Booking Cars and Hotels using Viewpoint™

Study Guide

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For questions or comments, please send a message to: training.development@galileo.com

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Module 1: Introduction

Welcome to the Booking Cars and Hotels using Viewpoint™ class. In this course you will learn how easy it is to book both cars and hotels using Viewpoint™ and save the booking in the Apollo® system.

Prerequisites

To help ensure successful completion of this course, you need to be able to:

- Perform basic mouse and Microsoft Windows functions.
- Identify reservation tasks performed by a travel counselor (leisure or corporate).
- Have at least six months experience booking travel reservations in a computer reservations system (CRS).

Housekeeping

The following should be noted:

- Fire exits
- Restrooms
- Breaks
- Smoking area
- Phones
- Messages

Course Length

This course is one day in length.

Course Objectives

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

- Create, change, and retrieve passenger name records (PNRs).
- Locate and display information from the Apollo® system using Viewpoint™.
- Sell, modify, and cancel hotels and cars.

Method of Instruction

- Lecture
- Hands-on
- Practice

Student Reference Materials

This course book is designed as a learning tool to be used during class and as a reference guide after class. Take notes directly in the course book and complete all of the exercises.

Booking Guidelines

Throughout this class you will be working in Viewpoint™, accessing the live Apollo® system. This means that anything you sell is taking space from a vendor's inventory. To prevent loss of sales to a vendor, please follow these instructions:

- Book *only* the dates indicated by your instructor.
- Use your name for the passenger name unless instructed otherwise.
- Follow all instructions. If instructions indicate to ignore a PNR, please do so.
- Sell *only* the car and hotel vendors as instructed.

Module 2: Getting Started

Before you begin booking cars and hotels in the Apollo® system, you first need to understand the Apollo® platform of Focalpoint® and Viewpoint™. In addition to explaining these features, this module explains how to sign on to and off of Apollo®, access Apollo® News, and display online help.

Module Objectives

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

- Launch Viewpoint™
- Sign on to Apollo® using Viewpoint™
- Identify and describe the Viewpoint™ itinerary window components
- Access Viewpoint™ Help
- Sign off of Apollo® without exiting Viewpoint™
- Sign on to Apollo® when Viewpoint™ is already running
- Sign off of Apollo® and exit Viewpoint™

Apollo®, Focalpoint®, and Viewpoint™

Apollo® is the name of the Computerized Reservations System (CRS) on which you will be making travel reservations.

Focalpoint® is an application that integrates Microsoft Windows®–based technology with the Apollo® CRS using your computer. With Focalpoint®, you not only have access to Apollo®, but you also have access to Windows applications such as Viewpoint™. You will be using Viewpoint™ on your PC to make reservations in the Apollo® CRS.

Viewpoint™ is a computer application that uses the intuitive graphics of a Windows®-based interface to make booking in the Apollo® system easy. With Viewpoint™, you don't need to remember command codes. The graphics on the screen will help you through what you need to do.

Launch Viewpoint™

You use Viewpoint™ to sign on to the Apollo® system. How you start Viewpoint™ depends on how your systems administrator installed Viewpoint™.

If there is a Focalpoint® icon on your desktop, you double-click it to start Focalpoint®, and then start Viewpoint™ from within Focalpoint®.

If there isn't a Focalpoint® icon on your desktop, you double-click the Viewpoint™ icon.

When to use

Start Viewpoint™ when you want to sign on to the Apollo® system.

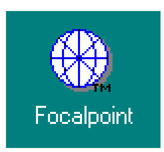
How to use

To start Viewpoint™, use the following steps.

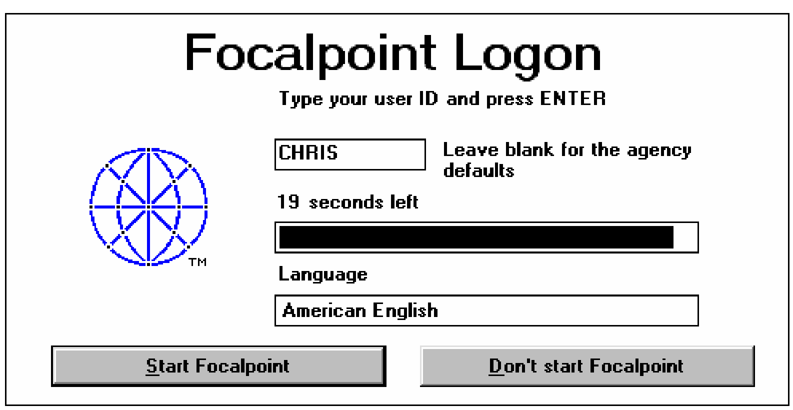
1. Do one of the following from your desktop:
   - If there isn't a Focalpoint icon, double-click the Viewpoint™ icon and then skip to the next section titled, "Signing on to Apollo® Using Viewpoint™."

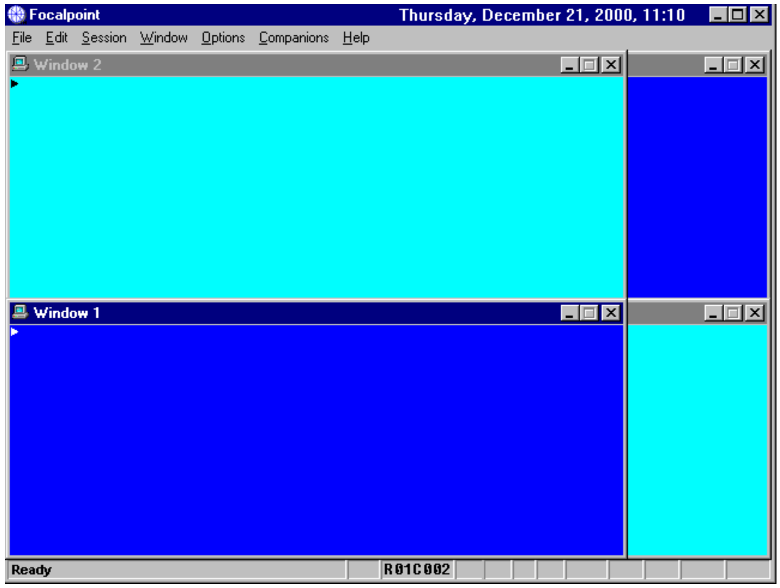
   - If there is a Focalpoint icon on your desktop, double-click it to start Focalpoint®.

   The Focalpoint Logon window appears. You can wait 20 seconds or click the Start Focalpoint button.

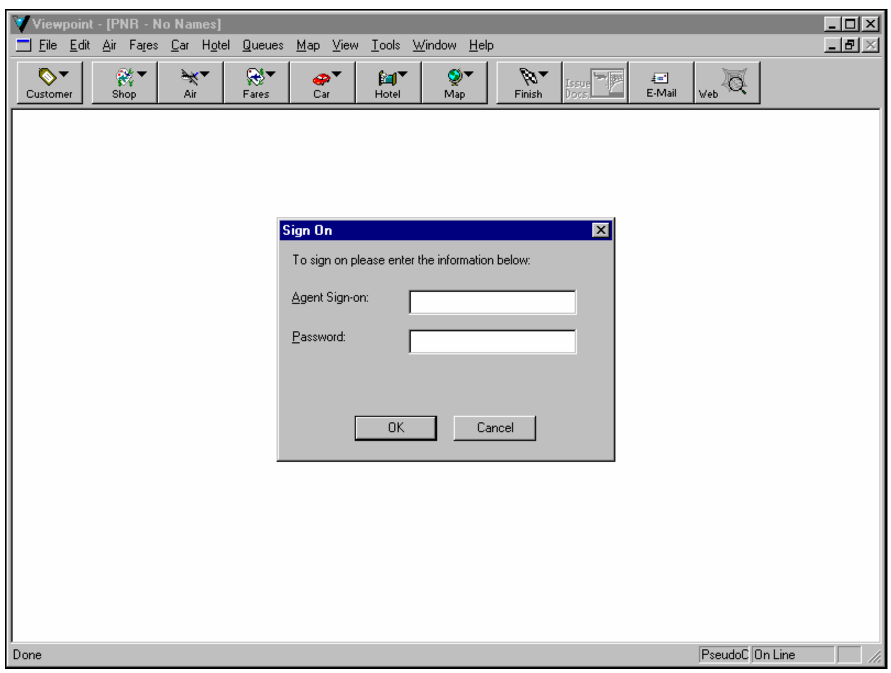
   

The Focalpoint window appears.



2. From the Companions menu, select Viewpoint.

   As Viewpoint™ starts, a Welcome screen briefly appears, and then the Viewpoint™ sign on dialog box appears:



Sign on to Apollo® Using Viewpoint™

You sign on to the Apollo® system using an agent sign-on and password. Your agency manager or secondary authorizer assigns your agent sign-on.

Passwords are six to ten characters in length and must be changed every 90 days. Apollo® prompts you when you need to assign yourself a new password.

How to use

To sign on to the Apollo® system using Viewpoint™, use the following steps.

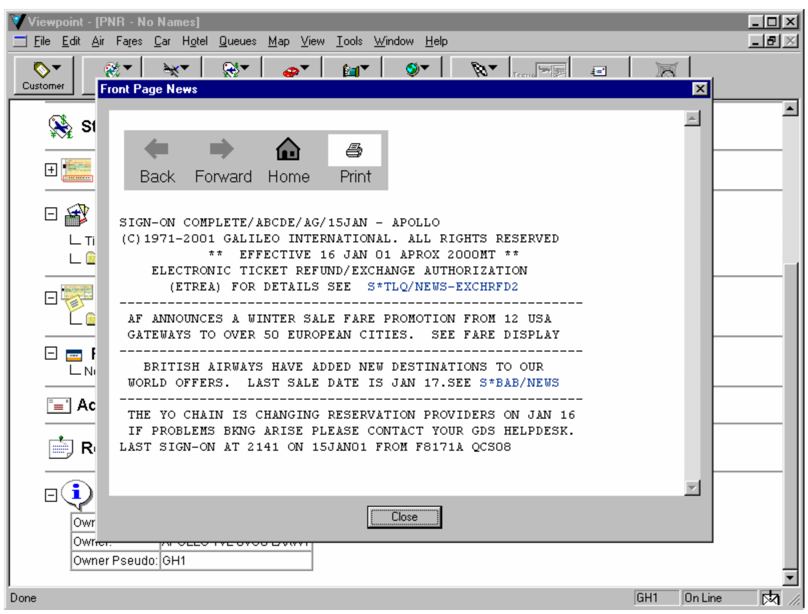
1. Type your agent sign-on in the Agent Sign-on text box, and then press Tab.

   Note: Your agent sign-on appears in capital letters.

2. Type your password in the Password text box, then click OK.

   Note: Asterisks display instead of your password.

   After your agent sign-on and password are verified, the Front Page News window appears. It can include new Apollo® information, vendor promotions, or important industry or government news. News items that you can display more information on are displayed in blue text.



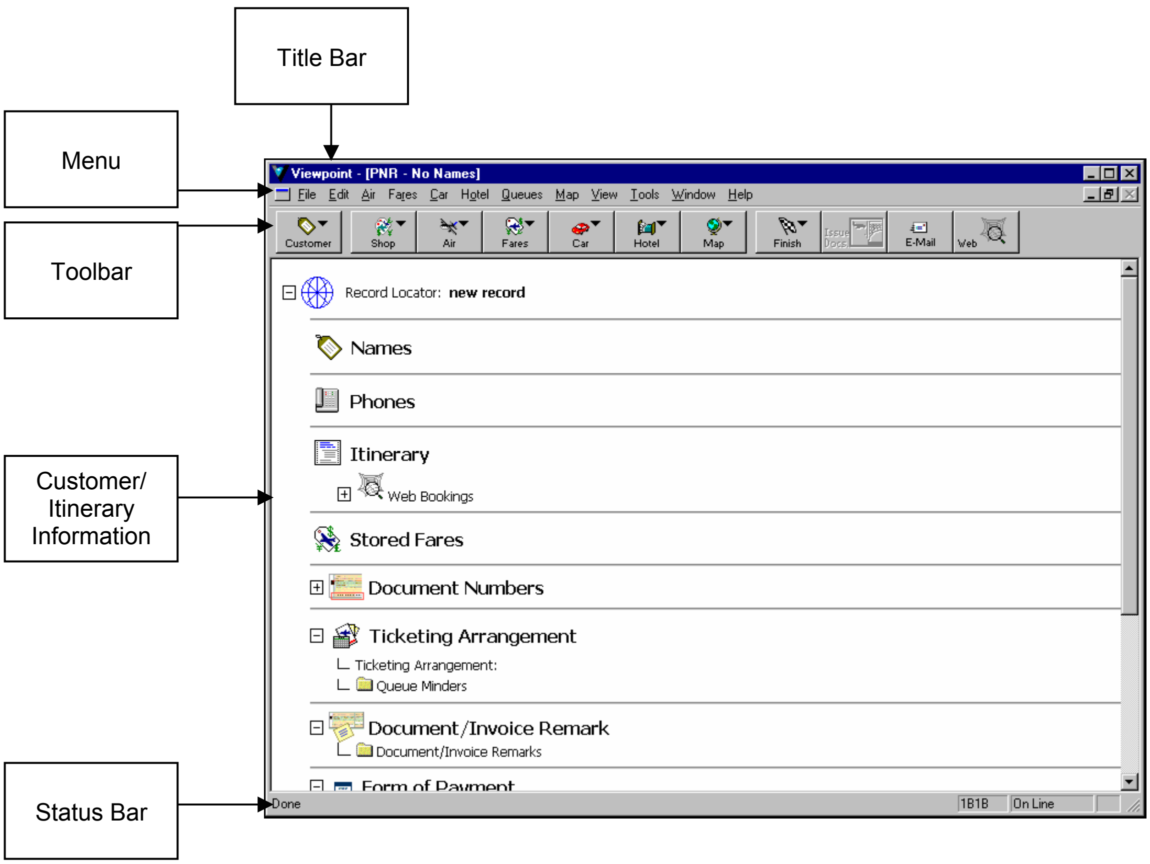
3. Click Close to close the Front Page News window.

Viewpoint™ Itinerary Window

The Viewpoint™ itinerary window is the window from which you will do most of your work. As you perform the various tasks to create a travel record, or PNR (Passenger Name Record), information is added to this window.

The itinerary window has several parts:

- Title Bar—displays the customer's name if you have retrieved a PNR or entered a name. Displays 'No Names' when working with a new record.
- Menu—contains the commands for booking travel information.
- Toolbar—buttons that enable easy access to the same functions as those on the menu.
- Customer/Itinerary Information—displays air, car, hotel, and ticketing information.
- Status Bar—displays helpful prompts, pseudo city code, system status, and when a message is waiting.



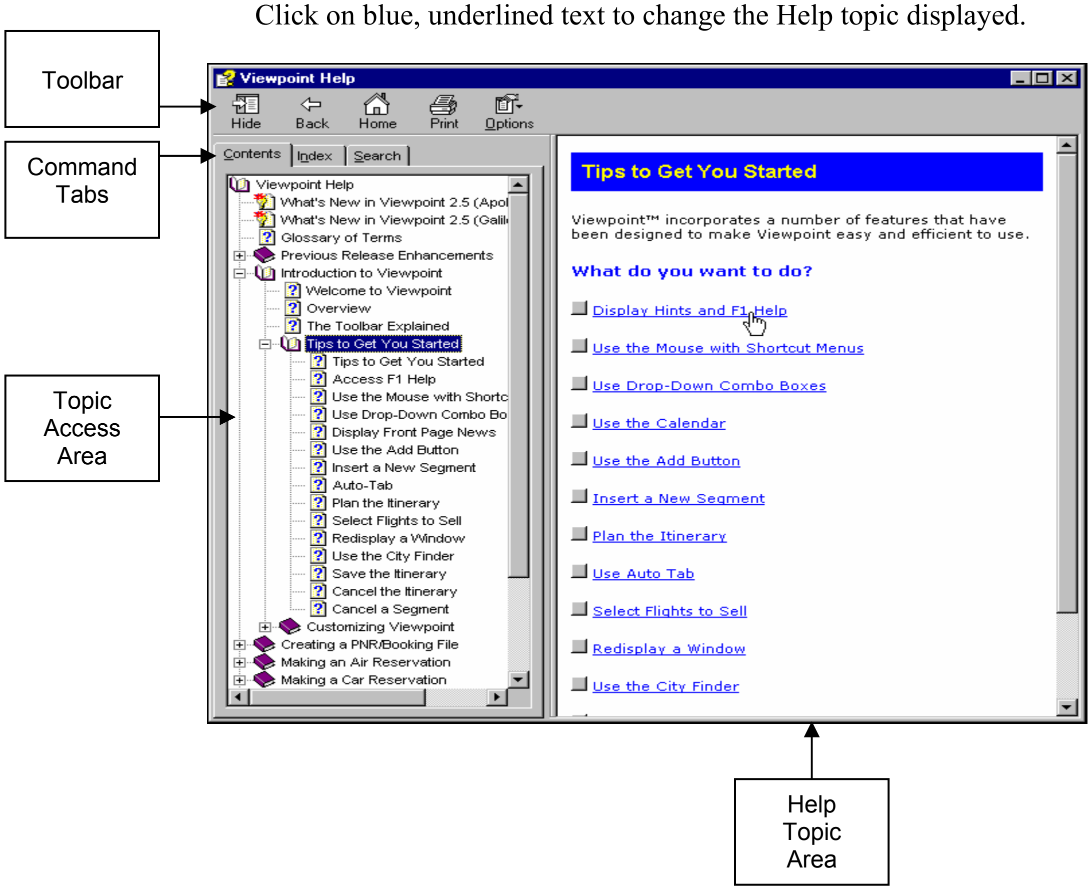
Access Help

Online Help is your resource for Viewpoint™ information and procedures. It is available whenever you need it.

There are two ways to access Viewpoint™ Help. Which method you use depends on if you want help specific to the current screen (context-sensitive) or help on another part of Viewpoint™. Once you have accessed Help, you can navigate to any part of the Help regardless of which method you used to display it.

Help appears in a separate window, and can remain open as you work in Viewpoint™. It has several parts:

- Toolbar—buttons that control the display and printing of the topic in the Help Topic Area.
- Command Tabs—used to determine the method of accessing help information: table of contents, index search, or word/phrase search.
- Topic Access Area—area that lists the Help topics that you can display. Double-click to open a specific book or to display a topic.
- Help Topic Area—Area in which the Help information is displayed. Click on blue, underlined text to change the Help topic displayed.



Display Context-Sensitive Help

Context-sensitive help is help that is specific to where you are in Viewpoint™. For example, if you are looking at a Car Availability display, help will be specific to the buttons and information on that screen.

When to use

Display context-sensitive Help when you are working with a specific Viewpoint™ window or screen and need help.

How to use

1. To display context-sensitive help, press F1.

   The Viewpoint Help window will appear containing a topic specific to the window or dialog box currently displayed.

2. To close the Viewpoint Help window, click the close button ().

Practice

Sign on to Viewpoint™ and display the itinerary window. Display context-sensitive help. What is the name of the Help topic that appears?

____

Display General Help

If you aren't working in a specific part of Viewpoint™, or you are not sure how to begin a task, access general Help. Once Help is displayed you can scan through the list of topics.

When to use

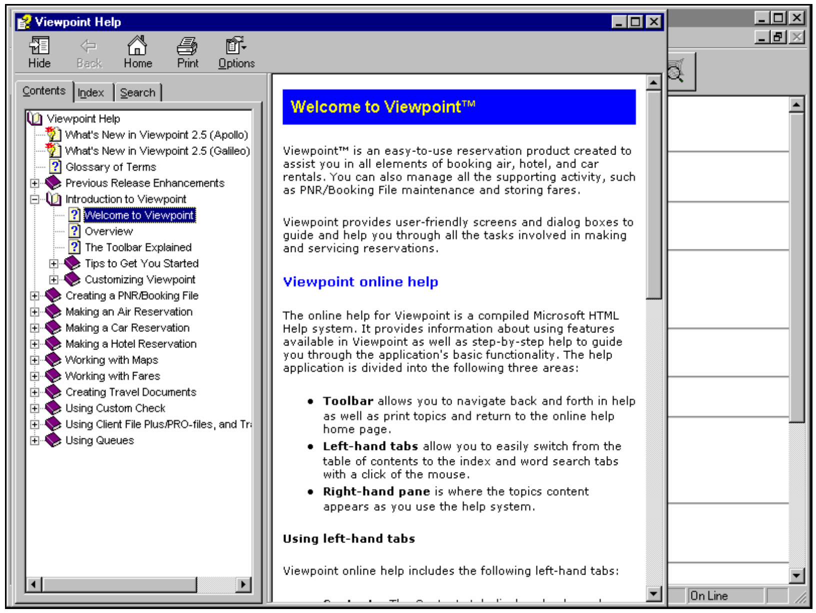
Display general Help when are not sure how to begin a task.

How to use

To display general help, use the following steps.

1. On the Help menu, click Contents.

   The Viewpoint Help window appears:



2. Expand any of the Help books by clicking the plus sign next to it (). For example, click the plus sign next to the 'Making a Car Reservation' book.

   The book opens, listing Help topics and/or other books. A question mark icon () indicates a Help topic.

   Note: You can also use the Index and Search functions to find a Help topic.

3. Click a Help topic to display it. For example, click the 'Car Reservation Overview' topic.

   The Help topic appears in the Help Topic Area.

4. To close the Viewpoint Help window, click the close button ().

   Note: You can keep the Viewpoint™ Help Window open while you use Viewpoint™.

Practice

Display general help. Then answer the following questions.

1. Use the Viewpoint Help Content tab and look up the glossary definition for 'AAA'. What does it stand for?

   ____

2. Use the Viewpoint Help Search tab and search for 'AAT'. What does it stand for?

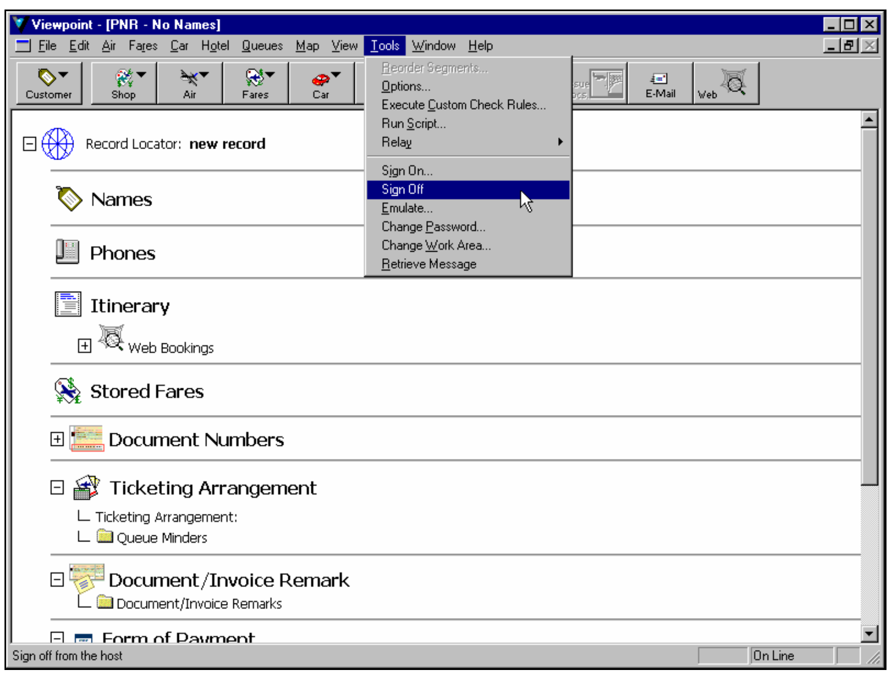
   ____

Sign Off of Apollo® without Exiting Viewpoint™

If you are leaving your desk for an extended period of time, you should sign off of the system. Signing off of the system prevents others from using it under your ID.

If you are leaving your desk *but* plan on returning to it later in the day, you will want to sign off *without* closing Viewpoint™. This will enable you to quickly sign back on when you return to your desk.

To sign off of the system without closing Viewpoint™, use the Tools menu:



When to use

Sign off of Apollo® without exiting Viewpoint™ when you leave your desk for an extended period of time, such as for a lunch break, and plan on working on the system later the same day.

How to use

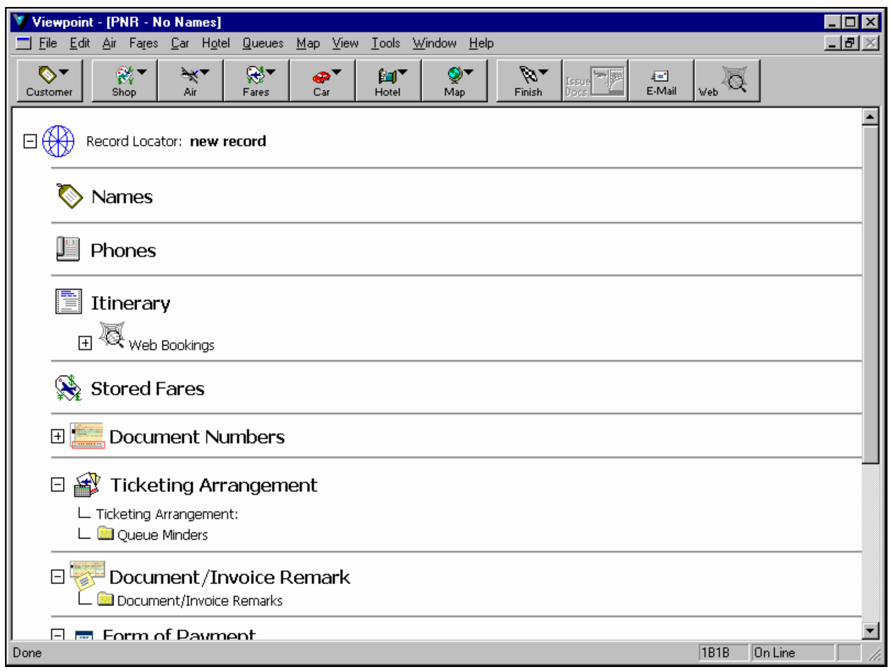
To sign off of the Apollo® system without exiting Viewpoint™, use the following steps.

1. From the Tools menu, click Sign Off.

   The Galileo Viewpoint information box appears:

2. Click OK or press Enter.

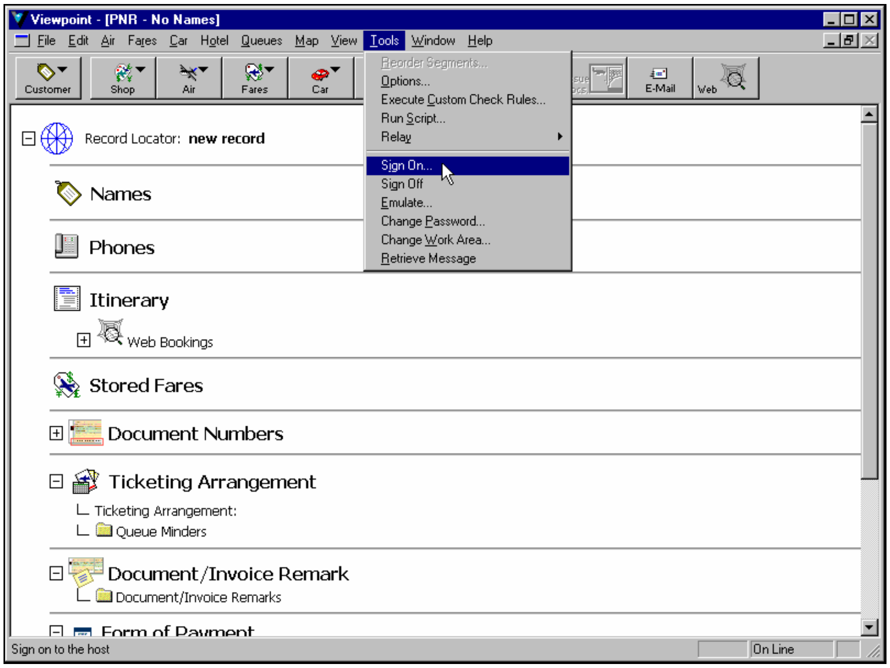
   You are signed off of the Apollo® system. The Viewpoint™ itinerary window remains displayed.



Sign on to Apollo® when Viewpoint™ is Running

When you sign off of the Apollo® system without closing Viewpoint™, you can quickly sign back on without having to re-launch Viewpoint™.

To sign on to Apollo® when Viewpoint™ is running, use the Tools menu:



When to use

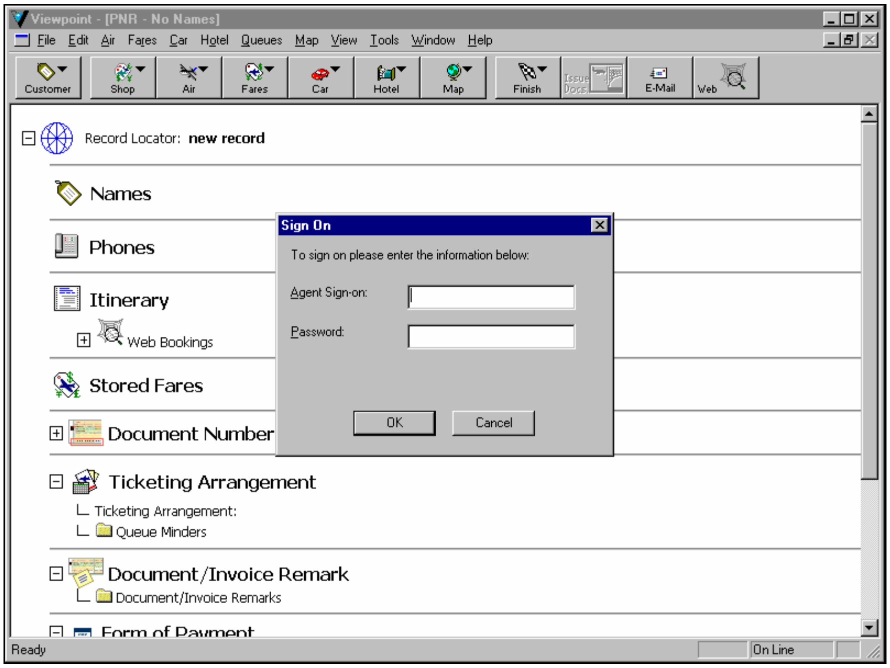
When you sign off the Apollo® system without exiting Viewpoint™, you can quickly sign back on.

How to use

To sign on to the Apollo® system when Viewpoint™ is already running, complete the following steps:

1. From the Tools menu, click Sign On.

   The Sign On dialog box appears:



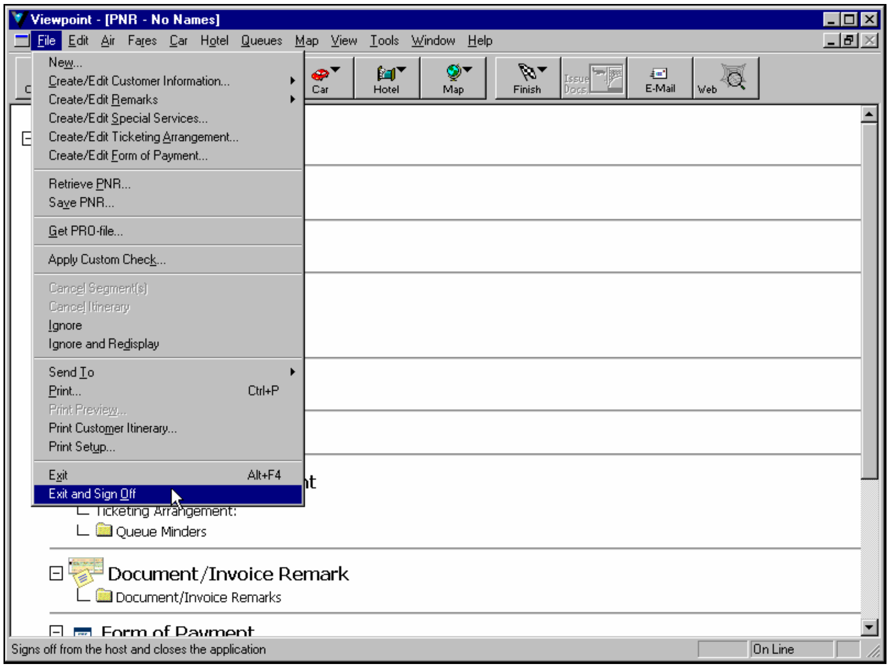
2. Type your agent sine in the Agent Sign-on text box, and then press Tab.
3. Type your password in the Password text box, then press Enter or click OK.

   After your agent sign-on and password are verified, the Front Page News window appears.
4. Click Close to close the Front Page News window.

Sign Off and Exit Viewpoint™

When you are ready to leave for the day or no longer want to use Apollo® for the day, you will want to sign off of Apollo® and exit Viewpoint™.

To sign off of the system and exit Viewpoint™, use the File menu:



When to use

Exit Viewpoint™ when you no longer want to use the Apollo® system for the day.

How to use

To exit Viewpoint™, use the following steps.

1. From the File menu, click Exit and Sign Off.

   The Galileo Viewpoint information box appears:

2. Click OK or press Enter.

   Viewpoint™ closes and you are returned to your desktop or an application that is still running. If you are using Focalpoint®, select Exit Focalpoint from the File menu to close it.

Summary

In this module, you have learned how to:

- Launch Viewpoint™
- Sign on to Apollo® using Viewpoint™
- Identify and describe the Viewpoint™ itinerary window components
- Access Viewpoint™ Help
- Sign off of Apollo® without exiting Viewpoint™
- Sign on to Apollo® when Viewpoint™ is already running
- Sign off of Apollo® and exit Viewpoint™

Module 3: Building a Basic PNR

In order to create and save a car or hotel reservation, you must enter certain traveler information. This module describes how to you enter traveler information in Viewpoint™ to create a basic PNR.

Module Objectives

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

- Identify the five required fields for a PNR in Apollo®
- Create a basic PNR in Apollo®
- Change a PNR

The Passenger Name Record

The Apollo® system maintains a record of traveler reservations and associated information in a PNR. Each PNR consists of an itinerary for one or more travelers, and specific types of information maintained in traveler data fields. The traveler data fields fall into two categories:

- Mandatory PNR fields.
- Optional PNR fields.

The key difference between these fields is that Apollo® does *not* let you save the PNR *unless* it includes all mandatory information.

Mandatory Fields

The following table describes the five mandatory fields.

Field Name	Description
Phone	Field containing the area code and phone number where a customer can be contacted. More than one phone number can and *should be* included. (You may need to call a customer at work or home with schedule or fare changes.)
Received	Field containing the name of the person who requested the reservation. This can be the name of the customer, a secretary, or another agent.
Itinerary	The actual reservations. It may contain air, car, hotel, cruise, tour, or rail reservations; *or,* any combination of these.
Name	Field containing the name of each customer for whom the reservation is made. You may enter up to nine names in a PNR.
Ticketing	Field containing the date when the travel documents (such as air or train tickets) will be issued.

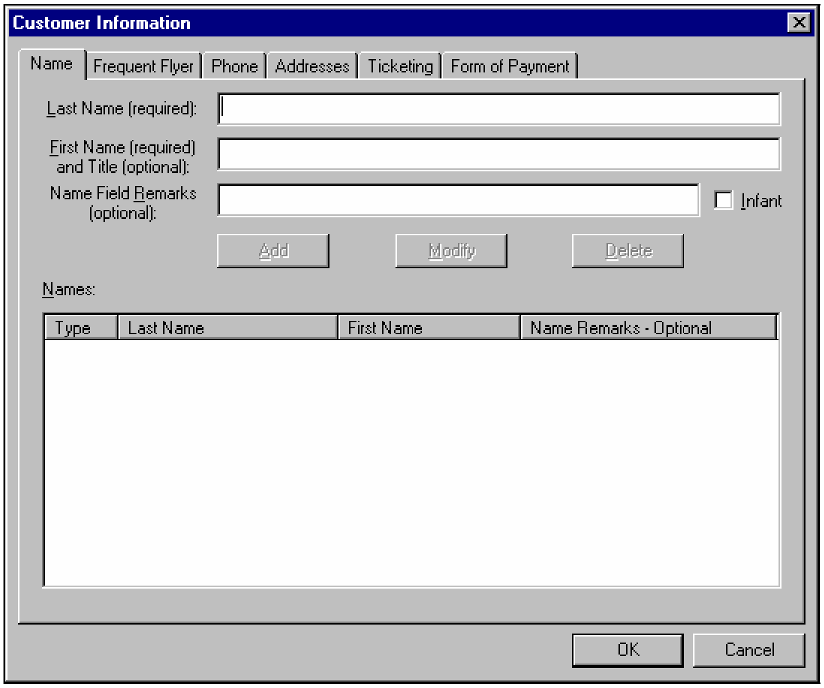
Adding Customer Information

You can add the mandatory PNR parts individually. This section describes how to begin a PNR by adding customer information, which includes three of the mandatory fields and several optional fields:

- Name
- Phone
- Address
- Ticketing
- Form of payment
- Frequent flyer

You will learn how to add the remaining mandatory fields, Itinerary and Received, in later modules.

You use the Customer Information dialog box to enter customer information. The Customer Information dialog box has 6 tabs that you can access in any order. Following is an example of the Name tab.



Note: Before you can enter Frequent Flyer information, you must first enter a name and save it to the Itinerary.

When to use

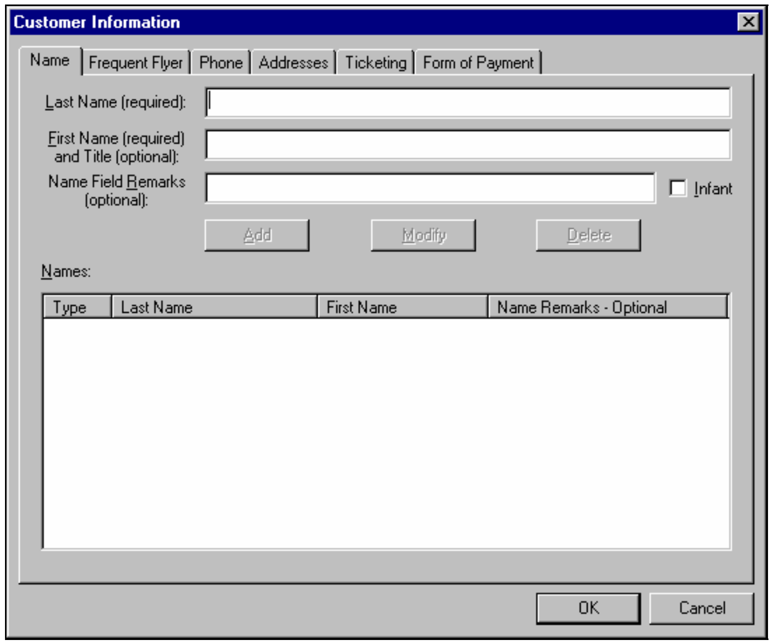
Add customer information when the customer is new to your agency or you don't have the customer's basic information already recorded in Apollo®.

How to use

Follow these steps to add customer information necessary for creating a passenger name record (PNR).

1. Click Customer on the toolbar, and select Create/Edit Customer Information – Name.

   The Customer Information dialog box appears.

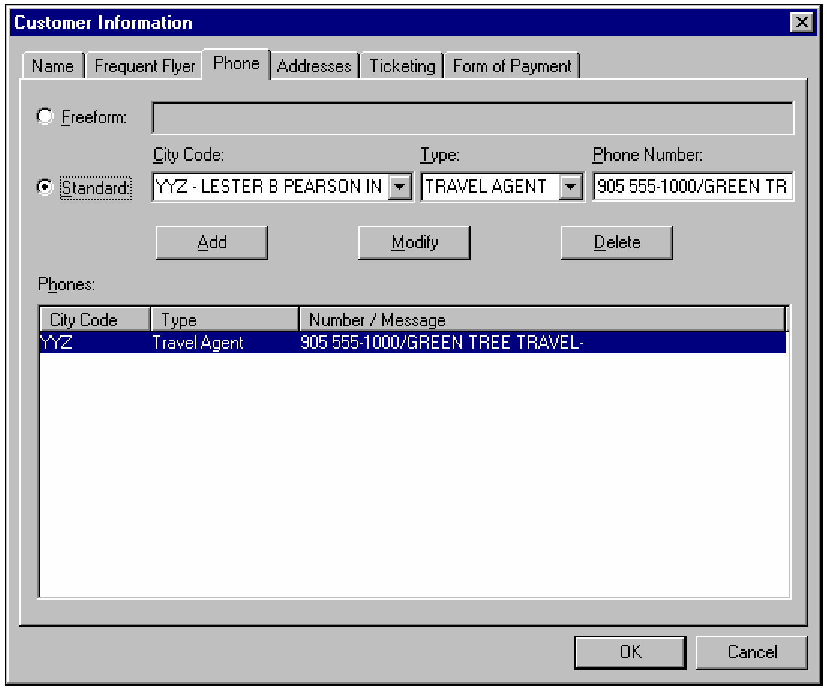
   The Customer Information dialog appears, allowing you to enter or change the travelers' name(s), phone, address, etc. to create the PNR.

2. To add the Name field:
   a. Type the last name of the first traveler (required) and press Tab.
   b. Type the first name (required). Optionally, type a title (e.g. Mr., Ms., etc.). Then press Tab.
   c. Type any name field remarks (e.g. child age 10 years) (optional).
   d. If the customer is under two years old, click the Infant check box.
   e. Click Add. The name details transfer to the lower box.
   f. If there are additional travelers on this PNR, repeat steps a through e.

   Note: You must enter at least one name in the PNR Name field. Each PNR can hold up to nine names. For corporate customers, you should book one customer per PNR, unless there is a group traveling together and wants to be booked in the same PNR.

3. Click the Phone tab.

   The Phone tab appears.



Note: The Phone field contains telephone numbers for your travel agency, the traveler's business, residence and/or hotel, and can also include fax numbers. Your agency phone number should *always* be entered first, because Apollo® automatically sends the first three Phone fields to all carriers in the itinerary. There may be times when an airline will want to call you regarding your customer's flight.

4. To add a standard Phone field:
   a. Type the 3-character city code or city name for the customer contact, or click the down arrow to select a code. Then press Tab.

Continued on next page

How to use (*Cont.*)

b. Type the first letter of the type of contact or select one from the list. Then press Tab.

Contact Type	Description
Travel agency	Identifies phone contact as a travel agency. Considered the airline's primary contact.
Business	Business contact for you to call your customer with schedule or fare changes.
Residence	Residence phone contact for you to call your customer with schedule or fare changes.
Accommodation	Hotel contact for you or an airline to call your customer with any changes in the flight schedule.
No contact	To not enter a phone number.
Fax	For you to send an itinerary or other form of information via the customer's fax.
Email address	For you to send an itinerary or other form of information via email.

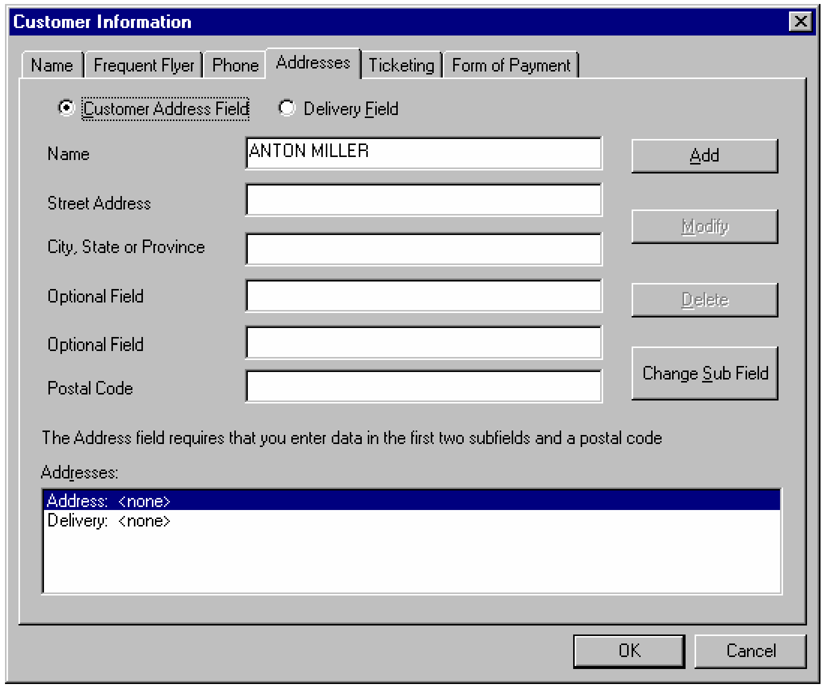
c. Type the phone number.

d. Click Add.

The phone details transfer to the lower box and now you are ready to add another phone number.

5. Click the Address tab to add the customer or delivery addresses.

The Address tab appears. This is an optional field that you can complete with a customer street address, a delivery address, or both.



Apollo® reads the address of your customer from the Address field *or* the Delivery field for purposes of billing, delivery, or both. Apollo® generally references the Address field for billing and the Delivery field for delivery.

You might *only* include one of these fields in a PNR, but may choose to use both under the following circumstances:

- The billing address is different than the delivery address.
- Additional delivery instructions exist, such as leave with front desk.

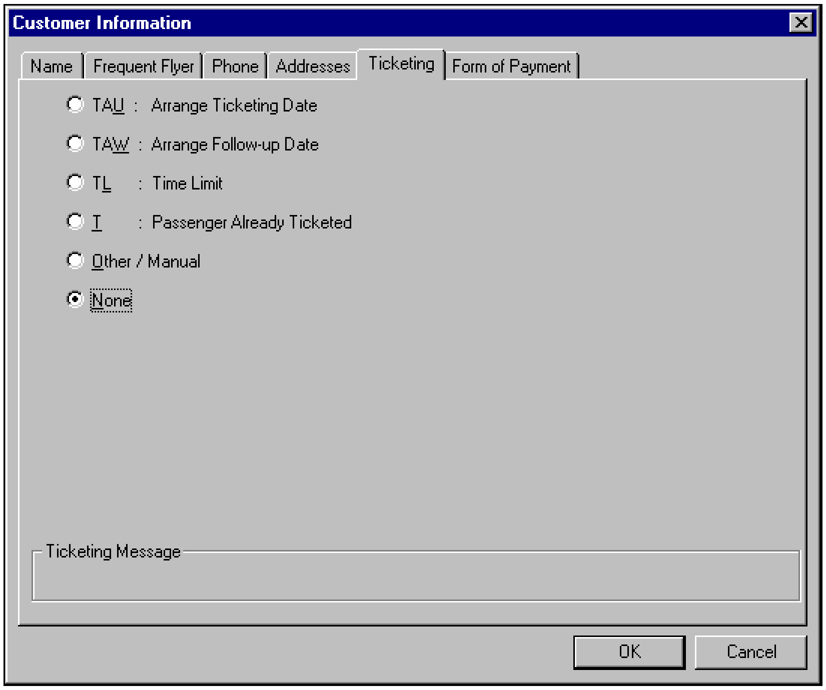
6. To add an address field:
   a. Type the customer's address and delivery address information, tabbing from field to field.
   b. Click Add to transfer the address details to the lower box.

Continued on next page

How to use (*Cont.*)

7. Click the Ticketing tab.

   The Ticketing tab appears.



The Ticketing field can identify one of the following:

- Date when the ticket is scheduled to be issued.
- Acknowledgment that the ticket *has* been issued.

Unlike the Name and Phone fields, where the PNR will accept multiple names and phone numbers, the Ticketing field is a single-item field. You can enter only *one* Ticketing field in a PNR.

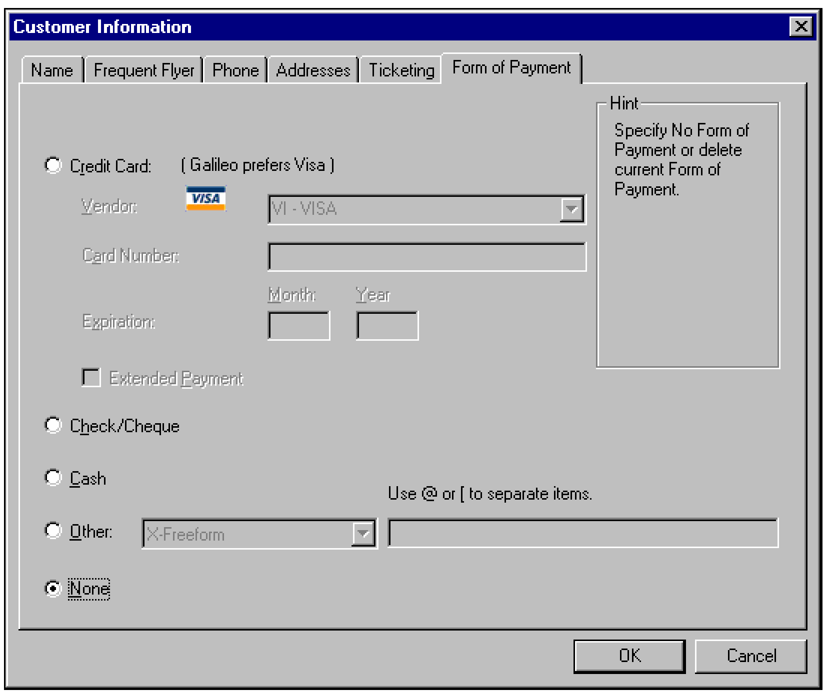
8. Select the type of ticket information you want added. Depending on the type you select, additional required and optional fields will appear.

   If your PNR will *not* contain a segment requiring a ticket, click None.

Ticket Type	Required	Optional
TAU	Date	Remarks, Branch office code
TAW	Date, Time, and/or Account	Remarks, Branch office code
TL	Time, Date, or Pick-up at airport 30 minutes prior to departure	Remarks, Airport, Airline
T	No additional fields display	No additional fields display
Other/Manual	T/ (automatically filled in)	Freeform text
None	No additional fields display	No additional fields display

9. Click the Form of Payment tab.

   The Form Of Payment tab appears.



10. Select the Form of Payment.

    For Credit Card, complete the associated fields for Vendor, Card Number, and Expiration Date.

11. Click OK.

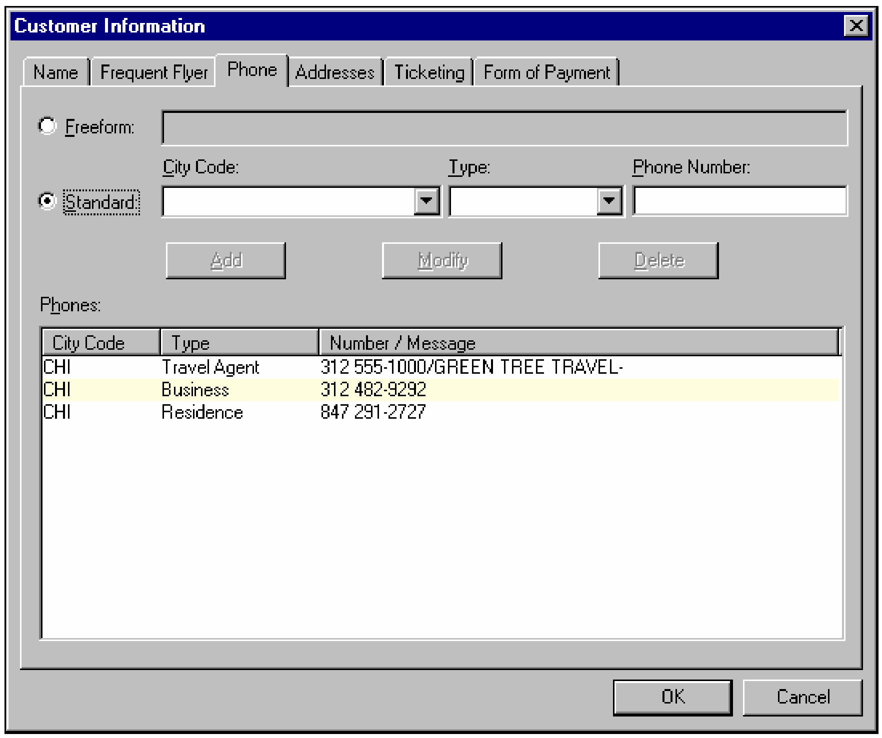
    The fields that you completed are saved to the itinerary window.

Changing PNR Fields

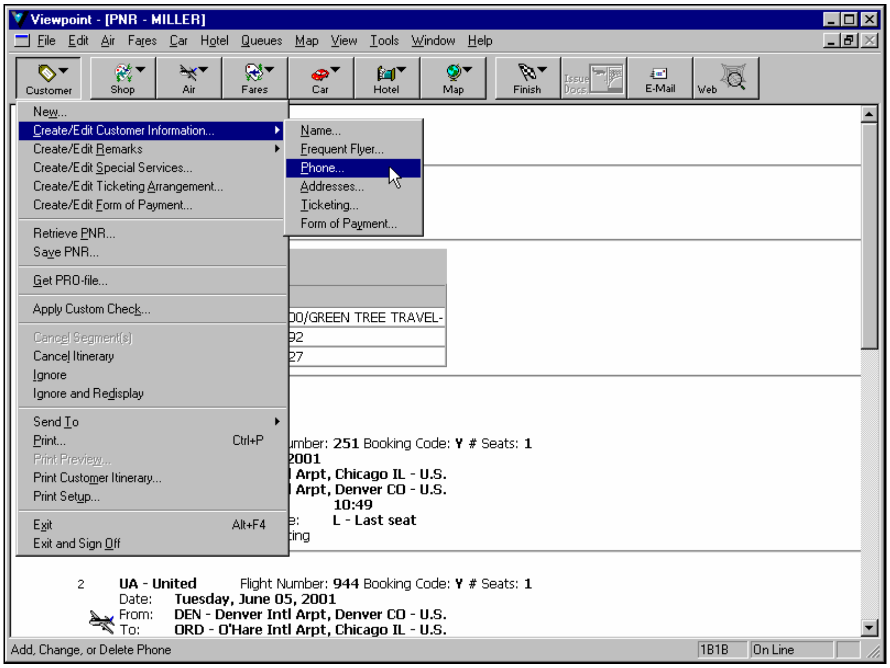
If a PNR contains incorrect information, such as a misspelled name or incorrect phone number, you can easily correct it. With Viewpoint™, it is easy to change and delete PNR data.

Changing Customer Information

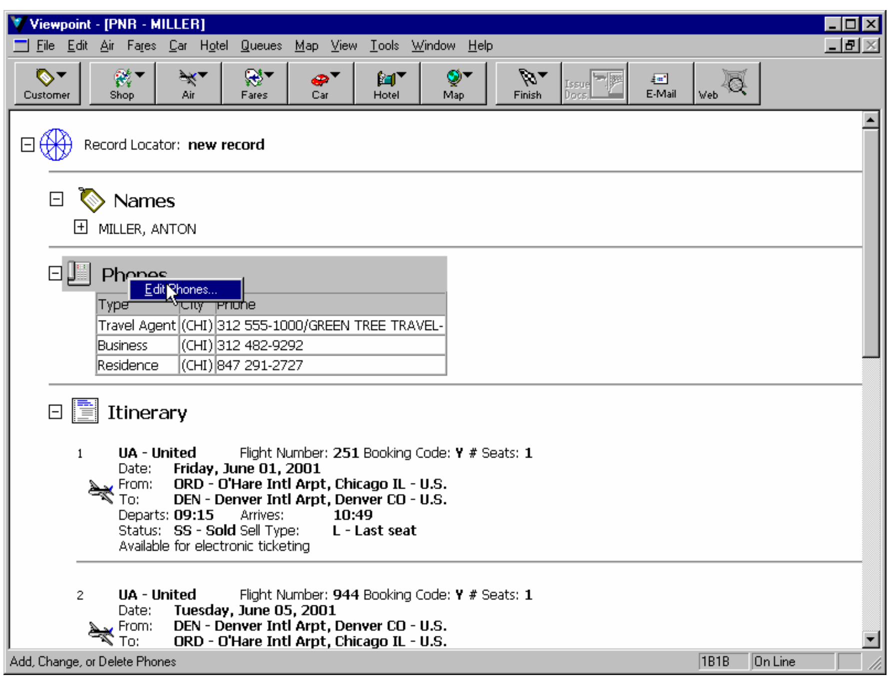
Changing customer information is similar to adding it. You use the same dialog box as you do when you add customer information:



You can display the Customer Information tab that contains the information to be changed directly by selecting it from the Customer menu. For example, to change a phone number you would select Phone from the Create/Edit Customer Information menu.



You can also directly access a Customer Information tab using the shortcut menu. To display a shortcut menu, move the pointer over the information that you want to change and *right-click*. Below is another example of accessing the Phone tab.



When to use

Change the phone, address, ticketing, or form of payment in the PNR if it is incorrect.

How to use

To change customer information, complete the following steps:

1. Click the Customer toolbar button and select Create/Edit Customer Information.
2. Select the appropriate menu option.

   The Customer Information dialog box appears.
3. Make one or more of the following changes:

   – To add a name, frequent flyer information, phone, or address:
     a. Type the information in the appropriate text boxes.
     b. Click Add.
   – To modify a name, phone, or address:
     a. Click the line of information to be changed (in lower half of dialog box).
     b. Change the information in one or more of the text boxes (in upper half of dialog box).
     c. Click Modify.
   – To modify ticketing or form of payment, simply make the appropriate change.
4. Click OK.

Practice

Create a new PNR for your customer who lives and works in your city. Use your name for the customer unless instructed otherwise. Add your name and a work telephone number, 555-1717. Add your agency telephone number as well.

1. Display your name on the itinerary window.
2. Add a home telephone, 581-8282.
3. Change the work telephone to 555-2179.

Note: Do not ignore the PNR. You will use it in another practice.

Summary

In this module you have learned how to:

- Identify the five required fields to create a PNR in Apollo®
- Create a basic PNR in Apollo®
- Change a PNR

Notes

Module 4: Adding Agency, Business, and Personal Information

You can keep information about your agency, corporate accounts, and your travelers in Apollo® profiles. By having this information stored in profiles, you can move most traveler data from the profile directly to the PNR, saving you the time and effort it would take to enter it. The three levels of profiles are:

- Agency
- Business
- Personal

Module Objectives

Upon completion of this module you will be able to:

- Identify and define the three levels of profiles in Apollo®
- Move agency, business, and personal traveler information into a PNR
- Display agency, business, and personal files
- Move selected profile lines
- List profiles with similar names

Agency, Business, Personal Files

Agency, business, and personal files comprise the three levels of profiles in Apollo®.

Agency File

The agency file contains information pertinent to your travel agency. There is one pseudo city code for each agency file. The agency file includes agency policies and procedures for common tasks, such as ticketing and accepted forms of payment. It includes the agency's phone number, which moves to the first Phone field in the PNR.

You should always move the agency file, even when you are creating a PNR for a new customer who has no business or personal file.

Business File

The business file contains information pertinent to your corporate accounts. Business files contain a business phone number for each corporate account and related information, such as the form of payment and any applicable discounts.

Personal File

The personal file contains information specific to your individual travelers. Personal files contain the customer's name, phone number, address, preferred form of payment, frequent flyer numbers, discount numbers, and meal and seating preferences.

A personal file must be associated to a business file.

Move Profiles

Moving data from business or personal files to a PNR creates an association between the PNR and the profiles. When multiple profile associations exist, the first associated profile is the PNR default active profile.

When to use

Refer to the table below to see when to move each of these types of files into a PNR.

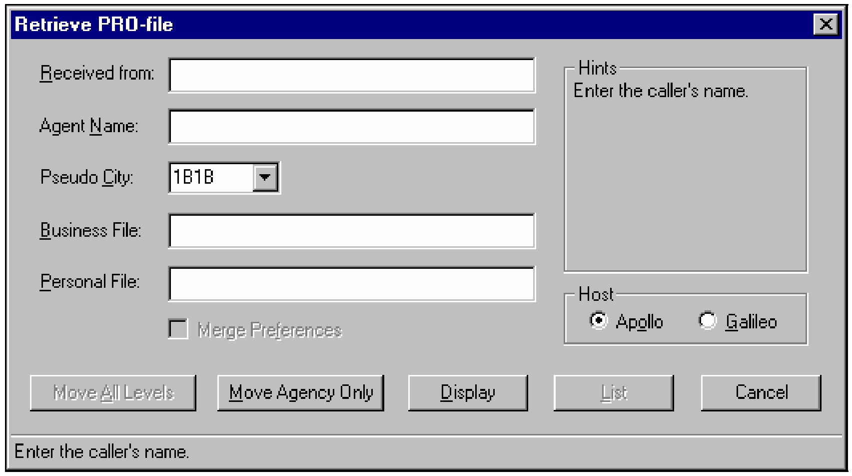
For a customer:	Move:
Without a business file stored in Apollo®	The agency file.
With a business file, *but no* personal file stored in Apollo®.	The business file.
With a personal file *and* a business file stored in Apollo®.	The personal file.

How to use

When you want to move an entire profile without displaying it, complete the following steps:

1. Click Customer on the toolbar and select Get PRO-file.

   The Retrieve PRO-file dialog box appears.



   Viewpoint™ automatically fills in the pseudo city code. A Hints group box to the right displays hints for the text box that you are completing.

2. Complete the Retrieve PRO-file dialog box using the guidelines in the following table.

In this box:	**Type:**
Received from:	Name of person making reservation.
Agent Name:	Your name.
Pseudo City:	Automatically pre-filled with pseudo city code where profile resides.
Business File:	Business file title when moving information from business file.
Personal File:	Personal file title when moving information from personal file.

When you enter a personal profile, Viewpoint™ checks the Merge Preferences checkbox automatically. When Merge Preferences is checked, business travel preferences will take precedence over personal preferences. To clear Merge Preferences, click the checkbox .

Continued on next page

How to use (*Cont.)*

3. Do one of the following:
   - Click Move All Levels to move all levels.
   - Click the available button: Move Personal Only, Move Business Only, or Move Agency Only. Only one of these buttons will be available. Which button is available depends on whether you've entered a business profile, personal file, or both.

Practice

Use Viewpoint™ to perform the following tasks.

1. You are making a reservation for a new customer, Joey Sanchez. You have *no* information on file yet. Move your agency file to include the agency phone number with your name. Type the customer's first name for the Received field.
2. Ignore the PNR.

Display Profiles and Move Selected Lines

When to use

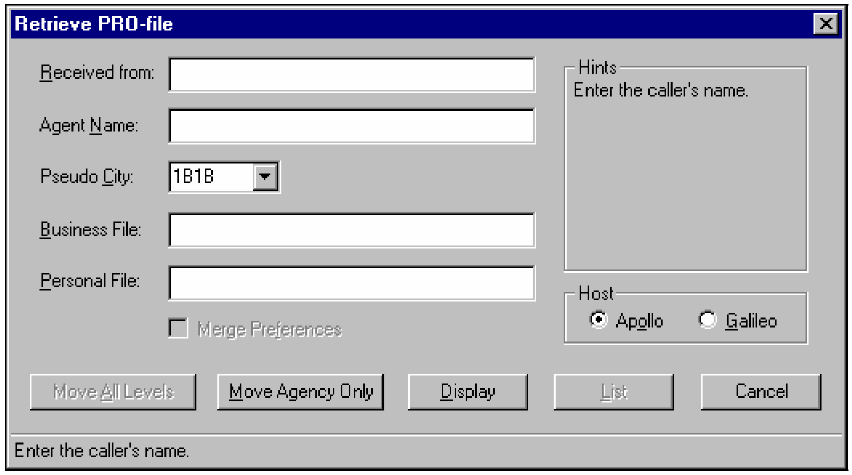
Display profiles when you want to see what's in the profile before moving it, or if you want to select which lines to move.

How to use

To display a profile and select which lines to move, complete the following steps:

1. Click Customer on the toolbar and select Get PRO-file.

The Retrieve PRO-file dialog box appears.



2. Complete the Retrieve PRO-file dialog box using the guidelines in the following table.

In this box:	**Type:**
Received from:	Name of person making reservation.
Agent Name:	Your name.
Pseudo City:	Automatically pre-filled with pseudo city code where profile resides.
Business File:	Business file title when moving information from business file.
Personal File:	Personal file title when moving information from personal file.

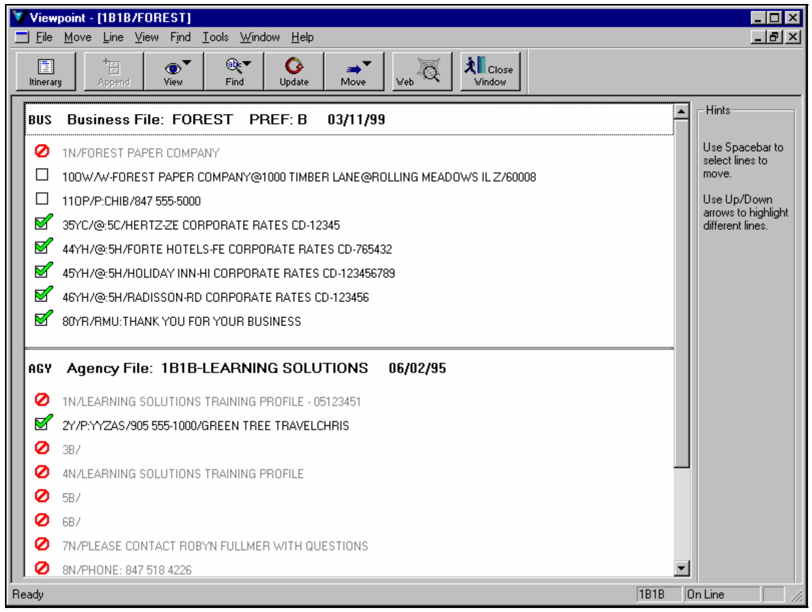
Note: If you aren't going to move the profile (i.e., only display it), you need enter only the pseudo city to display the agency profile or the pseudo city and business or personal file.

Continued on next page

How to use (*Cont.)*

3. Click Display to view the entire profile.

   The profile appears.



   Lines with a circle and line () are never moved.

   Lines with an empty check box () will not be moved. Lines with a check mark in the check box () will be moved. You can change whether or not these lines are moved.

4. To change which lines are moved, click the profile line check box. Keyboard: Use the Up and Down arrow keys to navigate to the line to be changed and then press the Spacebar.

5. To move the profile, click the Move button on the toolbar, and then select one of the following from the menu:
   – All Levels
   – Agency Only
   – Business Only
   – Personal Only

The profile moves and appears on the itinerary window. A dialog box confirming the move similar to the following appears.

6. Click OK.

   To close the profile display window, click Close Window.

Practice

Use Viewpoint™ to perform the following tasks.

1. Display your agency profile.
2. Providing there is more than one line available to move, change one of lines to move or not move (e.g., change a line that is selected to move so it doesn't move).
3. Move the agency profile.
4. Ignore the PNR.

List Profiles

If you are not sure of the exact spelling of a profile, you can list profiles with names similar to what you enter.

When to use

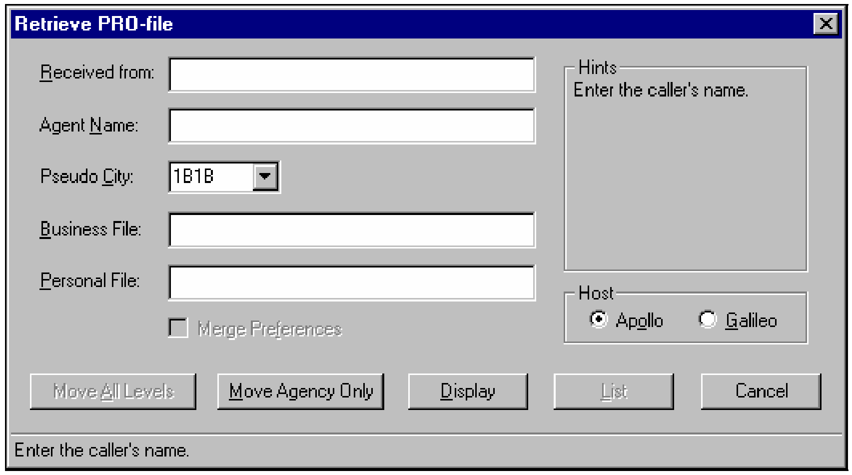
List profiles with similar names to find profiles similar to the name you enter.

How to use

To list a profile, complete the following steps:

1. Click Customer on the toolbar and select Get PRO-file.

   The Retrieve PRO-file dialog box appears.

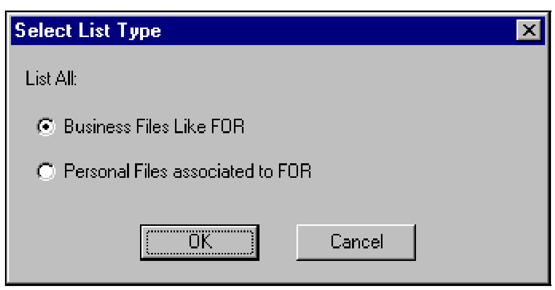


2. Complete the Retrieve PRO-file dialog box. In the Business File and Personal File text boxes, you can enter as little as one character to list similar names.

   For example, if you weren't sure if a business file was "Forest" or "Forester", you might type 'For' in the Business File text box to list similar names.

3. Click List to view profiles with a similar name.

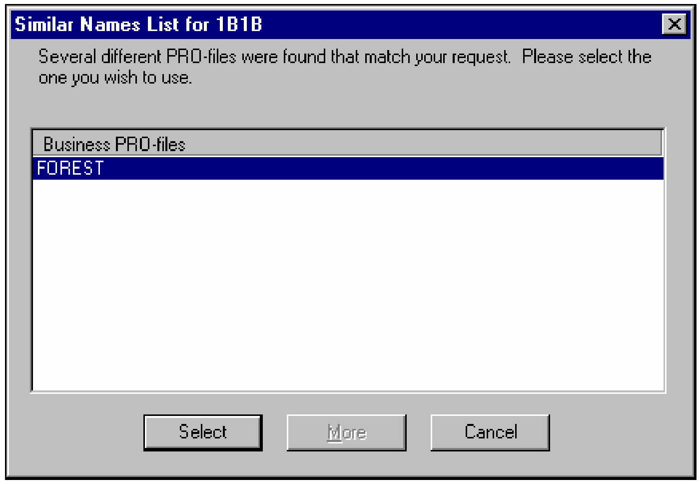
   The Select List Type dialog box appears.



4. Click the type of profile to list: Business Files Like or Personal Files associated to.

5. Click OK.

   The Similar Names List dialog box appears.



6. To select a profile, double-click it.

   The Retrieve PRO-file dialog box reappears.

7. Move or display the profile.

Summary

In this module you learned how to:

- Identify and define the three levels of profiles in Apollo®.
- Move agency, business, and personal traveler information into a PNR.
- Display agency, business, and personal files.
- Move selected profile lines.
- List profiles with similar names.

Module 5: Selling Cars

CarMaster™, the car reservation feature of the Apollo® system, is one of the most comprehensive, accurate, and flexible car-booking programs available. Viewpoint™ makes booking a reservation in CarMaster™ quick and easy.

Module Objectives

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

- Describe car rental company participation levels in the Apollo® system.
- Sell cars *without* a discount number (Reference sell).
- Display rules from Car Availability.
- Display location and vendor descriptions.
- Modify booked car segments.
- Cancel booked car segments.
- Sell cars with a discount number (Direct sell)

Participation Levels

When a car rental company joins Apollo®, it chooses a level of participation. There are three levels of participation:

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

A participant's participation level is indicated on various Viewpoint™ screens. This section defines each participation level and explains how it works.

Inside Availability®

Inside Availability® works the same as calling a company's 800 central reservation telephone number. You can view and sell the same inventory *without* waiting for a reservations agent to help you. With an Inside Availability® participant you have direct access into the car rental company's system for availability, rules, and rates. You receive a confirmation number instantly when you sell a car. A reservation is built in the participant's computer system *prior to* finishing (saving) the PNR.

Inside Link®

An Inside Link® participant gives you the ability to go directly to the car rental company for an instant confirmation at time of booking. The car reservation is automatically built in the participant's computer system *before* the PNR is end transacted (saved).

Non-Link

A non-link participant responds to a sell message and sends back a confirmation number only *after* end transact and *after* the sell message has been processed by the vendor.

Reference Sell

Customers are often price-conscious shoppers. Using Viewpoint™, you can display car availability with validated rates, listed in low-to-high order, to assist you in shopping for the best available rate. You can also add qualifiers to narrow your search for special rates.

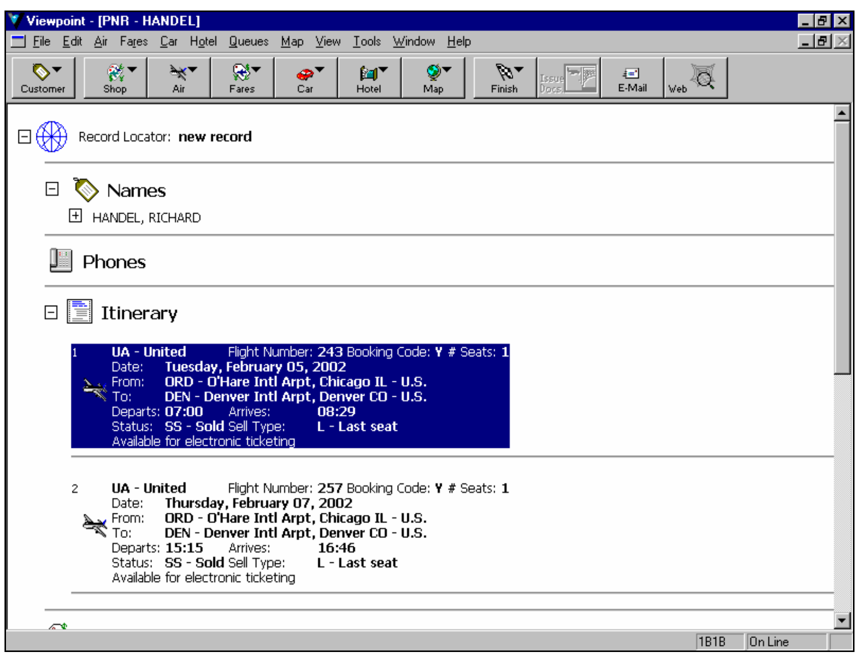
The first step when booking a car *without* a discount number is to see what types of cars and rates are available. This is called displaying *low-to-high* availability. A low-to-high availability shows you car rental companies, car types, and the availability of cars at a specified location.

The *only* rates displayed are those that have been validated against rules based on:

- Date and day *or* week
- Advance booking
- Minimum and maximum rental periods
- Availability

If you've already booked air segments, select the air segment *after* which the car segment is to follow. Viewpoint™ will insert the car segment after the selected air segment and use the date, time, and airport information to complete some of the required information for the reference sell.

In the example below, the first air segment to Denver is selected.



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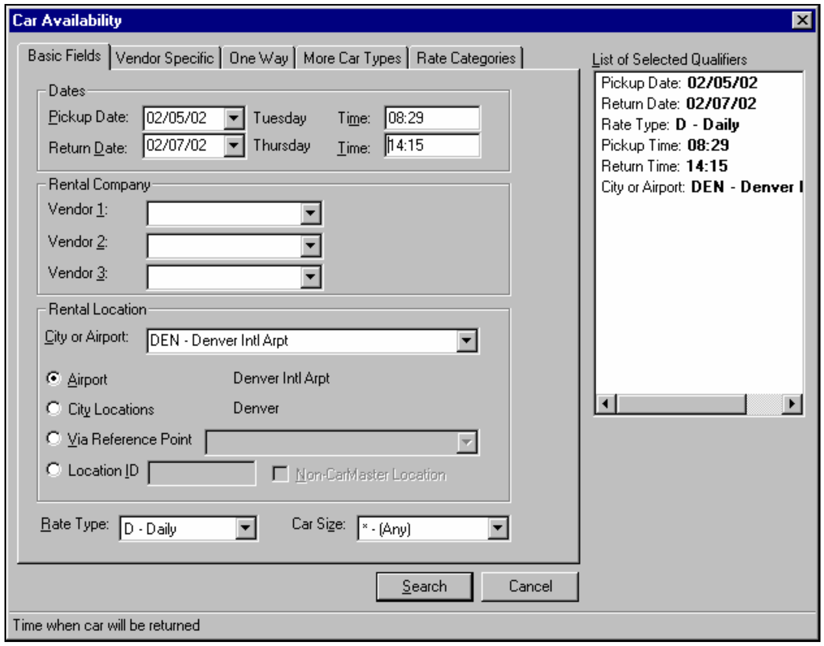
Reference Sell (*Cont.*)

Following is an example of the dialog box you use when reference selling a car, with the dates, times, and location information pre-filled based on the selected air segment.



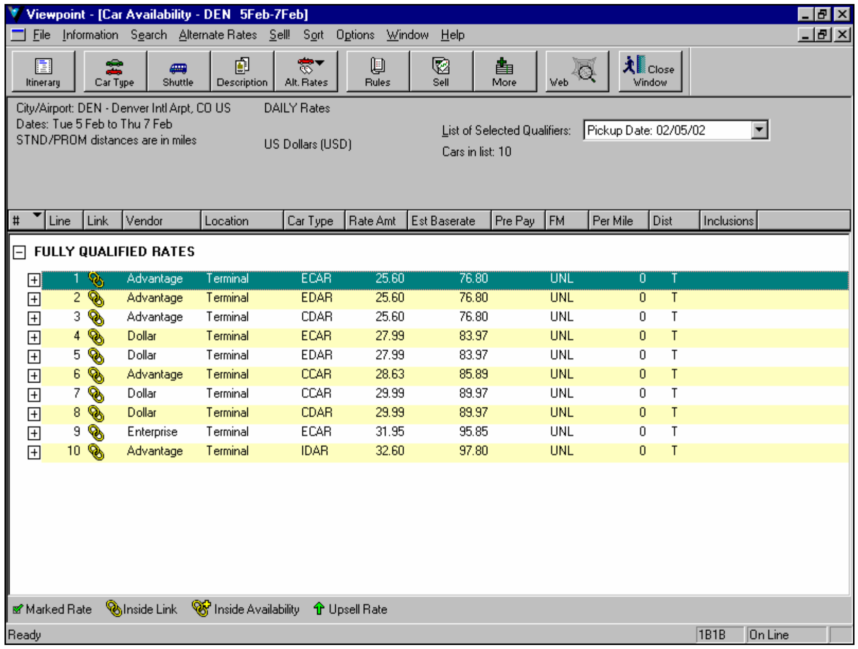
When you reference sell a car, you use the above Car Availability dialog box. The Basic Fields tab contains the required fields for requesting availability: pickup and return dates and time and location.

You can narrow your search by entering more information on the Basic Fields tab or on the other tabs:

- Vendor Specific—Enter corporate discount number, ID, and rate code for Inside Availability® vendors.
- One Way—Enter drop-off information for one-way rentals.
- More Car Types—Enter up to three car types and indicate automatic transmission and air conditioning preferences.
- Rate Categories—Request specific mileage, rates, and currency.

After you complete the required fields and begin the search, Viewpoint™ displays the results in the Car Availability window.

Below is an example of the results from the February 5-7 car availability for Denver.



From the Car Availability window, you can display information on the vendor's car types, location, and rules and sell the car using the buttons on the toolbar or the menus.

Note: The legend at the bottom of the Car Availability window indicates those vendors that are Inside Availability® ( ) participants and those that are Inside Link® ( ).

Reference selling follows these three major steps:

1. Display car availability
2. Display car rules
3. Sell the car

Each of these steps is described in detail.

Display Car Availability

When to use

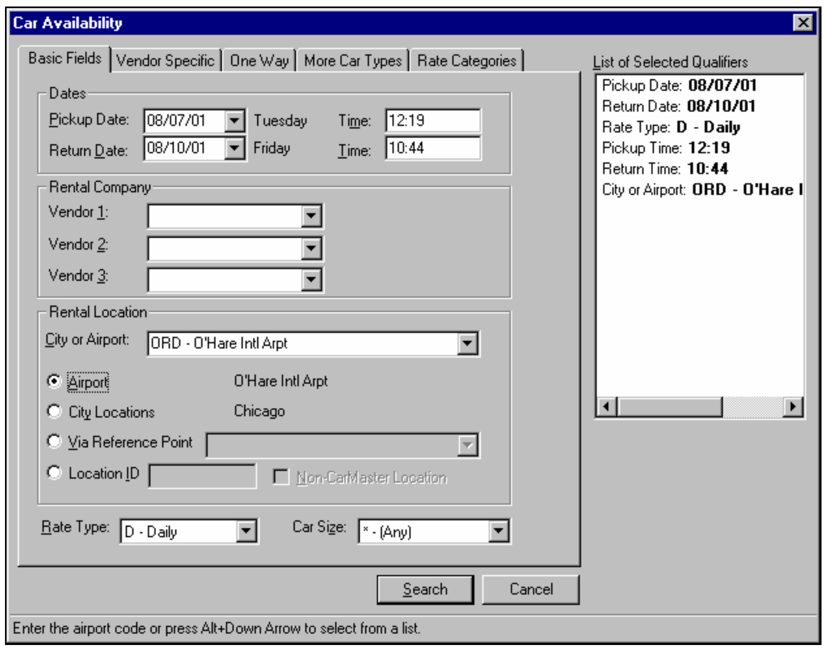
Reference sell when booking a car *without* a discount number. Start by displaying car availability.

How to use

To reference sell a car using low-to-high availability, use these steps.

1. To insert the car reservation after a booked segment, select the segment.
2. From the Car menu, select Availability.

   The Car Availability dialog box appears.



3. Complete the Basic Fields tab. Press Tab to move from field to field or use your mouse.
   a. Enter the Pickup and Return dates and times.
      A date can by typed in several formats including MM/DD/YY and DDMMM. For example, October 6, 2001 can be entered 10/06/01, 10/6/01, 06OCT, or 6OCT. The time can be entered in military time or using the A.M. and P.M. indicators. For example, three forty-five in the afternoon can be entered as 15:45, 3:45PM, or 3:45P.

      You can also select a date from the calendar. To access the calendar, click the Pickup Date or Return Date down arrow. Click the date, and then click the OK button.

b. If applicable, enter a Rental Company.
   Note: You must enter an Inside Availability® Rental Company if you want to use a corporate discount number.
c. Specify the Rental Location by doing one of the following:
   – To specify an **Airport** location, type or select an airport from the drop-down menu.
   – To specify a **City Location**:
     1. Type or select a city from the drop-down menu.
     2. Click City Locations.
   – To specify a city location **Via a Reference Point**:
     1. Type or select a city from the drop-down menu.
     2. Click Via Reference Point.
     3. Click the down arrow to select a reference point.
        The Reference Point dialog box appears.
     4. Select a reference point from the list by clicking it.
     5. Click OK.
        The Car Index dialog box appears.
     6. Select an area or specific vendor location by clicking it.
     7. Click OK.
   – To specify a location using a **Location ID**, click Location ID and type the ID in the corresponding text box.
d. Select the Rate Type.
e. Select the Car Size.
   As you complete fields on the Basic tab, your selections appear in the 'List of Selected Qualifiers' text box located on the right side of the dialog box.

Note: After completing the Basic Fields tab, you can begin your search or enter additional search criteria using the other tabs. To begin the search, skip to Step 8.

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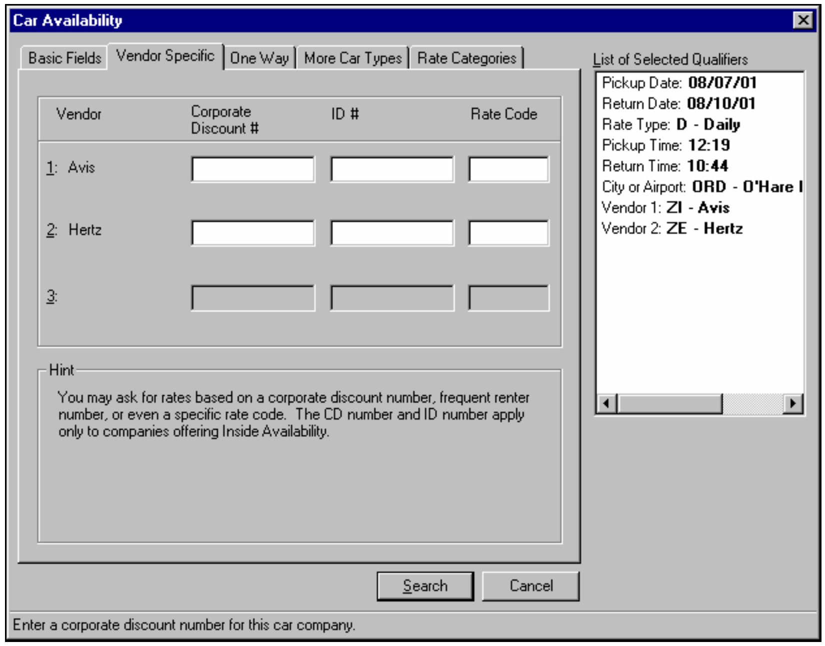
How to use (*Cont.*)

4. If you are booking a car for a customer using a corporate discount number, click the Vendor Specific tab.

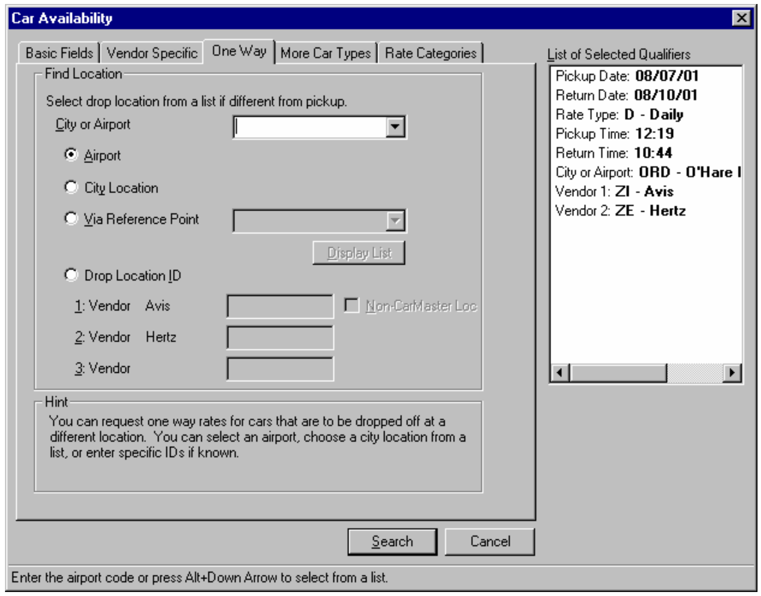
   The Vendor Specific Tab appears.



   Complete the following text boxes for each Vendor:
   a. Corporate Discount #
   b. ID#
   c. Rate Code

5. If the car will be dropped off at a different location than where it is being picked up, click the One Way tab.

The One Way tab appears:

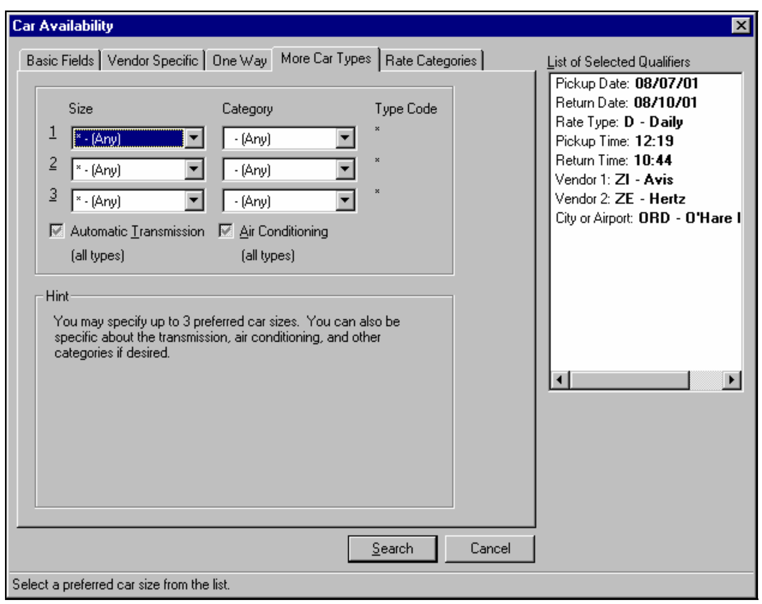


Specify the drop-off location by doing one of the following:

– Select an airport.
– Select a city location.
– Select a city and reference point.
– Select Drop Location ID and type a location ID.

6. If you want to specify more than one car type, transmission preference, or air conditioning preference, click the More Car Types tab.

   The More Car Types tab appears:



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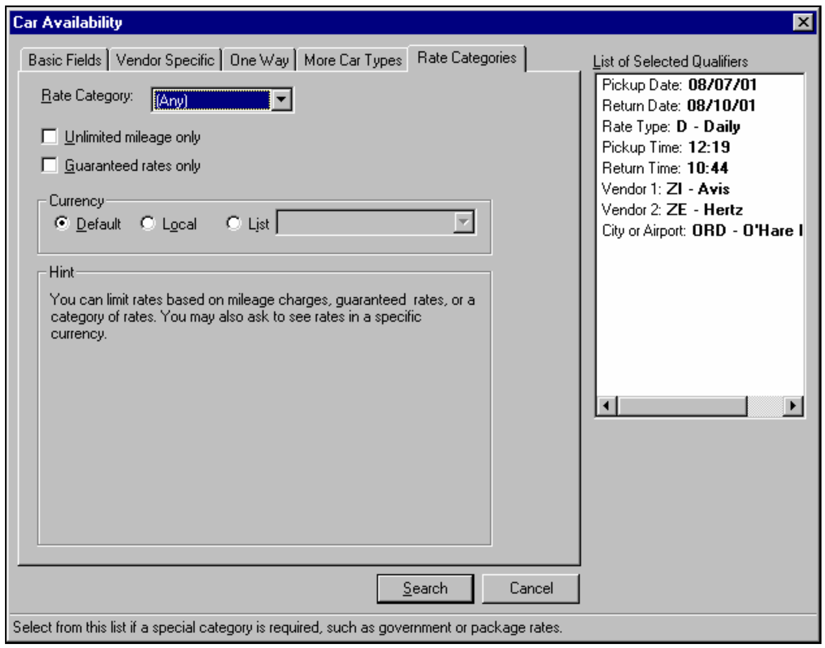
How to use (*Cont.*)

Request more car types by doing the following for each car type:

a. Select the size by clicking the Size down arrow and clicking an option. Then press Tab.
b. Select the category by clicking the Category down arrow and clicking an option.
c. To select Automatic Transmission, click its check box.
d. To select Air Conditioning, click its check box.

If you want to specify a rate category, mileage option, or currency, click the Rate Categories tab.

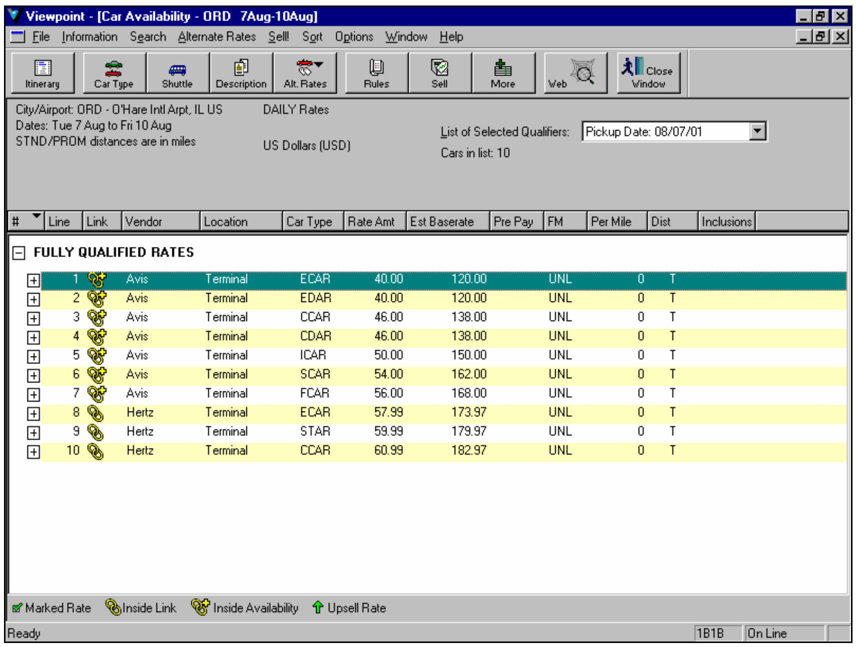
The Rate Categories tab appears.



Request rate category options by doing the following:

a. Select the Rate Category by clicking the down arrow and clicking a rate.
b. To request only unlimited mileage rates, click the Unlimited mileage only check box.
c. To request only guaranteed rates, click the Guaranteed rates only check box.
d. To display rates in a different currency, click Local, or, click List and then click the drop down arrow and select a currency.
e. Click Search.

The Car Availability window appears.

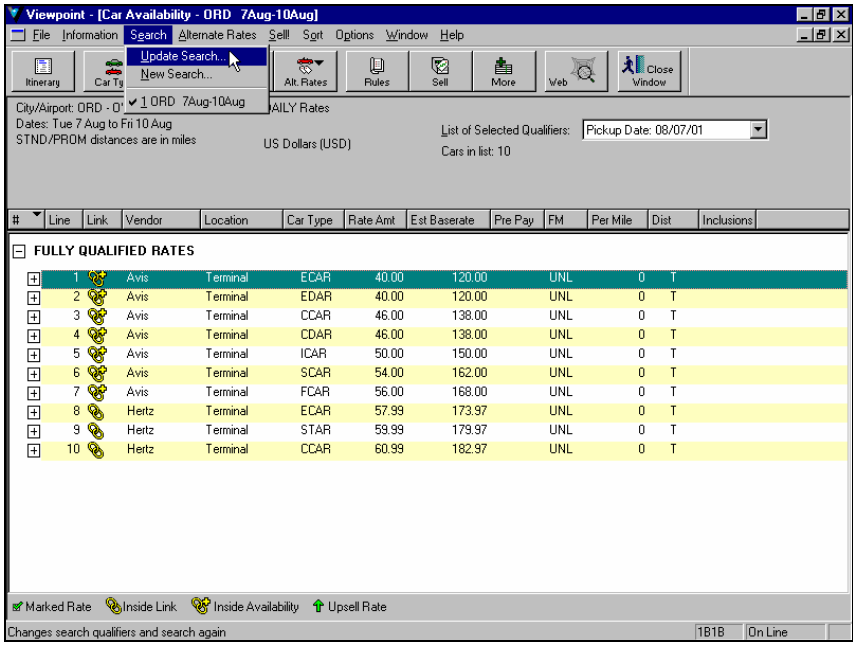


You can sort the available cars in a different order other than low-to-high by clicking any of the column headers. For example, you could click the Vendor column header to sort available cars by vendor.

Update Car Availability

If your customer changes his or her mind or initially gave you the wrong travel information, you can easily update the Car Availability request.

Rather than start over, you can update your original search request, changing only the incorrect criteria using the Search menu.



#	Line	Link	Vendor	Location	Car Type	Rate Amt	Est Baserate	Pre Pay	FM	Per Mile	Dist	Inclusions
	1		Avis	Terminal	ECAR	40.00	120.00		UNL	0	T	
	2		Avis	Terminal	EDAR	40.00	120.00		UNL	0	T	
	3		Avis	Terminal	CCAR	46.00	138.00		UNL	0	T	
	4		Avis	Terminal	CDAR	46.00	138.00		UNL	0	T	
	5		Avis	Terminal	ICAR	50.00	150.00		UNL	0	T	
	6		Avis	Terminal	SCAR	54.00	162.00		UNL	0	T	
	7		Avis	Terminal	FCAR	56.00	168.00		UNL	0	T	
	8		Hertz	Terminal	ECAR	57.99	173.97		UNL	0	T	
	9		Hertz	Terminal	STAR	59.99	179.97		UNL	0	T	
	10		Hertz	Terminal	CCAR	60.99	182.97		UNL	0	T	

When to use

Update car availability to change any of the search qualifiers that you initially entered.

How to use

To update a Car Availability display, use the following steps.

1. From the Car Availability Search menu, select Update Search.

   The Car Availability dialog box appears with the search information you initially entered.

2. Make the necessary changes to the search qualifiers.

3. Click Search.

   The Car Availability window is updated with the results reflecting the updated search qualifiers.

Displaying Rules from Car Availability

Many car rental rates have restrictions attached. The rates shown on a low-to-high availability need to be verified. You should display the rules to see if there are any restrictions for a particular rate.

Viewing rules is an important part of the booking process. It provides an opportunity to confirm any particulars with your customer, such as:

- Rental requirements (e.g. minimum and maximum days).
- Requirements for guarantee of deposit.
- Policies regarding cancellations.
- General information added by the car rental company.

You can easily display rules from a low-to-high Car Availability display.

When to use

Display rules from a low-to-high Car Availability to verify rates and vendor policies.

How to use

To display rules from a low-to-high Car Availability, complete the following steps:

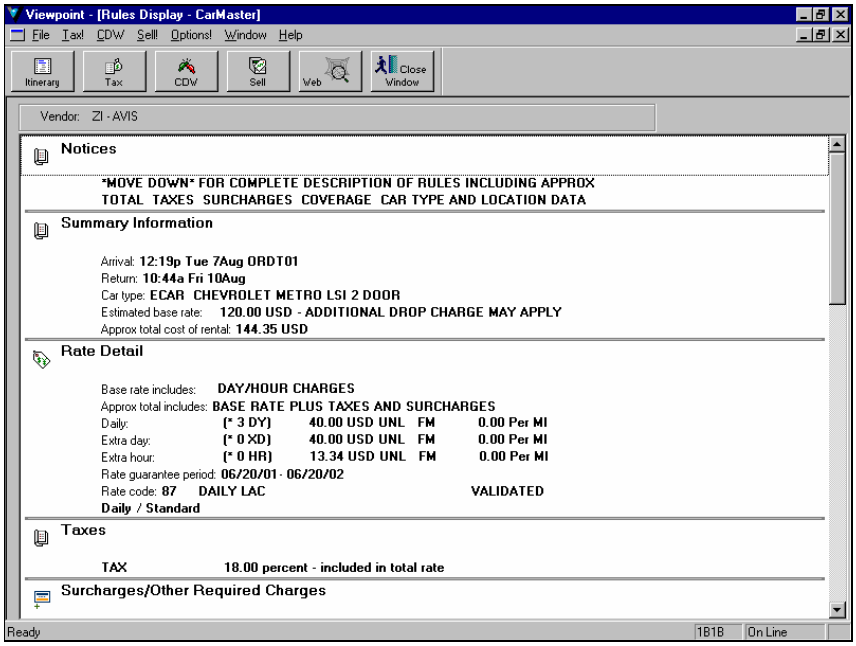
1. Select a car by clicking it.

Continued on next page

How to use (*Cont.*)

2. Click the Rules button on the toolbar.

   The Rules Display window appears.



3. Use the scroll bar to scroll through the rules.
4. To close the Rules Display window, click Close Window.

Display a Description from Car Availability

You can access specific information about a rental location or about a vendor from a Car Availability display. Specific information about a rental location includes the hours of operation, telephone number, refueling policy, and more. You can get similar information at a corporate level as well.

When to use

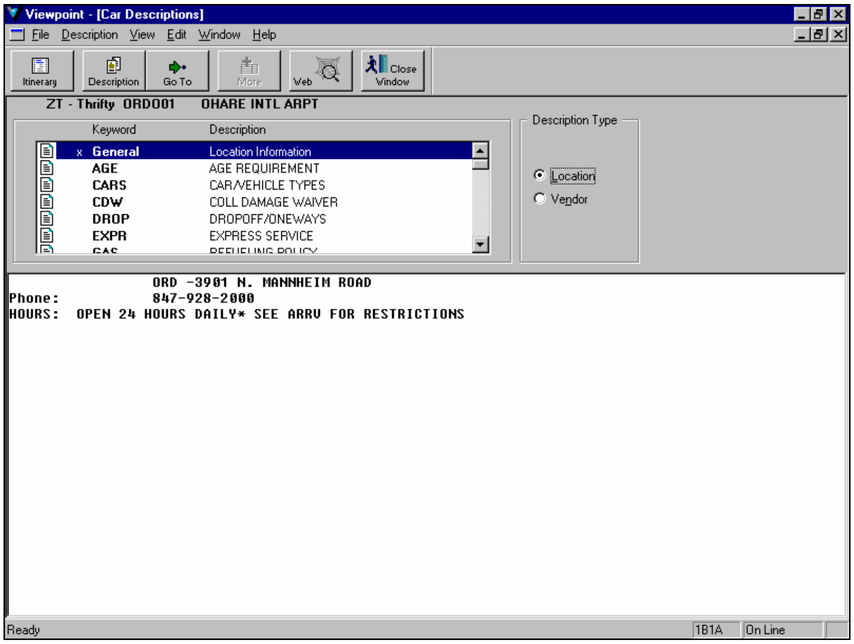
Display a description from availability when you need information on a location or vendor.

How to use

To display a description from a Car Availability display, complete the following steps:

1. Select a location by clicking it.
2. Click the Description button on the toolbar.

   The Car Descriptions window appears with the General keyword displayed for the location you selected. The following example shows the General description of the Thrifty location at O'Hare airport.



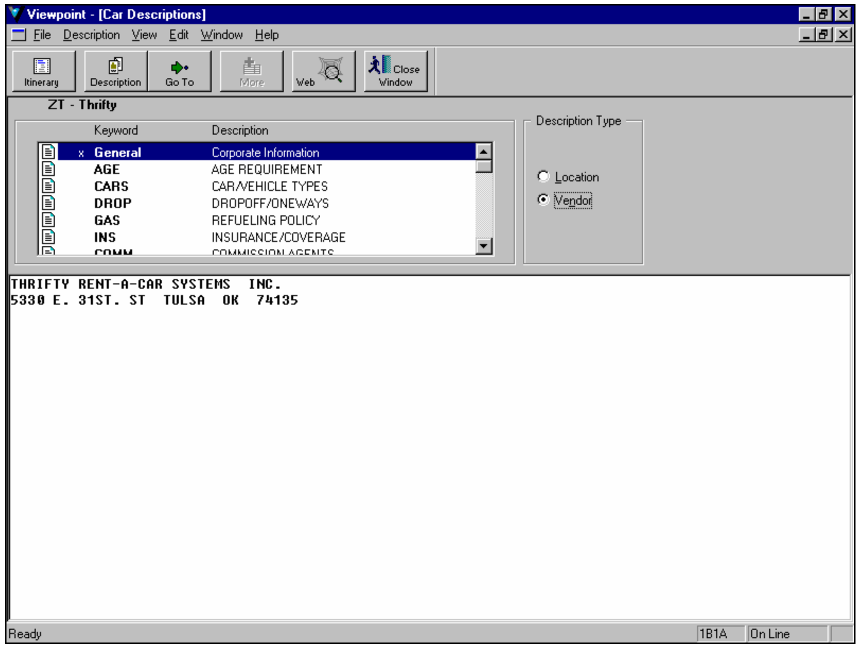
   From here you can get information at a corporate level or change the type of information by changing keywords.

3. To change the information from a specific location to the corporate vendor, click Vendor.

Continued on next page

How to use (*Cont.*)

The following example shows the General description for Thrifty at a corporate level.



4. To change to a different Keyword other than General, double-click the desired keyword.

   The description appears, and an 'X' appears next to the selected keyword. An 'X' indicates that you have viewed the description.

5. To close the Car Descriptions window, click Close Window.

Sell a Car

Sell a car once you find one that meets your customer's needs. You can sell a car from a Rules Display or from a Car Availability display.

When to use

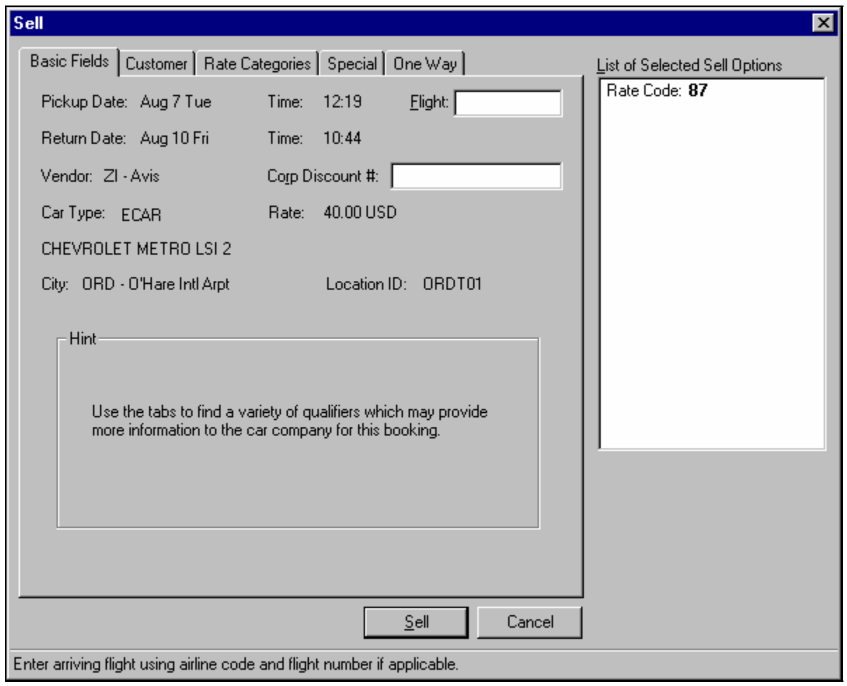
Sell a car after you have displayed availability and have read the rules.

How to use

To sell a car from a Rules Display or from a Car Availability display, complete the following steps:

1. Do one of the following:
   – To sell a car from Car Availability
     a. Select a car by clicking it.
     b. Click the Sell button on the toolbar.
   – To sell a car from a Rules Display, click the Sell button on the toolbar.

   The Sell dialog box appears.



Use the Sell dialog box to provide any optional details that might be needed before completing the sale. You can add optional fields and transmit them to the vendor at the same time as the car rental request.

The Basic Fields tab shows details that have already been selected. Any additional options appear in the List of Selected Sell Options.

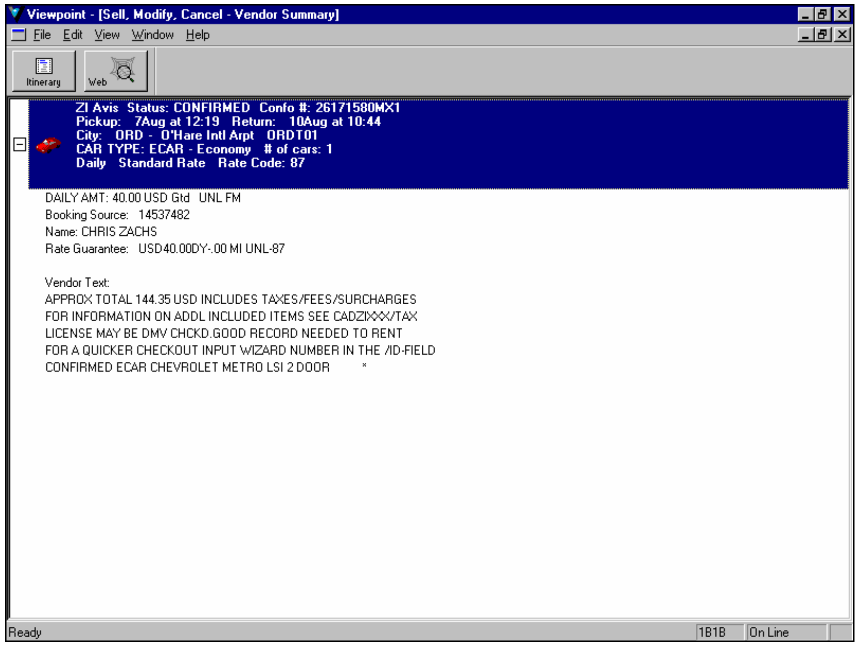
Use the other Sell tabs to enter optional sell information.

Continued on next page

How to use (*Cont.*)

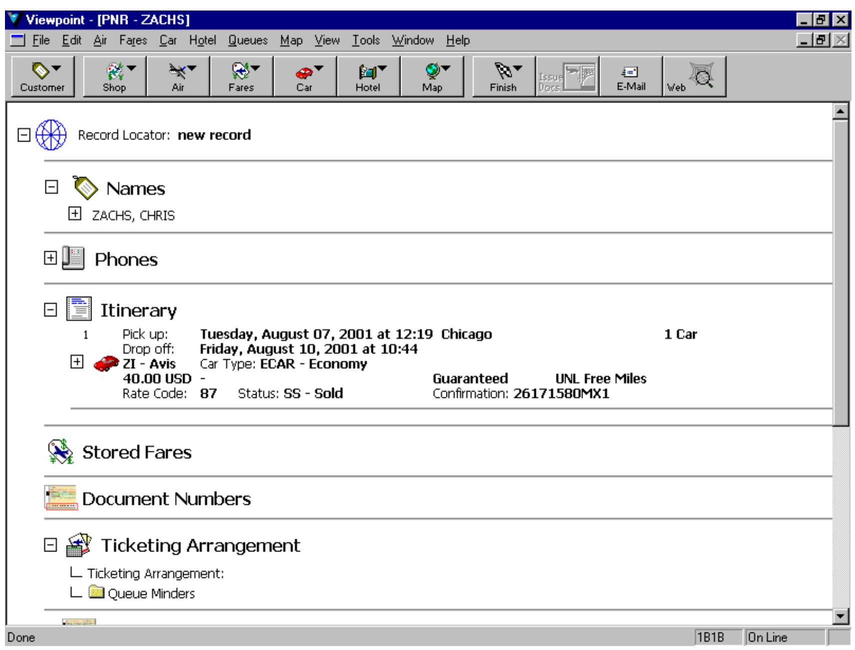
2. Click Sell.

   The Sell, Modify, Cancel – Vendor Summary window appears confirming your sell request or reservation.



3. To return to the itinerary window, click the Itinerary button or close the window.

   The itinerary window appears, displaying the sold car segment.



Practice

Use the PNR you started in Module 3. Your customer will be in Chicago six months from now and needs a car. Your customer wants to pick up the car at O'Hare airport Tuesday morning at 10:00 and drop it off Thursday afternoon at 4:00. Your customer prefers Hertz intermediate sized cars with unlimited mileage. Your customer doesn't have a corporate discount number and wants the least expensive car.

1. Display low-to-high availability.
2. Display the rules for the least expensive car.
3. Sell the least expensive car.
4. Add a special service request indicating that the customer requests a non-smoking car.
5. Display the Itinerary to view the car segment.

Note: Do *not* cancel the car segment. You will use it in the next practice.

Save the PNR

The final step to selling a car is to save the PNR. When you are selling an Inside Link® participant, the time period to communicate through the link is approximately ten minutes. Since Apollo® does *not* alert you to the time-out, it is best practice to save the PNR quickly. Saving a PNR is discussed in Module 6.

Display a Description for a Car Reservation

After you've booked the car, you can easily get information on the rental location or vendor, such as shuttle information or telephone number. The description information is the same as from a Car Availability display.

When to use

Display car descriptions when you need information on the location or vendor for a booked car segment.

How to use

To display a description for a booked car segment, use the following steps.

1. On the itinerary window, click the car segment.
2. Click Car on the toolbar and select Description.

   The Car Descriptions window appears with the General keyword displayed for the location where the car is booked.
3. To change the information from a specific location to the corporate vendor, click Vendor.
4. To change to a different Keyword other than General, double-click the desired keyword.
5. To close the Car Descriptions window, click Close Window.

Practice

Use the PNR from the previous car practice (Chicago, Hertz intermediate sized car). Display shuttle information for the location that you have booked.

Note: Do *not* cancel the car segment. You will use it in the next practice.

Modify a Car Segment

You can easily modify a car segment after it has been booked. Using Viewpoint™, you can see if your requested modifications are available *before* committing to modify the booked car segment.

When to use

Modify a booked car segment when you want to keep the reservation but need to make minor changes to it, such as car type.

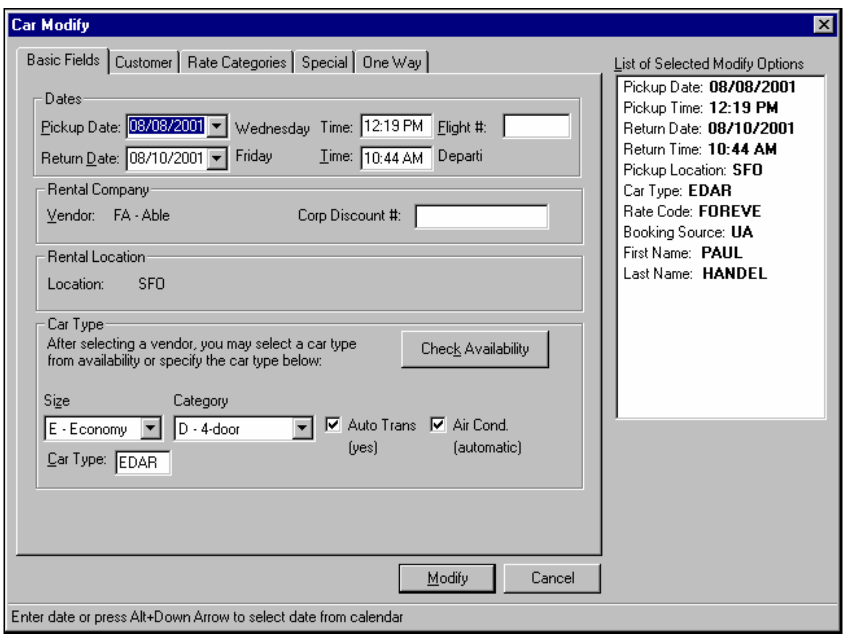
How to use

To modify a booked car segment, use the following steps.

1. On the itinerary window, click the booked car segment.
2. Click Car on the toolbar and select Modify.

   Note: You can also right-click the car segment and select Modify Segment from the shortcut menu.

   The Car Modify dialog box appears with the options the car was booked with already selected.



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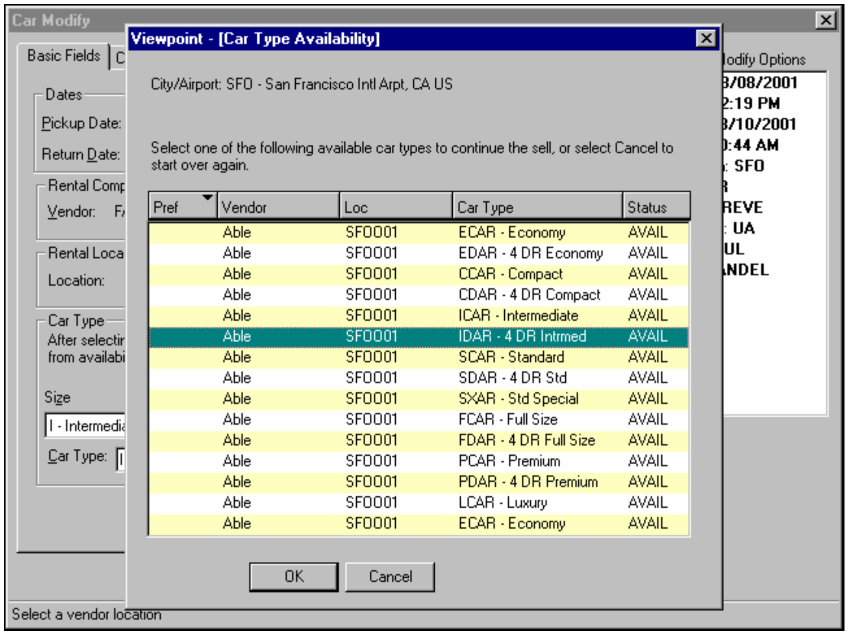
How to use (*Cont.*)

3. Make the desired modifications to the car segment.
4. Click Check Availability to see if your modifications are available.

   The Car Type Availability dialog box appears with a car matching your modifications selected if available.



5. To select a car other than the one selected, click it.
6. Click OK to close the Car Type Availability dialog box.
7. Click Modify to rebook the car segment with your modifications.

   The Sell, Modify, Cancel – Vendor Summary window appears confirming your modifications.

Practice

Use the PNR from the previous practice (Chicago, Hertz intermediate sized car).

1. Your customer's plans have changed. Modify the car segment, changing the car from an intermediate to a standard sized car.
2. Sell any Hertz standard sized car.

Cancel a Car Segment

When a customer changes an itinerary or needs a different car rental company, you can easily cancel any existing car reservation.

Remember that once you sell an Inside Availability® or Inside Link® participant, a message is sent to the rental company, regardless of whether you have end transacted the PNR. The car reservation is confirmed as soon as you sell it.

When to use

Cancel a car segment when your customer *no* longer needs it.

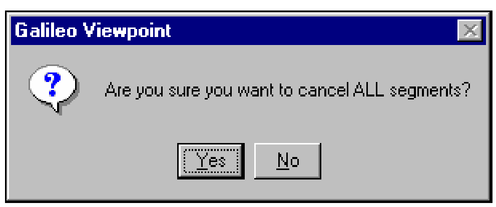
How to use

To cancel a segment, use the following steps.

1. On the itinerary window, click the car segment to highlight it.
2. Click the Customer button on the toolbar and select Cancel Segment(s).

   Note: You can also right-click the car segment on the itinerary window and select Cancel Segment(s) from the shortcut menu.

   A confirmation dialog box appears.

3. Click Yes.

   The Sell, Modify, Cancel - Vendor Summary window appears with a message confirming the segment was successfully canceled.

4. Click Itinerary to return to the itinerary window.

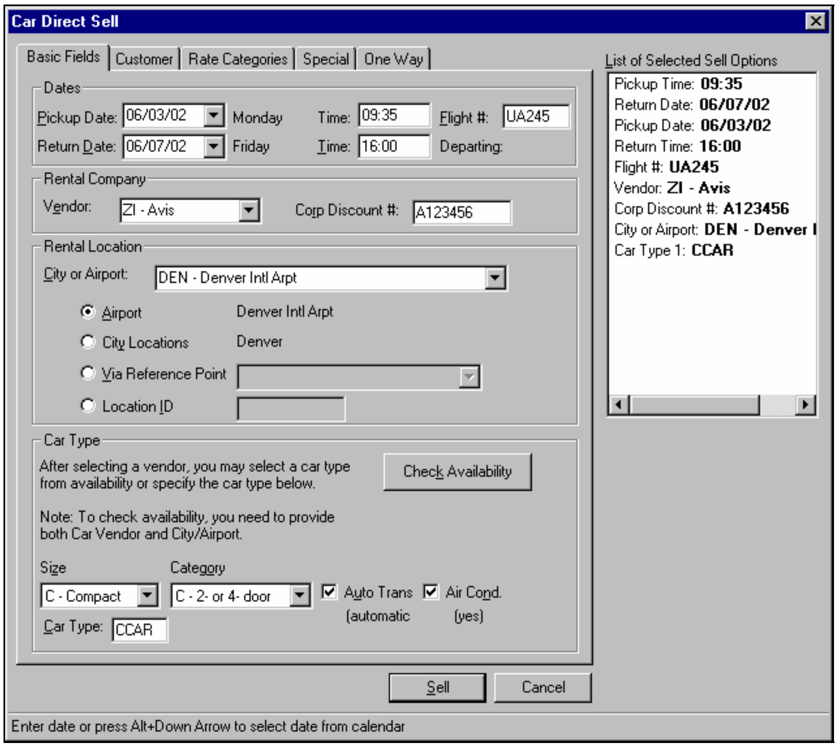
Practice

Use the PNR from the previous practice (Chicago, Hertz standard sized car). Cancel the car segment.

Direct Sell

Many travelers qualify for negotiated rate programs. You use a *discount number* to obtain a special rate for these travelers. When booking cars for customers with a discount number, use direct sell.

You use the Car Direct Sell dialog box to direct sell cars. The dialog box has five tabs on which you enter information. Some of the tabs are similar to those for reference sell. The first tab, Basic Fields, contains the required fields to sell a car including date and time, rental car company, corporate discount number, location, and car type. Following is an example of a direct sell for a car in Denver.



After you complete the Basic Fields tab, you can sell the car or enter additional information on the other tabs:

- Customer—Enter frequent traveler and customer information.
- Rate Categories—Enter a specific rate code and request the rate display in a different currency.
- Special—Request specific equipment, such as a bicycle rack.
- One Way—Enter drop off information for one-way rentals.

When to Use

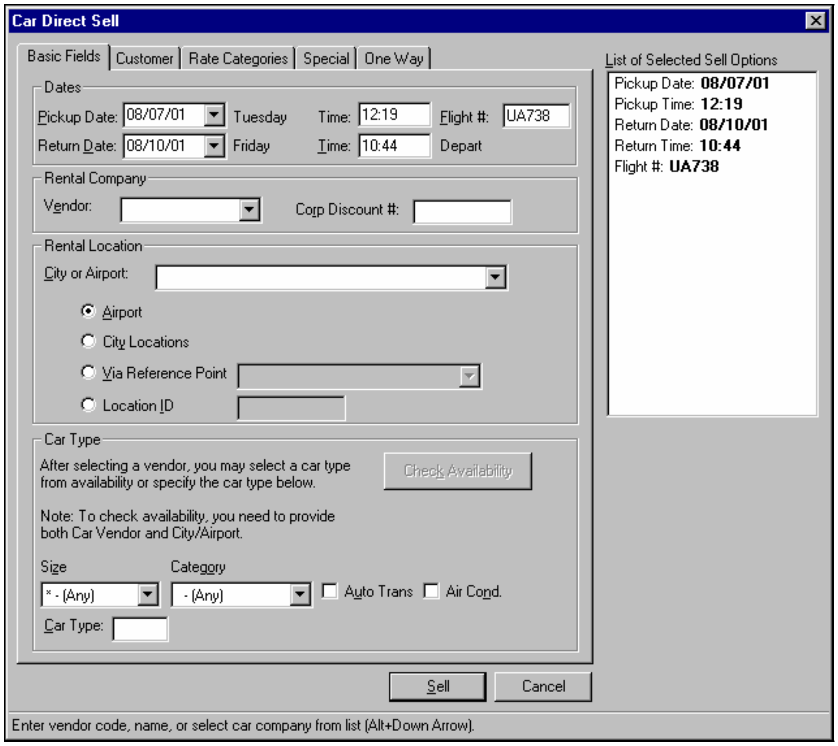
Direct sell when you are booking a car with a discount number.

How to Use

To direct sell a car, complete the following steps:

1. Click the segment after which you want the car reservation inserted.
2. From the Car menu, select Direct Sell.

   The Car Direct Sell dialog box appears.



3. Complete the Basic Fields tab.
   a. Enter the Pickup and Return dates and times and flight number if applicable.
   b. Select a Vendor by clicking the down arrow and clicking a vendor.
   c. Enter the corporate discount number.
   d. Specify the Rental Location.

Continued on next page

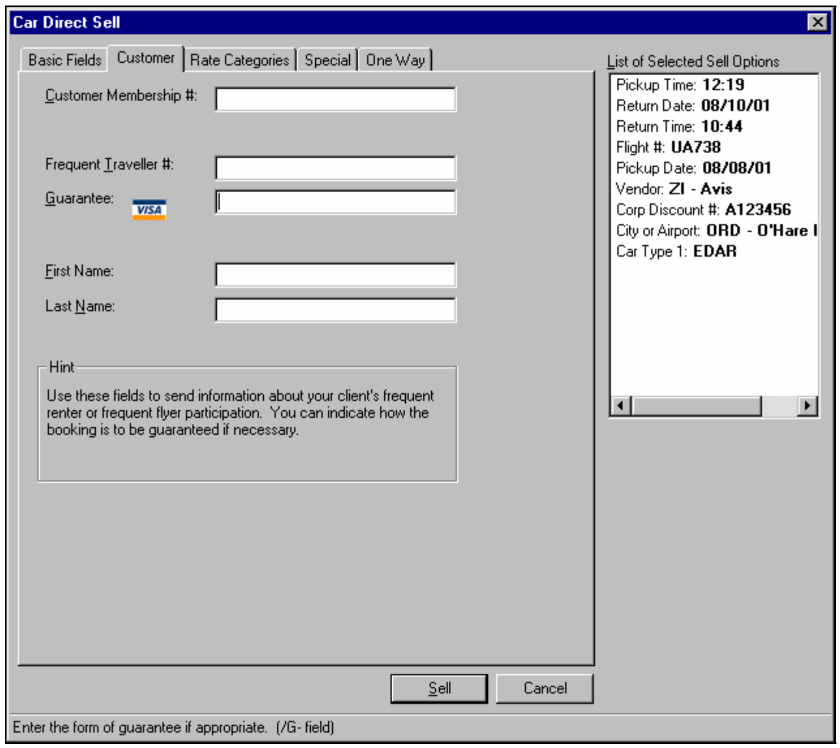
How to use (*Cont.*)

e. After you have selected a vendor, you can select the car type from availability or manually enter it.
   – To select the car type and check availability, click the Check Availability button. The Car Type Availability dialog box appears. Click a car type, then click OK.
   – To enter the car type manually, type the code in the Car Type text box or select the car type by making selections for the Size, Category, automatic transmission, and air conditioning.

Note: After completing the Basic Fields tab, you can sell the car or enter additional information using the other Car Direct Sell tabs.

4. To enter frequent traveler or guarantee information, click the Customer tab.

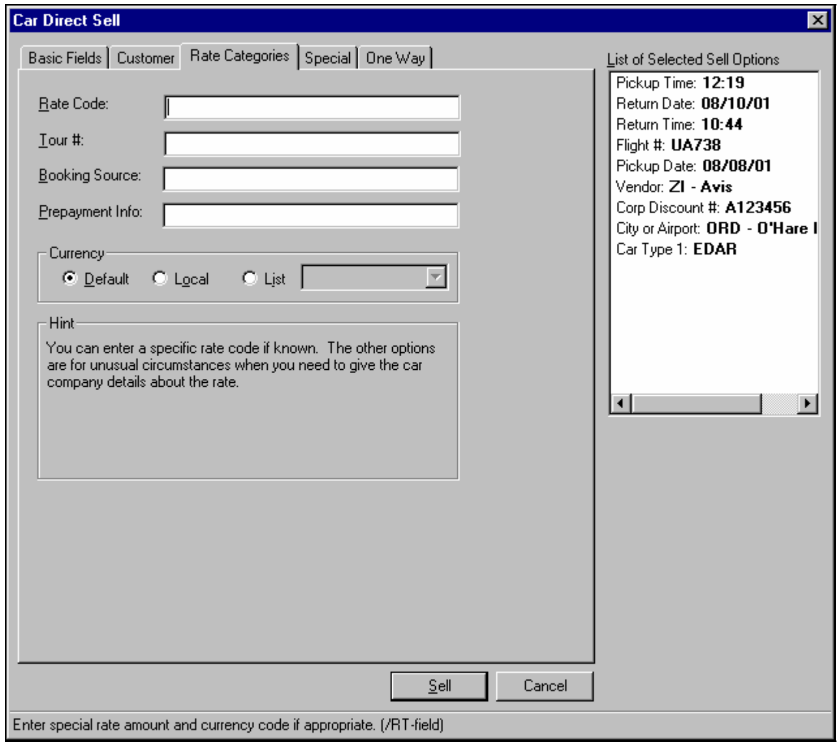
   The Customer tab appears.



   Enter any of the following:
   a. Customer Membership number.
   b. Frequent Traveler number.
   c. The credit card number for the Guarantee.
   d. First and Last name.

5. To enter a specific rate code or request the rate in a different currency, click the Rate Categories tab.

   The Rate Categories tab appears.



   Enter rate category information.

   a. Enter the rate code.
   b. If applicable, enter the tour number, booking source, and prepayment information.
   c. To display rates in a different currency, click Local, or click List and then click the drop down arrow and select a currency.

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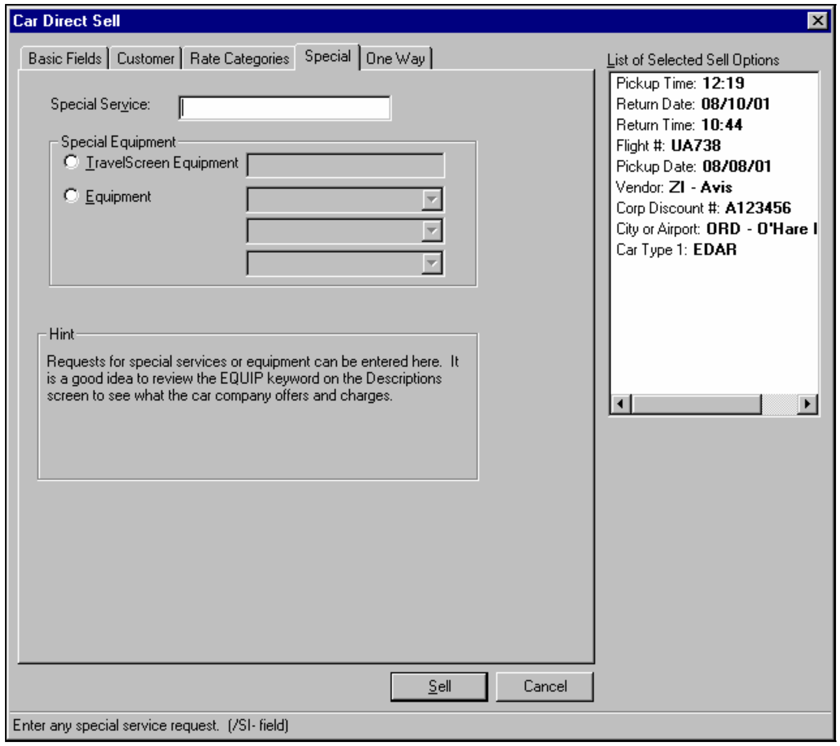
How to Use (*Cont.*)

6. To request special services or equipment such as a bicycle rack, click the Special tab.

   The Special tab appears.

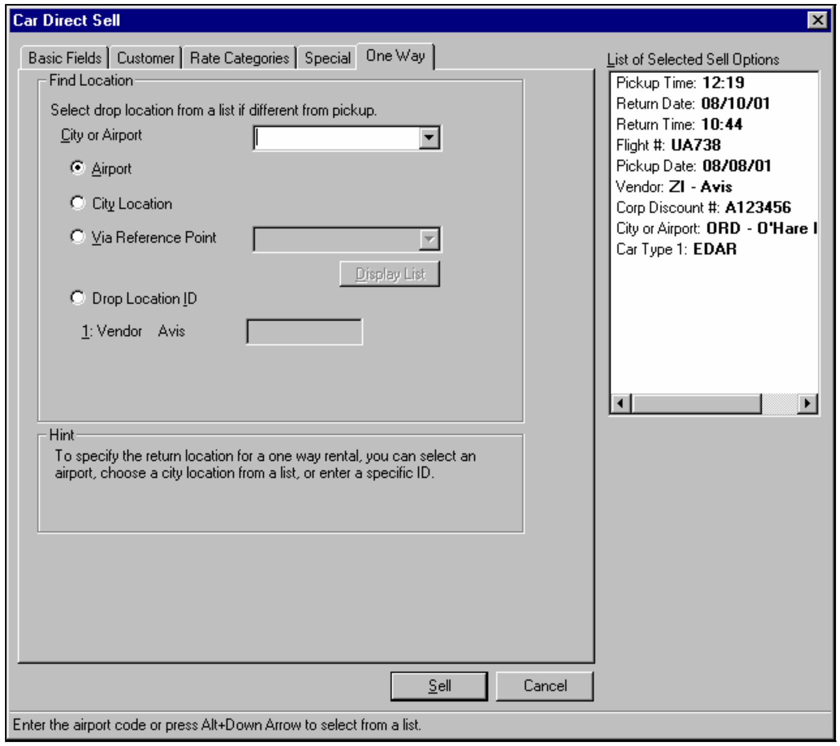


To request special service do one or more of the following:

- Type the service request in the Special Service text box.
- To request special equipment items that are stored in the active TravelScreen™ preferences, click TravelScreen Equipment, and then enter the item.
- To request special equipment, click Equipment. Then click the down arrow and select an item from the list.

7. If the car will be dropped off at a different location than where it is being picked up, click the One Way tab.

   The One Way tab appears:



   Specify the drop-off location by doing one of the following:

   – Select an airport.
   – Select a city location.
   – Select a city and reference point.
   – Select Drop Location ID and type a location ID.

8. Click Sell.

   If the sell was successful, the Sell, Modify, Cancel – Vendor Summary window appears.

Practice

Your customer will be in San Francisco six months from now. Your customer wants to pick up a car at the airport Monday morning at 10:00 and return it Wednesday afternoon at 3:00.

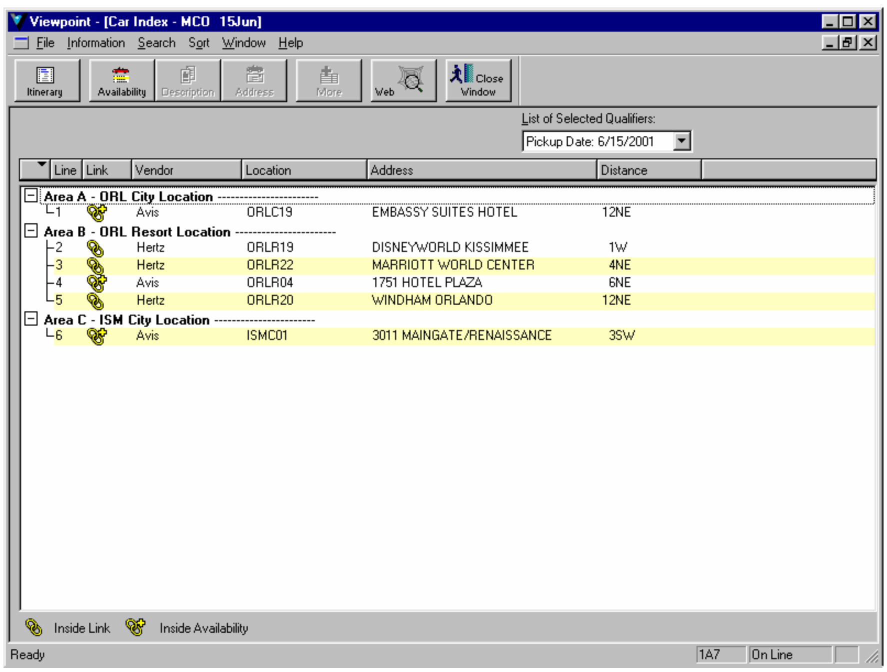
1. Direct sell a car. Your customer would like a 2/4 door, intermediate size with Avis. Sell the car using A123456 as the corporate discount number or one provided by your instructor.
2. Display the itinerary.

Note: Do not cancel the car segment at this time. You will use this PNR in another practice.

Display a Car Index

You can display a listing of the rental locations for a selected city or airport *regardless* of car availability. You can specify what vendors you want listed and if you want rental locations for an airport or a non-airport location.

Below is an example of a car index for Avis and Hertz locations near Disneyworld.



From a car index, you can easily request availability, a description, or an address.

When to use

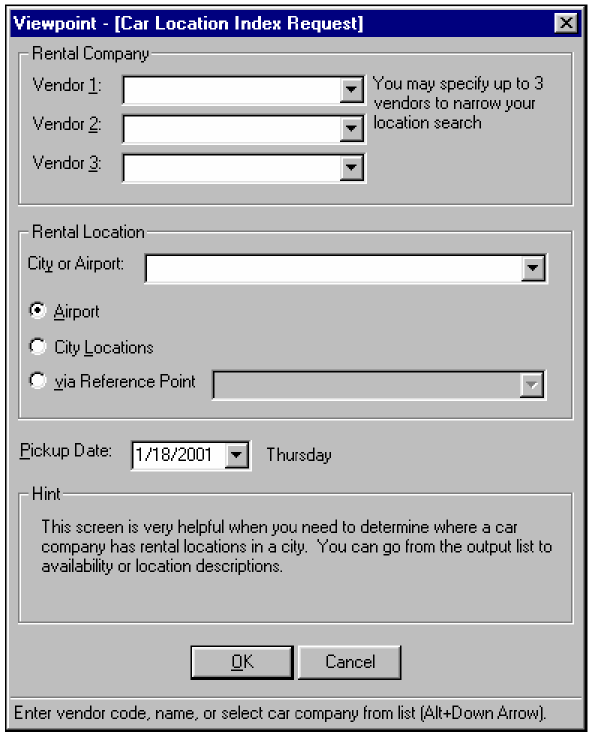
Request a car index to display car rental locations for an airport or a non-airport location.

How to use

To display a car index, use the following steps.

1. Click the Car button on the toolbar and select Index.

   The Car Location Index Request dialog box appears.



2. Optionally, type or select up to three vendors.

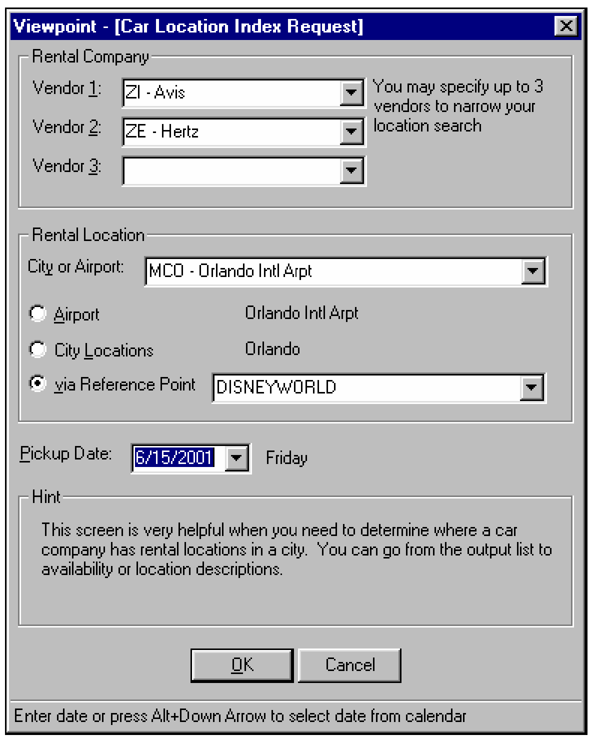
Continued on next page

How to Use (*Cont.*)

3. Specify the Rental Location by doing one of the following:
   - To specify an airport location, type or select an airport from the drop-down menu.
   - To specify a city location:
     a. Type or select a city from the drop-down menu.
     b. Click City Locations.
   - To specify a city location via a reference point:
     a. Type or select a city from the drop-down menu.
     b. Click via Reference Point.
     c. Click the down arrow to select a reference point. The Reference Point dialog box appears.
     d. Select a reference point from the list by clicking it.
     e. Click OK.

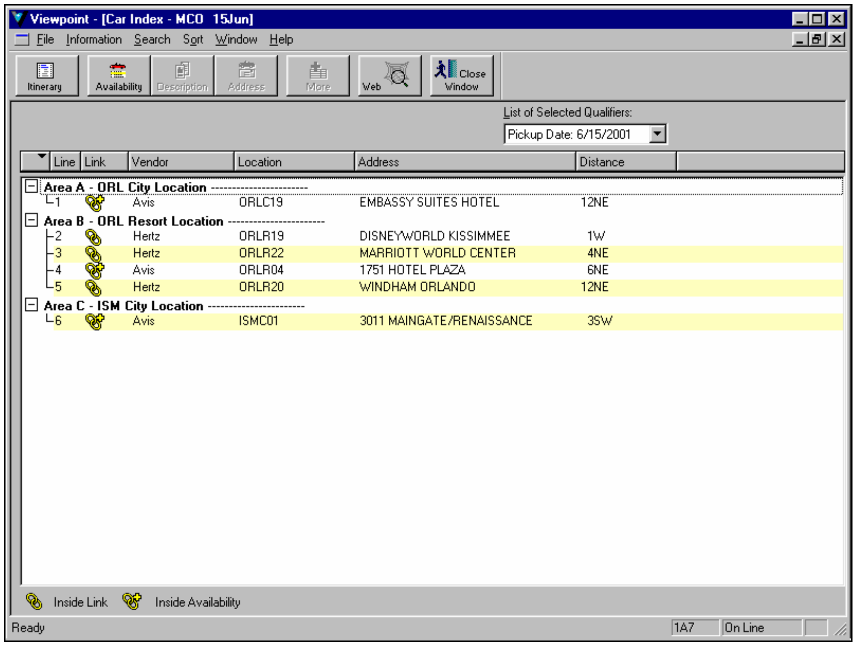
4. Optionally, Enter a pickup date.

   Below is an example of a completed index request for Avis and Hertz locations near Disneyworld.

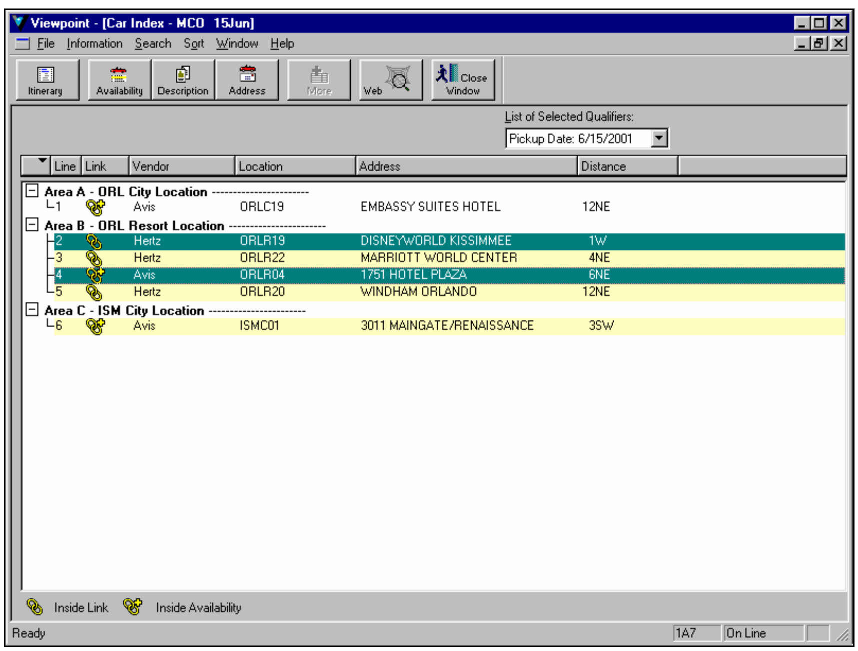


4. Click OK.

   The Car Index window appears.



5. Select up to three locations by clicking the location.



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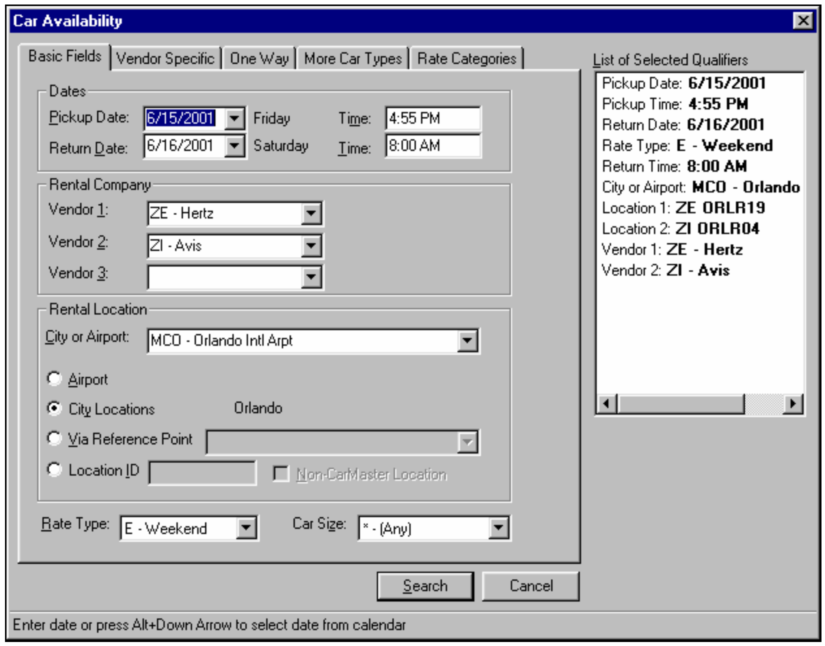
How to Use (*Cont.*)

6. Do one of the following:
   – To display availability, click the Availability button on the toolbar.
   – To display a description, click the Description button on the toolbar.
   – To display an address, click the Address button on the toolbar.
   – To close the Car Index window, click Close Window.

   Below is an example of selecting availability from a Car Index.



Display a Car Description

You can view corporate policies and information for a selected vendor or for a particular rental location without performing an availability search.

When to Use

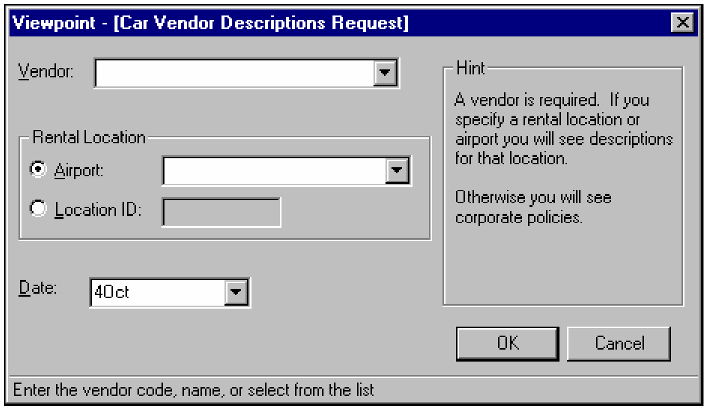
When you need information on a vendor or specific location and are *not* concerned about car availability, display a description from the itinerary window.

How to Use

To display car rental location or vendor information, complete the following steps:

1. On the itinerary window, click the Car button and select Description.

   The Car Vendor Descriptions Request appears.



2. Type the vendor name or code, or click the down arrow to select it from the list.
3. If you want to display a description for a specific rental location, you must specify the Rental Location. Do one of the following:
   – Type an airport code or select one from the list.
   – Click the Location ID button, press Tab, and type the ID.
4. To enter an alternative date, type the date or click the down arrow and select a date from the calendar.
5. Click OK.

   The Car Description appears.

6. If you entered a Rental Location, you can switch back and forth between description types by clicking ‘Location’ or ‘Vendor’.
7. To display a different Keyword other than General, double-click it.
8. To close the Car Descriptions window, click Close Window.

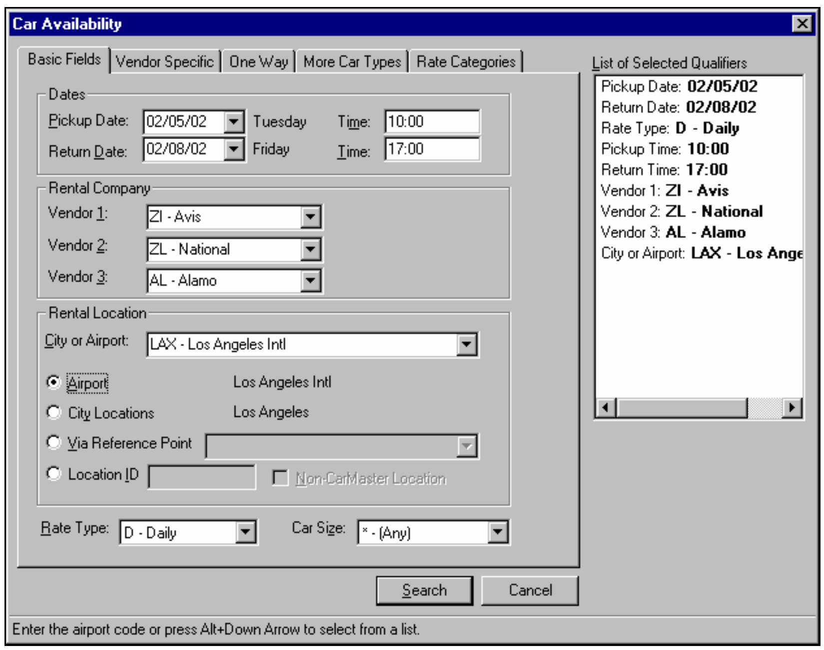
Car Availability Request Examples

Following are examples of different types of availability requests and results.

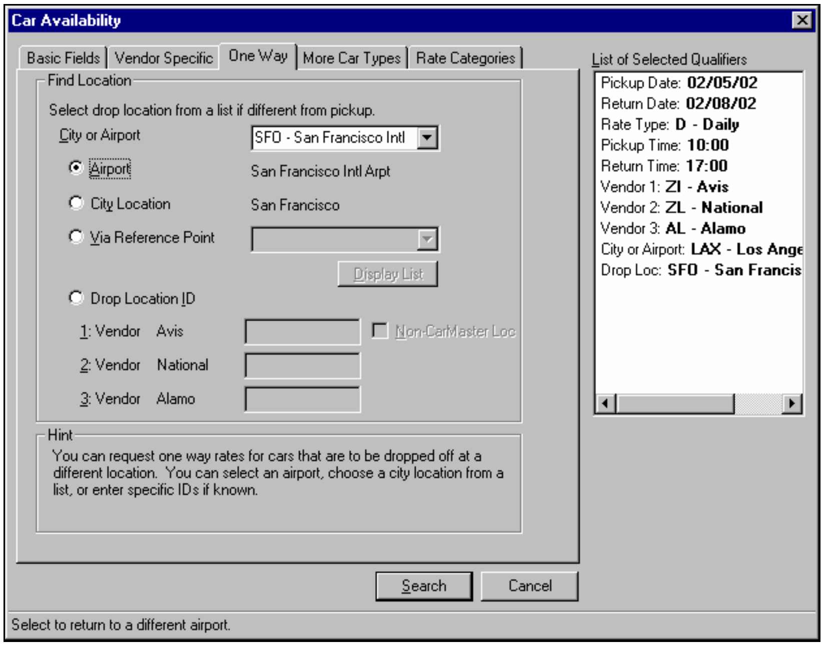
One Way

Following is an example of a Car Availability request for a one-way car rental with unlimited mileage. The car is being picked up at Los Angeles airport and dropped off at San Francisco airport.

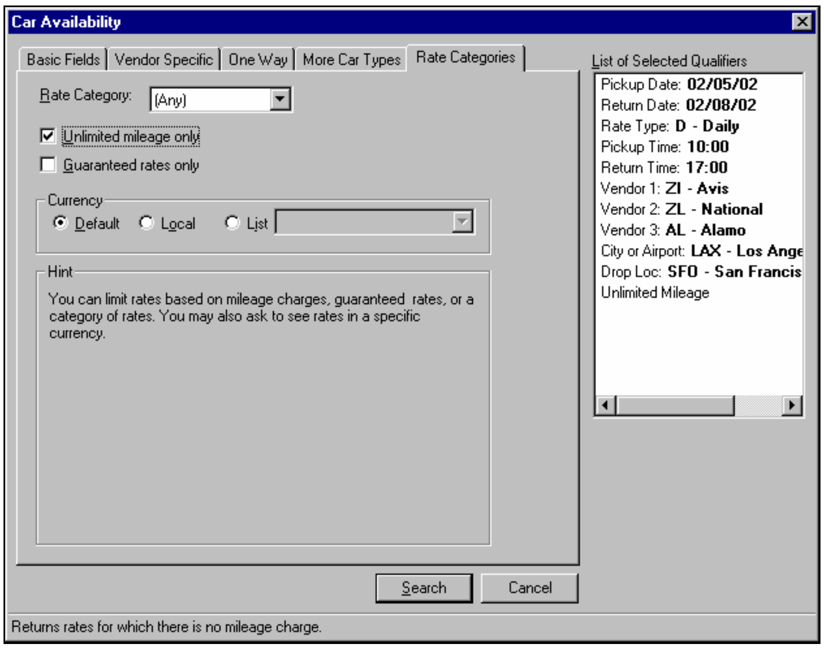
The Basic Fields tab below shows the pickup and drop-off dates and times. For a one-way rental, the vendor must be entered. In this example, Avis, National, and Alamo have been entered. The Rental Location (pickup) is at Los Angeles airport.



The One Way tab indicates the drop-off location, San Francisco airport.



The Rate Categories tab below shows the 'Unlimited mileage only' check box selected.



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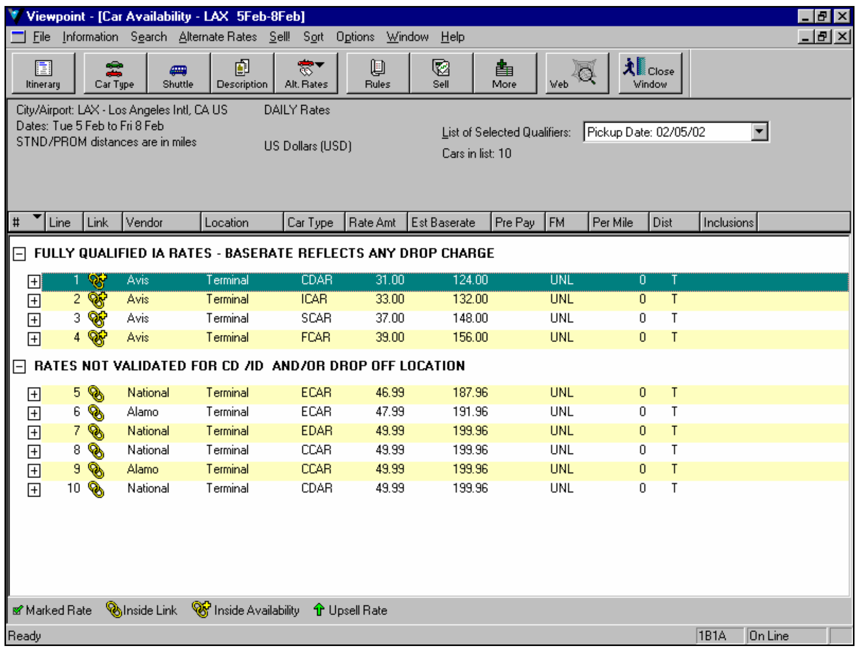
One Way (*Cont.*)

The results of the search are shown below. The top section shows Inside Availability® rates that allow a drop off at the requested location and include any drop off charges.

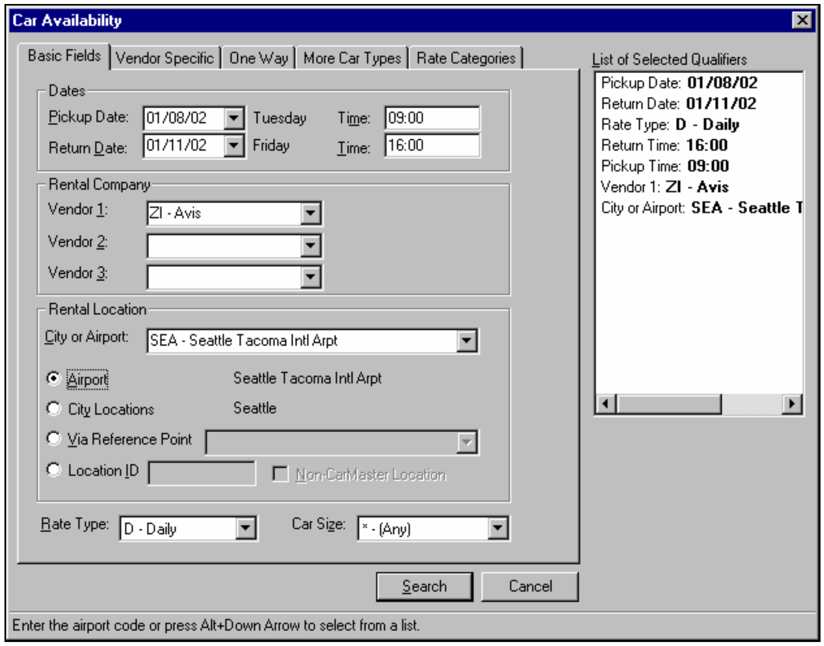
The bottom section displays rates for non-Inside Availability vendors. These rates will only be validated *on sell* for permitted drop off locations and drop off charge. You must check the rules and DROP policy description for full details.



Corporate Discount Number for Inside Availability® Vendor

Following is an example of a Car Availability request using a corporate discount number for an Inside Availability® vendor, Avis.

The Basic Fields tab below shows the pickup and drop-off dates and times for a car in Seattle. Avis is entered in the Vendor 1 text box.



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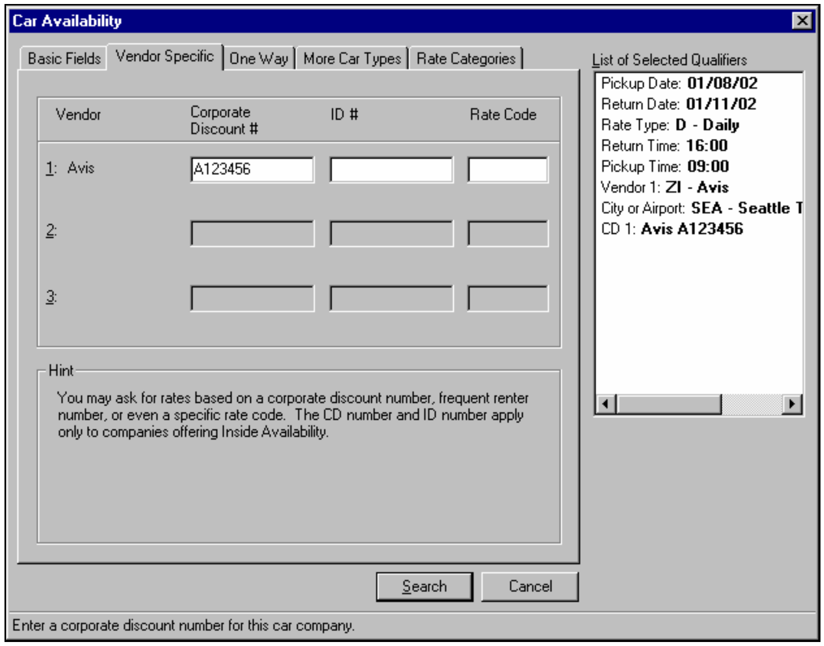
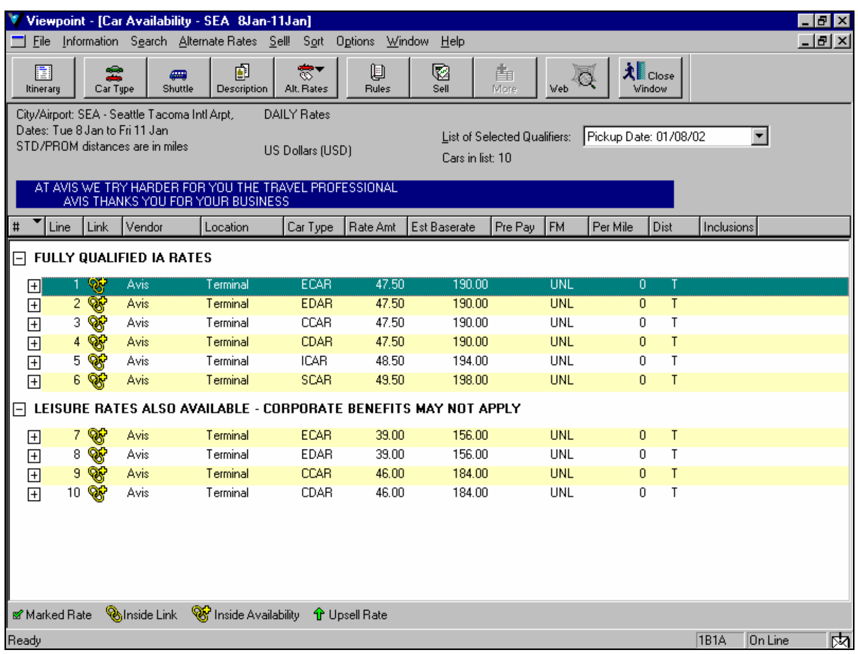
Corporate Discount Number for Inside Availability® Vendor (*Cont.*)

The corporate discount number is entered on the Vendor Specific tab.

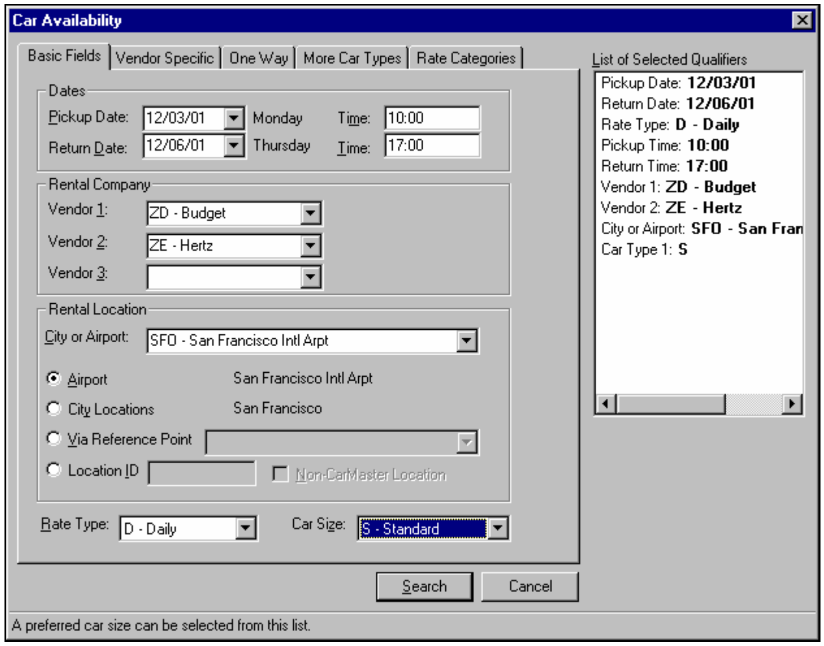


The results show Fully Qualified IA Rates and Leisure rates. The top section displays rates that have been returned via Inside Availability® and have met all rental parameters included in the availability request. The bottom section displays alternate rates for consideration.

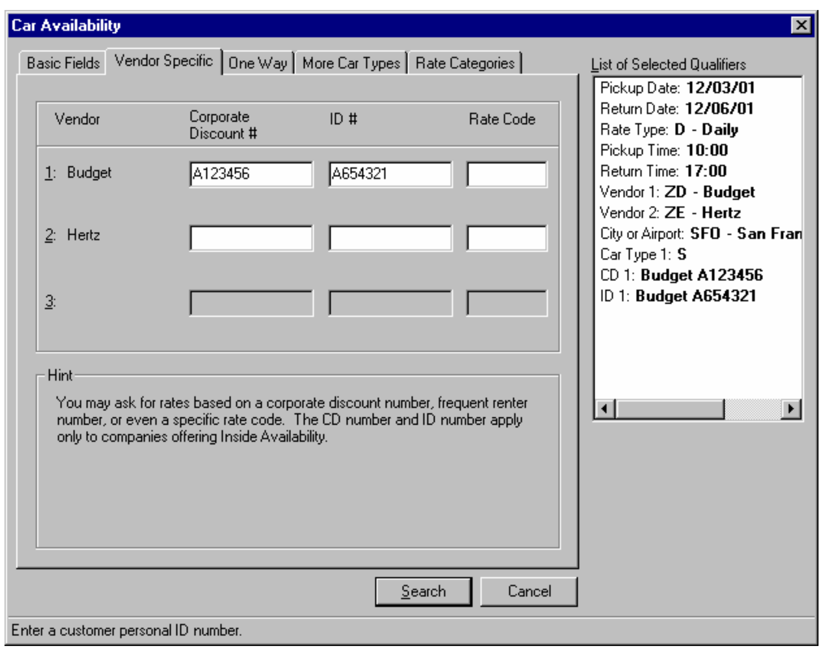


Corporate Discount/ID Numbers for Multiple Vendors

Following is an example of a Car Availability request using a corporate discount and ID number for one of several requested vendors. The Basic Fields tab below shows the pickup and drop-off dates and times for a Standard car in San Francisco. The requested vendors are Budget and Hertz.



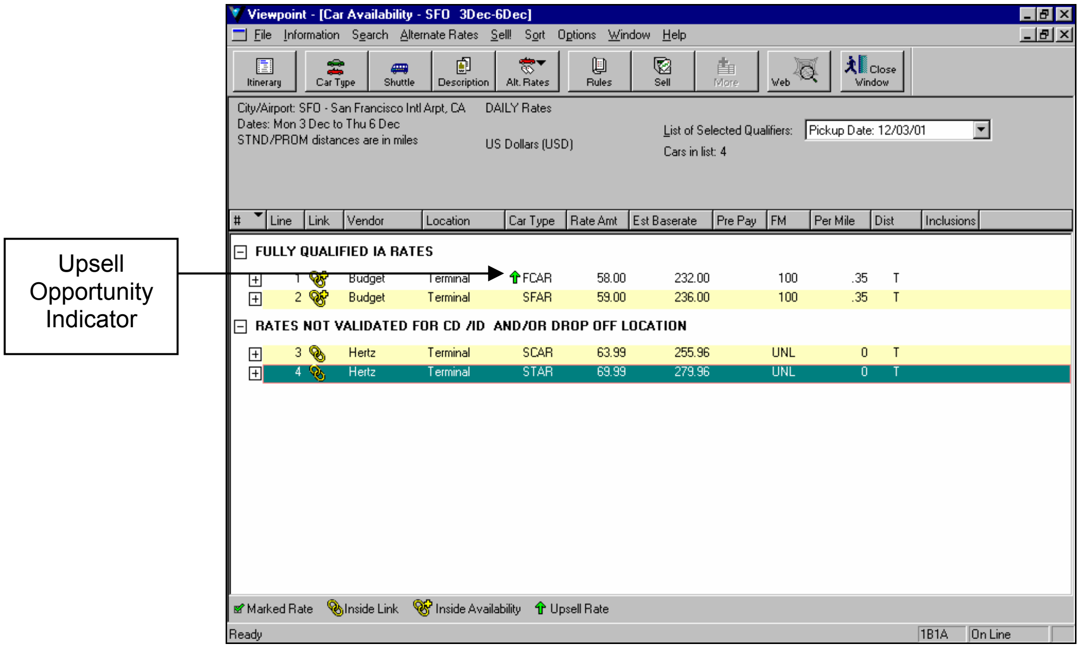
The Vendor Specific tab shows the corporate discount number and ID number completed for Budget.



Continued on next page

Corporate Discount/ID Numbers for Multiple Vendors (*Cont.*)

The results show Fully Qualified IA Rates (Inside Availability) as well as rates that are not validated.



The up arrow (↑) next to the car type on line 1 indicates that an upsell or promotional rate has been returned. This is an *additional* car type to those requested in the availability request. Only Inside Availability® vendors return these promotional rates.

Summary

In this module you learned how to:

- Describe car rental company participation levels in the Apollo® system.
- Sell cars without a discount number (Reference sell).
- Display rules from Car Availability.
- Display location and vendor descriptions.
- Modify booked car segments.
- Cancel booked car segments.
- Sell cars with a discount number (Direct sell).

Module 6: Saving and Ignoring a PNR

When you create a new PNR or make changes to an existing PNR, you can save those changes or ignore them. This module describes how to save and ignore a PNR.

Module Objectives

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

- Identify when you must verify or retain stored fares.
- Save a PNR.
- Ignore a transaction.

Verify and Retain Stored Fares

After you create or make changes to a PNR, you will most likely want to save the changes. In some situations, you will have to verify or retain the stored airfare before the PNR can be saved.

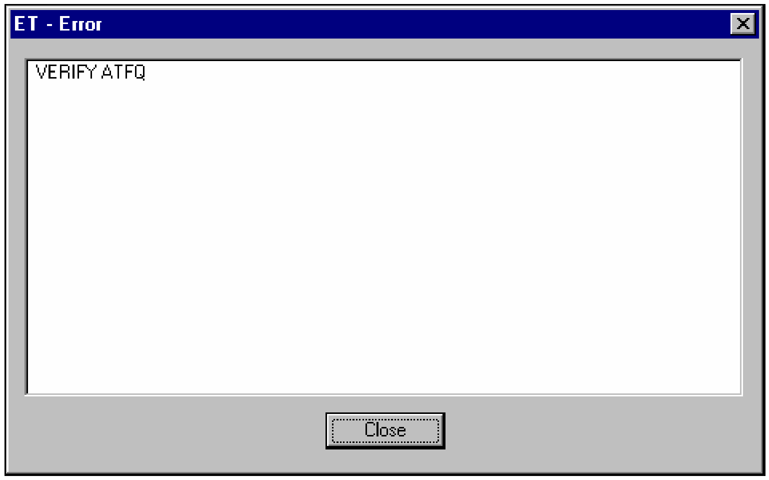
When you work with PNRs that have one or more stored fares, you will need to verify or retain the fare *if* you change a name or add an itinerary segment *after* the fare has been stored. Apollo® will not save the PNR if a change is made and you have not verified or retained the fare.

For example, if you retrieve a PNR that already has an air segment and a stored fare, and then add a hotel or car segment, you have to verify or retain the fare before Apollo® will let you save the PNR.

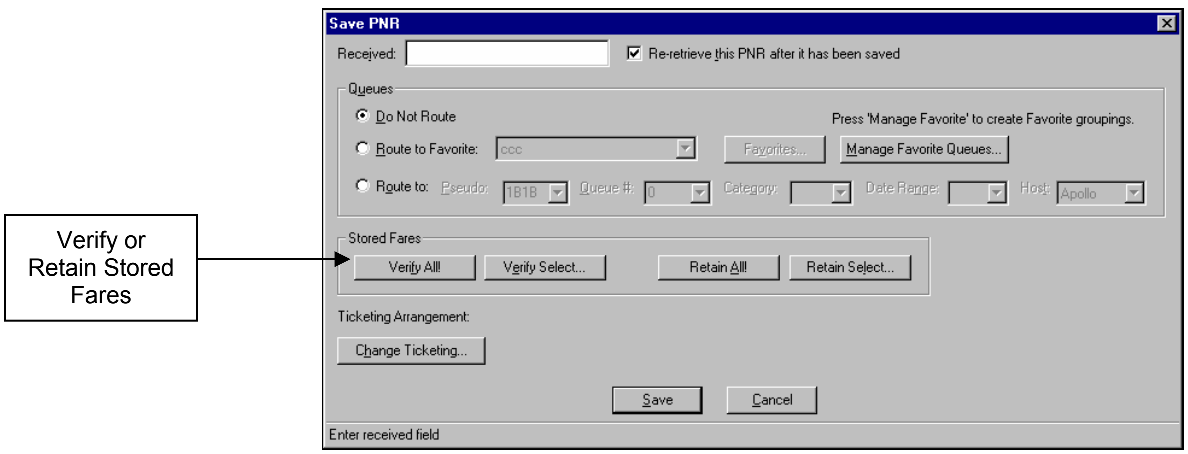
Continued on next page

Verifying and Retaining Stored Fares (*Cont.*)

A message similar to the following appears whey you attempt to save a PNR without verifying or retaining a stored fare after making a name or itinerary change.



When you save a PNR, you will use the Save PNR dialog box. You can verify or retain the fare using the buttons in the Stored Fares section of the dialog box.



The buttons in the Stored Fares section allow you to verify or retain all stored fares, or select the stored fares individually.

When you change an itinerary *before* issuing the ticket, verify the stored fare. When you change an itinerary *after* the ticket has been issued and the change is *not* related to the fare, retain the original fare.

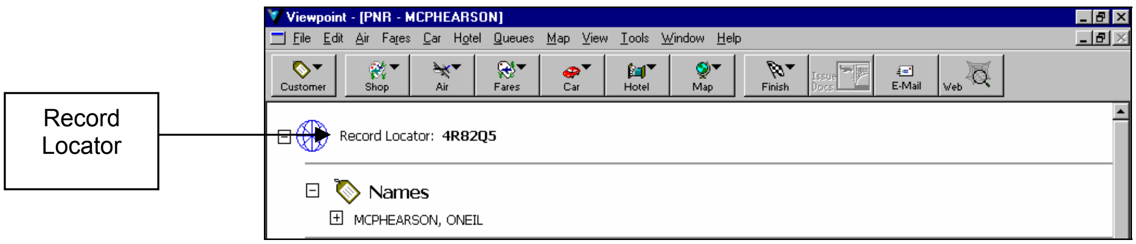
Save a PNR

There are two ways to finish working on a PNR:

- Save it (End transact)
- Ignore it

When you save a PNR, you're telling Apollo® to save the new or changed data you've entered in the PNR. Apollo® performs a series of checks to make sure the required information has been entered and it is in the proper order.

When a new PNR is saved, it is filed in the central database of the Apollo® system. At that point, the PNR is assigned a unique identification code called a record locator. The assigned record locator never changes, no matter how often the PNR is modified.



When to Use

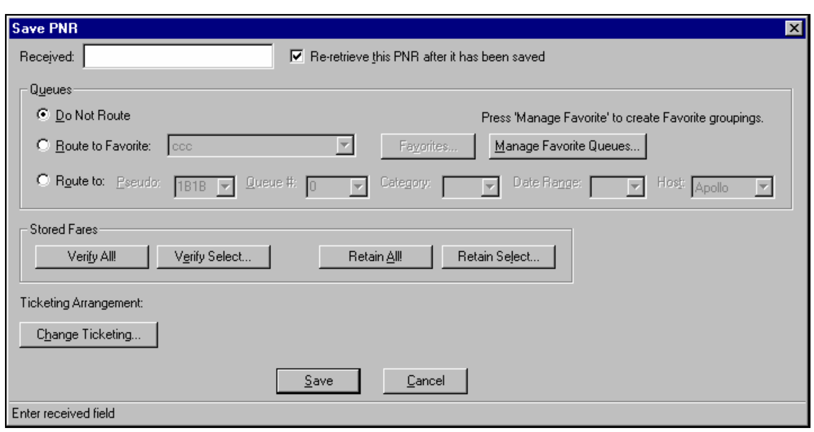
Save the PNR after you have created a new PNR or have made changes to an existing PNR.

How to Use

To save your PNR, use the following steps.

1. Click Finish from the toolbar and select Save PNR.

   The Save PNR dialog appears.



2. In the Received box, type the name of the person making the request.
3. If you do not want the PNR redisplayed after it has been saved, clear the ‘Re-retrieve this PNR after it has been saved’ check box.
4. If you want the PNR to be placed onto a Queue, complete the Queue section.
5. If you have changed the PNR *after* storing a fare, verify or retain the fare using the buttons in the Stored Fares section. A confirmation similar to the following appears.

6. If you want to change the ticketing arrangements, click the Change Ticketing button and make the change.
7. Click Save.

   The PNR is saved in the central database of the Apollo® system.

Practice

Save the PNR from previous modules. Re-retrieve the PNR after it has been saved.

Ignore a Transaction

You can disregard an action or series of actions that you have performed on a PNR by ignoring the transaction. When you ignore a new or existing PNR, you are telling Apollo® to “ignore”, rather than save any information you just entered. When you ignore a PNR, all new information you entered is discarded.

Remember that once you sell an Inside Link® participant, Apollo® instantly sends a message to the vendor, regardless of whether you have end transacted the PNR. The reservation is confirmed as soon as you sell it. If you ignore the PNR *before* ending it, the reservation will still be confirmed.

If you have retrieved an existing PNR or saved and re-retrieved a PNR, you must ignore the PNR before you can begin working on another.

You ignore transactions from the itinerary window.

When to Use

When you want to disregard what you've just booked in the PNR, ignore the transaction.

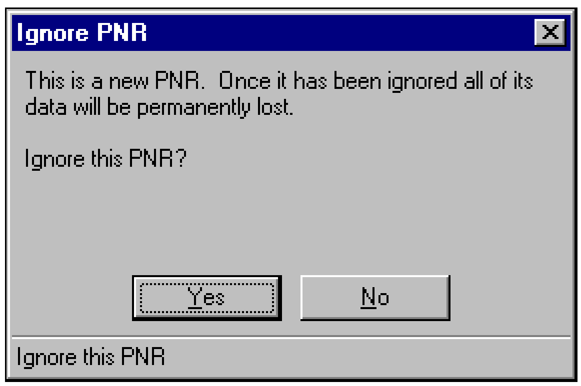
Caution: Since you are booking in the live system during training, you *must* ignore what has just been booked or your agency will be subject to unwanted charges.

How to Use

To ignore changes made to a PNR, use the following steps.

1. Click either the Finish or Customer button on the toolbar.
2. Do one of the following:
   - To ignore changes and the PNR, click Ignore.
   - To ignore changes and redisplay the previous (unchanged) version of the PNR, click Ignore and Redisplay.

   Apollo® responds with a dialog box similar to the following.



3. Click Yes to ignore.

Practice

Ignore the PNR from previous practices.

Summary

In this module you have learned how to:

- Identify when you must verify or retain stored fares.
- Save a PNR.
- Ignore a transaction.

Module 7: Selling Hotels

The Apollo® system has one of the most complete hotel booking programs available. It represents several advances in the booking process and the ability to access more product information updated by the hotel companies.

Inside Availability® is an industry first. It provides access to a hotel's central reservation system to view and sell from availability. Rate rules and property descriptions are also available. Inside Availability® lets you meet your customer's needs quickly.

Module Objectives

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

- Describe hotel participation levels in the Apollo® system.
- Reference sell a hotel.
- Update a hotel search.
- Enter and display hotel notes.
- Display hotel descriptions and policies.
- Modify a hotel segment.
- Cancel a hotel segment.
- Direct sell a hotel.

Hotel Participation Levels

There are three levels of participation in the Apollo® system. When a hotel chain joins the Apollo® system, it chooses a level of participation.

The three levels are:

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

A hotel's participation level is indicated on various Viewpoint™ screens. This section defines each participation level and explains how it works.

Inside Availability®

Inside Availability® works the same as calling a hotel's 800 central reservation telephone number. You can view and sell the same inventory *without* waiting for a reservationist to help you. An Inside Availability® participant gives you direct access into the hotel company's system for availability, rules, and rates. It also responds to a sell message with an instant confirmation number. A room reservation is built in the participant's computer system *prior to* end transacting the PNR.

Inside Link®

An Inside Link® participant gives you the ability to go directly to the hotel company for an instant confirmation at time of booking. A room reservation is built in the participant's computer system *prior to* end transacting the PNR.

Non-Link

A non-link participant responds to a sell message and sends back a confirmation number *only* after end transact *and* after the participant's computer system has worked the reservation. All hotel companies that are *not* Inside Availability® or Inside Link® are considered non-link participants.

Reference Sell a Hotel

Just like selling cars, you can sell hotel rooms by using the reference sell method.

Reference selling a hotel using Viewpoint™ is a four-step procedure. The steps are:

1. Display hotel availability.
2. Display all available room rates.
3. Display room rate rules and policies.
4. Sell a hotel from the rules display.

Step 1: Display Hotel Availability

The first step to reference sell a hotel is to display hotel availability that meet your customer's needs.

When to use

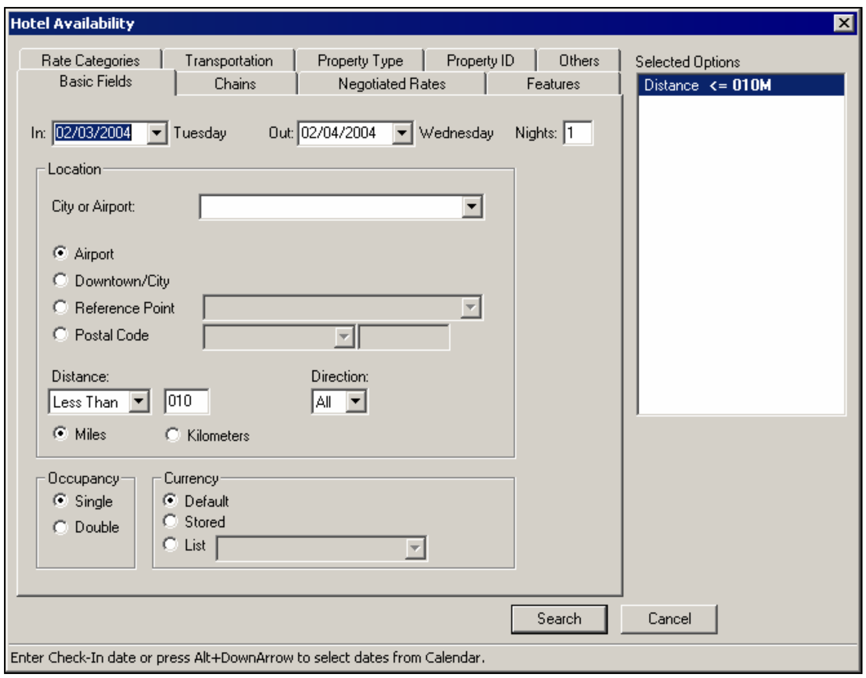
Display availability to reference sell when your client doesn't have a preferred hotel.

How to use

To display hotel availability, use the following steps.

1. If you are adding a hotel segment to an existing itinerary, display the PNR, and then highlight the segment that the hotel segment is to follow.
2. From the Hotel menu, select Availability.

   The Hotel Availability dialog box appears.



   If you previously highlighted an existing air segment in the itinerary, the in and out dates, number of nights, and city code automatically fill in.

3. Complete the Basic Fields tab. Press Tab to move from field to field or use your mouse.
   a. Enter the In and Out dates. Alternately, you can enter the In date and number of Nights, and the Out date will be automatically calculated. You can enter dates in several formats including MM/DD/YY and DDMMM. For example, October 6, 2001 can be entered 10/06/01, 10/6/01, 06OCT, or 6OCT.

You can also select dates from the calendar. To access the calendar, click the In or Out down arrow. Click the desired date, and then click the OK button.

Note: Once you enter a date, Viewpoint™ displays the corresponding day of the week to the right of the In and Out text boxes.

b. Specify the Location by doing one of the following:
   - To specify an **Airport** location, type or select an airport from the drop-down menu.
   - To specify a **Downtown/City** location:
     1. Type or select a city from the drop-down menu.
     2. Click Downtown/City.
   - To specify a city location using a **Reference Point**:
     1. Type or select a city from the drop-down menu.
     2. Click Reference Point.
     3. Click the down arrow to select a reference point. The Reference Point dialog box appears.
     4. Select a reference point from the list by clicking on it.
     5. Click OK.
   - To specify a location using a **Postal Code:**
     1. Click Postal Code.
     2. Select the country from the drop down list.
     3. Type the postal code in the text box.

c. Select the Distance and Direction from the location. The default setting is within 10 miles in all directions.

d. Select the Occupancy, Single or Double.

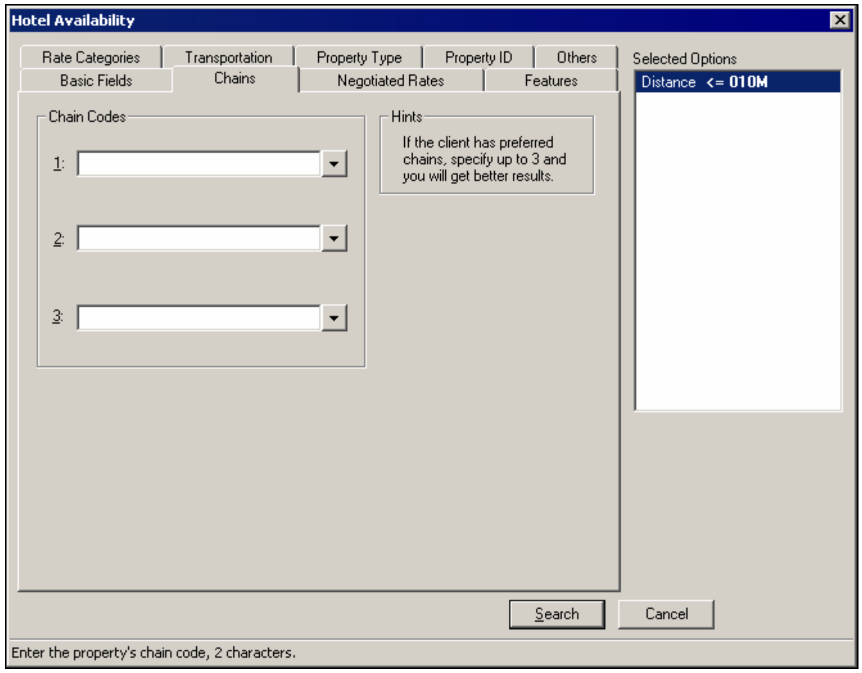
e. Optionally, you can elect to display the results in a different currency.

As you complete fields on the Basic Fields tab, your selections appear in the 'Selected Options' text box located on the right side of the dialog box.

Note: After completing the Basic Fields tab, you can begin your search or enter additional search criteria using the other tabs. To begin the search, skip to Step 12.

4. If your client has a preference for a particular hotel chain, click the Chains tab.

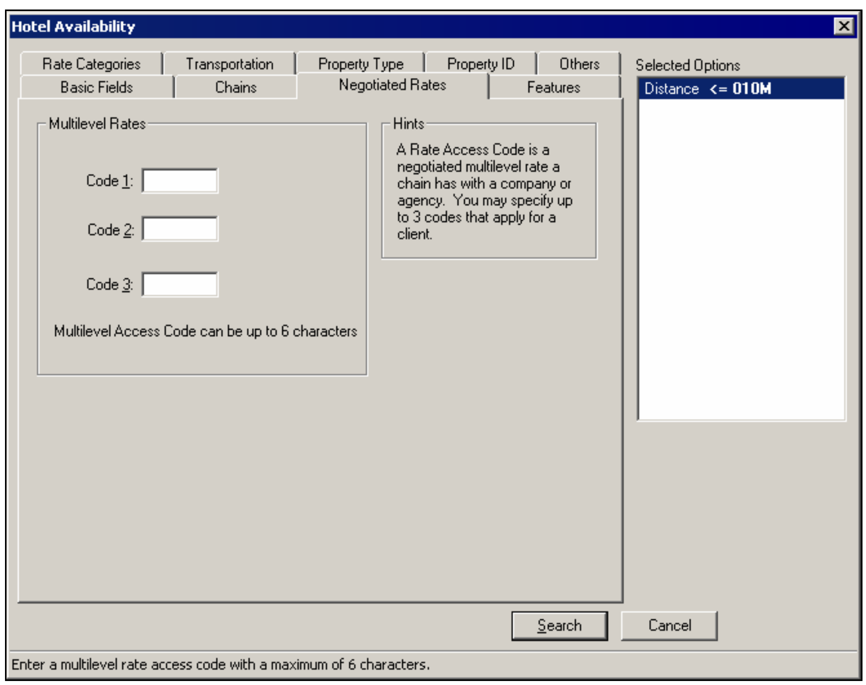
The Chains tab appears.



Type the chain name, code, or click the down-arrow to select from the list. You can add up to three different hotel chains to the hotel search.

5. If your travel agency or client's company has negotiated special room rates with hotel chains, click the Negotiated Rates tab.

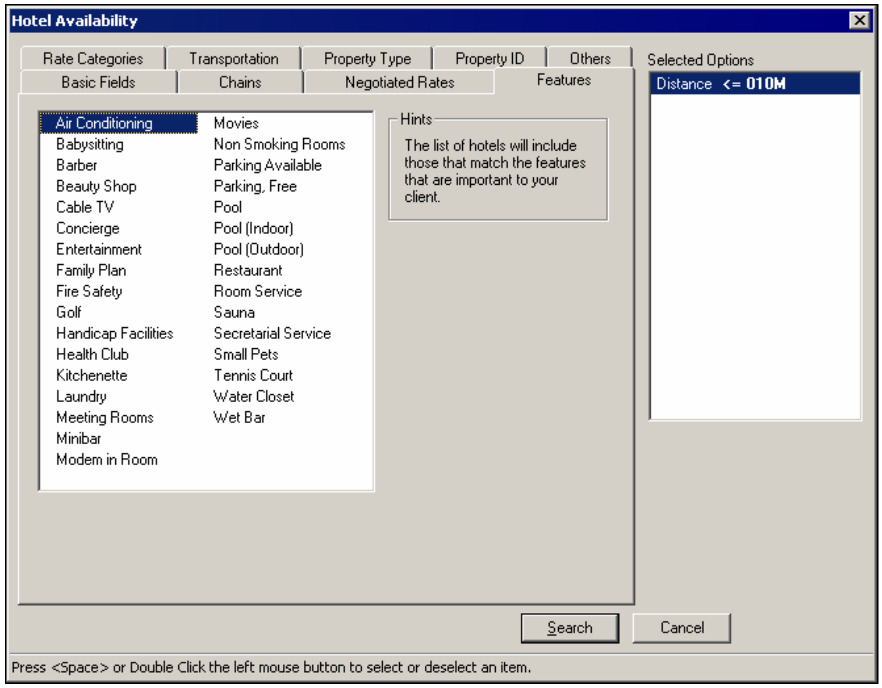
The Negotiated Rates tab appears.



To display negotiated rates in Hotel Availability, you must enter the applicable rate access code in the text boxes provided. You can enter up to three different codes.

6. If you want to search for properties with special features or amenities, such as a health club, click the Features tab.

   The Features tab appears.

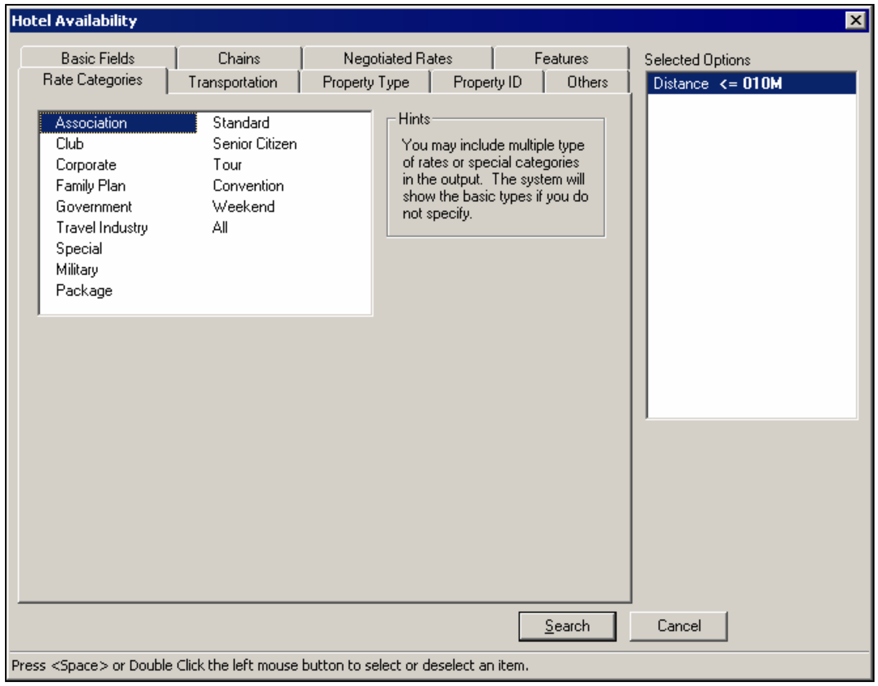


Double-click a feature to add it to the Selected Options list. You can include up to eight features.

Note: When a feature is selected, a green checkmark appears next to it. Double-click a feature again to deselect it (i.e., remove it from the Selected Options list and remove the checkmark).

7. If you want to search for properties that offer different rates, click the Rate Categories tab.

The Rate Categories tab appears.



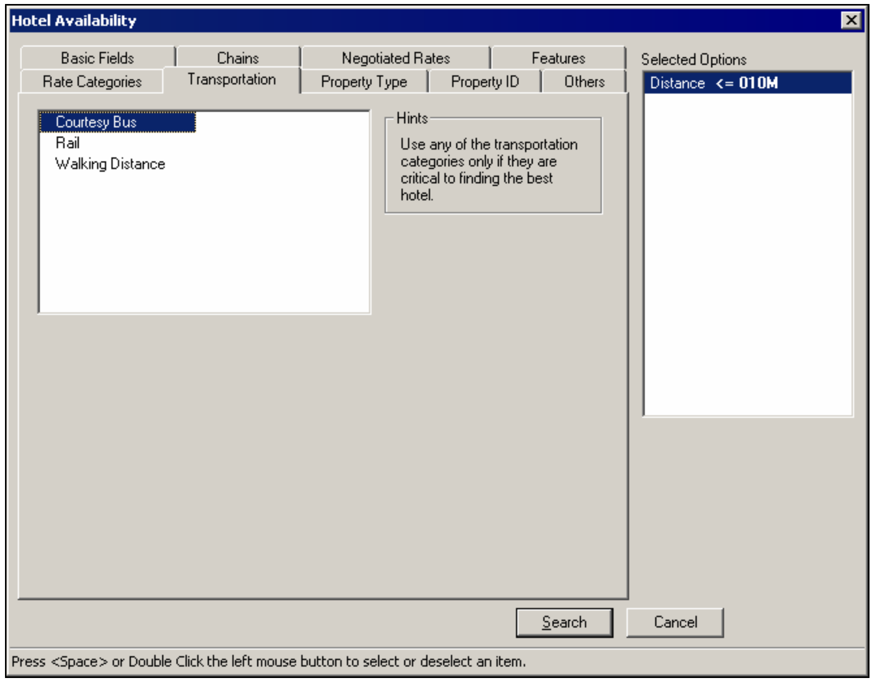
Properties usually offer different categories of rates to cater to varying types of clients. These are known as Rate Categories. The system default is to display the standard hotel rates. Double-click a rate category to add it to the Selected Options list.

You can add as many Rate Categories as required as long as the total number of search qualifiers does not exceed 15.

Note: When a rate category is selected, a green checkmark appears next to it.

8. If you want to search for properties that offer transportation to and from a specified reference point, click the Transportation tab.

The Transportation tab appears.

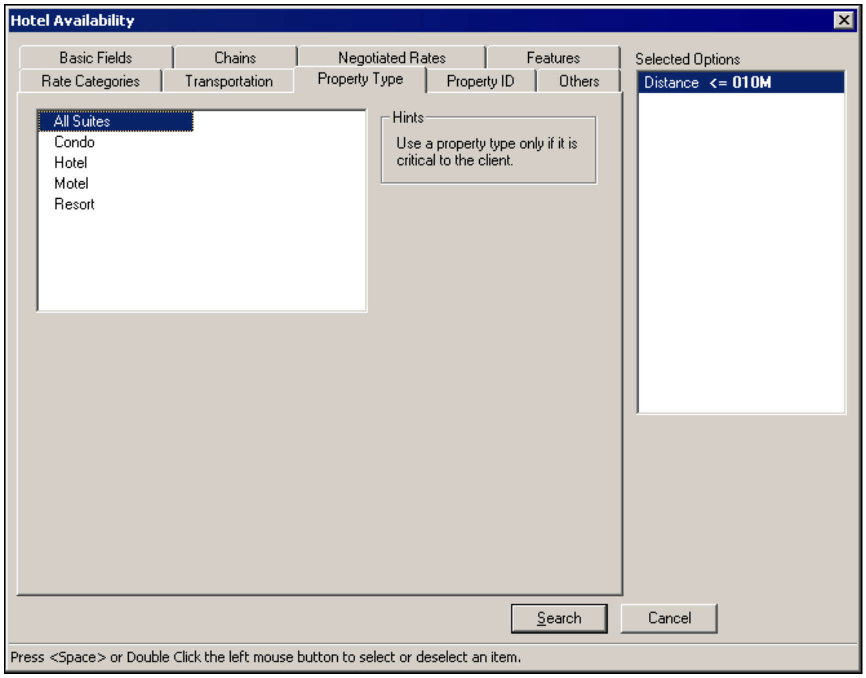


You can limit the search to those properties that offer preferred forms of transport to and from a specified reference point. For example, if your client is attending a conference they can request a hotel to be within walking distance. Double-click a mode of transportation to add it to the Selected Options list.

Note: When a mode of transportation is selected, a green checkmark appears next to it.

9. If you want to search for a specific type of property, such as a condominium, click the Property Type tab.

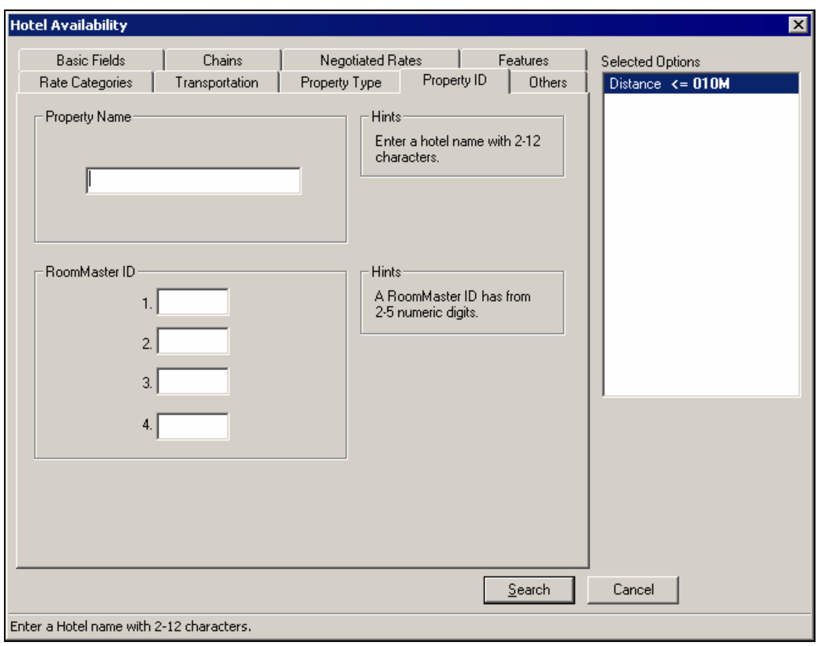
The Property Type tab appears.



The system default is to display hotels and motels. You can add as many property types as required as long as the total number of search qualifiers does *not* exceed 15.

10. If you want to check the availability for a particular hotel, click the Property ID tab.

The Property ID tab appears.

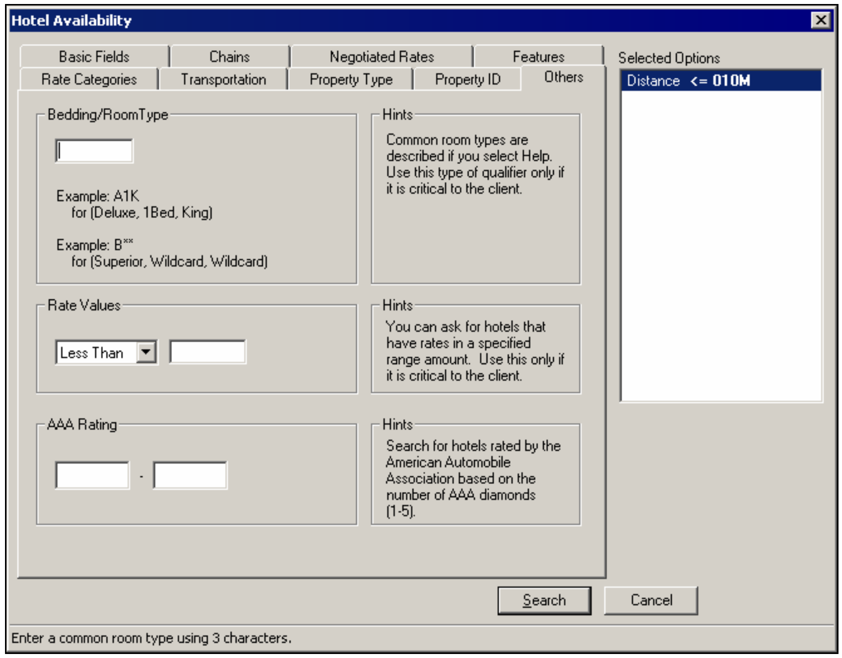


Property Name – Enter the hotel name with two to twelve characters here.

RoomMaster ID – Property number.

11. If you want to search for hotels by bedding type, room rate, or AAA rating, click the Others tab.

The Others tab appears.



Bedding/Room Type—Enter the preferred Bedding/Room Type for your client. This consists of three-character code that specifies the room quality, the number of beds and the type of bed required (e.g., B2D for a superior room with two double beds).

Rate Values—You can search for properties that have rooms within a specified rate value. Choose an option from the list, and then enter a numeric value up to 3 digits. There are three different options for you to choose from:

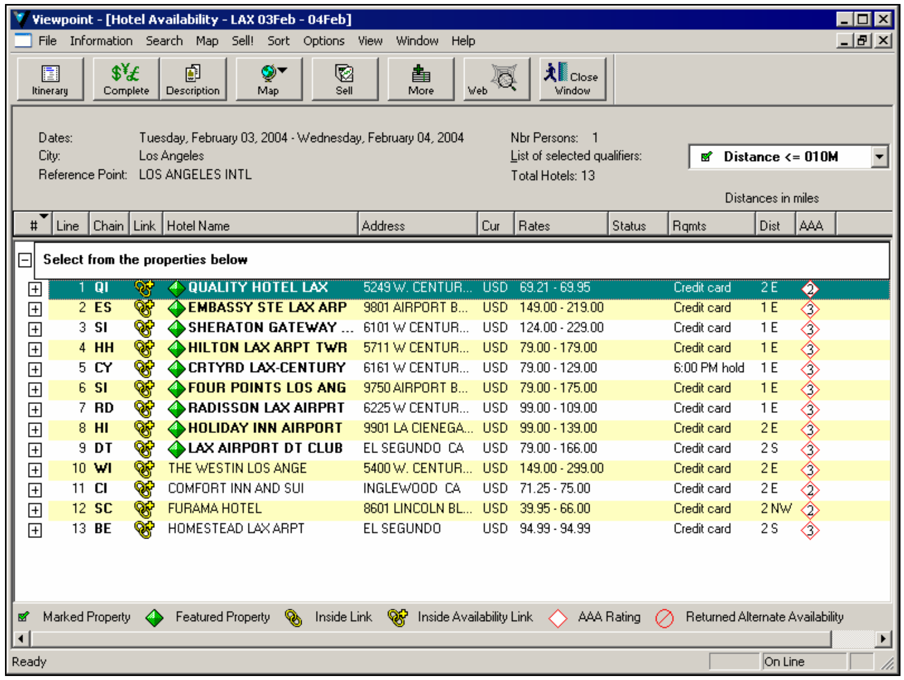
- Less than—equal to or less than the value you specify. This is the default option.
- More than—equal to or greater than the value you specify.
- Between—fall within a specified range of values you specify.

Note: Only the rate value is validated, not the currency. For example, if you enter a rate value of 100, this can display room rates of 100 Francs or 100 Dollars depending on the currency the rates are displayed in.

AAA Rating —You can search for hotels rated by the American Automobile Association based on the number of AAA diamonds (USA only). Use both fields to restrict the search to a range e.g. 2 - 4.

11. Click Search.

    The Hotel Availability results window displays the vendors and rates that meet your search requirements.



The top half of the Hotel Availability results window shows your request information.

Note: If Headlines℠ details exist, a summary appears in the Headlines℠ field. The summary may change as you scroll through the list of vendors. Click the Headlines Details button for more information. The button is active *only* when there is supporting detail to accompany the Headlines℠ information presented alongside.

The bottom half of the Hotel Availability results window lists hotels and information about them. You can scroll through the list using the scroll bars.

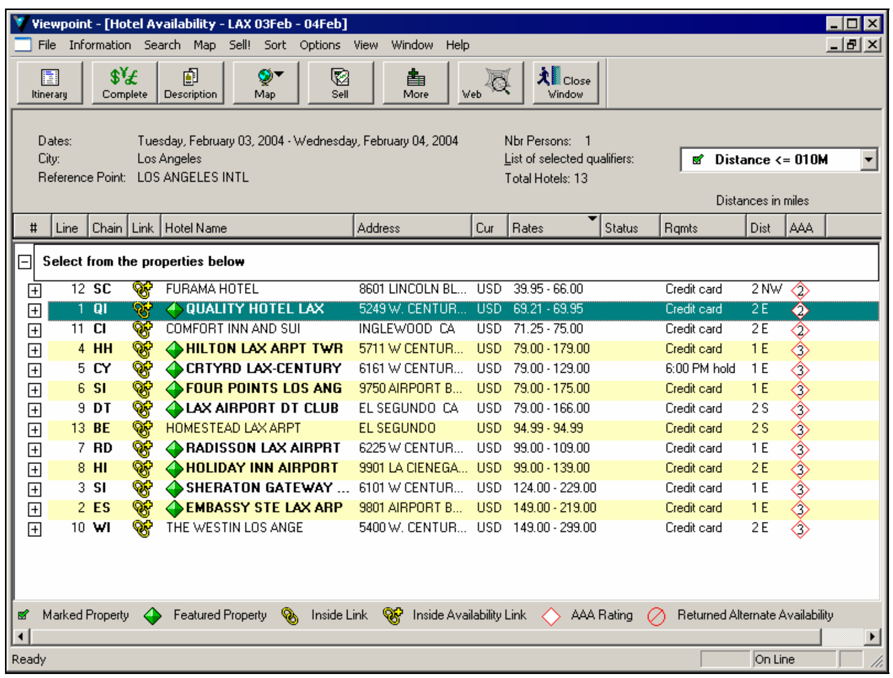
The following table lists each column with its description.

Column	Description
#	Contains a plus sign (+). Click it to expand line to show additional information (i.e. a detailed view).
Line	Number sequence in listing for each property.
Chain	Two-character hotel chain code
Link	Hotel participation level
Hotel Name	Name of hotel. Green diamond in front of hotel name indicates hotel is a featured property with additional information for you to view.

Column	Description
Address	Street address, city, state
Cur	Currency in which rates appear
Rates	Lowest unrestricted room rates. (may or may *not* be available to sell)
Status	For future use
Dist	Miles and direction from location requested. Display is randomly ordered into following mileage buckets if *no* distance is specifically defined in your search: 0-2, 3-5, 6-10, 11-30, 31 +
AAA	AAA diamond rating

A description of the icons in the property list appears below the property list.

You may rearrange the data to suit your needs by using the column headers for sorting. For instance, if you would like to view hotels in a low to high price range, click the Rates column header.



12. To display additional properties, click More.

Update hotel availability

Once you have run an initial Hotel Availability search, you can update the search criteria from the Hotel Availability results window. This allows you to add or delete qualifiers to refine the search to locate hotels matching your client's requirements.

When to Use

Update Hotel Availability when you want to change one or more of your original search qualifiers.

How to Use

To update Hotel Availability, use the following steps.

1. From the Hotel Availability window, open the Search menu and click Update Search.

   The Hotel Availability dialog box appears showing the search criteria you previously entered.
2. Make the necessary changes to the basic and optional qualifiers.
3. Click Search.
   A revised listing of hotels appears according to the new search criteria.

   Note: To view the original Hotel Availability, open the Search menu and select it from the list.

Display a hotel description from hotel availability

Hotel descriptions describe policies and descriptions for specific hotel properties and hotel chains. You can view a hotel description from a Hotel Index, from Complete Availability, from a booked hotel segment, or directly without performing a search or booking a hotel.

When to Use

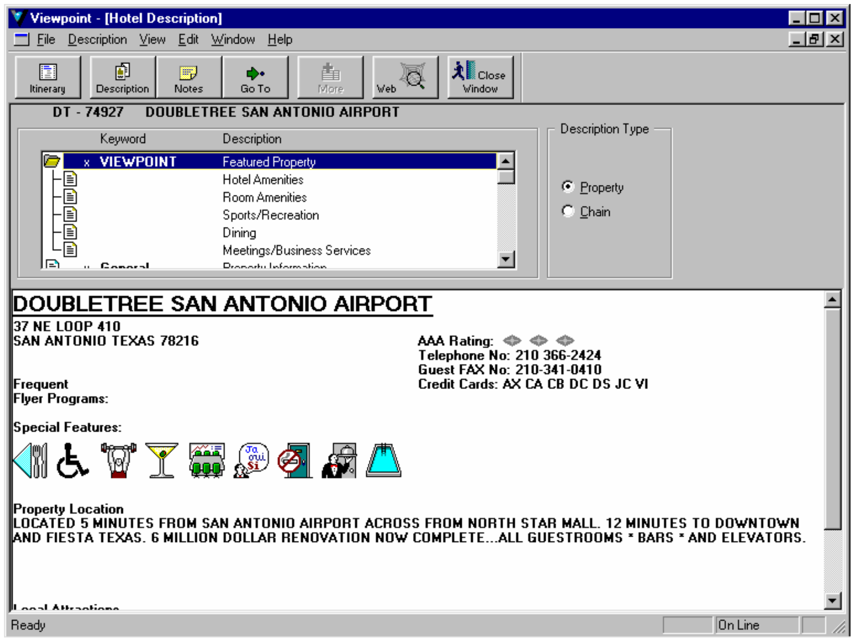
Display a description when you need more information about a specific hotel property, such as driving directions, corporate rates, deposit, or cancellation policy. Display a chain description when you need more information about a specific hotel chain.

How to Use

To display a hotel description from Hotel Availability, use the following steps.

1. Click the hotel property.
2. Click the Description button on the toolbar.

   The Hotel Description appears.



The example above shows a description for the Doubletree San Antonio Airport. Since it is a featured property, icons appear in the description allowing you to quickly and easily see some of the amenities offered by this property, such as a pool and room service.

Featured properties contain special descriptions under the 'Viewpoint' keyword that you can easily display.

- To switch back and forth between description levels, click 'Property' or 'Chain' under Description Type.
- To display a different keyword other than General, double-click it. The description appears, and an 'X' appears next to the selected keyword. An 'X' indicates that you have viewed the description.
- To close the Hotel Descriptions window, click Close Window.

Step 2: Display All Available Room Rates

From Hotel Availability, you can view available room rates and room types for a specific hotel property. From this display, you can determine the best available room rate for your customer and sell it.

When to use

Display all available room rates (Complete Availability) to see a hotel's available room rates and room types.

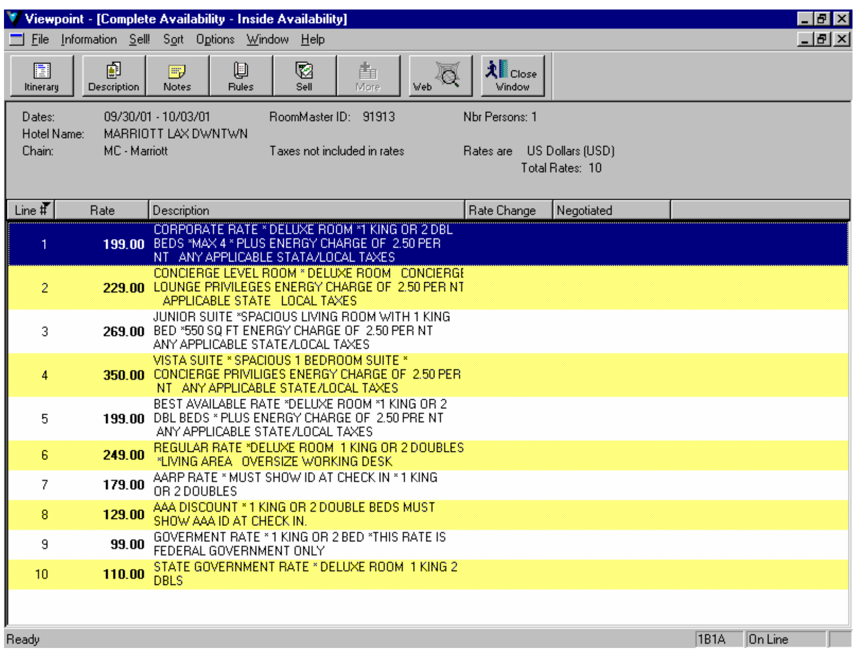
How to use

To display all available hotel room rates, use the following steps:

1. From Hotel Availability, click the desired hotel property.
2. Click the Complete button on the toolbar.

   The Complete Availability for the selected property appears. The display varies according to the level of participation of the hotel vendor. If the vendor participates in Inside Availability®, the rate information comes directly from the vendor's availability.

   The following Complete Availability example is from an Inside Availability® vendor.



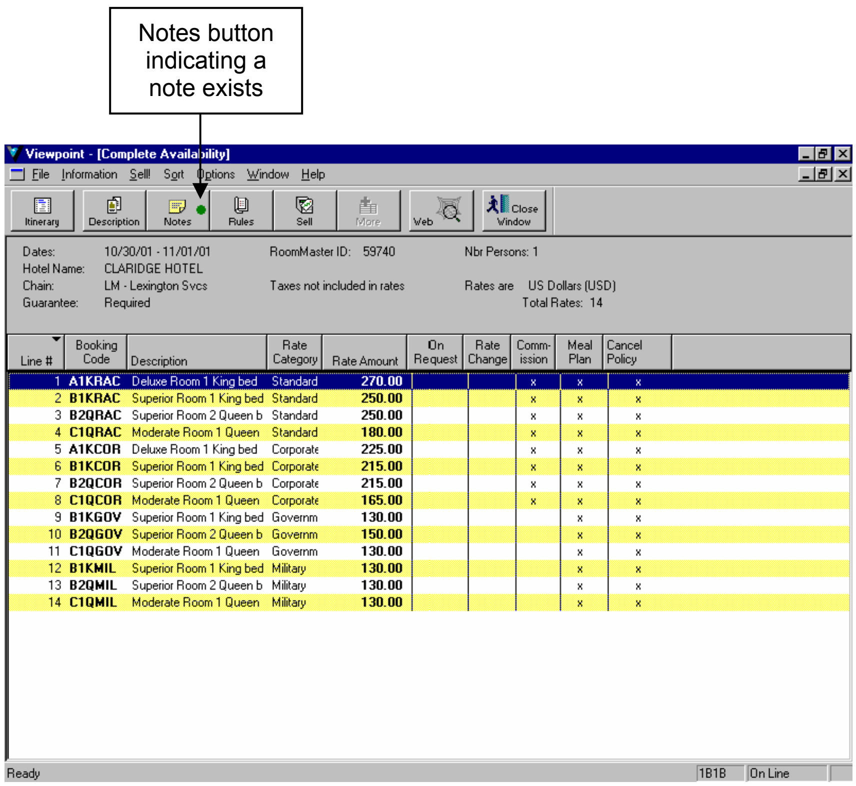
   Note: You can sort the rooms by price by clicking the Rate column header.

Enter and display notes

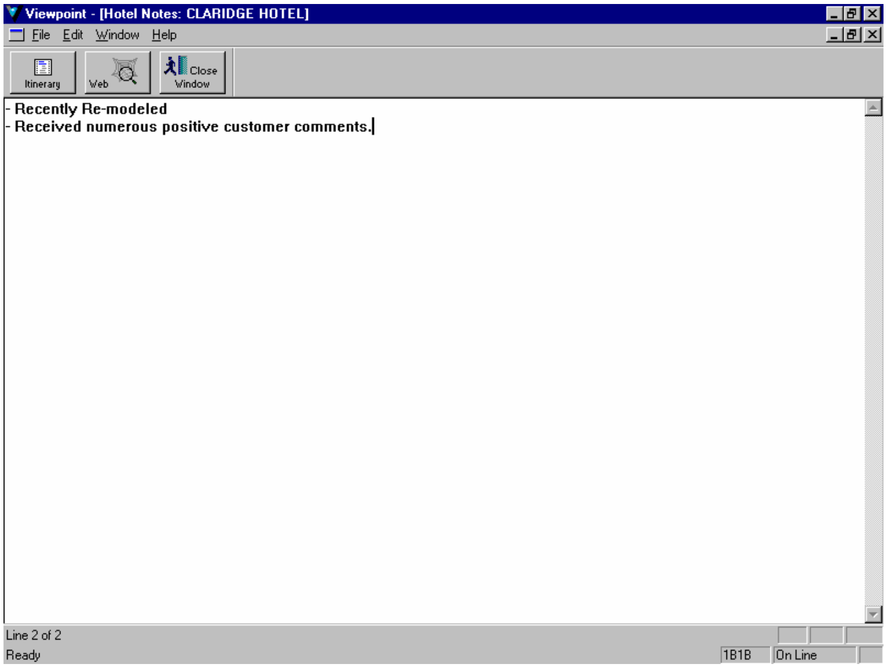
The Notes feature is unique to Viewpoint™. Using this feature you can personalize property information by adding your own free-form notes and comments about a particular hotel. The notes you enter can be saved and viewed from Complete Availability. By default, the notes that you enter and save are stored locally on your computer.

When you display Complete Availability for a property, a green dot will appear on the Notes button if a note exists for the property.

The example below shows Complete Availability for the Claridge hotel. The Notes button has a green dot, indicating a note exists for the hotel.



The following example shows the Hotel Notes window for the Claridge Hotel.



When to Use

Enter a note to document your own personal information about a property. Display the note to review your comments.

How to Use

To enter or display a note about a hotel property, use the following steps.

1. From a Complete Availability display, click the Notes button.

   The Hotel Notes window appears, displaying any notes that were previously saved.

2. To create or change a note, type the note.

3. Click the Close Window button to close the Hotel Notes window.

   If you created or changed a note, you will be prompted to save the changes. Click Yes to save the changes.

Step 3: Display Hotel Rules

It is important to view rules about a specific rate prior to selling the room.

When to use

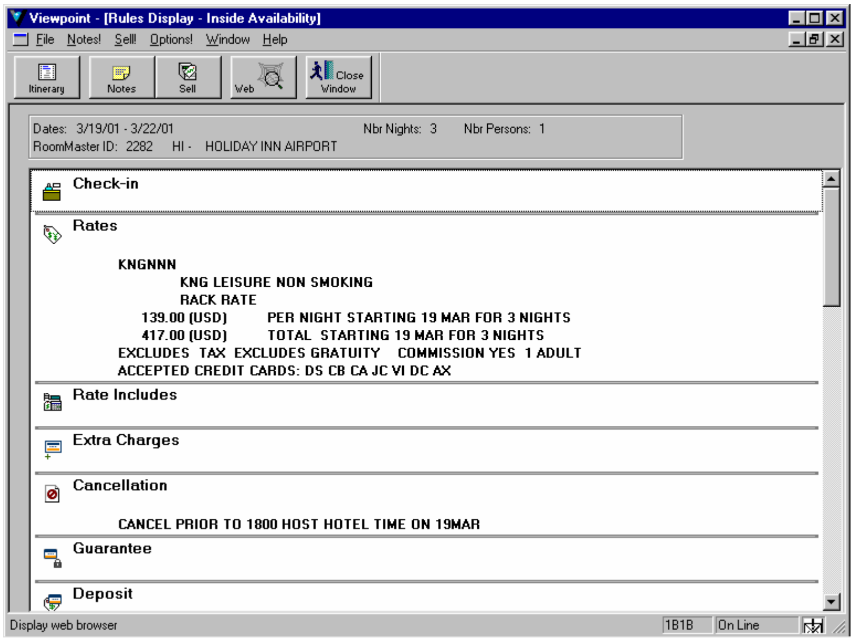
From a Complete Availability window, view the rate rules before selling.

How to use

To view rules and policies, complete the following steps:

1. Click the specific rate.
2. Click the Rules button on the toolbar.

   The Rules Display appears.



Note: Use the scroll bar to view all rule paragraphs. (Keyboard: Press the Page Up and Page Down keys.)

Step 4: Reference Sell the Hotel

After viewing the rules, you are ready to sell your hotel. Selling from the Rules Display is called reference selling.

When to use

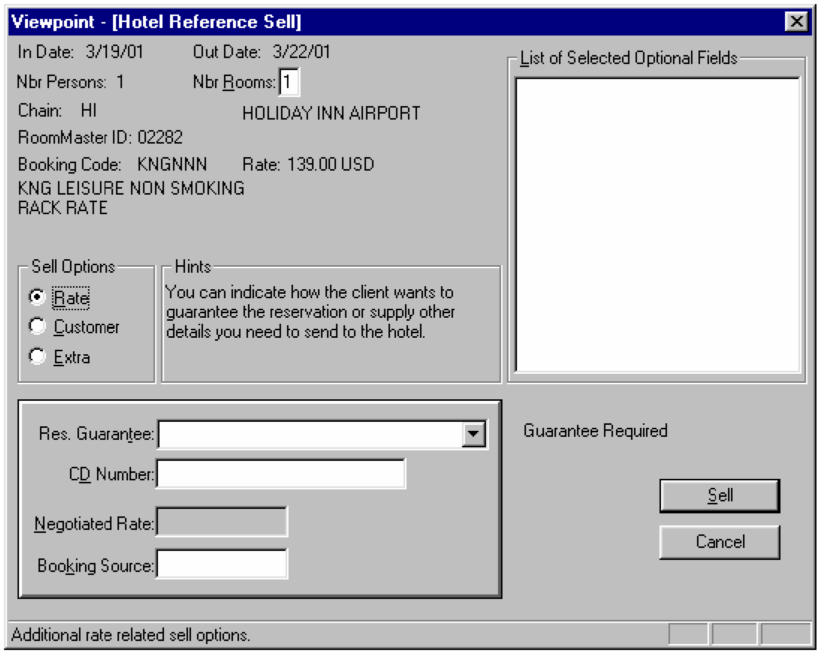
Sell after you have viewed the rules.

How to use

To reference sell a hotel room, use the following steps.

1. Click Sell.

   The Hotel Reference Sell dialog box appears.



There are three Sell Options: Rate, Customer, and Extra.

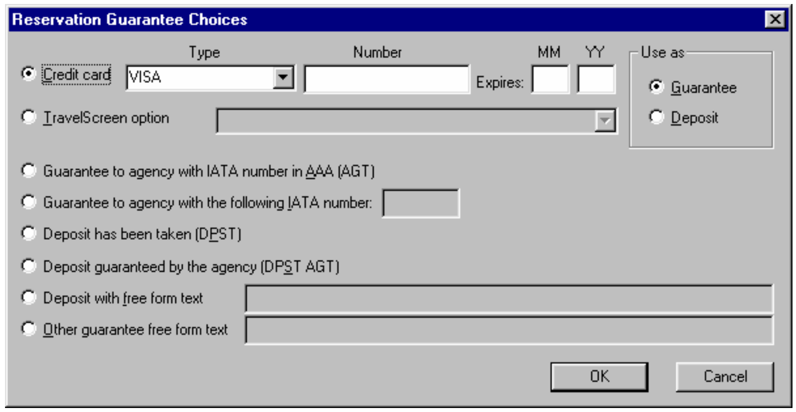
– Rate—Enter applicable rate details, including guarantee field.
– Customer—Enter information specific to the customer.
– Extra—Enter additional sell options such as crib requirements etc.

When one of these options is selected, corresponding fields appear on the lower half of the window where selections for that option are made. By default, the Rate option is selected.

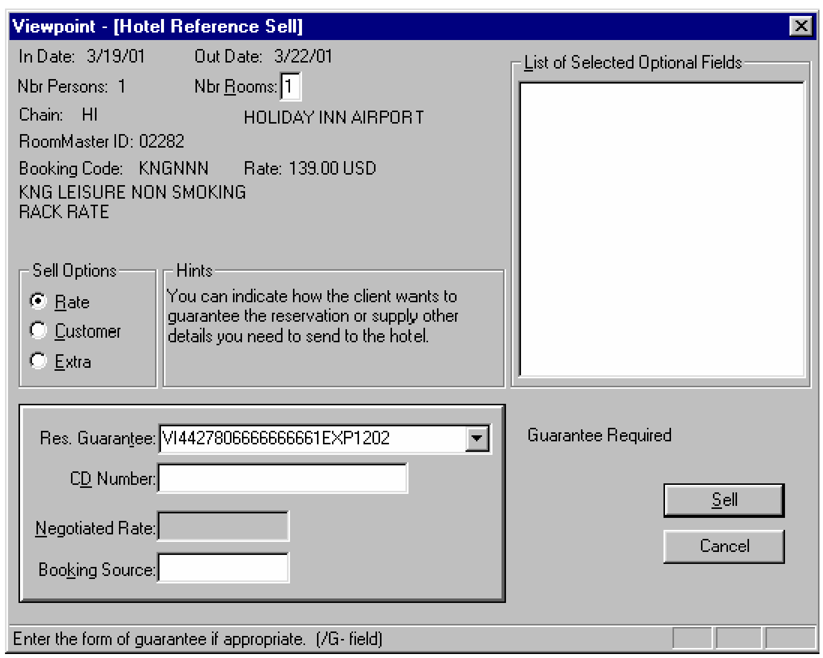
Rate

For this option:	Do this:
Res. Guarantee	Click down arrow to enter guarantee information. For information on property guarantee and deposit requirements, check the GUAR and BOOK property keyword descriptions.
CD Number	Enter customer's corporate discount number if applicable.
Negotiated Rates	If you are booking a multilevel rate for your client, you must enter rate code (2 to 6 characters).
Booking Source	Use this field to override your IATA number held in your Agency Account Table. If you are a non-IATA agent, use this field to enter your Travel Industry Designator number (TID).

2. To enter guarantee information, complete the Res. Guarantee text box or click the Res. Guarantee down arrow.
   If you clicked the Res. Guarantee down arrow, the Reservation Guarantee Choices dialog box appears.

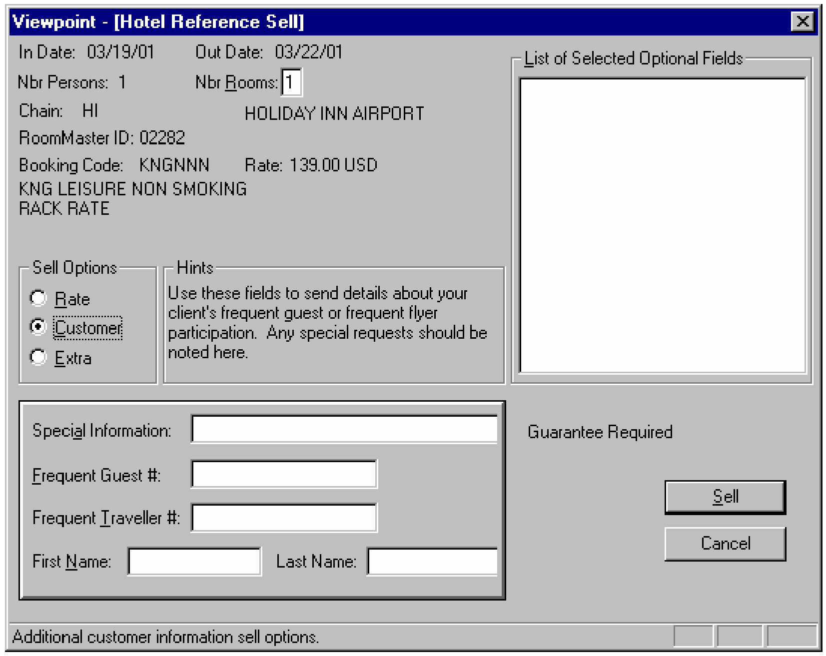


   a. Select the guarantee type by clicking the corresponding button.
   b. Complete any related text boxes. For example, if you select Credit Card, complete the Type, Number and Expires text boxes.
   c. If you selected the Credit card or TravelScreen option, specify how it is to be used—Guarantee or Deposit (Use as).
   d. Click OK.
      The Reservation Guarantee Choices dialog box closes.



3. Complete the remaining Rate information (CD Number, Negotiated Rate, and Booking Source) as needed.

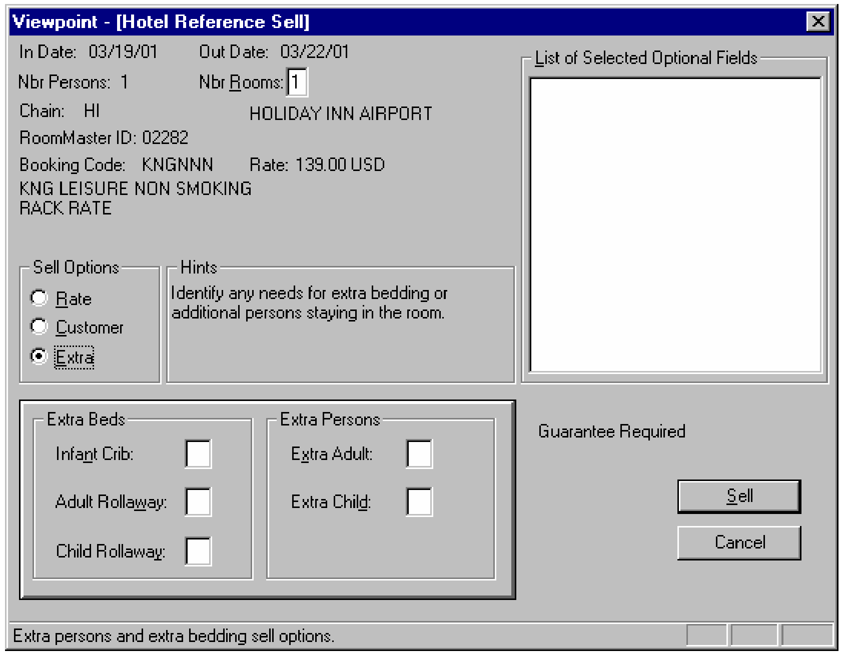
4. To enter information specific to the customer, click Customer. The text boxes at the bottom of the dialog box change.



Customer

For this option:	Do this:
Special Information	Enter any special information or requests to be sent to hotel (e.g. traveler uses a wheelchair).
Frequent Guest #	If hotel you are booking runs a frequent guest program, name of this program appears (e.g., Gold Passport). If your client is a member, enter frequent guest number here. This information goes to vendor for any preferential rates and/or service.
Frequent Traveller #	Enter two-letter airline code followed by Frequent Air Travel Number if your client has an appropriate number.
First Name	Enter first name of client making reservation. If left blank, lead name in itinerary becomes default.
Last Name	Enter surname of client making reservation. If left blank, lead name in itinerary becomes default.

5. To enter additional sell options, such as bed requirements, click Extra. The text boxes at the bottom of the dialog box change.



Extra

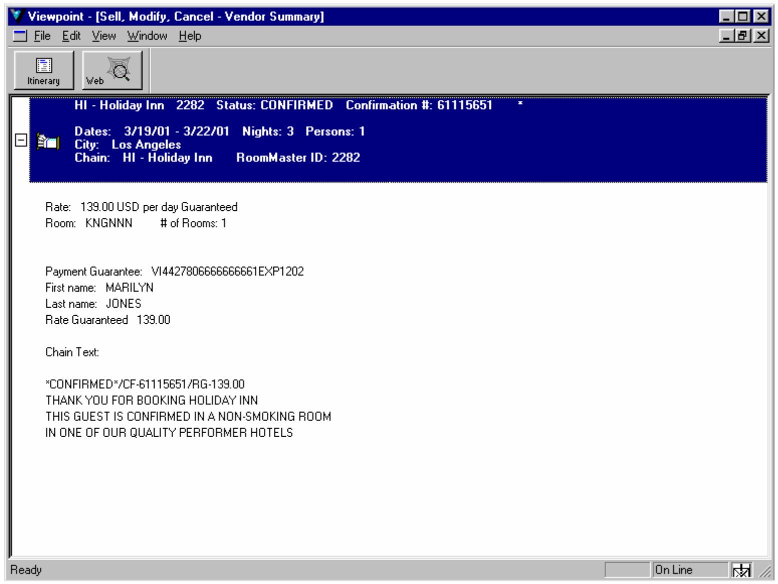
You can check the cost of the following sell options by displaying the FAML and ROOM keyword descriptions and the Extra Charges rule.

Option	Description
Infant Crib	Enter the number of infant cribs or cots (between 1 and 3) required in the room.
Adult Rollaway	Enter the number of adult rollaway beds (between 1 and 3) needed for the room. If you want to add an extra adult to the room reservation, you may need an extra bed.
Child Rollaway	Enter the number of child rollaway beds (between 1 and 3) required in the room
Extra Adult	Enter the number of additional adults (between 1 and 5). The room rates are valid for either 1 or 2 adults occupying the room. You can specify additional adults to occupy the room if permitted by the hotel. To accommodate extra adults you may need to request an adult rollaway bed.
Extra Child	Enter the number of additional children (between 1 and 5). In general, the room rates are valid for either 1 or 2 children occupying the room. You can specify additional children to occupy the room if permitted by the hotel. To accommodate extra children you may need to request a child rollaway bed.

6. Click Sell.

   The Sell, Modify, Cancel - Vendor Summary window appears.

   Notice in the example below, the confirmation number is in the top row. The hotel vendor is an Inside Availability® participant and returned the confirmation number before the PNR was end transacted.



7. Click Itinerary to return to the itinerary window.

8. Save the PNR

The final step to selling a hotel is to save the PNR. When you are selling an Inside Link® participant, the time period to communicate through the link is approximately ten minutes. Since Apollo® does *not* alert you to the time-out, it is best practice to save the PNR quickly. Saving a PNR is discussed in Module 6.

Display a Description for a Hotel Reservation

After you've booked a hotel, you can easily get information on the property or chain, such as shuttle information or telephone number.

When to use

Display hotel property and chain descriptions when you need more information about the hotel that is booked.

How to use

To display a hotel property or chain description for a booked segment, complete the following steps:

1. On the itinerary window, click the hotel segment.
2. Click Hotel on the toolbar and select Description.

   The Hotel Descriptions window appears.
3. To switch back and forth between description levels, click 'Property' or 'Chain' under Description Type.
4. To display a different Keyword other than General, double-click it.
5. To close the Hotel Descriptions window, click Close Window.
   Displaying a Description using the Hotel Descriptions Request

You can display a hotel property or chain description without checking availability or booking a hotel.

When to use

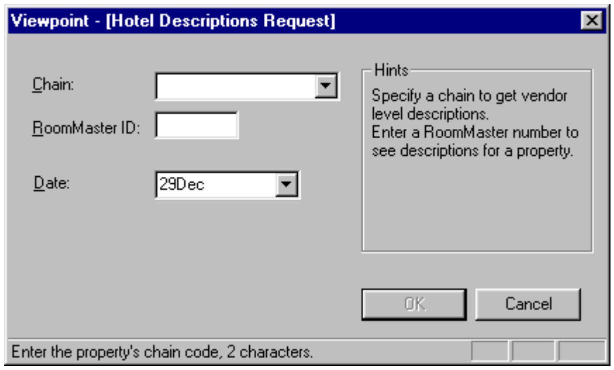
When you need information about a specific property or chain and are *not* concerned if it is available, display a description from the itinerary window.

How to use

To display either a hotel property or chain description from the itinerary window, use the following steps:

1. Click the Hotel button and select Description.

   The Hotel Descriptions Request appears.

2. Do one of the following:
   – To display a description for a chain, type the hotel name or code, or click the down arrow to select it from the list.
   – Press Tab.
   – Use the arrow keys to scroll through the list and highlight the chain.
   – Press Tab.
   – To display a description for a specific property, tab to the RoomMaster ID text box and type the identification code.

3. To enter an alternative date, type the date or click the down arrow and select a date from the calendar.

4. Click OK.

   The Hotel Description appears.

5. If you entered a RoomMaster® ID you can switch back and forth between description levels by clicking 'Property' or 'Chain' under Description Type.

6. To display a different Keyword other than General, double-click it.

7. To close the Hotel Descriptions window, click Close Window.

Modify a Hotel Segment

If you have already made a hotel reservation, it is possible to modify the details using Viewpoint™. However, the following applies:

- If the hotel is an Inside Link® vendor, the modification is processed immediately. If the room is *not* available, the original segment is subject to cancellation. So, check availability first to make sure your modification is available *before* attempting to modify a booked hotel.
- For non-inside link vendors, any changes are processed after you have End Transacted the PNR.

When to Use

Modify a booked hotel segment when you need to change the check-in/out dates, number of adults (1 or 2 only), booking code and any of the optional sell qualifiers.

If you want to change hotels, rebook and cancel the original reservation.

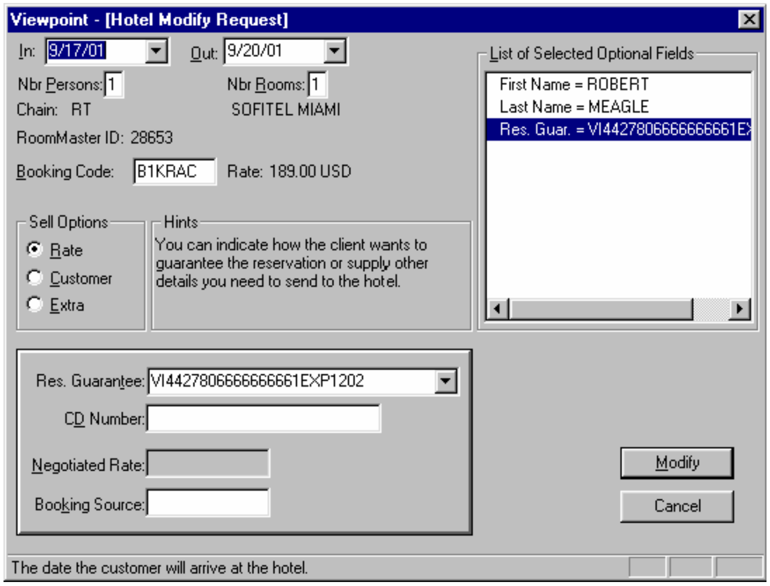
How to Use

To modify a booked hotel segment, use the following steps:

1. On the itinerary window, highlight the hotel segment you want to modify.
2. Click the Hotel button and click Modify.

   Note: You can also right-click the hotel segment and select Modify Segment from the shortcut menu.

   The Hotel Modify Request dialog box appears, containing the original booking information and sell qualifiers.



3. Change the basic reservation details as necessary: Check In/Out dates and room type.
4. Change or delete the optional sell qualifiers as necessary.

   All qualifiers selected appear in the listing to the right.
5. Click the Modify button to confirm your changes.

   Viewpoint™ sends the modified reservation details to the Apollo® system. If the request is available, it will be booked and the reservation details displayed. If *not* available, a message appears.

Cancel a Hotel Segment

When your customer's itinerary changes and no longer needs a hotel reservation, you can easily cancel it.

Remember that once you sell an Inside Link® participant, Apollo® instantly sends a message to the vendor, regardless of whether you have end transacted the PNR. The hotel room reservation is confirmed as soon as you sell it. If you ignore the PNR *before* ending it, the hotel space will still be confirmed.

When to use

Cancel a booked hotel when your customer no longer needs it.

How to use

To cancel a hotel segment, use the following steps.

1. Click the hotel segment to highlight it.
2. Click Customer on the toolbar and select Cancel Segment(s).

   Note: You can also right-click the hotel segment and select Cancel Segment(s) from the shortcut menu.

   A confirmation dialog box appears.

3. Click Yes.
   The Sell, Modify, Cancel - Vendor Summary window appears with a message confirming the segment was successfully canceled.
4. Click Itinerary to return to the itinerary window.

Hands-On

Create a new PNR for your customer. Enter your name in the name field (as the customer) unless instructed otherwise.

1. Display a Hotel Index for a hotel near Manhattan Beach, near LAX airport, for six months from now beginning with Monday night for six nights. Search for hotels that are under $175.00 per night and have an outdoor pool and meeting rooms.
2. Access a complete list of available rates for the third hotel listed.
3. Check the rate rules for the least expensive room rate that the customer can use.
4. Sell the hotel using the American Express card (370000000000028 expiration 12/02) for the guarantee.
5. Using the same PNR, cancel the hotel segment only. After canceling the hotel segment, ignore the PNR.

Caution: Ignore the PNR or your agency is subject to unwanted charges.

Direct Sell a Hotel

Direct Selling a hotel allows you to reserve a known property without first viewing availability or rates. Direct selling is usually used for business travelers who have a preferred hotel at their destination city where they stay on a regular basis. To direct sell, you must know the RoomMaster® identification code of the hotel and the booking code (e.g. A2TRAC).

When to use

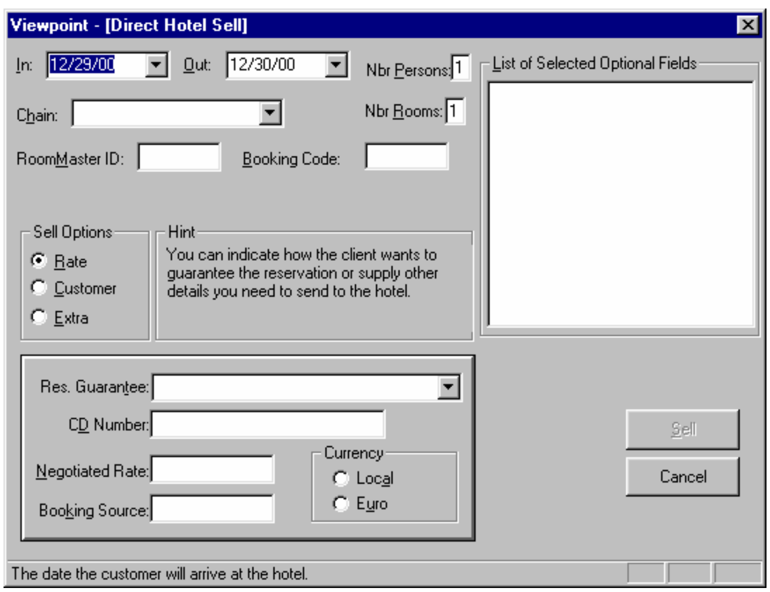
Direct sell when your client has a preferred hotel and you know the RoomMaster® ID.

How to use

To direct sell a hotel, use the following steps.

1. If you want to insert the hotel reservation after a booked segment, select the segment.
2. Click Hotel on the toolbar, then click Direct Sell.

   The Direct Hotel Sell dialog box appears.

   If you selected an air segment, the In and Out dates, as well as the number of persons are automatically carried over from the PNR.

3. Type the required information.
   a. Tab to Chain and type the chain name or click the down arrow to select from the list.
   b. Tab to RoomMaster ID and type the property number.
   c. Tab to Booking Code and type the room type.
   d. Click one of the three Sell Options (Rate, Customer or Extra) and complete the fields as necessary.

Corresponding fields appear on the lower half of the dialog box for the selected Sell Option.

4. Click Sell.

   The Sell, Modify, Cancel - Vendor Summary window appears.

5. Click Itinerary to return to the Itinerary window.

Summary

In this module, you have learned how to:

- Describe hotel participation levels in the Apollo® system.
- Reference sell a hotel.
- Update a hotel search.
- Enter and display hotel notes.
- Display hotel descriptions and policies.
- Modify a hotel segment.
- Cancel a hotel segment.
- Direct sell a hotel.

Notes