

Booking Cars in Galileo®

Quick Reference



CarMaster provides agents easy access to the most complete car companies' database in the industry. Availability can be tailored to suit any client's specifications. CarMaster enables agents to focus on selling and providing better service to their clients.

This Quick Reference shows:

- How to interpret CarMaster™ screens
- How to book a car with or without a corporate discount (CD) number
- The most frequently used CarMaster formats

Encoding and Decoding Vendors

H/CARV

<u>To:</u>	<u>Type:</u>
Encode a vendor	GC*12/CAR/HERTZ
Decode a vendor	GC*12/CAR/ZE

Interpreting CarMaster™ Screens

Car Type Codes

For assistance in decoding car type codes, see HELP CART.

Participation Levels

H/CARV

You can identify a vendor's participation level by the following indicators, which appear in the availability display.

<u>Participation Level:</u>		<u>Indicator:</u>
Inside Availability® (real-time rates and other information, and instant confirmation)	+	Appears to the left of the vendor name
Inside Link® (instant confirmation)	*	Appears to the left of the vendor name
Non-Link (confirmation after end transact)	None	
Franchise vendor (actual vendor represented by the named vendor)	+	Appears to the right of the vendor name

CarMaster Screen Codes

H/CAR

Use the following descriptions to interpret screen codes on the car availability screens.

<u>Availability Status</u>	<u>Rate</u>	<u>Car Type</u>	<u>Rate Guarantee</u>
S Sell	+ Required charges exist	@ Upsell	G Rate guaranteed once confirmed
N Need	R Return to rental location		Q Quoted rate subject to change
C Closed for sale			@ Converted rate (for information only)
– Not offered			

Basic Steps to Book a Car

H/CAR

Booking cars with the CarMaster™ system involves a few basic steps. You can book cars *with* or *without* a corporate discount (CD) number.

Booking a Car *with* a CD Number

Booking cars *with* a CD number is a two-step process:

Display car type availability.	CAA
Reference sell the car.	N

Booking a Car *without* a CD Number

Booking cars *without* a CD number is a three-step process:

Display low-to-high rate availability.	CAL
Display rate rules.	CAV
Reference sell the car.	N

Booking a Car with a Corporate Discount (CD) Number

Follow these two steps to book a car with a CD number for customers who qualify for negotiated or promotional rate programs.

CAA Step 1: Display Car Type Availability

H/CAA

To see availability with car type and vendor at a specified location, display car type availability.

You can display car type availability with or without air segments.

To display car type availability with air segments:

Type:

Basic format (insert after segment 2) and drop off time of 1500

/2+CAA/DT-1500

With optional car types

/2+CAA.SCAR+ICAR

To display car type availability without air segments:

Type:

Basic format with mandatory search qualifiers (pickup and drop-off dates, airport code, arrival and drop times)

CAA9JAN-11JANATH/ARR-0900
/DT-1700

With optional search qualifiers for multiple vendors

CAA9JAN-11JANATH/ARR-
0900/DT-1700/ZI+ZE

With a CD number (include vendor code)

CAA9JAN-11JANATH/ARR-
0900/DT-1700/ZI+ZE/CD-ZI23456

Note: Include CD number for Inside Availability® vendors.

Redisplay previous car type availability

CAA*R

N Step 2: Reference Sell the Car

H/N1A2

Reference sell the car from car type availability.

To reference sell a car with a CD number:

Type:

From column C, line 2

N1C2/CD-A123456

Note: If you include the CD number in availability request, you do not need to include it in the reference sell for that vendor.

From column A, line 1, drop off location, corporate discount number, rates in euros

N1A1/DO-CDG /CD-B123456/AC-
EUR

Booking a Car *without* a Corporate Discount (CD) Number

Follow these three steps to book a car for customers who do not have a negotiated rate with a vendor.

CAL Step 1: Display Low-to-High Rate Availability

H/CAL

Display low-to-high rate availability to see what types of cars and rates are available in low-to-high order. Low-to-high rate availability checks availability status, advance booking requirements, minimum and maximum length of rental, pickup and drop-off, days of week, and earliest and latest pickup time requirements.

You can display low-to-high rate availability *with* or *without* air segments.

To display low-to-high rate availability with air segment:

Type:

Basic format (insert after segment 1)

/1+CAL

With drop-off time of 0900 and specific vendors

/1+CAL/DT-0900/ZI+ZT+ZE+ZD

To display low-to-high rate availability without air segment:

Type:

Basic format with mandatory search qualifiers (airport code, pickup and drop-off dates, arrival and drop times), compact size

CAL2JUN-5JUNVIE/ARR-1300/DT-0900.C

Override the HMCT-EUR setting to display rates in the national currency for the current entry.

CAL9JUL-11JULCDG/VN/ARR-0900/DT-1700

With pickup and drop-off dates, arrival and drop times, within 1 kilometre of reference point of Calais, and in GBP currency.

CAL24AUG-28AUGCALAIS/D-1/ARR-1000/VGBP/DT-0900

Redisplay previous low-to-high availability

CAL*R

CAV Step 2: Display Rate Rules

H/CAV

Display rate rules to obtain base rate breakdown, car type description, and location hours. Inside Availability® vendors also provide drop charge amount, approximate total and taxes, surcharges, and optional coverages.

To display rate rules:

Type:

From column A, line 3 of an availability screen (CAL and CAQ only)

CAVA3

From segment 2 of a BF (booked from a CAL or CAQ only)

CAVS2

N Step 3: Reference Sell the Car

H/N1A2

Reference sell a car without a CD number.

To reference sell a car:

Type:

From column A, line 2 of an availability screen

N1A2

Supporting CarMaster™ Functions

The following CarMaster functions support the basic steps to book a car.

Availability Search Qualifiers

H/AVQU

You can include optional search qualifiers at the end of your availability format to customize your request.

CAL & CAA

<u>Option</u>	<u>Example</u>	<u>Description or Comment</u>
Specific size	.E	Economy
Specific type	.STAR+ISAR	Specify up to 3
Vendor	/ZE+ZD+AL	Specify up to 4
Corporate discount	/CD-ZI23456	Vendor code required. Inside Availability® vendors return customer-specific availability.
Customer ID	/ID-ZE123456	Vendor code required. Inside Availability® vendors return customer-specific availability.
Arrival time	/ARR-0700	Arrival time
Reference point	R-EIFFEL TOWER	Location near Eiffel Tower
Distance and direction	/D10K	Located within 10 kilometres of specified point.
	/10-15MS	Located between 10-15 miles south of specified point.

CAL & CAQ Only

H/AVQO

<u>Option</u>	<u>Example</u>	<u>Description or Comment</u>
Rate type	-D	D aily
	-H	H ourly
	-E	W eekend
	-W	W eekly
	-P	P ackage
	Rate category	/A
/C		C orporate
/G		G overnment
/I		I ndustry
/U		C onsortium
/V		C onvention
Rate code		/GUAR
	/UNL	Unlimited mileage
	V-40	Rate less than 40 local currency units
	V25-50	Rate range 30 to 50 local currency units
	VGRD	In Greek Drachma (GRD)
	VN	In local currency
	Preference	/N
/UNV		Unvalidated - displays rates regardless of rule application and availability status
/VAL		Validated (default)

CAU Updating Availability

H/CAU

Use the following formats to update availability displays.

<u>To update availability:</u>	<u>Type:</u>
Pickup date	CAU17MAY
Drop-off date	CAU-12DEC
Car type to intermediate size	CAU.I
All sizes of convertibles	CAU.*T
Specific rental company	CAU/ZE
City locations in Johannesburg	CAUJNB/L-C
For airline/credential rates	CAU/R
To show all vendors and all car types	CAU/N
With TravelScreen preferences on	CAU/PREF-ON

CAI Car Rental Location Index

H/CAI

Use the following car rental location index formats to find off-terminal locations.

<u>To display index for:</u>	<u>Type:</u>
All locations by airport code	CAISYD
All locations by city	CAIBELIZECITY
To display reference points for a city	HORRIO
Resort locations in Miami	CAIMIA/L-R
Specific vendors in Geneva for 11 Sept	CAI11SEPGVA/TR+ZE
Previous index	CAI*R

CAD Car Rental Descriptions and Policies

H/CAD

Use the following descriptions and policies to find information about vendor and local operations.

<u>To display:</u>	<u>Type:</u>
Car policy for location in column A, line 3 of availability display	CADA3/CARS
Car rental location in BF segment 2	CADS2
Car rental location in line 1 of CAI display	CAD1
Corporate policies for Avis	CADZI

<u>To display:</u>	<u>Type:</u>
Location policies by vendor and location (assumes today's date)	CADZLSFO
Corporate policy by vendor for specific location and request keyword by keyword and sequence number	CADZEDUB/AGE+2+17
Menu after keyword information was shown and last active menu	CAD*MENU
Previous keyword description	CAD*R

Optional Sell Fields

H/CAR/

Add optional sell fields to the end of the sell format to ensure that the vendor receives all pertinent information about the rental.

<u>To add:</u>	<u>Type at the end of the sell format:</u>
Arrival time (direct sell only)	/ARR-1700
Corporate discount number	/CD-Y748392
Confirmation number	/CF-7349210
Driver's license number	/DL-DOEJ15987
Drop-off location if different than pickup	/DO-SYDC01
Frequent traveller number (carrier code required)	/FT-BA3756925
Name, if different than 1st name field	/NM-DOE JOHN
Prepayment/guarantee	/G-VI4427806666666666661EXP1203
Rate code - Lowest rate (CAA reference sell or direct sell only)	/RC-BEST
Rate code - Contract rate only (CAA reference sell or direct sell only)	/RC-ACD123
Special service request	/SI-DSRS 2 DOOR
Rate override	/RT-USD229.95DY-.31 MI 100 MI
Combination of optional fields	/CD-123456/RC-CR/SQ-CSI

ØCAR Direct Sell

H/ØCCR

Use a direct sell format to sell a car when you know the vendor and car type.

To direct sell:

With round-trip air segments, assumes details from previous and following flight segments.

With round-trip air segments, arrival and drop off times with request for rates in European currency (EUR).

Without air segment, mandatory fields, then optional fields

Type:

/1+ØCCRZIECMN/RC-BEST

/1+ØCCRZDCDG27NOV-28NOVSCAR/ARR-0900/DT-1700/AC-EUR

ØCCRALNN1CCAR/DT-2200/RC-AFD123

CAM Modify Sold Car Segment

H/CAM

Use CarMaster modify formats to add, change, or delete data within a car segment. Cancel format is also included here. Modify only after end transact.

To:

Change pickup and drop off dates for segment 2

Change drop-off date for segment 3

Change car type for segment 4

Change or add optional field for segment 4

Change pickup date and arrival time for segment 1

Delete optional field (SI) for segment 4

Cancel segment 2

Cancel all car segments

Type:

CAM2D/3DEC-8DEC

CAM3D/-9DEC

CAM4T/CCAR

CAM4O/FT-AA479210

CAM1D/2MAY/ARR-0900

CAM4X/SI

X2

XC

Note: Do not use I or XI

Queuing BFs to CarMaster Participants

GC*12/15

Use the following steps to send a BF to a CarMaster participant for confirmation numbers, rule or policy clarification, or other BF-related information.

To send BF with message:

Display BF.

Create vendor remarks to BF.

Queue BF to vendor.

Type:

*-WILLIAMS/CMR

V.CXE*FREE TEXT

QEB/VXU (VXU = vendor queue city)

Queuing Messages to CarMaster Participants

Use the following steps to send a message to a CarMaster participant requesting brochures or other non-Booking File related information.

To send a message:

Create the message.

Queue message to the vendor.

Do this:

Type NP.VXE*FREE TEXT

Type QEM/VXU (VXU = vendor queue city) and press Enter.

Acknowledgement:

This Quick Reference was developed by Galileo International,
Customer and Sales Education.

For questions or comments, please send a message to customer.education@galileo.com

©2001 Galileo International. All Rights Reserved.

Galileo, the Globe Device, CarMaster, Inside Availability, Inside Link and TravelScreen are registered trademarks, trademarks, or service marks of Galileo International in the United States and/or other countries.

GN 547