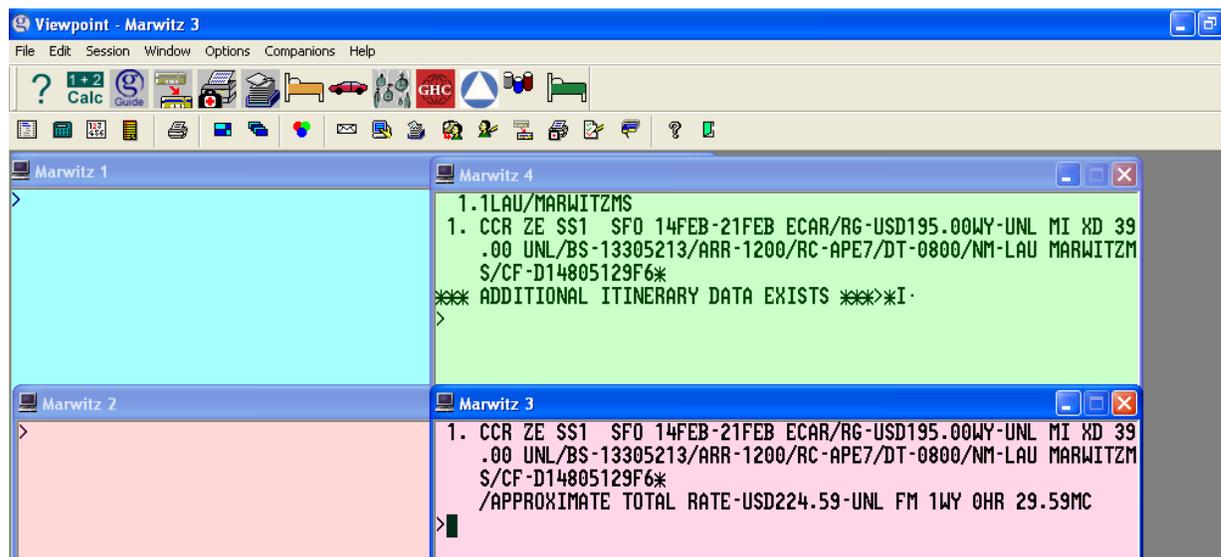
## 5. Ending the Transaction in Focalpoint

Steps :1. Go back to Focalpoint by click on "Terminal Icon" or press Ctrl G

2. \*R Re-display the record  
(the booked Car segment is reflected in the Booking File)  
Complete the mandatory to finish off

a booking file

3. R.P Add Received From
4. E or ER End Booking



## 6. Car Modification

Once a car segment has been sold through Carmaster Viewpoint, it is possible to modify the booking

- From the main Itinerary screen, right click on the car segment , then click Modify Segment  
The Car Modify Request dialogue box is displayed
- Modify data (Pick up and Return Dates / Car Size and Category or any other sell options)
- Click Modify
- Revised Car Summary will be displayed

The screenshot shows the Viewpoint software interface for a booking file named [Booking File - LAU]. The main window displays a record locator 'new record' and an itinerary section. The itinerary contains one car segment (1) with the following details:

1	Pick up: Tuesday, February 14, 2006 at 12:00 PM San Francisco	1Car
	Drop off: Tuesday, February 21, 2006 at 8:00 AM	
	ZE - Hertz Corporation Car Type: ECAR - Economy	
	195.00 USD	Guaranteed UNL Free Miles
	Rate Code: APE7	ation: D14805129F6

Below the car segment, there are several fields for optional information:

Car Optional Fields:	
Rate Guarantee :	USD195.00WY-UNL MI XD 3
Booking Source :	13305213
First Name :	MARWITZMS
Last Name :	LAU
Unknown ID :	SD224.59-UNL FM 1WY DHF

A context menu is open over the car segment, listing the following options:

- New Air Segment
- New Car Segment
- New Hotel Segment
- Details
- Description
- Edit Associated Remarks...
- Modify... (Shift+Enter)
- Cancel Segment(s) Delete
- Cancel Itinerary
- Reorder Segments...
- Fare Quote...
- Fare Display...
- Display Map

At the bottom of the screen, there is a 'Hints' section with the following text:

- Read rules for selected rate

The bottom right corner of the window displays 'Custom Viewpoint?Home'.

**Car Modify** [Close]

Basic Fields | Customer | Rate Categories | Special | One Way

**Dates**  
 Pickup Date: 2/14/2006 Tuesday Time: 12:00 PM Flight #:   
 Return Date: 2/21/2006 Tuesday Time: 8:00 AM

**Rental Company**  
 Vendor: ZE - Hertz Corp Discount #:

**Rental Location**  
 Location: SFO

**Car Type**  
 After selecting a vendor, you may select a car type from availability or specify the car type below:

Size: E - Economy Category: C - 2 or 4 Door  Auto Trans (automatic)  Air Cond. (yes)  
 Car Type: ECAR

List of Selected Modify Options  
 Pickup Location: SFO  
 Pickup Date: 2/14/2006  
 Pickup Time: 12:00 PM  
 Return Date: 2/21/2006  
 Return Time: 8:00 AM  
 Car Type: ECAR  
 First Name: MARWITZMS  
 Last Name: LAU  
 Rate Code: APE7  
 Booking Source: 13305213

Enter date or press Alt+Down Arrow to select date from calendar

## 7. Car Cancellation

To cancel a car segment:

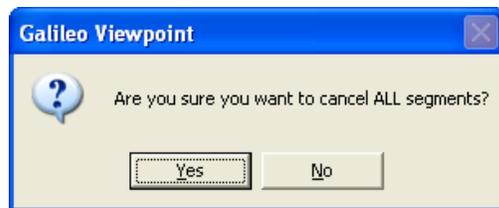
- Right click on the Car segment, then click Cancel Segment

The screenshot shows the Viewpoint software interface with a right-click context menu open over a car segment. The segment details are as follows:

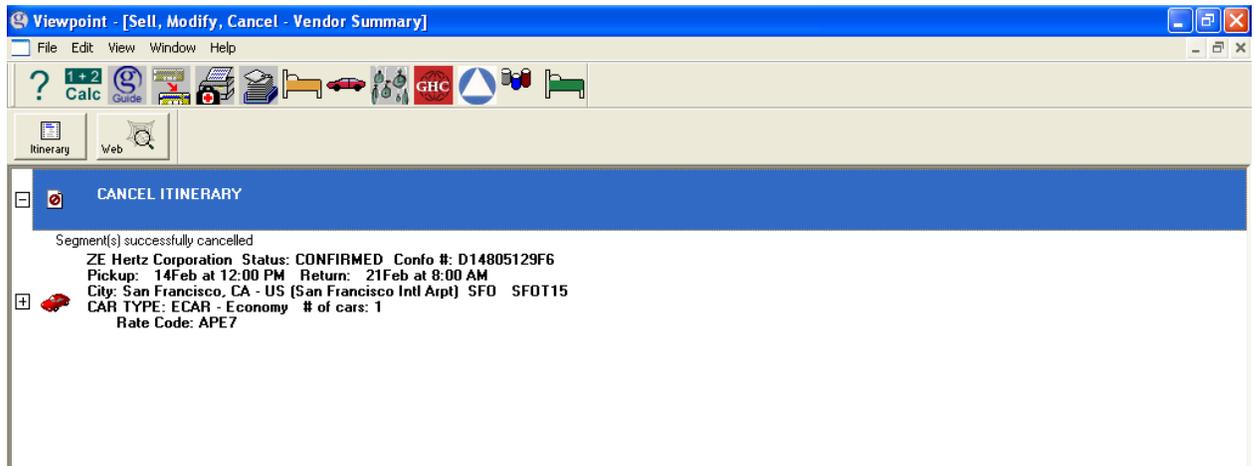
1	Pick up: Tuesday, February 14, 2006 at 12:00 PM San Francisco	1Car
	Drop off: Tuesday, February 21, 2006 at 8:00 AM	
	ZE - Hertz Corporation Car Type: ECAR - Economy	
	195.00 USD	
	Rate Code: APE7	Status: SS
Car Optional Fields:		
Rate Guarantee :	USD195.00WY-UNL MI XD 39.00 UNL	
Booking Source :	13305213	
First Name :	MARWITZMS	
Last Name :	LAU	
unknown ID :	SD224.59-UNL FM 1WY OHR 29.59MC	

The context menu includes the following options:

- New Air Segment
- New Car Segment
- New Hotel Segment
- UNL Free Miles
- U5129F6
- Details
- Description
- Edit Associated Remarks...
- Modify... Shift+Enter
- Cancel Segment(s) Delete**
- Cancel Itinerary
- Reorder Segments...
- Fare Quote...
- Fare Display...
- Display Map



A dialogue box will prompt up choose <yes> if confirm to cancel

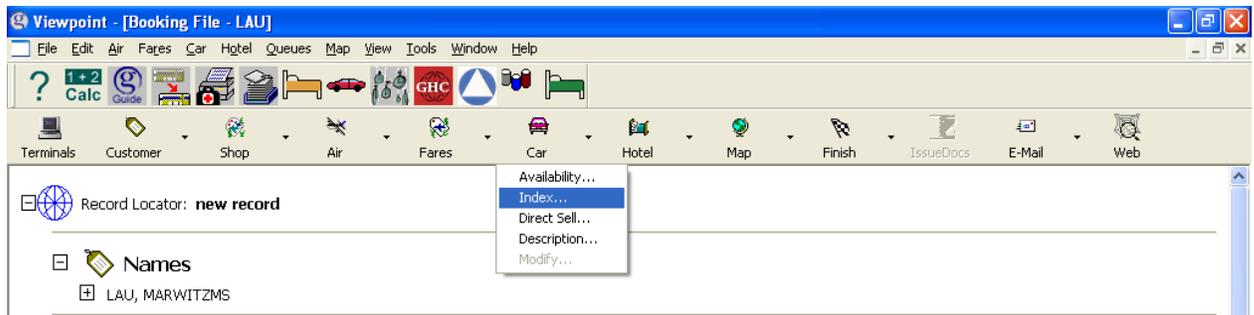


## 8. Car Index

When you need to determine where a car company has rental location in a city, you may refer to Car Index for information.

The location may be a 3-letters city code or a full city / airport name or you may simply select from the list by hitting the down-arrow button.

- Click Car button from the Itinerary screen
- Click Index from drop down menu
- Fill in necessary information in Car Location Index Request dialogue box



**Viewpoint - [Car Location Index Request]**

**Rental Company**

Vendor 1: ZL - National You may specify up to 3 vendors to narrow your location search

Vendor 2:

Vendor 3:

**Rental Location**

City or Airport: JFK - John F Kennedy Intl

Airport John F Kennedy Intl

City Locations New York, NY - US

via Reference Point

Pickup Date: 12/31/2005 Saturday

**Hint**

This screen is very helpful when you need to determine where a car company has rental locations in a city. You can go from the output list to availability or location descriptions.

OK Cancel

Enter the airport code or press Alt+Down Arrow to select from a list.

Click OK button and the Car Index will be displayed

## The Car Index screen sample

Viewpoint - [Car Index - JFK 31Dec]

File Information Search Sort View Window Help

Itinerary **availability** Description Address More Web CloseWindow

Distances are in miles Pickup Date: 12/31/2005

Line	Link	Vendor	Location	Address	Distance
<b>Area A - JFK Airport Main Locations</b>					
L1		National	JFKT01	JOHN F KENNEDY INTL ARPT	T
<b>Area B - EWR Airport Main Locations</b>					
L2		National	EWRT01	NEWARK AIRPORT	23W
<b>Area C - EWR South Suburban</b>					
L3		National	EWRS03	ISELIN, NJ - 515 RT 1 S	32W
<b>Area D - HPN Airport Main Locations</b>					
L4		National	HPNT01	WESTCHESTER COUNTY ARPT	31N
<b>Area E - HPN East Suburban</b>					
L5		National	HPNE03	STAMFORD, CT - 700 MAIN ST	36NE
<b>Area F - ISP Airport Main Locations</b>					
L6		National	ISPO01	ISLIP AIRPORT HOLIDAY INN	41E
<b>Area G - LGA Airport Main Locations</b>					
L7		National	LGAT02	LAGUARDIA AIRPORT	12NW
<b>Area H - NYC City Location</b>					
L8		National	NYCC03	305 EAST 80TH STREET	15NW
L9		National	NYCC05	21 EAST 12TH STREET	15NW
L10		National	NYCC06	142 EAST 31ST STREET	15NW
L11		National	NYCC07	138-146 EAST 50TH STREET	15NW
L12		National	NYCC01	252 WEST 40TH STREET	16NW
L13		National	NYCC08	219 WEST 77TH STTEET	17NW

Inside Link Inside Availability

Note : You may choose continue to choose the Car availability by choosing the “Availability” icon

**Car Availability**

Basic Fields Vendor Specific One Way More Car Types Rate Categories

Dates  
 Pickup Date: 1/1/2006 Sunday Time: 1:41 AM  
 Return Date: 1/2/2006 Monday Time: 8:00 AM

Rental Company  
 Vendor 1:  
 Vendor 2:  
 Vendor 3:

Rental Location  
 City or Airport: JFK - John F Kennedy Intl  
 Airport John F Kennedy Intl  
 City Locations New York, NY - US  
 Via Reference Point  
 Location ID  Non-CarMaster Location

Rate Type: E - Weekend Car Size: \* - (Any)

Search Cancel

List of Selected Qualifiers  
 Pickup Date: 1/1/2006  
 Pickup Time: 1:41 AM  
 Return Date: 1/2/2006  
 Return Time: 8:00 AM  
 City or Airport: JFK - John F Kennedy Intl  
 Rate Type: E - Weekend  
 Area: JFK Airport Main Locations

D Enter date or press Alt+Down Arrow to select date from calendar

## 9. Queuing Message to Car Vendor

Communication with Car Vendor can be made via Vendor Remarks field of Booking File

Steps in Queuing :

1. \*RLOC                      Display Booking File Reference
2. V.CZL\*FREE TEXT Send message to National (ZL) via Vendor Remarks
3. R.P                         Add received from
4. QEB/VVD                 Queue Booking File on Vendor's queuing address VVD

Note : Not all vendor participate in this function, Queuing address can be checked from our Galileo Information System (G.I.S.)

GC\*12/CAR/ZD            ZD – Car chain code

CHAP 12-CARMASTER	PAGE 1-CAR
PARAGRAPH-ZL	
ZL NATIONAL	INSIDE AVAILABILITY
QUEUE CITY: VVD	

## 10. Useful GIS page

A useful page for Carmaster can be found at our GIS page GC\*CARMASTER or GC\*12

GIS CHAPTER 12- CARMASTER	PAGE INDEX
TO SELECT A PAGE ENTER GP*.. (EG GP*18)	
1 CAR	2 WELCOME TO CARMASTER
3 ENCODE AND DECODE	4 VENDOR LINKS
5 CAR CODES	6 RATE CATEGORIES
7 RATE TYPES	8 AVAILABILITY
9 CORPORATE BOOKINGS	10 RATE SHOPPING
11 VENDOR INFORMATION	12 NON-AIRPORT LOCATIONS
13 SPECIAL EQUIPMENT CODES	14 CURRENCY CONVERSION
15 QUEUING	16 ENHANCEMENT NEWS

To look at the Car Code, refer page 5 (GP\*5)

CLASS	TYPE	TRANSMISSION	AIR COND
-----	-----	-----	-----
M MINI	C 2/4 DOOR	A AUTOMATIC	R YES
E ECONOMY	B 2 DOOR	M MANUAL	N NO
C COMPACT	D 4 DOOR		
I INTERMEDIATE	W WAGON		
S STANDARD	V VAN		
F FULL SIZE	L LIMOUSINE		
P PREMIUM	S SPORT		
L LUXURY	T CONVERTIBLE		
X SPECIAL	F 4 WHEEL DRIVE		
	P PICK UP		
	J ALL TERRAIN		
	X SPECIAL		