Galileo Cars Course Book

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Module 1: Introduction

Welcome to Booking Cars through Galileo

The CarMaster database, accessible using the Galileo system, is a very powerful tool, allowing you to quickly and easily check availability and confirm car bookings. In addition to this, CarMaster provides you with a source of information relating to car locations and vendors.

Throughout the course you will be guided through the How to use sections by your instructor, followed by a review at the end of each module.

What is the benefit to me?

Unlike the majority of airlines, most car vendors still pay commission to travel agents. Car bookings do not require documents to be issued, therefore selling cars to your customers is an easy source of revenue to your agency with very little administration required.

Prerequisites

To attend this course you must be able to build and retrieve a Booking File.

Housekeeping

The following should be noted:

- Fire Exits
- Toilets
- Smoking Policy
- Breaks
- Communication
- Mobile Phone Policy

Course Length

This course is one full day.

Course Materials

There is one document to be used with this course:

Course Book

It may also be useful to refer to the Galileo on-line formats guide accessible through ASK Galileo via the link from the Galileo Homepage or at:

http://galileo.gb.custhelp.com

Course Book

The Booking Cars through Galileo Course Book provides an area to take notes, write down entries and complete exercises. It is designed to be used as a learning tool during class. Once you have completed the class, you can keep the course book as a reference. Once back in the office you can refer to the on-line formats guide, Help pages and Ask Galileo for further assistance.

Course Objectives

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

Access and interpret vendor information

View a list of car locations in a given city for one or more vendor

Search for low to high car availability

Use Search Qualifiers to best meet the requirements of each individual client

Ensure vendor and location rates and policies are validated prior to selling

View car description pages for full location information

Sell cars on their own, in conjunction with air reservations and using direct sell formats

Modify and cancel cars

Queue Booking Files and messages to car vendors

What Is CarMaster and why should I use it?

CarMaster has:

- Over 21 Car Rental companies

- Approximately 28,000 locations

The table below lists some features and benefits of CarMaster

Features:	Benefits:
Immediate confirmation response from Inside Availability and Inside Link vendors	Guarantees confirmation from participating car vendor before finalising customer's travel plans.
Ability to customise availability displays to find the best rate for your customer whether for leisure or business purposes.	Reduces displayed availability to only those vendors which meet your customer's needs.
Ability to update previously displayed availability with one quick entry to further define customer requirements.	Allows you to remain focused on the customer and easily incorporate new information into the sale as it becomes available.
Car Vendors update description pages themselves, thereby making this information current and accurate.	Allows you to check quickly on additional information regarding vendor and location policies.
Ability to add /CD- number to availability entry to display negotiated rates loaded for that agency/client.	All rates shown include corporate benefits associated with the CD number entered in the availability request.
An unlimited number of vehicle types and sophisticated rate structure	Allows vendors to offer best vehicle/rate combinations to select the one that best suits your clients needs

Comprehensive database of reference points and the capability to display associated distance and direction of rental locations from specified points	Lets you determine and book the most convenient location for your customer.
Complete Pricing - most vendors now show the approx total.	Allows you to easily compare rates based on the total cost inc taxes and surcharges as apposed to the daily or weekly rate.
Alternate Vehicles – recognised by the ! symbol	Alternatives to the car type requested are displayed for comparison to give maximum choice to your customer.
Upsell Rates – recognised by the @ symbol (with Inside Availability only)	Larger vehicle type than size requested or more luxurious model of same vehicle type displayed.
DEL and COL - some rental locations offer the option to have the car delivered or collected from the clients home or business address	Available with certain vendors only but gives your customers added choice and convenience.

Participation Levels

There are three levels of participation within CarMaster which affect the availability, rules and sell response. These levels are:

Inside Availability **+**

Inside Link *****

Non Link

Inside Availability

Inside Availability has the highest level of connectivity and allows you to receive car rates and availability on the car availability screen directly from the car vendor's reservation system enabling access to all rates applicable.

By adding a CD number to the availability request, rates are shown that include corporate benefits associated with the CD number. Fully Qualified IA rates are displayed. The presence of an **@** next to the car type, highlights rates where additional sales opportunities such as upgrade of the vehicle are offered.

The **+** symbol indicates an Inside Availability vendor. 99% of participants are now Inside Availability.

Sell

A sell message results in an instant confirmation. A reservation is built in the vendors computer system prior to end transacting the Galileo Booking File. You must never *Ignore* the Galileo booking as it may still exist in the vendor reservation system.

Inside Link

Inside Link is the second level of participation available in CarMaster.

The ***** symbol indicates an Inside Link vendor.

Sell

As with Inside Availability, a reservation is built in the vendors system and an instant confirmation number is returned prior to end transacting the Galileo booking file. Therefore you must never *Ignore* the Galileo booking as it may still exist in the vendor reservation system.

Non Link

Any car rental companies that are *not* Inside Availability *or* Inside Link are considered non-link participants. Non-Link Participants do not have a symbol in front of the company name.

The Three Step Process

Booking Cars through Galileo CarMaster is via 3 easy steps:

1. CAL – Low to High Availability Search

2. CAV – Car Validation Display

3. N1A1 – Sell the Car

In Addition to these formats we will look at:

1. CAI – Car Index Display

2. CAD – Car Description Display

3. CAU – Car Availability Update

4. CAM – Car Modify and cancellation

5.   Viewpoint Cars

There are many Search Qualifiers that can be used in conjunction with these formats to enable you to find the most appropriate rate and rental location. See *Appendix A* for just some of these or refer to ASK Galileo.

Module 2: Encode/Decode and Car Index

Before searching for Car Availability, you may want to simply display a list of car locations that exist within a given city. You may also need to find out vendor code information and search for reference points within a city.

Module Objectives

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

- Use Encode/Decode to identify car vendor codes, vendor names and car type codes
- Access Help

Display a list of Car Locations using **CAI** formats

Display Reference Points using **HOR** formats

Using Encode/Decode

When to Use

When you want to find out a vendor code to add it to an availability search entry, or need to decode a specific vendor code from an availability response.

How to Use

To Decode the two letter vendor code ZI

- **GC*12/CAR/ZI**

Entry	Description
GC*12/	Galileo chapter and separator
CAR	Car Keyword
/	Mandatory Separator
ZI	Two letter vendor code

Screen Response:
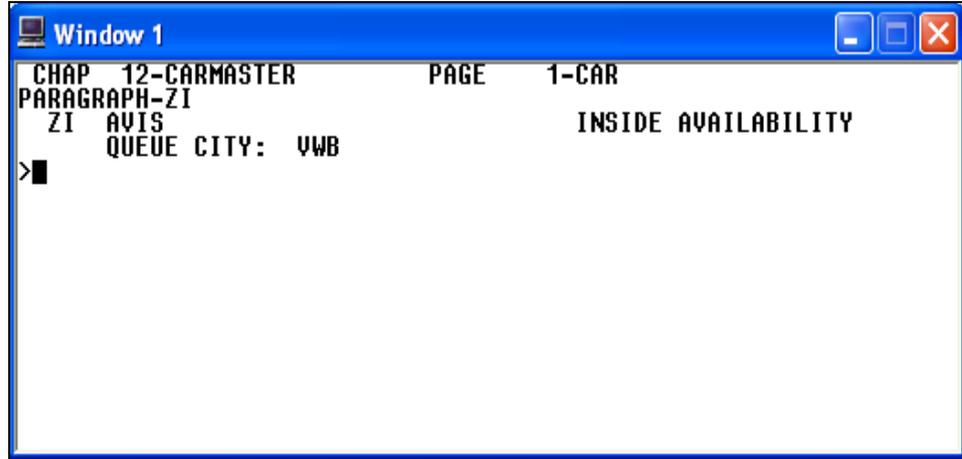
To Encode the Car Vendor Avis

- **GC*12/CAR/AVIS**

Entry	Description
GC*12/	Galileo chapter and separator
CAR	Car Keyword
/	Mandatory Separator
AVIS	Car Vendor Name in Full

Decode a Car Type Code

When to Use

When you have the Car type code and you need to know the type.

How to Use

Type the format **CAR** followed by the 4 digit car type code:

- **CAR/FDAR**
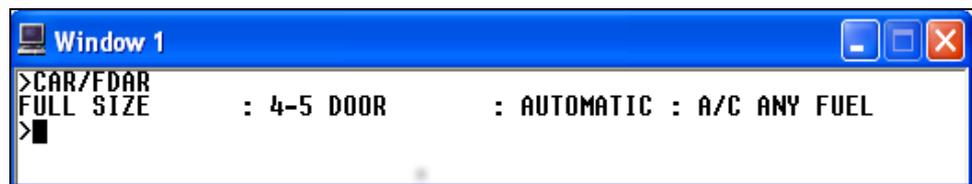
Help

Additional CarMaster formats can be found in the on-line formats guide or through Galileo Help Pages:

- **H/CAI**

Use when you know the topic/abbreviation you need Help with

- **H/**

Enter this after an incorrect entry to display examples of correct formats

- **H/CARS**

Use this entry when you do not know the topic/abbreviation and wish to view the full CAR HELP menu

ASK Galileo can be found at:

http://galileo-gb.custhelp.com

Or can be accessed from the Galileo Homepage:

www.galileo.com

Car Index

An index is simply a list of car rental locations in the requested area. Availability is not checked.

When to Use

A client may want to know if a rental location exists in a certain city, or may simply want a list of locations and vendors in a particular city or airport location.

How to Use

- **CAILON**   **or**   **CAILHR**

Entry	Description
CAI	Car Index
LON or LHR	3 Letter City or Airport Code

Note: When using a 3 letter city codes you will see rental locations in and around the city as apposed to using 3 letter airport codes (LHR) which would give you a list of rental locations within or nearby the airport terminals.

Screen Response to **CAILON**:

```
Window 1                                                      _ □ ✕
>CAI27SEPLON
LONDON                    * TH 27SEP              *          MI DIR
AREA A -- LON CITY LOCATIONS --------------------------------------
     1 ZI +AVIS      LONC01   8 BALDERTON STREET MAYFAIR        0E
     2 AL +ALAMO     LONC72   LONDON MARBLE ARCH                0N
     3 ZL +NATIONA   LONC02   LONDON MARBLE ARCH                0N
     4 ZE +HERTZ     LONC60   LONDON - MARBLE ARCH              0NW
     5 ZD +BUDGET    LONC07   158 MARYLEBONE ROAD               1N
     6 ZT +THRIFTY   LONC11   L11 - 70 CLEVELAND STREET         1NE
     7 ZE +HERTZ     LONC63   LONDON - RUSSELL SQUARE           2E
     8 ZI +AVIS      LONC04   88 EVERSHOLT STREET               2NE
>CAI*PD·                                                       P 1
>
```

Response	Description
1	Line Number
ZI	2 Letter Vendor Code
+AVIS	Inside Availability Vendor and Name
LONC01	Unique Location Code
8 BALDERTON ST	Location Address
MI DIR	Mileage and Direction Indicator – *defaults to 30m/50km search radius*

You can tab to >**CAI*PD** to see more locations.

Screen Response:
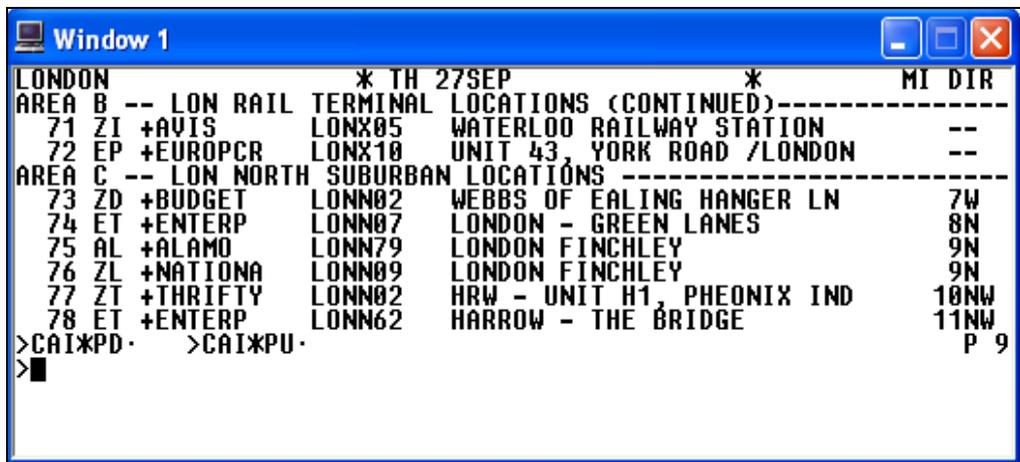
Note: The locations are split into Areas, Area A, B etc. if you keep paging down, other Areas near the requested location are displayed.

Search Qualifiers

You can add Search Qualifiers to the **CAI** entry such as distance from the given point, pick up date of rental and preferred vendor

- **CAI25OCTLON/D-2M/ZI**

Entry	Description
CAI	Car Index
25OCT	Pick up Date
LON	3 Letter City Code
/	Mandatory Separator
D-2M	Distance Qualifier and Number of Miles
/	Mandatory Separator
ZI	Vendor Code

Screen Response:
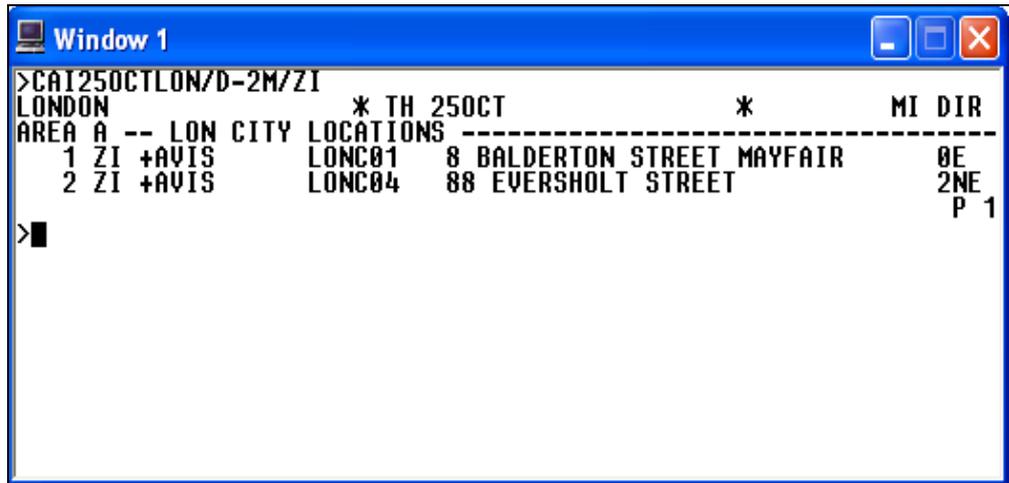
Note: You can now do a follow up availability entry using the line number from the CAI display and add the drop off date, pick up and drop off times and other optional qualifiers such as car size. *We will look at this in the availability module.*

Reference Points

You can display a list of reference points which can be used in your search criteria to meet the client's requirements.

When to Use

When you wish to locate a rental location close to a particular attraction or area within a given city.

How to Use

We use a Hotel format entry to find reference points. Simply type in the 3 letter city code to display a list of reference points in that city:

- **HORSFO**

Entry	Description
HOR	Hotel Reference
SFO	3 Letter City Code

Screen Response:

```
Window 1                                                    _ □ X
>HORSFO

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

For more Reference points tab to **>HOR*PD**

To view a list of rental locations near a reference point enter:

- **CAIALCATRAZ**

```
Window 1                                                    _ □ X
>CAI01OCTALCATRAZ
ALCATRAZ           CA * MO 01OCT                  *         MI DIR
AREA A -- SFO CITY LOCATIONS -----------------------------------
   1 ZI +AVIS      SFOC03   FISHERMANS WHARF                  2S
   2 ZD +BUDGET    SFOC07   495 BAY ST                        2S
   3 ZR +DOLLAR    SFOC03   2500 MASON STREET                 2S
   4 ET +ENTERP    SFOC59   SAN FRANCISCO,CA- BEACH ST        2S
   5 ZE +HERTZ     SFOC12   FISHERMANS WHARF                  2S
   6 AL +ALAMO     SFOC72   SAN FRANCISCO UNION SQUARE        3S
   7 AL +ALAMO     SFOC78   320 O FARRELL ST                  3S
   8 ZI +AVIS      SFOC01   675 POST ST                       3S
>CAI*PD·                                                    P 1
>█
```

Note: The system assumes the search is for today's date.

It is possible to view more detailed information about the rental location through Car Description pages which we will look at later in the course.

Module Review

1. Name two benefits of using Galileo CarMaster:

2. What is the highest level of Participation in CarMaster and how is it identified?

3. Is there a Hertz rental location at Birmingham Airport and if yes, what is the unique location code?

4. What is the entry to find out city rental locations in Amsterdam within 2miles of the city centre?

5. What is the two letter vendor code for Europcar?

Module 3: Car Availability and Updates

Car Availability is the first step necessary to find out a list of available cars in a given location for specific dates. Search Qualifiers can be used to help you find the most suitable rate and car size in the right location to match your client's needs.

Module Objectives

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

- Display Car Availability using **CAL** formats

- Display rates that include corporate benefits associated with a **CD** number

- Use Search Qualifiers and Reference Points (**HOR)** to find the most suitable rental location

- Display Car Availability following a **CAI** display

- Use **CAU** formats to update Car Availability search results

Car Availability – Step 1

When to use

When searching for car availability for specific dates in a specified city or airport location. Use when you do not already have flights booked.

How to Use

The minimum Car Availability format required is **CAL** followed by dates of pick up and drop off, rental location, plus time of pick up and drop off.

To search for Car Availability at Miami airport enter:

- **CAL20OCT-27OCTMIA/ARR-0900/DT-1600**

Or, to search for city centre availability use:

- **CAL20OCT-27OCTMIAMI/ARR-0900/DT-1600**

Note: Because the city and airport code for Miami are the same, use the city name in full to display city locations. You then need to select the actual location address required before rates are displayed.

Entry:	Description:
CAL	Car Availability format
10MAR-15MAR	Date Range with mandatory separator
MIA or MIAMI	Airport code or City name in full
ARR-	Pick up time
DT-	Drop off time

Screen Response for MIA entry:

```
Window 1                                                    _ □ X
>CAL20OCT-27OCTMIA/ARR-0900/DT-1600
MIAMI INTL         FL * SA 20OCT  9:00A -27OCT * STND/PROM * USD
A:  @ UPSELL   ! ALTERNATE       RATE AMT    FM   CHG    APPROX TOTAL
 1  +NATIONA    T  S G ECAR      106.00  W UNL    .00        208.74
 2  +BUDGET     T  S @ ECAR      201.59  W UNL    .00        241.91
 3  +BUDGET     T  S @ EDAR      201.59  W UNL    .00        241.91
 4  +NATIONA    T  S G CCAR      131.00  W UNL    .00        244.00
 5  +BUDGET     T  S @ CCAR      221.55  W UNL    .00        265.86
 6  +USAVE A    O  S G ECAR      150.97  W UNL    .00        267.43
 7  +EUROPCA    T  S G ECAR      241.50  W UNL    .00        276.00
 8  +ENTERPR    T  S G ECAR      159.00  W UNL    .00        279.68
 9  +BUDGET     T  S @ ICAR      235.52  W UNL    .00        282.63
>CAL*PD·            >CAL*VENDOR-ALERTS·                      P  1
>█
```

Response:	Description:
CAL20OCT-27OCTMIA/ARR-0900/DT-1600	Car Availability format with dates of rental and pick up/drop off times
MIAMI INTL FL	Rental Location (Using 3 letter code MIA)
STND/PROM	Standard and Promotional rates displayed
A:	Column A
USD	Rates displayed in local currency
@ UPSELL ! ALTERNATE	@ symbol indicates up sell opportunities. **!** indicates alternative vehicle to what was requested
1	Line number
+NATIONAL	Inside Availability vendor displayed **+** and name of vendor
T	**T** Located within the airport terminal **O** Off Terminal
S	**S** Rate and car size available to Sell **N** On Request **C** Closed or Sold out
G	**G** indicates Guaranteed Rate **@** indicates a converted rate (stored in currency different from the displayed currency when displaying CAV pages) **Q** indicates quoted rate, subject to change

ECAR	Car Type Code (also known as SIPP codes)
RATE AMT 106.00	Rate amount in local currency
W	Type of Rate – **W** Weekly, **D** Daily, **H** Hourly, **M** Monthly etc. (see Appx A)
FM UNL	Unlimited Free Mileage
CHG .00	Charge per additional mile if applicable
APPROX TOTAL 208.74	Approximate Total for complete Rental including taxes, local license fees etc. (see CAV for more detailed inclusions)

To see more rates and car types tab to >**CAL*PD**

For vendor alerts tab to >**CAL*VENDOR-ALERTS**

Using Search Qualifiers

When to Use

To customise your search you can add search qualifiers such as distance, vendor code, car type code, rate codes, rate type, customer ID number or promotional code. *See Appendix A for more qualifiers.* Location codes can be added for one way rentals.

How to Use

Add the qualifiers to the **CAL** entry using / to separate them:

- **CAL20OCT-27OCTMIAMI/ARR-0900/DT-1200.F/ZI/D-1M**

Entry:	Description:
CAL	Car Availability format
20OCT-27OCT	Date Range with mandatory separator
MIAMI	City Locations
ARR-	Pick Up time
DT-	Drop time
.F	Group F size cars
ZI	Vendor code for Avis
D-1M	Within 1 mile of Miami city centre

Screen Response:
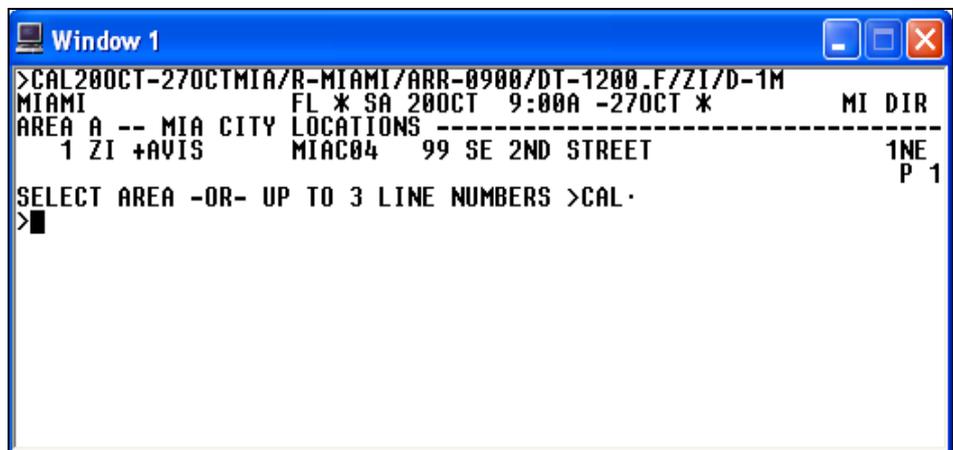
Note: The locations within 1 mile from the city centre with Avis are displayed. You can then tab to the **>CAL** prompt and type in the line number of the location required, to view the rates and car types available at this location.. Handy hint GC*605/133 will help with the search qualifyers.

Screen Response after: >**CAL1**


```
💻 Window 1                                                    _ ☐ ✕
         AT AVIS WE TRY HARDER FOR YOU THE TRAVEL PROFESSIONAL
                   AVIS THANKS YOU FOR YOUR BUSINESS
>CAL20OCT-27OCTMIA/R-MIAMI/L-ZIMIAC04/ARR-0900/DT-1200.F/D-1M
MIAMI              FL * SA 20OCT  9:00A -27OCT * STD/PROM  * USD
A:  @ UPSELL  ! ALTERNATE     RATE AMT   FM   CHG     APPROX TOTAL
FULLY QUALIFIED IA RATES
 1 +AVIS       1NE S G FCAR    244.00  W UNL   .00         341.93
 2 +AVIS       1NE S G FVAR    264.00  W UNL   .00         367.61
 3 +AVIS       1NE S G PCAR@   329.00  W UNL   .00         456.42
 4 +AVIS       1NE S G LCAR@   366.00  W UNL   .00         504.57
 5 +AVIS       1NE S G FFAR    364.99  W UNL   .00         509.91
 6 +AVIS       1NE S G MVAR!   313.99  W UNL   .00         453.20
                  SEE RULES >CAVA·                          P 1
>█
```

Note: This availability is coming directly from the vendor system as Avis are an Inside Availability participant and shows fully qualified IA rates.

Three size F vehicle types are shown, as well as the opportunity to up sell (**@**) to a P or L size. An alternate (**!**) vehicle type (MVAR), is also shown.

The next step is to tab to the >CAVA prompt to view the policies and inclusions prior to selling. This is covered in the next module.

One Way rentals/Drop off Points

If you wish to drop the car at an alternate location to the pick up point, the drop location can be added to the **CAL** request allowing you to see the drop charges in the validation pages prior to selling.

For a specific vendor and location, check the **CAI** pages for the unique location code before making the **CAL** entry. The selected location code is then entered as the drop off point, prefixed with the Vendor code:

- **CAL01NOV-07NOVCDG/ARR-0900/DO-ZEAMSC60/DT-0900/ZE.I**

If you are dropping the car at an airport location and want to search for multiple vendors, simply use the airport code in the drop off entry and do not use a vendor code:

- **CAL01NOV-07NOVCDG/ARR-0900/DT-0900/DO-AMS**

This entry would display availability for multiple vendors to pick up at Paris CDG airport and drop off at Amsterdam Schipol airport allowing you to compare rates for all vendors.

Availability Using Corporate Discount Numbers

When to Use

> When searching for car availability and the agent is in possession of a Corporate Discount number.

How to Use

> Use the standard **CAL** entry with the additional search qualifier **CD-** . The number must be prefixed with the two letter vendor code:
>
> - **CAL10DEC-12DECLHR/ARR-0900/DT-1800/CD-ZIC999999**
>
> Screen Response:

```
 Window 1                                                    _  □  X
    AVIS - SERVING MORE THAN 7 MILLION CUSTOMERS A YEAR, IN OVER
     2700 LOCATIONS ACROSS EUROPE, AFRICA, MIDDLE EAST AND ASIA
>CAL10DEC-12DECLHR/ARR-0900/DT-1800/CD-ZIC999999
HEATHROW               * MO 10DEC  9:00A -12DEC * STD/PROM  * GBP
A:  @ UPSELL  ! ALTERNATE      RATE AMT   FM   CHG    APPROX TOTAL
FULLY QUALIFIED IA RATES
 1 +AVIS        T  S G ECMN       29.00   D UNL    .00         87.00
 2 +AVIS        T  S G CCMR       31.66   D UNL    .00         95.00
 3 +AVIS        T  S G CDMR       32.00   D UNL    .00         96.00
 4 +AVIS        T  S G IDMR       36.33   D UNL    .00        109.00
 5 +AVIS        T  S G SDMR       37.33   D UNL    .00        112.00
 6 +AVIS        T  S G CTMR       40.00   D UNL    .00        120.00
>CAL*PD·            SEE RULES >CAVA·                            P 1
>█
```

> **Note:** All rates shown include corporate benefits associated with the CD number entered in the availability request. You can Use Customer ID numbers in the same way, just append the ID number to the CAL entry.
>
> *Tabbing to the CAVA prompt and adding the line number of the selected vehicle would give you full rental policies and rate information.*
> *Covered in the next module.*

Availability Using Reference Points

When to Use

To search for car rental locations in a particular area you can use Reference Points instead of city/airport codes.

How to Use

Display a list of Reference Points:

- **HORMIA**

Use the CAL format incorporating the required reference point from the HOR list and add dates, pick up/drop off times, plus any other search qualifiers required.

- **CAL10NOV-12NOVMIAMI BEACH/ARR-0900/DT-0900**

Screen Response:

Note: Distance and direction indicators are now from the Reference Point. Tab to the CAL prompt and select the line number for the location and vendor required. For instance:

- **>CAL2**

Screen Response:

```
Window 1                                                    _  □  ✕
>CAL10NOV-12NOVMIAMI BEACH/L-ZEMIAC20/ARR-0900/DT-0900
MIAMI BEACH        FL * SA 10NOV  9:00A -12NOV *PROMOTIONAL* USD
A:  @ UPSELL  ! ALTERNATE      RATE AMT   FM   CHG    APPROX TOTAL
FULLY QUALIFIED IA RATES
  1 +HERTZ    1NW S G ECAR      37.99  E UNL  .00        86.45
  2 +HERTZ    1NW S G CCAR      40.99  E UNL  .00        92.87
  3 +HERTZ    1NW S G ICAR      42.99  E UNL  .00        97.15
  4 +HERTZ    1NW S G SCAR      45.99  E UNL  .00       103.57
  5 +HERTZ    1NW S G FCAR      48.99  E UNL  .00       109.99
  6 +HERTZ    1NW S G SFAR      68.99  E UNL  .00       152.79
  7 +HERTZ    1NW S G MVAR      71.99  E UNL  .00       159.21
  8 +HERTZ    1NW S G PCAR      72.99  D UNL  .00       161.35
>CAL*PD·          >CAL*VENDOR-ALERTS·                    P 1
>■
```

Note: The unique location ID has been added to the CAL response shown.

Availability from a Car Index Display

When to Use

To display Car Availability, following a Car Index Display.

How to Use

Display the Car Index for the required city or airport:

- **CAISFO**

Screen Response:

```
Window 1                                                    _  □  ✕
>CAI01OCTSFO
SAN FRANCISCO INTL CA * MO 01OCT              *          MI DIR
AREA A -- SFO AIRPORT MAIN LOCATIONS ---------------------------
  1 AL +ALAMO     SFOT71   SAN FRANCISCO INTL ARPT         0
  2 ZI +AVIS      SFOT01   SAN FRANCISO INTL APO           0
  3 ZD +BUDGET    SFOT01   780 MCDONNELL RD-SFO APT        0
  4 ZR +DOLLAR    SFOT01   780 MCDONNELL RD.               0
  5 ET +ENTERP    SFOT01   SFO A/P CONSOLIDATED FAC        0
  6 EP +EUROPCR   SFOT01   SAN FRANCISCO INTL APT          0
  7 ZE +HERTZ     SFOT15   SAN FRANCISCO INTL AIRPORT      0
  8 ZL +NATIONA   SFOT01   SAN FRANCISCO INTL AIRPORT      0
>CAI*PD·                                                 P 1
>■
```

Now display the car availability for the dates and times required using the line number of the preferred rental location from the CAI display:

- **CAL2/10OCT-25OCT/ARR-1000/DT-1200**

Screen Response:

```
Window 1                                                    _ □ ✕
      AT AVIS WE TRY HARDER FOR YOU THE TRAVEL PROFESSIONAL
          AVIS THANKS YOU FOR YOUR BUSINESS
>CAL10OCT-25OCTSFO/L-ZISFOT01/ARR-1000/DT-1200
SAN FRANCISCO INTL CA * WE 10OCT 10:00A -25OCT * STD/PROM  * USD
A:  @ UPSELL  ! ALTERNATE      RATE AMT     FM   CHG    APPROX TOTAL
FULLY QUALIFIED IA RATES
 1 +AVIS        T   S G ECAR    216.00   W UNL   .00       660.81
 2 +AVIS        T   S G EDAR    216.00   W UNL   .00       660.81
 3 +AVIS        T   S G CCAR    230.00   W UNL   .00       709.91
 4 +AVIS        T   S G ICAR    247.00   W UNL   .00       754.11
 5 +AVIS        T   S G SCAR    265.00   W UNL   .00       808.14
 6 +AVIS        T   S G FCAR    273.00   W UNL   .00       830.24
>CAL*PD·             SEE RULES >CAVA·                          P 1
█
```

Note: You can add search qualifiers to the CAI or the follow up CAL entry to match the clients requirements. For instance:

- **CAI10JANSAN FRANCISCO/D-2M/ZI**

Car Index display for pick up date 10JAN for a location within 2miles of San Francisco city centre and with vendor ZI

Follow up entry:

- **CAL2/-15JAN/ARR-1000/DT-1200/CD-ZIC999999.F**

Car Availability display for rental location on line 2 of CAI display, with drop off date of 15JAN, pick up and drop times, plus CD number and request F (full size) vehicle sizes

Car Update

When to Use

When you wish to update a car availability display with new dates, times or add additional search qualifiers.

How to Use

- **CAL10NOV-12NOVMIAMI BEACH/ARR-0900/DT-0900**.

- **CAL2** (for instance).

Now take the following steps to update the availability display:

- **CAU-15NOV/DT-1600.C/VGBP**

Entry:	Description:
CAU	Car Availability Update format
-15NOV	Update drop off date only To update pick up enter: CAU11NOV To update both enter: CAU11NOV-15NOV
/	Mandatory separator
DT-1600	Update drop off time only To update pick up time enter: ARR-1000 To update both enter: ARR-1000/DT-1600
.C	Search for size C (compact) vehicles only
/	Mandatory separator
VGBP	Display rates in GBP as apposed to local currency

Screen Response:

Response:	Description:
CAL10NOV-15NOVMIAMI BEACH/L-ZEMIAC20/ARR-0900/DT-1600.C/VGBP	Car Availability format Drop date and time have been updated Size C vehicles requested Rates requested to be shown in GBP
PROMOTIONAL	The rates shown are Promotional which means they may have minimum and maximum rental periods or other conditions. *See CAVA for more details.*
1 +HERTZ	Line number **+** Inside Availability vendor and name
1NW	Rental location 1 mile North west of Reference Point
S	Cars available to Sell
@	@ before the Car Type code indicates a converted rate
ICAR@	@ next to the car type code indicates upsell opportunities
W	Rates are offered on a Weekly basis
UNL	Unlimited Free Mileage

Note: Rates have been converted on todays ROE.

To see more rates and car types tab to >**CAL*PD**

For vendor alerts tab to >**CAL*VENDOR-ALERTS**

Module Review

Use the 1st of the month and select a date approximately 6 months ahead for this module review

1a. How many Avis rental locations are there within 1 mile of Madrid City Centre?

1b. They wish to hire a car from the Avis location at GRAN VIA 60 28013 MADRID. What is the quickest way to display availability for a 4 day rental with a pick up time of 1000 and drop off at 1600?

1c. The client has asked for a Premium size vehicle. Update the availability to ask only for this size of car and also add your corporate discount number C999999 to the availability entry.

2. What does the @ symbol mean when it appears before the Car Type?

3a. The client wants to collect a car near to Columbia Studios in Los Angeles. Search to see if this is a listed reference point.

3b. What is the entry to look for availability near to this reference point? They want the car for 3 days and they want to pick it up around 9am and drop it back by 12noon. They would prefer to use Hertz and would like a compact size C car.

Notes

Module 4: Car Description

Car Description pages provide the address, telephone number and exact location of the pick up or drop off point. In addition to this, information on Car Types, Opening Hours, Age Restrictions, Coverage, Special Equipment codes and lots of other general information relating to the location and the Car Vendor is stored.

These pages are updated and maintained by the Car Vendors so some information may be more detailed than others, depending on the Vendor.

Module Objectives

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

Display Car Vendor information using **CAD** formats

Display Rental Location information using **CAD** formats

Car Vendor Description Pages

When to Use

When you wish to view Car Vendor Corporate Policies.

How to Use

The format to view the Car Description pages is **CAD** followed by the two letter Vendor code.

- **CADZE**

Screen Response:
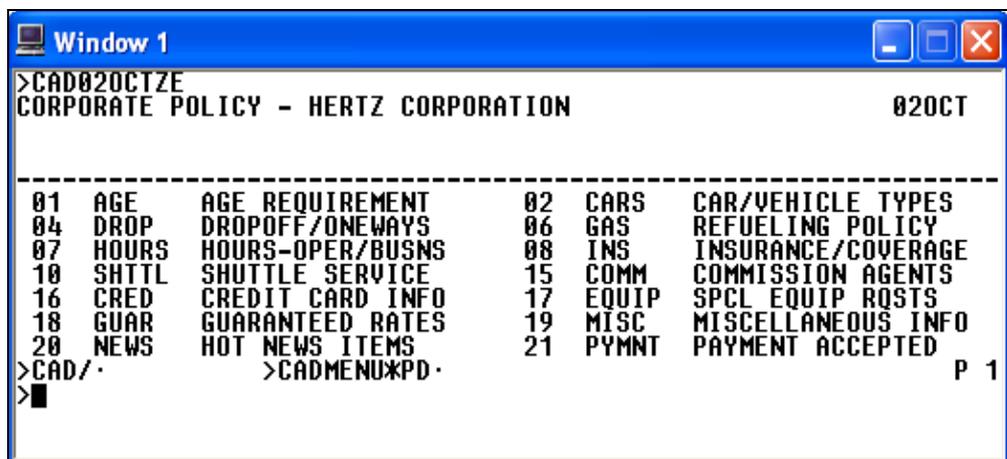
```
🖥 Window 1                                            _ ☐ ✕
>CAD020CTZE
CORPORATE POLICY - HERTZ CORPORATION                      020CT


--------------------------------------------------------------
  01   AGE     AGE REQUIREMENT       02   CARS    CAR/VEHICLE TYPES
  04   DROP    DROPOFF/ONEWAYS       06   GAS     REFUELING POLICY
  07   HOURS   HOURS-OPER/BUSNS      08   INS     INSURANCE/COVERAGE
  10   SHTTL   SHUTTLE SERVICE       15   COMM    COMMISSION AGENTS
  16   CRED    CREDIT CARD INFO      17   EQUIP   SPCL EQUIP RQSTS
  18   GUAR    GUARANTEED RATES      19   MISC    MISCELLANEOUS INFO
  20   NEWS    HOT NEWS ITEMS        21   PYMNT   PAYMENT ACCEPTED
>CAD/·           >CADMENU✱PD·                              P 1
>█
```

Response:	Description:
CAD02OCTZE	Car Description with Hertz (default to today's date)
01 AGE	Car Description Keyword and Paragraph number
>CAD/	Tab prompt. Enter the keyword or paragraph number to read the information.
>CADMENU*PD	Page down to see more paragraphs

Note: To access the information in the paragraphs you can either use the Keyword or the Paragraph number, or a combination of the two. You can select up to three at a time linking them with a **+** key.

Entries:

- **CAD/01+02+04**

Or

- **CAD/AGE+CARS+DROP**

Or

- **CAD/AGE+02+HOURS**

Screen Response:
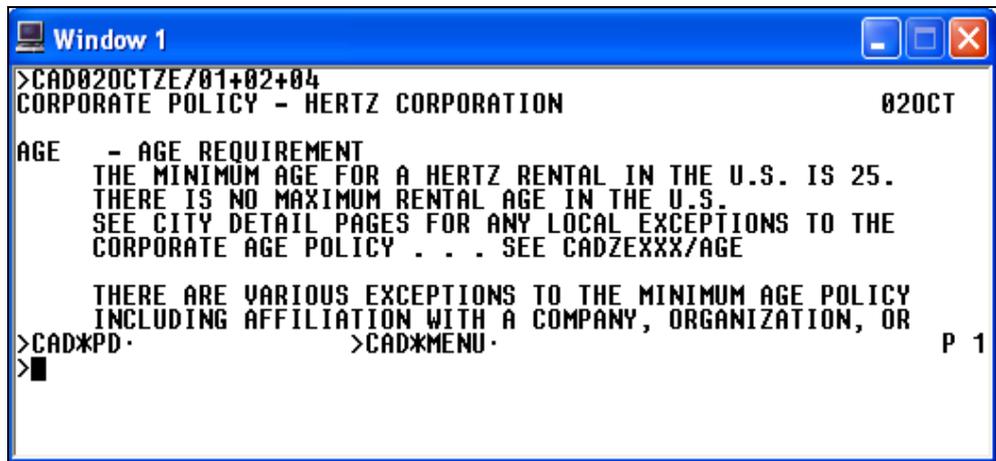
Note: The information displayed is the overall Corporate Policy for the Vendor and may differ from location to location. To be more specific you should display the Car Description pages for the individual rental location.

- **CAD*PD** to move down

- **CAD*MENU** to return to the list of paragraphs. Paragraphs previously viewed are marked with an asterix *

Car Description for Specific Location

When to Use

When you wish to display information for a specific rental location.

How to Use

The format to view the Car Description pages is **CAD** followed by the two letter Vendor code and airport code for the desired location. You can also use the unique location code for off airport locations. For London Heathrow with Hertz enter:

- **CADZELHR**

Screen Response:

```
Window 1                                                            _ □ ✕
>CAD02OCTZELHR
HERTZ CORPORATION        LHRT50    HEATHROW            02OCT
ADDRESS:    LONDON HEATHROW AIRPORT
PHONE:   0870 846 0006
HOURS: MO-SU 24HRS
-------------------------------------------------------------------
 01   AGE      AGE REQUIREMENT    02   CARS   CAR/VEHICLE TYPES
 03   CDW      COLL DAMAGE WAIVER 04   DROP   DROPOFF/ONEWAYS
 05   EXPR     EXPRESS SERVICE    06   GAS    REFUELING POLICY
 07   HOURS    HOURS-OPER/BUSNS   08   INS    INSURANCE/COVERAGE
 09   PAI      PERSONAL ACC INSUR 10   SHTTL  SHUTTLE SERVICE
 12   TAX      TAX-STATE/LOCAL    13   ADD    ADDITIONAL LOCATN
>CAD/·          >CADMENU*PD·                               P  1
>█
```

Response:	Description:
CAD02OCTZELHR	Car Description with Hertz at London Heathrow Airport (default to todays date)
LHRT50	Unique Location code
ADDRESS:	Location Address
PHONE:	Location Phone Number
HOURS:	Hours of Operation
01 AGE	Car Description Keyword and Paragraph number
>CAD/	Tab prompt. Enter the keyword or paragraph number to read the information. You can select more than one at a time using the **+** key.
>CADMENU*PD	Page down to see more paragraphs

To display off airport location information, use the vendor and location code:

- **CADZILONC01**

Screen Response:

```
Window 1                                                    _ □ ✕
>CAD020CTZILONC01
AVIS RENT A CAR SYST     LONC01    LONDON              020CT
ADDRESS:    8 BALDERTON STREET
PHONE:  0870 153 9104
HOURS: SEE CADZILONC01/HOURS FOR DETAILS
--------------------------------------------------------------
 01   AGE     AGE REQUIREMENT       02  CARS   CAR/VEHICLE TYPES
 03   CDW     COLL DAMAGE WAIVER    04  DROP   DROPOFF/ONEWAYS
 05   EXPR    EXPRESS SERVICE       06  GAS    REFUELING POLICY
 07   HOURS   HOURS-OPER/BUSNS      08  INS    INSURANCE/COVERAGE
 09   PAI     PERSONAL ACC INSUR    11  SPEQ   SPECIAL EQUIPMENT
 12   TAX     TAX-STATE/LOCAL       13  ADD    ADDITIONAL LOCATN
>CAD/·          >CADMENU*PD·                               P 1
>■
```

Following a Car Index Display

When to Use

Once you have located a specific rental location through the **CAI** entry, you may wish to find out more information about the location before checking availability.

How to Use

Type in the **CAI** entry:

- **CAIFRANKFURT**

Screen Response:

```
Window 1                                                    _ □ ✕
>CAI020CTFRANKFURT
FRANKFURT              * TU 020CT            *        KM DIR
AREA A -- FRA CITY LOCATIONS -----------------------------------
  1 SX +SIXT      FRAC01   ALLERHEILIGENSTR.52            0NE
  2 AL +ALAMO     FRAC72   FRANKFURT DOWNTOWN             2E
  3 ZE +HERTZ     FRAC61   FRANKFURT KARL-BENZ            1E
  4 ZL +NATIONA   FRAC02   FRANKFURT DOWNTOWN             2E
  5 ZD +BUDGET    FRAC03   SCHUL STR.7                    2S
  6 EP +EUROPCR   FRAC01   GUTLEUTSTR.49A / FRANKFURT     2SW
  7 ZE +HERTZ     FRAC60   FRANKFURT CAMBERGER            2SW
  8 ZI +AVIS      FRAC03   INTZESTRASSE 38                3E
>CAI*PD·                                                  P 1
>■
```

To view the **CAD** pages, select the line number of the vendor and location of your choice:

- **CAD6**

Screen Response:

```
 Window 1                                                    _  □  X
>CAD02OCTEPFRAC01
EUROPCAR                    FRAC01    FRANKFURT              02OCT
ADDRESS:   GUTLEUTSTR.49A / FRANKFURT
PHONE:  069-23 805 931 // FAX 069-24 003 838
HOURS: SEE CAD HOURS
----------------------------------------------------------------
 01   AGE    AGE REQUIREMENT        02   CARS   CAR/VEHICLE TYPES
 03   CDW    COLL DAMAGE WAIVER     04   DROP   DROPOFF/ONEWAYS
 06   GAS    REFUELING POLICY       07   HOURS  HOURS-OPER/BUSNS
 08   INS    INSURANCE/COVERAGE     09   PAI    PERSONAL ACC INSUR
 11   SPEQ   SPECIAL EQUIPMENT      12   TAX    TAX-STATE/LOCAL
 16   CRED   CREDIT CARD INFO       17   EQUIP  SPCL EQUIP RQSTS
>CAD/·          >CADMENU*PD·                                 P 1
>■
```

Note: Now select the keywords or paragraph numbers as before.

Following a Car Availability Display

When to Use

After displaying a Car Availability, you may wish to view the Description pages to see more detailed information about the rental location.

How to Use

Type in the **CAL** entry:

- **CAL10NOV-14NOVFRA/ARR-0900/DT-1700.E/EP**

Screen Response:

```
 Window 1                                                    _  □  X
OUR CARS NOW TRAVEL WITH VELOCITY - CADEP/NEWS
>CAL10NOV-14NOVFRA/ARR-0900/DT-1700.E/EP
FRANKFURT INTL         * SA 10NOV  9:00A -14NOV * STD/PROM  * EUR
A:  @ UPSELL  ! ALTERNATE     RATE AMT    FK    CHG    APPROX TOTAL
FULLY QUALIFIED IA RATES
 1  +EUROPCA    T   S G EBMN    203.00  W UNL   .00        203.00
 2  +EUROPCA    T   S G EBMR    203.00  W UNL   .00        203.00
 3  +EUROPCA    T   S G ECMR    205.00  W UNL   .00        205.00
 4  +EUROPCA    T   S G CCMR@   235.00  W UNL   .00        235.00
 5  +EUROPCA    T   S G CDMR@   238.00  W UNL   .00        238.00
 6  +EUROPCA    T   S G CLMR@   242.00  W UNL   .00        242.00
 7  +EUROPCA    T   S G CXMR@   250.00  W UNL   .00        250.00
>CAL*PD·          SEE RULES >CAVA·                           P 1
>
```

To view the **CAD** pages, you must select the *column* and line number from the Availability display. It makes no difference which line number you use as the car types are all at the same location:

- **CADA1**

Screen Response:
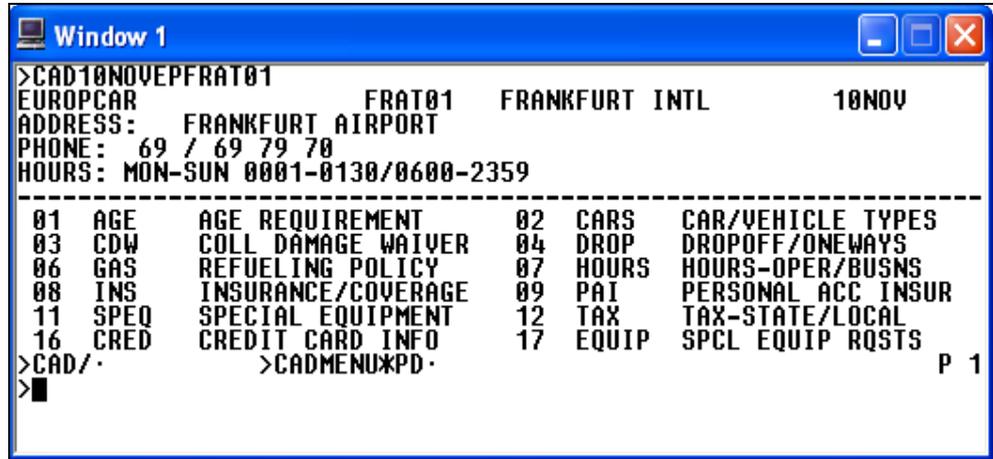
Note: Now select the paragraphs or keywords as before

Module Review

1. How do you display Car Description Pages with Europcar at Paris Charles De Gaulle airport?

2. What is the age requirement to hire a vehicle at CDG with Europcar?

3. What is the make and model of the smallest car they offer at CDG airport with Europcar?

4. What is the cost of a child seat for a toddler at CDG airport with Europcar?

Notes

Module 5: Car Validation

Having searched for availability, the next step in the 3 step process is to validate the rate to check the rules and policies relating to the rental prior to selling.

Module Objectives

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

Display rules and policies using **CAV** formats
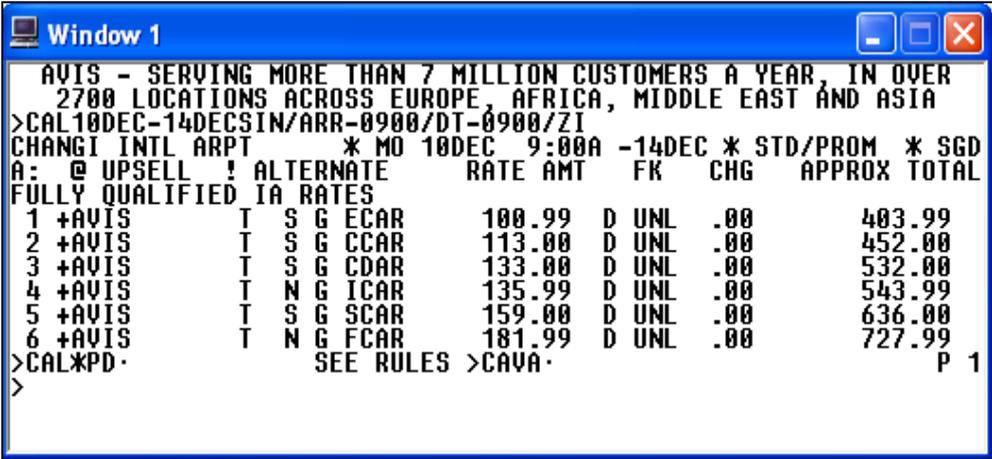
Validation – Step 2

When to Use

After displaying availability you must validate the required car type and rate prior to selling it. This ensures you have checked all the rules, policies and inclusions that are attached to the rate.

How to Use

First display the Car Availability:

- **CAL10DEC-14DECSIN/ARR-0900/DT-0900/ZI**

Screen Responses:

```
 Window 1                                             _  □  ✕
  AVIS - SERVING MORE THAN 7 MILLION CUSTOMERS A YEAR, IN OVER
    2700 LOCATIONS ACROSS EUROPE, AFRICA, MIDDLE EAST AND ASIA
>CAL10DEC-14DECSIN/ARR-0900/DT-0900/ZI
CHANGI INTL ARPT      * MO 10DEC  9:00A -14DEC * STD/PROM  * SGD
A:  @ UPSELL  ! ALTERNATE     RATE AMT    FK   CHG     APPROX TOTAL
FULLY QUALIFIED IA RATES
 1 +AVIS        T  S G ECAR      100.99   D UNL   .00         403.99
 2 +AVIS        T  S G CCAR      113.00   D UNL   .00         452.00
 3 +AVIS        T  S G CDAR      133.00   D UNL   .00         532.00
 4 +AVIS        T  N G ICAR      135.99   D UNL   .00         543.99
 5 +AVIS        T  S G SCAR      159.00   D UNL   .00         636.00
 6 +AVIS        T  N G FCAR      181.99   D UNL   .00         727.99
>CAL*PD·            SEE RULES >CAVA·                           P 1
>
```

Note: There is a tab prompt to see the rules **>CAVA·**

Add the line number of the car size and rate you require.

- **CAVA-2**

Screen Response:

```
🖥 Window 1                                                    ☐ ⊡ ✕
** AVIS    INSIDE AVAILABILITY RULES DISPLAY **    SELL >01A2·
       AVIS - A DYNAMIC GLOBAL ORGANIZATION COMMITTED
           TO DELIVERING THE HIGHEST LEVEL OF SERVICE

*SUMMARY INFORMATION*
 ARRIVAL   9:00A MO 10DEC SINT01 / RETURN    9:00A FR 14DEC
 CCAR   DESCRIPTION: REFER TO POLICY PAGE
 ESTIMATED BASE RATE:                   452.00 SGD
 APPROX TOTAL COST OF RENTAL:           452.00 SGD

*RATE DETAIL*
 BASE RATE INCLUDES:   DAY/HOUR CHARGES
                       CDW                        TP
)>■
```

This screen displays the Summary Information with the dates and times of the requested rental, the car type code, estimated base rate and approx total cost of the rental. More Rate Detail is displayed further down showing what is included in the approx total amount.

Screen Response after MD:

```
🖥 Window 1                                                    ☐ ⊡ ✕
                      STATE TAX
 APPROX TOTAL INCLUDES:   BASE RATE PLUS TAXES AND SURCHARGES
  DAILY:        (*  4DY)       113.00 SGD  UNL  FK-       .00KM
  EXTRA DAY:    (*  0XD)        96.86 SGD  UNL  FK-       .00KM
  EXTRA HOUR:   (*  0XH)       113.00 SGD  UNL  FK-       .00KM
 RATE GUARANTEE PERIOD: 02OCT07-01OCT08
 RATE CODE: 1GI     - WRLD SUPERVALUE
 RATE TYPE/CATEGORY: DAILY   /  STD/PROM

*TAXES*
 STATE TAX
                 7.00      PERCENT      - INCLUDED IN BASE RATE
)>■
```

Here you can see the break down of the rate, the rate code, rate type and taxes which are included in the base rate.

Screen Response continued:
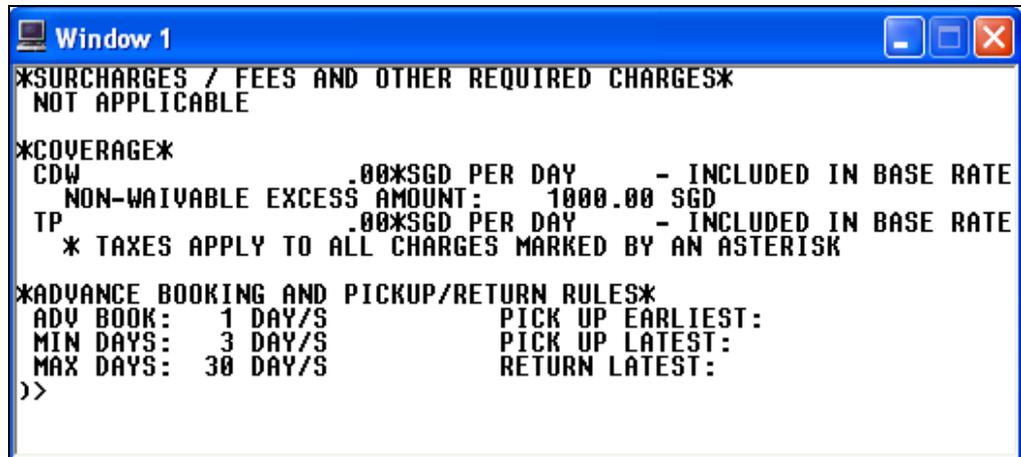
```
🖥 Window 1                                                    [_][□][✖]
*SURCHARGES / FEES AND OTHER REQUIRED CHARGES*
 NOT APPLICABLE

*COVERAGE*
 CDW                      .00*SGD PER DAY     - INCLUDED IN BASE RATE
   NON-WAIVABLE EXCESS AMOUNT:     1000.00 SGD
 TP                       .00*SGD PER DAY     - INCLUDED IN BASE RATE
   * TAXES APPLY TO ALL CHARGES MARKED BY AN ASTERISK

*ADVANCE BOOKING AND PICKUP/RETURN RULES*
 ADV BOOK:    1 DAY/S           PICK UP EARLIEST:
 MIN DAYS:    3 DAY/S           PICK UP LATEST:
 MAX DAYS:   30 DAY/S           RETURN LATEST:
)>
```

On this screen we can see the Coverage and any Advance Booking rules
that may apply to this rate. For more information on pick up and return policy,
payment methods, guarantee requirements and any other special text
applicable, just move down. MD

On the last page there is a prompt to sell the car **>01A2·** which we will look at
in the next module.

For more detailed information about the car type and clarification of terms
like CDW, TP etc. see the Car Description Pages for location. **CADZISIN** or
use **CADA1** from the availability display.

Module Review   *Use dates approx 6 months ahead for this module review*

Your clients want to hire a car in Toronto city centre.

1.   Using the Car Index, find the Hertz rental office in Gerrard St. West. Write down your entry:

2.   Now check availability for a compact size C car to pick up on the 1st at 1000 and drop off on the 4th at 1200. Write down your entry:

3.   You have been offered an up sell to an Intermediate size I car. Take the necessary steps to validate this rate and car type and write down your entry:

4.   How much is the tax and is it included in the rate?

5.   Is the rate for unlimited mileage?

6.   What make and model of car is being offered for the Intermediate car size?

Module 6: Car Sell

Now you have learned how to search for Car Availability and validated the rate you require, you are ready to sell the car.

The Galileo booking file must contain a name field before you can sell the car, which is assumed to be the main driver of the vehicle. You can override the name if you need to. With Inside Availability you receive an instant confirmation number; however you *must* End the Galileo booking file to complete the process.

Module Objectives

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

Sell a basic Car and add additional sell modifiers

Display descriptions and policies from a sold Car segment

Car Sell – Step 3

When to Use

When you have checked availability, and validated the car type and rate you are ready to sell the car.

How to Use

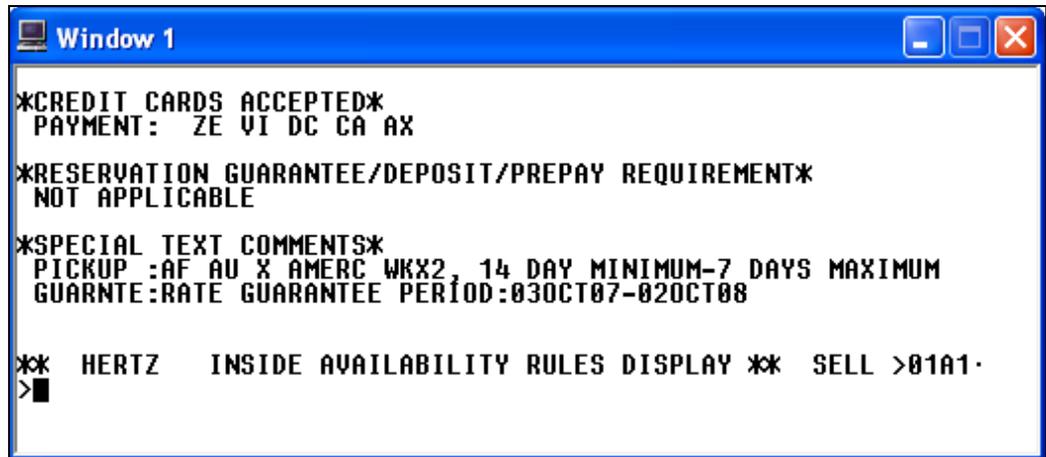First you need to add a name field and search for Car Availability **CAL**:

- **N.GALILEOTEST/PAULMR**

- **CAL01NOV-17NOVSYD/ARR-0900/DT-1200.F/ZE**

Then you need to Validate the rate and car type required:

- **CAVA·1**

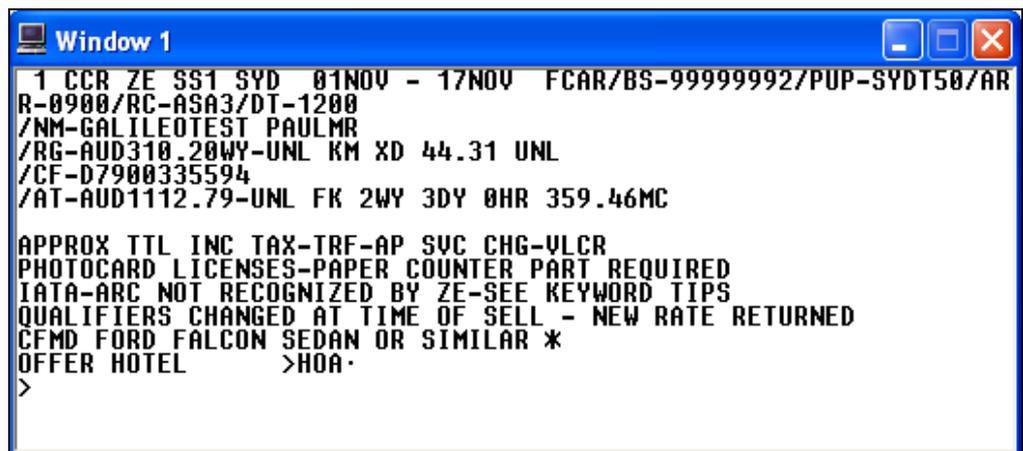Move down the **CAV** display reading all the rules.

Screen Response:

```
Window 1                                                    [_][□][✕]

*CREDIT CARDS ACCEPTED*
 PAYMENT:   ZE VI DC CA AX

*RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT*
 NOT APPLICABLE

*SPECIAL TEXT COMMENTS*
 PICKUP :AF AU X AMERC WKX2, 14 DAY MINIMUM-7 DAYS MAXIMUM
 GUARNTE:RATE GUARANTEE PERIOD:03OCT07-02OCT08


**  HERTZ   INSIDE AVAILABILITY RULES DISPLAY **  SELL >01A1·
>█
```

After reading all the rules you will see at the bottom of the **CAV** display is a tab prompt to **SELL**

- **>01A1·**

Entry:	Description:
0	Sell
1	1 Car
A	Column A
1	Line 1

Screen Response:

```
Window 1                                                    [_][□][✕]
 1 CCR ZE SS1 SYD  01NOV - 17NOV  FCAR/BS-99999992/PUP-SYDT50/AR
R-0900/RC-ASA3/DT-1200
/NM-GALILEOTEST PAULMR
/RG-AUD310.20WY-UNL KM XD 44.31 UNL
/CF-D7900335594
/AT-AUD1112.79-UNL FK 2WY 3DY 0HR 359.46MC

APPROX TTL INC TAX-TRF-AP SVC CHG-VLCR
PHOTOCARD LICENSES-PAPER COUNTER PART REQUIRED
IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
QUALIFIERS CHANGED AT TIME OF SELL - NEW RATE RETURNED
CFMD FORD FALCON SEDAN OR SIMILAR *
OFFER HOTEL       >HOA·
>
```

The initial sell screen shows the booking details, confirmation number and approximate total information. Some additional free text is also displayed which has been sent by the vendor.

Now display the record ***R**

Screen Response:

```
🖳 Window 1                                        [_][□][×]
  1.1GALILEOTEST/PAULMR
 1. CCR ZE SS1   SYD 01NOV-17NOV FCAR/RG-AUD310.20WY-UNL KM XD 44
    .31 UNL/BS-99999992/PUP-SYDT50/ARR-0900/RC-ASA3/DT-1200/NM-G
    ALILEOTEST PAULMR/CF-D7900335594*
*** ADDITIONAL ITINERARY DATA EXISTS ***>*I·
>█
```

Response:	Description:
1 CCR ZE SS1 SYD 01NOV-17NOV	Seg1, Car Segment with Hertz Secured Sold 1 in Sydney from 01Nov-17Nov
FCAR	Car Type Code
/RG-AUD310.20WY-UNL KM	Rate Guaranteed is AUD310.20 on a weekly rental with unlimited free kilometres
XD 44.31 UNL	Extra Day charge 44.31 also unlimited free kilometres
/BS-	Booking Source – usually the IATA number
/PUP-SYDT50	Pick up Point and Location code
/ARR-0900	Pick up Time
/RC-ASA3	Rate Code applied by vendor
/DT-1200	Drop off Time
/NM-	Name taken from Galileo Booking File – assumes this is the main driver
/CF-	Confirmation Number

Note: Tab to the ***I** for Additional Itinerary Data – this displays the approximate total for the rental.

Screen Response:
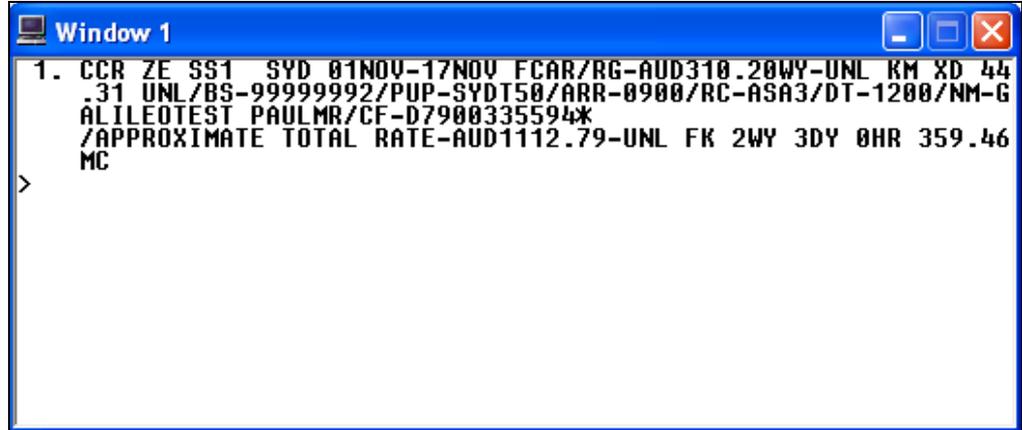
Note: You should now complete the Galileo Booking File adding the mandatory fields and End Transaction. This will complete the process and provide you with a Galileo Locator.

Displaying Information from a Sold Segment

When to Use

Once you have sold the car, if you need to clarify any of the rental information such as full address or opening hours of the rental location, or details of the rate inclusions, you can display the Car Description or Car Validation Pages from the sold car segment.
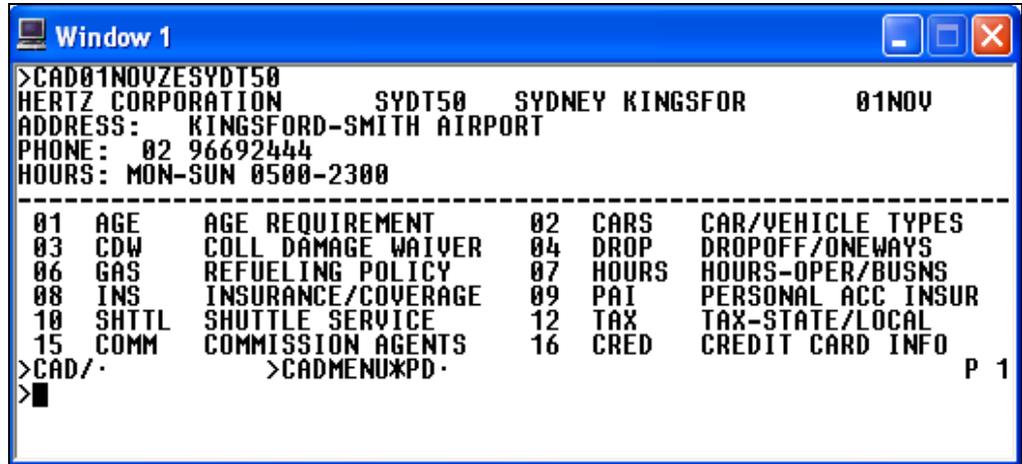
How to Use

To view **Description** Pages enter:

- **CADS1**

Entry:	Description:
CAD	Car Description
S	Sold Segment
1	Segment Number

Screen Response:

```
Window 1                                               [_][□][X]
>CAD01NOVZESYDT50
HERTZ CORPORATION        SYDT50    SYDNEY KINGSFOR        01NOV
ADDRESS:    KINGSFORD-SMITH AIRPORT
PHONE:   02 96692444
HOURS: MON-SUN 0500-2300
-------------------------------------------------------------
  01   AGE      AGE REQUIREMENT        02   CARS   CAR/VEHICLE TYPES
  03   CDW      COLL DAMAGE WAIVER     04   DROP   DROPOFF/ONEWAYS
  06   GAS      REFUELING POLICY       07   HOURS  HOURS-OPER/BUSNS
  08   INS      INSURANCE/COVERAGE     09   PAI    PERSONAL ACC INSUR
  10   SHTTL    SHUTTLE SERVICE        12   TAX    TAX-STATE/LOCAL
  15   COMM     COMMISSION AGENTS      16   CRED   CREDIT CARD INFO
>CAD/·            >CADMENU*PD·                                P 1
>■
```
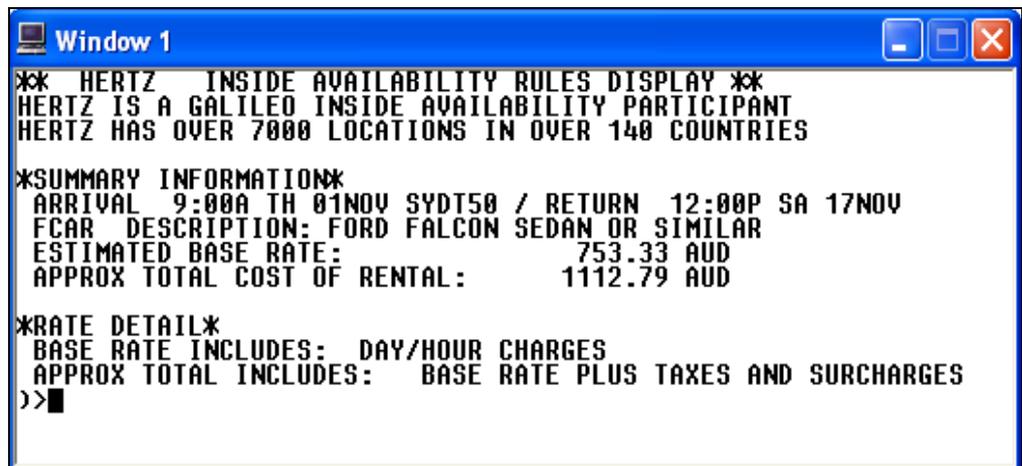
Select Keywords/Paragraphs you want to read. Then ***R** to redisplay the booking file.

To View **Validation** Pages enter:

- **CAVS1**

Entry:	Description:
CAV	Car Validation
S	Sold Segment
1	Segment Number

Screen Response:

```
Window 1                                               [_][□][X]
** HERTZ   INSIDE AVAILABILITY RULES DISPLAY **
HERTZ IS A GALILEO INSIDE AVAILABILITY PARTICIPANT
HERTZ HAS OVER 7000 LOCATIONS IN OVER 140 COUNTRIES

*SUMMARY INFORMATION*
 ARRIVAL  9:00A TH 01NOV SYDT50 / RETURN  12:00P SA 17NOV
 FCAR  DESCRIPTION: FORD FALCON SEDAN OR SIMILAR
 ESTIMATED BASE RATE:                753.33 AUD
 APPROX TOTAL COST OF RENTAL:       1112.79 AUD

*RATE DETAIL*
 BASE RATE INCLUDES:  DAY/HOUR CHARGES
 APPROX TOTAL INCLUDES:   BASE RATE PLUS TAXES AND SURCHARGES
)>■
```

Move down **MD** to screen response to view all the rate details. Then ***R** to return to the booking file.

Additional Sell Modifiers

When to Use

> When you are selling the car it is possible to add additional qualifiers to the sell entry such as a clients ID number, special equipment like child car seats and additional service information.

How to Use

> Simply append the sell entry with the desired qualifiers using a / to separate them. For instance:

> - **>01A1/SQ-CSI/SI-NON SMOKING CAR**

Entry:	Description:
01A1	Sell 1 Car from Column A, Line 1
/SQ-	Special Equipment (See CAD pages for codes)
/SI-	Service Information (free format)

> For a full list of special equipment codes see the **CAD** pages using SPEQ or EQUIP as the keyword.

> For a full list of modifiers see H/CAR/ or ASK Travelport and the on-line formats guide. *Also see Appendix A for a sample list*

> Screen Response:

```
🖥 Window 1                                          [_][□][✖]
  1.1GALILEOTEST/SALLYMRS
 1. CCR ZE SS1   SYD 01NOV-17NOV FCAR/RG-AUD310.20WY-UNL KM XD 44
    .31 UNL/BS-99999992/PUP-SYDT50/ARR-0900/SI-NON SMOKING CAR/R
    C-ASA3/SQ-CSI/DT-1200/NM-GALILEOTEST SALLYMRS/CF-D79006525F3
    *
*** ADDITIONAL ITINERARY DATA EXISTS ***>*I·
>█
```

> **Note:** You can see the **SQ-** and **SI-** in the confirmed car segment. The Child seat for the infant may carry an additional charge, view the **CAV** pages to verify this.

Selling For One Way Rentals/Drop Off Points

When to Use

Your client may wish to rent a car from the airport, but drop it back to a city centre location or visa versa. Alternatively they may wish to drop it in a different country or state. You can add the drop location code to the sell entry, **however, it is better practice to append the drop location to the initial availability request. This way the entire rate, including any drop charges can be validated prior to selling.** *(Refer to Module 3-Car Availability).*

How to Use

You may need to check the **CAI** pages first to get the Location code for the drop off location. Check availability and validate in the normal way.

To add a drop off location to a sell entry:

- **>01A1·/DO-AMSC60**

Entry:	Description:
01A1	Sell 1 Car from Column A, Line 1
/DO-	Drop Off Point
AMSC60	Location Code

Screen Response:

Note: The drop charge is shown as **DC-EUR155.00** and in the additional text it says **ONE WAY RENTAL CONFIRMED**. The Drop Charge has been added into the approximate total for the rental. For clarification of the rate breakdown and inclusions see **CAVS1**

Not all rental locations permit one way rentals so you may find that you get an error when adding the **DO-** to the sell entry. Check the **CAD** pages under Keyword **DROP 04**, or check the **CAV** pages of the rate you have selected to see if it permits one way rentals prior to selling.

Selling with Delivery and Collection

When to Use

> When the client has requested that the car be delivered to their home or business address rather than the vendors rental location. Refer to **C*CAR/XX** (where XX add vendor code) to confirm vendor participation in Delivery and Collection.

How to Use

> Search for availability at the rental location nearest to the required delivery point and then validate in the normal way.
>
> To request Delivery and Collection, add the address where the car is to be delivered to and collected from to the sell entry. Example format:

- **>01A1·/DEL-*A-123 CUBS STREET*C-CHICAGO*S-IL*Y-US*T-630 123 4567/COL-*SAME**

Entry:	Description:
01A1	Sell 1 Car from Column A, Line 1
/DEL-	Delivery Address Format
*A-	Delivery Location Address (Max 60 characters)
*C-	City Name (Max 30 characters)
*S-	State Code (Max 2 characters)
*Y-	Country Code (Max 2 characters)
*T-	Customer telephone number (Max 20 characters)
/COL-	Collection Address Format
*SAME	If the collection address is the same as the delivery address just use the word SAME. If different, add address details as for DEL.

Note: Requirements for each vendor may vary, for instance Avis require a form of payment and a CD number to book Delivery and Collection. See the **CAD** pages and Keyword **DELIV 92** for individual policies prior to sell.

Screen Response:

Note: When you display the booking file, Delivery and Collection details are contained in the Additional Itinerary Data so you need to Tab to ***I** to see them.

Paying by eVoucher

For further information on using eVouchers for Car payments please refer to ASK Travelport:

9649 - How do I book a car and specify payment by eVoucher?

9646 - How do I book a car and specify payment by eVoucher?

Module Review   *Use dates approx 6 months ahead for this module review*

Passenger Galileo/test wants a car in Barcelona. Add a name field using your name as the first name.

1. Check car availability for a 5 day rental picking up from Barcelona airport on the 1st of the month with a 0900 pick up time, returning back on the 5th at 0900. Write down your entry:

2. Update the Car availability to request an F size car with Hertz and display rates in GBP. Write down your entry:

3. Now Validate the rate to check for coverage's and inclusions. Write down your entry:

4. What are the opening hours at this location?

5. Now sell the car and request Never-lost navigation system. Write down your entry:

Ask the trainer to check the reservation and then add the mandatory fields and end the booking file.

We will use this booking in the next module.

Module 7: Modifying and Cancelling Cars

Once you have sold the car, it may be necessary to modify the reservation or cancel it.

Points to note: Some modify formats, such as a change of date or car type, perform a cancellation and re-book function in the Galileo system.

Module Objectives

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

- Modify a confirmed car reservation using **CAM** formats
- Cancel a Car reservation.

Modifying a Car

Using modify formats, you can:

- Change the pick up/drop off dates using the **D** modifier.
- Change car type using the **T** modifier.
- Change optional fields using the **O** modifier.
- Delete optional fields using the **X** modifier.

When to use

When your customer's travel plans, *or* needs, have changed since the car was originally booked.

How to use

The format to modify is: **CAM**

The **CAM** format generates a message to cancel and *then* rebook the car using the new information. Thus if advance booking, minimum rental period etc. is not the same for the new booking, a different rate may be returned or the modification denied. This applies to changes using the **D** and **T** modifiers.

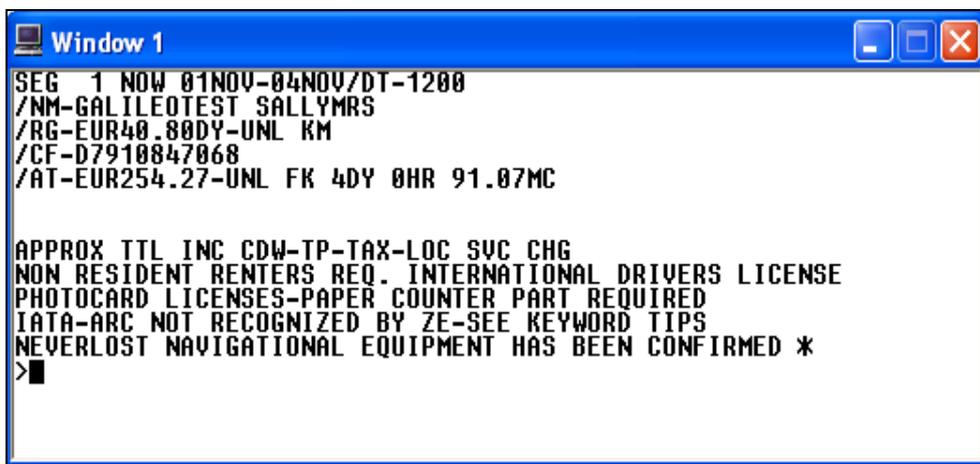The optional field modifier **O** does *not* send a cancel and rebook message.

Retrieve the booking file made in the previous module review.

To modify the drop off dates of a confirmed car booking:

- **CAM1D/-04NOV/DT-1200**

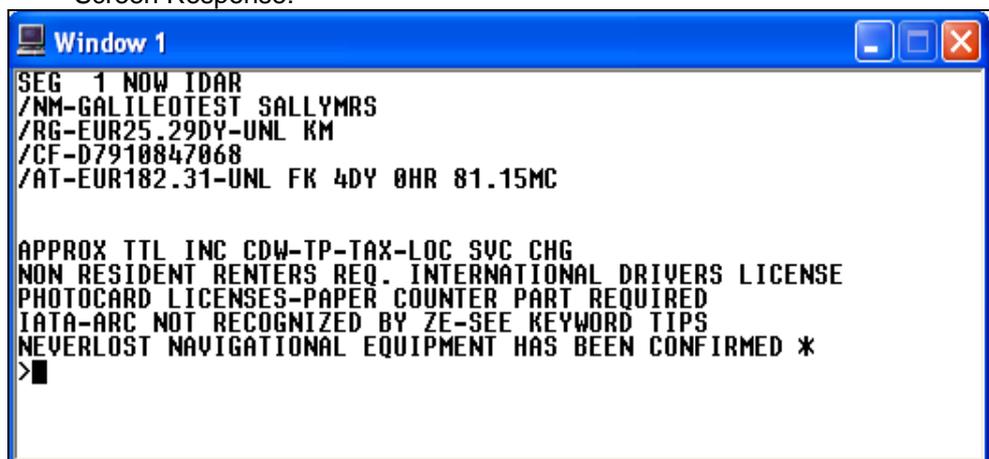| Entry:	Description:
CAM	Car Modify format
1	Segment number 1
D/	Date modifier plus mandatory separator
-04NOV	When modifying drop dates use the - to indicate drop off date.
/DT-1200	Separator and drop time. Drop time is mandatory when changing drop date.

Screen Response:

```
Window 1                                          _ □ X
SEG  1 NOW 01NOV-04NOV/DT-1200
/NM-GALILEOTEST SALLYMRS
/RG-EUR40.80DY-UNL KM
/CF-D7910847068
/AT-EUR254.27-UNL FK 4DY 0HR 91.07MC


APPROX TTL INC CDW-TP-TAX-LOC SVC CHG
NON RESIDENT RENTERS REQ. INTERNATIONAL DRIVERS LICENSE
PHOTOCARD LICENSES-PAPER COUNTER PART REQUIRED
IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
NEVERLOST NAVIGATIONAL EQUIPMENT HAS BEEN CONFIRMED *
>█
```

Now Modify the Car Type. You may need to check availability first to see what car types are still available for the rental dates and location required. This time use **T** as the modifer.

- **CAM1T/IDAR**

Screen Response:

```
Window 1                                          _ □ X
SEG  1 NOW IDAR
/NM-GALILEOTEST SALLYMRS
/RG-EUR25.29DY-UNL KM
/CF-D7910847068
/AT-EUR182.31-UNL FK 4DY 0HR 81.15MC


APPROX TTL INC CDW-TP-TAX-LOC SVC CHG
NON RESIDENT RENTERS REQ. INTERNATIONAL DRIVERS LICENSE
PHOTOCARD LICENSES-PAPER COUNTER PART REQUIRED
IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
NEVERLOST NAVIGATIONAL EQUIPMENT HAS BEEN CONFIRMED *
>█
```

Note: The confirmation number is the same, but the AT has now changed to lower rate for the Intermediate size Car.

Vendors may return their own message, e.g. 'CAR TYPE NOT AVAILABLE'. If the new date *or* car type is *not* available you have two choices:

- Select a different car type

- Ignore and you will keep your original reservation.

Now cancel the Navigation system we booked earlier. This time we use the **X** modifier:

- **CAM1X/SQ-**

Screen Response:

```
Window 1                                              [_][口][X]
SEG  1 NOW X /SQ
/NM-GALILEOTEST SALLYMRS
/RG-EUR25.29DY-UNL KM
/CF-D7910847068
/AT-EUR182.31-UNL FK 4DY 0HR 81.15MC


APPROX TTL INC CDW-TP-TAX-LOC SVC CHG
NON RESIDENT RENTERS REQ. INTERNATIONAL DRIVERS LICENSE
PHOTOCARD LICENSES-PAPER COUNTER PART REQUIRED
IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
AGE RESTRICTIONS MAY APPLY CHECK POLICY *
>█
```

Cancelling a Car

Once a car reservation is made using the Galileo system, and a confirmation number is received, the vendor has reserved the car. You should never Ignore (I) the Booking File, as a cancellation message may not be sent to the vendor and the reservation may still be "live" in their CRS. The car segment must be cancelled correctly using the process listed in this module.

When to use

Use the cancel format when the customer no longer requires the reservation.

How to use

To cancel a car reservation, take the following steps:

- **X1**

Format:	Explanation:
X	Cancel
1	Segment number 1

Note XC also cancels car segments within the Booking File but will cancel all car segments present.

Screen Response:

Important Note: Once you have sold a car, if you no longer require the reservation you are advised to end and retrieve the Galileo Booking File prior to cancelling the car segment. This will ensure a history / audit trail of the reservation, showing confirmation and subsequent cancellation data, this information will assist you with any subsequent queries from the vendor.

Module Review

1. Mr Galileo test has a reservation to collect a car in Johannesburg on 10th of November at 0900 and drop back to the same location on 15th at 1200. He decides he only needs the car until the 14th at 1700. What is the entry to amend the drop off date?

    _____

    _____

2. The passenger calls back to say he needs to request a child seat for his toddler. You check the CAD pages and get the code CST. What is the entry to modify the booking?

3. He calls back again to advise you that he can no longer travel and needs to cancel his reservation. What entry is required to cancel the booking?

    _____

    _____

Notes

Module 8: Selling Cars with Flights

More often than not, you will be selling cars in conjunction with flight segments. When inserting car segments between flights, the Galileo system will assume the pickup date and destination are based on the arrival of the previous air segment.

Module Objectives

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

Display availability and sell cars in conjunction with air segments

Car Availability with Air

When to Use

Insert car availability between air segments when your client needs to book a car at the airport upon arrival. If your client wishes to pick up or drop off on dates different to the flights or would like a city location then you will have to specify the location code (if known) or do a normal availability search.

How to Use

The format to search for Car Availability following a flight segment is:

- **/1+CAL-15MAR/DT-1100**

Entry	Description
/1	Insert after segment 1
+	End Item
CAL	Car Availability format
-15MAR	Drop off date (pick up date taken from previous flight segment)
/DT-1100	Separator and Drop Time (pick up time taken from incoming flight)

Add any search qualifiers required in the normal way, such as car type, preferred vendor or CD number. For instance:

- **/1+CAL-15MAR/DT-1100/.C/CD-ZIC999999**

Screen Response:

```
Window 1                                                    [_][□][X]
 AVIS - SERVING MORE THAN 7 MILLION CUSTOMERS A YEAR, IN OVER
   2700 LOCATIONS ACROSS EUROPE, AFRICA, MIDDLE EAST AND ASIA
>CAL01MAR-15MARLIN/DT-1100/ARR-1035A/ZI.C/VGBP/CD-ZIC999999
LINATE ARPT          * SA 01MAR 10:35A -15MAR * STD/PROM  * GBP
A:  @ UPSELL  ! ALTERNATE      RATE AMT    FK    CHG     APPROX TOTAL
FULLY QUALIFIED IA RATES
 1 +AVIS        T  S G CCMR       135.13  W UNL   .00          324.18
 2 +AVIS        T  S G CWMR       150.56  W UNL   .00          359.68
                      SEE RULES >CAVA·                           P  1
>■
```

Note: The screen response is the same as a standard **CAL** display. The system takes the 3 letter airport code from the flight segments as its reference point. Pick up time is taken from the incoming air segment so you just need to add drop time and date.

Now Validate the rate and sell the Car in the normal way.

When you display the booking file ***R**, you will see the car has been inserted between the flight segments.

Screen Response:

```
Window 1                                                    [_][□][X]
WFQTT0/41 LONNT 0091416 AG 99999992 04OCT
  1.1GALILEOTEST/SALLYMRS
 1.  BA  564 J  01MAR LHRLIN HK1   0735    1035   0*        E SA
 2.  CCR ZI SS1   LIN 01MAR-15MAR CCMR/RG-USD367.00WK-UNL  FM XD 52
     .00 UNL FM/BS-99999992/PUP-LINT01/CD-C999999/RC-P2I/DT-1100/
     NM-GALILEOTEST SALLYMRS/CF-12845401US2*
 3.  BA  565 J  15MAR LINLHR HK1   1200    1300   0*        E SA
** VENDOR LOCATOR DATA EXISTS **        >*VL·
** VENDOR REMARKS DATA EXISTS **        >*VR·
*** ADDITIONAL ITINERARY DATA EXISTS ***>*I·
FONE-LONT*01344 363111 HP EDUCATION SERVICES LTD-SALLY
FOP -NONREF
TKTG-T*
)>■
```

Now End the Galileo Booking File.

See **CADS2** to view rental location information.

Module Review   *Use dates 6 months ahead for this module review*

Mr & Mrs Test and their family are flying into Boston for a long weekend break. They are travelling with their baby son Tim. Book flights with Virgin Atlantic; flying out on a Friday and back on Monday evening. Add the mandatory fields and End and Retrieve the Booking File.

1.   Check car availability for a compact car to pick up from Boston Airport upon arrival and drop back before the flight home. Write the entry you used below:

2.   They decide to book a CCAR with Hertz. Validate the rate and then sell the car. They want to book a child seat for the baby. Write the entries below.

        End and Retrieve the Galileo Booking file and call the trainer to check your work.

        Ask the trainer to check the reservation. Then cancel the car using X2 and cancel the air itinerary XI and End the Booking File.

Notes

Module 9: Using Rate Codes and Direct Sell

Rate codes are used by some agencies to access specific rates loaded by the car vendors. You add the rate code to the availability entry to search for that particular rate prior to selling.

Direct Sell is used by some agencies when they know the car size, rate type etc. required and just need to sell the car. This is usually used by corporate agencies when they have a negotiated rate using a Corporate Discount number in the sell entry.

Module Objectives

Upon completion of this module you will be able to:

Search for car availability using a Rate Code

Direct Sell a Car

Searching for Car Availability Using a Rate Code

When to use

If the car vendor has given you a rate code to access a specific rate applicable to your agency, or market.

How to use

To request a Car Availability using a rate code enter:

- **CAL14DEC-16DECDEN/ARR-0900/DT-1600/ZE@ASPED**

Entry	Description
CAL	Car Availability
14DEC-16DEC	Dates of Rental
DEN/	City of pick up and drop off
ARR-	Pick up Time
DT-	Drop off Time
ZE	Two letter Vendor code (mandatory when using rate access codes)
@	Symbol to request the rate
ASPED	Rate code

Note: Rate codes are between 1-6 characters.

Screen Response:

```
Window 1                                             _ □ ✕
>CAL14DEC-16DECDEN/ARR-0900/DT-1600/ZE@MCLD
DENVER INTL ARPT   CO * FR 14DEC  9:00A -16DEC *PROMOTIONAL* USD
A:  @ UPSELL  ! ALTERNATE       RATE AMT   FM   CHG   APPROX TOTAL
FULLY QUALIFIED IA RATES
  1 +HERTZ      T  S  G ECAR      82.99   D UNL   .00       319.32
  2 +HERTZ      T  S  G CCAR      82.99   D UNL   .00       319.32
  3 +HERTZ      T  S  G ICAR      85.99   D UNL   .00       330.64
  4 +HERTZ      T  S  G CFAR      90.99   D UNL   .00       349.54
  5 +HERTZ      T  S  G SCAR      91.99   D UNL   .00       353.31
  6 +HERTZ      T  S  G FCAR      91.99   D UNL   .00       353.31
  7 +HERTZ      T  S  G IFAR      91.99   D UNL   .00       353.31
  8 +HERTZ      T  S  G PCAR      92.99   D UNL   .00       357.09
>CAL*PD·              >CAL*VENDOR-ALERTS·                      P  1
>█
```

Note: Availability is displayed as normal in low to high by approximate total. Add search qualifiers in the availability entry if you require a particular car size etc. as you would with a standard availability.

When you validate the rate, the Rate code is shown under the rate detail

- **CAVA1**

Screen Response:

```
Window 1                                             _ □ ✕
  DAILY:        (*  3DY)       82.99 USD   UNL  FM-         .00MI
  EXTRA HOUR:   (*  0XH)       41.50 USD   UNL  FM-         .00MI
 RATE GUARANTEE PERIOD: 17OCT07-16OCT08
 RATE CODE: MCLD   - SPECIAL DAILY
 RATE TYPE/CATEGORY: DAILY   / PROMOTIONAL

*TAXES*
 TAX
                  13.35     PERCENT     - INCLUDED IN APROX TTL

*SURCHARGES / FEES AND OTHER REQUIRED CHARGES*
 AIRPORT CONCESSION F
                  11.10*    PERCENT     - INCLUDED IN APROX TTL
)>█
```

Note: The Rate code MCLD is a special Daily Rate.

Direct Sell Formats

When to Use

Direct sell is usually used when you have a specific rate code and or a CD number. Use this entry to sell a specific car type for your customer when you do not need to search for rates by availability.

How to Use

To request a car using Direct Sell using a **CD** number:

- **0CCREPCDG12DEC-15DECCDAR/ARR-0900/DT-0900/CD-80626303**

Entry	Description
0CCR	Sell 1 Car
EP	2 Letter Vendor code
CDG	City of pick up and drop off
12DEC-15DEC	Pick up/Drop off Dates
CDAR/	4 letter Car Type code with separator
ARR-0900/	Pick up Time and separator
DT-0900/	Drop off Time and separator
CD-	Corporate Discount number

Screen Response:


```
 Window 1                                    _ □ X
 1 CCR EP SS1 CDG  12DEC - 15DEC  CDAR/BS-99999992/ARR-0900/CD-8
0626303/RC-PRSC/DT-0900
/NM-GALILEOTEST SALLYMRS
/RG-EUR94.08DY-0.33 KM 250 FK
/CF-391270530
/AT-EUR337.57-0.33 KM 750FK 3DY
TC UNKNOWN - CONTACT EUROPCAR

TOTAL RENTAL CHARGE EUR 337.57 FOR 3 DY
INCL-LOCATION SURCHARGE,CDW,LAF,THW MAND-TAXES
OPTL-PAI 6.70,SCDW 5.85,SER-PACK 10.90,
SER-PP 20.00,SLDW 10.00,SPAI 4.20,WWI 2.50  *
OFFER HOTEL     >HOA·
>█
```

Other Direct Sell formats:

Direct Sell using a Rate Code:

- **0CCREPCDG12DEC-15DECCDAR/ARR-0900/DT-0900/RC-BEST**

Direct Sell using a CD number and Rate Code:

- **0CCREPCDG12DEC-15DECCDAR/ARR-0900/DT-0900/CD-80626303/RC-ABCD**

Add additional qualifiers such as **ID-**, **SQ-** etc. as normal.

Direct Sell following Flights using a Rate Code:

- **/1+0CCRZIECMN/RC–BEST**

Module Review
review

Use dates, times and car types of your choice for this module

1. What is the entry to search for car availability in Madrid with Hertz using the Rate Code @MCLD?

_____

2. What is the entry to direct sell an ECAR in Frankfurt with Europcar using your CD number 89900126?

Notes

Module 10: Communicating with Car Rental Companies

You usually communicate with Car Vendors for two reasons:

- To clarify information within the Booking File.
- To request information from a Car Rental company.

Module Objectives

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

- Queue a Booking File using vendor remarks.
- Queue a message using notepad.

Queuing Booking Files

When to use

Examples:

- When you have booked a car through the Galileo system more than 24 hours ago and you still do *not* have a confirmation number.
- When you are verifying that special needs, such as child seats and mobile phones have been confirmed.
- When you need clarification for a rental policy listed in the company's rule display.

How to use

To queue a Booking File to a Car vendor, display the Booking File and follow the steps below.

1. Check that the vendor participates in queuing and determine their queuing pseudo city.   *Refer to Mod 2.*

    GC*12/CAR/HERTZ   or   **GC*12/CAR/ZE**

2. Add the Vendor Remark to the Booking File.

    - **V.CZE*REF IAN WORLD TRAVEL.FOR MR GALILEOTEST 1DEC PLS CONFIRM CHILD SEATS**

Entry:	Description:
V.	Vendor Remarks format entry
C	Car Identifier
ZE	Two letter Car vendor code
*REF IAN……	Free format text, up to 180 characters.

Note: Once entered, the message will be stored in the vendor remarks area as a vendor outgoing message.

3. Complete the Booking File by Queuing to the Vendor

    QEB/VWA

Note: When the vendor replies, the Booking File will automatically be placed on the agent's queue 16 as a vendor incoming remark (VI).

Queuing Messages without a Booking File

When to use

Examples:

- General information requests

How to use

Use the following steps:

1. Check that the car vendor participates in queuing and determine their queuing pseudo city as above.

2. Create a notepad message that identifies you and your agency and then ENTER:

   NP.VZE*REF STEVE.HAPPY TRAVELS/12 HIGH ST/SWINDON/SN6 8AN/PSEUDO EA7

3. Create another notepad message that requests the information you need and ENTER:

   NP.VZE*PLS SEND APPLICATION FORMS FOR HERTZ GOLD MEMBERSHIP

4. Queue the notepad to the vendor.

   QEB/VWA

When the vendor replies, the message will automatically be placed on the agent's MSG queue.

Notes

Appendix A: Quick Reference Guide

For a full list of Car formats and additional qualifiers see the Galileo on-line formats guide accessed from ASK Travelport via the following URL:

www.asktravelport.com
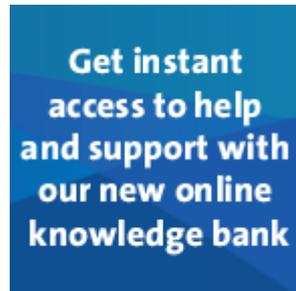
Encode/Decode

GC*12/CAR/AVIS	Encode Car Vendor Avis
GC*12/CAR/ZI	Decode Car Vendor Avis
CAR/FDAR	Decode Car Type FDAR

Car Index
H/CAI

CAISYD	Display list of car locations in Sydney. Assumes airport location for today's date.
CAICOLISEUM	Display list of car locations in proximity to the coliseum.
CAIPAR/ZI	Display list of car locations in Paris city centre for AVIS only.
CAIFRANKFURT/D-5KM	Display list of car locations in Frankfurt city centre within 5km of city.
CAI25SEPGVA/ZI	Display list of car locations in Geneva with pick up date for Avis only. Assumes airport location.
CAI*R	Re-Display last Car Index Display.
CAI*PD	Page down in Car Index Display.

Car Reference Points   H/HOR

HORRIO	Displays a list of Reference points in Rio.

Low to High Car Availability
H/CAL

CAL10OCT–17OCTAGP/ARR–1800/DT–1400
> Basic Car Availability request at Malaga airport for pick-up 10 Oct 1800hrs, drop-off 17 Oct at 1400hrs.

CAL10OCT-17OCTFRA/ARR-1800/DT-1400/ZE.F
> Car Availability request at Frankfurt airport for pick-up 10 Oct 1800hrs,drop-off 17 Oct 1400hrs with Vendor ZE requesting group F cars only.

CAL19OCT-22OCTJFK/ARR-0900/DT-1800/CD-ZIC999999
Car Availability request at JFK airport, pick-up 19 Oct 0900hrs, drop-off
22 Oct 1800hrs with Vendor ZI and using Corporate Discount Number

CAL20OCT-27OCTMIAMI BEACH/ARR-0900/DT-0900
Car Availability using a reference point.

CAL20OCT-27OCTJFK/ARR-0900/DO-ZENYCC10/DT-1000/ZE
Car Availability for a one way rental using a specific vendor and drop off point
in New York East Side.

/1+CAL-27OCT/DT-1200	Car Availability following flight segment 1 with drop date and time.
CAL*PD	Page down through display.
CAL*PU	Page up through display.
CAL*R	Redisplay last availability screen.

Car Availability Update

<div align="right">

H/CAU

</div>

CAU19MAY	Update availability for pick-up 19 May.
CAU–10JUN	Update availability for drop off 10 Jun.
CAU.I	Update availability to show intermediate cars.
CAU/ZE	Update availability for specific vendor (up to 4).
CAU/ARR–1000	Update availability for arrival time 1000 hrs.
CAU/DT–1830	Update availability for drop time 1830 hrs.
CAUJNB/L–C	Update availability for city locations in Johannesburg.
CAUVIE	Update availability for pick-up in Vienna.
CAU/GUAR	Update availability to show guaranteed rates.
CAU/UNL	Update availability to show rates with unlimited mileage.
CAU/VGBP	Update availability to currency GBP.
CAU@ECON	Update availability to show rate code ECON.

Car Descriptions / Policies

<div align="right">

H/CAD

</div>

CADZE	Access Vendor Car Description pages for ZE.
CADZELAX	Access Location Car Description Pages in LAX with Vendor ZE.
CADZE20NOVLAX	Access Location CAD pages for specified date with Vendor ZE in LAX.
CADZIDUB/INS+PAI	Access Location CAD pages for Vendor ZI in Dublin, specifying personal accident and insurance details.
CADZDMILC01/2+17+6	Access Location CAD pages for vendor ZD at location MILC01specifying keywords 2, 17 and 6.
CAD*PD	Page down through text.
CAD*PU	Page up through text.
CAD*MENU	Redisplay keyword menu.
CAD*R	Redisplay last Car Description display.
CADS1	Display CAD pages from sold segment 1 of your itinerary.
CAD3	Display CAD pages from line 3 of a CAI display.
CADA1/CARS	Display CAD pages from line A1 of a CAL display, specifying keyword CARS.

Car Validation   H/CAV
CAVA1   Display rate rules, inclusions and coverage from Column A Line 1

Search Qualifiers

Car Types

Car type codes utilize a 4 character format. Each position of the 4 character car type code describes an element of the vehicle as follows:

- 1st character defines Size (e.g., Compact, Full)
- 2nd character defines Category (e.g., 2 or 4-door, Van)
- 3rd character defines Transmission (e.g., Automatic or Manual)
- 4th character defines whether the vehicle has Air Conditioning or not (e.g., With or Without)

Expanded Car Type Code Matrix

	SIZE		CATEGORY		TRANSMISSION/DRIVE		FUEL/AIR CONDITIONING
M	Mini	B	2-3 door	M	Manual Unspecified Drive	R	Unspecified Fuel with A/C
N	Mini Elite	C	2-door or 4-door	N	Manual 4WD	N	Unspecified Fuel without A/C
E	Economy	D	4-5 door	C	Manual AWD	V	Petrol with A/C
H	Economy Elite	E	Coupe	A	Automatic Unspecified Drive	Z	Petrol without A/C
C	Compact	F	SUV	B	Automatic 4WD	D	Diesel with A/C
D	Compact Elite	G	Crossover	D	Automatic AWD	Q	Diesel without A/C
I	Intermediate	H	Motor Home			H	Hybrid with A/C
J	Intermediate Elite	J	Open Air All Terrain			I	Hybrid without A/C
S	Standard	K	Commercial Van/Truck			E	Electric with A/C
R	Standard Elite	L	Limousine			C	Electric without A/C
F	Full Size	M	Monospace			L	LPG/Compressed Gas with A/C
G	Full Size Elite	N	Roadster			S	LPG/Compressed Gas without A/C
P	Premium	P	Pickup Regular Cab			A	Hydrogen with A/C
U	Premium Elite	Q	Pickup Extended Cab			B	Hydrogen without A/C
L	Luxury	R	Recreational Vehicle			M	Multi Fuel with A/C
W	Luxury Elite	S	Sport			F	Multi Fuel without A/C
O	Oversize	T	Convertible			U	Ethanol with A/C
X	Special	V	Passenger Van			X	Ethanol without A/C
		W	Wagon/Estate				
		X	Special				
		Y	2 Wheel Vehicle				
		Z	Special Offer Car				

The new car type code matrix shown above is available for use by CarMaster Inside Availability® participants.

Car Type, continued

.E (up to 3)	Specific car size (.E = Economy)
.*V (up to 3)	Specific car category (.V* = any size Van)
ICAR+FCAR (up to 3)	Specific car type

NEW

- The meaning of the 3rd character of the car type code currently used to define Transmission is enhanced to add 'Drive'. For example:

  o Manual, **4-Wheel Drive**

  o Automatic, **All Wheel Drive**

- The meaning of the 4th character of the car type code currently used to define Air Conditioning is enhanced to add 'Fuel/Power Source'. For example:

  o **Diesel** with A/C

  o **Hybrid** without A/C

- An Elite version within the size classification is added to differentiate more luxurious or prestigious versions of the same size car class. For example:

  o A full size **Elite** has more upscale features (possibly temperature controlled leather seating, satellite radio, navigational system, etc.) than the regular full size.

Passenger Van and SUV Coding

Car suppliers will use the following size standard for assigning codes for Passenger Vans and SUVs that correlate to the number of passengers that can be accommodated in the vehicle.

Passenger Van Coding

IV	6+ Seats	GV	Elite 10+ Seats
JV	Elite 6+ Seats	PV	15+ Seats
SV	8+ Seats	UV	Elite 15+ Seats
RV	Elite 8+ Seats	LV	Luxury – no seat requirements
FV	10+ Seats	WV	Elite – no seat requirements

SUV Coding

EF	2-4 Seats	RF	Elite 5-6 Seats
HF	Elite 2-4 Seats	FF	6+ Seats
CF	4-5 Seats	GF	Elite 6+ Seats
DF	Elite 4-5 Seats	PF	7+ Seats
IF	5+ Seats	UF	Elite 7+ Seats
JF	Elite 5+ Seats	LF	Luxury – no seat requirements
SF	5-6 Seats	WF	Elite – no seat requirements

Car Type, continued

.IV   Request for Passenger Van with seating capacity for 6 or more
.IV+FF   Request for Passenger Van or SUV with seating capacity for 6 or more

New Search Qualifier: Pseudo Car Code

Pseudo car codes are new search qualifiers created to enhance existing CarMaster™ search capabilities. In addition to the car type and wildcard search qualifiers, agents can search for categories or subsets of vehicles by using a pseudo car code. Pseudo car codes are 4 characters in length, always begin with the letter 'A', and do not duplicate any valid 4 character car type code.

Pseudo Car Code	Definition	Wildcard Equivalent
ACAR	Any vehicle	None
ALLB	Any 2-3 door	.*B
ALLC	Any 2 or 4 door	.*C
ALLD	Any 4-5 door	.*D
AELT	Any Elite	None
ACPR	Any Coupe and/or Roadster	.*E and .*N
ASPC	Any Special	.*X
APUP	Any Pick-Up (Regular or Extended Cab)	.*P and .*Q
AWGN	Any Wagon	.*W
AREC	Any Recreational Vehicle	.*R
ASUV	Any SUV	.*F
AVAN	Any Passenger Van	.*V
ASIX	Any 6+ Passenger Van or SUV	None
ASEV	Any 7+ Passenger Van or SUV	None
AEIG	Any 8+ Passenger Van	None
AFWD	Any 4WD/AWD	None
ATRV	Any All Terrain Vehicle	.*J
ACGO	Any Commercial Truck	.*K
ALMO	Any Limousine	.*L
ASPT	Any Sport	.*S
ACNV	Any Convertible	.*T
AOFR	Any Special Offer Vehicle	.*Z
AMNO	Any Monospace	.*M
AMTO	Any Motor Home	.*H
AMCY	Any 2-Wheel Vehicle	.*Y
ACRS	Any Crossover	.*G
AMAN	All Manual Transmission Vehicles	None
AUTO	All Automatic Transmission Vehicles	None
AGAS	All Gasoline Powered Vehicles	None
APET	All Petrol Powered Vehicles	None
ADSL	All Diesel Powered Vehicles	None
AGRN	Any 'Green' vehicle (hybrid, electric, LPG, hydrogen, multi-fuel)	None
AHYB	All Hybrid vehicles	None
AELC	All Electric powered vehicles	None
AHYD	All Hydrogen-powered vehicles	None
AMFP	All Multi-Fuel powered vehicles	None
ACPG	All LPG/Compressed Gas powered vehicles	None
AETH	All Ethanol-powered vehicles	None

Car Type, Continued

.AVAN	Request for any size Van
.AUTO	Request for Automatic vehicles only
.AHYB	Request for Hybrid vehicles only

Additional Availability Search Qualifiers

Vendor Code
/ZE	Display Hertz cars only.
/ZE+ZI+EP	Display more than one vendor (max 4)

Location
/L–C	Display city location.
/L–R	Display resort location.
/L–T	Display in terminal location.
/L–O	Display off terminal location.

Distance / Direction H/CDD
/D–K	Display distances in kilometres.
/D–M	Display distances in miles.
/D–5MN	Display vendor locations 5 miles or less, North of specified point.

Corporate Discount Search Qualifier
/CD–ZIAI123456	Display car types and rates affiliated with the corporate discount number supplied. (Must be preceded by the vendor's two-character vendor code)

Customer Identification Number Search Qualifier
/ID–ZI123456	Display car types and rates affiliated with the identification number supplied. (Must be preceded by the vendor's two-character vendor code)

Promotional Code Search Qualifier
/PC-ZE987654	Display Car types and rates associated with a promotional code. (Must be preceeded by vendor`s two character vendor code)

Rate Type / Category / Code / Value H/CARC
/R	Display airlines / credential rate category.
/I	Display industry travel rate category.
/C	Display corporate Rates
/V	Display convention rates
/G	Display government rates
/K	Display package rates
@SUPER	Rate code, any valid 1-6 character code.
/GUAR	Display guaranteed rates only.
/VGBP	Display rates in GBP (Currency code – GB Pound).
/UNL	Display rates with unlimited mileage allowance.

Drop Off
/DO–JFK	Drop-off location by airport code
/DO–ZICHIC01	Drop-off by CarMaster location code.

Selling Formats

N1A2 or **NA2**   Need 1 car from column A, line 2.

Optional Sell Fields

/ARR–1400–BA244	Advise vendor of arrival time and flight number (direct sell only).
/DO–SYDC001	Drop off location when different from pick up (not recommended with sell format, should be used in the availability entry to ensure validation of rate).
/BS–96002852	Booking source IATA / TIDS number.
/NM–JONES/ALANMR	Name override.
/SI–PREFERS 2 DOOR	Special information (max 23 characters).
/ID–E32061F	Customer Identification Number, e.g. Avis Wizard.
/FT–BA86008152	Frequent traveller number, e.g. British Airways Silver Tier Executive member.
/DL–DOEJ15582	Drivers licence number.
/SQ–PHN	Special equipment.
/PR–50.00	Prepayment amount.
/G–AX370000000000028EXP1204	Payment guarantee, if vendor requires it.
/PUP–FAOR29	Pick-up at resort location code.
/RC–ACB132	Rate code information.
/DEL-	Delivery address information when car is to be delivered
/COL-	Collection address information when car is to be collected
/EVV-	eVoucher Type
/BN-	eVoucher Billing Number

Direct Sell   H/0CCR

0CCRZIMIA04JUN-07JUNECMR/ARR-0900/DT-1800/CD-C9999999

Book Car Vendor Avis at Miami Airport, pick up 4 Jun, drop off 7 Jun.

car

type ECMR, pick up 0900 drop at 1800 with Corporate Discount Number

Car Modification
H/CAM

CAM2D/11DEC–13DEC	Modify pick up and return dates for segment 2.
CAM2D/–19DEC/DT–1700	Modify return date and time for segment 2.
CAM2D/03DEC/ARR–1200	Modify pick-up date and time for segment 2.
CAM4T/ECAR	Modify car type for segment 4.
CAM2O/FT–UA9272110	Modify or add optional data for segment 2.
CAM4O/DT–1910	Modify return time for segment 4.
CAM2X/SI	Cancel SI optional field for segment 2 (vendor location; rental dates; car type; pick-up time; drop-off time).

Cancel Car Segments & Change Segment Status   H/XCAR

X2	Cancel segment 2.
@2XK	Change status of segment 2 to XK without generating message to vendor (passive bookings).
@ALL	Change segment status to HK

Notes

Appendix B: Cars using Viewpoint

Viewpoint is a Microsoft Windows based product that makes car bookings quick and simple by removing the need to remember long formats. It is an easy to learn interactive tool accessed through Galileo Desktop or Focalpoint V3.5.

In this appendix we will highlight the availability only and how to use this as an alternative to what you have learned today. If you are interested in learning more about using Viewpoint for your car hire reservations, Galileo offers a database of e-learning courses on-line which you can register for at any time. See the information at the end of the appendix for instructions on how to register.

Features and Benefits of Viewpoint

Listed below are some features and benefits of using Viewpoint.

Features:	Benefits:
Encoding and decoding of airports and cities is automatic.	Airports and cities are displayed using their full name. There is no need to go to another screen to decode a 3-letter code.
Non-airport rental locations are easy to select from lists Viewpoint presents when you request them.	Quicker to book cars at non-airport locations.
You can display rates in alternative currencies by right clicking on the rate and changing the currency code	Allows you to view the rates instantly in GBP to quote to the customer
There is quick access to frequently used keywords as well as *all* descriptions and rules.	The buttons act as reminders to check for your customer how much some of the additional charges could be.
Car rules are displayed in sections that can be arranged in a sequence that puts the most important items first.	Allows you to decide which section of the rules you wish to display at the top of the screen.
You can check car availability by right clicking on the air segment. Dates, times and location are automatically taken from the flight information.	Allows you to sell the car at the arrival airport quickly and easily from the air itinerary.

Appendix Objectives

This appendix covers:

- Searching for Car Availability

Starting Viewpoint™

How you access Viewpoint will depend on the version of Galileo you have. Access from Galileo Desktop is via a toolbar icon:

Access from Focalpoint V3.5 is via a toolbar icon or from the Companions menu and select Viewpoint.

When to use

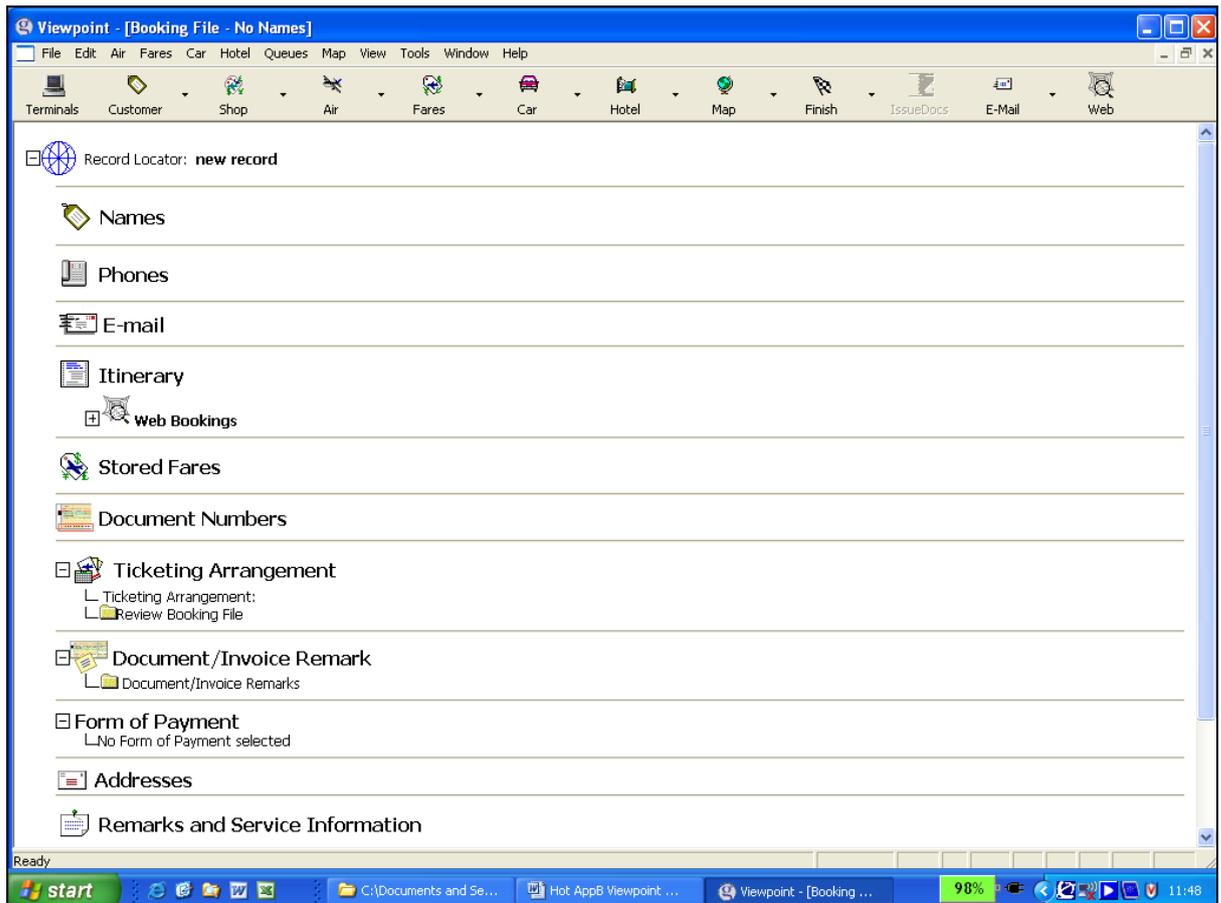You can use Viewpoint to search for car availability, view car index pages, car description displays and sell as per standard Galileo CarMaster functionality.

How to use

First access Viewpoint using the appropriate method above.

If you are using Focalpoint V3.5 and are already signed on, there is no need to sign on again in the Viewpoint application. If you are not signed on in Focalpoint you need to sign on in Viewpoint. A sign on prompt box may appear automatically or can be accessed through the Tools menu and Sign On.

Galileo Desktop users will have signed on through the Viewpoint window already, before dropping through to the terminals screens.

Once signed in the main Viewpoint window is displayed:

Search for Availability in Viewpoint

You would follow the same three-step process to book cars using Viewpoint as you do for CarMaster in Focalpoint. The three steps are:

1. Display a list of car availability

2. Validate the rate/car type selected

3. Sell the Car

Step 1 – Display Car Availability

The first step to booking cars in Viewpoint is to display a list of available car types in a set location.

When to use

Display availability when you wish to check the availability and rates of cars *before* selling them.

How to use

You can display a list of cars when Air Booking File segments already exist, *or* when *no* Air Booking File segments exist. You need a name field to be able to complete the reservation, plus the mandatory fields to End the Galileo Booking File.

To search for available Cars without air segments, click the drop down arrow on the Car button and click the option for Availability.

Complete the Basic Fields screen as follows:
  − Pick up on 01st of the month at 0900 and drop off on the 4th at 0900
  − Location Paris France
  − Click on Reference Point radio button and select the Eiffel Tower

This will now display a list of rental Locations in Central Paris:
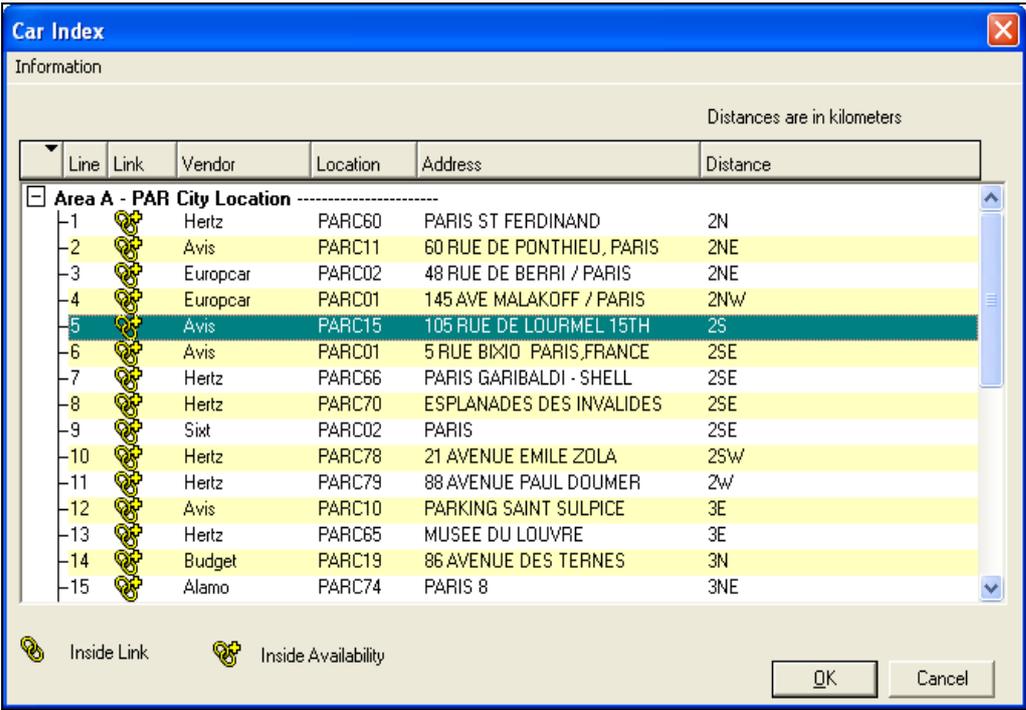
– Select the Vendor and Location required by clicking on it.
– Then click OK
– Then select your preferred car size from the drop down list
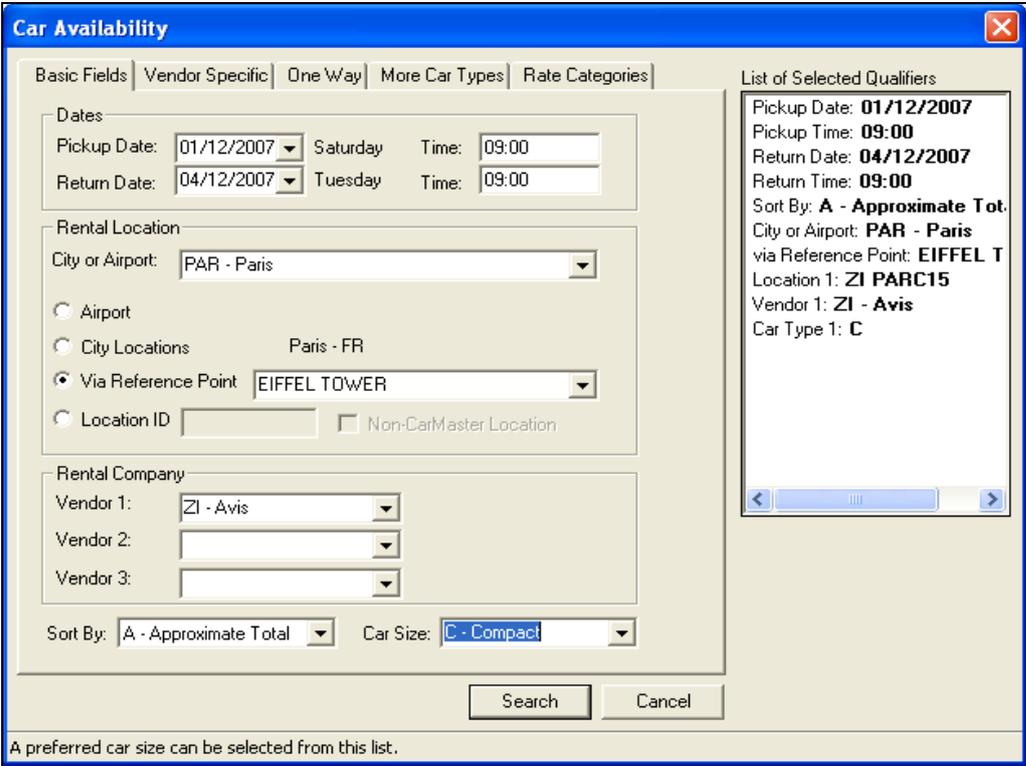
– To add CD numbers, Rate codes, one way rentals or request more specific car types, use the tags at the top of the page and complete the boxes

Now Click on Search. The response is the Car Availability screen:
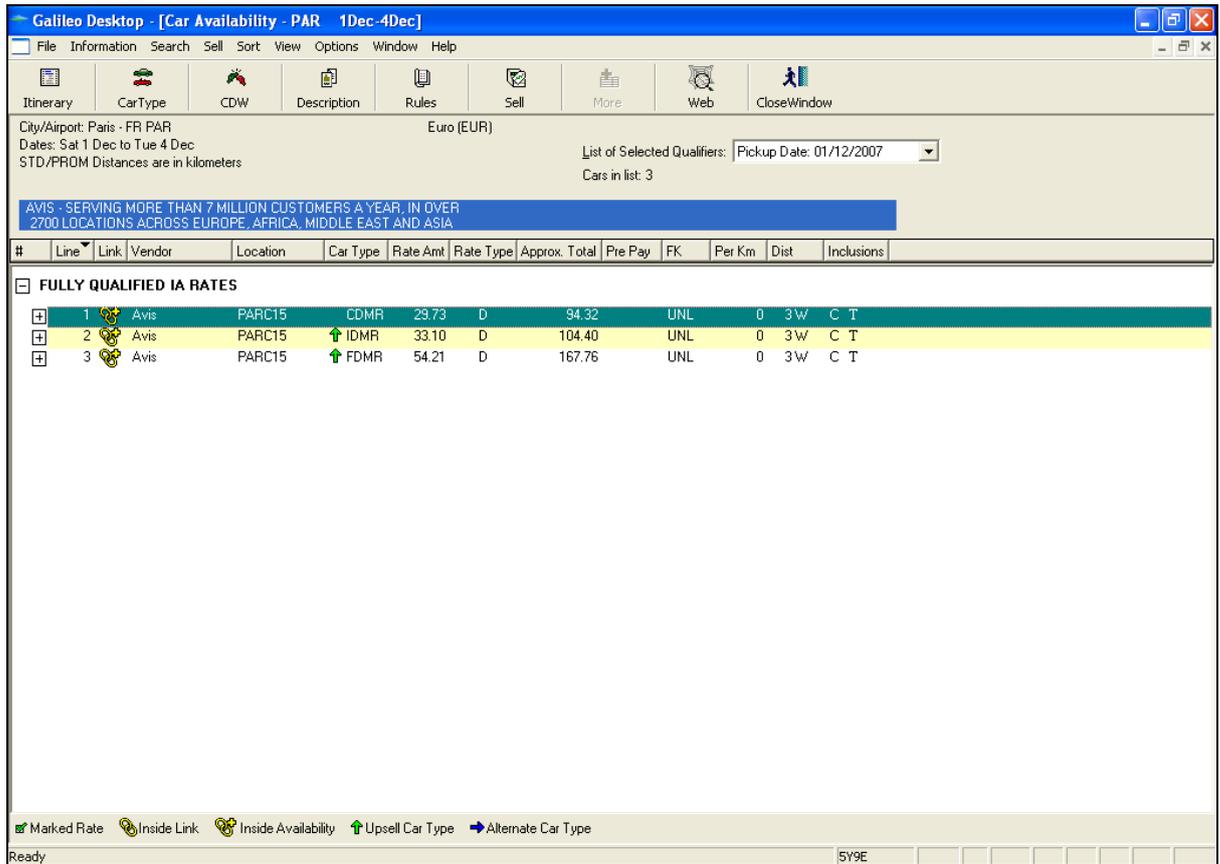
Car Availability screen description:

Button	Use to:
Itinerary button	Return to the main Viewpoint Window in order to view your itinerary. To return back to the Car Availability screen from the itinerary, select Window and Car Availability.
Car Type	Displays a list of car type codes and make/model for this location from the Car Description pages
CDW	Displays the CDW conditions and charges for this location from the Car Description pages
Description	Drops you through to the full Car Description pages where you can view information by clicking on the individual keywords (Close Window to go back to the availability screen)
Rules	Displays the rules, inclusions and coverages for the selected rate/car size
Sell	Select to Sell once you are happy with the rate selected
More	If there are more cars/rates to see, click on this to move down the display
Web	Links to Galileo Web Browser
Close Window	Close the Car Availability request. If you select this option you will *loose* your request and be returned to the Itinerary window. If you wish to *update* your request, select **Search** from the menu and **Update Search**

Screen description *(Cont.)*

Column heading:	Description:
Line#	Indicates line number of displayed Cars
Link	Participation level.
Vendor	Car Rental company name
Location	Location Code
Car Type	Car Type code
Rate Amount	Daily/Weekly/Monthly basic rate
Rate Type	D for Daily, W for Weekly etc.
Approx Total	Approximate Total for complete rental
Pre Pay	If Pre Pay is required
FK	Free Kilometres
Per KM	Cost per extra KM if rate does not offer Unlimited KM`s
Dist	Distance from requested location/reference point
Inclusions	What is included in the rate: C = CDW/T=Theft Protection. See the rules for the full explanation of what is included in the rate displayed

Note: To *expand* any of these columns, place your cursor on the line at the end of the item box and drag out the column.

To change the *order* in which the cars display, select the **Sort** drop down menu and click on the item you wish the display to be sorted by *or* click on the heading. Cars will always be shown in Low to High by approx total.

Along the bottom of the screen are some keys to the icons on the availability screen.

Icon	Description:
Marked Rate	Allows you to mark rates you are interested in for future reference
Inside Link	Participation level.
Inside Availability	Participation level.
Upsell Car Type	Opportunity to upsell to a larger car size or upscale version of same car
Alternate Car Type	IA Vendors may offer alternative car types, as well as requested car type

Search Update

When to Use

To update the search with different dates, times, car types etc.

How to Use

From the Menu Bar select **SEARCH** and then Update Search and complete the Car Availability boxes as required.

Complete the Booking

Complete the Car booking by:

1. Clicking on the Car type/rate required

2. Click to read the rules to check the coverages and inclusions

3. Click on the Sell button from either the Rules display or the Availability screen

4. Complete the sell screen with any additional qualifiers required such as special equipment, alternative name for main driver, alternative drop off point, delivery and collection request etc.

5. Once sold click on the Itinerary button to return to the main screen and add your mandatory fields to complete the Galileo booking file.

6. Click on the Finish Flag to Save the Booking File.

E-Learning information

In this appendix you learned how to use Viewpoint to search for Car Availability only.

If you would like to learn more about booking Cars in Viewpoint, Galileo 360degree learning offer e-learning courses designed to attend in your own time when back in the office.

To register for the courses you will need a PIN. Please send an email containing your Pseudo City code to: customer.education@travelport.com with the words "Galileo 360 pin application" in the subject line of your email.

Once you have the PIN, go to the e-learning portal at

http://support.galileo.com/sgc/lms

You will need to register the first time you enter the site, but after that you will automatically go the home page where you can select the course you want to study.

- Cars Using Viewpoint

All courses are also available in a number of languages.

Appendix C: Answer Key

Following are the answers to the reviews that are at the end of each module.

Module 2: Encode/Decode and Car Index:

1.	Correct Answer:	**Use any from the list of Features and Benefits**
	Rationale:	Refer to Introduction Pages
2.	Correct Answer:	**INSIDE AVAILABILITY the plus symbol +**
	Rationale:	Refer to Introduction Pages
3.	Correct Answer:	**Yes BHXT50**
	Rationale:	Use CAIBHX/ZE and all Birmingham airport locations with Hertz should be shown
4.	Correct Answer:	**CAIAMSTERDAM/D-2M**
	Rationale:	Use CAI with the full city name to display city locations rather than AMS which gives airport locations and add the distance qualifier to limit the distance from the city centre
5.	Correct Answer:	**EP**
	Rationale:	Use encode format GC*12/CAR/EUROPCAR

Module 3: CAR Availability & Updates

1a	Correct Answer:	**4 locations**
	Rationale:	Use CAIMADRID/D-1M/ZI OR CAI01NOVMADRID/D-1M/ZI refer to Module 2 for CAI entries.
1b	Correct Answer:	**CAL4/01NOV-04NOV/ARR-1000/DT-1600 OR** **CAL4/-04NOV/ARR-1000/DT-1600 OR** **CAL01NOV-04NOVMADRID/ARR-1000/DT-1600 then select the location from the list provided**
	Rationale:	If you have the index display from Q1a still on the screen then answer 1 or 2 should work fine as you are selecting the line number from the CAI display, plus pick up date if not been used in the CAI entry. If you don`t have the CAI display then you can just request availability and the locations will be re-displayed for you to select the correct one.
1c	Correct Answer:	**CAU.P/CD-ZIC999999**
	Rationale:	Use Car update entry to add in the car size and CD number
2.	Correct Answer:	**Converted rate – rate is displayed in a different currency**
	Rationale:	Check help pages or refer to book for key to symbols
3a	Correct Answer:	**HORLOS ANGELES**
	Rationale:	Use the Hotel Reference entry to find Car reference points. Refer to Mod 2 for HOR formats.
3b	Correct Answer:	**CAL01NOV-03NOVCOLUMBIA STUDIOS/ARR-0900/DT-1200.C/ZE**
	Rationale:	Use CAL entries and add the Reference point name from previous question in the search entry.

Module 4: CAR Description

1.	Correct Answer:	**CADEPCDG**
	Rationale:	Refer to Module for CAD formats. Use CDG as you want airport locations not city centre.
2.	Correct Answer:	**21 years unless it is a group XDAR or IDAR when it is age 30 years**
	Rationale:	Use CAD/01 from previous CAD display in Q1 using paragraph number or CAD/AGE to use the keyword.
3.	Correct Answer:	**EBMR Renault Twingo with A/C with 4 doors**
	Rationale:	Use CAD/02 or CAD/CARS from Q1 use either the paragraph number or keyword to display the car type information.
4.	Correct Answer:	**CST CHILD SEAT TODDLER IS EUR 30 PER RENTAL**
	Rationale:	Refer to CAD pages from Q1 and use CAD/EQUIP or CAD/17

Module 5: CAR Validation

1.	Correct Answer:	**CAITORONTO/ZE**
	Rationale:	Refer to Mod 2 for CAI entry to find location code
2.	Correct Answer:	**CAL1/01NOV-04NOV/ARR-1000/DT-1200.C**
	Rationale:	Use the line number from the CAI display to search for Car availability in the requested location
3.	Correct Answer:	**CAVA2**
	Rationale:	Refer to Mod 5 for Car Validation entry
4.	Correct Answer:	**14.00 per cent** **yes it is included in the approximate total rate**
	Rationale:	Move down through the validation pages to view the inclusions
5.	Correct Answer:	**Yes UNL**
	Rationale:	Again view the CAV pages for the full details of what is included in the rate. This info is also displayed on the initial availability screen.
6.	Correct Answer:	**ICAR - Toyota carolla or similar**
	Rationale:	Found in the CAV pages.This information can also be obtained from the CAD pages.

Module 6: Car Sell

1.	Correct Answer:	**CAL01NOV-05NOVBCN/ARR-0900/DT-0900**
	Rationale:	Car Availability must be checked first before we can sell
2.	Correct Answer:	**CAU/ZE.F/VGBP**
		CAU.F/ZE/VGBP
	Rationale:	Refer back to module 3 for car update formats. The car size and vendor can be entered in any order. Practise with use of search qualifiers.
3.	Correct Answer:	**CAVA1**
	Rationale:	All rates must be validated before selling to check for inclusions and coverages. Refer to module 5 for formats.
4.	Correct Answer:	**OPEN 0700-2400 MON-SUN**
	Rationale:	CAV pages under pickup/return location policy or
		CAD pages CADZEBCN and keyword HOURS paragraph 07
		Refer back to module 4 for CAD formats
5.	Correct Answer:	**01A1/SQ-NVS/SI-NEVERLOST**
	Rationale:	see CADZEBCN keyword EQUIP paragraph 17 for special equip codes

Module 7: Modifying and Cancelling Cars

1.	Correct Answer:	**CAM1D/-14NOV/DT-1700**
	Rationale:	Car Modify segment 1 using qualifier D for date change and – indicates only drop date to be amended, plus mandatory DT
2.	Correct Answer:	**CAM1O/SQ-CST**
	Rationale:	Car Modify optional data to add a child seat. Refer to CAD pages for equip codes.
3.	Correct Answer:	**X1** **R.PSGR+E**
	Rationale:	Cancel by segment number and then receive and end the transaction.

Module 8: Selling Cars with Flights

1.	Correct Answer:	**/1+CAL-05NOV/DT-1700.C**
	Rationale:	/1 Will insert the CAR segment after segment one, and take the date and location from the previous flight segment so just requires the drop date and time to be added to the entry.
2.	Correct Answer:	**CAVA4** **01A4/SQ-CST**
	Rationale:	Validate the rate first and then sell with the optional qualifier to request the car seat. Refer to CAD pages CADZEBOST11 for Equip code.

Module 9: Using Rate Codes and Direct Sell

1.	Correct Answer:	**CAL15DEC-17DECMAD/ARR-0900/DT-0900/ZE@MCLD**
	Rationale:	Car Availability using @ symbol and rate code to request specific rate
2.	Correct Answer:	***0CCREPFRA15DEC-17DECECAR/ARR-0900/DT-0900/CD-89900126***
	Rationale:	Direct Sell format with CD number. Refer to Mod 9.