



CarMaster Course



Table of Contents

Topic	Page
CarMaster	1
Vendor Link	2
Encode and Decode	3
Queuing Message to Hotel Vendor	3
Car Index	4
Car Availability	5
Search Qualifiers	7
Car Validation	11
Car Description	13
Reference Sell	14
➤ Selling For One Way Rentals/Drop Off Points	15
➤ Selling with Delivery and Collection	16
➤ Car Passive Segment	16
Car Modification	17
Cancel Car Segment	17

CARMASTER

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.

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.

VENDOR LINK

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.

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.

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.

Encode and Decode

GC*12/CAR/ZE
GC*12/CAR/AVIS

Decode car vendor ZE
 Encode car vendor Avis

CHAP 12-CARMASTER	PAGE 1-CAR
PARAGRAPH-ZE	
\$\$ZE HERTZ	INSIDE AVAILABILITY
QUEUE CITY: VWA	

Field:	Description:
ZE	2 letter Vendor Code
VWA	Queuing Psuedo City Code Blank indicates that vendor is not participating in Vendor Queuing.

Queuing Message to Car Vendor

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

Step in Queuing:

- | | |
|---------------------------|-------------------------------------------------------|
| 1. *RLOC | Display Booking File Reference |
| 2. V.CZE*FREE TEXT | Send message to Hertz (ZE)
via Vendor Remarks |
| 3. R.P | Received From |
| 4. QEB/VWA | Queue Booking File on vendor's
queuing address VWA |

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

Car Index

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

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.

CAILON or **CAILHR**

CAILHR/ZE

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.

If a city only has one code – for instance **AMS**, then type the city name in full to get city location pick up or drop off points. Otherwise it defaults to the airport location

```

>CAI28JULLON
LONDON          * TU 28JUL          *          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 SX +SIXT     LONC07   LONDON EDGEWARE ROAD           1NW
  7 AL +ALAMO     LONC78   LONDON BAYSWATER                1W
  8 ZL +NATIONA   LONC08   LONDON BAYSWATER                1W
>CAI*PD·                                P 1
  
```

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

Car Availability

H/CAL

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 clients needs.

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
20OCT-27OCT	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:

```

>CAL20OCT-27OCTMIA/ARR-0900/DT-1600
MIAMI INTL          FL * TU 20OCT 9:00A -27OCT * STND/PROM * USD
A:  @ UPSSELL  ! ALTERNATE      RATE AMT  FM  CHG  APPROX TOTAL
  1  +HERTZ    T  S G  ECAR      238.00 RW UNL  .00    277.67
  2  +HERTZ    T  S G  CCAR      269.00 RW UNL  .00    313.83
  3  +AVIS     T  S G  ECAR      194.00 RW UNL  .00    334.47
  4  +AVIS     T  S G  EDAR      194.00 RW UNL  .00    334.47
  5  +HERTZ    T  S G  ICAR      297.00 RW UNL  .00    346.50
  6  +ADVANTA  O  S G  ECAR      209.00 RW UNL  .00    351.34
  7  +ADVANTA  O  S G  CCAR      209.00 RW UNL  .00    351.34
  8  +ADVANTA  O  S G  ICAR      215.00 RW UNL  .00    359.79
  9  +BUDGET   T  S G  ECAR      204.00 RW UNL  .00    360.58
>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
USD	Rates displayed in local currency
A:	Column A
@ UPSSELL ! ALTERNATE	@ symbol indicates upsell opportunities. ! indicates alternative vehicle to what was requested
1	Line number

+HERTZ	+ Inside Availability vendor 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 (See Car Type Code on following page)
RATE AMT 238.00	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 277.67	Approximate Total for complete Rental including taxes, local license fees etc. (see CAV for more detailed inclusions)
>CAL*PD	To see more rates and car type
CAL*VENDOR-ALERTS	For vendor alerts

Search Qualifiers

Car Types Code

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.

- The meaning of the 3rd character of the car type code currently used to define Transmission is enhanced to add 'Drive'. For example:
 - Manual, **4-Wheel Drive**
 - 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:
 - **Diesel** with A/C
 - **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:
 - 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

/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

/CD-ZIA1123456 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

/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

/PC-ZE987654 Display Car types and rates associated with a promotional code. (Must be preceded by vendor's two character vendor code)

Rate Type / Category / Code / Value

/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.

Car Validation

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.

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

```

** HERTZ    INSIDE AVAILABILITY RULES DISPLAY **    SELL >01A2.
HERTZ IS A GALILEO INSIDE AVAILABILITY PARTICIPANT
HERTZ HAS OVER 7000 LOCATIONS IN OVER 140 COUNTRIES

*SUMMARY INFORMATION*
ARRIVAL  9:00A TU 20OCT MIAT15 / RETURN    4:00P TU 27OCT
CCAR  DESCRIPTION: FORD FOCUS OR SIMILAR
ESTIMATED BASE RATE:                    313.83 USD
APPROX TOTAL COST OF RENTAL:            313.83 USD

*RATE DETAIL*
BASE RATE INCLUDES:  DAY/HOUR CHARGES
                    VEH LIC COST RECV   AIRPORT FEE

)>

```

The above 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:

```

                    TRANSACTION FEE    TAX
                    LDW                SLI
                    OMB FEE

APPROX TOTAL INCLUDES:  BASE RATE PLUS TAXES AND SURCHARGES
WEEKLY:      (* 1WK)      269.00 USD UNL FM-      .00MI
EXTRA DAY:   (* 1XD)      44.83 USD UNL FM-      .00MI
EXTRA HOUR:  (* 0XH)      33.63 USD UNL FM-      .00MI
RATE GUARANTEE PERIOD: 28JUL09-28JUL10
RATE CODE:  AUAWU  - AFFUSA ALL INC WKLY
RATE TYPE/CATEGORY:  WEEKLY / PROMOTIONAL

*TAXES*
TAX

```

The above screen display the break down of the rate, the rate code, rate type and taxes which are included in the base rate.

Screen Response after MD:

```
*COVERAGE*
LDW                0                - INCLUDED IN BASE RATE
SLI                0                - INCLUDED IN BASE RATE
  * TAXES APPLY TO ALL CHARGES MARKED BY AN ASTERISK

*ADVANCE BOOKING AND PICKUP/RETURN RULES*
ADV BOOK:   8 HOUR/S                PICK UP EARLIEST:
MIN DAYS:   5 DAY/S                PICK UP LATEST:
MAX DAYS:   7 DAY/S                RETURN LATEST:
MAX RENT:   27 DAY/S
ONE-WAY RENTAL: NOT ALLOWED - RETURN TO PICKUP LOCATION ONLY

*PICKUP/RETURN LOCATION SUMMARY*
)>
```

On the above 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

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.

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, Coverages, 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.

CADZI	Corporate description menu of ZI
CADZDLAX	Description for specific location e.g. ZD in LAX
CADZILONC01	To display off airport location information using vendor code and location code
CADS2	Description of car segment 2 under booking file
CADZE/2	Display subject 2 from description menu of ZE
CADA1	Display from car availability line 1

Screen Response:

```
>CAD28JULZI
CORPORATE POLICY - AVIS RENT A CAR SYST                28JUL

-----
01 AGE      AGE REQUIREMENT          02 CARS    CAR/VEHICLE TYPES
04 DROP     DROPOFF/ONEWAYS            05 EXPR    EXPRESS SERVICE
06 GAS      REFUELING POLICY           07 HOURS   HOURS-OPER/BUSNS
08 INS      INSURANCE/COVERAGE        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
22 PROM     PROMO/MARKET INFO         25 POLY    POLICIES/RQIRMENTS
>CAD/ ·                >CADMENU*PD ·                P 1
```

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

- **CAD6**
- **CAD/01+02+04**
- **CAD/AGE+CARS+DROP**
- **CAD/AGE+02+HOURS**

Reference Sell

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

01A2	Sell one car from column A line 2
01A2/SI-2 DOORS	Sell one car with SI-special information
01A2/CD-72014	Sell one car with Corporate discount number
01A2/SQ-CST	Sell one car with special equipment Child safety seat

```
1 CCR ZE SS1 MIA 20OCT - 27OCT ECAR/BS-99999992/PUP-MIAT15/AR
R-0900/RC-APNL/DT-1600
/NM-GALILEO TEST
/RG-USD209.00WY-UNL MI XD 41.80 UNL
/CF-E4530309197
/AT-USD351.34-UNL FM 1WY 1DY 0HR 100.54MC
```

```
APPROX TTL INC LDW-TAX-TRF-AP SVC CHG-VLCR-ENRGY SRCHG
MIN AGE 21 - MOST CAR CLASSES. 21-24 RATE DIFFERENTIAL APPLIES
IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
QUALIFIERS CHANGED AT TIME OF SELL - NEW RATE RETURNED
TVL TO US REQUIRES MACHINE READABLE PASSPORT AFTER JUNE 26 2005
*
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.

Upon *R

```
1.1GALILEO/TEST
1. CCR ZE SS1 MIA 20OCT-27OCT ECAR/RG-USD209.00WY-UNL MI XD 41
.80 UNL/BS-99999992/PUP-MIAT15/ARR-0900/RC-APNL/DT-1600/NM-G
ALILEO TEST/CF-E4530309197*
*** ADDITIONAL ITINERARY DATA EXISTS ***>*.]
```

Response:	Description:
1. CCR ZE SS1 MIA 20OCT-27OCT	Seg1, Car Segment with Hertz Secured Sold 1 in Sydney from 20OCT-27OCT
ECAR	Car Type Code
RG-USD209.00WY-UNL MI	Rate Guaranteed is AUD310.20 on a weekly rental with unlimited free kilometres/miles
XD 41.80 UNL	Extra Day charge 41.80 also unlimited free kilometres/miles
/BS-	Booking Source – usually the IATA number
PUP-MIAT15	Pick up Point and Location code
/ARR-0900	Pick up Time

RC-APNL	Rate Code applied by vendor
/DT-1600	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 for *I

1. CCR ZE SS1 MIA 20OCT-27OCT ECAR/RG-USD209.00WY-UNL MI XD 41 .80 UNL/BS-99999992/PUP-MIAT15/ARR-0900/RC-APNL/DT-1600/NM-G ALILEO TEST/CF-E4530309197* /APPROXIMATE TOTAL RATE-USD351.34-UNL FM 1WY 1DY 0HR 100.54M C

Selling For One Way Rentals/Drop Off Points

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.**

You will 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.

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.

01A2/DO-FRAC06

Sell one car with drop off location code
FRAC06 (refer CAIFRA)

Selling with Delivery and Collection

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.

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.

Passive Car Segment

0CCRZEAK1FCO20NOV-25NOVECAR/ARR-0900/DT-1200/RT-EUR85/CF-AA1234

where	0CCR	=	Direct sell entry
	ZE	=	Car chain code
	AK1	=	Number of car (passive segment)
	20NOV-25NOV	=	Pick up/drop off dates
	ECAR	=	Car type code
	ARR-0900	=	Pick up time
	DT-1200	=	Drop off time
	RT-EUR85	=	RT (optional)
	CF-AA1234	=	Car confirmation number

Car Modification

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

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 modify denied. This applies to changes using the **D** and **T** modifiers.

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

D	Date
T	Car Type
O	Adding or changing optional field
X	Delete optional field

CAM1D/12MAY-14MAY	Rebook segment to pickup and drop off date
CAM2T/ECAR	Rebook car type
CAM2X/G	Delete guarantee information

Cancel Car Segment

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.

X2	Cancel specific car segment (segment 2)
XC	Cancel all car segments in the booking file

***NEVER USE XI OR I FOR IGNORE**