



**Amadeus Selling
Platform Hotels Plus**
User Guide

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Chapter 1

Before You Start

Purpose of this Document

This document explains how to use Amadeus Hotels Plus Multisource, an optional module in Amadeus Selling Platform.

Audience

This user guide is intended for travel agents who use GDS Hotels as part of Amadeus Selling Platform Classic.

Latest Version of this Document

To find the latest version of this document and other reference material, go to the Amadeus e-Support Centre:

<https://mye-supportcentre.amadeus.com/eTass/>

Feedback on this Document

Your feedback is very important, and will help us to improve this document.

Please email us with your comments and suggestions:

learning@amadeus.com

What's New in this Document

This document has been rewritten to better align with new writing standards and to improve readability.

This edition includes the following changes:

Type of Change	Topic
New functionality	- You now have a merged display showing GDS and aggregator content in the same search. - You can search for hotels based on their star rating.
Modified functionality	User Interface Improvements - Search for hotels by IATA code. - Search for hotels based on their geographical location; the address search and city airport search are grouped in the Geographic search.
Removed functionality	None

Chapter 2

What Is Amadeus Hotels Plus Multisource?

Amadeus Hotels Plus Multisource is a hotel reservation tool that allows you to search for and book hotels from multiple providers. You can search for GDS and Aggregator hotel content.

What Are the Features of Hotels Plus Multisource?

Amadeus Hotels Plus Multisource allows you to register with one or more aggregators.

See *How to Register for Aggregator Content* on page 8.

Amadeus Hotels Plus Multisource allows you to:

- Find GDS and Aggregator hotels in a city, at an airport, on a specific street, or close to a landmark.
- Display search results based on your customer's criteria, with real-time rate and real-time room availability.
- Sort hotels according to criteria such as price, distance or facilities.
- Choose and book a hotel directly from a map (road map, aerial view or bird's eye view, for example), depending on its proximity to a landmark.
- Compare hotels and email them to your customer.
- Retrieve previous searches and bookmark up to ten favourite hotels.
- Display extensive information on several hotel properties, including real-time availability, photos and hotel facilities.

Click on the Hotels Plus Multisource module  to search for and book hotels.

How to Access Hotels Plus Multisource

In Selling Platform Classic, click on the Hotels Plus Multisource module  to search for and book hotels.

Example: How to Access Amadeus Hotels Plus Multisource

The screenshot shows the Amadeus Selling Platform interface. At the top, there is a menu bar with 'Window', 'Config', and 'Help'. Below the menu bar is a toolbar with various icons. One icon, representing a person with a magnifying glass, is highlighted with a red rectangle. Below the toolbar is a search form titled 'Your Hotel Search Options'. The form includes radio buttons for 'City or Airport' (selected), 'Address or Landmark', and 'Property'. There is a text input field for 'Type name or IATA code for City/Airport :'. Below this field is a hint: 'Alternatively type full location name, e.g. Bristol, GB or Houston, TX, US'. To the right is a 'Location area:' field with a dropdown icon. Below these are date pickers for 'Check-in Date: 14DEC11' (Wednesday) and 'Check-out Date: 15DEC11' (Thursday). There is also a 'Number of Nights: 1' field and a 'Hotel name:' field. At the bottom right, there are radio buttons for 'Search in: GDS' (selected) and 'Non GDS'. A link for 'More search options' is at the bottom left, and 'Reset' and 'Search' buttons are at the bottom right.

What Is the Difference Between GDS Hotels Content and Aggregator Content?

There are two types of hotel content available:

- GDS hotel content that comes directly from hotel chains.
- Aggregator hotel content that comes from multiple sources.

What Is an Aggregator?

Aggregators are hotel content providers who gather content from multiple sources.

Each aggregator provides access to a range of hotels.

You can enable or disable a specific aggregator at any time in the registration page.

Hotels Plus Multisource provides access to a number of aggregators.

Note: The list of aggregators is increasing all the time, as new aggregators are added.

What Is the Booking Flow in Hotels Plus Multisource?

The graphical user interface is designed to guide you through the complete booking flow.

Arrows at the top of the screen represent each consecutive step of a hotel booking, and show you where you are in the booking process at any given time. Each step is presented in a separate page.

Search for a Hotel

Use the Search page to specify the search criteria, including location and dates of stay.

See *Searching for a Hotel* on page 11 for more information.

Select a Hotel and Make a Booking

The Hotels page displays a list of hotels that fulfil the search criteria and have rooms available for the dates that you requested.

From this page you can display hotel details, choose a hotel and book a room.

You can view detailed room information when you click on one of the hotels in the search results.

See *Selecting and Booking a Hotel Room* on page 17 for more information.

Enter the Traveller Details

When you have booked a hotel room, the Traveller page is displayed automatically, allowing you to enter traveller details.

Enter the Payment Details

When you have filled in the traveller information, the Purchase Your Trip page is displayed, allowing you to enter the payment details.

Complete and Confirm the Reservation

After you have completed the reservation and the hotel has confirmed the booking, the Reservation page is displayed.

The Reservation page shows all the details of the hotel booking. You can print or email the reservation details or book another hotel for the same traveller.

When you have completed the reservation, a PNR is created containing the hotel segments that you have booked.

Note: For GDS hotel bookings, you need to end transact the PNR, whilst for aggregator bookings the PNR is automatically saved.

To confirm the hotel reservation, complete the PNR by entering all the required PNR elements (for example, Contact, Received From), and then saving the PNR.

You can do this either in the PNR module or in the Command Page.

Example: Completing and Confirming the Reservation

Search

Hotels

Traveller

Payment

Reservation

purchase your trip

178.00 EUR (2,809,529.00 IDR) **Total price for 1 room (1 guest)**

RELAIS DU VIEUX PARIS
9, Rue Git Le Coeur 75006 Paris France
Room 1 - Hot deal: Standard room. A standard room consists of a room with shower/toilet or bathtub/toilet. **Meal plan:** Accomodation only. - [Conditions](#)
Check-in: Wednesday, 11 December 2013 1 night
Check-out: Thursday, 12 December 2013
Reservation name: RthrtHtdr

Deposit information

Credit cards are used by the hotel to charge the deposit. Modification and cancellation fees may apply once the booking is confirmed as per the rate conditions.

Method of deposit
Credit Card 

Card details
Card type:

please select

Card number:
Expiration date:

Jan

2013

☐ Please check this box to confirm you have read, understood, and accept the [Terms and Conditions](#)

• Please note that confirming this step will automatically End Transact your PNR

Back To Search

Back To Traveller

Reset

Send Reservation Request

Chapter 3

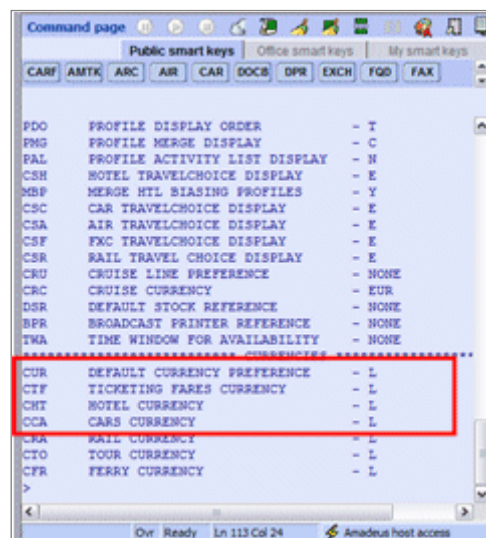
Getting Started

Before you start, you need to configure and store your user-settings.

How to Display Your User Settings

1. Go to the Command page .
2. Enter either the JGD or JGU commands and change parameters, such as currency and distance unit.

Example: Displaying Your User Settings



How to Register for Aggregator Content

1. In the Search page, click on Register with Aggregators.

The Aggregator pop-up window displays the list of all the available aggregators.

2. Click on Register Now.
3. Click on No Account Yet? Create It!
4. Complete and submit the registration form.

You then receive login credentials from the aggregator via your email account

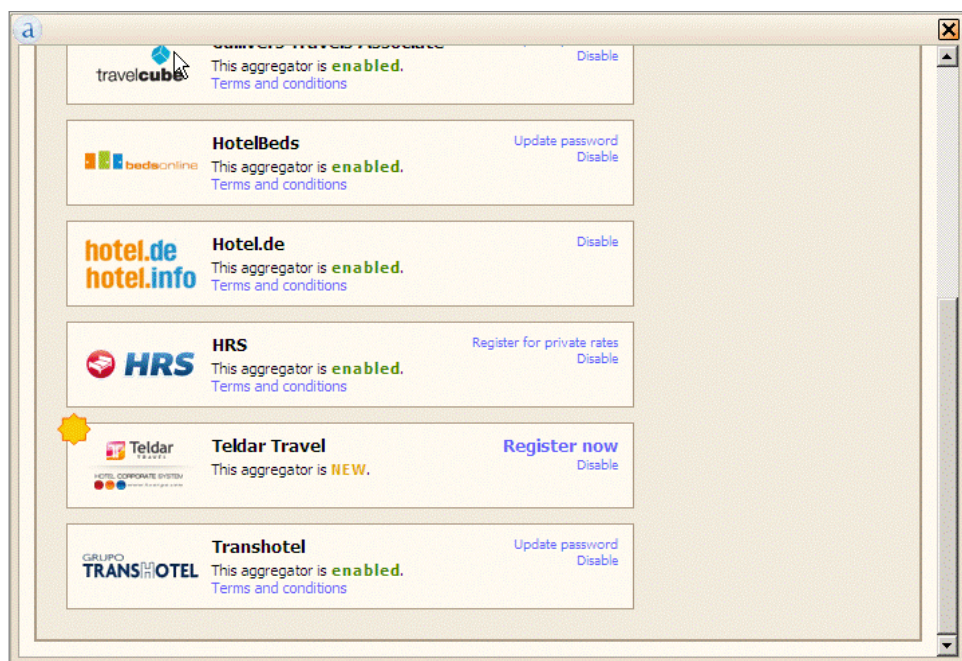
Note: Some aggregators do not require credentials. For more information on aggregator options, see *Aggregator Registration Actions* below.

5. Click on Register Now.
6. Complete the mandatory login fields.
7. Click on Submit.

Aggregator Registration Actions

Table: Aggregator Registration Actions

Action	Description
Register	Select this option to register with a specific aggregator.
Enable	Select this option to enable a specific aggregator hotel contents to be displayed in your search results.
Enable public rates	Select this option to view rates available to everybody. Some aggregators give you the option to choose between rates available to everybody and rates available only to you. No login credentials are required.
Register for private rates	Select this option to view rates available only to you. For private rates, you need login credentials for the aggregators page.

Example: How to Register with Aggregators**How to Disable an Aggregator**

1. Select an aggregator in the registration page.
2. Click on Disable.

The aggregator is now disabled and will no longer be displayed in your search results.

How to Update Credentials

1. In the Search page, click on Register with Aggregators.
2. From the Registration panel, click Update password.
3. Enter the new credentials.
4. Click on Submit.

Chapter 4

Searching for a Hotel

You use the Search page to specify search criteria for your hotel, including the location, the dates of stay, and any other important criteria.

You can search for hotels by city, airport, street name, or notable landmarks.

For more information see:

- *Important Concepts to Understand When Searching for a Hotel*
- *How to Search for a Hotel with an Active PNR* on page 16

Important Concepts to Understand When Searching for a Hotel

To fully benefit from Hotels, you should understand some basic concepts.

What Are IATA Codes?

An IATA code is a unique three-letter code that is used to identify an airport or city. The codes are assigned and governed by the International Air Transport Association (IATA).

You use IATA codes to identify a location. However, you can also easily find hotels within a city or around an airport without any prior knowledge of IATA codes or find hotels in locations that are not IATA-coded.

What Is the Difference Between Geocoded and Non-Geocoded Locations?

A geocoded location is one that has associated geographic coordinates (often expressed as latitude and longitude). The coordinates of a location are determined by geographic data, such as address and postal code.

For geocoded countries, you can find hotels using a radius search, except when you search by IATA code. The default radius for the Geographic search is 25 km.

The coordinates of a geocoded location can be embedded into media such as street maps. This enables you to show your customers the hotels you find in geocoded locations on a map or on a 3D aerial photograph.

For non-geocoded countries, you can do a location area search instead. The search targets all available location areas. For example, Downtown, East of city, South of city, and so on.

What Is a Landmark?

A landmark is a building, monument, or any other type of landmark considered important enough to be used when searching for and booking hotels. Each landmark is assigned to a category according to its nature. For example, an airport, a university, a sports stadium or a tourist attraction.

You can search for hotels that are within a certain distance of a landmark. When you start to type in the destination, a list of registered landmarks beginning with the letters typed is displayed.

A landmark is sometimes referred to as a point of reference.

Note: The list is built using an Amadeus-specific list of references and business locations, together with data supplied by third party map providers. Consequently, Amadeus is unable to guarantee the accuracy of all references.

What Is a Property Code?

Each hotel stored in the Amadeus Central System has a property code that is composed of three parts:

- Hotel chain code
- Location IATA code
- Three-character code consisting of letters and/or digits

Examples: ILMSP753, RTNCEFRT, LWNCE003, DHDXBAHT

You can search for a specific hotel using its property code. The search result directly displays the available rooms and rates for that hotel.

What Is the Star Rating System?

When you select a star rating in your search, the search displays only hotels of the selected star rating.

Table: Star Rating

Star Rating	Hotel Category
	Tourist
	Standard
	First
	Luxury

What Is the Merged Display?

The merged display allows you to concurrently view both GDS and aggregator content in your search results.

To benefit from the merged display, you need to:

- Have Hotels Plus Multisource activated.
- Register with one or more aggregators.

The merged display improves hotel comparison and selection because it displays content from multiple sources, while eliminating hotel duplication.

By default, the merged display shows the lowest rate of all providers.

Note: The merged display of GDS and aggregator content is only available for single room search, with no extra child bed. When you search for more than one room and for extra child bed, only aggregator offerings are displayed.

Searching for Hotels in the Search Page

What Are the Different Search Types?

You can search by IATA code, geographic area and property.

The results that are displayed depend on the type of search that you have selected.

Search Type	Description	Search Results
IATA	Search by IATA code. The IATA search corresponds to the neutral search in cryptic.	Geocoded location: • The search results are displayed in the Listing View, Detailed View and Map View tabs. Non-geocoded: • The search results are displayed in the Listing View and Detailed View tabs.
Geographical	Search by city, airport and address field. The results are ordered by distance.	Geocoded location: • The search results are displayed in the Map View tab, and are also available in the Listing View and Detailed View tabs. Non-geocoded location: • The search reverts to the closest IATA location. The search results are displayed in the Listing View tab. Map View and distances are unavailable.
Property	Search by hotel property code. See <i>What Is a Property Code?</i> on page 12.	The search results display available rooms and rates directly in the single-availability display.

How to Search for a Hotel

1. In the Search, select the search that you want to launch.
2. Enter the destination.

When you have entered three letters, an auto-completion list of the locations, addresses or registered landmarks beginning with these letters is displayed.

If the destination you want does not appear in the auto-completion list, continue typing until you have entered the full location, address or landmark.

Note: Locations should be entered in the following format: City Name, State Code, and/or Country Code. For example: Bristol, GB or Houston, TX, US.

3. Select the dates.

4. Select the number of guests.

Note: The default selection is one guest.

5. (Optional) You can refine your search in More Options.

6. Click on Search.

The Hotels page is automatically displayed, showing the results of your search.

The results depend on the type of search you have selected.

Note: Hotels Plus saves the ten most recent searches.

See *What Are the Different Search Types?* on page 13.

Example: A Single Availability Display

RAMADA PARIS TOUR EIFFEL (RAPARGRX)
 Ramada (RA)
 Local Star Rating ★★☆☆☆
 102 BOUL DE GRENELLE
 PARIS, 75015
 FR

Information provided by Ramada (RA)
 Fax: 33-145-757910
 Voice: 33-140-599090
 Telex: NONE

Summary Hotel details Location and Map Rooms and Rates

Description	Rate	Meal plan	Commission	Taxes	Estimated Price	
Priceline/hotwire/others rate 1 double bed non-smoking room with coffee maker, safe and desk RAMADA WORLDWIDE	CT1	Accommodation only	No	Included	157.50 EUR Conditions	Book Guarantee
Priceline/hotwire/others rate 2 single beds non-smoking room with coffee maker, safe, desk and mini RAMADA WORLDWIDE	CT1	Accommodation only	No	Included	157.50 EUR Conditions	Book Guarantee

How to Define a Price Range

1. In the Search page, click on More Search Options to expand the Search section.
2. Enter the minimum price per night and/or the maximum price per night.
3. Enter the currency or click on  to select it from a list.

Note: The system may return hotel rooms up to 10% outside your price range.

How to Search for a Published Rate

1. Click on More Search Options in the Search page.
2. In the Published Rates field enter the rate codes, separated by semicolons or click on  to select them from a list.

Example: RAC;CON;MIL

How to Specify Advanced Options

1. Click on the More Search Options link.
2. Enter your criteria.
3. Click on Search.

Applying Filters and Sorting Your Search Results

If your search results are too broad, you can apply filters to narrow down and sort your results.

How to Change the Search Criteria

1. In the Hotels page, click on Your Search at the top of the screen.
The Search page is displayed.
2. Click on Reset to clear the search criteria.
3. Enter the new criteria and click on Search.

What Are Search Filters?

Search filters allow you to display only hotel properties that meet the selected filter criteria.

You apply filters if you want to narrow down your search results.

The filter settings are applied in all three views: Listing View, Category View and Map View.

What Are the Filters Options?

Table: Filters Options

Filter Name	Description
Distance	Specify the distance of the hotel from a location such as a city centre.
Hotel Category	Specify the star rating.
Hotel Chain	Specify any preferred hotel chain.
City	Specify the city for your search.
Location	Specify the search area.
Policy	Specify if you are looking for in-policy hotels.

How to Use Filters to Find Hotels

1. In the Hotels page, go to the Filters panel.
2. Click on  to expand the filter option.

Example: City

3. Select the filters you want to apply from the category.

The search results are narrowed down to display only the hotels for the categories that you have requested.

When you apply a filter, the list of hotels is immediately updated. The filter settings are applied in all three views: Listing View, Detailed View and Map View.

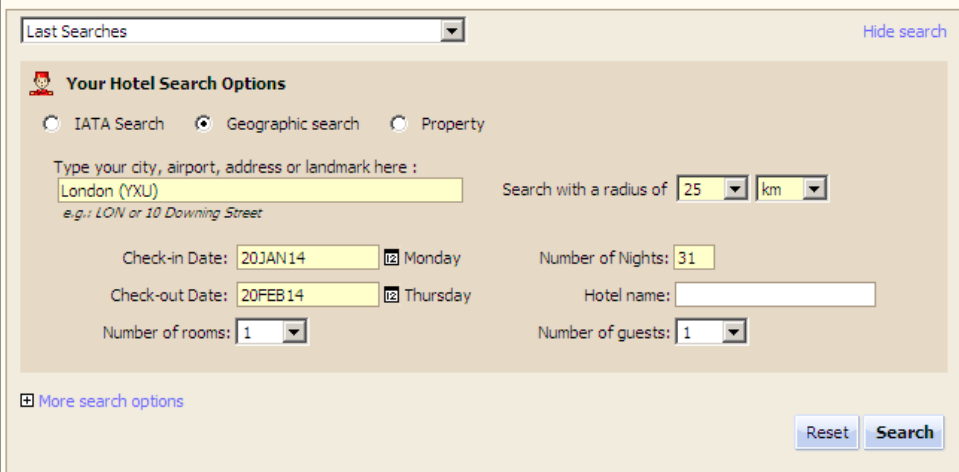
How to Search for a Hotel with an Active PNR

1. Go to the PNR module  to retrieve an existing PNR or to create a new one.
2. Go to Hotels Plus Multisource  to search for a hotel.
If you have already booked a flight, for example, the search criteria used is completed automatically.
3. Continue with your hotel booking process as usual.
4. End transact the PNR (ER) before continuing.

If traveller information is already available in the PNR, it is completed automatically when you are asked to enter traveller details.

Note: Both hotel and flight elements are in the same PNR.

Example: Searching for a Hotel with an Active PNR



The screenshot shows a web-based search interface for hotels. At the top, there's a 'Last Searches' dropdown and a 'Hide search' link. Below this is a section titled 'Your Hotel Search Options' with a small icon. It contains three radio buttons: 'IATA Search', 'Geographic search' (which is selected), and 'Property'. Below the radio buttons is a text input field with 'London (YXU)' and a placeholder 'Type your city, airport, address or landmark here :'. To the right of the input field is a 'Search with a radius of' section with a dropdown set to '25' and a unit dropdown set to 'km'. Below the input field is a small text example: 'e.g.: LON or 10 Downing Street'. Further down are two rows of date selection: 'Check-in Date: 20JAN14 Monday' and 'Check-out Date: 20FEB14 Thursday'. To the right of these are 'Number of Nights: 31', 'Hotel name: [empty field]', and 'Number of rooms: 1' and 'Number of guests: 1'. At the bottom left is a link 'More search options' with a plus icon. At the bottom right are 'Reset' and 'Search' buttons.

Chapter 5

Selecting and Booking a Hotel Room

The Hotels page displays a list of hotels which meet the search criteria and have availability for the dates that you requested.

For more information, see:

- *Choosing a Hotel* on page 18
- *Using the Map View* on page 20
- *Booking a Hotel Room* on page 20

Choosing a Hotel

Different views are provided to help you select a hotel.

Table: View Options

Views	Description
Listing View	Select the Listing View tab to display : • Hotel Name and Location • Hotel Rate • Hotel Rating • Hotel Facilities • Hotel Providers • Conditions and Price Variations • Commission and Taxes This column indicates if the travel agent earns a commission and if taxes are included.
Detailed View	Select the Detailed View tab to display : • Hotel Rate • Hotel Facilities • Hotel Provider • Hotel Photo
Map View	Select the Map View tab to display: • A map with the hotels. Blue markers indicate the hotels that are geocoded. Note: The map view is only available if at least one geocoded hotel is present in the selected location.

Note: To reduce response time, a number of hotels that match your search criteria are displayed while the search for more hotels continues in the background. After the search is completed, you can add the other hotels that have become available to the results list by clicking on Add Them to the Results or on the More Hotels option.

How to Compare Hotels

1. Select two or more hotels.
2. Click on Compare These Hotels.

The display shows the hotels you have selected.

Note: In the Listing View, you can also click on Compare Hotels.

3. Click on  to print, or on  to email the page.

Note: When you email the hotel details, the customer can access an online gallery of the hotel.

4. Select the Send Map by Email checkbox, to include a map in the email.
5. Click on the provider logo or the address link to display more information on a hotel.
6. Click on Book to complete the booking.

What Information Is Available on a Selected Hotel?

The single hotel display is provided either by the hotel itself, or by the aggregator.

The hotel details are supplied by different providers. You can select the provider from the Information Provided by drop-down box.

Table: Explanation of Single Hotel Display

Tab Name	Description
Summary	The Summary tab provides an overview of the hotel's services and facilities.
Hotel Details	The Hotel Details tab provides information about location, category, extra charges, check-in and check-out policies, guarantee conditions, facilities, rooms, and more.
Photos	The Photos tab displays the hotel's photo gallery. This tab is only available if photos have been provided by the hotel or aggregator.
Location and Map	The Location and Map tab shows the hotel on a map and provides information on distances to airport and tourist attractions. This tab is only available for geocoded countries and when a geocode is provided by the aggregator (non-GDS).
Rooms and Rates	The Rooms and Rates tab displays real-time information. Note: If you need to cancel the reservation, read the hotel's rate conditions before you confirm the booking to see if cancellation policies apply. Note: Pricing information depends on the provider.

How to Save Hotel Details

1. Select a single hotel or multiple hotels in the Listing View, the Detailed View or the Map View.

You can save up to ten favourite hotels to make a reservation later. If you save more than ten hotels, the hotels you selected first disappear from the list.

2. In the Selected Hotels panel, click on Save These Hotels.

The hotels become available in the Saved Hotels panel.

What Are the Different Types of Rate Available for GDS Hotels?

The rates available for GDS hotels are:

- Negotiated Rates
- BAR rates (Best Available Rates)

Negotiated rates are indicated in the availability display with the  icon.

You can store any negotiated rates in your office profile, and use them automatically in Hotels Plus Multisource when you search for hotel availability.

The BAR program acts as a guarantee that the rates available are the best public rates for:

- Rack Rates
- Non-negotiated Rates
- Corporate Rates
- Weekend Rates
- Lowest Unrestricted Rates

This is the lowest rate available to the general public, on a particular day for a particular stay. These rates do not require prepayment, and do not impose cancellation and change penalties or fees, other than those resulting from the hotel property's normal cancellation policy.

- Promotional/Special Rates

The BAR rates are indicated in the availability display by the BAR icon .

Using the Map View

What Are the Map View Options?

Map View	Description
Road	The road view displays the hotel on a normal road map view. This view is the default.
Aerial	The aerial view displays an aerial photo of the hotel location.
Bird's eye	The bird's eye view displays a 3D aerial photo of the hotel location. You can change the perspective by clicking on  or  .

How to Change the Display Area

1. Select one of the map views.
2. Use the arrows on the compass  to navigate around the map.
3. Click on  to zoom in.
4. Click on  to zoom out.

Note: The bird's eye view only provides two zoom levels.

Booking a Hotel Room

How to Book a Room

1. Click on the View Rates or Check Rates link for the hotel you want to book.
2. Click on the Conditions link below the estimated price to display the terms and conditions that apply to a rate, such as taxes, booking policy, cancellation policy and payment or guarantee requirements.

Note: The amount of pricing information displayed in the hotel conditions is dependent on the provider.

3. Click on Book next to the room and rate that you want to book.

Chapter 6

Entering Traveller Details

The Traveller page allows you to enter traveller details. The information requested varies depending on whether you are booking GDS hotels or aggregator hotels.

If traveller information is already available in the PNR, the related fields are automatically completed.

If you have retrieved a profile, some of the fields may already be completed with the traveller's preferences.

If no data has been loaded, you need to manually complete the fields.

How to Request Special Service for GDS Hotels

1. In the Traveller page, enter the main traveller details and, optionally, any appropriate frequent guest card details.
2. In the Preferences section of the page, specify any special requests to the hotel, such as a non-smoking room, early or late check-in or other available requests, in the free text box.
3. Click on Continue Booking to display the Purchase Your Trip page and complete the booking process.

Chapter 7

Entering Payment Details

The Purchase Your Trip page enables you to enter a deposit, guarantee or pay for the reservation, according to what is required by the hotel.

How to Guarantee a GDS Hotel Booking

1. Select the method of guarantee (usually credit card).
2. Enter the payment details or select a credit card suggestion from the cards stored in the PNR or Traveller Profile.
3. Click on Send Reservation Request to complete the booking process.

When the booking has been confirmed by the hotel, the Reservation page is displayed, showing all the details of the hotel booking.

If a PNR is not already open a new PNR is created, containing the hotel segment. A Name element is also added if not already present.

Note: Your booking is not fully confirmed until you have end transacted (ER/ET) the PNR.

For more information, see *Confirming, Cancelling and Modifying a Hotel Booking*.

What Are the Payment Details Requirements for an Aggregator Booking?

In the Aggregator environment, most bookings are made in a prepaid model.

In the Purchase Your Trip page, select the method of payment.

The method of payment depends on the aggregator, and may vary if you have a specific agreement with the aggregator (such as Credit Line).

The payment is either processed immediately or at a later stage, depending on the specification in the Payment page.

How to Pay for a Hotel Booking

1. Select the method of payment.
2. Enter the payment details, or select a credit card from the cards stored in the PNR or Traveller Profile.
3. Click on Send Reservation Request to complete the booking process.

Note: For GDS bookings, if a PNR is already open and not end transacted, you are prompted to perform an end transaction on the PNR before confirming the reservation.

Note: For aggregator bookings, the PNR is automatically saved (ER) by the system. When the booking is confirmed by the aggregator, the Reservation page is displayed, showing all the details of the hotel booking. If a PNR was not created initially, a PNR is created containing the hotel segment. A Name element is also added if it was not already present.

Chapter 8

Confirming, Cancelling and Modifying a Hotel Booking

Confirming, Cancelling or Modifying a GDS Hotel Booking

The booking is only fully confirmed when you have completed and saved the PNR.

You can do this in the:

- PNR summary area (at the bottom of the Hotels Plus Multisource screen)
- PNR module 
- Command page 

You can still modify or cancel the booking after it has been confirmed. However, it is important to first read the rate conditions to check if any penalties apply.

Note: The cancellation policy is shown under Policy, in the Conditions and Price Variation section of the Rooms and Rates tab.

Confirming, Cancelling or Modifying an Aggregator Hotel Booking

The hotel booking is automatically confirmed at the time of booking.

You can still cancel the booking after it has been confirmed.

Note: It is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.

You can only modify dates for aggregator hotel bookings using a cryptic command in the Command page. For all other aggregator hotel booking modifications, you must cancel and rebook.

How to Complete the PNR in the PNR Module

1. Go to the PNR module .

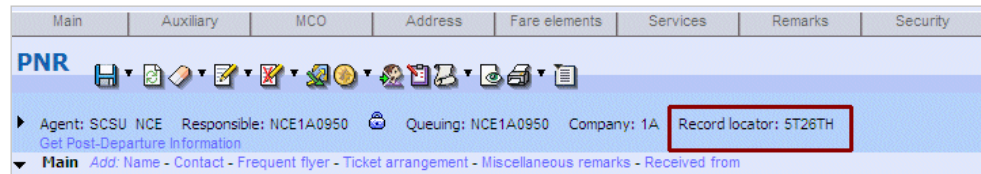
The PNR entry screen is displayed. Some of the elements that are mandatory in a PNR are already completed using the information you entered in the hotel reservation, for example, the Name element and the hotel segment.

2. Click on the links in the PNR entry screen to complete the PNR with any remaining mandatory elements.
 - Contact element

- Received From element
 - Ticketing Arrangement element
3. Click on ▼ next to the Save icon  to end transact the PNR and confirm the hotel reservation.

The PNR is assigned a record locator which you can use to retrieve the PNR if required.

Example: Record Locator in the PNR Module



How to Complete the PNR in the Command Page

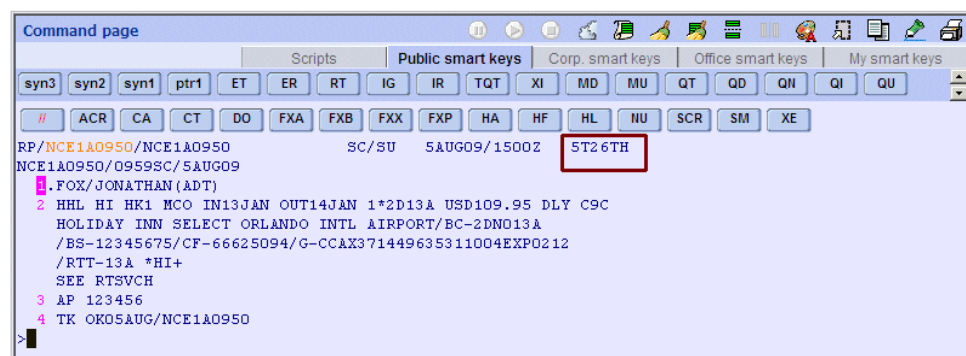
1. Go to the Command page .
2. Use the **RT** transaction entry to retrieve the active booking.
Some of the elements that are mandatory in a PNR are automatically completed using the information you entered in the reservation, for example, the **NM** - Name element and the hotel segment.
3. Complete the PNR with any remaining mandatory elements:
 - **AP** - Contact element
 - **RF** - Received From element
 - **TK** - Ticketing Arrangement element

Note: Enter **HE PNR** for help on how to complete a PNR using cryptic transaction entries.

4. Use either the **ET** or **ER** transaction entry to save (end transact) the PNR to confirm the reservation.

The PNR is assigned a record locator which you can use to retrieve the PNR if required.

Example: Record Locator in the Command Page



How to Cancel an Unconfirmed GDS Hotel Booking

For GDS hotel bookings, unless you save the PNR after you have made your hotel reservation, your booking is not yet confirmed.

To cancel an unconfirmed GDS hotel reservation, simply ignore the PNR by clicking on  in the PNR summary area, or in the PNR module.

Note: This option is not available for Aggregator hotels because they are confirmed at the time of booking.

How to Cancel a Confirmed Hotel Booking

1. Before you cancel a confirmed hotel reservation, read the hotel's cancellation policies to check if any penalties apply.

Note: The cancellation policy is shown under Conditions and Price Variation in the Rooms and Rates tab and included in the PNR with the booking (RTSVCH).

2. Retrieve the PNR and select the hotel segment you want to cancel.

3. Click on the arrow next to  to open the Cancel window.

- To cancel only the selected hotel segment, select the Cancel Element(s) - XE option.
- To cancel the whole itinerary, select the Cancel Itinerary - XI option.

Note: You can click directly on  to cancel the whole itinerary without opening the Cancel window.

How to Modify a GDS Hotel Booking

1. Retrieve the PNR.
2. Select the segment you want to modify in the PNR summary area or in the PNR module.

Note: Before you modify a confirmed hotel reservation, read the hotel's conditions to check if any penalties apply.

3. Click on  or double-click on the segment to display the modification window.

You can modify hotel details, such as check-in or check-out dates, and room type or rates, as well as traveller information.

4. Make the modifications in the fields as required.
5. Click on Modify to process the modification.

Chapter 9

Working with Profiles and Policies

Each time you make a hotel booking, you can copy information from a profile into Hotels, eliminating the need to manually enter the information each time.

You can also use profiles to apply company or agency travel policies when you search for hotels, to bias the available choice of hotels or rooms.

Profiles and Policies apply to both GDS-content and aggregator content.

What Are Profiles?

A profile is a record containing useful information about an individual traveller, company or agency that can help you when you make a hotel reservation.

A profile can include contact details, payment information, travel policies, hotel and room preferences and any special service requests.

You can associate a traveller profile to a company profile. By doing so, when a customer is travelling for business purposes, you can cross-reference the travel policy stored within a company profile with the individual's personal preferences defined in the traveller profile. Each company profile may have multiple traveller profiles associated to it.

You can also set up an agency profile, which contains your own agency policies, so that you can apply the travel policies of both a company and your agency when you perform the search.

What Is a Travel Policy?

A travel policy is stored within a profile and consists of a set of booking rules. A policy can be defined at both company and agency level. The booking rules that you apply when you reserve a hotel may change depending on the person who is travelling, the reason for the trip, the destination and the presence of any preferential rates, for example. Each travel policy can be assigned with a level of priority: the lower the number, the higher the priority.

Travel policies bias the availability of a hotel or room. The hotels with the highest priority as defined in the active policies are listed first in the Hotels page and numbered accordingly. Company policies take priority over agency policies and traveller preferences. Agency policies take priority over traveller preferences.

You can filter the results of the search displayed in the Hotels page so that only the hotels that are in-policy with the company or the agency are displayed.

What Is an Organisation Profile?

An organisation profile allows companies or agencies that have subsidiaries or branches to better manage travel policies throughout the corporate structure.

Within the organisation profile a hierarchy is established from existing profiles so that profiles that are lower in the hierarchy can inherit the preferences contained in the profiles that are higher up. This reduces the maintenance of profile data across an organisation.

The organisation profile structure can include up to five levels, and up to 1,500 individual profiles.

When you use profiles and policies, the policy rules are retrieved first from the parent profile at the top level, then progressively down to the level where the request originated. Only rules within the same branch of the organisation are taken into account.

How to Search for Hotels Using Policies

1. Go to the Profile module  to retrieve a traveller or company profile.

Note: If you use cryptic transaction entries, first load the profile in the Command page , then transfer the data to the PNR before opening to the Hotels Plus Multisource module.

For information on how to transfer profile data using cryptic transaction entries, enter **HE PROFILES** or **HE STEPS** in the Command page.

2. Open the Hotels module  to display the Search page.

Some of the fields in the Search page may already be filled with travel preferences loaded from the retrieved traveller profile (such as the preferred hotel chain), or with data taken from an active PNR (for example, dates and length of stay).

Note: Travel preferences only help you identify which hotels are compliant with the customer's requirements; they do not restrict the choice of hotels returned by your search.

Use the travel policies defined at company or agency level to define how availability is displayed. You do this in the Policies Settings area of the Profile panel.

3. Update these fields if required.
4. In the Profile panel, define the settings as required.

The Rules and Traveller Preferences window lists the policies and preferences stored in the loaded profiles: All traveller preferences are displayed but only the company and agency policies that are relevant to the location are shown.

Note: If a company or agency profile inherits policies from an organisational hierarchy, this is also reflected in the rule display.

5. Fill in any additional search criteria and click on Search.

The system searches for all hotels matching your request and the active travel policies.

Note: If you have configured the display to show in-policy recommendations only, any recommendations that match traveller preferences but are in conflict with travel policies are not displayed

in the Hotels page. This is because policies always take priority over traveller preferences.

6. Continue with your booking process as usual.

See *How to Book a Room* on page 20

Identifying In-policy and Preferred Hotels in the Hotels Page

In the Hotels page, you can see if the hotels are within company () travel policy and/or agency () travel policy, and if they meet traveller preferences () as follows:

Icon	Meaning
	The hotel is within policy or meets traveller preferences. - Company profile or agency profile - if a number is displayed inside the icon, this indicates the level of priority; the lower the number, the higher the priority. - Traveller profile - "1" or "2" is displayed inside the icon indicating the level of compliancy with traveller preferences: If "1" is displayed, the hotel is fully compliant. If "2" is displayed, the hotel is partially compliant.
No icon	The hotel is out of policy or does not meet traveller preferences.
	The hotel is not allowed (excluded) as defined in the company or agency travel policy.

The same icons are also displayed in the single hotel details.

Example: Identifying In-Policy and Preferred Hotels

Listing view	Detailed view	Map view	Results: 9/9 Hotels				
Select to compare hotels			Sort hotels by: Hotel Chain				
Hotel name			Distance from city centre			From Price/night	
☐ Bw Premier Royal Saint Michel, Luxury, Best Western, PARIS			0.2 km South			360.00 EUR View rates	
☐ Best Western Belloy St Germain, Standard, Best Western, PARIS			0.5 km South			209.00 EUR View rates	
☐ Villa D'estrees, First class, Atel Hotels Network, PARIS			0.2 km West			214.00 EUR View rates	
☐ Atel Relais St Germain, Luxury, Atel Hotels Network, PARIS			0.5 km West			220.00 EUR View rates	

Listing view	Detailed view	Map view	Results: 8/67 Hotels				
			sort by: None selected				
Hotel name			Distance from city centre			From Price/night	
☐ Pullman Paris La Defense, First class, Pullman, PARIS LA DEFENSE			8.9 km West			270 EUR View rates	
☐ Pullman Paris La Defense (PUPARARC)	 Pullman Paris La Defense (PUPARARC) Pullman (PU) Local Star Rating: ★★☆☆☆ Number of rooms: 384 Languages Spoken: DE FR GB ES JP IT CH From 270 EUR  In policy (Company)  Out of policy (Agency)  Fully compliant (Traveller)		4.0 km East			259 EUR View rates	
☐ Pullman Paris La Defense, Pullman, PARIS			3.8 km West			280 EUR View rates	
☐ Timhotel Nat... PARIS			4.2 km East			75 EUR Check rates	
☐ Opera Cadet PARIS			2.4 km North			132.63 EUR Check rates	
☐ Best Western... Best Western			3.0 km West			154 EUR View rates	
☐ Bw Premier H... Standard, Be			3.9 km West			300 EUR View rates	
☐ Best Western... Standard, Be			4.9 km West			230 EUR View rates	

How to Customise Profile Settings in the Search Page Profile Panel

1. In the Profiles panel, define the policies view for the availability display.
2. In the Filters panel, click on  to expand the Policy filter option.
3. Use the filter options to further narrow the search results in the display.

If you selected the All Options view, then any of the policy filters can be applied to the display. However, if you selected the In Policy view, you can only apply the in-policy filters.

Note: The Policy filter option is only available if you apply profiles and policies to book a hotel.

Table: Policies Explained

Policy Name	Description
All Policy	Use this option to return all the results, including In Policy hotels and No Policy hotels. In Policy hotels are clearly marked.
In Policy	Use this option to return only the hotels that match the company policies.
No Policy	Use this option if you do not want to apply any policy. Note: To change the view settings, click on Search in the Search page to resend the search request and update the display.

Recommendations for Using Profile Settings

Here we give some recommendations on how to customise the display in the most effective way depending on your policy constraints.

Note: These settings are not saved. You need to customise the display each time you perform a search.

Table: View and Filter Options Recommendations

Policy Requirement	View	Filter
You load a traveller profile associated to a company profile with strict travel policies. You have no agency policy.	In policy	Only in policy with the company
You load a traveller profile associated to a company profile with flexible travel policies. You have an agency policy.	In policy	In policy (company and agency)
You load a traveller profile associated to a company profile with strict travel policies. You have a strict agency policy.	In policy	In policy (company and agency)
You load an individual traveller profile with no defined preferences. You have a flexible agency policy.	In policy or All options	In policy (company and agency) or All options
You usually apply company or agency policies but you do not want to apply them in this instance.	No policy	All options
You load a traveller profile associated to company profile. You have an agency policy. You want to see all the recommendations, sort them by order of priority. Note: Click on the More Hotels button to make sure all recommendations are loaded.	All options	All options

How to Enter Traveller and Payment Details Using Profiles

Note: When you have booked a hotel room, the Traveller page is automatically displayed, allowing you to enter traveller and contact details.

1. Click on  where available to display a list of suggestions retrieved from the active profile or PNR.

If multiple options for the same type of data (for example, telephone numbers) are available, the suggestions are grouped in the list according to their source.

2. Enter the traveller details.

Note: If traveller names have already been defined in the PNR, you can only select one of those names for the reservation. You cannot add another name to the booking.

3. Click on Go to Payment when you have completed the traveller details to display the Purchase Your Trip page.
4. Enter the payment details to complete the reservation.

If payment methods are already defined in the profile or PNR, you can select the one you want to use from the list of suggestions, or you can enter a new method.

5. Click on Send Reservation Request when you have entered the payment to complete the booking process.

How to Search for and Book Hotels Using Traveller Profiles Only

Note: If the customer's traveller profile is not associated to a company profile and you do not have an agency policy in place, you can still search for and book hotels using the information in a traveller profile only.

1. Go to the Profile module  to retrieve the traveller profile.

Note: If you use cryptic transaction entries, first load the profile in the Command page , then transfer the data to the PNR before clicking on the Hotels Plus Multisource module .

For information on how to transfer profile data using cryptic transaction entries, enter **HE PROFILES** or **HE STEPS** in the Command page.

2. Go to the Hotels module  and display the Search page.

Some of the fields in Hotels may already be filled with the traveller's preferences, such as the preferred hotel chain. You can modify the fields if necessary.

3. Fill in any additional search criteria and click on Search.
4. Continue with your booking process as usual.

When you are asked to enter traveller details, the traveller name, contact and form of payment information are automatically filled in from the profile, when this information becomes available.

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