



# RoomMaster Course



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# ROOMMASTER

Galileo RoomMaster is one of the most powerful look-and-book hotel tools in the market place, and allows you to make reservations for your clients at hotel properties around the world. It provides live access to a hotel's availability and rates and provides an instant booking confirmation.

Galileo RoomMaster contains many thousands of hotel properties, representing many hotel chains and hotel brands. The hotels listed include well-known international chains, as well as regional groups, and thousands of independent properties.

With Galileo RoomMaster you can take full advantage of the benefits of Inside Shopper, which enables you to access hotel rates and availability on the initial hotel availability (HOA) screen directly from the hotel chain's CRS.

Galileo RoomMaster has:

- Over 223 hotel chains, of which more than 100 are Inside Shopper participants
- Approximately 70,000 properties
- 5,000,000 rates worldwide

## Features

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

- HOA** Hotel Availability
- This input will display a list of properties with available rooms near a city, airport or reference point. You may qualify the request to list only those properties that meet specific conditions. The display will show the rate range or room status availability for each property.
- HOC** Hotel Complete Availability
- This input will display a list of all rates for all available rooms at a specific property.
- HOI** Hotel Index
- This input will display a list or index of the hotels which are associated with a city, airport or reference point, regardless of availability.
- HOR** Hotel Reference Points
- This input will display a list of all reference points associated with a given city, airport or area. A reference point can be an attraction, major building or another location or city which has no 3-letter IATA code.
- HOD** Hotel Description
- This input will display specific information about a property or hotel chain. For ease of access this information is stored in paragraphs identified by a number and a KEYWORD.
- HOV** Hotel Rules and Validation
- This input will display details of booking condition for a particular room type specified.
- HOM** Hotel Modify
- This input allows you to change a booked hotel segment due to an error or a client's subsequent change in preference.

## Vendor Link

A hotel chain can have three different levels of connectivity with Galileo RoomMaster.

### ➤ **Inside Shopper**

Inside Shopper enables you to receive rates and availability on the HOA screen directly from the hotel chain's CRS.

A property using Inside Shopper connectivity displays A, C or an O in the HOA screen:

A = requested rate types are available and included in the rate range

C = requested property is closed but alternate properties may be offered

O = no rates of that kind, but others available

A sell message results in an instant confirmation and a reservation is built in the hotel chain's CRS before you end the Booking File. A confirmation number is returned immediately before the Booking File is ended.

Key features of Inside Shopper

- You see true availability directly from the hotel's CRS when you are shopping in the HOA screen. There are no discrepancies between HOA and HOC.
- If you request availability for a valued frequent guest, Inside Shopper is able to transmit a frequent guest number with the availability request and personalise the response from the hotel's CRS.
- You can request special promotional or short-stay rates from Inside Shopper participants by using an id code in your shopping request.

### ➤ **Inside Availability**

A range of rates is displayed in response to the initial HOA, based on rates loaded by the hotel into the Galileo RoomMaster database. You can then access the hotel's CRS using HOC availability for the most up-to-date rates, availability, rules and information about the property.

Inside Availability hotel chains respond to a sell message with an instant confirmation number at time of booking, and a room reservation is built in the hotel's CRS before you end the Booking File.

### ➤ **Inside Link**

Inside Link is the lowest level of connectivity and only used by very few hotel chains. All rates and availability are maintained in the Galileo database, and you get an instant confirmation from the hotel when you sell the hotel room.

Inside Link participants respond to a sell message with an instant confirmation at time of booking, and a room reservation is built in the hotel's CRS before you end the Booking File.

## Encode and Decode

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

Decode a vendor code HY  
 Encode a vendor name UTELL

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

Field:	Description:
Q	Queuing identifier that confirms that this vendor is participating in Vendor Queuing. Blank indicates that vendor is not participating in Vendor Queuing.
VVJ	Queuing Psuedo City Code

## Queuing Message to Hotel Vendor

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

Step in Queuing:

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

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

## Hotel Availability

H/HOA

### Basic Hotel Availability

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

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

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

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

Entry : **HOA22OCT-26OCTSFO** or **HOA22OCT-4NTSFO**  
**HOA22OCT-26OCTSFO2** (denotes 2 occupancy)

```

>HOA22OCT-26OCTSFO/D-30M
  SAN FRANCISCO INTL CA 22OCT-26OCT 4NT 1ADULT MI RATES FROM
1  A!HI HOLIDAY INN EXPRESS 373 SOUTH AIRPORT BL 3NW USD 115
2  A!YZ STAYBRIDGE SUITES A 1350 HUNTINGTON AVE 3NW USD 180
3  A!HI HOLIDAY INN EXPRESS 1250 BAYSHORE HWY 3SE USD 115
4  A!CP CROWNE PLAZA INTERN 1177 AIRPORT BLVD 3SE USD 109
5  ES EMBASSY SFO AIRPORT 250 GATEWAY BLVD 3NW USD 130@
6  A!HI HOLIDAY INN AIRPORT 275 S. AIRPORT BLVD 3NW USD 177
7  A!HY HYATT REGENCY SAN F 1333 BAYSHORE HWY 2SE USD 149
8  A!WI THE WESTIN SAN FRAN 1 OLD BAYSHORE HIGHW 1S USD 184
9  GI HILTON GARDEN INN S SOUTH SAN FRAN CA 3N USD 89
10 HX HAMPTON STE SFO APT 300 GATEWAY BLVD 3NW USD 129@
11 DT DTREE SAN FRANCISCO BURLINGAME CA 3SE USD 99
>HOA*PD. >HOC*. . . >HOD*. . .
  
```

Callout	Response	Description
1	HOA22OCT-26OCTSFO /D-30M	Entry used to display screen. RoomMaster automatically appends a direction/distance search qualifier of 30 miles ( <i>or</i> 50 kilometres) to the hotel availability format.
2	SAN FRANCISCO INTL CA	Airport, city <i>or</i> reference point
	22OCT-26OCT 4NT	Check-in/checkout dates and number of nights
	1ADULT	Number of adults
	MI	Heading for number of miles and direction from airport for properties listed, i.e. 1SE
	RATES FROM	Lowest rate with currency code. It represents the lowest available non credential rate at the property, or the lowest rate applicable to the requested rate category or multi-level rate.  The rate is displayed as a whole number – thus any decimals are rounded to the nearest whole number – using standard rounding principles – thus a rate of 599.99, it would display as 600.

Callout	Response	Description
3	1	Line reference number of property
	A	<p>Inside Shopper Availability Indicators.</p> <p>A <b>Available</b> – The property is available in the hotel’s reservation system</p> <p>O <b>Other Rates</b> – The rate type requested was not available, however , the hotel has “other” rates available</p> <p>C <b>Closed</b> – The Property is not available for the dates requested. An HOC can be requested for the “closed” property and Alternate Availability will be returned from the participating hotel chain.</p>
	!	Best Available Rate is a program in which the participant guarantees that the same rates available via the Hotel Chain’s web site, or by calling the property directly, will also be available via Galileo.
	HI	2 letter chain code. To check the chain’s full name, decode using <b>GC*11/HTL/MC</b>
	HOLIDAY INN EXPRESS	Property Name
	373 SOUTH AIRPORT BL	Property Address/City
	3NW	Distance and direction of the hotel <i>from</i> the airport, city <i>or</i> reference point
	USD 115	<p>See Rate From mentioned above.</p> <p><b>TRY HOC</b> – displayed when an Inside Shopper participant’s rates are not returned, or the link is down. This replaces the current longer alert “Not Available – Check HOC for Alternate Property”.</p> <p><b>NOT AVAIL</b> – in place of the following current alerts:</p> <p>“Not Available for Dates requested”</p> <p>“Closed to Arrival on Date Requested”</p> <p>“Minimum Length of Stay Required”</p> <p>“Maximum Length of Stay Exceeded”</p> <p>***** - If a rate is too large to”fit” in the designated 6 digit rate field – ten asterisks will appear. The ten asterisks fill in the area where the currency, space and rate would have appeared. The subsequent HOC will show the entire rate amount.</p>
USD130@	Rate Change During Stay	
	Prompts to move between displays in RoomMaster	<p>➤HOA*PD Page down.</p> <p>➤HOC... Display complete availability.</p> <p>➤HOD... View descriptions.</p>

## Search Qualifiers

H/HSQ

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

Search Qualifiers follow the basic availability input (HOA22OCT-26OCTSFO). Multiple Search Qualifiers may be used as required.

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

<b>/N-SHERATON</b>	Property name (min. 3 characters , maximum 12 characters)	
<b>/HI</b>	Hotel chain code	
<b>/D-5N</b>	Distance/Direction Codes:	
	<b>By distance</b>	<b>By direction:</b>
	M – Miles (assumed)	N – North
	K – Kilometres	S – South
		E – East
	W - West	
<b>/R-CHINATOW N</b>	Reference point	
<b>/B-A</b>  <b>Note:</b> You may use any combination of bedding types.	<b>Room Type:</b>	<b>Explanation:</b>
	A	Deluxe
	B	Superior
	C	Standard
	D	Moderate
	N	Non-smoking room
	S	Suite
<b>/B-#2T</b>	<b>Bedding Type:</b>	<b>Explanation:</b>
	K	King size
	Q	Queen size
	D	Double bed
	T	Twin beds
	S	Single bed

	*	Wildcard
<b>/B-A1K</b> - search with room and bedding type e.g. for one deluxe king bed	<b>Bedding Type:</b>	<b>Explanation:</b>
	AP1	One bedroom apartment
	C1A	Deluxe condo with one bedroom
	C2B	Superior condo with two bedrooms
	S1A	Deluxe suite with one bedroom
	S2B	Superior suite with two bedrooms
	AST	Deluxe studio, kitchen, sleeps 2-4
	JSU	Junior suite
	PSU	Suite, two levels, two bathrooms, kitchen, living room
	SSU	Suite, one level, one bathroom, kitchen, living room
<b>/P-MO</b>	Property Codes	
	<b>Property Type:</b>	<b>Explanation:</b>
	HO	Hotel
	MO	Motel
	BB	Bed and breakfast
	SU	All suites
	RE	Resort hotel
	APT	Apartment
	CO	Condo
	<b>/F-GOL+HEA</b>	Room Feature/Amenities Codes:
AIR CONDITIONING (AIR)		BABY SITTING (BAB)
BARBER (BAR)		BEAUTY SHOP (BEA)
CAR RENTAL DESK (CAR)		CABLE TV (CAB)
CONCIERGE LEVEL (CON)		FAMILY PLAN (FAM)
GOLF(GOL)		HANDICAP FACILITIES (HAN)
HEALTH CLUB (HEA)		HIGH SPEED INTERNET (HIS)
INDOOR POOL (IND)		KITCHEN (KIT)
LAUNDRY/VALET (LAU)		MEETING ROOMS (MEE)
MOVIES IN ROOM (MOV)		OUTDOOR POOL (OUT)
PARKING (PAR)		PETS / SMALL (PET)
RESTAURANT (RES)		ROOM SERVICE (ROO)
SAUNA (SAU)		SECRETARIAL SERVICE (SEC)
TENNIS COURT (TEN)		WET BAR (WET)

<b>/L-FI</b>	<b>Location Codes:</b>			
	<b>Code:</b>	<b>Explanation:</b>	<b>Code:</b>	<b>Explanation:</b>
	C	City	BU	Business
	A	Airport	CO	Country
	R	Resort	EN	Entertainment
	S	Suburb	FI	Financial
	NS	North suburb	HI	Highway
	SS	South suburb	LA	Lake
	ES	East suburb	MO	Mountains
	WS	West suburb	SH	Shopping
	D	Downtown	TH	Theatre
BE	Beach			
<b>/T-L</b>	<b>Transport Codes:</b>			
	<b>Code:</b>	<b>Explanation:</b>	<b>Code:</b>	<b>Explanation:</b>
	C	Hotel courtesy car	P	Public transportation
	L	Limo	R	Rental car
	T	Taxi	W	Walk
		O	Other transportation	
<b>/V-150</b>	Room rate	V150 V-150 V150-200	Around \$150 Less than \$150 within \$150-200	
<b>/C-COR</b>	Rate Category			
<b>/@ACME</b>	Multi level code (negotiated rate)			
<b>/PC-XXXXXXXX</b>	Postal code XX – Country code YYYYYY – Postal / ZIP code (maximum 10 digits)			

e.g HOA20JAN-22JANSFO/D-10KN/R-CHINATOWN/B-\*2T/F-HEA+SAU+POO  
/P-HO/T-R/C-FMP

```
>HOA20JAN-22JANSFO/D-10KN/R-CHINATOWN/B-*2T/F-HEA+SAU+POO/P-HO/T
-R/C-FMP
UNMATCHED: T-R
CHINATOWN      CA 20JAN-22JAN  2NT 1ADULT   KM RATES FROM
1 O!SI SHERATON FISHERMANS SAN FRANCISCO CA    2NW USD  125
>HOC.... >HOD....
```

## Alternate Currency Display

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

Entry : **HOA\*R/SGD**

```
>HOA20JAN-22JANSFO/D-10KN/R-CHINATOWN/B-*2T/F-HEA+SAU+POO/P-HO/T
-R/C-FMP
  UNMATCHED: T-R
  CHINATOWN          CA 20JAN-22JAN  2NT 1ADULT   KM RATES FROM
1 O!SI SHERATON FISHERMANS SAN FRANCISCO CA      2NW SGD   181
  >HOC..... >HOD.....
```

### Important Note:

The converted rates are for informational purposes only and are not guaranteed. They should not be quoted to the client.

## Hotel Availability Display with booked segment

```
VW9SXA/79 SINNH C014792 AG 99999992 05JUN
1.1GALILEO/TESTMS
1. UA 896 Y 20JAN SINHKG HK1 0650 1025 O*      E TU 1
2. UA 856 Y 20JAN HKGSFO HK1 1250 0828 O*      E TU 1
3. UA 869 Y 30JAN SFOHKG HK1 1155 #1845 O*     E FR 2
4. UA 895 Y 31JAN HKGSIN HK1 2000 2340 O*     E SA 2
```

Entry : **/2+HOA-30JAN**

```
>HOA20JAN-30JANSFO/D-30M
  SAN FRANCISCO INTL CA 20JAN-30JAN 10NT 1ADULT MI
1 A !HY HYATT REG SAN FRAN 1333 BAYSHORE HWY      2SE
  239.00-284.00 USD
2 ES EMBASSY SFO AIRPORT 250 GATEWAY BLVD        3NW
  249.95-269.95 USD
3 A !YZ STAYBRIDGE SUITES A 1350 HUNTINGTON AVE    3NW
  139.99-249.99 USD
>HOA*PD. >HOC..... >HOD.....
```

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

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

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

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

#### Other Useful Commands

<b>HOA*R</b>	Redisplay HOA screen
--------------	----------------------

# Complete Availability

H/HOC

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

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

## Inside Availability Display

Entry : **HOC1** (where 1 = line number from HOA)

```

*HOC INSIDE* 20JAN-30JAN/1 ** RATES PERTAIN TO 1 ADULT **
EARN AA MILES AT HYATT - HODHY/PART
REF   NIGHTLY  HY 09974 HYATT REGENCY SAN F
      RATE           APPROX TTL
  1    203.15@    USD      1994.70 USD
          ADV PURCHASE* GUESTROOM
          1KING/2DDBL BED:SAN MATEO OR ATRIUM VIEW:
  2    203.15@    USD      1994.70 USD
          ADV PURCHASE* 1 KING BED
          1 KING BED:SAN MATEO OR ATRIUM VIEW:
>HOC*PD.                >N1INSIDE.
                          >HOV. .   >HOA*R.
    
```

Callout	Response	Description
1	*HOC INSIDE*	Identifies hotel participant level
2	REF	Line Number
	NIGHTLY	Rate Charges
	HY	Hotel chain code
	09974	RoomMaster® property number
	HYATT REGENCY SAN F	Hotel name
	203.15@ USD 1994.70 USD ADV PURCHASE* GUESTROOM 1KING/2DDBL BED:SAN MATEO OR ATRIUM VIEW:	Room and rate descriptions, can be 1-4 lines depending on the amount of information the vendor is returning. <b>Note:</b> A pillow (@) after the room rate indicates that the rate will change during the stay. A plus (+) after the room rate indicates that this rate was <i>not</i> displayed on the HOA or stored in RoomMaster.

## Non-Inside Availability

Entry : **HOC1** (where 1 = line number from HOA)

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

Callout	Response	Description
	20584	Unique property number
	R-SAN FRANCISCO INTL ARPT	Reference Point
	A1T	Room Type Code
	RAC	Rate Type Code
	09974	RoomMaster® property number
	MX	<p><b>N</b> Indicates room type is on request</p> <p><b>@</b> Indicates room rate changes during stay ( check Rules HOV )</p> <p><b>X</b> Indicates a cancellation penalty applies ( check Rules HOV)</p> <p><b>M</b> Indicates at least one meal is included in the rate ( check Description HOD1/MEAL )</p> <p><b>U</b> Indicates rate is not commissionable</p> <p>Room rate qualifiers</p>
	>HOV/.....	Rate Rules prompt. Tab and type in the complete booking code to check requirements and conditions or an individual rate i.e. HOV/S2QCOR

## Rules and Validation

H/HOV

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

Check the rules to verify such information as:

- Rate information
- Meal plan if any
- Rule information
- Acceptable forms of guarantees
- Cancellation policies
- Rate change during stay
- Room description information
- Property description
- Property location
- Whether a customer is eligible for a particular rate

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

Entry :	<b>HOV3</b>	From rate shown on line 3 of Inside Availability Display
	<b>HOV/A1KRAC</b>	From HOC for booking code A1KRAC for Non-Inside Availability vendors
	<b>HOVS2</b>	From booked segment number 2

Screen response:

```
**HOV1  INSIDE AVAILABILITY**  HY 09974 HYATT REG SAN FRAN
ADDRESS: 1333 BAYSHORE HIGHWAY  PHONE: 650-347-1234
        BURLINGAME CA 94010  FAX: 650-696-2669
WELCOME TO HYATT
*RATE*
  THIS RATE APPLIES TO 1 ADULT PLUS TAXES AND SURCHARGES
  KNGRACK          RACK RATE
  REGULARLY PUBLISHED ROOM RATES.
  USD              239.00  STARTING 20 JAN FOR 3 NIGHTS
                   139.00  STARTING 23 JAN FOR 3 NIGHTS
                   239.00  STARTING 26 JAN FOR 4 NIGHTS
                2090.00  SUB TOTAL FOR STAY
                2309.00  APPROX TOTAL INCL ALL KNOWN TAXES/FEES
HOV1  HY 09974          239.00 1 KING BED
  10.000 PERCENT COMMISSION
  TAX: 10.000 PERCENT
  TOURISM FEE: 1.00USD PER ROOM PER NT
*RULES*
  GUARANTEE: CC DPST CD NBR
  GUARANTEE CREDIT CARDS: AX CA CB DC DS JC VI
  DEPOSIT CREDIT CARDS: AX CB DC
  CANCEL BY 3PM PST 24 HOURS PRIOR TO ARRIVAL
*ROOM*
```

1 KING BED  
1 KING BED:SAN MATEO OR ATRIUM VIEW:  
360 SQ.FT:2-4 6TH FLOOR:WORK/DESK AREA  
HOV1 HY 09974 239.00 1 KING BED  
\*PROPERTY DESCRIPTION\*  
HY REG SAN FRAN AIRPORT  
PROPERTY OPENED: 19JUL88  
PROPERTY HAS 789 ROOMS AND 10 SUITES ON 10 FLOORS  
\*PROPERTY LOCATION\*  
LOCATION:  
AIRPORT/5 MINUTES FROM SAN FRANCISCO AIRPORT  
DIRECTIONS:  
101 SOUTH TO BROADWAY/BAYSHORE EXIT. HOTEL  
IS HIGHLY VISABLE FROM EXIT.

**Note:**

The rules response may vary for each hotel company, since you are directly accessing the hotel's reservation system.

Reference Sell

H/OHHL

N1A1KRAC/RA-1

Sell one room (non-inside link) with one rollaway for adult

N1B1QCOR/G-AX371019534732004EXP1109

Sell one room (non-inside link) with credit card guarantee

N1INSIDE/G-AX371019534732004EXP1109/SI-RE Q HIGHER FLOOR

Sell one room (inside link) with credit card guarantee and special service request

N1INSIDE/G-DPSTAX123456789012345exp1210

Sell 1 room with deposit to credit card

Screen Response:

```

3 HHL HY SS1 SFO 20JAN-30JAN 10NT 9974 HYATT REG SAN FRAN
1KNGRACK-1/RT-USD239.00/AGT99999992/G-AX123456789012345XP1009
/NM-GALILEO TESTMS
/RG-23900USD
/AT-230900USD
/CF-HY0014294363 23900 USD
INVALID ARC/IATA NUMBER
CXL:CANCEL BY 3PM PST 24 HOURS PRIOR TO ARRIVAL
RATE CHG 23JAN: 1PRS: 139.00
RATE CHG 26JAN: 1PRS: 239.00 *
OFFER CAR >CAL.

```

Upon \*R and \*SI

```

VW9SXA/79 SINNH C014792 AG 99999992 05JUN
1.1GALILEO/TESTMS
1. UA 896 Y 20JAN SINHKG HK1 0650 1025 O* E TU 1
2. UA 856 Y 20JAN HKGSFO HK1 1250 0828 O* E TU 1
3. HHL HY HK1 SFO 20JAN-30JAN 10NT 9974 HYATT REG SAN FRAN
1KNGRACK-1/RG-USD239.00/AGT99999992/G-AXXXXXXXXXXXXX0045EX
P1009/NM-GALILEO TESTMS/CF-HY0014294363 23900 USD*
4. UA 869 Y 30JAN SFOHKG HK1 1155 #1845 O* E FR 2
5. UA 895 Y 31JAN HKGSIN HK1 2000 2340 O* E SA 2

** OTHER SUPPLEMENTARY INFORMATION **
CARRIER RELATED
1. 1G HY9974ARR20JAN CXL:CANCEL BY 3PM PST 24 HOURS PRIOR TO-
ARRIVAL

```

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

**OHTLZZAK1MNLIN20DEC-OUT22DECDBLB-2/W-HOLIDAY INN  
MANILA\*MAKATI AVENUE\*METRO MANILA\*TEL  
1327508888/RT-USD150/CF-AA1234**

where	OHTL	=	Direct sell entry
	ZZ	=	Hotel chain code
	AK1	=	Number of rooms
	IN20DEC-OUT22DEC	=	Check-in/out dates
	DBLB	=	Room/Rate code
	2	=	No of pax occupancy
	/W-address	=	Freetext to input hotel address, use * to separate each line
	RT-USD150	=	Room rate (optional)
	CF-AA1234	=	Hotel confirmation number (optional)

### Important Note:

1. Once a hotel is sold, the Booking File must be end transacted to complete the booking entry. You should not select Ignore (I) or Ignore Redisplay (IR) because the booking may exist in the participant's computer system.
2. A confirmation number together with the asterisk (e.g **CF-HY0014294363 23900 USD\***) must be received before a booking is taken as confirmed.
3. When there is no confirmation number received, **do not** ignore the booking. Received and end transaction.

Check what is the hotel chain unique queuing pseudo city code and you may then send a queue message to them using vendor remark. (please refer to page for more information)

- GC\*11/HTL/HY (to check queuing code for Hyatt)
- V.HHY\*PLEASE UPDATE CONFIRMATION NUMBER FOR THE BOOKING+V.HHY\*GALILEO/TESTMS
- R.JAMIE
- QEB/VVJ

Once the booking file has been queued over, re-retrieved the booking file and input a Review Booking into the Booking File to check in 24 hours for the confirmation number to come in.

- RB.6JUN\*TO MONITOR FOR HYATT HTL CF NUMBER
- R.JAMIE
- E (to end transaction)

4. In the event of “**SIMULTANEOUS CHANGES**” occurs while trying to end transaction, **do not** ignore and redisplay (IR) the booking. Do the following steps:
  - Display the record \*R
  - Check where is the hotel segment that you have just booked reflected in the booking file.
  - Cancel the hotel segment. ( **X2** where 2 refers to the segment number)
  - You will see a cancellation number (CX- ), you may take down the cancellation number.
  - Do an **IR** to ignore and redisplay in order for the simultaneous changes to be updated into the booking file.
  - You may then proceed to rebook the hotel accordingly.
  
5. **Do not** perform multiple hotel transactions at the same time. Each transaction is to be performed individually and end transaction each time before commencing with the next transaction. For example to cancel the hotel and book a new one:
  - X3 (X3 where 3 refers to the segment number)
  - R.JAMIE (Received from)
  - ER (End transaction and redisplay record)
  - HOA10SEP-12SEPSFO (request new HOA )
  - SELL
  - R.JAMIE
  - ER
  
6. For **rate changes during stay**, when the reservation is confirmed, the /RG- field will contain just one rate value. This may be the check-in date rate, the majority rate for the stay, or the highest or lowest rate depending on how the chain's CRS supports the rate change.

Rate changes during stay will not be captured on the itinerary printout or reflected on the hotel segment. Thus agent will need to input the rate change during stay using the Associate Remarks.

Entry: RI.S2\*PLEASE TAKE NOTE THAT ROOM RATE CHANGES DURING STAY-20JAN TO 23JAN WILL BE CHARGED USD239.00 PER NITE- 23JAN TO 26 JAN WILL BE CHARGED USD139.00 PER NITE. -26JAN TO 30JAN WILL BE CHARGED USD239.00 PER NITE- EXCLUDING TAXES.

Upon \*RI

\*\* ITINERARY REMARKS \*\*

ASSOCIATED ITINERARY REMARKS

2. UA 856Y 20JAN HKG SFO
  1. PLEASE TAKE NOTE THAT ROOM RATE CHANGES DURING STAY
  2. 20JAN TO 23JAN WILL BE CHARGED USD239.00 PER NITE
  3. 23JAN TO 26JAN WILLBE CHARGED USD139.00 PER NITE
  4. 26JAN TO 30JAN WILL BE CHARGED USD239.00 PER NITE
  5. EXCLUDING TAXES.

7. Ensure the rate in the RoomMaster segment is booked as RG (rate guaranteed). RT (rate transmitted) is not guaranteed.

## Optional Sell Modifiers

H/HTL/

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

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

### **Important Note:**

Use the chain keyword **OPTI** to find out what optional fields are accepted by a vendor, and how the vendor will respond, for example, **HODFE/OPTI**

Prior to an optional request for an extra person (EX), adult roll-away (RA), child roll-away (RC) or a crib charge (CR), enter **HODXX/OPTI** (replace XX with the vendor code) to ensure that the vendor accepts the request.

Most vendors who do not accept requests will return charge as 0.00 which may lead to the misconception that it is confirmed at no extra cost.

## Cancel Hotel Segment

Hotel segment **MUST** be cancelled by using the entries listed below no matter the booking file is created mode or already end-transacted.

**X2** hotel segment must be cancelled correctly using X and the segment number.

Cancellation number is reflected either in Service Information field (\*SI) or Vendor Remark (\*VR)

```
** OTHER SUPPLEMENTARY INFORMATION **
CARRIER RELATED
1. HY HHLHYXX1SFO20JAN/CX-XNG2DNX*
```

From booking file history:

```
XS HHL HY 20JAN SS/HK1 SFO 30JAN 10NT 9974 HYATT REG SAN FRAN
1KNG-RACK-1/RG-USD239.00/AGT99999992/G-VIXXXXXXXXXXXXXX1111E
XP1209/SI-PREBOOK ARR UA856 20JAN HKSFO/NM-GALILEO TESTMS/C
F-HY0014294363 *
XT T*
* SERVICE INFORMATION HISTORY EXISTS >*HSI*
XES APPROXIMATE TOTAL RATE - 2309.00USD/EXT 1
RCVD-AN/C014792
CRDT- SIN/795E/1G AG 79 0859Z/10JUN
```

From \*HSI

```
***** SERVICE INFORMATION HISTORY VW9SXA *****
** CARRIER RELATED **
AO HY HHLHYXX1SFO20JAN/CX-XNG2DNX*
RCVD-AN/C014792
CRDT- SIN/795E/1G AG 79 0859Z/10JUN
```

### Important note:

1. Never use cancel itinerary (**XI**) or ignore (**I**)
2. For all hotel cancellations a cancellation reference number **CX-** is required. Cancellation number may be captured in Service Information field (**\*SI**) or Vendor Remark field (**\*VI**). If no cancellation reference number **CX-** is returned the reservation should not be considered cancelled and a no-show charge may be levied by the vendor.

**A cancellation reference number is required for each reservation cancelled.**

3. In the event there is a delay and no cancellation number is received when hotel segment is cancelled. Input a REVIEW BOOKING to be reminded to monitor for the return of the cancellation number.

Check what is the hotel chain unique queuing pseudo city code and you may then send a queue message to them using vendor remark. (please refer to page 24 for more information)

- GC\*11/HTL/HY (to check queuing code for Hyatt)
- V.HHY\*PLEASE UPDATE CANCELLATION NUMBER FOR THE BOOKING+V.HHY\*GALILEO/TESTMS
- R.JAMIE
- QEB/VVJ

Once the booking file has been queued over, re-retrieved the booking file and input a Review Booking into the Booking File to monitor for the confirmation number to come in.

- RB.6JUN\*TO MONITOR FOR HYATT HTL CX NUMBER
- R.JAMIE
- E (to end transaction)

If still no response after monitoring, please call our Helpdesk to assist in obtaining the cancellation number.

4. Should you received a No-show charge for a reservation which has been cancelled and a cancellation reference has been received. Ensure cancellation was made as per the cancellation policy at the time of reservation displayed on the HOV or returned via the SI remark.  
If you have made the cancellation outside of the penalty period please contact the vendor enclosing the cancellation policy and the cancellation reference number.

Should you not receive a satisfactory conclusion from the vendor within four weeks. Please obtain a case reference number from the vendor and contact Helpdesk for further investigation. Unfortunately Galileo is not able to investigate instances where no cancellation reference number has been received.

When contacting the vendor or Galileo please ensure you include the following information.

- GALILEO LOCATOR
- VENDOR CONFIRMATION NUMBER
- VENDOR CANCELLATION REFERENCE NUMBER
- GUEST NAME
- ARRIVAL AND DEPARTURE DATE
- COPY OF HOTEL INVOICE REGARDING NO-SHOW CHARGES
- HOTEL NAME AND ROOMMASTER REFERENCE

5. In addition, please take note that the history for hotel bookings will only be kept in the host for 6 months. Therefore, any claims or issues must be filed within the 6 months period with supporting documents (credit card statement).

## Hotel Reference Point

H/HOR

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

Entry: **HORSFO**

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

Request availability by using the line number: **HOA17/18AUG-19AUG**

```
>HOA18AUG-19AUGSFO/R-CHINATOWN/D-30M  
CHINATOWN CA 18AUG-19AUG 1NT 1ADULT MI RATES FROM  
1  A!HI HOLIDAY INN EXPRESS SAN FRANCISCO CA 1NW USD 153  
2  A!IC INTERCONTINENTAL MA ONE NOB HILL 0W USD 144  
3  A!KC SIR FRANCIS DRAKE 450 POWELL STREET 0SW USD 135  
4  A!KC PRESCOTT HOTEL 545 POST STREET 1SW USD 149  
5  A YX LARKSPUR UNION SQ SAN FRANCISCO CA 0SW USD 110  
6  A!KC SERRANO HOTEL 405 TAYLOR STREET 1SW USD 151  
7  A!KC HOTEL PALOMAR SF 12 4TH ST AT MARKET 1S USD 207  
8  FA FAIRMONT SAN FRAN UNION SQUARE 0W USD 399  
9  A JV HOTEL ADAGIO SFO 550 GEARY STREET 1SW USD 136  
10 A!OM OMNI SAN FRANCISCO 500 CALIFORNIA ST 0E USD 179  
11 A MR CLIFT 495 GEARY STREET 1SW USD 285  
>HOA*PD. >HOC*. . . >HOD*. . .
```

Request availability using reference point: **HOA24JAN-26JANSFO/R-CIVIC CENTRE**

To redisplay the reference point **HOR\*R**

## Hotel Description

H/HOD

### Chain Description

Chain description contain generic details about the hotel chain. e.g commission payment, booking guidelines etc.

Entry: **HODHY**

```
>HOD23JULHY
  HY  HYATT HOTELS AND RESORTS
FOR COMPLETE AVAILABILITY AND PROMOTIONAL RATES SEE **HOC**
      ***** KEYWORDS *****
  0 BOOK  BOOKING GUIDELINES          1 CANC  CANCELLATION POLICY
  2 COMM  COMMISSION                   3 CONT  CONTACTS
  4 CORP  CORPORATE RATES              5 CRED  CREDIT CARD POLICIES
  6 MULT  MULTILEVEL RATES             7 DPST  DEPOSIT POLICY
  9 FAMI  FAMILY PLAN                  10 FREQ  FREQUENT TRAVELER
  11 GRPS  GROUP INFO                  12 GUAR  GUARANTEE POLICY
  13 HELP  CUSTOMER SERVICE            14 HOUR  HOURS OF OPERATION
  15 INDX  INDEX                       16 LINK  INSIDE LINK
>HOD*PD.                               >HOD/.
```

### Property Description

Property description contain detailed information about a specific hotel property. e.g. address, services, facilities etc.

Entry : **HOD2**            From availability or Index Display  
         **HODS2**        From a booked segment number 2  
         **HOD09974**    Direct input using property number

```
>HOD23JUL09974
      HY 09974 HYATT REGENCY SAN FRANCISCO AIRPORT
ADDRESS: 1333 BAYSHORE HIGHWAY        FROM: SFO 003K SE
          BURLINGAME CA US 94010      CKIN: 3PM
                                         CKOUT: 12N
PHONE:    1-650-3471234                FAX:    1-650-696-2669
RATING:   AAA-3 DIAMONDS
      ***** KEYWORDS *****
  0 BOOK  BOOKING GUIDELINES          1 CANC  CANCELLATION POLICY
  2 COMM  COMMISSION                   3 CONT  CONTACTS
  4 CORP  CORPORATE RATES              5 CRED  CREDIT CARD POLICIES
  6 DIRS  DIRECTIONS TO HOTEL          7 DPST  DEPOSIT POLICY
>HOD*PD.                               >HOD/.
```



## Hotel Index

## H/HOI

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

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

Entry:       **HOISFO**  
              **HOISFO/xx**     (Hotel Index with specific vendor code)

>HOI23JUL-1NTSFO/D-48K				
	SAN FRANCISCO INTL CA	LOCATION		KM DIR
1	!CP CROWNE PLAZA INTERN	A	1177 AIRPORT BLVD	5SE
2	!HI HOLIDAY INN EXPRESS	A	373 SOUTH AIRPORT BL	5NW
3	!HI HOLIDAY INN EXPRESS	A	1250 BAYSHORE HWY	5SE
4	!HI HOLIDAY INN AIRPORT	A	275 S. AIRPORT BLVD	5NW
5	!YZ STAYBRIDGE SUITES A	A	1350 HUNTINGTON AVE	5NW
6	ES EMBASSY SFO AIRPORT	A	250 GATEWAY BLVD	5NW
7	LM CITIGARDEN HOTEL	A	245 SOUTH AIRPORT BL	5NW
8	!DI DI SAN FRANCISCO	A	1550 EL CAMINO REAL	2W
>HOI*PD·				
>HOC· . . .				

Screen description:

Callout	Response	Description
1	HOI23JUL-1NTSFO/D-48K	Repeat Entry and default distance from reference point
2	SAN FRANCISCO INTL	Reference Point
3	!	Best Available Rate indicator.
	YZ	Vendor Chain Code
	STAYBRIDGE SUITES A	Property Name
	A	Location of Property
	1350 HUNTINGTON AVE	Property Address
	5NW	Distance and direction from reference point.

### Converting Index to Availability Display

**HOA2**                             Display Basic Availability from Index line 2  
**HOA2/10NOV-13NOV**             For period 10NOV-13NOV

**HOC3**                             Display Complete Availability from Index line 3  
**HOC3/15NOV-2NT/2**             For period 15NOV-17NOV, double occupancy

### Other useful commands

**HOI\*R**                             Redisplay hotel Index page

## Hotel Modification

## H/HOM

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

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

Entry:

<b>HOM1D/1JAN-10JAN</b>	Change check-in/out date for segment 1
<b>HOM1R/1A1K-1</b>	Change room type to one A1K for single occupancy for segment 1
<b>HOM3O/FT-</b>	Add a frequent traveller number to segment 3
<b>HOM2X/RA</b>	Delete rollaway for segment 2
<b>HOM4X/SI</b>	Delete special information for segment 4

### .Important Note:

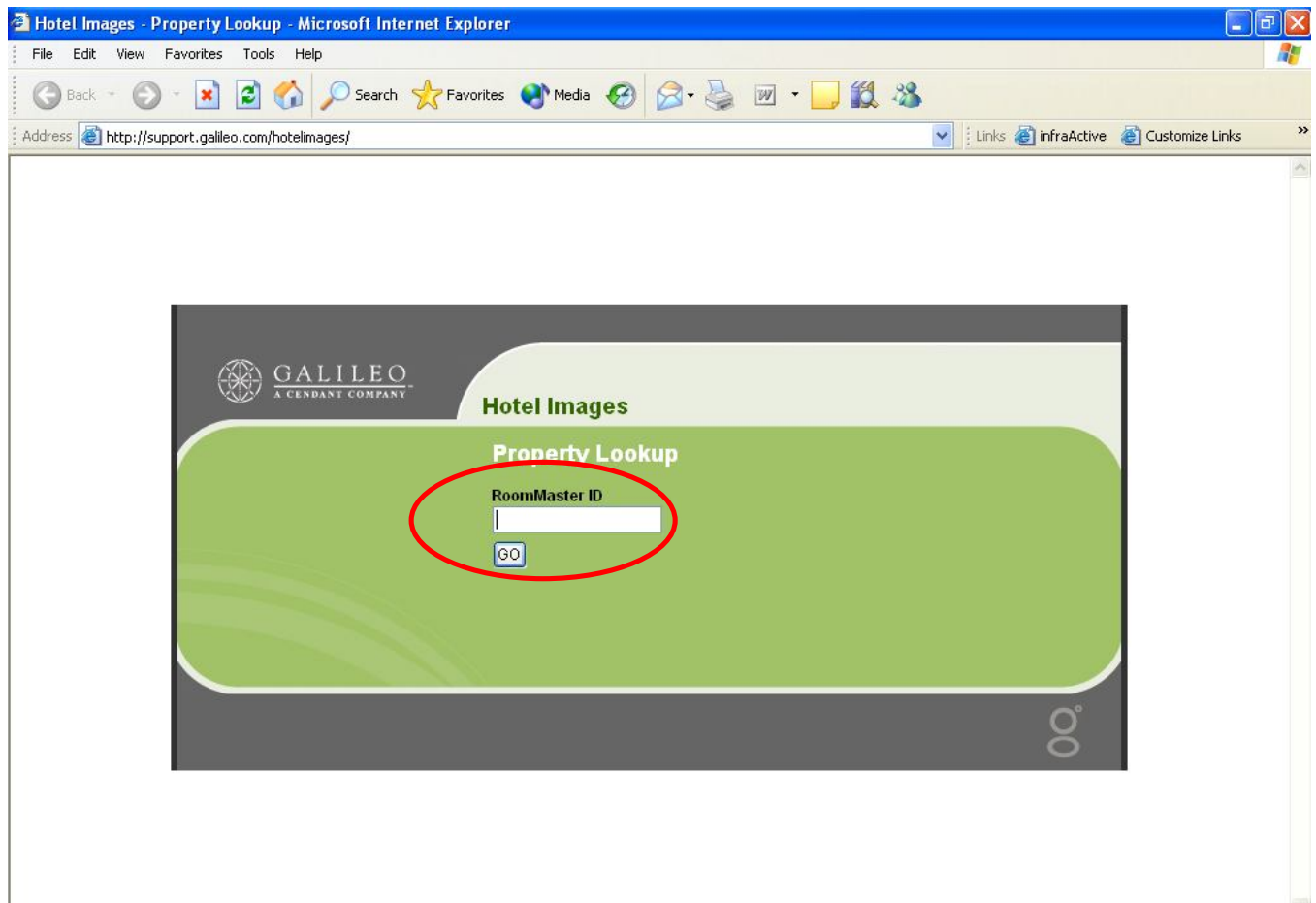
1. The hotel modification function (HOM) actually generates a message to cancel and then rebook the hotel using the new information assuming there is space available. This applies to changes using the D and R modifiers. The rates are also subject to change.  
  
To avoid these situations, check availability and rates before you modify a hotel segment.
2. The option field modifier (O) does not send a cancel and rebook message except when change the **GUARANTEE** information (**G-**)
3. You will not be able to modify a RoomMaster hotel reservation after the guest has checked in. You will have to contact the vendor directly to amend the reservation.
4. **Do not** perform multiple hotel transactions at the same time. Each transaction is to be performed individually and end transact each time before commencing with the next transaction. For example to advise late arrival and frequent guest

- **HOM3O/SI-PRE-BOOK ARR SQ321/20JUN SINSFO**
- R.JAMIE (Received from)
- ER (End transaction and redisplay record)
- HOM3O/FG-HY12345
- R.JAMIE
- ER

## Hotel Images

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

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



## **Important Note:**

1. Once a hotel is sold, the Booking File must be end transacted to complete the booking entry. You should not select Ignore (I) or Ignore Redisplay (IR) because the booking may exist in the participant's computer system.
2. A confirmation number together with the asterisk (e.g **CF-HY0014294363 23900 USD\***) must be received before a booking is taken as confirmed.
3. When there is no confirmation number received, **do not** ignore the booking. Received and end transaction.

Check what is the hotel chain unique queuing pseudo city code and you may then send a queue message to them using vendor remark. (please refer to page for more information)

- GC\*11/HTL/HY (to check queuing code for Hyatt)
- V.HHY\*PLEASE UPDATE CONFIRMATION NUMBER FOR THE BOOKING+V.HHY\*GALILEO/TESTMS
- R.JAMIE
- QEB/VVJ

Once the booking file has been queued over, re-retrieved the booking file and input a Review Booking into the Booking File to check in 24 hours for the confirmation number to come in.

- RB.6JUN\*TO MONITOR FOR HYATT HTL CF NUMBER
- R.JAMIE
- E (to end transaction)

4. In the event of "**SIMULTANEOUS CHANGES**" occurs while trying to end transaction, **do not** ignore and redisplay (IR) the booking.

Do the following steps:

- Display the record \*R
- Check where is the hotel segment that you have just booked reflected in the booking file.
- Cancel the hotel segment. ( **X2** where 2 refers to the segment number)
- You will see a cancellation number (CX- ), you may take down the cancellation number.
- Do an **IR** to ignore and redisplay in order for the simultaneous changes to be updated into the booking file.
- You may then proceed to rebook the hotel accordingly.

5. **Do not** perform multiple hotel transactions at the same time. Each transaction is to be performed individually and end transact each time before commencing with the next transaction. For example to cancel the hotel and book a new one:

- X3 (X3 where 3 refers to the segment number)
- R.JAMIE (Received from)
- ER (End transaction and redisplay record)
- HOA10SEP-12SEPSFO (request new HOA )
- SELL
- R.JAMIE
- ER

6. For **rate changes during stay**, when the reservation is confirmed, the /RG- field will contain just one rate value. This may be the check-in date rate, the majority rate for the stay, or the highest or lowest rate depending on how the chain's CRS supports the rate change.

Rate changes during stay will not be captured on the itinerary printout or reflected on the hotel segment. Thus agent will need to input the rate change during stay using the Associate Remarks.

Entry: RI.S2\*PLEASE TAKE NOTE THAT ROOM RATE CHANGES DURING STAY-20JAN TO 23JAN WILL BE CHARGED USD239.00 PER NITE-23JAN TO 26 JAN WILL BE CHARGED USD139.00 PER NITE.-26JAN TO 30JAN WILL BE CHARGED USD239.00 PER NITE- EXCLUDING TAXES.

#### Upon \*RI

\*\* ITINERARY REMARKS \*\*

ASSOCIATED ITINERARY REMARKS

2. UA 856Y 20JAN HKG SFO
  1. PLEASE TAKE NOTE THAT ROOM RATE CHANGES DURING STAY
  2. 20JAN TO 23JAN WILL BE CHARGED USD239.00 PER NITE
  3. 23JAN TO 26JAN WILLBE CHARGED USD139.00 PER NITE
  4. 26JAN TO 30JAN WILL BE CHARGED USD239.00 PER NITE
  5. EXCLUDING TAXES.

7. Ensure the rate in the RoomMaster segment is booked as RG (rate guaranteed). RT (rate transmitted) is not guaranteed.

8. Use the chain keyword **OPTI** to find out what optional fields are accepted by a vendor, and how the vendor will respond, for example, **HODFE/OPTI**

9. Prior to an optional request for an extra person (EX), adult roll-away (RA), child roll-away (RC) or a crib charge (CR), enter **HODXX/OPTI** (replace XX with the vendor code) to ensure that the vendor accepts the request.

10. Never use cancel itinerary (**XI**) or ignore (**I**).

11. For all hotel cancellations a cancellation reference number **CX-** is required. Cancellation number may be captured in Service Information field (**\*SI**) or Vendor Remark field (**\*VI**). If no cancellation reference number **CX-** is returned the reservation should not be considered cancelled and a no-show charge may be levied by the vendor.

**A cancellation reference number is required for each reservation cancelled.**

12. In the event there is a delay and no cancellation number is received when hotel segment is cancelled. Input a REVIEW BOOKING to be reminded to monitor for the return of the cancellation number.

Check what is the hotel chain unique queuing pseudo city code and you may then send a queue message to them using vendor remark. (please refer to page 24 for more information)

- GC\*11/HTL/HY (to check queuing code for Hyatt)
- V.HHY\*PLEASE UPDATE CANCELLATION NUMBER FOR THE BOOKING+V.HHY\*GALILEO/TESTMS
- R.JAMIE
- QEB/VVJ

Once the booking file has been queued over, re-retrieved the booking file and input a Review Booking into the Booking File to monitor for the confirmation number to come in.

- RB.6JUN\*TO MONITOR FOR HYATT HTL CX NUMBER
- R.JAMIE
- E (to end transaction)

If still no response after monitoring, please call our Helpdesk to assist in obtaining the cancellation number.

13. Should you received a No-show charge for a reservation which has been cancelled and a cancellation reference has been received. Ensure cancellation was made as per the cancellation policy at the time of reservation displayed on the HOV or returned via the SI remark.

If you have made the cancellation outside of the penalty period please contact the vendor enclosing the cancellation policy and the cancellation reference number.

Should you not receive a satisfactory conclusion from the vendor within four weeks. Please obtain a case reference number from the vendor and contact Helpdesk for further investigation. Unfortunately Galileo is not able to investigate instances where no cancellation reference number has been received.

When contacting the vendor or Galileo please ensure you include the following information.

- GALILEO LOCATOR
- VENDOR CONFIRMATION NUMBER
- VENDOR CANCELLATION REFERENCE NUMBER
- GUEST NAME
- ARRIVAL AND DEPARTURE DATE
- COPY OF HOTEL INVOICE REGARDING NO-SHOW CHARGES
- HOTEL NAME AND ROOMMASTER REFERENCE

In addition, please take note that the history for hotel bookings will only be kept in the host for 6 months. Therefore, any claims or issues must be filed within the 6 months period with supporting documents (credit card statement).

14. The hotel modification function (HOM) actually generates a message to cancel and then rebook the hotel using the new information assuming there is space available. This applies to changes using the D and R modifiers. The rates are also subject to change.

To avoid these situations, check availability and rates before you modify a hotel segment.

- . The option field modifier (O) does not send a cancel and rebook message except when change the **GUARANTEE** information (**G-**)
15. You will not be able to modify a RoomMaster hotel reservation after the guest has checked in. You will have to contact the vendor directly to amend the reservation.
  16. **Do not** perform multiple hotel transactions at the same time. Each transaction is to be performed individually and end transact each time before commencing with the next transaction.

For example to advise late arrival and frequent guest

- HOM30/SI-PRE-BOOK ARR SQ321/20JUN SINSFO
- R.JAMIE (Received from)
- ER (End transaction and redisplay record)
- HOM30/FG-HY12345
- R.JAMIE
- ER