Sabre GDS Hotel System

User Manual
Managing Data

Prepared for
Hotel Associate Customers of Sabre Holdings

Prepared by
Sabre
Hotel Product Support

January 24, 2014

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Sabre GDS Hotels Overview

Sabre Holdings is the industry leader in travel distribution, selling more room nights globally than any other travel distribution company in the world. The Sabre GDS is the world's largest GDS and connects over 174,000 hotels with over 400,000 travel agents to help hoteliers capture both leisure and high-volume corporate business.

SABRE Hotels is the product within SABRE which provides the ability to search, view and book participating Hotel Associates. The information within SABRE Hotels is input by the Hotel Associates themselves using a variety of functions which are provided to the Associates.

The current SABRE Hotels product provides many state of the art functions which enhance the ability of the Associates to provide the Subscriber with the most up to date information available. These functions/products include Direct Connect Sell which sends reservation entries directly to participating Hotel Associates across high speed communication lines as well as Direct Connect Availability which sends availability related entries across high speed communication lines directly to participating Hotel Associates. These products allow the Subscriber to access and confirm information directly with the Associate's reservation system.

Audience

The audience for this document is intended to be the Hotel Associate customers of Sabre Holdings (hereafter referred to as "Hotel Associates") or their outsourced Providers (hereafter referred to as "Providers") acting as data providers to Sabre Holdings on behalf of our Hotel Associate customers.

Document Purpose

This manual is a comprehensive user guide for processing and managing Sabre GDS Hotels data via the following Methods:

Native Sabre – TPF

Native Sabre entries are structured format commands used in the traditional Sabre "green screen" (now accessed through Sabre Red Workspace) to add, modify, request, and retrieve information from Sabre. TPF translates as Transaction Processing Facility.

eHotels GUI

The eHotels GUI is actually a web-based User Interface which allows the Hotel Associate to enter and modify hotel content, which will be displayed in Native Sabre.

Contact Information

Function	Contact
Hotel Switchover e-mail	switchovers@sabre.com
Fax number for switch letters	682-605-8848
Hotel Operations Desk Phone Number	1-800-771-9764
Geo-Code e-mail	GeoUpdateTeam@sabre.com
Hotel Deletion email	hoteldeletion@sabre.com
Property New Builds	eHotels - http://hoteleservices.sabre.com/ehotels.html
Points of Interest	Submission tool - http://hoteleservices.sabre.com/tools_front.htm
Rate Assured	assured@sabre.com
General email box & all other issues	hotel.desk@sabre.com

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Native Sabre/TPF User Guide

This section is devoted to the management of
Hotel Content in Native Sabre/TPF

Getting Started

This section is a guide for entering and modifying Hotel content using Native Sabre (TPF) formats. The section should not be referenced when seeking information for entering data manually through the eHotels GUI or Sabre WebServices

Login

Type SI, Sabre ID, and PCC with no space between - SI######XXX.

```
SIGN IN A
SI123456XXX
```

Enter

Type Password

```
AGENT SIGN IN
 CURRENT PASSCODE                ID  <123456>  SUF  <XXXSO>
 DUTY CODE    <.> AREA   <A>   NEW PASSCODE
```

Enter

Business Rules:

- The Sabre system requires the user to select a new password every 90 days.
- Passcodes must contain a combination of seven or eight alphanumeric characters including at least one numeric character /ABCDEF1/ and at least one alpha character /1234567A/.
- All alpha characters allowed except Q and Z.
- Characters may not be repeated more than two times in succession. For example, the system allows AAB2AAB4. It does not allow 11A1111.
- User may not reuse last four passcodes
    - Passwords not allowed include a database of commonly used words, proper names, and keyboard sequences and abusive and foul language
    - If choosing one of the banned words, an error response is generated: CONTAINS RESTRICTED WORD - NEW PASSCODE UNACCEPTABLE
- Use your tab key to move between fields. Use Shift + Tab to move backwards.

Return

Hotel Property Description

NEW HOTEL REQUEST

New Hotel requests must be made in the eHotels GUI, https://hotels.sabre.com/login.jsp either manually or via Sabre WebServices or through a third party system. Please go to Property Request for instructions.

Once the new property request has been approved and the property number returned, the Hotel Property Description (HOD) may be created and updated. The Sabre Hotel Desk reserves the right to monitor each HOD and, if necessary, request the removal of specific information. If requested, the Associate will have 24 hours to delete the information. After 24 hours, the Sabre Hotel Desk may remove the information.

Return

Hotel Property Description

QUICK REFERENCE

Action		Entry Example
Display Property Information Display HOD Agency View		**HODPPPP**
	Display Category I First	**HODPPPP/*HOD1**
	Display Category II First	**HODPPPP/*HOD2**
	Display Category III First	**HODPPPP/*HOD3**
	Display Category IV First	**HODPPPP/*HOD4**
	Display Index Points Only	**HOXPPPP**
	Redisplay HOD	**HOD***
Display List of Sabre Property Numbers Under Chain Code		**HCLCC*** Displays only non-EPN properties. For properties above 65535 see eHotels Website
Update Formatted Content Fields:		
Phone/Fax	Add/Change Phone Field	**HCBCCPPPP¤PH-817-765-1234**
	Add/Change Fax Field	**HCBCCPPPP¤FAX-817-765-1234**
	Delete Fax Field	**HCBCCPPPP¤FAX**
HOT/HOD Location	Change	**HCBCCPPPP¤LOCHOT-CHINATOWN**
Country Code	Add/Change	**HCBCCPPPP¤CNY-FR**
	Delete	**HCBCCPPPP¤CNY-**
Currency Type	Add/Change	**HCBCCPPPP¤CT-USD** This entry is for property numbers up to and including 65535. For properties above 65535 access the eHotels GUI via the Hotel eServices Website
Family Plan	Add/Change	**HCBCCPPPP¤FA-Y**
Meal Plan	Add/Change	**HCBCCPPPP¤ME-N**
Tax fields	Add/Change a Tax field	**HCBCCPPPP¤TX1-6 PCT NY**
	Add/Change Multiple Fields	**HCBCCPPPP¤TX1-8 PCT NY‡TX2-3.00US APT‡TX3-5.00 PORT**
	Delete a Tax Field	**HCBCCPPPP¤TX1-**
Add/Change Extra Fee Items	Property Specific	**HCBCCPPPP¤EX-00.00**
	Rate Level Specific	**HCBCCPPPPLLL¤EX-00.00**
	Room Code specific	**HCBCCPPPP¤RCΣ A1K/EX-00.00**
U.S. Government Safety/Fire Approved	Add	**HCBCCPPPP‡SFA-Y**
	Delete	**HCBCCPPPP¤SFA-**
JALFFP Participant	Update	**HCBCCPPPP¤JALFFP-Y**
	Delete	**HCBCCPPPP¤JALFFP-N**
Special Amenities	Add	**HCBCCPPPP¤SQ‡POOL**
	Add Multiple Qualities	**HCBCCPPPP¤SQ‡GOLF¤SQ‡MEET**
	Delete	**HCBCCPPPP¤SQ¤POOL**
	Delete Multiple Qualities	**HCBCCPPPP¤SQ¤FITN¤SQ¤DINE**
	Add and Delete	**HCBCCPPPP¤SQ‡GOLF¤SQ¤MEET**

Return

QUICK REFERENCE

Update Formatted Content Fields		**Entry Example**
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	Update Multiple Fields	**HCBCCPPPP/FIX‡CAR-DOLLAR/FIX‡PARK-NOT ON SITE**
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	Delete Multiple Fields	**HCBCCPPPP/FIX¤SHUT/FIX¤PARK**
Property Types	Add	**HCBCCPPPP¤PT-EXTD**
	Add Multiple Types	**HCBCCPPPP¤PT-EXTD¤PT-ASTES**
	Delete	**HCBCCPPPP¤PT¤EXTD**
	Delete Multiple Types	**HCBCCPPPP¤PT¤EXTD¤PT¤ASTES**
Table Driven Qualifiers	Display Package Values	**HCAPK***
	Display Rating Values	**HCART***
	Display Commission Values	**HCACM***
	Add Package Values	**HCBCCPPPP¤PK-SK**
	Delete Package Values	**HCBCCPPPP¤PK¤SK**
	Add Rating Values	**HCBCCPPPP¤RT-DL**
	Delete Rating Values	**HCBCCPPPP¤RT¤DL**
	Add Commission Values	**HCBCCPPPP¤CM-HC**
	Delete Commission Values	**HCBCCPPPP¤CM¤HC**
Update Free-Text Content		**Entry Example**
Policy Requirements, Property Information, Room Descriptions, Location Information	Add Text	**HCBCCPPPP/ADD/GEN/SMALL DOGS ONLY**
	Add Text Line	**HCBQA78005/ADD/CXL/CANCEL POLICY LINE 1**
	Add Text Block	**HCBQA78005/ADD/CXL/CANCEL POLICY LINE 2 §CANCEL POLICY LINE 3§CANCEL POLICY LINE 4**
	Display Text	**HCBCCPPPP/REVIEW**
	Ignore Text	**HCBCCPPPP/IGNORE**
	Delete Text	**HCBCCPPPP/DEL/(KEYWORD)**
	Commit Text	**HCBCCPPPP/COMMIT**

Return

QUICK REFERENCE

Update Index Points	Entry Example
Encode/Decode	
Encode U.S. State	**HCCFLORIDA**
Encode Country	**HCCC/FRANCE**
Decode U.S. State	**HCCFL**
Decode Country	**HCCC/FR**
Display Master Index Point List	
By U.S. State	**HCCFL*DISN HCCFL*D**
By Country	**HCCC/FR*LOUV HCCC/FR*L**
Add Index Points	
By City/Airport Code	**HCICCPPPP‡INDEX-MDW‡LC-S‡MI-20SW‡TC-L**
By U.S. Reference Point	**HCICCPPPP‡INDEX-FL-DISNEYWORLD‡LC-R‡MI-4N‡TC-H**
By Non-U.S. Reference Point	**HCICCPPPP‡INDEX-C/FR-LOUVRE MUSEUM‡LC-C‡MI0W‡TC-O**
Change Index Point Data	
By City/Airport Code	**HCICCPPPP‡INDEX-MDW‡MI-18SW**
By U.S. Reference Point	**HCICCPPPP‡INDEX-FL-DISNEWORLD**
By Non-U.S. Reference Point	**HCICCPPPP‡INDEX-C/FR-LOUVRE MUSEUM‡TC-H**
Delete Index Points	
By City/Airport Code	**HCICCPPPP‡UNINDEX-MDW**
By U.S. Reference Point	**HCICCPPPP‡UNINDEX-FL-DISNEYWORLD**
By Non-U.S. Reference Point	**HCICCPPPP‡UNINDEX-C/FR-LOUVRE MUSEUM**

Return

HOTEL PROPERTY DESCRIPTION

The HOD is the Sabre equivalent of a sales brochure containing detailed information regarding the facilities and services available at each property. Every HOD shell is created based on information provided in the new build request on the eHotels website, either entered directly into the eHotels GUI or via Sabre Webservices.

Once the new build request has been made on the eHotels website, the HOD may be created and updated.

- Properties requested up to and including 65535 will receive a staged property and may begin making modifications prior to approval.
- Properties above 65535 will receive a property number immediately and may begin making modifications prior to approval.

Prior to building hotel descriptions, obtain and organize all pertinent information. In order to maximize the number of bookings made through the Sabre system for each property, it is important to enter complete, concise and easy-to-read information. The more thorough the content, the easier it is for a Sabre user to describe and subsequently sell your property.

This section explains how to enter or modify descriptive content regarding a hotel property including property features, room amenities, policies, location, points of interest, credit cards and more.

Return

Hotel Property Description

In all references to character count, a space equals one character.

In the entry and command sections the following abbreviations and symbols have been used:

Abbreviation or Symbol	Description
CC	Chain Code
RRR	Rate Code
LLL	Rate Level
PPPP	Property Number
¤	Change Key
‡	Cross of Lorraine (sometimes displayed as ¥)
Σ	End Item

All Hotel Description content can be described by one of the following:

Content Type	Description
Formatted	These fields contain either a yes/no indicator or a very brief description.
Free-Text	The four categories of the structured HOD contain unformatted, or free-text, information related to a specific keyword.
Points of Interest	The primary airport code is added and maintained by the Sabre Hotel Desk. Associates may include additional Points of Interest for each property.

Display Hotel Property Description

HOD2907

Item	Description
HOD	Primary Action Code
2907	Property Number

Example:

```
HOD2907«
XY0002907 THE PERFECT HOTEL                    FSG
ADDR-     1234 MAIN DRIVE
          DALLAS MN 88888                      DOWNTOWN
PHONE-    817-264-1111
FAX-      817-264-2222
RATING-   NOT AVAILABLE

**RAC RATES.....................**
1   A1KRAC
2   B1KRAC
3   C1QRAC


US GOVERNMENT SAFETY/FIRE APPROVED
```

Return

Hotel Property Description

Redisplay Property Description

HOD*

This format will redisplay the property description in the current work area.

Display List of Sabre Property Numbers Under Chain Code

HCLCC*

Property numbers display in numerical order from left to right. This entry displays a list of all Sabre property numbers up to and including 65535 for the requesting chain code. For property numbers great than 65535 see eHotels website.

Item	Description
HCL	Primary Action Code
CC	Chain Code
*	Display

```
HCLXY*«
HOTEL PROPERTIES-
 2699  2735  2809  2907  5064 10956 10985 12006 13582 13593
13694 16045 16190 45461
FOR PROPERTY NUMBERS ABOVE 65535 - SEE EHOTELS WEBSITE
```

Return

Hotel Property Description

CORE INFORMATION

Changes to Core Information After Creation of Property

- Property Name Change may be made with the following entry, not to exceed 31 characters: **HCBCCPPPP¤HN-NEW HOTEL NAME**
- Address changes must be submitted through the Sabre Hotel Desk.
- Street Address (3 lines – 30 characters each, no PO Box) includes city, state, country and zip/Postal code
- Primary Index code changes must be submitted through Sabre Hotel Desk

Phone/Fax Fields

These fields are reserved for the phone/fax numbers where the hotel guest can be reached, not those of the hotel reservation department. A valid telephone number is mandatory in the HOD.

When entered, the phone/fax numbers will follow the city/state in the HOD. When entering a phone/fax number into these fields, adhere to the following guidelines:

Business Rules:

- Include country and city codes or area code, as applicable
- International dialing codes are not to be included
- Toll-free reservation numbers will not be accepted
- Use only numbers and hyphens
- Fields require a minimum of 7 digits. Phone field allows a maximum of 20 digits. Fax field allows up to 21 digits
- Do not use phone/fax numbers requiring extensions
- Phone/fax numbers print on invoice/itinerary

Add/Change Phone/Fax Fields **HCBCCPPPP¤PH-817-765-1234**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
PH	Field Being Updated (PH-Phone; FAX – Fax)
-	Hyphen
817-765-1234	Phone or Fax number (include hyphens
RESPONSE:	**‡DONE**

Delete Fax Field **HCBCCPPPP¤FAX-**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
FAX	Field Being Updated (PH-Phone; FAX – Fax)
-	Hyphen
RESPONSE:	**‡DONE**

Return

Hotel Property Description

LOCATION / CURRENCY

HOT/HOD Location Line

A separate field contains location information which displays on both the original HOT Screen and the Modified HOT Location Screen, as well as the upper right corner of the HOD. This field is initially created when the property is built.

Business Rule:
Maximum 20 characters.

HCBCCPPPP¤LOCHOT-LOUVRE

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
LOCHOT	Format
-	Hyphen
LOUVRE	Location Information
RESPONSE:	**‡DONE**

Currency Type

The Currency code is entered by the Associate when requesting the new build and the HOD is created. It may also be changed by the Associate.

(Add or Change) **HCBCCPPPP¤CT-USD**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
CT	Format
-	Hyphen
USD	Currency Code
RESPONSE:	**‡DONE**

Business Rules:

- 3 characters
- To obtain the currency code and decimal placement, enter DC*(country name) **DC*ITALY**
- **When a currency code is changed the Sabre system does not convert existing rates to the new currency. Each Associate is responsible for accuracy of the rates.**
- The HOT entry displays rates in currency of the country in which the viewer's pseudo city is located, for comparison only.
- HOD entries and the booking segment contain rates in the currency loaded by the Associate in the property's rate screen.
- This entry is for property numbers up to and including 65535. For properties above 65535 access the eHotels GUI via the Hotel eServices Website.

Return

Hotel Property Description

FAMILY PLAN / MEAL PLAN

Family Plan

Family Plan field is left blank when the HOD is created. Indicate "Y" if available or "N" if not available.

(Add or Change) **HCBCCPPPP¤FA-Y**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
FA	Format
-	Hyphen
Y	Y = Yes (Available) N = No (Not Available)
RESPONSE:	**‡DONE**

Meal Plan

Meal Plan field is left blank when the HOD is created. Indicate "Y" if included in rate or "N" if not included in rate.

(Add or Change) **HCBCCPPPP¤ME-N**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
ME	Format
-	Hyphen
N	Y = Yes (Included in Rate) N = No (Not Included in Rate)
RESPONSE:	**‡DONE**

Return

Tax Fields

Tax fields are left blank when the HOD is created.

Business Rules:
Up to three individual tax fields may be entered per property. These may be used to specify different types of taxes that apply to a specific property. For example:

- State/province
- City/local
- Airport or convention

Maximum 10 characters per tax field

Add/Change a Tax Field

(Add or Change) **HCBCCPPPP¤TX1-6 PCT NY**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
TX1	Format
-6 PCT NY	
RESPONSE:	DONE – TAX FIELD ESTABLISHED

Example:

```
HCBQA35393¤TX1-6PCTNY«
#DONE  - TAX FIELD ESTABLISHED
```

Business Rules:

- Tax fields will accept up to ten characters of free-form text. Associates can enter a percentage, an actual amount (including decimal Point), or text indicating that tax is all inclusive.
- When displayed in the HOD, a slash (/) will separate each tax field.

Description	Free –Form Text
Tax Percentage (in addition to room rate)	**6 PCT NY**
Tax Amount (in addition to room rate)	**3.00US APT**
Tax is included in room rate	**ALL INCLSV**

Return

Add/Change Multiple Tax Fields

Multiple tax fields may be included in one entry by separating them with a Cross of Lorraine (**‡**), which may also be displayed as (**¥**).

(Add or Change) **HCBCCPPPP¤TX1-8 PCT NY‡TX2-3.00US**

APT‡TX3-5.00 PORT

Delete a Tax Field

(Delete) **HCBCCPPPP¤TX1-**

RESPONSE: **‡DONE – TAX FIELD DELETED**

```
HCBQA35393¤TX1-«
‡DONE - TAX FIELD DELETED
```

Add/Change Extra Fee Items

There are three "extra fee" items which can be established and maintained in predefined areas of the HOD. These items include:

Item	Code
Crib	CR
Extra Person	EX
Rollaway	RA

To allow Associates to accurately define the applicability of each charge, these fees can be set at the following levels:

Level	Explanation
Property	When extra fees are set at the property level, they will apply to ALL rates and rooms at that property. This entry is all that is required unless the property charges different fees by rate level or room code.
Rate	Setting extra fees by rate level allows Associates to communicate information on promotional rate levels or packages where some or all extra fees may be waived or reduced. Fees set at the rate level will override and take precedence over fees which were set at the property level.
Room Code	Setting extra fees at the room code level allows Associates to distinguish, by room within a rate level, the applicability of or charge for an extra fee/service. Extra fees set at the room code level are the most specific type of assignment and will take precedence over the other levels.

Business Rules:

- Associates can include an actual amount, including decimal point, or one of the following:

Definition	Code
Not Available	**NA**
No Charge	**0 or 0.00**

Return

Hotel Property Description

EXTRA FEES

Property Specific (Add or Change **HCBCCPPPP¤EX-00.00**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
EX	Option being updated
-	Hyphen
00.00	Extra Fee Rate (including decimal point)
RESPONSE:	**‡DONE – EXTRA FEE ESTABLISHED FOR PROPERTY**

```
HCBQA35393¤EX-00.00«
‡DONE - EXTRA FEE ESTABLISHED FOR PROPERTY
```

Business Rules:
Multiple extra fee items may be updated with one entry by separating the items with a Cross of Lorraine (‡) or (¥).

HCBCCPPPP‡CR-15.00‡EX-20.00‡RA-10.00

```
HCBQA35393‡CR-15.00‡EX-20.00‡RA-10.00«
‡DONE - EXTRA FEE ESTABLISHED FOR PROPERTY
```

To display the extra fee values set at the *property level*, retrieve the Hotel Description (HOD).

HODPPPP

Rate Level Specific Does not apply to Simplified Rate Plan Users (Add or Change) **HCBCCPPPPLLL¤EX-00.00**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
EX	Option Being Updated (CR, EX, RA)
-	Hyphen
00.00	Extra Fee Rate (including decimal points)
RESPONSE:	**‡DONE – EXTRA FEE ESTABLISHED FOR RATE LEVEL**

Hotel Property Description

EXTRA FEES

Business Rules:

- "All" may be used to update all rate levels at a property.
- Multiple extra fee items may be updated with one entry by separating the items with a Cross of Lorraine (‡) or (¥)

HCBCCPPPPLLL‡CR-15.00‡EX-20.00‡RA-10.00

- To display the extra fee values set at the *rate level*, retrieve the Hotel Description (HOD) with the dates and the specific rate category code. For non-DCA hotels, follow up with the HRD entry using the specific rate code. For DCA hotels, follow up with the HRD entry using either the line number or the product type.

Step	Action
1	**HODCCPPPP/DATE-DATE1/RC-C**
2	**HRD*COR** non-DCA hotel
	HRD*2 or DCA hotel
	HRD*A1KCOR

Room Code Specific

(Add or Change) **HCMCCPPPPLLL¤RCΣA1K/EX-00.00**

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RC	Format
Σ	End Item
A1K	Room Code
/	Slash
EX	Option Being Updated (CR, EX, RA)
-	Hyphen
00.00	Extra Fee Rate (including decimal point)
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

Business Rules:

- The HCM command can be used to add or change extra fee items for pre-existing rooms only.
- Extra fee items can also be added in the initial HCM entry for new room codes. Refer to the Rates Section for additional information.
- "ALL" may be used to update all rate levels at a property.
- Multiple extra fee items may be specified with one entry by separating the items with a slash (/).

HCMCCPPPPLLL¤RC ΣA1K/CR-15.00/EX-20.00/RA-10.00

- To display the extra fee values set at the room code level, retrieve the secondary rate screen for the property.

HCMCCPPPPLLL**

U.S. Government Safety/Fire Indicator

The U.S. Government Safety/Fire Approved indicator is an option used to specify if a property is safety/fire approved. By displaying the option for each property's content you are stating the property has been submitted and approved to meet The Hotel and Motel Fire Safety Act of 1990, Public Law 101-391. No entry is required if the property is not approved.

HCBCCPPPP‡SFA-Y

(Delete)

HCBCCPPPP¤SFA-

tem	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
‡ ¤	‡ - Cross of Lorraine (may be displayed as ¥) ¤ - Change Key
SFA	Format
-	Hyphen
Y	Format
RESPONSE	**‡DONE – SFA OPTION SET FOR PROPERTY**

JAL World Hotel Program

(Add) **HCBCCPPPP¤JALFFP-Y**
(Delete) **HCBCCPPPP¤JALFFP-N**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
JALFFP	Format
-	Hyphen
Y	Y = Yes (Add) N = No (Delete)
RESPONSE:	**‡DONE**

Business Rules:

- *Travel agents can do HOT searches for participating properties by appending the qualifier* ***/FFP-JL***

Return

SPECIAL AMENITY QUALIFIERS

Special Amenity Qualifiers

Special Qualities denote property amenities which Sabre users may include as search criteria, so that only properties with a match will display.

Use the following guidelines to indicate the appropriate property amenities for use as Special Amenities Qualifiers for your location(s)

Adding Special Qualifiers

Some amenity qualifiers may only be updated in the eHotels GUI. These new indicators are viewable in the native Sabre display and through Sabre Data Stream (SDS) and Sabre WebServices (SWS).

These will be updated through Web Services Content Update and eHotels GUI with the exception of ECO Friendly Certified Indicator (updates by Sabre personnel only).

Business Rules:

- The property amenity will be flagged in the HOD as either “Y” for yes or “N” for no. A blank is the same as “N”.

Return

Hotel Property Description

COMPLETE LIST OF SPECIAL AMENITY QUALIFIERS

Some amenity qualifiers may only be updated in the eHotels GUI. These new indicators are viewable in the native Sabre display and through Sabre Data Stream (SDS) and Sabre Web Services (SWS). These will be updated through Web Services Content Update and eHotels GUI with the exception of ECO Friendly Certified Indicator (updates by Sabre personnel only).

Amenity Name	HOT format code	Update in GUI only	Description	Location in eHotels GUI
ADA Accessible	**ADAA**	X	ADA accessible (following US ADA standards)	Property Features
Adult-only	**ADLT**	X	Adult only hotel property (no children under 18)	Property Types
Balcony	**BALC**	X	Some rooms have Balcony	Room Traits
Business Center	**BCTR**		Dedicated business center on property	
Beach	**BECH**	X	Beachfront property	Property Types
Breakfast	**BKST**		Breakfast included for all rate plans	
Business Facilities	**BUSN**		Business facilities include meeting rooms, convention facilities, and dedicated business center	
In room Coffee/Tea	**CFEE**	X	In room Coffee/Tea makers	Room Traits
Convention	**CONV**		Has convention facilities on or attached to property	
Casino	**CSNO**		Has gambling facility or casino	
Data port	**DATA**		Property has data port in room - has internet access (dial up)	
Laundry	**DCLN**		Dry cleaning and/or laundry service at property	
Dining	**DINE**		Has a restaurant on-site	
Executive Floors	**EXEC**	X	Executive floors with complimentary services	Property Facilities
Fitness	**FITN**		Has a gym or workout room on site or within walking distance	
Spa	**FSPA**	X	Full service spa on property	Property Facilities
Golf	**GOLF**		Has access to a golf course on site or within reasonable proximity	
Hypoallergenic	**HYPO**	X	Rooms available that are cleaned to hypoallergenic standards all of the time	Room Traits
High-speed Internet	**HSPD**	X	High speed internet access available in rooms	Property Facilities
Indoor Pool	**INPL**		Property has indoor pool	
Interior Corridors	**INTR**		Guest rooms are accessible only through interior corridor accessible via monitored lobby or other common area	
Jacuzzi	**JACZ**		Jacuzzi in some rooms at property	

Return

Amenity Name	HOT format code	Update in GUI only	Description	Location in eHotels GUI
Kids	**KIDS**		Has children's program, video arcade, babysitting, or playground	
Kitchen	**KTCN**		Property has some rooms with kitchen facilities	
Local calls	**LCAL**	X	Free local calls	Property Facilities
Meeting	**MEET**		Has meeting or conference room	
Mini-bar	**MINI**	X	Guest rooms have mini-bar	Room Traits
No Adult Channels	**NATV**	X	No Adult Channels offered on TV	Room Traits
Non-smoking	**NSMK**		Has non-smoking rooms	
Outdoor Pool	**OUPL**		Property has outdoor pool	
Parking	**PARK**	X	Free parking offered at property	Property Facilities
Public Transportation	**PBTR**	X	Public transportation immediately in front, next to or behind property	Property Services
Pets	**PETS**		Property accepts pets in at least some of their guest rooms	
Pool	**POOL**		Has a pool, indoor or outdoor	
Recreation	**RECR**		Recreation includes golf, tennis, pool, and fitness facilities	
Refrigerator	**RFRG**	X	Guest rooms with refrigerator	Room Traits
Safe	**RMSF**	X	Guest rooms with in-room safe	Room Traits
Room Service	**RMSV**	X	Room service offered at property	Property Facilities
24-hour Room Service	**RS24**	X	24 Hour Room Service	Property Facilities
Restricted property access	**RSTR**	X	Restricted access to common areas during certain times (example, lobby doors lock at midnight)	Property Facilities
Shuttle	**SHTL**	X	Free shuttle to/from airport.	Property Services
Ski in Ski out	**SKIO**	X	Property is accessible by skiing in addition to other modes of transportation	Property Facilities
Smoke-free	**SMFR**	X	Smoke Free property	Property Facilities
Smoking	**SMOK**	X	Smoking rooms available	Room Traits
Tennis	**TENS**		Has access to tennis courts on site or within walking distance	
Water Purification	**WATR**	X	Property utilizes a water purification system	Property Facilities
Wheelchair accessible	**WCHR**		Wheelchair accessible	
Free WIFI in meeting rooms	**WFMR**	X	Free WIFI in meeting rooms	Property Facilities
Free WIFI in public spaces	**WFPS**	X	Free WIFI in public spaces	Property Facilities
Free WIFI in room	**WFRM**	X	Free WIFI in room	Property Facilities

Return

Sabre Eco-Certified Hotel Program

The Sabre Eco-Certified Hotel Program provides easy access to sustainable travel. Sabre receives a monthly list of certified hotels from approved green hotel certification programs. If a hotel is loaded in Sabre and is certified, it will be updated automatically by Sabre. This will result in the **ECOH** display set to **ECOH-Y** in HOD. Properties not certified will display as **ECOH-N**. Setting is visible in the eHotels GUI.

Add/Delete Special Amenities Qualifiers

(Add) **HCBCCPPPP¤SQ‡POOL**

(Delete) **HCBCCPPPP¤SQ¤POOL**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
SQ	Format
‡ ¤	‡ = Cross of Lorraine (may be displayed as ¥) ¤ = Change Key
POOL	Special qualities Code
RESPONSE:	‡ DONE

Add/Delete Multiple Special Amenities Qualifiers

A maximum of three Special Qualities qualifiers may be added or deleted in a single entry.

(Add multiple codes) **HCBCCPPPP¤SQ‡GOLF¤SQ‡MEET**
Delete multiple codes **HCBCCPPPP¤SQ¤FITN¤SQ¤DINE**
(Add and Delete) **HCBCCPPPP¤SQ‡GOLF¤SQ‡MEET**

Fixed Fields

Within the Hotel Description, a fixed area exists for users to quickly locate and note useful information, such as the availability of parking facilities, onsite car rental counter, complimentary shuttle to the hotel, check-in and check-out time, etc.

Use the following guidelines to complete the corresponding fixed fields, as applicable to your location(s)

Return

Hotel Property Description

SPECIAL AMENITY QUALIFIERS

Code	Description	Input Value
CKIN	Check-in time	Alphanumeric – up to 4 characters
CKOUT	Check-out time	Alphanumeric – up to 4 characters
FLOOR	Number of floors	Alphanumeric – up to 3 characters
SHUT	Airport shuttle	Y = Yes N = No
PETS	Pets accepted	Y = Yes N = No
CAR	Rental car counter	Y = Yes N = No or Car vendor name up to 15 alphanumeric characters
PARK	Parking available	Y = Yes N = No or Up to 15 alphanumeric characters
ROOMS	Number of rooms	Alphanumeric – up to 4 characters

Update/Delete Values in Fixed Fields

(Update) **HCBCCPPPP/FIX‡PARK-Y**
HCBCCPPPP/FIX‡PARK-COMPLIMENTARY
HCBCCPPPP/FIX‡PARK-Y-COMPLIMENTARY

(Delete) **HCBCCPPPP/FIX¤PARK**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
/	Slash
FIX	Format
‡ ¤	‡ = Cross of Lorraine (may be displayed as ¥) ¤ = Change Key
PARK	Fixed Field Code
-	Hyphen
Y COMPLIMENTARY	Alpha and/or Numeric Value Assigned to the Fixed Field
RESPONSE:	**‡DONE**

Examples:

```
HCBQA35393/FIX‡PARK-Y«
DONE
HCBQA35393/FIX‡PARK-COMPLIMENTARY«
DONE
HCBQA35393/FIX‡PARK-Y-COMPLIMENTARY«
DONE
HCBQA35393/FIX¤PARK«
DONE
```

Return

Business Rules:

- To effect a change, update with the new content. The existing information will be replaced with the new content
    - **The following fields default to "N" when deleted**
    - **SHUT PETS**
    - The following fields default to blank fields when deleted:

CKIN CKOUT FLOOR PARK CAR ROOMS

Update/Delete Values in Multiple Fixed Fields

The values in a maximum of three fixed fields may be updated or deleted in a single entry.

(Update multiple fields)	**HCBCCPPPP/FIX‡PARK-NOT ON SITE/FIX‡FLOOR-3**
(Delete multiple fields)	**HCBCCPPPP/FIX¤SHUT/FIX¤PARK**

```
HCBQA35393/FIX‡PARK-NOT ON SITE/FIX‡FLOOR-3«
DONE

HCBQA35393/FIX¤SHUT/FIX¤PARK«
DONE
```

Return

Hotel Property Description

Property Types

Property Types provide Sabre users with search criteria to select locations, although they should be used with discretion, as there is no global industry standard. Not more than three property types may be assigned per location. Use the following guidelines to assess the appropriate Property Type description for your location(s).

Code	Type	Description
LUXRY	Luxury	Exclusive, luxurious, fully-equipped, prestigious address. Highest standard of service. Elegant public rooms. Concierge Services.
FIRST	First Class	Modern, comfortable, fully-equipped, well located. Private Bath. Amenities often include pool, parking, restaurant, meeting facilities, and TV.
MDR	Moderate	Primarily a budget property with well-kept, functional rooms. Simple accommodations and public rooms.
ECON	Economy	Budget property with limited facilities.
MOTEL	Motel	Usually a one or two-story building. Limited food service, if any. Often have recreational facilities, such as pool or playground.
ASTES	All Suites	Suite-only facilities with separate living room or work area. Often equipped with kitchen or refrigerator. Daily maid service.
APTS	Apartment/ Flat/Villa/ Condo/Cottage	Usually 50 percent of rental units are equipped for housekeeping. Often located in vacation destinations.
BNBS	B & B/ Pension/ Guesthouse	Bed and Breakfast with small, homelike atmosphere. May have shared bathroom facilities. Some meal plan often included in tariff.
CAST	Historical/Castle	Accommodations in restored structures. Reflects ambiance of yesteryear and surrounding region. Rooms may not offer all modern amenities.
EXTD	Extended Stay	Intended for stays longer than 14 days. Homelike with kitchen facilities and maid service.

Return

Hotel Property Description

PROPERTY TYPES – ADD/DELETE
TABLE DRIVEN QUALIFIERS

Property Types

Guidelines for assessing the appropriate Property Type description for your location(s) are continued below.

Code	Type	Description
FARM	Farmhouse/Ranch	Casual, rustic accommodations. Meals often family style. Private facilities rare. Amenities minimal.
RSRT	Resort/Spa/Ski/ Lodge	Located in areas featuring recreational sport activities with a vacation-like atmosphere. Often offer a meal plan, health and/or beauty treatments.
CONV	Convention	Convention center located within or property attached.

Add/Delete Property Types

(Add) **HCBCCPPPP¤PT-EXTD**

(Delete) **HCBCCPPPP¤PT¤EXTD**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
PT	Format
- ¤	- = Hyphen (Add) ¤ = Change Key (Delete)
EXTD	Property Type Code
RESPONSE:	**‡DONE**

```
HCBQA35393¤PT-EXTD«
DONE
```

Add/Delete Multiple Property Types

A maximum of three Property Types may be added or deleted in a single entry.

(Add multiple Property Types **HCBCCPPPP¤PT-EXTD¤PT-ASTES**
(Delete multiple Property Types **HCBCCPPPP¤PT¤EXTD¤PT¤ASTES**

Return

Hotel Property Description

TABLE DRIVEN QUALIFIERS

Table Driven Qualifiers

Table Driven Qualifiers denote participation in special programs or other offerings which Sabre users may include as search criteria. These qualifiers are identified below.

Qualifier	Denotes Participation in…
PK	Package Type Offerings
CM	Commission Guarantee Programs
RT	Rating Programs

Display Qualifier Table Values

The following screen shots are examples of responses to the entries listed:

Package Type Offerings

HCAPK*

RESPONSE:

```
HCAPK*<
 AA  -  AMERICAN AUTOMOBILE ASSOCIATI
 AN  -  ANNIVERSAR
 AV  -  ADVENTURE PACKAG
 BB  -  BED AND BREAKFAST PACKAG
 DN  -  DINNE
 FM  -  FAMIL
 FP  -  FISHING PACKAG
 GF  -  GOLF PACKAG
 GT  -  GETAWA
 HB  -  HALF BOARD WITH DINNER
 HC  -  HALF BOARD WITH LUNCH
 HD  -  HALF BOARD WITH MEAL CHOICE
 HL  -  HOLIDAY PACKAG
 HM  -  HONEYMOON PACKAG
 IN  -  INTERNET PACKAG
 PF  -  PARK AND FLY PACKAGE
 RM  -  ROMANC
 RN  -  RECREATION PACKAG
 SH  -  SHOPPING PACKAG
 SK  -  SKI PACKAG
 SP  -  SPA PACKAG
 SS  -  SERENADE YOUR SWEETHEART
 SW  -  SWEET DREAMS PACKAGE
```

Commission Guarantee Programs

HCACM*

RESPONSE:

```
HCACM*<
 BW  -  BESTCHEQU
 HC  -  PEGASUS COMMISSION PROCESSIN
 MI  -  MARRIOTT BRANDS COMMISS PG
 MU  -  MILLENNIUM COPTHORNE COMM PG
 TC  -  TRAVELCOM
 WP  -  WPS WORLDWIDE PAYMENT SYSTEM
 WZ  -  NPC NATL PROCESSING COMPAN
 YE  -  YES CENTRALIZED PROGRAM
 *NO MORE RECORDS*
```

Rating Programs

HCART*

RESPONSE:

```
HCART*<
 NTM  -  NORTHSTAR TRAVEL MEDIA
 STS  -  STARGUIDE
 *NO MORE RECORDS*
```

Return

Hotel Property Description

TABLE DRIVEN QUALIFIERS

Table Value Update

Select from the respective qualifier tables those that apply for a given property. Associates may add values to or delete values from the property association with one exception: rating types.

Add/Delete Package Type Offering Table Values

(Add) **HCBCCPPPP¤SK**

(Delete) **HCBCCPPPP¤PK¤SK**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
PK	Format
- ¤	- = Hyphen (Add) ¤ = Change Key (Delete)
SK	Table Value from HCA Table
RESPONSE:	‡DONE

Add/Delete Commission Programs Table Values

(Add) **HCBCCPPPP¤CM-HC**

(Delete) **HCBCCPPPP¤CM¤HC**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
CM	Format
- ¤	- = Hyphen (Add) ¤ = Change Key (Delete)
HC	Table Value from HCA Table
RESPONSE:	‡DONE

```
HCBQA35393¤CM¤HC«
¥DONE
```

Rating Programs Table Values

Ratings for individual properties are maintained by the Sabre Hotel Program, rather than by the Associates. An independent source will provide the ratings, and the Sabre system will automatically populate this field with the applicable table values.

Table Values in HOD

Once values have been associated to a given property, those values will display in the Hotel Description under the respective program type (package, commission, incentive, rating, or marketing)

Return

Table Driven Qualifiers in HOT Entries

Shown below are examples of the Table Driven Qualifiers, as Sabre users may include them in the HOT entry for search criteria.

Qualifier	Description
/PK-Y **/CM-Y** **/RT-Y**	Formats will select properties that have *any* value loaded for the respective program type table.
/PK-SK,GF **/CM-HC,W** **/RT-NTM**	Selects properties that offer Ski (SK) or Golf (GF) package types Selects properties that participate in Hotel Clearing Company (HC) or NPC Natl Processing Company (WZ) commission guarantee programs. Selects properties that participate in NorthStar Travel Media Crown Rating program with a rating of at least 3 stars. Formats allow the user to select up to 3 values for which to search. Properties will be selected if *any* of the *entered* values are found loaded for the respective program type table.

Business Rules:

- When searching for specific rating programs, the rating number is optional, but will be used in the search if included.
- If the rating number is included, properties will be selected only if the rating measurement specified is minimally satisfied.

Return

Hotel Property Description

FREE TEXT CONTENT

Free-Text Content

Free-text property description information is organized under four main categories, which display under the respective roman numerals in the Sabre system:

I. POLICY REQUIREMENTS
II. PROPERTY INFORMATION
III. ROOM DESCRIPTIONS
IV. LOCATION INFORMATION

Each main category has specific dedicated "keywords" assigned to support the main topic. HOD text content is attached to a corresponding keyword by a valid keyword code.

Category	Keywords	Codes
I. Policy Requirements	*GENERAL POLICY-	/GEN
	*CANCEL POLICY-	/CXL
	*DEPOSIT POLICY-	/DEP
	*GUARANTEE-	/GTE
II. Property Information	*DESCRIPTION-	/DESC
	*FACILITIES-	/FAC
	*SERVICES-	/SVC
	*DINING-	/DINE
	*RECREATION-	/RECR
	*AWARDS-	/AWARDS
	*SAFETY-	/SAFE
	*MISCELLANEOUS-	/MISC
III. Room Descriptions	*ROOM TYPES-	/RTYP
IV. Location and Area Information	*LOCATION-	/LOC
	*TRANSPORTATION-	/TRAN
	*DIRECTIONS	/DIR
	*ATTRACTIONS-	/ATTR
	*CORPORATE LOCATIONS	/CORP

Return

Hotel Property Description

POLICY REQUIREMENTS
PROPERTY INFORMATION

I. Policy Requirements

Shown below are the keywords and keyword codes, as associated with the Policy Requirements category.

Codes	Keywords	Examples
/GEN	***GENERAL POLICY-** Describe detail regarding Pet Policy, Family Plan, and maximum number of guests per room. May want to include exceptions during specific high demand periods.	CHILDREN 12 AND UNDER STAY FREE IN PARENTS ROOM Or MAX 4 PER ROOM
/CXL	***CANCEL POLICY-** Describe details regarding specific cancellation requirements.	24 HOURS PRIOR TO ARRIVAL
/DEP	***DEPOSIT POLICY-** Describe details regarding deposit requirements.	CREDIT CARD ONLY
/GTE	***GUARANTEE-** Describe details regarding guarantee requirements	ALL BOOKINGS REQUIRE GUARANTEE FOR ARRIVAL AFTER 6PM

II. Property Information

Shown below are the keywords and keyword codes, as associated with the Property Information category.

Codes	Keywords	Examples
/DESC	***DESCRIPTION-** Provide overall property description.	A MODERN 4-STORY BUILDING
/FAC	***FACILITIES-** List onsite facilities, such as gift shop, concierge, health club/spa, beauty parlor, business center.	BUSINESS CENTER WHIRLPOOL/SPA SHOPPING ARCADE
/SVC	***SERVICES-** List services provided. Usually associated with an additional cost.	24-HOUR ROOM SERVICE IN-ROOM MASSAGE
/DINE	***DINING-** List onsite restaurants, including operating hours/applicable dress code.	PETE'S BUFFET COFFEE SHOP
/RECR	***RECREATION-** List sport and recreation facilities; tennis, golf, pool, water sports, video arcade.	INDOOR HEATED POOL CLAY TENNIS COURT HEALTH CLUB/SPA
/AWARDS	***AWARDS-** List ratings received by the property. Provide name of rating program and actual rating assigned according to the program.	1998 MOBIL 3-STAR AAA 3 DIAMOND
/SAFE	***SAFETY-** List security features, such as electric card key locks, interior corridors, 24-hour security, in-room safe.	SAFETY DEPOSIT BOX SMOKE DETECTORS INSIDE CORRIDORS
/MISC	***MISCELLANEOUS-** List additional information about the property.	WHEELCHAIR ACCESSIBLE ROOMS

III. Room Descriptions

This area provides descriptions of the specific room types available at the property. The keyword /RTYP is used to enter the applicable information. Shown below is an example of a room type description display:

*ROOM TYPES –
A DELUXE GUEST ROOMS ARE LOCATED IN THE TERRACE WING AND OFFER VIEWS OF THE POOL OR CITY.
B GUEST ROOMS LOCATED THROUGHOUT THE HOTEL OFFERING VARIOUS VIEWS OF THE SURROUNDING AREA.

IV. Location and Area Information

Shown below are the keywords and keyword codes, as associated with the Policy Requirements category.

Codes	Keywords	Examples
/LOC	***LOCATION-** Describe the property location. DO NOT restate the city.	NEAR SHOPPING DISTRICT
/TRAN	***TRANSPORTATION-** Describe how guest travels between the airport and the property	HYDE PARK UNDERGROUND STATION
/DIR	***DIRECTIONS-** Describe driving directions from the airport and/or major landmarks to the property.	FROM AIRPORT EXIT 120 EAST TO CARRIER PARKWAY SOUTH
/ATTR	***ATTRACTIONS-** Describe popular areas within reasonable distance.	CHINATOWN THE CANNERY UNION SQUARE
/CORP	***CORPORATE LOCATIONS-** Describe well-known business areas or specific sites.	WALL STREET EMPIRE STATE BUILDING UNITED NATIONS HEADQUARTERS

Additional suggestions for Location/Area content include:

College or University	Theater District	On the Beach
Airport Adjacent	On Airport	Museums
City Center	Train Station	Embassies
Government Center	Cross Streets	Piers or Ports

Return

Hotel Property Description

DISPLAY FREE TEXT CONTENT
GUIDELINES FOR FREE TEXT CONTENT

Display Free Text Content

Free-Text as shown in **HODPPPP**.

Please keep the following in mind:

- Keywords assigned to the following category *display* to Sabre users in HOD *regardless* if supporting text has been added:
  - Policy Requirements
- Keywords assigned to the following categories *do not display* to Sabre users in the HOD *unless* text content has been added:
  - Property Information
  - Location and Area Information

Guidelines for Entering Free Text Content

Use the guidelines below when entering free-text content.

- Content may be entered using any of the following:
  - One line at a time
  - Multiple lines, when separated by an End Item (**Σ**)
  - Multiple lines, when separated by the Return Key (¶)
- May enter up to 60 characters per line.
- Maximum character count is 188 (3-4 full lines of text, including spaces.)
- Maximum character count per keyword is 2000 which includes spaces and blank lines. The keyword itself does not count but any added text does.
- Maximum number of lines in HOD is 256, including indexes.
- A valid 3 or 4-character keyword category code is the format requirement.
- Keep the view in mind when designing the appearance of the content. Use concise, easy-to-read information such as:
  - Short phrases
  - Information listed in columns
  - Indented lists
- Free-Text "ADD" entries are not complete until they have been committed. For the entry to be complete, following "‡DONE" response, the user must enter: **COMMIT**
- Each line of text will be left-justified unless leading spaces are added to indent or separate text into columns.
- Use Sabre ruler to align text: **T*COLS**
- All updates are for the same category until they are ignored or committed, i.e. cancel, guarantee.
- A line of text can be replaced one at a time to a section. One section at a time is produced.
- A section is either ignored or committed.
- At time of committal data is transmitted to eHotels.
- If the filing is successful then the message is sent to eHotels.
- If the filing is unsuccessful an error message is displayed.
- Lines cannot be inserted, changed or deleted. Free-text entries replace existing text.
- If an HOD or HOT is performed, the data for the update is cleared. This means the update must be completed first.
- Free text is stored a section at a time rather than a line at a time.
- eHotels will validate that the property is allowed to be updated.

Return

Hotel Property Description

ADD FREE TEXT CONTENT

Add Free Text Content

HCBCCPPPP/ADD/GEN/GUIDE DOGS ONLY

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
/	Slash
GEN	Keyword Code
/	Slash
ADD	Add
/	Slash
GUIDE DOGS ONLY	Text Content
RESPONSE:	**‡DONE**

- **Business Rules:**
- Free-Text entries are not complete until they have been committed.
- For the entry to be complete, following the "‡DONE" response, the user must enter : COMMIT

Values for Keywords

Codes	Description
CXL	Cancel Policy
DEP	Deposit Policy
GTE	Guarantee Policy
GEN	General Policy
DESC	Property Description
FAC	Facilities
SVC	Services
DINE	Dining
RECR	Recreation
AWARDS	Awards
SAFE	Safety
MISC	Miscellaneous
RTYP	Room types
LOC	Location
TRAN	Transportation
DIR	Directions
ATTR	Attractions
CORP	Corporate Locations

HCBQA78005/ADD/CXL/CANCEL POLICY LINE 1
DONE

```
HCBQA35393/ADD/CXL/CANCEL POLICY LINE 1«
DONE
```

Return

Display text

HCB<chain code><property number>/REVIEW
Example:

HCBQA78005/REVIEW
CANCEL POLICY LINE 1
CANCEL POLICY LINE 2
CANCEL POLICY LINE 3
CANCEL POLICY LINE 4

Business Rules:
Displays what has been constructed so far.

Ignore text

HCB<chain code><property number>/IGNORE
Example:

HCBQA78005/IGNORE
DONE

Business Rules:
Deletes any text that has been added to the work block without updating the database or sending to eHotels

Delete text

HCB<chain code><property number>/DEL/<keyword>
Example:

HCBQA78005/DEL/CXL
DONE

Business Rules:
Deletes any text that has been added to the work block and also sends a delete ("D") command to eHotels
The new delete format will not work if a block is present that has not been committed or ignored. An error message advising the user to COMMIT OR IGNORE will be issued

Commit Text

HCB<chain code><property number>/COMMIT
Example:

HCBQA78005/COMMIT
DONE

Business Rules::
The text that has been added to the work block is discarded after the update is applied.

Verify HCB Text in TPF

In order to verify the text is as you expected, you will need to view via the HOD entry.

Return

HOD Category Display Order

To align presentation of the Hotel Description to support agent sales, Sabre users are able to select among four versions of HOD free-text content order for display. Agents have the ability to adjust the display order at the agency or individual agent level.

Associates may view the HOD content order screen options by adding one of the following codes to the basic HOD entry.

Code:	Description
/*HOD1	Display Category I first
/*HOD2	Display Category II first
/*HOD3	Display Category III first
/*HOD4	Display Category IV first

Entry example: HODPPPP/*HOD3

The categories and their associated keywords are the same as those under which all HOD free-text content is organized.

Category	Keywords	Codes
I. Policy Requirements	*GENERAL POLICY-	/GEN
	*CANCEL POLICY-	/CXL
	*DEPOSIT POLICY-	/DEP
	*GUARANTEE-	/GTE
II. Property Information	*DESCRIPTION-	/DESC
	*FACILITIES-	/FAC
	*SERVICES-	/SVC
	*DINING-	/DINE
	*RECREATION-	/RECR
	*AWARDS-	/AWARDS
	*SAFETY-	/SAFE
	*MISCELLANEOUS-	/MISC
III. Room Descriptions	*ROOM TYPES-	/RTYP
IV. Location and Area Information	*LOCATION-	/LOC
	*TRANSPORTATION-	/TRAN
	*DIRECTIONS	/DIR
	*ATTRACTIONS-	/ATTR
	*CORPORATE LOCATIONS	/CORP

Return

Indexing to Points of Interest (POI)

Properties may be associated to Points of Interest listings by:

- 3 letter city or airport Sabre code
- U.S. Point of Interest
- Non-U.S. Point of Interest

Display HCC Table

The HCC (Hotel State Code and Country) table contains all current reference points established in the Sabre system for use within the hotel indexing package. The Points of Interest are listed by U.S. state code and by non- U.S. country code.

The Sabre system will accept Points of Interest in HOD only when spelled exactly as they are listed in the HCC table. Therefore, when updating Point of Interest indexes for a property, the Associate must first retrieve the HCC table to verify the exact spelling of the Point of Interest for proper input.

Function	U.S. State Entries	Non-U.S. Country Entries
Encode	**HCCFLORIDA**	**HCCC/FRANCE**
Decode	**HCCFL**	**HCCC/FR**
Retrieve HCC table by first letter of the listing	**HCCFL*D**	**HCCC/FR*LOUV**
Retrieve HCC table by first letter of the listing	**HCCFL*DISN**	**HCCC/FR*L**

Business Rules:

- When only one letter is used, the display will include all listings that begin with the letter indicated. Shown below is an example of the HCC table display

```
HCCFL*DISN«
    FLORIDA
   1 FL DISNEYS INSTITUTE              *GEOCODED POINT*
   2 FL DISNEYS WEDDING PAVILION       *GEOCODED POINT*
   3 FL DISNEYWORLD
```

Business Rules:

- The following subsequent entry will show all properties currently indexed under the specified Point of Interest.

  HOT*(line number from list) **HOT*2**

- Duplication and errors in the HCC table should be reported by following the guidelines on the Hotel eServices website:

  http://hoteleservices.sabre.com/

Return

NEW POINT OF INTEREST REQUESTS
GUIDELINES FOR POINT OF INTEREST NAMES

Follow the steps below to verify reference point listings by state or country code.

Step	Action
1	Obtain the correct state or country code. **HCCFLORIDA**
2	Verify the correct Point of Interest listings by entering the first four letters of the listing or by entering the first letter only. **HCCFL*DISN** **HCCC/FR*LOUV** **HCCFL*D** **HCCC/FR*L**

New Point of Interest Requests

On occasion, you may find that a desired point is not listed on the HCC table. Associates may request that a new Point of Interest be added to the table by following the guidelines on the Hotel eServices website.

http://hoteleservices.sabre.com/

Please adhere to the guidelines listed below when submitting requests.

Guidelines for Point of Interest Names

Facilities must contain the *specific* and *proper* names.

The table below provides examples of acceptable names to be used when requesting a new Point of Interest.

Type of Facility	Acceptable Request
Museums	**SMITHSONIAN MUSEUMS**
Parks	**HYDE PARK**
Golf Courses	**ST ANDREWS GOLF COURSE**
Race Tracks	**RUIDOSO DOWNS**
Stadiums	**THE BALLPARK AT ARLINGTON**
Convention Centers	**HOLLYWOOD CONV CENTER**
Beaches	**MALIBU BEACH**
Malls	**MALL OF AMERICA**
Hospitals/Clinics	**MAYO CLINIC**
Zoos	**SAN DIEGO ZOO**

Return

Hotel Property Description

POI GUIDELINES FOR STANDARD ABBREVIATIONS
POI REQUEST RESTRICTIONS
LOCATION CODES

Guidelines for Standard Abbreviations

Points of Interest are limited to a maximum of 25 characters.

The table below provides standard abbreviations to be used when requesting a new Point of Interest.

Type of Facility	Abbreviation
Air Force Base	**AFB**
Naval Air Station	**NAS**
Center or Centre	**CTR**
Convention	**CONV**
Building	**BLDG**
Headquarters	**HDQ**
National	**NATL**
International	**INTL**
Hospitals	**HOSP**
University	**UNIV**

Guidelines for Items NOT to be requested

Keep in mind that when a Subscriber is searching for a location by Point of Interest (POI), the listing that appears is by U.S. state or by country, not by city.

The reference point should provide a quick reference to locate desired properties. Local attractions should be listed appropriately in the HOD.

Follow the guidelines below, listed on the Hotel eServices website.

The following Points of Interest will not be accepted:

- Local Businesses – restaurants, local amusements, department stores, miniature golf, bars
- Annual Events – golf tournaments, races, festivals, parades
- Generic Points – downtown, business district, individuals' names, oceans, bodies of water

Location Codes

Points of Interest are limited to a maximum of 25 characters.

The table below provides standard abbreviations to be used when requesting a new Point of Interest.

Code	Location	Description
C	City	Hotel is within the city limits of the city being serviced by the primary airport or Point of Interest
A	Airport	Hotel is within 10 miles of the primary airport. Must be updated by Sabre Hotel Desk, as code is used only for the primary index.
R	Resort	Hotel is classified as a resort property.
S	Suburb	Hotel is located in a city that is not the primary city where the Point of Reference is located.

Return

Hotel Property Description

POI MILES/DIRECTIONS
ENCODE/DECODE ENTRIES
SABRE/ATLAS

Transportation Codes

L	Limousine
H	Hotel Courtesy Vehicle
O	Other

Miles/ Directions

The miles and direction indicates the number of miles, as well as direction, **from** the index point **to** the property.

Examples:

Miles/Direction	Property is located….
15NW	15 miles northwest from the Point of Interest
3E	3 miles east from the Point of Interest
0S	Less than 1 mile south from the Point of Interest

Encode/Decode Entries

The following encode/decode entries are available to assist with indexing preparation:

Entry Example	Function
W/-APHEATHROW	Encode airport name
W/-CCNEW YORK	Encode city name
W/*JFK	Decode airport code
W/*NYC	Decode city code

Business Rules:
In the "encode" examples above:

AP	Precedes an airport name
CC	Precedes a city name

SabreAtlas

Additional information can be obtained through SabreAtlas, as illustrated by entries below.

Entry Example	Displays
W/-CYNEW YORK, NY	Closest airports to U.S. location
W/-CYPARIS, FR	Closest airports to non-U.S. location
W/-MBEDWARDS, CA	Airports near U.S. military base
W/-MBRAMSTEIN, DE	Airports near military base not located in U.S.
W/-ATLHR	Additional airports near specified location
W/-ATMIA‡ATMCO	Distance between two points

Business Rules: In the examples above:

CY	Precedes a city name
MB	Precedes the name of a military base
AT	Precedes an airport code

2-letter state code follows name of U.S. city/military base
2-letter country code follows name of city/military base not located in U.S.

Return

Hotel Property Description

POI GUIDELINES FOR INDEXING
DISPLAY POINTS OF INTEREST INDEXED TO PROPERTY

Guidelines for Indexing

Please use the following guidelines when indexing an individual property:

- Enter Points of Interest *exactly* as listed in the Sabre system.
- Use the city and/or country code as it appears in the Sabre system.
- Maximum permitted mileage is 254.
- The directional mileage must always be **from** the Point of Interest **to** the property.
- Use only valid location and transportation codes.
- If a hotel is frequented by corporate clientele, ensure that all corporations, hospitals, or governmental offices nearby are listed Points of Interest.
- For maximum exposure, consider associating your property with multiple listings, when appropriate.

Display Points of Interest Indexed to Property

The following entry may be used to display only the Points of Interest which have been indexed to a specific property.

HOXPPPP

Item	Description
HOX	Primary Action Code
PPPP	Property Number

Example:

```
HOX1234<
BR0001234 RENAISSANCE MUNICH HOTEL                AIRPORT   - MUC
INDEXES-        A    6N   O MUC
          C/DE  R   63N   O GARMISCH
          C/DE  R   63N   O GARMISCH PARTENKIRCHEN
          C/DE  R   63N   O GARMISCH-PARTENKIRCHEN
          C/DE  A    4SW  O MUNICH
                R   97N   O NUE
                R   79E   O SZG
```

Business Rules:

The primary index will appear in the upper right corner of the HOD/HOX display.

Return

Add Point of Interest for Property

Example of indexing with a 3-letter City or Airport Sabre code:

HCICCPPPP‡INDEX-MDW‡LC-S‡MI-20SW‡TC-L

Item	Description
HCI	Primary Action Code
CC	Chain Code
PPPP	Property Number
‡	Cross of Lorraine (sometimes displayed as ¥)
INDEX	Action to Add or Index a Point of Interest
-	Hyphen
MDW	Airport Code/City Code
‡	Cross of Lorraine
LC	Format
-	Hyphen
S	Location Code (C, A, R, S)
‡	Cross of Lorraine
MI	Format
-	Hyphen
20SW	Number of Miles and Direction **From** Point of Interest **To** Property
‡	Cross of Lorraine
TC	Format
-	Hyphen
L	Transportation Code
RESPONSE:	**‡DONE**

```
HCIQA35393‡INDEX-MDW‡LC-S‡MI-20SW‡TC-L¬
‡DONE
```

Business Rules:

- A maximum of one airport code can be added per property with the location code “A” (airport), and it must be the primary index.
- Only the Hotel Desk can update the primary index.
- Additional or secondary airport codes can be added to properties by using the code “S” (suburb).

In the example above, the property’s primary index is O’Hare Airport (ORD) but the property is also being indexed to Midway Airport (MDW).

Return

POI INDEXING EXAMPLE

Example of indexing with a U.S. Point of Interest:

HCICCPPPP‡INDEX-FL-DISNEYWORLD‡LC-R‡MI-4N‡TC-H

Item	Description
HCI	Primary Action Code
CC	Chain Code
PPPP	Property Number
‡	Cross of Lorraine (sometimes displayed as ¥)
INDEX	Action to Add or Index a Point of Interest
-	Hyphen
FL	U.S. State Code
-	Hyphen
DISNEYWORLD	Point of Interest Listing, as Determined from HCC Table
‡	Cross of Lorraine
LC	Format
-	Hyphen
R	Location Code (C, A, R, S)
‡	Cross of Lorraine
MI	Format
-	Hyphen
4N	Number of Miles and Direction **From** Point of Interest **To** Property
‡	Cross of Lorraine
TC	Format
-	Hyphen
H	Transportation Code
RESPONSE:	**‡DONE**

Return

Hotel Property Description

POI INDEXING EXAMPLE

Example of indexing with a non-U.S. Point of Interest:

HCICCPPPP‡INDEX-C/FR-LOUVRE MUSEUM‡LC-C‡MI-0W‡TC-O

Item	Description
HCI	Primary Action Code
CC	Chain Code
PPPP	Property Number
‡	Cross of Lorraine (sometimes displayed as ¥)
INDEX	Action to Add or Index a Point of Interest
-	Hyphen
C	Format
/	Slash
FR	Country Code
-	Hyphen
LOUVRE MUSEUM	Point of Interest Listing, as Determined from HCC Table
‡	Cross of Lorraine
LC	Format
-	Hyphen
C	Location Code (C, A, R, S)
‡	Cross of Lorraine
MI	Format
-	Hyphen
0W	Number of Miles and Direction **From** Point of Interest **To** Property
‡	Cross of Lorraine
TC	Format
-	Hyphen
O	Transportation Code
RESPONSE:	**‡DONE**

```
HCIQA35393‡INDEX-C/FR-LOUVRE MUSEUM‡LC-C‡MI-0W‡TC-O«
‡DONE
```

Return

Change Point of Interest Data

All or any part of the Point of Interest data may be changed. The format to change data is the same as to add data, except that only the reference fields to be changed are entered.

To change all information for a given Point of Interest, refer to the examples under "Add Index Point for Property".

To change only part of the information for a given Point of Interest, refer to the examples below:

Indexing by…	Entry Example
City/Airport Code	Mileage/Direction Update: **HCICCPPPP‡INDEX-MDW‡MI-18SW**
U.S. Point of Interest	Location Code Update: **HCICCPPPP‡INDEX-FL-DISNEYWORLD‡LC-S**
Non-U.S. Point of Interest	Transportation Code Update: **HCICCPPPP‡INDEX-C/FR-LOUVRE MUSEUM‡TC-H**
RESPONSE:	**‡DONE**

Business Rules:
Primary index cannot be changed by Associates. This type of update should be requested following the guidelines provided on the Hotel eServices website.

Delete Point of Interest

To delete a Point of Interest from a property, include the action code "UNINDEX' prior to the reference point.

Unindex…	Entry Example
City/Airport Code	Mileage/Direction Update: **HCICCPPPP‡UNINDEX-MDW**
U.S. Point of Interest	Location Code Update: **HCICCPPPP‡UNINDEX-FL-DISNEYWORLD**
Non-U.S. Point of Interest	Transportation Code Update: **HCICCPPPP‡UNINDEX-C/FR-LOUVRE MUSEUM**
RESPONSE:	**‡DONE**

Business Rules:
Primary index cannot be deleted by Associates. This update should be requested following the guidelines on the Hotel eServices website.

Return

Steps to Update HOD

Obtain and organize all applicable content for the property. The following steps are used to update the **Formatted Content** fields:

Step	Action	
1	Display HOD to ensure Hotel Description shell has been created by Sabre Hotel Desk:	**HODPPP**
2	Add location data: . Phone Number . Fax Number . HOT/HOD Location . Country Code . Currency Type	**HCBCCPPPP¤PH-817-765-1234** **HCBCCPPPP¤FAX-817-765-1234** **HCBCCPPPP¤LOCHOT-CHINATOWN** **HCBCCPPPP¤CNY-FR** **HCBCCPPPP¤CT-USD**
3	Add plan information: . Family Plan . Meal Plan	**HCBCCPPPP¤FA-Y** **HCBCCPPPP¤ME-N**
4	Add taxes	**HCBCCPPPP¤TX1-8 PCT NY‡TX2-3.00YS APT‡TX3-5.00 PORT**
5	Add Extra Fees: . Property Specific . Rate Level Specific . Room Code Specific	**HCBCCPPPP¤XX-00.00** **HCBCCPPPPLLL¤XX-00.00** **HCMCCPPPPLLL¤RCΣA1K/XX-00/00**
6	Add Miscellaneous: . Safety/Fire Approved . JALFFP Participant	**HCBCCPPPP‡SFA-Y** **HCBCCPPPP¤JALFFP-Y** **HCBCCPPPP¤URL-**
7	Add Special Amenities Qualifiers	**HCBCCPPPP¤SQ‡GOLF¤SQ‡MEET**
8	Update Fixed Fields	**HCBCCPPPP/FIX‡CAR-DOLLAR/FIX‡PARK-NOT ON SITE/**
9	Add Property Types	**HCBCCPPPP¤PT-EXTD¤PT-ASTES**
10	Add Table Driven Qualifiers: Package Values Commission Values Rating Values	**HCBCCPPPP¤PK-SK** **HCBCCPPPP¤CM-HC** **HCBCCPPPP¤RT-BE**

Return

Steps to Update HOD Continued

The following steps are used to add the **Free-text Content**:

Step	Action
1	Display HOD **HODPPPP**
2	Determine appropriate keyword for each text content item being entered.
3	Enter all appropriate information for each category: • Policy Requirements • Property Information • Room Descriptions • Location Information **HCBPPPP/ADD/FAC/ 612 ROOMS 28 SUITES¶** **AIR CONDITIOINED BEAUTY/BARBER SHOP¶** **BOUTIQUE BANQUET ROOMS¶** **GARAGE-INDOOR LOUNGES** (E)
4	Redisplay HOD and verify for accuracy. **HODPPPP**

The following steps are used to add **Points of Interest:**

Step	Action
1	Display HOD indexed Points of Interest: **HOXPPPP**
2	Verify the correct listing for a Point of Interest by: • State **HCCFL*DISN** or **HCCFL*D** • Country **HCC/FR*LOUV** or **HCCC/FR*L**
3	Associate the property to the index listing by: • City/Airport Code **HCICCPPPP‡INDEX-MDW‡LC-S‡MI-20SW** • U.S. Point of Interest **HCICCPPPP‡INDEX-FL-DISNEYWORLD‡LC-R‡MI-4N‡TC-H** • Non-U.S. Point of Interest **HCICCPPPP‡INDEX-C/FR-LOUVRE MUSEUM‡LC-C‡MI-0W‡TC-O**
4	Redisplay indexed Points of Interest and verify for accuracy: **HOXPPPP**

Return

COMPLETED HOTEL DESCRIPTION

Completed Hotel Description

```
H D12006«
XY0012006 THE PERFECT HOTEL              FSG
ADDR-    1234 MAIN DRIVE
       DALLAS TX 88888                DOWNTOWN
PHONE-   817-264-1111
FAX-     817-264-2222
RATING-  NOT AVAILABLE


US GOVERNMENT SAFETY/FIRE APPROVED

ADDITIONAL FEES - MB FOR ACCEPTABLE FORMS OF PAYMENT
TAX-11PCT CTY /6PCT ST
EXTRA PERSON- *    10.00  USD       TO SELL USE /EX-1
ROLLAWAY    - *    10.00  USD       TO SELL USE /RA-1
CRIB CHARGE - *     5.00  USD       TO SELL USE /CR-1

AIRPORT SHUTTLE    -Y-             PET POLICY  -Y-
CAR RENTAL COUNTER -HERTZ ON SITE  -  FAMILY     -N-
PARKING          -COMPLIMENTARY  -  MEAL PLAN   -Y-
CHECK IN         -1300-          NBR FLOORS  -5  -
CHECK OUT        -1100-          NBR ROOMS   -280 -

PROPERTY INFORMATION
MD«
FITN  -Y-   CSNO  -N-   GOLF  -N-   POOL  -Y-   WCHR
TENS  -N-   BCTR  -Y-   DINE  -Y-   MEET  -Y-   KIDS
CONV  -Y-   PETS  -Y-   DATA  -Y-   NSMK  -Y-   DCLN
JACZ  -N-   BKST  -N-   INPL  -N-   OUPL  -Y-   KTCN
INTR  -Y-   RMSV  -Y-   HSPD  -Y-   SHTL  -Y-   LCAL
EXEC  -N-   BECH  -N-   PARK  -Y-   SMFR  -N-   RFRG
WFRM  -N-   RS24  -N-   PBTR  -N-   SMOK  -N-   MINI
WFPS  -N-   HYPO  -N-   RSTR  -N-   RMSF  -N-   CFEE
WFMR  -N-   WATR  -N-   SKIO  -N-   BALC  -N-   NATV
ADAA  -N-   FSPA  -N-   ADLT  -N-   ECOH  -N-


I.    POLICY REQUIREMENTS
  -MAX 4 PEOPLE TO A ROOM
  -SMALL PETS UNDER 20 POUNDS ALLOWED
  -CHILDREN UNDER 16 YEARS OF AGE STAY FREE IN PARENTS ROO
  -CHECK IN-1300     CHECK OUT-1100

*CANCEL POLICY-
  -ALL RESERVATIONS MUST BE CANCELLED 24 HOURS
   PRIOR TO ARRIVAL DATE 4PM HOTEL TIME TO AVOID
   A 1NT NO SHOW CHARGE.

MD«
*DEPOSIT POLICY-
  -HOTEL WILL ACCEPT A DEPOSIT OF 1 NIGHT ROOM
   AND TAX TO BE MAILED DIRECTLY TO HOTEL
   WITHIN 7 DAYS FROM DATE OF BOOKING.
```

*GUARANTEE POLICY-
-ARRIVALS AFTER 4PM REQUIRE A CREDIT CARD
GUARANTEE ..SEE HOD*G FOR ACCEPTABLE CREDIT CARDS

II. PROPERTY INFORMATION
PROPERTY TYPE -
LUXURY ALL SUITES
*DESCRIPTION-
*UPSCALE ALL SUITE HOTEL. FULL SERVICE 4-STAR HOTEL
WITH UNIQUE AND MODERN DECOR THROUGHOUT. THE HOTEL
PROVIDES A FEELING OF RELAXATION IN ALL OF THE LIVING
AREAS. THE PERFECT HOTEL OFFERS ANY TYPE OF AMENITY
THAT A GUEST MAY REQUIRE.

*FACILITIES-
* 280 ROOMS * 5 FLOORS
* GIFT/SUNDRY SHOP * BUSINESS CENTER
MD«
* PARKING - COMPLIMENTARY * OUTDOOR POOL
* RESTAURANT * LOUNGE
* TENNIS COURTS * MEETING FACILITIES
* BEAUTY SALON

*SERVICES-
* CONCIERGE * ROOM SERVICE - 24 HOURS
* LAUNDRY/VALET * SHOE SHINE SERVICE
* BANQUET/CATERING * BUSINESS CENTER
* BABYSITTING * IN-ROOM MOVIES
* MINI BARS * ARCADE/GAMES

*DINING-
* ROOM SERVICE
*FULL MENU FEATURING AMERICAN CUISINE
AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK

* RESTAURANT
-CAFE IN THE GARDEN
630AM - 2PM - THEN - 530PM - 10PM - MONDAY - FRIDAY
8AM - 2PM - THEN - 530PM - 11PM - SATURDAY AND SUNDAY

-ATTIRE - CASUAL DRESS
MD«
-SERVING - CONTINENTAL AMERICAN CUISINE

*RECREATION-
* HEALTH CLUB
-COMPLIMENTARY FITNESS CENTER OPEN 7AM-10PM.
STEPPER, STATIONARY BIKE, FREE WEIGHTS, NAUTILUS
EQUIPMENT, AEROBICS, STEAM AND SAUNA ROOM. MASSAGES
ARRANGED AT THE HEALTH CLUB DESK.

-OUTDOOR LIGHTED TENNIS COURTS AT HOTEL
HOURS - 7AM-7PM MONDAY - SUNDAY

-GOLF NEARBY
JONES CREEK, CEDAR CREEK - 3-20 MILES SOUTH OF
THE HOTEL

*AWARDS-
4 STAR HOTEL

*SAFETY-
 * 24 HOUR SECURITY PATROL
 * SMOKE DETECTORS
MD«
 * ELECTRONIC CARD KEY ACCESS TO ROOMS

*MISCELLANEOUS-
 -10 PERCENT CITY TAX AND 5 PERCENT STATE
  TAX NOT INCLUDED IN ROOM RATE.

III. ROOM DESCRIPTIONS
*ROOM TYPES-
 * ALL ROOMS FEATURE THE FOLLOWING--
  -DATAPORTS
  -REFRIGERATOR
  -MINI BAR
  -REMOTE CONTROL CABLE TV
  -IN ROOM SAFE
  -IRON/IRONING BOARD
  -COFFEE MAKER

 * A1K...DELUXE ONE BEDROOM SUITE WITH POOL VIEW
 * B1K...SUPERIOR ONE BEDROOM SUITE WITH CITY VIEW
 * C1Q...STANDARD ONE BEDROOM SUITE WITH QUEEN BED

IV. LOCATION AND AREA INFORMATION
MD«
*LOCATION- DOWNTOWN
 * PERFECT HOTEL IS LOCATED 10 MILES
  SOUTH OF DFW AIRPORT. CONVENIENTLY
  LOCATED TO MAJOR BUSINESSES IN THE AREA.
  HOTEL IS WITHIN 10 MILES TO SEVERAL
  SHOPPING MALLS IN THE AREA.

*TRANSPORTATION-
 * TAXI IS APPROXIMATELY 25.00USD ONE WAY
 * LIMO RATES VARY WITH EACH COMPANY, CHECK SERVICE DESK
 * RENTAL CAR
 * FREE SHUTTLE SERVICE FROM 0700-2100 MON-FRI

*DIRECTIONS-
 * DRIVING INSTRUCTION FROM AIRPORT *
  DEPART AIRPORT TAKING EXIT TO HIGHWAY 1
  SOUTH TO EXIT 15. MAKE A LEFT HAND TURN AT THE
  FIRST STREET LIGHT ONTO **STATE STREET.**
  FOLLOW **STATE STREET** DOWN TO FOURTH STREET LIGHT
  WHICH IS MAIN, TURN LEFT AND HOTEL IS ON THE LEFT.

*ATTRACTIONS-
 * GRAPEVINE MILLS.....08 MILES
MD«
 * IRVING MALL.....10 MILES

```
 * LAS COLINAS.............07 MILES
 * GREENVILLE NIGHT CLUBS ..14 MILES

*CORPORATE LOCATIONS-
 * AMR HEADQUATERS..........05 MILES
 * NOKIA....................08 MILES
 * INTEL....................15 MILES
 * BAYLOR MEDICAL...........06 MILES
 * EDS......................04 MILES

***FOR POINTS OF INTEREST PLEASE ENTER HOGXY0012006***

INDEXES-
      TX   REUNION ARENA                    5
      TX   REUNION TOWER OF DALLAS              7
      TX   SIX FLAGS OVER TEXAS                 2
      **   FSG                              2

ACCEPTED FOR GUARANTEE
 GUARANTEED LATE ARRIVAL
 /GH-          CUSTOMER NAME AND ADDRESS
MD«
 /GDPST        DEPOSIT WILL BE SENT
 /GDPST...     IMMEDIATE DEPOSIT TYPE OR FORM

CREDIT CARDS ACCEPTED FOR GUARANTEE
 AB  AUSTRALIAN BANK CARD      AX  AMERICAN EXPRESS
 BA  BANKAMERICARD             BC  BANK CARD
 BR  BANCOMER                  BX  BANAMEX CARD
 BY  BCA                       CA  MASTERCARD
 CN  CARNET                    CS  CARTA SI
 DC  DINERS CLUB CARD          DW  DISNEY CREDIT CARD
 FH  FEDERAL NATIONAL HTL      HI  HOLIDAY INN CC
 IC  INTERCONTINENTAL          IK  MASTER CARD
 JC  JCB CREDIT CARD           JL  JAPAN AIRLINES
 MC  MASTER CARD               MM  MARITIM CARD
 MP  MOVENPICK CARTE GOURMET   NS  NIPPON SHINPAN
 SA  IHC RESTRICTED/SAISON     SB  STANDARD BANK
 SD  SUN DINERS                TP  TRAVEL PLUS
 VI  VISA                      WB  WORLD BANK
 ZS  SEARS
CREDIT CARDS ACCEPTED FOR DEPOSIT
 AB  AUSTRALIAN BANK CARD      AX  AMERICAN EXPRESS
 BA  BANKAMERICARD             BC  BANK CARD
 BR  BANCOMER                  BX  BANAMEX CARD
MD«
 BY  BCA                       CA  MASTERCARD
 CN  CARNET                    CS  CARTA SI
 DC  DINERS CLUB CARD          DW  DISNEY CREDIT CARD
 FH  FEDERAL NATIONAL HTL      HI  HOLIDAY INN CC
 IC  INTERCONTINENTAL          IK  MASTER CARD
 JC  JCB CREDIT CARD           JL  JAPAN AIRLINES
 MC  MASTER CARD               MM  MARITIM CARD
 MP  MOVENPICK CARTE GOURMET   NS  NIPPON SHINPAN
 SA  IHC RESTRICTED/SAISON     SB  STANDARD BANK
 SD  SUN DINERS                TP  TRAVEL PLUS
 VI  VISA                      WB  WORLD BANK
```

Return

Function	Entry Example
Rate Level Maintenance	
Display Chain's Rate Level Pool	**HRL***
Create Rate Level	**HRL‡SCR-SENIOR CITIZEN RATES**
Change Rate Level Definition	**HRL¤SCR-SENIOR RATES**
Delete Rate Level	**HRL¤SCR**
Rate Code Maintenance	
Display Chain's Rate Code Pool	**HRC***
Display Rate Codes by Category Code	**HRC*W**
Display Rate Codes by Category Code with Viewership Records Created	**HRC*N/V**
Create Standard Rate Code	**HRC‡HNY-HONEYMOON PACKAGE/P**
Create Standard Rate Code for Multiple Rate Categories	**HRC‡SCR-SENIOR CITIZEN RATES/S,P**
Create Contractual Rate Code	**HRC‡CCZ-CONSORTIUM RATE/X**
Create Contractual Rate Code that Requires CD Number	**HRC‡AMX-AMERICAN EXPRESS/X/CD-AX3234**
Create Negotiated Rate Code that Requires CD Number	**HRC‡EDS-EDS PREFERRED RATE/N/CD-93EDS**
Change Rate Code Definition	**HRC¤USA-USA MEMBERS RATE**
Change Rate Category Code	**HRC¤ARP-S**
Delete Rate Code	**HRC¤ARP**
Add/Change CD Number	**HRC¤ATT¤CD-17442**
Delete CD Number	**HRC¤ATT¤CD**

Continued on next page

Return

Rate and Property Management

QUICK REFERENCE

Function	Entry Example
Property Management	
Display Properties Attached to a Rate Level	**HRL*RRR**
Display Rate Levels Attached to Property	**HRLPPPP***
Attach Rate Level to a Single Property	**HRTPPPP‡LLL**
Attach Rate Level to All Properties	**HRTXYLLL**
Clone Rate Level	**HRTXY‡ZZZ/LLL**
Detach Rate Level from a Single Property	**HRTPPPP¤LLL**
Detach Rate Level from All Properties	**HRTXY¤LLL**
Display Properties Assigned to Rate Code	**HRC*COR**
Display Rate Codes Assigned to Property	**HRCPPPP***
Display Rate Codes Assigned to a Specific Rate Level at a Property	**HRCPPPP*LLL**
Display Rate Codes that Correspond to a Specific Rate Category at a Property	**HRCPPPP*N**
Assign Rate Code to Rate Level at a Specific Property	**HTTPPPPIBM‡IBM**
Assign Rate Code to Common Condition Rate Level at a Property	**HTTPPPPCON‡AMX**
Assign Rate Code to Rate Level at Multiple Properties	**HTTPPPP,PPPP,PPPPIBM‡IBM**
Assign Rate Code to Rate Level at Every Property	**HTTXYAAT‡AAT**
Assign Rate Code to Common Condition Rate Level at Every Property	**HTTXYCON‡AMX**
Unassign Rate Code from Rate Level at a Specific Property	**HTT41001IBM¤IBM**
Unassign Rate Code from Common Condition Rate Level at a Property	**HTT41001CON¤AMX**
Unassign Rate Code from Rate Level at Multiple Properties	**HTT41001,41002,41003IBM¤IBM**
Unassign Rate Code from Rate Level at Every Property	**HTTXYAAT¤AAT**
Unassign Rate Code from Common Condition Rate Level at Every Property	**HTTXYCON¤AMX**

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Function	Entry Example
Room Code Management	
Add Room Code	**HCM41001COR¤RO15SEP-31DECΣ1A1KC/CR-20.00/ 100.00-100.00**
Add Multiple Room Codes	**HCM41001COR¤RO15SEP-31DECΣ1A1KC/CR-20.00/ 100.00-100.00Σ2B1K2S/CR-10.00/95.00-95.00**
Add Multiple Room Codes and Rates with Unique Effective/Discontinue Dates	**HCMPPPPLLL¤RO2MAR-3AUG Σ A1K1/70.00-75.00 Σ B1Q1/ 60.00-65.00/1APR-END**
Add Room Code and Rate for Specified Days of Week	**HCMPPPPLLL¤RO21MAR-1DECTHUMONΣA1K/65.00-75.00**
Modify Room Code	**HCM41001COR¤RCΣ1A1KCXS/ EX-4.00Σ2B1K2CS/EX-10.00/ CR-10.00/RA-10.00**
Display Primary Rate Screen	**HCM41001COR***
Display Secondary Rate Screen	**HCM41001COR****
Display Rates for Specific Room and Dates	**HCM41001COR*A1K/1MAR-1APR**
Display All Room Rates for Specified Date Range	**HCMPPPPLLL*DATE-DATE**
Display All Rates for a Specified Room Code	**HCMPPPPLLL*A1K**
Add/Modify Rates for Existing Room Code	**HCMPPPLLL¤RT12SEP-ENDΣ A1K/100.00-100.00**
Add Multiple Rate Seasons for Existing Room Code	**HCMPPPPLLL¤RT11JAN-15MAR Σ A1K/90.00-95.00 Σ A1K/60.00-65.00/16MAR-31DEC**
Modify Rates for Multiple Rooms	**HCMPPPPLLL¤RT12SEP-END Σ A1K/90.00-95.00 Σ B1D/80.00-85.00/12SEP-31DEC**
Modify Multiple Room Rates Using Default Dates and Specific Date Exceptions	**HCMPPPPLLL¤RT12SEP-END Σ A1K/90.00-95.00 Σ B1K/80.00-85.00 Σ C1K/70.00-75.00 Σ C1D/60.00-65.00/12SEP-31DEC**

Continued on next page

Return

Function	Entry Example
Room Code Management	
Modify Rates Applicable to Specified Days of Week	**HCMPPPPLLL¤RT21MAR-31DECTHUMON Σ A1K/65.00-75.00**
Change Room Code Display Position	**HCMPPPPLLL¤RC Σ 3ROH**
Change Room Code Display Position for Multiple Rooms	**HCMPPPPLLL¤RC Σ 3ROH Σ 4C1K**
Add/Change Rollaway	**HCMPPPPLLL¤RC Σ ROH1**
Delete Rollaway	**HCMPPPPLLL¤RC Σ ROH0**
Add/Change/Delete Rollaway for Multiple Rooms	**HCMPPPPLLL¤RC Σ ROH1 Σ C1K1**
Add Rate Return	**HCMPPPPLLL¤RC Σ ROHS**
Delete Rate Return	**HCMPPPPLLL¤RC Σ ROHXS**
Modify Rate Return for Multiple Rooms	**HCMPPPPLLL¤RC Σ ROHS Σ C1KS**
Add Non-commissionable Indicator	**HCMPPPPLLL¤RC Σ ROHNC**
Delete Non-commissionable Indicator	**HCMPPPPLLL¤RC Σ ROHC**
Modify Non-commissionable Indicator for Multiple Rooms	**HCMPPPPLLL¤RC Σ ROHNC Σ C1KNC**
Add/Change Extra Fee Items	**HCMPPPPLLL¤RC Σ A1K/RA-10.00**
Add/Change Extra Fee Items for Multiple Rooms	**HCMPPPPLLL¤RC Σ 1K/EX-15.00 Σ C1D/EX-15.00**
Add/Change Multiple Extra Fee Items	**HCMPPPPLLL¤RC Σ A1K/CR-15.00/EX-15.00/RA-10.00**
Add/Change Multiple Extra Fees and Options	**HCMPPPPLLL¤RC Σ 3ROH1SNC/EX-15.00/RA-10.00/CR-NA**

Function	Entry Example
Delete Rooms and Rates	
Delete Rates by Specific Room Code	**HCMPPPPLLL¤RD Σ C1D/DATE-DATE**
Delete Rates for Multiple Room Codes	**HCMPPPPLLL¤RD Σ C1D/DATE-DATE A2Q/DATE-DATE**
Delete Rates for all Room Codes	**HCMPPPPLLL¤RD Σ ALL/DATE-DATE**
Delete Room Code, Rates, Extra Options/Fees by Specific Room Code	**HCMPPPPLLL¤RD Σ C1D/ALL**
Delete Room Code, Rates, Extra Options/Fees for Multiple Room Codes	**HCMPPPPLLL¤RD Σ C1D/ALL Σ A2Q/ALL**
Delete Room Code, Rates, Extra Options/Fees for a Given Rate Level	**HCMPPPPLLL¤RD Σ ALL/ALL**

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10 EASY STEPS TO ESTABLISH RATES

Step	Action	Entry Examples
1	**Create Rate Level** Notes: • Rate level must be 3 characters, and first character must be alpha • "ALL" cannot be used as a rate level • Label can be 1-35 characters	Standard rate level example: **HRL‡COR-CORPORATE RATE** Negotiated rate level example: **HRL‡IBM-IBM NEGOTIATED RATE** Contractual rate level example: **HRL‡WTT-WOODSIDE TRAVEL TRUST RATE**
2	**Create Rate Codes** Notes: • Rate code must be 3 characters, unless using a CD number, which can be 3-20 characters after "CD-" • Label can be 2-35 characters • Standard rate codes can have 1-3 rate categories attached; nonstandard rate codes can have only 1 category	Standard rate code example: **HRC‡COR-CORPORATE RATE/C** Negotiated rate code example: **HRC‡IBM-IBM NEGOTIATED RATE/N** Contractual rate code example: **HRL‡WTT-WOODSIDE TRAVEL TRUST RATE/X**
3	**Create Rate Description by Rate Code** Notes: • Rate Description can be created at the chain level (as shown here) or at the property level • For detail, refer to F*ASC/HOTEL/RATE/DESCRIP	**HRC/IBM-INFO‡IBM RATE‡ID REQRD AT CHECK IN** **HRC/CD-TRW1111-INFO‡RATE‡COMPLIMENT NEWSPAPER**
4	**Attach Rate Levels to Properties**	**HRT12006‡COR HRT12006‡WTT** **HRT12006‡CON HRTXY‡COR**

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10 EASY STEPS TO ESTABLISH RATES

Step	Action	Entry Examples
5	**Define Viewership by Rate Code** Viewership Level Identifier Codes: • C-Country (2-alpha character country code) • T-City (3-alpha character city code • P-Pseudo City (4-alphanumeric character code) • J-Alpha City (3-alpha character city code) • For detail, refer to F*ASC/HOTEL/DEFINE/VIEWERSHIP	**HVBIBMAP-B4T0** **HVBCD-1234AP-TM41,A0B0** **HVBIBMDC-ALL**
6	**Attach Rate Levels to Rate Codes**	Standard rate code example: **HTT12006WKD‡WKD** Negotiated rate code example: **HTT12006IBM‡IBM** Contractual rate code example: **HTT12006WTT‡WTT** Common conditions example: **HTT12006CON‡AMX** Multiple properties example: **HTT12006,43059,1870TVL‡TVL** Every property in chain example: **HTTXYCOR‡COR**
6a	**Add Multiple Currency Rate**	**HCB1234ABC¤CT-FRF** (To add multiple currency rates for properties higher than 65535 see Hotel eServices website)
7	**Create Rate Tables by Rate Level** Note: • For detailed rate table updates, refer to F*ASC/HCM/ADD/RATES	**HCM12006IBM¤RO01JUN-31DEC Σ A1K/95.00-95.00**

Return

Step	Action	Entry Examples
8	**Status Availability by Rate Level** Note: • For detail, refer to F*ASC/HOTEL/STATUS/AVAIL	**HVO12006GMC/23NOV-30NOV/A1K** **HVC12006GMC/10OCT/ALL** **HVR12006GMC/ALL/C1D-B1K** **HVCA12006ALL/01DEC/ALL** **HVCA12006WKD/01JUN-31DECSAT/ALL**
9	**Add Daily Indicators** (such as 6PM hold) Note: • For detail, refer to F*ASC/HOTEL/DAILY/ INDICATOR	**HVD12006IBM/10NOV-14APR/G** **HVD12006IBM/ALL/6** **HVD12006ALL/23OCT-31DEC/D** **HVD12006IBM/ALL/A**
10	**Set Formatted Cancellation Field and Guarantee Policy** Note: • For detail, refer to F*ASC/HOTEL/CANCEL/ POLICY	HVD438MTV/20OCT-10MAY/C4P HVD438ALL/ALL/C6P HVD438ALL/03JUL05JUL/C24HVD4 38CBS/ALL/C14D

Business Rules:
Functional information about the 10 Easy Steps is actually contained in four different sections within the manual: RATES, AVAILABILITY, DEFINED VIEWERSHIP, and HOTEL RATE DESCRIPTIONS.

Function	Entry Example
Display 10 Easy Steps in Sabre System	
1. Access Associate Manual	**F*ASC/10/EASY/STEPS**
2. The select appropriate item number	**F*1**

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STEPS TO REASSIGN RATE CODE TO NEW RATE LEVEL
STEPS TO DELETE RATE CODE AND RATE LEVEL

STEPS TO REASSIGN RATE CODE TO NEW RATE LEVEL

Step	Action	Entry Examples
1	Unassign Rate Code (RRR) from Current Level (LLL)	**HTTPPPPLLL¤RRR**
2.	Create New Rate Level, if Needed (OPTIONAL)	**HRL‡LLL-VARIOUS SENIOR DISCOUNTS**
3	Attach New Rate Level to Property, if needed	**HRTPPPP‡LLL**
4	Assign Rate Code to New Rate Level	**HTTPPPPLLL‡RRR**
5	Add Room Code and Rates to Property	**HCMPPPPLLL¤RODATE-DATE Σ A1K1C/RA-20.00/100.00-100.00**

STEPS TO DELETE RATE CODE AND RATE LEVEL

Step	Action	Entry Example
1	Unassign Rate Code (RRR) from Current Rate	**HTTCCLLL¤RRR**
2	Delete Rate Code from Chain Pool	**HRC¤RRR**
3	Delete Rate Level from Chain Pool	**HRL¤LLL**

Return

FUNDAMENTAL DATABASE OPERATION
CURRENCY
RATE LEVELS

Fundamental Database Operation

Various components work together to produce the rates used for booking. To effectively create and maintain rates, the Associate should understand how these components fit together. The Sabre user will sell by line number to make a booking. Therefore, it is important that the Associate include all of the necessary information to promote a rate and make it available in the Sabre system. Before actually loading the rates into the Sabre system, it is helpful to diagram the various rates to be offered at a property, including the room codes, single and double occupancy rates, amenities and other requirements.

Note:
In the entry and command sections of this handbook the following abbreviations and symbols have been used:

Abbreviation or Symbol	Description
XY	Chain Code
RRR	Rate Code
LLL	Rate Level
PPPP	Property Number
¤	Change Key
‡	Cross of Lorraine (sometimes displayed as ¥)
Σ	End Item

Currency

Rates in the HOT display are in the currency of the country in which the viewer's pseudo city code is located. However, rates in the HOD are in the currency as referenced in the HOD and rate screen.
The following entries may be used to obtain currency codes and decimal placements:

DC*CUR
DC*(country name)

Rate Levels

To facilitate rate and status management, Associates create Rate Levels, which are for Associate use only and are never viewed by Sabre users. The Associate determines which rate level will manage the various rate code(s) at each property in the chain. It is through the use of the rate level that the Associate:

- Loads rates and room codes in the rate screen with specific "effective" and "discontinue" dates.
- Sets hotel hold times, guarantee, deposit, and minimum and maximum stay indicators
- Sets availability status such as "open" and "closed
- Manages the assigned rate codes

"RAC" is the only rate level that is assigned by the Sabre system. The rate level "RAC" manages the rate code "RAC" at every property in the chain. While the Associate may change rates and status for the "RAC" rate level, it is not possible to assign any other rate code created by the Associate to the rate level "RAC".

Return

Common Conditions

A rate level always manages a minimum of one rate code for the activities described in the previous paragraph. However, common conditions must exist for the rate level to manage multiple rate codes at a property. When ALL of the following conditions are satisfied, a single rate level can easily manage several rate codes.

Condition	Description	
Identical Room Codes	The same room codes apply to all rate codes managed by the rate level. Example: A1K, B1K, and B2Q are the valid room codes for each rate code under a given rate level.	
Identical Status	Availability status for the room codes must be identical. If a room code managed by a rate level is closed, then all rate codes for that particular room code would be closed. Likewise, if a room code is open, then all rate codes are open.	
Identical Rates	The same amounts apply for single and double occupancy for all rate codes managed by the same rate level. For instance, all A1K rooms are $75.00 single/$80.00 double, and all B2D rooms are $70.00 single/$80.00 double for all rate codes managed by the same rate level.	
Identical Cancellation Policy Remark	The same statement regarding the time by which the guest must cancel applies to all rate codes managed by the same rate level. Example: CANCEL 24 HOURS PIROR TO ARRIVAL.	
Identical Commission Structure	All rate codes managed by a given rate level must have the same commission program. In order to be managed by the same rate level, if one is non-commissionable, then all are non-commissionable.	
Identical Requirements For:	• Deposit • Guarantee • Minimum Stay Advance Reservation	• Deposit Waiver • Forced Guarantee • Maximum Stay

If all of the conditions described above are not satisfied, then additional rate levels are required for rate code management.

Examples of common conditions:

Rate Level:	CON	Rate Level:	NEG
Rate Codes:	AMX	Rate Codes:	IBM
	BTI		HON
	HFH		AAC
	THR		ABB

Return

Rate Codes

The Rate Code is a representation of a hotel product available for booking by Sabre users. The rate code is usually three characters. "RAC" is the only rate code that is programmed by the Sabre system.

The Associate creates a rate code to represent the type of product/service that is available for Sabre users to book. For instance, resort properties in the chain might have a popular package for honeymooners and decide to represent the product in the Sabre system as HNY. Since the rate code must have a definition or label to print on the guest's invoice and itinerary, it could be defined as

DELUXE HONEYMOON PACKAGE.

In addition, a description of all the amenities included with the package will be stored in the Hotel Rate Description, or HRD. Any property in the chain that has the rate code available to sell must also offer all of the amenities, as described in the HRD, or the rate description must be created at the property level. Refer to the Hotel Rate Description section of this handbook for additional information to create HRDs. It is important to create a viewership record if Sabre users' access to the rate code is to be restricted. This process is discussed within the Defined Viewership section of the handbook.

The Sabre system displays rate codes, rates, and room codes in response to the Sabre user's request, based on the rates and status conditions programmed by the Associate in the rate and availability database.

Category Codes

Since there is no limit to the number of rate codes that an Associate might create, Category Codes are attached to the rate code for Sabre users' convenience when shopping for rates. Generic rates for which the average traveler would be eligible such as corporate or weekend are labeled "standard" rates.

The category codes used by Associates for standard rates include:

Code	Rate Category
C	Corporate
D	Day Rate
F	Family Plan
G	Government
I	Distressed Inventory
P	Promotional/Packge/ Tour

Code	Rate Category
M	Military
S	Senior Citizen
T	Travel Industry
V	Convention
W	Weekend
R	Rack

Return

The Sabre user includes the category code in the shopping entry, and the Sabre system responds with the rate codes, room codes, and rates, as assigned by the Associate. The Associate must program at least one, but not more than three, category codes for each standard rate code.

X	=	Consortium/Travel Agency
N	=	Corporation/Large Company

Contractual (X) and Negotiated (N) rates are rate agreements between the Associate and another party. The category code "X" must be assigned to all rate codes representing a rate agreement with a consortium or group of travel agencies. Any rate code representing an agreement involving a specific corporation must be assigned to the category code "N". No other category code may be assigned to a rate code when assigned to category "X" or "N". Sabre users have the option of using "R" as a category code to shop specifically for "RAC" rates. "R" is assigned automatically by the Sabre system and cannot be assigned to any rate code other than RAC.

Rate Screens

The Associate is responsible for updating and maintaining rates for all properties listed in the Sabre system. Each rate level must have a rate screen, where the room codes and actual charges for single and double occupancy are loaded with the applicable effective and discontinue dates. A maximum of 16 room codes may be entered per rate level at each property. Since multiple rate levels may exist at any given property, multiple screens must also be maintained.

Room Codes

A master list of room codes is maintained in the Sabre system for use by Associates. Since the list is so comprehensive, it provides a very lengthy CRT display. Print a hard copy of the list to select the most appropriate code for the accommodation at the property. The entry to display the master list is **DU*/HTL/TYPE**.

Although the list includes codes that exceed three characters, those are employed only by Sabre users for invoice and itinerary functions. Only 3-character room codes may be used by Associates. As a general rule, the first character of the room code indicates the *class of accommodation*. Example: **A**1K

Class of Accommodation	
A	Deluxe
B	Superior
C	Standard
D	Minimum

Return

The second character in the code usually indicates the *number of beds* in the room. Example: B**2**D

The number in a room code is not related to the number of persons permitted in a room. Single and double occupancy is controlled by the rate screen.

The last character in the code generally indicates the *size or type of bed(s)* in the room. Example: A1**Q**

Type of Bedding	
K	King
Q	Queen
D	Double
T	Twin

Corporate Discount Number

If the Associate desires a Corporate Discount (CD) number can be automatically included by the Sabre system in the booking segment. This option applies to any rate code designated as category "X" or "N".

When the Associate creates the rate code, the CD number is added after the category code. When the rate code is booked by an authorized Sabre user, the Corporate Discount number is automatically generated in the /CD-field of the booking segment.

Rate Return

Associates have the ability to return a rate that is lower than the rate originally booked. This process is called Rate Return. The Associate sets the indicator for Rate Return to the applicable room codes by rate level. An Asterisk (*) following the room code/rate code combination in the HOD/HRD display for non-DCA Associates identifies to a Sabre user that Rate Return is allowed. Example:

```
**CORPORATE RATE                    -USD-
5     A1KCOR-*                      150.00
```

The Sabre user adds /RR to the booking segment to request a lower rate, if available. Unless the rate is set to zero, the Associate must confirm a rate lower than or equal to the existing rate in the segment.

When a zero rate has been added to the rate screen by the Associate, the Sabre system adds /RR to the booking segment when the Rate Return indicator has been set.

Example: 1A1KCOR-1/¤0.00USD – Type A
1A1KCOR-1/RR0.00USD – Type B

A CD number may drive what rate is sent back by the Associate's reservation system. To respond accurately to the Sabre user, the Associate must be sure to examine the booking for the /RR field. When an Associate is sending back a rate return, it must be in the same currency that is loaded into the Sabre system.

The database entries for the creation of rates and property management are found on the following pages.

Return

Display Chain's Rate Level Pool

HRL*

RESPONSE:

```
HRL*¢
SHAARP PLUS TRAI

 RATE LEVEL CODE    RATE DEFINITION

  AAA               ROAD RATE
  ABC               ABC CNTRCT ALLEN AND TYLERS
  AGY               AGENCY RATES
  AG1               AGENCY RATES
  AMX               AMEX RATE
  ASC               ASSOCIATED TRAVEL RATES
  ATS               ASSOC TRAVEL SVC
  ATT               ATT NEGOTIATED RATE
  AUS               AUST TEST RATES
  AWR               AUSTRALIAN WINTER RATE
  AXC               YVONNE DISCOUNT
  BBB               TEST CLONE
  BCR               GOLD CARD RATE
  BEE               BEE LOVERS PACKAGE
  BFF               TEST RATES
  BOO               CASPER CONVENTION
  BPO               BP OIL AUSTRALIA
  CAB               TAXI CO OPS OF AUSTRALIA
  CAT               FURRY FRIENDS INC‡
```

Business Rules:

- Rate levels are displayed in alphabetical order.
- A rate level must exist in the chain pool before it can be attached to the property.
- "RAC" is a rate level generated by the Sabre system and is assigned at all properties in the system. However, "RAC" will not appear in the chain pool.

Return

Create Rate Level **HRL‡SCR-SENIOR CITIZEN RATES**

Item	Description
HRL	Primary Action Code
‡	Cross of Lorraine (sometimes displayed as ¥)
SCR	Rate Level
-	Hyphen
SENIOR CITIZEN RATES	Rate Level Definition
RESPONSE:	**‡DONE**

Business Rules:

- There is no limit to the number of rate levels that may be created. However, the rate level must exist in the chain pool before it may be attached to a property.
- Rate levels are designed by the Associate for internal use only and are not seen by Sabre users.
- A rate level must be three characters. The first character of the code must always be alpha.
- Rate levels that begin with “RT”, “RI”, and “RO” must be all alpha.
- “ALL” and “RAC: are restricted from use as any rate level.
- The definition of a rate level may include 1-35 characters.
- A rate level must manage at least one rate code at the property level for rate and status management. For the conditions that allow a rate level to manage multiple rate codes at a property, refer to “Common Conditions” in this same section.

“RAC” is a rate level generated by the Sabre system and is assigned at all properties in the system. However, “RAC” is not displayed in the chain pool.

Return

CHANGE RATE LEVEL DEFINITION
DELETE A RATE LEVEL

Change Rate Level Definition

HRL¤SCR-SENIOR RATES

Item	Description
HRL	Primary Action Code
¤	Change Key
SCR	Rate Level
-	Hyphen
SENIOR RATES	New Rate Level Definition
RESPONSE:	**‡DONE**

Business Rules:

- The existing rate level must be included in the format with the new definition following the hyphen. The new definition may include 1-35 characters.
- It is not possible to change the actual 3-character rate level. It must be first deleted from the pool. Then the correct code and definition may be added.

Delete a Rate Level **HRL¤SCR**

Item	Description
HRL	Primary Action Code
¤	Change Key
SCR	Rate Level
RESPONSE:	‡DONE

Business Rules:

- A rate level cannot be deleted from the pool while it is still attached to any property in the chain. The Sabre system will first respond "ENTRY IN PROGRESS" while checking each property. The Sabre system will either respond 'DONE" OR ADVISE THAT THE RATE LEVEL IS STILL ACTIVE. If active, determine where by including the rate level in the basic entry: **HRL*SCR**
- Refer to the Quick Reference section for a list of steps to follow for the deletion process.
- Database size may affect the processing time.

Return

Display Chain's Rate Code Pool

HRC*

RESPONSE:

```
HRC*<
EHOTELS QA TEST        RATE CODE ASSIGNMENTS     CATEGORY - ALL

RATE RATE                                CATEGORY              VIEW
CODE DEFINITION                          CODES

ABC  WEEKEND WEEKEND                     W                       N
ATG  PERSONAL                            W,P                     N
BBB  CHANGE RATE CODE AGAINNNNNNNNNNNN   W,G,P                   N
DAY  DAY RATES 1                         D                       N
DIS  DISTRESSED RATES                    I                       N
D01  TEST RATE CODE                      C                       N
EDD  EDYTA RATE CODE                     W                       Y
EDE  EDYTA PACKAGE                       P                       Y
EDZ  PROMOTIONAL RATE                    W,P                     Y
EEE  EDYTA CORPORATE RATE CODE           C                       Y
GOV  TEST                                G                       N
H44  HOTEL HOTEL                         P                       N
IKJ  KEN RATE CODE 2                     W                       N
IKK  KEN RATE CODE 3                     W                       N
IKX  KEN RATE CODE 4                     W                       N
KEN  KENS RATE CODE                      W                       N
KIR  KIRBYS TEST RATES                   W,P                     N
KJJ  TESTING                             W                       N ‡
```

Business Rules:

- The response contains the chain's complete list of rate codes by category code. The rate code is followed by the rate code definition and category codes. In addition, the existence of a viewership record for the rate code will be indicated under the "VIEW" column, using "Y" for yes or "N" for no.

- Rate codes attached to "standard" category codes display first in alphabetical order. Rate codes attached to category "N" are listed next in alphabetical order. Finally, rate codes attached to category "X" are listed in alphabetical order.

- Rate codes are defined chain-wide. The Hotel Rate Description may be defined chain-wide or to the property level, and pricing must be customized at each individual property.

- "RAC" is a rate code generated by the Sabre system and is assigned at all properties in the system. However, "RAC and the category code "R" are not displayed in the chain pool.

Return

```
HRC*W«
SHAARP PLUS TRAI      RATE CODE ASSIGNMENTS     CATEGORY - W

RATE RATE                                CATEGORY            VIEW
CODE DEFINITION                          CODES

BEE  BEE LOVERS RATE                     W,P                   Y
BLA  BLATCH PROMOTIONAL RATES            W,P                   N
DOG  KENNEL RATES                        W,P                   Y
FIF  WEEKEND SPECIALE EN FRANCE          W,C,P                 Y
FII  WEEKEND SPECIAL IN EIRE             W,C,P                 N
FIN  STEPHANIES FANTASIA RATE CODE       W,F,P                 N
FTS  FANTASTIC RATES                     W,P                   N
GAL  GALS RATE                           W,P                   N
HMM  MARLAS HONEYMOON ESCAPE             W,F,P                 N
HMN  THE HONEYMOON GETAWAY               W,F,P                 N
HM4  SPECIAL HONEYMOON PACKAGE           W,P                   N
HNM  HONEYMOON GETAWAY                   W,P                   N
HNP  CRAIGS GETAWAY HONEYMOON PCKGE      W,P                   N
HNW  HONEYMOON HIDEAWAY                  W,F,P                 N ¥
```

Business Rules:

- To view CD numbers for contractual or negotiated rates. Display the rate code by category “X” or “N”. Observe the sample response below.

A list of rate codes according to category type with viewership records created may be obtained by adding “/V” to the basic entry:

HRC*N/V

RESPONSE:

```
HRC*N/V«
SHAARP PLUS TRAI      RATE CODE ASSIGNMENTS     CATEGORY - N

RATE RATE                                CLIENT              VIEW
CODE DEFINITION                          ID NBR

AAL  AMERICAN AIRLINES                                         Y
AMX  AMERICAN EXPRESS RATES                                    Y
AM2  AM1                                                       Y
ASC  ASSOCIATE TRAVEL RATES                                    Y
ATT  ATT NEGOTIATED RATE                                       Y
BIG  NEGOTIATED RATE FOR ATT                                   Y
CHS  TEST                                                      Y
CTC  CORPORATE TRAVEL RATES                                    Y
CTN  CARLSON TVL NETW RATES                                    Y
NEG  NEGOTIATED RATE                     12345                 Y
NEG  DIGITAL EQUIPMENT CO                DIGITAL               Y
FSN  SABRE PROGRAMMER TEST HTT           TESTHTT               Y
GET  GETZ INTL TRVL RATES                                      Y
IBM  IBM NEGOTIATED RATE                 12345                 Y ¥
```

Return

CREATE A STANDARD RATE CODE

Create a Standard Rate Code **HRC‡HNY-HONEYMOON PACKAGE/P**

Item	Description
HRC	Primary Action Code
‡	Cross of Lorraine
HNY	Rate Code
-	Hyphen
HONEYMOOM PACKAGE	Rate Code Definition
/	Slash
P	Category Code(s) Use commas (,) to separate multiple codes
RESPONSE:	‡DONE

Business Rules:

- There is no limit to the number of rate codes that may be created. However, the rate code must exist in the chain pool before it can be assigned to a property.
- A standard rate code must be three characters. The first character of the code must always be alpha. Any combination beginning with the letters "RR" is restricted from use.
- "NEG" and "ALL" are restricted from use as a rate code.
- The definition of a rate code may include 2-35 characters. No punctuation is allowed. The definition will automatically print on the guest's itinerary.
- "RAC" is a rate code generated by Sabre system and is assigned at all properties in the system. However, "RAC" is not displayed in the chain pool.
- A rate code must be assigned to a rate level at the property for rate and status management.
- Any rate code attached to "standard" category codes must be linked to at least one, but not more than three, category codes. The following are the only acceptable standard category codes:

C	Corporate	P	Promotional/Package
D	Day Rate	R	Rack
F	Family Plan	S	Senior Citizen
G	Government	T	Travel Industry
I	Distressed Inventory	V	Convention
M	Military	W	Weekend

Return

- The category code "R" is available for Sabre users to obtain "RAC" rates specifically. However, "R" is not programmable by Associates, since it is generated automatically by the Sabre system.

Create a Contractual Rate Code

HRC‡CCZ-CONSORTIUM RATE/X

Item	Description
HRC	Primary Action Code
‡	Cross of Lorraine
CCZ	Rate Code
-	Hyphen
CONSORTIUM RATE	Rate Code Definition
/	Slash
X	Category Code
RESPONSE:	‡DONE

Business Rules:

- The Sabre system understands a contractual rate (X) as a rate agreement between the Associate and a consortium/group of travel agencies.
- There is no limit to the number of rate codes that may be created. However, the rate code must exist in the chain pool before it can be assigned to a property.
- A contractual rate code must be three characters. The first character of the code must always be alpha. Any combination beginning with the letters "RR" is restricted from use.
- "NEG" and "ALL" are restricted from use as a rate code.
- The rate code definition may include 2-35 characters. No punctuation is allowed. The definition will automatically print on the guest's itinerary.
- A contractual rate code must be assigned category code "X" only.
- A rate code MUST be assigned to a rate level at the property for rate and status management.

HRC‡AMX-AMERICAN EXPRESS/X/CD-AX3234

Business Rules:

- The CD number may include 3-20 alphanumeric characters after CD-.
- To view the CD number for the contractual rate code, display the chain pool by category code: **HRC*X**

Return

CREATE A NEGOTIATED RATE CODE

Create a Negotiated Rate Code

HRC‡ATT-AT AND T NEGOTIATED/N

Item	Description
HRC	Primary Action Code
‡	Cross of Lorraine
ATT	Rate Code
-	Hyphen
AT AND T NEGOTIATED	Rate Code Definition
/	Slash
N	Category Code
RESPONSE:	**‡DONE**

- **Business Rules:**
- **T**he Sabre system understands a negotiated rate (N) as a rate agreement between the Associate and an individual company or business.
- There is no limit to the number of rate codes that may be created. However, the rate code must exist in the chain pool before it can be assigned to a property.
- A negotiated rate is a 3-character code in which the first character of the code must be alpha. Any combination beginning with the letters “RR” is restricted from use.
- “NEG” and “ALL” are restricted from use as a rate code.
- The rate code must be assigned category code “N” only.
- A rate code MUST be assigned to a rate level at the property for rate and status management.
- The CD number may include 3-20 alphanumeric characters after CD-.
- To view the CD number for the negotiated rate code, display the chain pool by category code:
- **HRC*N**

```
HRC*N«
SHAARP PLUS TRAI      RATE CODE ASSIGNMENTS     CATEGORY - N

RATE RATE                              CLIENT              VIEW
CODE DEFINITION                        ID NBR

AAL  AMERICAN AIRLINES                                       Y
ACX  YVONNE DISCOUNT                   1122334455            N
AMX  AMERICAN EXPRESS RATES                                  Y
AM2  AM1                                                     Y
ASC  ASSOCIATE TRAVEL RATES                                  Y
ATT  ATT NEGOTIATED RATE                                     Y
BBA  TEST                                                    N
BIG  NEGOTIATED RATE FOR ATT                                 Y
CHS  TEST                                                    Y
CTC  CORPORATE TRAVEL RATES                                  Y
CTN  CARLSON TVL NETW RATES                                  Y
NEG  IBM NEGOTIATED RATE               112233IBM             N
NEG  KAMS SPCL RATE                    1212KAM               N
NEG  NEGOTIATED RATE                   12345                 Y ¥
_
```

Return

CHANGE RATE CODE DEFINITION
CHANGE RATE CATEGORY CODE(S)

Change Rate Code Definition

HRC¤USA-USA MEMBERS RATE

Item	Description
HRC	Primary Action Code
¤	Change Key
USA	Rate Code
-	Hyphen
USA MEMBERS RATE	New Rate Code Definition
Response:	**‡DONE**

Business Rules:

- The existing rate code must be included in the format with the new rate code definition following the hyphen. The new definition may include 2-35 characters.
- To change a rate code you must delete the existing rate code and rebuild it.

Change Rate Category Code(s)

HRC¤ARP-C

Item	Description
HRC	Primary Action Code
¤	Change Key
ARP	Rate Code
-	Hyphen
C	New Rate Category Code(s) Use commas (,) to separate multiple codes
RESPONSE:	**‡DONE**

- Standard rate codes must be linked to at least one, but not more than three, category codes.
- Do not include the rate code definition when change a category code. Include only correct rate category code(s).
- "R" is not for use by Associates, since the Sabre system automatically programs this category for RAC only.
- A negotiated (N) rate category code may be changed to a contractual (X) rate category code or vice versa. In addition, an "N" or "X" category code may be changed to a standard category code such as "P" or "W". It is not possible to change a standard category code to either an "X" or "N" category.
- The Sabre system will not edit or correct viewership on the Associate HVB viewership tables or the agency HIC/HST tables. If the entry is made to change the category code, you must advise the Travel Agent of the change so the necessary changes may be made to their viewership tables.
- These changes must be entered before 8AM or after 5PM central Time. The following error or advisory message will display when attempts are made to change the category code during Sabre peak processing time if the rate code is assigned to a rate level:

  ‡NOT ALLOWED 8A-5P IF ASSIGNED TO RATE LEVEL
- The following error message will display if attempts are made to change a standard rate category code to an "N" or "X" category:

  ‡CANT CHANGE FROM NON/NON TO N/X

Return

DELETE A RATE CODE
ADD/CHANGE A CD NUMBER

Delete a Rate Code **HRC¤ARP**

Item	Description
HRC	Primary Action Code
¤	Change Key
ARP	Rate Code
RESPONSE:	**‡DONE**

Business Rules:

- A rate code cannot be deleted from the pool if it is assigned at any property in the chain. The Sabre system will respond "DONE" or advise that the rate code is active. If active, determine where by including the rate code in the basic entry: HRC*ARP
- When a rate code is deleted from the chain pool, any category codes, associated viewership data, and Hotel Rate Description (HRD) data is also deleted.
- Database size may affect the processing time.
- Refer to the Quick Reference section for a list of steps to follow for the deletion process.

Add/Change CD Number **HRC¤ATT¤CD-17442**

Item	Description
HRC	Primary Action
¤	Change Key
ATT	Rate Code
¤	Change Key
CD	Field Identifier
-	Hyphen
17442	New CD Number
RESPONSE:	**‡DONE**

Return

DELETE CD NUMBER

Business Rules:

- The existing rate code must be included in the format.
- The rate code must be categorized as either "N" for negotiated or "X" for contractual.
- The CD number may include 3-20 alpha and/or numeric characters after CD-.
- This entry allows the addition or replacement of a CD number for a previously existing contractual or negotiated rate code.
- This entry does not apply to a CD number as the actual rate code.
- This is the only entry required to add/change a CD number.

Delete CD Number **HRC¤ATT¤CD**

Item	Description
HRC	Primary Action
¤	Change Key
ATT	Rate Code
¤	Change Key
CD	Field Identifier
RESPONSE:	**‡DONE**

Business Rules:

- The existing rate code must be included in the format.
- The rate code must be categorized as either "N" for negotiated or "X" for contractual.
- This entry deletes the CD number and not the actual rate code.
- This is the only entry required to delete a CD number.

Return

DISPLAY PROPERTIES ATTACHED TO RATE LEVEL
DISPLAY RATE LEVELS ATTACHED TO A PROPERTY

Display Properties Attached to Rate Level

HRL*COR

Item	Description
HRL	Primary Action Code
*	Asterisk
COR	Rate Level
RESPONSE:	**ENTRY IN PROGRESS**

```
HRL*COR«
ENTRY IN PROGRESS
SHAARP PLUS TRAI    COR - CORPORATE RATES

  PROPERTY                          PROPERTY
NUMBER  NAME                      NUMBER  NAME

 12006  THE PERFECT HOTEL          45461  CHRIS HOTEL

NO MORE
```

Business Rules:

- Property numbers display in numerical order from left to right.
- The response includes all properties in the chain where the rate level has been attached. The rate level may or may not have rate codes or rates assigned at each property.
- Database size may affect the processing time.

Display Rate Levels Attached to a Property

HRLPPPP*

Item	Description
HRL	Primary Action Code
PPPP	Property Number
*	Asterisk

```
HRL12006*«
XY12006  THE PERFECT HOTEL

RATE          LEVE
LEVEL         DESCRIPTIO

AAA          ROAD RATE
ABC          ABC CNTRCT ALLEN AND TYLERS
COR          CORPORATE RATES
FUN          FAMILY PLAN
IBM          IBM NEGOTIATED RATE
WKD          WKD RATE LEVEL
```

Rate levels are listed in alphabetical order.

Return

Rate and Property Management

ATTACH A RATE LEVEL TO A SINGLE PROPERTY
ATTACH RATE LEVEL TO ALL PROPERTIES IN A CHAIN
CLONE A RATE LEVEL

Attach a Rate Level to a Single Property

HRTPPPP‡LLL

Item	Description
HRT	Primary Action Code
PPPP	Property Number
‡	Cross of Lorraine
LLL	Rate Level
RESPONSE:	**‡DONE**

Business Rules:

- The rate level must already exist in the chain pool before it can be attached to the property.

Attach Rate Level to All Properties in Chain

HRTXY‡LLL

Item	Description
HRT	Primary Action Code
XY	Chain Code
‡	Cross of Lorraine
LLL	Existing Rate Level
RESPONSE:	**‡DONE**

Business Rules:

- The 2-character chain code MUST be included in the format.
- The rate level must already exist in the chain pool before it can be attached to any property.
- Database size may affect the processing time.

Clone a Rate Level

HRTXY‡ZZZ/LLL

Item	Description
HRT	Primary Action Code
XY	Chain Code
‡	Cross of Lorraine
ZZZ	New Rate Level
/	Slash
LLL	Existing Rate Level
RESPONSE:	**‡DONE**

Business Rules:

- The clone format instructs Sabre system to attach the new rate level to every property in the chain where the existing rate level is located.
- The 2-character chain code MUST be included in the format.
- Both the existing and the new rate levels must already exist in the chain pool before cloning.
- Database size may affect the processing time.

Return

DETACH A RATE LEVEL FROM A SINGLE PROPERTY
DETACH RATE LEVEL FROM ALL PROPERTIES

Detach a Rate Level from a Single Property

HRTPPPP¤LLL

Item	Description
HRT	Primary Action Code
PPPP	Property Number
¤	Change Key
LLL	Rate Level
RESPONSE:	**‡DONE**

Business Rules:

- The rate level cannot be detached if any rate codes remain assigned to it at the property. Determine which rate codes are still assigned by including the property number in the basic entry: **HRCPPP***
- When the rate level is detached from a property, all data tied to the rate level will be deleted:
  - Rates
  - Availability Status
  - Effective and Discontinue Dates
  - Other Data Types
- Refer to the Quick Reference section for a list of steps to follow for the change/deletion process.

Detach Rate Level from All Properties

HRTXY¤LLL

Item	Description
HRT	Primary Action Code
XY	Chain Code
¤	Change Key
LLL	Rate Level
RESPONSE:	**‡DONE**

Business Rules:

- The 2-character chain code MUST be included in the format.
  - The rate level cannot be detached if any rate codes remain assigned to it at the property. Determine which properties are still assigned by including the rate level in the basic entry: HRL*LLL
- When the rate level is detached from a property, all data tied to the rate level will be deleted:
  - Rates
  - Availability Status
  - Effective and Discontinue Dates
  - Other Data Types
- Refer to the Quick Reference section for a list of steps to follow for the change/deletion process.
- Database size may affect the processing time.

Return

DISPLAY PROPERTIES ASSIGNED TO RATE CODE
DISPLAY RATE CODES ASSIGNED TO PROPERTY

Display Properties Assigned to Rate Code **HRC*COR**

Item	Description
HRC	Primary Action Code
*	Asterisk
COR	Rate Code

RESPONSE:

```
HRC*COR«
XY - SHAARP PLUS TRAI                    VIEWERSHIP - Y
COR - CORPORATE RATE

PROP  PROPERTY              RATE  PROP  PROPERTY              RATE
NUM   NAME                   LVL  NUM   NAME                   LVL

12006 THE PERFECT HOTEL      COR
```

Business Rules:

- Property numbers display in numerical order, from left to right.
- The response includes all properties in the chain where the rate code has been assigned.
- Database size may affect the processing time.

Display Rate Codes Assigned to Property **HRCPPPP***

Item	Description
HRC	Primary Action Code
PPPP	Property Number
*	Asterisk

RESPONSE:

```
HRC12006*«
XY12006 THE PERFECT HOTEL                        CATEGORY - ALL

RATE RATE                              CATEGORY            RATE
CODE DEFINITION                        CODES               LEVEL

GOV  GOV                               G                    ABC
NO MORE
```

Return

ASSIGN RATE CODE TO RATE LEVEL AT A SPECIFIC PROPERTY

Business Rules:

- Rate codes attached to "standard" category codes display first in alphabetical order. Rate codes attached to category "N" are listed next in alphabetical order. Finally, rate codes attached to category "X" are listed in alphabetical order.

- To display only the rate codes assigned to a specific rate level at the property, add the rate level to the entry:

  - **HRCPPP*LLL**

- To display only those rate codes that correspond to a specific category code at the property, add the category code to the entry:

  - **HRCPPPP*N HRCPPPP*X HRCPPPP*C**

Assign Rate Code to Rate Level at a Specific Property

HTTPPPPIBM‡IBM

Item	Description
HTT	Primary Action Code
PPPP	Property Number
IBM	Rate Level
‡	Cross of Lorraine
IBM	Rate Code
RESPONSE:	**‡DONE**

Business Rules:

- The rate level MUST be attached to the property before any rate code(s) can be assigned.

- The rate code must already exist in the chain pool before it can be assigned to a rate level at the property.

- The same entry is used to assign a rate code to a "common condition" rate level at the property.

  - Example: Rate Level – CON Rate Code – AMX

    HTTPPPPCON‡AMX

Return

ASSIGN RATE CODE TO RATE LEVEL AT MULTIPLE PROPERTIES
ASSIGN RATE CODE TO RATE LEVEL AT EVERY PROPERTY IN A CHAIN

Assign Rate Code to Rate Level at Multiple Properties

HTT41001,41002,41006,41004,41004IBM‡IBM

Item	Description
HTT	Primary Action Code
41001	First Property Number
,	Comma
41002	Second Property Number
,	Comma
41003	Third Property Number
,	Comma
41004	Fourth Property Number
,	Comma
41005	Fifth Property Number
IBM	Rate Level
‡	Cross of Lorraine
IBM	Rate Code

RESPONSE:
‡OK – WILL PROCESS WHEN RESOURCES AVAILABLE

Business Rules:

- A maximum of five properties may be specified in one entry.
- Property numbers must be separated with a comma.

Assign Rate Code to Rate Level at Every Property in a Chain

HTTXYAAT‡AAT

Item	Description
HTT	Primary Action Code
XY	Chain Code
ATT	Rate Level
‡	Cross of Lorraine
ATT	Rate Code

RESPONSE:

‡OK – WILL PROCESS WHEN RESOURCES AVAILABLE

Business Rules:

- The 2-character chain code MUST be included in the format.
- The same entry is used to assign a rate code to a “common condition” rate level at every property in a chain.
- Example: Rate Level – CON Rate Code – AMX
  - **HTTXYCON‡AMX**

Return

UNASSIGN RATE CODE FROMRATAE LEVEL AT A SPECIFIC PROPERTY
UNASSIGN RATE CODE TO RATE LEVEL AT MULTIPLE PROPERTIES

Unassign Rate Code from Rate Level at a Specific Property

HTT41001IBM¤IBM

Item	Description
HTT	Primary Action Code
41001	Property Number
IBM	Rate Level
¤	Change Key
IBM	Rate Code
RESPONSE:	**‡DONE**

Business Rules:

- Once unassigned, the rate code may be assigned to another rate level at the property, if desired.
- The same entry is used to unassign a rate code from a "common condition" rate level at the property.

Example: Rate Level – CON Rate Code – AMX

HTT41001CON¤AMX

- Refer to the Quick Reference section for a list of steps to follow for the change/deletion process.

Unassign Rate Code to Rate Level at Multiple Properties

HTT41001,41002,41006,41004,41004IBM¤IBM

Item	Description
HTT	Primary Action Code
41001	First Property Number
,	Comma
41002	Second Property Number
,	Comma
41003	Third Property Number
,	Comma
41004	Fourth Property Number
,	Comma
41005	Fifth Property Number
IBM	Rate Level
¤	Change Key
IBM	Rate Code

RESPONSE:
‡OK – WILL PROCESS WHEN RESOURCES AVAILABLE

- **Business Rules:**
- A maximum of five properties may be specified in one entry.
- Property numbers must be separated with a comma.

Return

UNASSIGN RATE CODE TO RATE LEVEL AT EVERY PROPERTY IN A CHAIN

Unassign Rate Code to Rate Level at Every Property in a Chain

HTTXYAAT¤AAT

Item	Description
HTT	Primary Action Code
XY	Chain Code
ATT	Rate Level
¤	Change Key
ATT	Rate Code

RESPONSE:

‡OK – WILL PROCESS WHEN RESOURCES AVAILABLE

Business Rules:

- The 2-character chain code MUST be included in the format.
- The same entry is used to assign a rate code to a "common condition" rate level at every property in a chain.
    - Example: Rate Level – CON Rate Code – AMX
        - **HTTXYCON¤AMX**

Return

ROOM CODE MANAGEMENT
OVERVIEW
ADD ROOM CODE

Room Code Management Overview

Rooms are added to existing rate levels. Associates have the option of specifying room-specific information for the new room code either at the time the room code is created or at a later time using the modify room commands. Room-specific information includes:

- Commission indicators
- Rate return indicators
- Display position
- Number of rollaways
- Extra fees

Add Room Code

HCM41001COR¤RO15SEP-31DEC Σ1A1K1C/CR-20.00/100.00-100.00

Item	Description
HCM	Primary Action Code
41001	Property Number
COR	Rate Level
¤	Change Key
RO	Format (RO = Room Add)
15 SEP	Effective Date for Rate Season
-	Hyphen
31DEC	Discontinue Date for Rate Season
Σ	End Item Key
1	Display Position (Optional)
A1K	Room Code
1	Number of Rollaways Allowed (Optional/Defaults to)
C	Room Indicators: C = Commissionable S = Rate Return On NC = Non Commissionable XS-Rate Return Off Defaults: Commissionable/Rate Return Off
/	Slash
CR	Extra Fee Type – Room Specific Fees (Optional)
-	Hyphen
20.00	Extra Fee Rate
/	Slash
100.00	Single Room Rate
-	Hyphen
100.00	Double Room Rate
RESPONSE:	**‡DONE – ROOM ADDED TO DATABASE**

Add multiple rooms by preceding each new room code with the End Item Key (**Σ).** Example:

HCM41001COR¤RO15SEP-31DECΣ1A1K1C/CR-20.00/100.00-100.00 Σ2B1K2S/CR-10.00/95.00-95.00

Return

Business Rules:

- A maximum of 16 room codes may be added for each rate level at the property. Attempts to add more than 16 rooms will result in the following error response:

  ‡VERIFY – MAXIMUM 16 ROOM ALLOWED

- When multiple rooms/rates are being added in one entry and only one set of dates is used, those effective and discontinue dates will apply to all of the rates being entered.
- Once a room code exists at the property/rate level, any subsequent rate and season updates must be made using the "RT" command.
- The *effective* and *discontinue* dates are the "season" to which the rate applies. When these dates are entered for the new room code/rate, they become the **first** season for the rates.
- "END" may be used as a discontinue date to indicated "infinity" or a rolling *end* date. Rate items with "END" will apply to all days after the effective date and will roll in as each new day is added to the 579-day detail period.
- The discontinue date may also be specified as a date outside the 579-day period, up to five years in the future. This will allow you to set a specific end date well beyond the 579-day detail period. However, the start or effective date must be within the 579-day detail period. The dates that extend beyond the 579-day current period will be suspended and processed during nightly file maintenance as each new day is rolled into the system.
- Associates can also add a new room code without rates and effective/ discontinue dates (rate season) and then follow up with the "RT" entries to add rates and season. If this method is more desirable, refer to the following basic entries:

  HCMPPPPLLL¤ROΣA1K
  HCMPPPPLLL¤ROΣ2A1K1/EX-15.00

  - The *display position* indicator is optional. If a display position is not specified, the Sabre system will automatically assign a position to rooms in the order that they are entered. If you assign a display position to a new room that is already being held by an existing room, the existing room will be bumped down.
  - The room code must be a valid 3-character Sabre room code.
  - A maximum of three rollaway beds may be designated after the room code. Since this is optional, the Sabre system defaults to zero (0) when no number is included.

- The *commissionable/non-commissionable* indicator for the room code applies to all rate codes represented by the rate level. Since the indicator is optional, the Sabre system defaults to "commissionable" when it is not included.
- The *rate return* indicator for the room code applies to all rate codes represented by the rate level. Since the indicator is optional, the Sabre system defaults to the "off" position when it is not included.
- The date field can be specified in DDMMM, DDMMMYY, or DDMMMYYYY formats. If no year is included, updates will be made for the current year. These date fields may be entered as:

Date – Date	1NOV09-12DEC09	1NOV-12DEC
Date – Number of Nights	1NOV09-200NT	1NOV-200NT
Date - END	1NOV2009-END	1NOV-END

- The rate level specified must exist for a property prior to adding any rooms. The HCM entry will process existing rate levels only.
- When extra fee items are included in the HCM entries, they are being set at the "room code" level, which is the most specific type of assignment and takes precedence over all other settings. Refer to the Property Description section of this handbook for additional entries and further explanation of the three levels at which extra fee items may be set.
- When including the following "extra fee" items in the HCM entry, they must precede the affiliated room rate:

Code	Extra Fee Item
CR	Crib
RA	Rollaway
EX	Extra Person

- Associates may include an actual amount, including decimal point, or one of the following:

Return

Code	Definition
NA	Not Available
0 or 0.00	No Charge

- Separate multiple “extra fee” items with slashes (/).
- A maximum of seven numerics (excluding decimal point) may be included in any rate.
- Rates must be entered with the correct decimal placement, as required by the currency code and placement indicator from the upper-right corner of the rate screen.
- HOD entries display rates in the currency loaded in the rate screen. HOT entries display rates in the currency of the country in which the viewer’s pseudo city code is located. To obtain a list of currency codes, enter DC*CUR or DC*(currency name).
- A single entry made may be used to add multiple new room codes and rates that have unique effective/discontinue dates:

HCMPPPPLLL¤RO2MAR-2AUGΣA1K1/70.00-75.00ΣB1Q1/60.00-5.00/1APR-END (E)

- In the example above, attributes for each room code are as follows:

Room Code	Effective/Discontinue Dates	Rates	
A1K	2MAR-3AUG	70.00 Sgl	75.00 Dbl
BiQ	1APR-END	60.00 Sgl	65.00 Dbl

- To specify that rate items apply only to particular days of the week, include a valid 3-character “day of the week” code after the discontinue date. The following “day of the week” codes apply:

Code	Definition
SUN	Sunday
MON	Monday
TUE	Tuesday
WED	Wednesday
THU	Thursday
FRI	Friday
SAT	Saturday

- Days of the week may be specified as a single day (FRI) or as a range of days (THUMON). Ranges will automatically apply to all days between and including the effective and discontinue dates:

HCMPPPPLLL¤RO21MAR-1DECTHUMONΣA1K1/65.00-75.00-END (E)

Return

Rate items for specified days of the week cannot overlap days within the same effective/discontinue dates. **Example**: 1NOV-12DECMONTHU 1NOV-1DECTHUSUN This restriction ensures that the correct rate is obtained for the property when a Sabre user's request does not fall completely within one rate item. Example: 1NOV-7NT2

Modify Room Code Information

Room-specific information can be modified once the room has been created. The "RC" entry will be used to change information about commissionable/rate return indicators, display position, number of rollaways, and extra feels. These fields may be entered individually or combined in a single entry.

HCM41001COR¤RCΣ1A1K1CXS/EX-4.00Σ2B1K2CS/EX-10.00/CR-10.00/RA-10.00 END (E)

Item	Description
HCM	Primary Action Code
41001	Property Number
COR	Rate Level
¤	Change Key
RC	Format (RC=Room Change)
Σ	End Item Key
1	Display Position (optional)
A1K	Room Code
1	Number of Rollaways Allowed (Optional/Defaults to 0)
CXS	Room Indicators : C – Commissionable S= Rate Return On NC=Noncommissionable XS=Rate Return Off Defaults: Commissionable/Rate Return Off
/	Slash
EX	Extra Fee Type – Room Specific Fees (Optional)
-	Hyphen
4.00	Extra Fee Rate or "NA"
Σ	End Item Key
2	Display Position
B1K	Room Code
2	Number of Rollaways Allowed
CS	Room Indicators
/	Slash
EX	Extra Fee Type
-	Hyphen
10.00	Extra Fee Rate or "NA"
/	Slash
CR	Extra Fee Type
-	Hyphen
10.00	Extra Fee Rate or "NA"
/	Slash
RA	Extra Fee Type
-	Hyphen
10.00	Extra Fee Rate or "NA"
RESPONSE:	**‡DONE - ROOM INFORMATION CHANGED**

Return

Business Rules:

- Separate multiple "extra fee" items with slashes (/).
- Multiple room changes may be entered by preceding each room with the End Item key (**Σ**). All edits will be applied to all items in the entry, and the items will be processed only when the entire entry has been validated.

Display Primary Rate Screen **HCMXY12006COR***

Item	Description
HCM	Primary Action Code
XY	Chain Code
12006	Property Number
COR	Rate Level
*	Asterisk
RESPONSE:	

```
HCMXY12006COR*«
XY 12006                COR RATES 16JUL09  1225V USD-2

COR

ROOM      RATE          SMTWTFS  EFF DT      DISC DT

SU1  2    10000 -   10000              24APR2009  END

A1K  1    10000 -   10000              24APR2009  19JUL2009
           6500 -    7500              20JUL2009  20AUG2009*
           6500 -    7500              25AUG2009  20SEP2009
```

Business Rules:

- Date and time of the last update appears in the upper-right corner. The "V: after the time indicates that the last update was made by an Associate, the Vendor. An "A" indicates that the last update was made by Sabre personnel at the request of the Associate.
- The currency code and decimal placement for the rates also appears in the upper-right corner.
- The number to the right of the room code is the *display position*, which indicates the order in which rooms will appear in Hotel Availability and the Hotel Description for non-DCA Associates.
- Rates in the left column of the rate screen display are the single rates, and those to the right are the double rates.

Return

- Under the day of the week header SMTWTFS, an "X" will appear under each applicable day of the week code to identify when a rate applies only to certain days. If no "X" appears, the rate is valid on all days. For example, if the display reflects the following, the attached rate is applicable on Friday, Saturday, and Sunday only:

  SMTWTFS
  X XX

- The fields "EFF DT" and "DISC DT" refer to the *effective* and *discontinue* dates, respectively. The effective and discontinue dates are the "season" to which the rate applies.

- The rate screen can show rates which contain discontinue dates outside the 579-day detail period, up to five years in the future. The dates that extend beyond the 579-day current period will be suspended and processed during nightly file maintenance as each new day is rolled into the system.

- "END" may be used as a discontinue date to indicate "infinity" or a rolling *end* date. Rate items with "END" will apply to all days after the effective date and will roll in as each new day is added to the 579-day detail period.

- When an asterisk (*) appears to the right of the discontinue date, the date split for the room/rate is not in sequential date order. In other words, there is a gap that is not converted between the effective and discontinue dates. This indicator is simply a flag or reminder. Refer to the A1K room code in the display example on the previous page. The "*" indicates that no rates are assigned between 21AUG and 24AUG.

- If a Cross of Lorraine (‡) or sometimes (¥) appears in the lower right corner of the rate screen, more information follows, and a Move Down (MD) command is required in order to view the additional information. Refer to "Additional Rate Screen Display Options" on a subsequent page for applicable entries when a more specific display is desired.

- Room codes that have no rates assigned for the requested dates will not display in the Hotel Availability response.

- If a rate is set to zero (0) on single or double occupancy, the room code will not display for non-DCA Associates in the Hotel Availability response, based on where the zero rate was placed.

- If a rate is set to zero (0) on single and double occupancy, the room code will not display in the Hotel Availability response, unless "rate return" is set.

Return

DISPLAY SECONDARY RATE SCREEN

Display Secondary Rate Screen **HCMXY41001COR****

Item	Description
HCM	Primary Action Code
XY	Chain Code
41001	Property Number
COR	Rate Level
*	Asterisk
*	Asterisk

RESPONSE:

```
HCMXY12006COR**«
XY 12006                    COR RATES 16JUL09  1225V USD-2

COR

ROOM DISP                        EXTRA FEES
CODE POS  LC RL NX INDICATORS      EX      RA      CR

SU1   2     0  9  C/XS/XG/XD/XO
A1K   1     2  9  C/XS/XG/XD     1000     500

ROOM FREEFORM TEXT

SU1
A1K
```

Business Rules:
The secondary rate screen is actually page 2 of the primary rate screen and displays the following items from left to right:

Codes	Definition
A1K, B2D, etc.	Room Code
1, 2, 3, etc.	Display Position
0, 1, 2, 3	Number of Rollaways
Special Indicators	**Definition**
C	Commissionable
NC	Non-commissionable
S	Rate Return On
XS	Rate Return Off

Indicator	Extra Fees (Room Level Setting Only)
Dollar Amount, 0, or NA	Extra Person Charge
Dollar Amount, 0, or NA	Rollaway Charge
Dollar Amount, 0, or NA	Crib Charge

When *extra fee* items are included in the HCM entries, they are being set at the "room code" level, which is the most specific type of assignment and takes precedence over all other settings. Refer to the Property Description section of this handbook for additional entries and further explanation of the three levels at which the extra fee items may be set.

Return

DISPLAY RATE SCREEN FOR SPECIFIC ROOM AND DATES

Display Rate Screen for Specific Room and Dates **HCMXY41001COR*A1K/1MAR-1APR**

Item	Description
HCM	Primary Action Code
XY	Chain Code
41001	Property Number
COR	Rate Level
*	Asterisk
A1K	Room Code
/	Slash
1MAR-1APR	Date Range:

RESPONSE:

```
HCMXY12006COR*A1K/1MAR-1APR¢
XY 12006                          COR RATES 24APR09  1121V USD-2

COR

ROOM          RATE                  SMTWTFS  EFF DT    DISC DT

A1K   1     10000 -    10000                24APR2009 END
```

Business Rules:

- The "1" to the right of the room code indicates the *display* position for that room code.
- Under the *day of week* header SMTWTFS, an "X" will appear under each applicable day of week code to identify when a rate applies only to certain days. If no "X" appears, the rate is valid on all days. For example, If the display reflects the following, the attached rate is applicable on Friday, Saturday, and Sunday only:

  SMTWTFS
  X XX

Return

ADDITIONAL RATE SCREEN DISPLAY OPTIONS
ADD/MODIFY RATES FOR EXISITING ROOM CODES

Additional Rate Screen Display Options

Display all rates for a specified room code:
HCMCCPPPPLLL*A1K

Display rates for all rooms and a specified date range:
HCMCCPPPPLLL*DATE-DATE

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
*	Asterisk
A1K	Rome Code
DATE-DATE	Date Range

Business Rules:

- Wildcard characters (asterisk "*") may also be used to display all rooms matching a particular class, number of beds, or bed type.
  Example: **HCMCCPPPPLLL*A****
- "ALL" may be used to display ALL rate levels.
  Example: **HCMCCPPPPALL*** (PRINT-ENTER)

To do this, a printer must be designated, and the "PRINT-ENTER" key must be used to process the "ALL" request. This entry is not allowed between the hours of 8AM and 5PM Central Standard time.

Add/Modify Rates for Existing Room Codes

HCMCCPPPPLLL¤RT12SEP-ENDΣA1K/100.00-100.00

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RT	Format (RT = Add or Modify Rates)
12SEP	Effective Date for Rate Season
-	Hyphen
END	Discontinue Date for Rate Season
Σ	End Item Key
A1K	Room Code or "ALL"
/	Slash
100.00	Single Room Rate
-	Hyphen
100.00	Double Room Rate
RESPONSE:	**‡DONE – RATE UPDATE PROCESSED**

Return

ADD/MODIFY RATES FOR EXISTING ROOM CODES

Business Rules:

- Add or modify rates and seasons for existing room codes in a rate level by using the HCM entry with the "RT" parameter.
- The initial creation of the room code establishes the display position and all optional data, such as number of rollaways, extra fee items, etc. for all subsequent rate seasons.
- The rate level must be included in all HCM entries.
- The effective and discontinue dates are the "season" to which the rate applies and may be specified in DDMMM, DDMMMYY, or DDMMMYYYY format. If no year is included, updates will be made for the current year.
- "END" may be used as a discontinue date to indicate "infinity" or a rolling end date. Rate items with "END" will apply to all days after the effective date and will roll in as each new day is added to the 579-day detail period.
- The discontinue date may also be specified as a date outside the 579-day detail period, up to five years in the future. This will allow you to set a specific end date well beyond the 579-day period. However, the start of effective date must be within the 579-day detail period. The dates that extend beyond the 579-day detail current period will be suspended and processed during nightly file maintenance as each new day is rolled into the system.
- Use "ALL" to update all room codes in a rate level if the single/double rates are the same.
- A single entry may be used to enter multiple seasons for the same room code:

  HCMCCPPPPLLLBRT11JAN-15MARΣA1K/90.00-95.00ΣA1K/ 60.00-65.00/16MAR-31DEC

  - In this example, attributes for each rate season are as follows:

Room Code	Effective/Discontinue Dates	Rates
A1K	11JAN-15MAR	90.00 Sgl 95.00 Dbl
A1K	16MAR-31DEC	60.00 Sgl 65.00 Dbl

Return

- Multiple room rates may be updated in one entry by preceding each room change with the End Item key (**Σ**):

  HCMCCPPPPLLL¤RT12SEP-ENDΣA1K/90.00-95.00ΣB1D/ 80.00-85.00/12SEP-31DEC

  In this example, attributes for each room code are as follows:

Room Code	Effective/Discontinue Dates	Rates
A1K	12SEP-END	90.00 Sgl 95.00 Dbl
B1D	12SEP-31DEC	80.00 Sgl 85.00 Dbl

- When entering multiple room rate updates in a single entry, it is possible that many, but not all, of the room rates have identical seasons. When this occurs, default dates, which immediately follow the "RT" parameter, may be used along with specific date exceptions for the other room codes. In the example below, 12SEP-END are considered the default dates:

  HCMCCPPPPLLL¤RT12SEP-ENDΣA1K/90.00-95.00ΣB1K/80.00-85.00ΣC1K/70.00-75.00ΣCID/60.00-65.00/12SEP-31DEC

  In this example, attributes for each room code are as follows:

Room Code	Effective/Discontinue Dates	Rates
A1K	12SEP-END	90.00 Sgl 95.00 Dbl
B1K	12SEP-END	80.00 Sgl 85.00 Dbl
C1K	12SEP-END	70.00 Sgl 75.00 Dbl
C1D	12SEP-31DEC	60.00 Sgl 65.00 Dbl

- To specify that rate items apply only to particular days of the week, include a valid 3-character "day of week" code after the discontinue date. Days of week may be specified as a single day (FRI) or as a range of days (THUMON). Ranges will automatically apply to all days between and including the effective and discontinue dates:

  HCMCCPPPPLLL¤RT21MAR-31DECTHUMONΣA1K/ 65.00-75.00

- Rate items for specified days of the week cannot overlap days within the same effective/discontinue dates.
  Example: 1NOV-12DECMONTHU 1NOV-1DECTHUSUN
- The restriction ensures that the correct rate is obtained for the property when a Sabre user's request does not fall completely within one rate item. Example: 1NOV-7NT2
- If a room code already exists without a "day of week" attribute and the Associate wishes to change the existing date range to include a "day of week" setting, the Associate must delete the rate for the appropriate date range and then perform the "day of week" update. However, if the dates to be set to a "day of week" rate are currently not assigned, the delete step is not required.

Return

CHANGE ROOM CODE DISPLAY POSITION

Change Room Code Display Position **HCMCCPPPPLLL¤RCΣ3ROH**

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RC	Format (RC=Room Change)
Σ	End Item Key
3	Display Position
ROH	Room Code
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

Business Rules:

- Setting the display position for the room code indicates the order in which rooms will appear in Hotel Availability and Hotel Description.
- Room code-specific information may be changed or added using the HCM entry with the "RC" parameter for existing room codes.
- If a display position was not specified when the room was initially added, the Sabre system automatically assigns the position in the order that the rooms were entered. If an Associate assigns a display position to a new room code that is already being held by an existing room, the existing room will be bumped down.
- Valid display position numbers are 1 through 16, since a maximum of 16 room codes may be added for each rate level at the property.
- The display position selected must be the next available position or a position number already assigned. To display the current positions, enter: HCMCCPPPPLLL**
- To update multiple rooms in a single entry, precede each room code with the End Item key (**Σ**).

  Example: **HCMCCPPPPLLL¤RCΣ3ROHΣ4C1K**

Return

ADD/CHANGE/DELETE ROLLAWAY

Add/change/
Delete Rollaway

HCMCCPPPPLLL¤RCΣROH1 (E)

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RC	Format (RC=Room Change)
Σ	End Item key
ROH	Room code
1	Number of rollaways allowed
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

Business Rules:

- A maximum of three rollaway beds may be designated after the room code.
- To delete the existing number of rollaways, enter zero (0) after the room code:

  HCMCCPPPPLLL¤RCΣROH0

- To display the current number of rollaways allowed, enter:

  HCMCCPPPPLLL**

- Update multiple room codes in a single entry by preceding each room code with the end Item key (**Σ**).

  HCMCCPPPPLLL¤RCΣROH1ΣC1K1

Return

Add/Delete Rate Return **HCMCCPPPPLLL¤RCΣROHS** (E)

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RC	Format (RC = Room Change)
Σ	End Item key
ROH	Room Code
S	Set Rate Return Indicator to "On"
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

Business Rules:

- This entry allows Rate Return for the room code indicated for all rate codes represented by the rate level. Associates must send back Rate Returns in the same currency loaded in the Sabre system at the property.

- To remove the Rate Return indicator, replace the "S" with "XS""

  HCMCCPPPPLLL¤RCΣROHXS

- An asterisk (*) appears next to the room code/rate code combination in the HOD/HRD display for non-DCA Associates to indicate Rate Return is allowed.

  Example: 5 A1KMIL-* 200.00

- Unless set to zero (0), the rate returned by the Associate must be equal to or lower than the rate booked in the Sabre system. The Sabre user attaches "/RR" to the sell entry to request a lower rate, if available.

- If a zero rate has been entered by the Associate and Rate Return is set, the Sabre system automatically appends "/RR" to the sell entry.

- To display Rate Return settings, enter: **HCMCCPPPPLLL****

- Update multiple room codes in a single entry by preceding each room code with the End Item Key (**Σ**).

  HCMCCPPPPLLL¤RCΣROHSΣC1KS

Return

ADD/DELETE NON-COMMISSIONABLE INDICATOR

Add/Delete Non-Commissionable Indicator

HCMCCPPPPLLL¤RCΣROHNC (E)

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RC	Format (RC=Room Change)
Σ	End Item Key
ROH	Room Code
NC	Set Non-commissionable Indicator to “On”
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

Business Rules:

- This entry sets the *Non-commissionable* indicator for the room code indicated for all rate codes represented by the rate level.

- Room code-specific information may be changed or added using the HCM entry with the “RC” parameter for existing room codes.

- The indicator “NC” appears next to the room code/rate code combination in the HOD/HRD display for non-DCA Associates to tag the room as Non-commissionable.

  Example: 5 A1KMIL NC 200.00

- Unless changed by the Associate, the Sabre system defaults to “commissionable”.

- To remove the Non-commissionable indicator, replace “NC” with “C”.
  HCMCCPPPPLLL¤RCΣROHC

- Update multiple room codes in a single entry by preceding each room code with the End Item key (**Σ**):

  HCMCCPPPPLLL¤RCΣROHNCΣC1KNC

Return

ADD/CHANGE EXTRA FEE ITEMS

Add/Change Extra Fee Items **HCMCCPPPPLLL¤RCΣA1K/RA-10.00** (E)

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RC	Format (RC = Room Change)
Σ	End Item Key
A1K	Room Code
/	Slash
RA	Extra Fee Item (Room Code Specific)
-	Hyphen
10.00	Dollar Amount or "NA"
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

- When extra fee items are included in the HCM entries, they are being set at the "room code" level, which is the most specific type of assignment and takes precedence over all other settings. Refer to the Property Description section of this handbook for additional entries and further explanation of the three levels at which extra fee items may be set.
- The following extra fee items may be entered:

Code	Extra Fee Item
CR	Crib
RA	Rollaway
EX	Extra Person

Associates may include an actual amount, including decimal point, or one of the following:

Code	Definition
NA	Not Available
0 or 0.00	No Charge

- To display the extra fee values set at the room code level, retrieve the secondary rate screen for the property.
  Example:
  HCMCCPPPPLLL**
- Update multiple "room codes" in a single entry by preceding each room code wit the End Item key (**Σ**):
  HCMCCPPPPLLL¤RCΣA1K/EX-15.00ΣC1D/EX-15.00
- Update multiple "extra fee" items in a single entry by separating them with slashes (/):
  HCMCCPPPPLLL¤RCΣA1K/CR-15.00/EX-15.00/RA-10.00

Return

Add/Change Multiple Extra Fees and Options

Multiple room code-specific items may be changed or added in a single entry. The "extra fee" items must be entered after the "option" fields and are separated by slashes (/).

HCMCCPPPPLLL¤RCΣ3ROH1SNC/EX-15.00/RA-10.00/CR-NA (E)

This example will update room code ROH with the following attributes:

Field	Value/Code
Room Code Display Position	3
Number of Rollaways	1
Rate Return	S ("On" Position)
Commission Indicator	NC (Non-commissionable)
Extra Person Charge (EX)	15.00
Rollaway Charge (RA)	10.00
Crib Charge (CR)	NA (Not Available)

Return

Overview

Predefined room codes and rates may be deleted using the "RD" parameter within the HCM command structure.

Each "delete" request must specify a room and a date range. The date range will specify the *start* and *end* dates for the delete request. Associates may delete a room and all of its associated rates or just room rates for a specified date range.

Associates may use a room code "ALL" to delete rates within a specified date period for all rooms within the rate level or to delete all rooms and all rates.

Delete Rates by Specific Room Code

HCMCCPPPPLLL¤RDΣC1D/DATE-DATE (E)

Item	Description
HCM	Primary Action Plan
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RD	Format (RD = Room Delete)
Σ	End Item Key
C1D	Room Code
/	Slash
DATE-DATE	Start – End of Delete Date Range
RESPONSE:	**‡DONE – ROOM/RATE DELETE PROCESSED**

Business Rules:

- This entry will delete rates only for the specified dates and room code. The room code and extra option/extra fee items will still remain intact for the rate level at the property.

- Include multiple "delete" requests in a single entry by preceding each delete request with the End Item key (**Σ**):

HCMCCPPPPLLL¤RDΣC1D/DATE-DATEΣA2Q/DATE-DATE (E)

- The *date* field can be specified in DDMMM, DDMMMYY, or DDMMMYYYY formats. If no year is included, updates will be made for the current year. These date fields may be entered as:

Return

Date-Date	1NOV09-12DEC09	1NOV-12DEC
Date – Number of Nights	1NOV09-200NT	
Date – END	1NOV2009-END	

- *Delete* requests for specified "days of the week" can also be made for rates that currently have a "day of week" setting. Such requests must fully contain the "days of the week" in the rate items or the delete will not be processed.

  Example: 1NOV-12DECMONTHU

  "Delete" request 1NOV-1DECTUEWED is valid
  "Delete" request 1NOV-1DECWEDFRI is not valid

- This restriction ensures that the delete is processed correctly for that property. A *delete date request* without specified "days of the week" will allow Associates to delete any rate items that fall within the date period.

Delete Rates for All Room Codes

HCMCCPPPPLLL¤RDΣALL/DATE-DATE

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RD	Format (RD = Room Delete)
Σ	End Item key
ALL	"All" Room Codes under Rate Level
/	Slash
DATE-DATE	Start – End of Delete Date Range
RESPONSE:	**‡DONE – ROOM/RATE DELETE PROCESSED**

- This entry will delete rates only for the specified dates for "all" room codes associated with the rate level specified in the entry. The room codes and extra option/extra fee items will remain intact for the rate level at the property.
- The *date* field can be specified DDMMM, DDMMMYY, or DDMMMYYYY formats. If no year is included, updates will be made for the current year. These date fields may be entered as:

Date-Date	1NOV09-12DEC09	1NOV-12DEC
Date – Number of Nights	1NOV09-200NT	
Date – END	1NOV2009-END	

Return

DELETE ROOM CODE RATES, EXTRA OPTIONS/FEES BY SPECIFIC ROOM CODE

- Delete requests for specified "days of the week" can also be made for rates that currently have a "day of the week" setting. Such requests must **fully** contain the "days of the week" in the rate items or the delete will not be processed.

  Example: 1NOV-12DECMONTHU
  "Delete" request 1NOV-1DECTUEWED **is valid**
  "Delete" request 1NOV-1DECWEDFRI **is not valid**

- This restriction ensures that the delete is processed correctly for that property. A delete date request without specified "days of the week" will allow Associates to delete any rate items that fall within the date period.

Delete Room Code, Rates, Extra Options/ Fees by Specific Room Code

HCMCCPPPPLLL¤RDΣC1D/ALL

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RD	Format (RD = Room Delete)
Σ	End Item Key
C1D	Room Code
/	Slash
ALL	Indicator to Delete "All" Items
RESPONSE:	**‡DONE – ROOM/RATE DELETE PROCESSED**

Business Rules:

- This entry will delete the room code altogether, as well as the rates and extra option/extra fee items for the room code specified in the entry.

- Include multiple "delete" requests in a single entry by preceding each delete request with the End Item Key (**Σ**):

  HCMCCPPPPLLL¤RDΣC1D/ALLΣA2Q/ALL(E)

- The *date* field can be specified DDMMM, DDMMMYY, or DDMMMYYYY formats. If no year is included, updates will be made for the current year. These date fields may be entered as:

Date-Date	1NOV09-12DEC09	1NOV-12DEC
Date – Number of Nights	1NOV09-200NT	1NOV-200NT
Date – END	1NOV2009-END	1NOV-END

Return

DELETE ROOM CODE, RATES, EXTRA OPTIONS/FEES FOR GIVEN RATE LEVEL

- Delete requests for specified "days of the week" can also be made for rates that currently have a "day of the week" setting. Such requests must **fully** contain the "days of the week" in the rate items or the delete will not be processed.

  Example: 1NOV-12DECMONTHU
  "Delete" request 1NOV-1DECTUEWED **is valid**
  "Delete" request 1NOV-1DECWEDFRI **is not valid**

- This restriction ensures that the delete is processed correctly for that property. A delete date request without specified "days of the week" will allow Associates to delete any rate items that fall within the date period.

Delete Room Code, Rates, Extra Options/ Fees for a Given Rate Level

HCMCCPPPPLLL¤RDΣALL/ALL (E)

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
¤	Change Key
RD	Format (RD = Room Delete)
Σ	End Item Key
ALL	"All" Room Codes under Rate Level
/	Slash
ALL	Indicator to Delete "All" Items
RESPONSE:	**‡DONE – ROOM/RATE DELETE PROCESSED**

Business Rules:

- This entry will delete "all" room codes, rates, and extra option/extra fee items associated with the rate level specified in the entry. Use this command with caution, as there is no restore entry.

Return

ADD/UPDATE RATE RANGES

Rate Ranges must be set up at the rate level for DCA participants and can optionally be set up for DCShop. The rate level must exist for the chain in the eHotels database.

Associates are able to manage/update rate ranges in the Sabre system and also in the eHotels Website (GUI).

Add/Update Rate Ranges

HCMCCPPPPLLL/15MAY-END/D‡145-195 (E)

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level
/	Slash
15MAY	Effective Date for Rate Range
-	Hyphen
END	Discontinue Date for Rate Range
/	Slash
D	Rate Type "D" for Double, "S" for Single *
‡	Cross of Lorraine (¥)
145	Low Rate of the Rate Range
-	Hyphen
195	High Rate of the Rate Range
RESPONSE:	**‡DONE – UPDATE PENDING**

* Rate Type for parties from 3 to 9 must be managed in the eHotels Website (GUI).

Business Rules:
The *date* field can be specified DDMMM, DDMMMYY, or DDMMMYYYY formats. If no year is included, updates will be made for the current year. These date fields may be entered as:

Date-Date	1NOV09-12DEC09	1NOV-12DEC
Date – Number of Nights	1NOV09-200NT	
Date – END	1NOV2009-END	

Return

Defined Viewership

QUICK REFERENCE

Function	Entry Example
Display Rate Codes with Viewership Records	**HRC* HRC*V**
Display Viewership Record	**HVBRRR***
Set Allow Condition	
By Country	**HVBRRRAC-ALL**
By City	**HVBRRRAT-MIA,FLL,PBI**
By Pseudo City	**HVBRRRAP-B4T0,F790**
By All Alpha	**HVBRRRAJ-QXY**
Set Deny Condition	
By Country	**HVBRRRDC-ALL**
By City	**HVBRRRDT-MIA,FLL,PBI**
By Pseudo City	**HVBRRRDP-B4T0,F790**
By All Alpha	**HVBRRRDJ-QXY**

Return

Defined Viewership

Fundamental Database Operation

Defined Viewership is the program which allows the Associate to limit viewing of Rate Codes. Viewership is controlled by the commands "**A**" for ***A**llow* and "**D**" for ***D**eny* to restrict viewing.

Not all Rate Codes require the creation of a viewership record since the majority of rates that an Associate makes available for sale through Sabre are unrestricted by nature. However, circumstances may require that access to certain rates be limited, such as a promotion in a limited geographical area or especially in the case of contractual and negotiated rates.

Viewership records should be established once the Rate Code is created. This saves Sabre processing and response time when the Rate Code is assigned to the Rate Level at the property.

Levels

Defined Viewership may be set one on one or a combination of levels. The specifications and scope of the levels are:

C = Country	2 alpha characters in length. Any/all countries, except the 50 United Sates, U.S. Virgin Islands and Puerto Rico. All Subscribers outside of the U.S. and possessions are identified by a country code, maintained in an internal Sabre record for viewership purposes.
T – City	3 alpha characters in length. Any/all valid airport and/or city codes.
P = Pseudo City	4 alpha/numeric characters in length. Any/all Subscriber codes, worldwide.
J = Alpha Pseudo	3 alpha characters in length. Any/all Associate pseudo city codes, worldwide. This level does not process any Subscriber pseudo city codes but applies to Associate Alpha codes.

Return

Defined Viewership

PURPOSE: NEGOTIATED/CONTRACTUAL RATES
OPEN DEFINED VIEWERSHIP
SPECIFIC DEFINED VIEWERSHIP
SPONSORSHIP

Purpose: Negotiated/ Contractual Rates

In Sabre, a negotiated rate (N) is a rate agreement between the Associate and a corporate client and a contractual rate (X) is a rate agreement between the Associate and a Subscriber or consortium of travel agents. Due to the private nature of the rate, the default setting for Rate Codes assigned to categories "X" and "N" is ***D****ENY.*

The ***A****LLOW* command is used when establishing a viewership record for negotiated and contractual rates because the default condition is denied. The Associate MUST allow viewership at least at the **P**seudo City level in order for the rate to be seen by the designated Subscribers. If no pseudo city code is input at the **P**seudo City level, Sabre will not continue to process any other levels (City or Country) and the rate will not be viewable.

Open Defined Viewership

For "X" and "N" rates, the Associate may choose Open Defined Viewership which permits the display of rates to any Subscriber when the correct Category and Rate Code is included in the shopping entry. In this instance, "ALL" is set at the **P**seudo City level in the viewership record. Only those Subscribers who know the correct Rate and Category Code and enter the information in the proper format are able to view the rate.

Specific Defined Viewership

Another choice for "X" and "N" rates is Specific Defined Viewership which permits access to rates by adding the specific Subscriber codes of authorized viewers to the Pseudo City level in the viewership record.

Sponsorship

When the Associate defines viewership to a Subscriber's main or controlling office, the controlling office may "sponsor" and extend viewership to any other member branches by allowing use of translation tables in Sabre. When a viewership level is set to Allow for "X" and "N" rates, the implied default is all ineligible pseudo city codes are denied, unless a sponsored by an authorized main office. For example, if B4T0 is allowed at the Pseudo City Level, all other Subscribers are denied viewership unless sponsored as a member/branch in B4T0's internal Sabre record

It is possible to combine the DENY and ALLOW commands in one viewership record. For example, should a Subscriber sponsored by a main office misuse viewership privilege, the Associate may add the appropriate pseudo city code to the viewership record on a denied basis to restrict that member branch from viewing the rate while the main office and other member/branches are allowed.

Return

Defined Viewership

PURPOSE: STANDARD RATES
CHAIN POOL
NON SPECIFIED
RATE RETURN
ALL ALPHA CODES

Purpose: Standard Rates

Standard types of Rate Codes default to unrestricted viewership which is the condition of automatic "ALLOW". The purpose for creating a viewership record for Standard rates therefore is to restrict viewing of such rates. For instance, a Rate Code assigned to categories "F" for family and "P" for Promotional would generally represent a product bookable by a Subscriber. But if that product was to be targeted to Subscribers in a certain geographical area, such as the United States and possessions, a viewership record must be created to deny all (other) countries.

The DENY command is generally used when establishing a viewership record for Standard Rates because the default condition for Standard Rates is allowed. When a level is set to DENY for a Standard Rate, the implied default is all other eligible pseudo codes at that level may access the rate. For example, if Subscribers in France and Italy are denied viewing at the Country Level, then all other Countries are allowed.

Chain Pool

When the Associate displays the chain pool of Rate Codes, (HRC*) the last column indicates whether or not a viewership record has been established for the corresponding Rate Code. When the Rate Code is created, the indicator is "N", meaning no viewership record exists. When a viewership record is created, Sabre changes the indicator to "Y" regardless of the Category Code. Any Rate Code assigned to category "X" and "N" should always display the "Y" indicator to signify that a viewership record has been created; otherwise the rate is not viewable by anyone.

Non Specified

The comment "NON SPECIFIED', at any level in the viewership record, indicates that no ALLOW or DENY specifications have been set. If the record is for an "X" or "N" Rate Code, then the Standard Rate Code, the default condition is ALLOW. "NON SPECIFIED" does not inhibit Sabre from continuing to the next level for viewership processing.

Rate Return

Rate Return is a form of viewership allowing the Associate to confirm lower rates to preferred customers in the booking segment. Rate Return procedures are in the Rates section and Queue/Confirmation section of this handbook.

All Alpha Codes

Associate All Alpha codes, such as BIZ or ACP, do have a city or country code in an internal Sabre record for viewership purposes. Therefore, All Alpha codes are processed at the ALPHA PSEUDO CITIES level only. Since "X" and "N" rates default to the denied condition, the All Alpha code of the Associate must be added at the ALPHA PSEUDO level to permit Associate viewing of "X" and "N" rates. The 4-character alpha/numeric pseudo city code is not accepted at this level.

Return

Defined Viewership

DISPLAY VIEWERSHIP RECORD - CONTRACTUAL /NEGOTIATED RATE CODE

Display Viewership Record for Contractual or Negotiated Rate Code

HVBXYZ*

Item	Description
HVB	Primary Action Code
XYZ	Rate Code
*	Asterisk

RESPONSE:

```
HVBXYZ*«
SHAARP PLUS TRAI      RATE CODE XYZ VIEWERSHIP
   COUNTRIES:
    NON SPECIFIED

   CITIES:
    NON SPECIFIED

   PSEUDO CITIES:
    ALLOWED - AV41 A4S1 C3W1 C3X1 C3Z1 C4A1 C6E1 EQ81 I051
              JY82 V2B2 Y9J2 39N1 66D1

   ALPHA PSEUDO CITIES:
    ALLOWED - APD QXY
```

Business Rules:

- As noted in the description above, this example is for a Contractual or Negotiated Rate Code. The default setting for these types of Rate Codes is DENIED. The purpose of this viewership record is to authorize access of an otherwise restricted rate.
- The Associate MUST establish viewership at least at the PSEUDO CITY level for the rate to be seen by designated Subscribers.
- The All Alpha code of the Associate must be added at the ALPHA PSEUDO CITY level if the Associate wishes to view the “X” and “N” Rate Codes.
- The comment “NON SPECIFIED” indicates that no action has been set at the applicable level.
- Viewership processes on 3 levels: COUNTRIES, CITIES, and PSEUDO CITIES. The viewer’s pseudo city code must pass all 3 levels in order to access the rate. In the example response in the previous example, AV41, A4S1, C3W1, and C3X1 have been authorized viewership of the Rate Code. In addition, any member/branch office sponsored by one of the main offices may also access an “X” or “N” Rate Code.
- Since the 4 pseudo city codes “pass” the first level and no other restrictions are placed at the remaining levels, then AV41, A4S1, C3W1, C3X1 and any member/branch offices “pass” and are allowed viewership.
- Viewership has also been extended to the Associate, represented by the All Alpha code QXY at the ALPHA PSEUDO CITIES level. No one else may view the Rate Code since the default condition for “X” & “N” rates is deny.

Return

Defined Viewership

DISPLAY VIEWRSHIP RECORD FOR STANDARD RATE CODE

Display Viewership Record for Standard Rate Code

HVBSCR*

Item	Description
HVB	Primary Action Code
SCR	Rate Code
*	Asterisk

RESPONSE:

```
HVBDDD*<
SHAARP PLUS TRAI      RATE CODE DDD VIEWERSHIP
   COUNTRIES:
    ALL COUNTRIES DENIED - NON U.S. STATES

   CITIES:
    NON SPECIFIED

   PSEUDO CITIES:
    NON SPECIFIED

   ALPHA PSEUDO CITIES:
    NON SPECIFIED
```

Business Rules:

- As noted in the description above, this example is for a Standard Rate Code. The default setting for this type of Rate Code is ALLOW. Therefore, the purpose of this viewership record is to restrict access of an otherwise viewable rate.
- The comment "NON SPECIFIED" indicates that no action has been set at the applicable level.
- Viewership processes on 3 levels: COUNTRIES, CITIES and PSEUDO. Thus, the viewer's pseudo city code must pass all 3 levels in order to access the rate.
- In the example response above, a DENY condition exists at the COUNTRIES level affecting all non-U.S. Subscribers with a country code in their internal Sabre record. As a result of this example viewership record, only those foreign Subscribers are restricted from viewing the Rate Code and rates. All other Subscribers and All Alphas are allowed.

Return

Defined Viewership

SET ALLOW CONDITION

Set Allow Condition **HVBIBMAP-B4T0,B9K0,B1N0**

Item	Description
HVB	Primary Action Code
IBM	Rate Code
A	Allow Condition
P	Indicator Pseudo City
-	Hyphen
B4T0	Viewer Code
B9K0	Viewer Code
B1N0	Viewer Code
RESPONSE:	**‡ DONE**

Business Rules:

- One viewership level may be set per entry with a maximum of 4 viewer codes at one time. There is no limit to the number of viewer codes that may be specified per level. However, additional entries may be required.

LEVEL	INDICATOR	VIEWER CODE LENGTH
COUNTRY	C	2 ALPHA CHARACTERS
CITY	T	3 ALPHA CHARACTERS
PSEUDO CITY	P	4 ALPHA/NUMERIC CHARACTER
ALL ALPHA CITY	J	3 ALPHA CHARACTERS

Return

- "ALL" may be used to allow all viewers in the specified level, such as "Allow All Cities": **HVBCRPAT-ALL**
- Conditions are set with the codes "A" for Allow and/or "D" for DENY. When ALLOW is set for an "X" and "N" rate, viewership can be extended to any member/branch offices from the main or controlling pseudo city code.
- If no action is taken Sabre displays "NON SPECIFIED".
- For Rate Codes assigned to category "X" and "N", the default is DENY. For a Standard Rate Code, the default is ALLOW.
- For "X" and "N" types of rates, the ALLOW condition must be set at least at the PSEUDO CITY level or the rate will not be viewable by anyone.
- For 'X" and "N" types of rates, the Associate's All Alpha code must be added at the ALPHA PSEUDO CITIES level for the Associate to view the rate.
- In the chain pool display of Rate Codes, the indicator under the viewership column is automatically changed to 'Y' to indicate a viewership record exists for the Rate Code.

Set Deny Condition

HVBFAMD-FR

Item	Description
HVB	Primary Action Code
FAM	Rate Code
D	Deny Condition
-	Hyphen
FR	Country Code
RESPONSE:	**‡ DONE**

Business Rules:

- One viewership level may be set per entry with a maximum of 4 viewer codes at one time. There is no limit to the number of viewer codes that may be specified per level. However, additional entries may be required.

LEVEL	INDICATOR	VIEWER CODE LENGTH
COUNTRY	C	2 ALPHA CHARACTERS
CITY	T	3 ALPHA CHARACTERS
PSEUDO CITY	P	4 ALPHA/NUMERIC CHARACTER
ALL ALPHA CITY	J	3 ALPHA CHARACTERS
LEVEL	INDICATOR	VIEWER CODE LENGTH
COUNTRY	C	2 ALPHA CHARACTERS

- "ALL" may be used to deny all viewers in a specified level: "Deny All Countries"
- Conditions are set with the codes "A" for ALLOW and/or "D" for DENY. When DENY is set, the viewers designated by the Associate at a level are restricted from viewing the rate. For "X" and "N" rates, should a member/branch misuse viewership privileges, the Associate can set the DENY condition to the pseudo city code of that member/branch.
- If no action is taken at a level, Sabre displays "NON SPECIFIED".
- For Rate Codes assigned to category "X" and "N", the default is DENY. For a Standard Rate Code, the default is ALLOW.
- In the chain pool display of Rate Codes, the indicator under the viewership column is automatically changed to "Y" to indicate a viewership record exists for the Rate Code.

Return

Availability Status Management

QUICK REFERENCE

Function	Entry Example
Calculate 579th Day (DDMMM=Current Date)	**T¤DDMMM‡579**
Display Availability Indicators	**HVVPPPPLLL**
Display Availability Indicators by Date	**HVVPPPPLLL/2NOV**
Include year in the date	**HVVPPPPLLL/02DEC09**
Move the display forward to future dates	**HVV***
Move the display backward to earlier dates	**HVV****
Set/Change Minimum/Maximum Stay	
Minimum and Maximum Stay	**HVMPPPPLLL12APR-30APR/2/20**
Minimum Stay Only	**HVMPPPPLLL/12APR-30APR/2**
Maximum Stay Only	**HVMPPPPLLL/12APR-30APR//20**
Update All Rate Levels at Property	**HVMPPPPLLLALL/12APR-30APR/2/20**
Update All Dates (579 Days)	**HVMPPPPLLL/ALL//20**
Set to Days of the Week	**HVMPPPPLLL/ALLFRISAT/2**
Set/Delete Daily Guarantee/Deposit Indicators	
Set Guarantee Required	**HVDPPPPLLL/1MAR-7NOV/G**
Set Deposit Required	**HVDPPPPLLL/1MAR-7NOV/D**
Update All Dates (579 days)	**HVDPPPPLLL/ALL/D**
Set Hotel Hold Time	**HVDPPPPLLL/ALL/6**
Set Address Required	**HVDPPPPLLL/ALL/A**
Update All Rate Levels at Property	**HVDPPPPALL/1MAR-7NOV/G**
Set to Days of the Week	**HVDPPPPLLL/ALLFRISAT/G**
Cancel Guarantee Requirement	**HVDPPPPLLL/1JUN-30JUN/XG**
Cancel Deposit Requirement	**HVDPPPPLLL/1JUN-30JUN/XD**
Cancel Address Requirement	**HVDPPPPLLL/ALL/XA**

Continued on next page

Return

Availability Status Management

QUICK REFERENCE

Function	Entry Example
Availability Status	
Set Status to OPEN	**HVOPPPPLLL/1MAY-1JAN/A2D-B2D**
Set Status to CLOSED	**HVCPPPPLLL/1MAY-1JAN/A2D-B2D**
Set Status to ON REQUEST	**HVRPPPPLLL/1MAR-1APR/A2D-B2D**
Set Status to CLOSED TO ARRIVAL	**HVCAPPPPLLL/7JUL-3SEP/A2D-B2D**
Set Status to CLOSED TO ARRIVAL/ ON REQUEST	**HVRAPPPPLLL/1MAR-4APR/A2D-B2D**
Update All Rate Levels at Property	**HVOPPPPALL/1MAY-1JAN/A2D-B2D**
Update All Dates (579 Days)	**HVCPPPPLLL/ALL/A2D-B2D**
Update All Room Codes in Rate Level at Property	**HVOPPPPLLL/1MAY-1JAN/ALL**
Set Status to Days of the Week	**HVOPPPPLLL/9OCT-2DECFRISUN/ALL**
Set Status Using Number of Nights	**HVOPPPPLLL/12JAN-5NT/ROH**
Set Status Using Wildcard Character in Room Code	**HVOPPPPLLL/11MAY-25MAY/*1K-C1K**
Include Year in Status Update	**HVOPPPPLLL/02DEC09-15DEC10/A1K**
Set Suspended Status	**HVRPPPPLLL/20MAR09-29MAR10/SU1**
Add/Change Advance Reservation Period	**HCBCCPPPPLLL‡AR-3**
Display Advance Reservation Period	**HRLCCPPPP*AR**
Forced Guarantee	
Set Forced Guarantee	**HCBPPPPLLL¤FG-14**
Remove Forced Guarantee	**HCBPPPPLLL¤FG-0**
Deposit Waiver	
Set Deposit Waiver	**HCBPPPPLLL¤DW-14**
Remove Deposit Waiver	**HCBPPPPLLL¤DW-0**

Continued on next page

Return

Availability Status Management

QUICK REFERENCE

Function	Entry Example
Set/Remove Cycle Values	
Set Deposit Required	**HVDPPPPLLL/CYCLE/D**
Set Guarantee Required	**HVDPPPPLLL/CYCLE/G**
Set Cancellation Statement	**HVDPPPPLLL/CYCLE/C24H**
Remove Deposit Required	**HVDPPPPLLL/CYCLE/XD**
Remove Guarantee Required	**HVDPPPPLLL/CYCLE/XG**
Remove Cancellation Statement	**HVDPPPPLLL/CYCLE/XC**
Set Minimum Stay	**HVDPPPPLLL/CYCLE/NN**
Set Maximum Stay	**HVMPPPPLLL/CYCLE//NN**
Set Minimum and Maximum Stay	**HVMPPPPLLL/CYCLE/NN/NN**
Display Cycle Values	**HVMPPPPLLL**

Return

Availability Status Management

FUNDAMENTAL DATABASE OPERATION
EFFECTIVE AND DISCONTINUE DATES

Fundamental Database Operations

Availability is a term that encompasses many functions in status management of each rate level at the property:

- Minimum/Maximum Stay Requirements
- Deposit or Guarantee Requirements
- Inventory Conditions such as OPEN, CLOSED, and ON REQUEST

While no actual inventory is stored in the Sabre system, Associates are responsible for the update and maintenance of availability at each property. Rate codes and rates appear to the Sabre user, based on availability conditions set for managing rate level by the Associate.

Availability Status also works hand in hand with the *effective and discontinue* dates set in the rate screen for each room/rate. In other words, if dates are not covered in the rate screen, the room/rate will not appear in HOT/HOD availability requests even though the availability is statused for viewing. When a new property is created and/or when a new rate level is added to a property, availability conditions are set to the following default levels:

Availability Condition	Default Level
Minimum Stay	1 Night Required
Maximum Stay	99 Nights
Guarantee/Deposit/Hotel Hold Time	None
Formatted Cancellation Statement	"CANCEL – REFER TO PROPERTY DESCRIPTION"
Room Codes/Status	CLOSED

Effective and Discontinue Dates

The date field can be specified in DDMMM, DDMMMYY, or DDMMMYYYY format. These date fields may be entered as:

Date – Date	1NOV–12DEC
Date – Number of Nights	1NOV09–200NT
Date – END	1NOV2009–END
Day of Week	1NOV-1JAN10WED

Examples:

1NOV	1NOV2009–400NT
1NOV–12DEC	1NOV–END
1NOV99–12DEC00	1NOV09-END
1NOV1999-12DEC1999	1NOV2009-END
1NOV-200NT	1NOV-1JAN10WED
1NOV99-200NT	1NOV-1JAN10MONWED

Return

These variations of date format should be used when updating the following items:

- Availability Status
- Minimum/Maximum Stay Requirements
- Guarantee/Deposit Requirements

Business Rules:

- "END" may be used as a discontinue date to indicate infinity or a rolling end date. Items with "END" will apply to all days after the effective date and will roll in as each new day is added to the 579-day detail period, unless a suspended item or cycle value has been set for the specified item.

- Day of week indicator(s) may be included to update applicable days. In the examples above, the use of WED would update every Wednesday during the date range specified, while MONWED would update every Monday through Wednesday for the date range.

Minimum/Maximum Stay

Unless the number of nights included in a Sabre user's entry satisfies the condition set by the Associate, the rate code and rates will not appear in HOT and HOD displays. For example, if a 4-night minimum stay is required, and the Sabre user's shopping entry indicates 3 nights, that product will not appear.

Unless changed by the Associate, the Sabre system defaults to require a minimum 1-night stay and a maximum stay of 99 nights. In the HVV display, these conditions appear under the headings "MS" which indicates minimum stay and "MX" which indicates maximum stay. Both minimum and maximum length of stay values can be set from 1 to 99 nights

Daily Indicator

When a new property is added to the system and/or a new rate level is attached to a property, the system defaults all daily indicators to "N" for NONE. In the HVV display, these conditions appear under the heading "GTE" which manages the indicators for deposit, guarantee, and a hotel hold time.

The hotel hold time specifies the time by which guests may check in without a form of guarantee or deposit. The acceptable range is between 1P and 9P, and the Sabre system tags the Sabre user's segment with a reminder that a guarantee is required for arrivals after the specified hour.

It is important that the Associate always program a hotel hold time first, even when the property may always require a deposit or guarantee. Should a deposit or guarantee requirement be removed in error, the system would revert to a hotel hold time rather than the default condition "NONE".

Guarantee

When an Associate indicates that a guarantee is required, the Sabre system requires some form of acceptable guarantee in the booking segment. The Sabre user's transaction cannot be completed until the guarantee information is added. Refer to the Guarantee Policy section of this handbook for the formats used by Associates to enter acceptable forms of guarantee.

Return

Availability Status Management

FORCED GUARANTEE
DEPOSIT, DEPOSIT WAIVER
CANCELLATION STATEMENT
ROOM CODES
OPEN

Forced Guarantee

Associates have the option of forcing a guarantee requirement for bookings made close to the arrival date. For example, a property might normally set a hotel hold time of 4 (for 4PM) except for bookings made within three days of arrival. By using the forced guarantee option, the Associate can instruct the Sabre system to require a guarantee only for bookings made within a specified number of days prior to the arrival date. Otherwise, the hotel hold time would apply.

Deposit

When a deposit is required with a booking, the Sabre system requires an acceptable form of deposit in the booking segment. The Sabre user's transaction cannot be completed until the deposit information is added. Refer to the Guarantee Policy section of this handbook for the formats used by Associates to enter acceptable forms of deposit.

Deposit Waiver

When a deposit requirement is set but the booking is made so close to the arrival date that timely receipt of the deposit is in question, the Associate has the option of setting a deposit waiver period. In this case, the Sabre system allows a guarantee in place of the deposit only for bookings made within a specified number of days prior to the arrival date. Otherwise, the normal deposit requirement applies.

Cancellation Statement

The formatted cancellation statement is selected by the Associate to advise the guest of cancellation time frames and is shown in the HOD and HRD displays. If no formatted cancellation statement is programmed by the Associate, the Sabre system defaults to the following statement:

CANCEL – REFER TO PROPERTY DESCRIPTION

In the HVV display, the cancellation statement value will appear under the heading "CXL". Refer to the Hotel Rate Description section of this handbook for additional information and entries regarding formatted cancellation statement.

Room Codes

All room codes managed by the rate level are listed in the HVV response and may be collectively statused as "ALL", a wildcard, or by individual room codes. The information is drawn from the rate screen, since that is where the room codes are actually loaded in the database. The Sabre system knows which rates to display on a given date based on the effective and discontinue dates (season) assigned for each room code/rate in the rate screen, along with the availability set in the HVV availability screen.

Open

When rooms are set to OPEN status, the rate code, rate, and/or room code are available to be sold by the Sabre user for immediate confirmation to the guest. "ALL" may be used to open all room codes managed by the rate level, or a given room code such as A1K or ROH may be statused individually. An asterisk (*) wildcard symbol may also be used to status availability by class of accommodation, number of beds, and/or bed type. In the HVV display, rooms on OPEN status appear as blank spaces.

Return

Availability Status Management

CLOSED, ON REQUEST
CLOSED TO ARRIVAL
CLOSED TO ARRIVAL – ON REQUEST
WILDCARD CHARACTERS
SUSPENDED ITEMS

Closed

Rooms that are set to CLOSED status do not display to the Sabre user. As a result, the rate code, rate, and room code are not available for sale. Since there is no segment to modify, no action is required by the Associate. In the HVV display, rooms on CLOSED status are distinguished by a slash (/).

On Request

When the number of available rooms at a property becomes limited, instead of completely closing out the room code, the Associate may elect to set the status as ON REQUEST. The Sabre user is alerted to the condition ON REQUEST by the tag "RQ" appended to the room code in the non-DCA HOD and/or HRD displays. The Associate must respond to the Sabre user by either reconfirming the booking (KK) and adding the confirmation number, or denying the booking (UC). In the HVV display, rooms ON REQUEST are noted by "R".

Closed to Arrival

When an Associate wishes to reject all bookings for arrival on a given date but will confirm bookings to sell through that date, the CLOSED TO ARRIVAL condition is set. For example, a resort property may not allow bookings for arrival on Saturday. However, that same property might allow bookings selling through Saturday. A Sabre user shopping for a Saturday arrival would not see the property in availability, but a Sabre user shopping for a Friday arrival with a 3-night stay would be able to book the property. In that case, the Associate would only need to add the confirmation number to the segment. In the HVV display, CLOSED TO ARRIVAL is noted by "A". CLOSED TO ARRIVAL is most often used in conjunction with a minimum length of stay requirement.

Closed to Arrival – On Request

The same logic as described on the previous page applies. However, instead of the Sabre system confirming the sale, the Associate must either confirm (KK) the booking and add a confirmation number or deny the booking (UC). In the HVV display, CLOSED TO ARRIVAL – ON REQUEST is noted by "RA".

Wildcard Characters

In addition to statusing availability by specific room codes, Associates can also use a wildcard option to status multiple room codes by placing the wildcard symbol (*) in any position of the room code.

Suspended Items

Availability is maintained in the Sabre system for 579 days. For availability beyond that period, status may be suspended until the suspended date becomes part of the active Sabre availability. This is an option that allows the Associate to set the availability status at OPEN, CLOSED, ON REQUEST, etc. up to five years beyond the 579-day detail period. For more information about suspended availability, cycle values, and Sabre "roll-in" logic, see the Hotel Nightly File Maintenance overview on the following pages.

Advance Reservation Requirement

Associates have the option of requiring that bookings be made a specified number of days prior to arrival. The Sabre system defaults to a standard Advance Reservation (AR) value of zero (0) days. The Associate has the option of setting the condition between 0 and 330 days. If the Sabre user's entry does not satisfy the criteria for the AR, the rate code and rate are not displayed.

Return

NFM Overview

Hotel Availability consists of a 579-day detail period, which can be calculated with the following entry:

T¤DDMMM‡579

Item	Description
T	Primary Action Code
¤	Change Key
DDMMM	Current Date
‡	Cross of Lorraine (sometimes displayed as ¥)
579	579-Day Detail Period

The Associate can verify the 579th day against the "T¤" entry above by making the following entries:

Step	Action
1	HVVPPPPLLL/ALL
2	MB

The last date shown in the HVV response will be the 579th day. The next day in availability to roll in will be referred to as the 580th day. During Nightly File Maintenance, three areas/items will be processed to establish the roll-in value(s) within five impacted fields.

The five impacted fields are:

- Minimum Stay
- Maximum Stay
- Cancellation Statement
- Availability Status
- Guarantee/Deposit

These are the three areas/items processed an the order in which they are processed:

1. Suspended Availability (Availability Status Items Only)
2. Cycle Values (All Fields)
3. Previous Day (All Fields)

Return

Availability Status Management

NFM

A Description of the three areas/items processed appears below.

Item	Description	Example
1	The Sabre system will apply any Availability Status Suspended Items an Associate has established for a property. If a suspended item has been applied for a property, the system assumes this is the roll-in value desired and does not look at the previous day. The system ignores normal Sabre defaults. For additional information about suspended items, refer to "Availability Status Suspended Items" in this same section.	Availability Status Suspended: **HVOPPPPLLL/DDMMMYY-DDMMMYY/A1K** The date range in this example is beyond the current 579-day availability period.
2	Cycle values are any value an Associate establishes for a property that will ensure NFM updates the specified field (s) with a preset value for each 580th day roll-in. For additional information about cycle values, refer to "Hotel Cycle Indicators" in this same section.	Set Minimum Stay of 4 Nights & Maximum Stay of 5 Nights: **HVMPPPPLLL/CYCLE/4/5** Set Cancellation Statement at 24 Hours: **HVDPPPPLLL/CYCLE/C24H**
3	The Sabre system will automatically copy the previous day's values for each of the fields. This establishes the Sabre defaults.	Assume that property XY12345 does not have any suspended availability or cycle values set for rate level "COR" and that the 579th day from the current date is 27DEC10. The Sabre system will roll in the 580th day (28DEC10) to have the same settings as the previous day. The following illustration may help explain what will occur based on "previous day" logic.

Return

Illustration of “Previous Day” logic:

HVV2907RAC/27MAY10

RESPONSE:

```
HVV2907RAC/27MAY10«
XY02907                                    RAC LISTING
                              A1K  B1K  C1Q
DATE   MS  MX   GTE  CXL
27MAY  02  099    6          /    /    /
28MAY  02  099    6          /    /    /
29MAY  02  099    6          /    /    /
30MAY  02  099    6          /    /    /
31MAY  02  099    6          /    /    /
01JUN  02  099    6          /    /    /
02JUN  02  099    6          /    /    /
03JUN  02  099    6          /    /    /
04JUN  02  099    6          /    /    /
05JUN  02  099    6          /    /    /
06JUN  02  099    6          /    /    /
07JUN  02  099    6          /    /    /
08JUN  02  099    6          /    /    /
09JUN  02  099    6          /    /    /
10JUN  02  099    6          /    /    /
11JUN  02  099    6          /    /    /
```

Business Rules:
Since no suspended items or cycle values were set, the previous day settings will remain in effect:

- 2-Night Minimum Stay
- 99-Night Maximum Stay
- Guarantee Required
- 6pm Guarantee Statement
- “Closed” Room Availability

Return

Display Availability Indicators **HVVPPPPLLL**

Item	Description
HVV	Primary Action Code
PPPP	Property Number
LLL	Rate Level

RESPONSE:

```
HVV2907RAC«
XY02907                                    RAC LISTING
                          A1K B1K C1Q
DATE   MS MX   GTE CXL
15APR 01 220    6
```

Business Rules:

- The property name and rate level appear on the first line of the availability display.
- The availability display contains the following column headings:

Column Heading	Description
DATE	Effective Date of Parameters
MS	Minimum Number of Nights Stay Required (Defaults to 1)
MX	Maximum Number of Nights Stay Allowed (Defaults to 99)
GTE	Daily Indicators: (Defaults to "N") 1-9 Hotel Hold Time D Deposit Required G Guarantee Required N None
CXL	Cancel Indicator. Refer to the Hotel Rate Description section of this handbook for additional information.

- The date breaks for this display occur when the value changes for one of the following date-specific fields:

  Minimum Stay
  Maximum Stay
  Guarantee/Deposit
  Cancel Indicator

- This display will not check to determine whether a room code has a valid rate.

- When nine or more room codes exist for a given rate level, availability will be shown for multiple days and eight room codes at a time. The column headers are duplicated for each group of details and room codes. Therefore, it may be necessary to move down (MD) to view the entire display.

Return

Display Availability Indicators by Date **HVVPPPPLLL/1NOV**

Item	Description
HVV	Primary Action Code
PPPP	Property Number
LLL	Rate Level
/	Slash
1NOV	Date or “ALL”

Response:

```
HVV2907RAC/1NOV«
XY02907                                          RAC LISTING
                                  A1K B1K C1Q
DATE   MS MX   GTE CXL
01NOV 01 220    6        /    /    /
02NOV 01 220    6        /    /    /
03NOV 01 220    6        /    /    /
04NOV 01 220    6        /    /    /
05NOV 01 220    6        /    /    /
06NOV 01 220    6        /    /    /
07NOV 01 220    6        /    /    /
08NOV 01 220    6        /    /    /
09NOV 01 220    6        /    /    /
10NOV 01 220    6        /    /    /
11NOV 01 220    6        /    /    /
12NOV 01 220    6        /    /    /
13NOV 01 220    6        /    /    /
14NOV 01 220    6        /    /    /
15NOV 01 220    6        /    /    /
16NOV 01 220    6        /    /    /
```

Business Rules:

- Availability indicators display on a daily basis only when a date or “ALL’ is included after the basic entry.
- If a date is used after the basic entry:
  - To move the display forward to future dates, enter **HVV***
  - To move the display backward to earlier dates, enter **HVV****
- If “ALL “ is used in place of the date after the basic entry:
  - To move the display forward to future dates, enter **MD**
  - To move the display backward to earlier dates, enter **MU**

Return

- It may be necessary to include the year (YY) in the entry. For example, if the 579-day detail period includes “02DEC09” and “02DEC10”, the year must be included when viewing the latter date. If the year is omitted, the Sabre system will default to the closest date whether it is the previous day, current day/year, or future year. This is important to know since the HVV response does not reflect the year. Please note the following example:

HVVPPPPLLL/02DEC10

- The property name and rate level appear on the first line of the availability display.
- The availability display contains the following column headings:

Column Heading	Description
DATE	Effective Date of Parameters
MS	Minimum Number of Nights Stay Required (Defaults to 1)
MX	Maximum Number of Nights Stay Allowed (Defaults to 99)
GTE	Daily Indicators: (Defaults to “N”) 1-10 Hotel Hold Time D Deposit Required G Guarantee Required N None
CXL	Cancel Indicator. Refer to the Hotel Rate Description section of this handbook for additional information.

- These symbols appear under the room codes:

Symbol	Description
Blank Space	Open – Available for Sale
/	Closed – Not Available for Sale
R	On Request
A	Closed to Arrival
RA	Closed to Arrival – On Request

- When nine or more room codes exist for a given rate level, availability will be shown for eight days and eight room codes at a time. The column headers are duplicated for each group of dates and room codes.

Return

SET/CHANGE MINIMUM AND MAXIMUM LENGTH OF STAY

Set/Change Minimum and Maximum Length of Stay - Optional **HVMPPPPLLL/12MAY-30MAY/2/20**

Item	Description
HVM	Primary Action Code
PPPP	Property Number
LLL	Rate Level or "ALL"
/	Slash
12MAY-30MAY	Effective Date – Discontinue Date or "ALL"
/	Slash
2	Minimum Number of Nights Stay Required
/	Slash
20	Maximum Number of Nights Stay Allowed
RESPONSE:	**‡DONE – MINIMUM AND MAXIMUM STAY SET**

```
HVMXY12006AAA/12MAY-30MAY/2/20«
‡DONE - MINIMUM AND MAXIMUM STAY SET
```

Business Rules:

- The minimum and maximum length of stay fields are optional. The Sabre system defaults to a minimum stay of 1 night and a maximum stay of 99 nights.
- Both minimum and maximum length of stay values can be set from 1 to 99 nights.
- Use "ALL" to update all rate levels at a property.
- Use "ALL" to update all dates (579 days) in Sabre availability.
- To set the minimum length of stay only, do not include the maximum value.
  Example: **HVMPPPPLLL/12MAY-30MAY/2**
- To set the maximum length of stay only, use a slash (/) as a filler for the minimum value.
  Example: **HVMPPPPLLL/12MAY-30MAY//20**
- The minimum and maximum stay indicators may be set to day(s) of the week. For example, to require a minimum stay of two nights for all Friday and Saturday arrivals, enter:
  HVMPPPPLLL/ALLFRISAT/2
- To change minimum and/or maximum stay items, enter the new information, and it will replace the previously set value(s).
- The length of stay included in the Sabre user's shopping or sell entry must satisfy the minimum and maximum stay requirements set in availability. If these requirements are not met, the rate code and rates will not be included in the Hotel Availability response.
-

Return

SET/DELETE DAILY GUARANTEE/DEPOSIT INDICATORS

Set/Delete Daily Guarantee/Deposit Indicators

HVDPPPPLLL/1MAR-7NOV/G

Item	Description
HVD	Primary Action Code
PPPP	Property Number
LLL	Rate Level or "ALL"
/	Slash
1MAR-7NOV	Effective Date – Discontinue Date or "ALL"
/	Slash
G	Guarantee Indicator: 1-9 Hotel Hold Time (p.m. - post meridian) G Guarantee Required D Deposit Required A Address Required
RESPONSE:	**‡DONE**

Business Rules:

- Use "ALL" to update all rate levels at a property.
- Use "All" to update all dates (579 days) in Sabre availability.
- Set the daily indicator to a *hotel hold time* first (4 for 4PM), whichever is the most prevalent condition. Then set the *guarantee/deposit* for the specific time periods, as required by the property.
- The daily indicator MUST be set, as the Sabre system defaults to "N" for *None*.
- If the Associate wants to set *address required* for the property, two entries are required as follows:
    - Set the address required indicator
      HVDPPPPLLL/ALL/A
    - Set the desired guarantee/deposit/hold time
      HVDPPPPLLL/ALL/G
- When address required is set, the tag "ADDR REQD" appears in the upper right corner of the HVV display.
- Address required and hotel hold time may be set only when "ALL" is used to represent all dates. It is not possible to set these to day(s) of the week.
- When a hotel hold time is set, the Sabre user's sell response will include a reminder that a guarantee is required for arrivals after the specified hotel hold time.
- The requirement for a guarantee or deposit may be set to individual days of the week.
- If a guarantee or deposit is required, the booking cannot be processed without the acceptable methods of payment for the guarantee or deposit.
- If the Associate requires the user's address in the PNR, the Sabre user cannot end the record without adding the address.

- To change or remove a guarantee, deposit, or address requirement, the indicator must be "cancelled" using one of the following codes:

Return

SET/DELETE DAILY GUARANTEE/DEPOSIT INDICATORS

Code	Description
XG	Cancel Guarantee Requirement
XD	Cancel Deposit Requirement
XA	Cancel Address Requirement (must be used with “ALL” for all dates)

Example: **HVDPPPPLLL/1JUN-30JUN/XG**

- To change the hotel hold time, enter a new time to overlay the current requirement.
- When guarantee or deposit indicators are removed, the Sabre system automatically defaults to the previously set hotel hold time. If no hotel hold time has been set, the default is “NONE”.
- When removing the address required indicator, “ALL” must be used to represent all dates.

Return

Availability Status

WILDCARD CHARACTER
579-DAY DETAIL PERIOD

Wildcard Character

In addition to statusing availability by specific room codes, Associates can also use an option to status multiple room codes by placing a wildcard symbol, an asterisk (*), in any position of the room code. An asterisk (*) may be used to replace the:

Class of Accommodation (first character)

Number of Beds (second character)

Bed Type (third character)

An rooms matching the remaining characters of the room code will be updated with the appropriate availability status. Wildcards may be used for the following availability entries:

HVO HVC HVR HVCA HVRA

Wildcard variations for room codes include:

*1K A*K A1* *1* A** **K

Example – To open all "1K" rooms, as well as the "C1Q" room:

HVOPPPPLLL/11MAY-25MAY/*1K-C1Q

Note:

Use "ALL" to update *all* room codes for the rate level at the property.

579-Day Detail Period

Because there are 579 days in the current availability period (approximately 1.5 years), it may be necessary to include the year (YY) in the availability status update. For example, if the 579-day detail period includes "02DEC09" and "02DEC10", the year must be included when updating status for the latter date. If the year is omitted, the Sabre system will default to the closest date whether it is the current day/year or a future year.

This is important to know so that status updates are made for the appropriate dates. It may be a good idea to include the year in all status updates as shown in the examples below.

HVOPPPLLL/02DEC09-15DEC09/A1K

HVOPPPPLLL/02DEC10-15DEC10/ALL

Return

Availability Status

WILDCARD CHARACTER
579-DAY DETAIL PERIOD

Availability Status **HVOPPPPLL/1MAY-1JAN/A2D-B2D**

OPEN

Item	Description
HVO	Primary Action Code
PPPP	Property Number
LLL	Rate Level or ''ALL"
/	Slash
1MAY-1JAN	Effective Date – Discontinue Date or "ALL"
/	Slash
A2D-B2D	Room Code(s) or "ALL" A maximum of 16 codes may be entered, separated with hyphens (-)
RESPONSE:	**‡DONE**

Business Rules:

- When availability is set to 'OPEN', the rate code and rate are available for sale.
- Use "ALL" to update all rate levels at a property.
- Use "ALL" to update all dates (579 days) in Sabre availability.
- Use "ALL" to update all room codes in the rate level at a property.
- Availability status may be set to day(s) of the week. Example – To open all Fridays through Sundays in a given date range, enter:

  HVOPPPPLLL/19OCT-21DECFRISUN/ALL
  HVOPPPPLLL/ALLFRISUN/B2D

- The number of nights may be entered in lieu of a discontinue date.

  Example: **HVOPPPPLLL/12JAN-5NT/ROH**

- When a property is first created or when a new rate level is established, the status for all room codes in all rate levels remains "closed" until set by the Associate. This also applies to new room codes added to existing rate levels.

Rooms statused "OPEN" appear as blanks under the appropriate column of the availability (HVV) display. Refer to the example under "Display Availability Indicators by Date" in this same section.

Return

Availability Status

AVAILABILITY STATUS CLOSED

Availability Status CLOSED **HVCPPPPLLL/1MAY-1JUN/A2D-B2D**

Item	Description
HVC	Primary Action Code
PPPP	Property Number
LLL	Rate Level or "ALL"
/	Slash
1MAY-1JUN	Effective Date – Discontinue Date or "ALL"
/	Slash
A2D-B2D	Room Code(s) or "ALL" A maximum of 16 codes may be entered, separated with hyphens (-)
RESPONSE:	**‡DONE**

Business Rules:

- When availability is "CLOSED", the property will not display in the Sabre user's Hotel Availability request.
- Use "ALL" to update all rate levels at a property.
- Use "ALL" to update all dates (579 days) in Sabre availability.
- Use "ALL" to update all room codes in the rate level at a property.
- Availability status may be set to day(s) of the week. Example – To close all Fridays through Sundays in a given date range, enter:

  HVCPPPPLLL/9FEB-14JUNFRISUN/ALL
  HVCPPPPLLL/ALLFRISUN/B2D

- The number of nights may be entered in lieu of a discontinue date.

  Example: **HVCPPPPLLL/21MAR-3NT/A1K**

- When a property is first created or when a new rate level is established, the status for all room codes in all rate levels remains "closed" until set by the Associate. This also applies to new room codes added to existing rate levels.
- Rooms statused "CLOSED" are represented by a slash (/) under the appropriate column of the availability (HVV) display. Refer to the example under "Display Availability Indicators by Date" in this same section.

Return

Availability Status

AVAILABILITY STATUS ON REQUEST

Availability Status ON REQUEST **HVRPPPPLLL/1MAR-1APR/A2D-B2D**

Item	Description
HVR	Primary Action Code
PPPP	Property Number
LLL	Rate Level or "ALL"
/	Slash
1MAR-1APR	Effective Date – Discontinue Date or "ALL"
/	Slash
A2D-B2D	Room Code(s) or "ALL" A maximum of 16 codes may be entered, separated with hyphens (-)
RESPONSE:	**‡DONE**

Business Rules:

- When "ON REQUEST" is set, the Associate must either confirm (KK) or deny (UC) the Sabre user's booking. Refer to the Confirmation/Queue Procedures section of this handbook for additional information.
- Use "ALL" to update all rate levels at a property.
- Use "ALL" to update all dates (579 days) in Sabre availability.
- Use "ALL" to update all room codes in the rate level at a property.
- Availability status may be set to day(s) of the week. Example – To set all Fridays through Sundays in a given date range to On REQUEST, enter:

  HVRPPPPLLL/19SEP-10NOVFRISUN/ALL
  HVRPPPPLLL/ALLFRISUN/SU1

- The number of nights may be entered in lieu of a discontinue date.

  Example: **HVRPPPPLLL/24MAY-6NT/AJS**

- Rooms statused "ON REQUEST" are represented by "R" under the appropriate column of the availability (HVV) display. Refer to the example under "Display Availability Indicators by Date" in this same section.

Return

Availability Status

AVAILABILITY STATUS CLOSED TO ARRIVAL

Availability Status **HVCAPPPPLLL/7JUL-3SEP/A2D-B2D**

CLOSED TO ARRIVAL

Item	Description
HVCA	Primary Action Code
PPPP	Property Number
LLL	Rate Level
/	Slash
7JUL-3SEP	Effective Date – Discontinue Date or "ALL"
/	Slash
A2D-B2D	Room Code(s) or "ALL" A maximum of 16 codes may be entered, separated with hyphens (-)
RESPONSE:	**‡DONE**

Business Rules:

- When "CLOSED TO ARRIVAL" is set, the rate level and room codes specified are not open for stays beginning on the dates indicated. In other words, the status means "closed to guests arriving" on the date(s) specified.
- Use "ALL" to update all rate levels at a property.
- Use "ALL" to update all dates (579 days) in Sabre availability.
- Use "ALL" to update all room codes in the rate level at a property.
- Availability status may be set to day(s) of the week. Example – To set all Fridays through Sundays in a given date range to CLOSED TO ARRIVAL, enter:

  HVCAPPPPLLL/9SEP-30NOVFRISUN/ALL
  HVCAPPPPLLL/ALLFRISUN/SU2

- The number of nights may be entered in lieu of a discontinue date.

  Example: **HVCAPPPPLLL/13MAY-6NT/SU2**

- Rooms statused "CLOSED TO ARRIVAL" are represented by "A" under the appropriate column of the availability (HVV) display. Refer to the example under "Display Availability Indicators by Date" in this same section.

Return

Availability Status

AVAILABILITY STATUS CLOSED TO ARRIVAL/ON REQUEST

Availability Status CLOSED TO ARRIVAL/ ON REQUEST

HVRAPPPPLLL/1MAR-4APR/A2D-B2D

Item	Description
HVRA	Primary Action Code
PPPP	Property Number
LLL	Rate Level
/	Slash
1MAR-4APR	Effective Date – Discontinue Date or "ALL"
/	Slash
A2D-B2D	Room Code(s) or "ALL" A maximum of 16 codes may be entered, separated with hyphens (-)
RESPONSE:	**‡DONE**

Business Rules:

- When "CLOSED TO ARRIVAL/ON REQUEST" is set, the rate level and room codes specified are not open for stays beginning on the dates indicated, but the booking status is "ON REQUEST".
- The Associate must either confirm (KK) or deny (UC) the Sabre user's booking. Refer to the Confirmation/Queue Procedures section of this handbook for additional information.
- Use "ALL" to update all rate levels at a property.
- Use "ALL" to update all dates (579 days) in Sabre availability.
- Use "ALL" to update all room codes in the rate level at a property.

- Availability status may be set to day(s) of the week. Example – To set all Fridays through Sundays in a given date range to CLOSED TO ARRIVAL/ON REQUEST, enter:

HVRAPPPPLLL/1SEP-1JANFRISUN/ALL
HVRAPPPPLLL/ALLFRISUN/SU2-SU1

- The number of nights may be entered in lieu of a discontinue date.
-

Example: **HVCAPPPPLLL/13MAY-7NT/SU2-SU1**

- Rooms statused "CLOSED TO ARRIVAL/ON REQUEST" are represented by "RA" under the appropriate column of the availability (HVV) display. Refer to the example under "Display Availability Indicators by Date" in this same section.

Return

Availability Status

AVAILABILITY STATUS SUSPENDED ITEMS
ADD/CHANGE ADVANCE RESERVATION PERIOD

Availability Status Suspended Items **HVRPPPPLLL/20MAY09-29MAY10/SU1**

Item	Description
HVR	Primary Action Code
PPPP	Property Number
LLL	Rate Level
/	Slash
20MAY09-29MAY10	Effective Date – Discontinue Date (include "year" – YY)
/	Slash
SU1	Room Code
RESPONSE:	**‡20MAY-29MAY HAS BEEN SUSPENDED**

Business Rules:

- The example above shows suspended status "ON REQUEST". However, any of the following entries may be used to suspend availability:

HVO	OPEN	HVCA	CLOSED TO ARRIVAL
HVC	CLOSED	HVRA	CLOSED TO ARRIVAL/ ON REQUEST
HVR	REQUEST		

- Availability status may be suspended for dates up to five years in the future. The suspended status will roll in once the date becomes active in Sabre availability (579-day detail period).
- To view suspended status items, include the future date or future date range in the entry:

HVVPPPPLLL/19DEC09
HVVPPPPLLL/19DEC09-19DEC10

Add/Change Advance Reservation Period **HCBCCPPPPLLL‡AR-3**

Item	Description
HCB	Primary Action Code
CC	Chain Code
PPPP	Property Number
LLL	Rate Level or "ALL"
‡	Cross of Lorraine
AR	Identifies "Advance Reservation" Period
-	Hyphen
3	Number of Days
RESPONSE:	**‡DONE**

Return

Business Rules:
The *advance reservation* (AR) field is optional. It allows the Associate to specify the number of days prior to arrival that the booking must be made.

Use "ALL" to update all rate levels at a property.

The advance reservation period may be set to a maximum of 330 days. Unless changed by the Associate, the Sabre system defaults to zero (0).

Unless the Sabre user's shopping/sell entry satisfies the advance reservation requirement, the rate will not display.

Display Advance Reservation Periods

HRLCCPPPP*AR

Item	Description
HRL	
CC	
PPPP	
*	
AR	

RESPONSE:

```
HRLXY12006*AR¬
XY12006  THE PERFECT HOTEL

RATE
LEVEL

RAC       000
AAA       007
ABC       014
COR       003
FUN       000
IBM       003
IGA       000
WKD       001
```

Return

Availability Status

FORCED GUARANTEE – OPTIONAL
DISPLAY WAIVER - OPTIONAL

Business Rules:

- "RAC" is always the first rate level displayed.
- Additional rate levels are listed in alphabetical order following the RAC rate level.

Forced Guarantee-Optional

HCBPPPPLLL¤FG-14

Item	Description
HCB	Primary Action Code
PPPP	Property Number
LLL	Rate Level or "ALL"
¤	Change Key
FG	Identifies "Forced Guarantee"
-	Hyphen
14	Number of Days
RESPONSE:	**‡DONE**

Business Rules:

- *Forced guarantee* is an optional field that sets a guarantee requirement to apply to all bookings within a specified number of days prior to arrival.
- Use "ALL" to update all rate levels at a property.
- Forced guarantee may be set to a maximum of 255 days.
- When this option is set, an asterisk (*) appears next to the "hotel hold time" in the HVV display. Refer to the example under "Display Availability Indicators by Date" in this same section.
- To remove the forced guarantee period, set the number of days to zero (0):

HCBPPPPLLL¤FG-0

Deposit Waiver - Optional

HCBPPPPLLL¤DW-14

Item	Description
HCB	Primary Action Code
PPPP	Property Number
LLL	Rate Level or "ALL"
¤	Change Key
DW	Identifies "Deposit Waiver"
-	Hyphen
14	Number of Days
RESPONSE:	**‡DONE**

Return

Business Rules:

- *Deposit waiver* is an optional field that sets a guarantee requirement in lieu of the deposit to apply to all bookings within a specified number of days prior to arrival.
- Use “ALL” to update all rate levels at a property.
- Deposit waiver may be set to a maximum of 255 days.
- When this option is set, an asterisk (*) appears next to the “D” under the “GTE” column in the HVV display. Refer to the example under “Display Availability Indicators by Date” in this same section.
- To remove the forced guarantee period, set the number of days to zero (0):

HCBPPPPLLL¤DW-0

Return

HOTEL CYCLE INDICATORS
OVERVIEW
SET/REMOVE CYCLE VALUES

Overview

This optional function provides for those occasions when a special event or booking situation is entering the current 579-day detail period and contains booking requirements different than the ones currently in effect. Cycle values allow Associates to set override values that will be initialized for each 580th future date. The formats for setting cycle values are the same as those used for the current detail period, except the word "CYCLE" replaces the date parameters.

Set/Remove Cycle Values

HVDPPPPLLL/CYCLE/D

HVMPPPPLLL/CYCLE/NN

Item	Description
HVD	Action Code for Deposit/Guarantee/Cancellation Statement
HVM	Action Code for Minimum/Maximum Length of Stay
PPPP	Property Number
LLL	Rate Level
/	Slash
CYCLE	Identifies "Cycle Values"
/	Slash
D	Set "Deposit Required"
G	Set "Guarantee Required"
C24H	Set Cancellation Statement
XD	Remove "Deposit Required"
XG	Remove "Guarantee Required"
XC	Remove "Cancellation Statement"
NN	Set "Minimum Length of Stay" (NN = number of nights: 2)
/NN	Set "Maximum Length of Stay" (NN = number of nights: /20)
NN/NN	Set "Minimum and Maximum Length of Stay" (NN = number of nights: 2/20)

Return

Cycle values may be specified for the items listed below.

Function	Format
Set Deposit Required	**HVDPPPPLLL/CYCLE/D**
Set Guarantee Required	**HVDPPPPLLL/CYCLE/G**
Set Cancellation Statement	**HVDPPPPLLL/CYCLE/C24H**
Remove Deposit Required	**HVDPPPPLLL/CYCLE/XD**
Remove Guarantee Required	**HVDPPPPLLL/CYCLE/XG**
Remove Cancellation Statement	**HVDPPPPLLL/CYCLE/XC**
Set Minimum Length of Stay	**HVMPPPPLLL/CYCLE/NN**
Set Maximum Length of Stay	**HVMPPPPLLL/CYCLE//NN**
Set Minimum and Maximum Length of Stay	**HVMPPPPLLL/CYCLE/NN/NN**

Note:

- One cycle values are set for minimum and maximum stay requirements, they may not be removed. However, they may be changed to the default values or another value from 1 to 99. Sabre default values are:
  - Minimum Stay 1 Night
  - Maximum Stay 99 Nights

Display Cycle Values **HVVPPPPLLL**

Item	Description
HVV	Primary Action Code
PPPP	Property Number
LLL	Rate Level

Response:

```
XYPPPP     SABRE HOTEL                          LLL LI
                                        A2D  A1K  B1K  F

DATE     MS    MX    GTE    CXL
CYCLE    01    20    G      06P
14APR    02    20    6      06P
01JAN    02    20    6      72H
15FEB    02    20    6      06P
```

The following information is reflected in the display example above:

Return

Availability Status

HOTEL CYCLE INDICATORS

For the Date Range…	The following has been set…
14 April – 31 December	2-Night Minimum Stay 20-Night Maximum Stay 6PM Hold Indicator 6PM Cancel Indicator
01 January – 14 February	2-Night Minimum Stay 20-Night Maximum Stay 6PM Hold Indicator 72-Hour Cancel Indicator
15 February – 579th Day of Inventory	2-Night Minimum Stay 20-Night Maximum Stay 6PM Hold Indicator 6PM Cancel Indicator
580th Day of Inventory – Until Removed	1-Night Minimum Stay 20-Night Maximum Stay Guarantee Indicator 6PM Cancel Indicator

Business Rules:

- Once set, a cycle value remains until it is removed or changed. If use of NFM previous day roll-in logic is preferred, refer to "Hotel Nightly File Maintenance (NFM)" in this same section for additional information.

Return

Guarantee Policy

QUICK REFERENCE

Function	Entry Example
Display Guarantee Policy in HOD	
Chain Guarantee Policy	**HODCC*G**
Property Guarantee Policy	**HODPPPP*G**
Create/Change Policy Option	
Property Level	**HCGCCPPPP¤0P¤1Y**
Chain Level	**HCGCC¤0P¤1Y**
Multiple Property Policy Options	**HCGCCPPPP¤0P¤1Y§2N§5Y**
Multiple Chain Policy Options	**HCGCC¤0P¤1Y§2N§5Y**
Change All Policy Options to "NO" at property level	**HCGCCPPPP¤0P¤DEL**
Change All Policy Options to "NO" at chain level	**HCGCC¤0P¤DEL**
Redisplay Policy	**HODCCPPPP*G**
Display Master Credit Card Table	**HCA***
Guarantee/Deposit Credit Cards	
Add at Property Level	**HCGCCPPPP¤0G¤VIY**
Add at Chain Level	**HCGCC¤0G¤VIY**
Add at Multiple at Property Level	**HCGCCPPPP¤0G¤VIY§CAY§AXY**
Add at Multiple at Chain Level	**HCGCC¤0G¤VIY§CAY§AXY**
Delete at Property Level	**HCGCCPPPP¤0G¤VIN**
Delete at Chain Level	**HCGCC¤0G¤VIN**
Delete at Multiple Property Level	**HCGCCPPPP¤0G¤VIN§CAN§AXN**
Delete at Multiple Chain Level	**HCGCC¤0G¤VIN§CAN§AXN**
Delete All at Property Level	**HCGCCPPPP¤0G¤DEL**
Delete All at Chain Level	**HCGCC¤0G¤DEL**

Return

Guarantee Policy

FUNDAMENTAL DATABASE OPERATION
CHAIN POLICY DEFAULT

Fundamental Database Operation

In the most general terms, a deposit is a partial payment or installment, and a guarantee is a pledge or firm promise, usually of one night's stay. In the Sabre system, the Guarantee Policy governs the method of payment and acceptable forms of payment for guarantee and deposit, as required by each chain or property. The Guarantee Policy applies to all properties in the chain, unless exceptions to the chain policy are adjusted at the individual property level.

In the Sabre system, the Guarantee Policy consists of two components:

- Guarantee/Deposit/Corporate Booking Policy
- Credit Cards Accepted for Guarantee/Deposit

One component controls the guarantee, deposit, and corporate booking policies for a given chain or property. The remaining component controls the credit cards accepted for guarantee and deposit.

Business Rules:
In all references to character count, a space equals one character.

In the entry and command sections of this handbook the following abbreviations and symbols have been used:

Abbreviation or Symbol	Description
cc	Chain Code
RRR	Rate Code
LLL	Rate Level
PPPP	Property Number
¤	Change Key
‡	Cross of Lorraine (sometimes displayed as ¥)
Σ	End Item

Chain Policy Default

If any individual Property Policy category contains items identical to those contained in the Chain Policy, then the Sabre system defaults to the Chain Policy for all categories at the property.

Once this happens:

- The property will always follow the Chain for all categories until the property is changed, so that the category items no longer match those of the Chain.
- If a change is then made to the Chain Policy it will also update the Property Policy accordingly, unless the property has chosen to override the Chain Policy.

These defaults affect segment "sell" and "modify" entries by Sabre users.

Return

Guarantee Policy

DISPLAY POLICY, GUARANTEE/DEPOSIT

Display Policy, Guarantee/Deposit

Sabre users may display the applicable guarantee policy information for a given chain or property using the HOD function:

HODXY*G **HODPPPP*G**

Item	Description
HOD	Primary Action Code
XY	Chain Code
PPPP	Property Number
*	Asterisk
G	G = Guarantee Information

RESPONSE:

```
HOD12006*G¢
XY0012006 THE PERFECT HOTEL
ACCEPTED FOR GUARANTEE
  /GH-              CUSTOMER NAME AND ADDRESS
  /GDPST            DEPOSIT WILL BE SENT
  /GDPST...         IMMEDIATE DEPOSIT TYPE OR FORM

CREDIT CARDS ACCEPTED FOR GUARANTEE
  AB  AUSTRALIAN BANK CARD        AX  AMERICAN EXPRESS
  BA  BANKAMERICARD               BC  BANK CARD
  BR  BANCOMER                    BX  BANAMEX CARD
  BY  BCA                         CA  MASTERCARD
  CN  CARNET                      CS  CARTA SI
  DC  DINERS CLUB CARD            DW  DISNEY CREDIT CARD
  FH  FEDERAL NATIONAL HTL        HI  HOLIDAY INN CC
  IC  INTERCONTINENTAL            IK  MASTER CARD
  JC  JCB CREDIT CARD             JL  JAPAN AIRLINES
  MC  MASTER CARD                 MM  MARITIM CARD
  MP  MOVENPICK CARTE GOURMET     NA  NONE ACCEPTED
  NS  NIPPON SHINPAN              SA  IHC RESTRICTED/SAISON
  SB  STANDARD BANK               SD  SUN DINERS
  TP  TRAVEL PLUS                 VI  VISA
  WB  WORLD BANK                  ZS  SEARS
CREDIT CARDS ACCEPTED FOR DEPOSIT
```

Business Rules:

- When the chain code is used, the chain guarantee policy is displayed.
- When the property number is used, the property guarantee policy is displayed.

Return

Guarantee Policy

GUARANTEE/DEPOSIT/CORPORATE BOOKING POLICY STATEMENTS

Guarantee/ Deposit/Corporate Booking Policy Statements

Options related to guarantee, deposit, and corporate booking policies are predetermined statements that are selected on a YES/NO basis:

GUARANTEE/DEPOSIT/CORPORATE BOOKING POLICY

1.	GUARANTEED LATE ARRIVAL	- YES
2.	DEPOSIT ACCEPTED FOR GUARANTEE	- YES
3.	AGENCY NAME/ADDRESS FOR GUARANTEE	- YES
4.	COMPANY NAME/ADDRESS FOR GUARANTEE	- NO
5.	CUSTOMER NAME/ADDRESS FOR GUARANTEE	- NO
6.	GUARANTEE TO ARC/IATA NUMBER	- NO
7.	CORPORATE ID REQUIRED FOR COR BOOKINGS	- NO
8.	CORPORATE ID ACCEPTED FOR GUARANTEE	- NO

Business Rules:

- The Sabre system automatically defaults to a "NO" form of the statement until changed by the Associate.

GUARANTEED LATE ARRIVAL

Indicator	Explanation
YES	If the travel agent provides a credit card number and the guest arrives after the designated hold time (4PM or 6 PM), the reservation will be held for a late arrival until the next morning, as necessary.
NO	Non-guaranteed reservations will be held only until the designated hold time (4PM or 6PM). If a guest arrives after that time, the room will be released and the reservation will be cancelled.

DEPOSIT ACCEPTED FOR GUARANTEE

Indicator	Explanation
YES	The hotel will accept a deposit mailed directly to the property location or a deposit billed to a credit card. These two options will be described in the DRS or will be included as acceptable deposit options in the HOD as follows: ACCEPTED FOR GUARANTEE /GDPST DEPOSIT WILL BE SENT /GDPST IMMEDIATE DEPOSITE TYPE OR FORM
NO	The two options above will not display in the HOD as acceptable options.

Return

CREATE/CHANGE A POLICY OPTION

Create/Change a Policy Option

Create or change a policy option for a specified chain or property:

HCGCCPPPP¤0P¤1Y
HCGCCPPPP¤0P¤2N
HCGCC¤0P¤1Y

Item	Description
HCG	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
0	Format
P	Type of Data to Update (P = Policy)
¤	Change Key
1	Line Number of Policy Option
Y	Value: Y = Yes N = No
RESPONSE:	**‡DONE**

Business Rules:

- When no property number is included, updates apply to the chain level.
- To reverse the current "YES" or "NO" indicator for a given policy statement, enter the line number with the opposite "Y" or "N" value.

Example: Line two currently reflects "NO" indicator. To change the indicator to "YES", enter: **HCGCCPPPP¤0P¤2Y**
To redisplay the policy options enter: **HODCCPPPP*G**

Change Multiple Policy Options

To change multiple policy options in one entry, separate the options with *End Item*.

HCGCCPPPP¤0P¤1YΣ2NΣ5Y

Business Rules:

- All eight policy options may be updated in one entry.

Change All Policy Options to "NO"

HCGCCPPPP¤0P¤DEL
HCGCC¤0P¤DEL

Item	Description
HCG	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
0	Format
P	Type of Data to update (P = Policy)
¤	Change Key
DEL	Format
RESPONSE:	**‡DONE**

Return

Guarantee Policy

ADD A GUARANTEE/DEPOSIT CREDIT CARD

Business Rules:

- When no property number is included, updates apply to the chain level.

Add a Guarantee/ Deposit Credit Card

Add a credit card to the list of accepted guarantee/deposit credit cards for a specified chain or property".

HCGCCPPPP¤0G¤VIY
HCGCC¤0G¤VIY

Item	Description
HCG	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
0	Format
G	Type of Data to Update (G = Guarantee)
¤	Change Key
VI	Credit Card Code
Y	Value: Y = Yes (Add)
RESPONSE:	**‡ DONE**

Business Rules:

- When no property number is included, updates apply to the chain level.
- The Sabre system maintains a Master Table of credit card codes that may be used in the guarantee/deposit policy. To display the Master Table, enter: **HCA***
- Sabre will maintain only one credit card table for Guarantee and Deposit.
- Associates should contact their Sabre Hotel Account Manager to request that the credit card be added to the Master Table
- To redisplay the accepted guarantee/deposit credit cards , enter:

HODCCPPPP*G

Return

Guarantee Policy

ADD MULTIPLE GUARANTEE/DEPOSIT CREDIT CARDS
DELETE A GUARANTEE/DEPOSIT CREDIT CARD
DELETE MULTIPLE GUARANTEE/DEPOSIT CREDIT CARDS

Add Multiple Guarantee/Deposit Credit Cards

To add multiple guarantee credit cards in one entry, separate the card items with End Item:

HCGCCPPPP¤0G¤VIYΣCAYΣAXY

Business Rules:

- A maximum of 24 credit cards may be added in one entry.

Delete a Guarantee/ Deposit Credit Card

Delete a credit card from the list of accepted guarantee/deposit credit cards for a specified chain or property:

HCGCCPPPP¤0G¤CAN
HCGCC¤0G¤CAN

Item	Description
HCG	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
0	Format
G	Type of Data to Update (G = Guarantee)
¤	Change Key
CA	Credit Card Code
N	Value: N – No (Delete)
RESPONSE:	**‡DONE**

Business Rules:

- When no property number is included, updates apply to the chain level.
- To redisplay the accepted guarantee/deposit credit cards, enter: **HODCCPPPP*G**

Delete Multiple Guarantee/ Deposit Credit Cards

To delete multiple guarantee/deposit credit cards in one entry, separate the card items with End Item:

HCGCCPPPP¤0G¤VINΣCANΣAXN

Business Rules:

- A maximum of 24 credit cards may be deleted in one entry

Return

Guarantee Policy

DELETE ALL GUARANTEE/DEPOSIT CREDIT CARDS
SPECIFY A GUARANTEE/DEPOSIT BY ROOM CODE

Delete All Guarantee/ Deposit Credit Cards

HCGCC¤0G¤DEL
HCGXYPPPP¤0G¤DEL

Item	Description
HCG	Primary Action Code
CC	Chain Code
PPPP	Property Number
¤	Change Key
0	Format
G	Type of Data to Update (G = Guarantee)
¤	Change Key
DEL	Format
RESPONSE:	**‡DONE**

Business Rules:

- When no property number is included, updates apply to the chain level.

Specify a Guarantee/ Deposit by Room Code

Associates may specify by room code whether a guarantee or deposit is required to book:

HCMCCPPPPGAP¤RCΣA1KG

Item	Description
HCM	Primary Action Code
CC	Chain Code
PPPP	Property Number
GAP	Rate Level Code
¤	Change Key
RC	Format
Σ	End Item Key
A1K	Room Code
G	Value to be Updated: G Set “Guarantee Required” XG Remove “Guarantee Required” D Set “Deposit Required” XD Remove “Deposit Required”
RESPONSE:	**‡DONE – ROOM INFORMATION CHANGED**

Business Rules:

- Allows Associate to specify that a guarantee or deposit is always required when booking a specific room.
- This option is in addition to the date-ranged HVD entries that control guarantee/deposit requirements for rate levels.
- The HCM setting will override the rate level setting for the specific room code on the specific rate level.

Return

Employee Profile Records

QUICK REFERENCE

Function	Entry Example
Display EPR List	**H*CST**
Display EPR	**H*45646HCC**
Build/Update EPR	**HB45134HCC/ABB**
Add Authorization	**H/AUTHLBESL**
Add Name	**H/NAMSCHREINER/R**
Change Name	**H/NAM¤RADVICK/D**
Add Duty Codes	**H/DUTY*/**
Add Keywords	**H/UAT/A-SUBMGR,CREATE**
Delete Keywords	**HUAT/D-COMMSG**
Change ASO	**H/ASO90**
End EPR Update	**HE**
Ignore EPR Update	**I**
Clear Passcode	**HPCLEAR**
Purge EPR	**HX*REUSE**
Sabre Sign In	**SI*13455CC**
Change Areas	**¤D**
Verify Areas	***S***
Sabre Sign Out	**SO***

Return

Employee Profile Records

Fundamental Database Operation

The ability to sign in to SABRE and the functions that may be performed by the SABRE agent are controlled by the EPR or Employee Profile Record. An EPR is based on an ID or SABRE sign in number and stores data such as:

- Associate Name
- All Alpha code and SABRE Agent Sign
- Duty Codes
- UAT Keywords
- Automatic Sign Out
- Passcode

Each Associate is assigned an initial EPR which is generally created under the ID number "1234". This initial EPR allows the Associate to build individual EPR's with a unique SABRE sign for every SABRE agent. The SABRE sign is like a "signature" that is attached to every SABRE transaction for records purposes.

It is recommended that an EPR be established for every SABRE agent and the initial ID number "1234" should eventually be deleted for security purposes.

Business Rules:
In all references to character count, a space equals one character.

In the entry and command sections of this handbook the following abbreviations and symbols have been used:

Abbreviation or Symbol	Description
CC	Chain Code
RRR	Rate Code
LLL	Rate Level
PPPP	Property Number
¤	Change Key
‡	Cross of Lorraine (sometimes displayed as ¥)
Σ	End Item

Duty Codes

Duty codes define the scope of functions that may be performed by the SABRE agent. There are numerous duty codes that exist for all types of SABRE users. However there are 2 specific duty codes authorized for Associate use.

* = Access to all Associate and Subscriber functions
/ = Access to SABRE assisted Instruction or S.A.I.

Return

Employee Profile Records

UAT KEYWORDS
PASSCODES
DISPLAY EPR LIST

UAT Keywords

UAT Keywords also define the functions that may be performed by the SABRE agent. UAT is merely an acronym for Unique Attribute Table. There are several keywords that authorize various Hotel Associate database functions such as:

HOTELS	-	Hotel Associate Identifier
HTLDBM	-	Allows basic database entries
ACCTBL	-	Allows agent to set rate level at location – SHAARP plus entries
UNVPAR	-	Allows access to Multi-Host partitions for confirmation processing
COMMSG	-	Allows text entries
SUBMGR	-	Allows messages to be removed from queue
CREATE	-	Allows EPR create/update and clear passcodes

Passcodes

In addition to a unique ID number, SABRE security is further enhanced by the assignment of user-defined passcodes. Characters are not displayed when typing current and new passcodes. Typing must be exact as SABRE will revoke the passcode after the third try. The passcode must then be cleared in the EPR as such action is interpreted as an attempt to breach security.

The SABRE passcode must be changed every 45 days. A flashing alert message appears daily on the CRT for 10 days prior to the expiration.

Passcodes must be between 6 and 8 characters with at least 1 alpha and 1 numeric character. 3 or more repeated characters, abbreviations for days of the week and months of the year, the letters “Q” and “Z” and offensive words are not acceptable as passcodes.

ACCEPTABLE	NOT ACCEPTABLE
PATRIOT3	QUEUE3
BUDDY1	BUDDDY1

Display EPR List

H*CST

Item	Description
H*	Format
CST	City Sign Table

RESPONSE:

```
H*CST«
QXY     24APR09 0855A CST
AGENT ID  NAME                ST A/S GR OFC A SCR DUTY CODES
  2233HXY T  JESSICA           I AXY 0 0000 L 000 */
  4444HXY C  TEST              I A02 0 0000 L 000 */
  5555HXY T  TEST HOTEL        I A00 0 0000 L 000 */
  5678HXY H  SHELLY TEST      A A01 0 0000 L 000 */
                                      TOTAL CNT - 0004
```

Return

Notes: The list contains the names and ID numbers of all EPRs built under the Associate all alpha code. The headers are:

AGENT ID	ID or SABRE sign in number
NAME	First initial and last name of agent
ST	Status A (Active) or I (Inactive)
A/S	Agent or Associate Sign
GR	Not Applicable to Associates
OFC	Not Applicable to Associates
A	Access L (Limited) or Blank
SCR	Not Applicable to Associates
DUTY CODES	Duty Codes assigned per EPR
TOTAL	Total number of EPRs

Some EPRs are flagged "L" under the "A" column which represents limited access. This means that sign in access has been authorized to another all alpha or pseudo city code. For example, Associates have limited access to the city "MHX" for Multi-Host confirmation processing.

Display EPR **H*5555HXY**

Item	Description
H*	Format
5555	ID or Sabre Sign in Number
H	Hotel Associate Indicator
XY	Chain Code

RESPONSE:

```
HB5555HXY¢
T   TEST HOTEL              QXY-A00
OFC-0000
SIGN IN ACCESS - LIMITED TRAVEL
ALSO- MHX
DUTY  * /
NAT-  HOTELS  HTLDBM  SUBMGR  UNVPAR
STATUS - INACTIVE
DATE PASSCODE LAST ASSIGNED - 13SEP07
H U                      CREATED BY   FSG-N3C 26JA
24APR09 0856A CST
```

Return

EXPLANATION:

1	The agent name, all alpha, sign and EPR number.
2	OFC is not used by Associates. However, the ASO or automatic Sign Out time is indicated here.
3	Indicates "LIMITED TRAVEL" which functions with the field "ALSO". This indicates the other pseudo or alpha cities the Associate may access. For example, "MHX" is dedicated for Associate use to confirm bookings from Multi-Host carriers. "SCR" is not for Associate use.
4	ALSO lists any additional alpha and or pseudo city codes which the EPR may access.
5-7	List of all Duty codes and UAT Keywords assigned to agent.
8	Indicates the status of the EPR record. When the agent assigns a passcode and signs in to Sabre for the first time, the status becomes "ACTIVE" and the indicator "PASSCODE" appears.
9	The original create date and the agent sign of the creator. The letter "H" at the beginning of the line indicates that changes have been made. To view the changes, enter H*H.
10	Current date and time.

The complete EPR display is viewable by holders of the keyword 'CREATE". Otherwise, an abbreviated form of the EPR is displayed:

```
H*5555HXY¬
T    TEST HOTEL              QXY-A00                    5555HXY
OFC-0000
```

EPR Build/ Update **HB3333HXY/AXY**

Item	Description
HB	Primary Action Code
3333	Employee ID Number
H	Hotel Identifier
XY	Chain Code
/	Slash
A	Associate
XY	Sabre Agent Sign

RESPONSE:

```
HB3333HXY/AXY¬
NEW EMPLOYEE ID 3333HXY    HOME STATION - QXY
ASSIGNED HOTELS ASSOCIATE
```

Return

Business Rules:

- The ID or EPR number may be from 1 to 5 numbers.
- The keywords “HOTELS” and UNVPAR are automatically added to the EPR.
- The city “MHX” is automatically added to the EPR for Multi-Host confirmation processing.
- The Automatic Sign Out or ASO time is automatically set to 60 minutes.
- Agent signs must be unique and may not be assigned to more than one individual ID number in the Associate database. The agent sign must be two characters in length and may be alpha or numeric.
- To redisplay the EPR in work, type H*.
- The keyword “CREATE” is required to make this entry.

Add Authorization Name **H/AUTHNAME**

Item	Description
H	Format
/	Slash
AUTH	Field Code
NAME	Name of Person Authorizing the Activity
RESPONSE:	*

Business Rules:

- The EPR update transaction cannot be ended without the AUTH field.
- Each time an EPR is created, changed or purged, the name of the person authorizing the activity must be input.
- The keyword “CREATE” is required to make this entry.

Return

Employee Profile Records

ADD NAME
CHANGE NAME

Add Name

H/NAMLNAME/P

Item	Description
H	Format
/	Slash
NAM	Name Field Code
LNAME/P	Agent Last Name/First Initial
RESPONSE:	*

Business Rules:

- Only the first initial of the agent's first name may be input. If the first name is entered, Sabre responds:

INVLD NAME.NOT ENT BGNG WITH

- The keyword 'CREATE" is required to make this entry.

Change Name **H/NAM¤LNAME/P**

Item	Description
H	Format
/	Slash
NAM	Name Field Code
¤	Change Key
LNAME/P	Agent Last Name/First Initial
RESPONSE:	*

Business Rules:

- Only the first initial of the agent's first name may be input. If the first name is entered, Sabre responds:

INVLD NAME.NOT ENT BGNG WITH

- The keyword "Create is required to make this entry.

Add Duty Codes **H/DTY*/**

Item	Description
H	Format
/	Slash
DTY	Duty Field Code
*	Duty Code
/	Duty Code

RESPONSE: *

Return

ADD/DELETE UAT KEYWORDS
ADJUST AUTOMATIC SIGN OUT

Business Rules:

- The Duty Code * must be present in the EPR in order to perform database functions.
- The Duty Code /, for SAI lessons, is optional but it is recommended to add in each EPR.
- The keyword "CREATE" is required to make this entry.

Add/Delete UAT Keywords

H/UAT/A-HTLDBM,ACCTBL,SUBMGR

Item	Description
H	Format
/	Slash
UAT	UAT Field Code
/	Slash
A	Add Indicator
-	Hyphen
HTLDBM, ACCTBL, SUBMGR	Keywords separated by a comma
RESPONSE:	*

Business Rules:

- Multiple keywords may be input, separated by a comma. There is no limit to the number of keywords that may be added in one entry.
- To delete a keyword, use the indicator D in the basic entry:
-

H/UAT/D-COMMSG

- The keyword 'CREATE" may only be added to an EPR by someone who currently possesses "CREATE".
- The keyword "CREATE" is required to make this entry.

Adjust Automatic Sign Out

H/ASO90

Item	Description
H	Format
/	Slash
ASO	ASO Field Code
90	Sign Out Time in Minutes
RESPONSE:	*

Business Rules:

- Sign out limits may be from 1 to 240 minutes. Sabre automatically signs the user out when there is no keyboard activity in the time specified in the ASO field.
- When the EPR is created, the ASO default time is 60 minutes.
- The keyword "CREATE" is required to make this entry.

Return

END EPR UPDATE
SABRE SIGN IN
SABRE SIGN OUT

End EPR Update **HE**

RESPONSE: **‡DONE**

Sabre Sign in **SI*3468HXY**

Item	Description
SI	Format
*	Activates all Sabre Areas A-F
3468HXY	Agent ID

RESPONSE:

```
CURRENT PASSCODE                    ID  <898924>  SUF  <AAS  >
DUTY CODE     <.> AREA    <A>    NEW PASSCODE
```

The cursor moves automatically to the area marked CURRENT PASSCODE. Carefully type the passcode. The passcode will not be displayed on the screen. Then depress ENTER.

RESPONSE: **QXY.QXY*…..A.B.C.D.E.F.**

Business Rules:

- The asterisk is optional. If omitted, the agent is automatically signed in to area A. To sign in to a specific area, use the letter in the basic entry: SID3468HXY (E)
- If the agent has signed in to area A only and wishes to sign in to other area(s), enter: SIC or SI*.
- When multiple work areas have been signed in, to move between areas enter ¤D, ¤A, etc.
- To determine the current work areas, enter *S* or *S.
- If another agent signs in to an active work area, the "new" sign overlays the existing sign.

Sabre Sign Out **SO***

RESPONSE: **A..B..C..D..E..F SIGNED OUT**

Note:

When the asterisk is omitted, only the individual work area is signed out.

Return

CHANGE SABRE PASSCODE
CLEAR SABRE PASSCODE

Change Sabre Passcode

SI*3468HXY (E)

Item	Description
SI	Format
*	Activates all Sabre Areas, A-F
898924AAS	Agent ID

RESPONSE:

```
CURRENT PASSCODE                    ID  <898924>  SUF  <AAS  >
DUTY CODE     <.> AREA    <A>    NEW PASSCODE
```

The cursor moved automatically to the area marked CURRENT PASSCODE. Carefully type the current passcode. Tab to the area marked NEW PASSCODE: Carefully type and enter the new passcode. The passcodes will not be displayed on the screen. Then depress ENTER.

RESPONSE: **QXY.QXY*AKM…..A.B.C.D.E.F.**

Business Rules:

- The passcode must be changed every 45 days. An alert message flashes on the CRT for 10 days prior to the expiration.

Clear Sabre Passcode

HB34557HXY	Access EPR in build mode
H/AUTH JANE	Add authorization information
HPCLEAR	Clears Sabre Passcode
RESPONSE:	**QXY.QXY*AKM…..A.B.C.D.E.F.**

Business Rules:

- The passcode must be changed every 45 days. An alert message flashes on the CRT for 10 days prior to the expiration.

Delete EPR

HB34557HXY	Access EPR in build mode
H/AUTH JANE	Add authorization information
HX*REUSE	Clears Sabre Passcode
RESPONSE:	**‡DONE**

Business Rules:

- As an extra security measure, it is recommended that an employee's EPR record be deleted when no longer in the Associate's employ.
- The keyword 'CREATE" is required to make this entry.

Return

Confirmation Queues

QUICK REFERENCE

Function	Entry Example
Confirmation Processing	
Display PNR	***RYSQQT**
Status Confirmed	**.3KK**
Status Unable to Confirm	**.3UC**
Status Pending	**.3PN**
Status No Action	**.3NO**
Add Confirmation Number	**HOM3O/CF-1245JH0605**
Add OSI Message (Optional)	**4OSI HHL XY ROLLAWAY BED CONFIRMED**
Add Received Field	**6JOAN/QXY**
End Transaction	**E (Enter)**
Multi-Host Partition	
Enter Multi-Host Partition	**//CC**
Exit Multi-Host Partition (Sabre Access)	**//AA**
QUEUE Procedures	
Queue Count Total	**QC/** or **QC/QXY**
Queue Count Specific	**QC/G or QC/QXYG**
Access Queue	**Q/G** or **Q/QXYG**
Re-Display Queue Message	**Q***
Ignore in Queue	**I**
Remove Message from Queue	**QR**
Ignore in queue and Exit Queue Mode	**QXI**
Remove Message from Queue and Exit Queue Mode	**QXR**
Send Queue Message	
Check to see that work area is clear	***A**

Return

Confirmation Queues

QUICK REFERENCE

Function	Entry Example
Step 1	
Queue Count – Total	**QC/ or QC/QXY**
Queue Count – Specific	**QC/G or QC/QSYG**
Step 2	
Access Queue	**Q/G**
Step 3	
In-House System	**Take appropriate action in Associate In-House reservation system**
Step 4	
(Multi-Host access //CC) Display PNR	***RYSQQT**
Step 5	
Change Segment Status	
Confirmed	**.3KK** (the 3 is example of segment number in PNR)
Unable to Confirm	**.3UC** (the 3 is example of segment number in PNR)
No Action	**.3NO** (the 3 is example of segment number in PNR)
Step 6	
Modify Segment	
Confirmation Number	**HOM3O/CF-JL23450314**
Rate Return	**HOM5P/¤75.00USD**
Step 7	
Add OSI Message	**4OSI HHL XY 1 ROLLAWAY CONFIRMED**
Step 8	
Add Received Field	**6JOAN/QXY**
Step 9	
End Transaction	**E**

Return

Confirmation Queues

FUNDAMENTAL DATABASE OPERATION
STATUS CODES
STATUS SS
RATE RETURN

Fundamental Database Operation

When a Subscriber makes a hotel booking, the information could be sent as a teletype (TTY) message from Sabre to the Associate. The Associate can either respond back to Sabre with a Confirmation via Direct Connect, Teletype response or manually update the Sabre PNR with the booking status. Manual confirmation requires the Associate to retrieve the Sabre PNR and update with status of the booking

Status Codes

The TTY message contains a status code that alerts both the Associate and the Subscriber to the condition of the booking. Please refer to the following tables for a list of status codes that are used in relation to the confirmation process.

INCOMING TTY –
STATUS CODES IN HOTEL SEGMENT

SS – FREESELL NN – ON REQUEST
XX – CANCEL IX – IF HOLDING, CANCEL
OX – CANCEL ONLY IF FOLLOWING SEGMENT AVAILABLE

OUTGOING RESPONSE –
STATUS CODES INPUT BY ASSOCIATE

HK – CONFIRMED OR KK – CONFIRMED
UC – UNABLE TO CONFIRM
NO – NO ACTION TAKEN, SEE OSI FIELD

Status SS

When the booking is received with the status “SS”, the booking must either be confirmed with the status codes (“HK” or “KK”) or denied with the status code “UC” back to the Subscriber. If the booking can be confirmed, the Associate must add the information to the in-house system & modify the segment with a confirmation number. Automatic confirmation processing completes the procedure on an automated basis.

Rate Return

The Associate has the option of setting the Rate Return feature for Subscribers to request a rate lower than what is booked. However, when the rates have been loaded as 0 and Rate Return is active, the Associate must respond with a rate.

Return

Multi-Host Bookings

A Multi-Host carrier is another airline that has contracted to use Sabre as the carrier's operation or reservations system. The part of Sabre in which Multi-Host carriers "live" is called a partition.

Hotel bookings made by Multi-Host carriers generate teletype messages that are placed on the Associate's G queue for confirmation processing. Because of the security of the Multi-Host partition, the Associate must access the appropriate partition to update the PNR record with the necessary confirmation data. The confirmation process for Multi-Host bookings is identical except for 8 additional keystrokes required to enter and exit the partition.

Bookings made by Multi-Host carriers are identified by the carrier's 2 character airline code on the second line of the teletype message. A complete list of all Multi-Host carriers is included with the database entries in this section.

```
QXYADHL
.HDQRMLR 051247
 AIRLINE CODE LR=LACSA
```

The keyword UNVPAR is required in the Associate Employee Profile Record or EPR in order to change partitions. Upon entering the partition, the work area is dedicated to a special alpha code, "MHX". Both the keyword and the city code are automatically added when Associate EPRs are created. The only activity an Associate may perform while in a Multi-Host partition is for PNR confirmation.

Teletype Sell Message

1.	QXYADHL
2.	.HRQRMAA 051247
3.	HDQAA RYSQQT/B4T0/4563108
4.	2 WELLS/BEN/JUDY
5.	AA989Y03JAN MIASJO HK2
6.	HHL XY SS1 SJO IN03JAN-OUT5JAN 2NT 21122 SHAARP SUITES 1A1DRAC-2/147.00USD/AGT4563108/GAX378248962831 EXP 5 10-WELLS/SI-RQST NON-SMOKING ROOM/CF-
7.	ADR ABC TRAVEL 123 MAIN STREET FT. WORTH, TX 76039

Return

Confirmation Queues

TELETYPE SELL MESSAGE

Explanation

1. Where the message is sent. QXY is the Associate 3-letter code.

2. Where the message came from:
   .HDQ – Headquarters
   RM – Reservation Message
   AA – Sabre or Multi-Host
   05 – Day of month message generated
   1247 – Time of day message generated
   (Greenwich Mean Time)

3. Message origin:
   HDQAA – Sabre Subscriber or CSUAA
   RYSOQT – PNR (Record Locator)
   B4T0 – Subscriber pseudo city code
   4563108 – Subscriber ARC/IATA/TID number without the check digit

4. Passenger names

5. Arriving flight information, if present in the PNR

6. Hotel BAS segment

-Status code	- Number of rooms	- City
- In & out dates	- Number of nights	- Room type * Rate Code
- Occupancy	- Rates	- ARC/IATA/TID number
- Optional info such as guarantee		- Special Information

7. Subscriber Address

Return

Sample Teletype with Header Message

```
QXYXYHL
.HDQRMAA 271628
CHG DTE
HDQAA SCILZZ/O8F1/4563108
1MONTOYA/LARRY MR
HHL XY OX1 DFW  IN23MAY  2 NT  28128 SHAARP SUITES
  1B1KRAC-1/135.00USD/AGT4563108/GDPST/SI-RQST 2ND FLOOR-CF-
HHL XY SS1 DFW  IN23MAY-OUT24MAY  INT  28128 SHAARP SUITES
  1B1KRAC-1/135.00USD/AGT4563108/GDPST/SI-RQST 2ND FLOOR-CF-
ADR
A AND B TRAVEL
127 N HANEY
LAS CRUCES NM 88005
```

Explanation

When a modification has been made to a booking, a Header Message is inserted after the message origin information in the TTY. The Header Message alerts the Associate to the nature of the modification. When no Header Message is contained in the Teletype, the booking is a new request. Header Messages and explanations are:

CHNT	- Name change
CHG DATE	- Change to in and/or out dates
CHG ROOM TYPE	- Change room type
CNL	- Cancel booking
CHG OPTIONAL	- Change fields like /SI-,/ID-, etc.

Subscribers have the ability to make multiple modifications in one entry affecting both critical and optional fields. The Header Message alerts the Associate to the change or changes. For instance:

CHG ROOM TYPE/OPTIONAL or CHG DATE/OPTIONAL

Whenever a Subscriber makes a change to a critical field, name, room type or dates, the TTY message includes the existing segment with the status code “OX” and the new segment with the new information. Refer to the example on this page.

Return

Confirmation Queues

FUNDAMENTAL DATABASE OPERATION
QUEUE COUNT
ACCESS QUEUE

Fundamental Database Operation

The *Queues* management feature operates like an electronic file cabinet in which information can be stored and retrieved at a later date.

Queue Count

QC/

RESPONSE:

```
QC/«
                ON QUEUE AS OF 1449 ON 24APR FOR QXY
  G .....31
  S .....14
TOTAL  MESSAGES .......45  SPECIALS .........0  PNRS ......
```

Business Rules: <u>If your method of backup is via Sabre Queue, then:</u>

- GEN represents the "G" or General message queue where all TTY messages are placed automatically by Sabre.
- The response alerts the Associate to the total number of messages collected on queue. The "SPECIAL" count is dedicated to a Subscriber function.
- Additional queues are available for use of any purpose the Associate deems necessary. For instance, the Associate DRS may direct Subscribers to send brochure request to the "S" queue. The additional queues are:

S N C A H T

Access Queue

Q/G

RESPONSE:

```
Q/G«
ATTN HOTEL ASSOCIATE
FROM HOTEL DESK
RE HOD XY 12006
AS PER YOUR REQUEST THE CHANGE FOR THIS
PROPERTY HAS NOW BEEN COMPLETED.
THANK YOU / SABRE HOTEL DATABASE/XAHG
FSG.ATX8RAZ 1310/13OCT
```

Return

Confirmation Queues

Business Rules:

- The teletype or TTY message appears in queue in chronological order. The "oldest" message displays first when the queue is accessed.
- If no messages are contained in the queue when the access entry is made, the response is:

  QUEUE SELECTED WAS EMPTY
- Once working in a queue, Sabre continues to display message after message until all have been actioned. The Associate must exit the queue mode if all confirmation activity is not completed. Any unactioned messages will be stored on queue for retrieval at another time.
- To re-display the queue message in the work area, enter **Q***.
- The Associate has the option of displaying the PNR and working the record while in queue. Another way of processing queues is printing all messages and removing them from queue before proceeding to work each PNR.

Return

Confirmation Queues

STATUS – SS – CHANGE TO – HK – OR KK

Status –SS- Change to –HK- or –KK-

When the teletype message contains status code "SS", the booking must either be confirmed ("HK" or "KK") and a confirmation number added to the Sabre PNR or the booking must be denied "UC".

Note: Direct Connect and automated confirmation occurs when the Associate's internal host system is interfaced to Sabre. Steps provided are when the Direct Connect link is down between Sabre and the Associate and Teletype default is triggered.

Step 1.

Display the PNR

***RFKKSO**

The PNR (Record Locator) is included in the teletype message, preceding the Subscriber pseudo city code and ARC/IATA/TID number.
Locate the segment number of the hotel segment in order to change segment status and add the confirmation number.

Step 2.

Change Segment Status

.2KK

Item	Description
.	CSS or Period Key
2	Segment Number
KK	Segment status Code
RESPONSE:	**‡DONE CSS**

Business Rules:

- The status code "KK" in the format above, may be replaced with
  UC – Unable to Confirm
  NO – No Action, See OSI

Step 3

Add Confirmation Number

HOM3O/CF-1245JH0605

Item	Description
HOM	Primary Action Code
3	Segment Number
O	Identifier for Optional field
/	Slash
CF	Format
-	Hyphen
#s	Confirmation Number
RESPONSE:	**‡DONE**

Business Rules:

- A confirmation number should not be added when the status code "UC" is returned.

Return

STATUS – SS – CHANGE TO – HK – OR KK

Step 4. **Add OSI Message (Optional)**
4OSI HHL XY NON SMOKING ROOM CONFIRMED

Item	Description
4OSI	Primary Action Code
(space)	Space
HHL	Format
(space)	Space
XY	Chain Code
(space)	Space
TEXT	Message Text
RESPONSE:	*

Business Rules:

- Mandatory spaces are required in the OSI format.
- The Associate vendor code must be included in order for the Associate to view the OSI message added to the PNR.
- The complete entry format, spaces and message text must not exceed the width of the CRT screen. Additional OSI lines may be added individually or separated by an End Item key (§), such as:

4**OSI HHL XY ROLLAWAY CONFIRMED AND§4OSI HHL XY 1 NON-SMOKING ROOM CONFIRMED**

- Sabre responds with an asterisk (*) to accept the entry.

Step 5. **Add Received Field**
6JOAN/QXY

Item	Description
6	Format
JOAN	Update performed by
QXY	Associate Alpha Code
RESPONSE:	*

- To view completed changes to PNR before ending the record, enter *A before end transaction.
- Sabre responds with an asterisk (*) to accept the entry.

Step 6. **End Transaction**
E

Item	Description
E	End transaction
RESPONSE:	**OK 1645 RFKKSO**

- The response includes the time the transaction was completed and the Record Locator. If the OK response is not received, an error message will indicate the field to be adjusted. The record must be ended in order to continue to another PNR.

Return

Confirmation Queues

Status –SS- Change to –UC-

When the teletype message contains status code "SS", the booking must either be confirmed ("HK" or "KK") and a confirmation number added to the Sabre PNR or the booking must be denied "UC".

Note: Direct Connect and automated confirmation occurs when the Associate's internal host system is interfaced to Sabre. Steps provided are when the Direct Connect link is down between Sabre and the Associate and Teletype default is triggered.

Step 1.

Display the PNR
***RFKKSO**

The PNR (Record Locator) is included in the teletype message, preceding the Subscriber pseudo city code and ARC/IATA/TID number.

Locate the segment number of the hotel segment in order to change segment status and add the confirmation number.

Step 2.

Change Segment Status
.2UC

Item	Description
.	CSS or Period Key
2	Segment Number
UC	Segment Status Code

RESPONSE: DONE CSS

Note:

- The status code "UC in the format above, may be replaced with:

  KK – Confirmed
  NO – No action, See OSI

Step 3.

Add OSI Message (Optional)
4OSI HHL CC 15JUN FIRST AVAILABLE DATE

Item	Description
4OSI	Primary Action Code
(space)	Space
HHL	Format
(space)	Space
XY	Chain Code
(space)	Space
TEXT	Message Text
RESPONSE:	*

Return

Business Rules:

- Mandatory spaces are required in the OSI format.
- The Associate vendor code must be included in order for the Associate to view the OSI message added to the PNR.
- The complete entry format, spaces and message text must not exceed the width of the CRT screen. Additional OSI lines may be added individually or separated by an End Item key (§), such as:

4OSI HHL XY ROLLAWAY CONFIRMED AND§4OSI HHL XY 1 NON-SMOKING ROOM CONFIRMED

  - Sabre responds with an asterisk (*) to accept the entry.

Step 4. **Add Received Field**

6JOAN/QXY

Item	Description
6	Format
JOAN	Update performed by
QXY	Associate Alpha Code

RESPONSE:

*

Business Rules:

- To view completed changes to PNR before ending the record, enter *A before end transaction.
- Sabre responds with an asterisk (*) to accept the entry.

Step 5. **End Transaction**

E

Item	Description
E	End transaction
RESPONSE:	**OK 1645 RFKKSO**

Business Rules:

- The response includes the time the transaction was completed and the Record Locator. If the OK response is not received, an error message will indicate the field to be adjusted. The record must be ended in order to continue to another PNR.

Return

Rate Return

When the Associate sets the Rate Return option, the Subscribers adds the identifier /RR to the booking segment to request a lower rate if available. The Associate must return a rate equal to or lower than the existing rate in the segment. However, when the Associate has set Rate Return to Zero, the amount must be returned to the Subscriber via the booking segment.

Observe the sample hotel segment below and not the placement of /RR preceding the rate:

HHL XY SS1 CUN IN03JAN0-OUT05JAN 2NT21112 SHAARP
SUITES 1A1KWKD-**/RR**147.00USD/AGT45631071/GAX37824
6831007EXP5 99-WELLS/SI-RQST NON-SMOKING ROOM/CF-

Step 1. **Display the PNR**

***RFKKSO**

The PNR number is included in the Teletype message, preceding the Subscriber pseudo city code and ARC/IATA/TID number.

Locate the segment number of the hotel segment in order to change segment status if required, modify the rate and add the confirmation number.

Step 2. **Modify the Rate**

HOM2P/¤ 130.00USD

Item	Description
HOM	Format
2	Segment Number
P	Identifier for Price Field
/	Slash
¤	Change Key
SPACE	(required)
130.00USD	Rate and Currency Code
RESPONSE:	‡DONE

Business Rules:

- Unless set to Zero, the rate returned must be equal to or lower than the current rate in the segment..
- The change key (¤) added to the segment alerts the Subscriber that a lower rate has been returned.

  HHL XY SS1 CUN IN03JAN0-OUT05JAN 2NT21112 SHAARP
  SUITES 1A1KWKD-**/RR**147.00USD/AGT45631071

- If the booking is to be confirmed at the current rate in the segment when no lower rate is available, simply modify the segment with the confirmation number as outlined in Step 3.
- Rate returned by Associates must be in the same currency set at the property.

Return

Confirmation Queues

Step 3. **Add Confirmation Number**
HOM3O/CF-1245JH0605

Item	Description
HOM	Format
3	Segment Number
O	Identifier for Optional Field
/	Slash
CF-	Format
1245	Confirmation Number
RESPONSE:	‡DONE

Step 4. **Add OSI Message (Optional)**
4OSI HHL XY NON SMOKING ROOM CONFIRMED

Item	Description
4OSI	Format
Space	(Required)
HHL	Format
Space	(Required)
CC	Chain Code
Space	(Required)
Text	Message Text
RESPONSE:	‡DONE

Business Rules:

- Mandatory spaces are required in the OSI format.
- The Associate chain code must be included in the entry in order for the Associates to view the OSI message added to the PNR.
- The complete entry format, spaces and message test must not exceed the width of the CRT screen. Additional OSI lines may be added individually or separated by an End Item:

  4OSI HHL XY ROLLAWAY CONFIRMED AND§4OSI HHLXY1 NON-SMOKING ROOM CONFIRMED

- Sabre responds with an asterisk (*) to accept the entry.

Step 5. **Add Received Field**
6JOAN/QXY

Item	Description
6	Format
JOAN	Update Performed by
QXY	Associate Alpha Code
RESPONSE:	‡DONE

Return

Business Rules:

- To view completed changes to the PNR before ending the record, enter *A before end transaction (E).
- Sabre responds with an asterisk (*) to accept the entry.

Step 6.

End Transaction
E

RESPONSE: OK 1645 RFKKSO

Business Rules:

- The response includes the time the transaction was completed and the PNR number. If the OK response is not received, the record remains in the work area until the required field is adjusted. The record must be ended in order to continue to another PNR.

Cancelled Bookings

When an existing booking is cancelled through Sabre by a Subscriber, the hotel segment contains the status code "XX" and the Header Message "CNL". The booking must be cancelled in the Associate in-house reservation system.

It is recommended to return a cancellation confirmation number as an OSI message so the Subscriber knows that the cancelled booking has been received:

4OSI HHL XY CNLXD 1645J15 JACKSON/IN-15FEB

Associates cannot cancel any segments in the itinerary of a PNR.

Enter Multi-Host Partition

//LR

Item	Description
//	Format
LR	Carrier Code
RESPONSE:	QXY.QXY*AKM…A...LR

Business Rules:

- Hotel bookings made by Multi-Host carriers are placed on the "G" queue. However, the PNR record must be worked in the Multi-Host partition. Obtain the carrier code from the teletype message in queue and access the partition before proceeding with confirmation entries.
- The airline code is located on the second line of the TTY message, ".HDQRMLR". This example shows a list of the 2-character code and TTY addresses for Multi-Host carriers:

Return

Confirmation Queues

MULTI-HOST LIST

Code	Carrier	TTY Address
AA	AMERICAN AIRLINES/AMERICAN AIRLINES, INC.	TULRMAA
PG	BANGKOK AIRWAYS/BANGKOK AIRWAYS CO. LTD.	HDQRMPG
AS	ALASKA AIRLINES/ALASKA AIRLINES INC.	SEARMAS
GF	GULF AIR/GULF AIR COMPANY G.S.C.	BAHRMGF
ET	ETHIOPIAN AIRLINES/ETHIOPIAN AIRLINES CORPORATION	HDQRMET
9K	CAPE AIR/CAPE AIR	HYARM9K
UP	BAHAMASAIR/BAHAMASAIR	HDQRMUP
YX	MIDWEST AIRLINES/MIDWEST AIRLINES INC.	MKERMYX
AR	AEROLINEAS ARGENTINAS/AEROLINEAS ARGENTINAS	HDQRMAR
IT	KINGFISHER AIRLINES/KINGFISHER AIRLINES LIMITED	HDQRMIT
KD	AVIA/KD AVIA	HDQRMKD
YK	KIBRIS TURKISH AIRLINES/KIBRIS TURKISH AIRLINES	HDQRMYK
JM	AIR JAMAICA LTD/AIR JAMAICA LTD.	HDQRMJM
YV	MESA AIRLINES/MESA AIRLINES INC	HDQRMYV
CY	CYPRUS AIRWAYS LTD/CYPRUS AIRWAYS	HDQRMCY
K0	WORLDWIDE AIR/WORLDWIDE AIR	HDQRMK0
PK	PAKISTAN INTL AIRLINES/PAKISTAN INTL AIRLINES	KHIRMPK
9W	JET AIRWAYS/JET AIRWAYS INDIA LIMITED	HDQRM9W
KX	CAYMAN AIRWAYS LTD/CAYMAN AIRWAYS	HDQRMKX
WY	OMAN AIR/OMAN AIR	MCTRMWY
B2	BELAVIA/BELAVIA	HDQRMB2

OW	AMERICAN EAGLE/EXECUTIVE AIRLINES INC	HDQRMOW
BW	CARIBBEAN AIRLINES/CARIBBEAN AIRLINES	POSRMBW
BI	ROYAL BRUNEI AIRLINES/ROYAL BRUNEI AIRLINES	HDQRMBI
JV	BEARSKIN AIRLINES/BEARSKIN LAKE AIR SERVICE	HDQRMJV
JT	LION AIR/LION AIR	HDQRMJT
AP	AIR ONE/AIR ONE	HDQRMAP
JJ	TAM LINHAS AEREAS S.A./TAM LINHAS AEREAS S.A.	SAORMJJ
7H	ERA AVIATION/ERA AVIATION INC.	HDQRM7H
7Q	PAWA DOMINICANA/PAN AMERICAN WORLD AIRWAYS DOMINICANA	HDQRM7Q
VH	AEROPOSTAL/AEROPOSTAL ALAS DE VENEZUELA	HDQRMVH
ZL	REGIONAL EXPRESS/HAZELTON AIRLINES	HDQRMZL
SY	SUN COUNTRY/SUN COUNTRY AIRLINES	HDQRMSY
R7	ASERCA/AEROSERVICIOS CARABOBO C.A.	HDQRMR7
XR	SKYWEST AIRLINES PTY/SKYWEST AIRLINES PTY LTD	HDQRMXR
7F	FIRST AIR/FIRST AIR	HDQRM7F
5T	CANADIAN NORTH/AIR NORTERRA INC.	HDQRM5T
D9	AEROFLOT DON/AEROFLOT DON	HDQRMD9
F7	FLYBABOO/FLYBABOO SA GENEVE	HDQRMF7
5L	AEROSUR/COMPANIA BOLIVIANA DE TRANSPORTE AEREO PRIVADO S.A.	HDQRM5L
9M	CENTRAL MOUNTAIN AIR/CENTRAL MOUNTAIN AIR LTD	HDQRM9M
E8	ALPI-EAGLES/ALPI-EAGLES	HDQRME8

VW	TRANSPORTESAEROMAR/TRANSPORTES AEROMAR, S.A. DE C.V.	HDQRMVW
KS	PENAIR/PENINSULA AIR INC.	HDQRMKS
PZ	TAM MERCOSUR/TRANSPORTES AEREOS DEL MERCOSUR SA	HDQRMPZ
TN	AIR TAHITI NUI/AIR TAHITI NUI	HDQRMTN
O0	SABRE BUSINESS AVIATOR/SABRE BUSINESS AVIATOR	HDQRMO0
AX	TRANS STATES AIRLINES/TRANS STATES AIRLINES INC	HDQRMAX
FT	SIEM REAP AIRWAYS INTL/SIEM REAP AIRWAYS INTL	HDQRMFT
T3	EASTERN AIRWAYS/EASTERN AIRWAYS LIMITED	HDQRMT3
2P	AIR PHILIPPINES/AIR PHILIPPINES CORP	HDQRM2P
KW	WATANIYA AIRWAYS/WATANIYA AIRWAYS	HDQRMKW
I7	PARAMOUNT AIRWAYS/PARAMOUNT AIRWAYS	HDQRMI7
F9	FRONTIER AIRLINES/FRONTIER AIRLINES INC	HDQRMF9
SU	AEROFLOT/AEROFLOT RUSSIAN AIRLINES	HDQRMSU
3I	AEROLINEAS DEL SUR/AEROLINEAS AUSTRAL CHILE S.A.	HDQRM3I
8U	AFRIQIYAH AIRWAYS/AFRIQIYAH AIRWAYS	HDQRM8U
FG	ARIANA AFGHAN AIRLINES/ARIANA AFGHAN AIRLINES	HDQRMFG
I9	AIR ITALY S.P.A/AIR ITALY S.P.A	HDQRMI9
T0	TACA PERU/TRANS AMERICAN AIRLINES S.A.	MUCRM1A

Return

Multi-Host Partition Access

All confirmation formats to change segment status, add confirmation numbers, modify segments, OSI messages and steps to follow are identical for processing bookings from Multi-Host carriers. Refer to the sections titled "STEPS TO FOLLOW" and 'QUICK REFERENCE" regarding format information.

Exit Multi-Host Partition

//AA

Item	Description
//	Format
AA	Sabre Partition Code
RESPONSE:	QXY.QXY.AKM…A

Business Rules:

- Only entries relating to the Multi-Host PNR confirmation action: change segment status, modify segment, OSI messages, add confirmation number, etc., are permitted in the Multi-Host partition. All other entries are restricted.
- The Associate must exit the Multi-Host partition and return to the Associate Sabre 'partition" in order to perform Associate Sabre entries.

Return

Confirmation Queues

RE-DISPLAY QUEUE MESSAGE IN WORK AREA
IGNORE IN QUEUE
REMOVE MESSAGE FROM QUEUE

Re-Display Queue Message in Work Area

Q*

RESPONSE:

QXYADHL
.HRQRMAA 051247
HAQAA RYSQQT/B4T0/4563108
2 WELLS/BEN/JUDY
AA989Y03JAN MIASJO HK2
HHL XY SS1 SJO IN03JAN-OUT5JAN 2NT 21122 SHAARP
SUITES 1A1DRAC-2/147.00USD/AGT4563108/GAX378248962831
EXP 5 10-WELLS/SI-RQST NON-SMOKING ROOM/CF-
ADR
ABC TRAVEL
123 MAIN STREET
FT. WORTH, TX 76039

Ignore in Queue

I

RESPONSE:

END OF DISPLAY FOR REQUESTED DATE
(or the next TTY message in queue)

Business Rules:

- The current message will be returned to queue and the next queue message, if any, will display on the screen.
- The Associate remains in the queue mode until either exiting the queue mode or reaching the end of the display.

Remove Message from Queue

QR

RESPONSE:

END OF DISPLAY FOR REQUESTED DATE
(or the next TTY message in queue)

Business Rules:

- The message will be removed from queue and the next queue message, if any, will appear on the screen.
- Caution is advised. Ensure that the message has either been printed on hard copy or that all required work has been completed before the item is permanently removed from queue.

Return

Confirmation Queues

IGNORE IN QUEUE AND EXIT QUEUE MODE
REMOVE MESSAGE FROM QUEUE AND EXIT QUEUE MODE

Ignore in Queue and Exit Queue Mode

QXI

RESPONSE :

OFF QXY QUEUE G

Business Rules:

- The message will be returned to the queue and the Associate will be removed from the queue mode.
- All remaining messages will be stored on the queue.

Remove Message from Queue and Exit Queue Mode

QXR

RESPONSE :

OFF QXY QUEUE G

Business Rules:

- The message will be removed from queue and the Associate will be removed from the queue mode.
- Any remaining messages will be stored on the queue.
- Caution is advised. Ensure that the message has either been printed on hard copy or that all required work has been completed before the item is removed from queue.

Return

Confirmation Queues

SEND QUEUE MESSAGE

Messages to Subscribers, Sabre Travel Information Network Personnel, the Associate Help Desk and such may be sent via queue.

It is important to ensure that no activity, like PNR, is in the work area before you begin.

Step 1.

Clear Work Area

***A**

RESPONSE:

NO DATA

Business Rules:
Any PNR activity must either be completed by ending the transaction or ignoring the record.

Step 2.

Type Message

5ATTN…..
5FROM….
5RE……..
5TEXT…..
5TEXT…..

RESPONSE:

*****

EXAMPLE:

5TO-JOHN/TRAVEL CENTER/B4T0
5FROM-KEITH/SHAARP HOTESL/QXY
5RE-PNR REFSKSO
5PLEASE ADVISE CUSTOMER THAT FREQUENT RENTER
5CLUB ENROLLMENT HAS BEEN PROCESED.
5THANK YOU FOR BOOKING SHAARP HOTELS

Business Rules:

- All message lines must begin with 5.
- Per entry, each line is a maximum of 60 characters or the width of the CRT screen.
- Sabre responds with an asterisk (*) to accept the entry.

Return

Step 3. **Verify Message**

***P**

RESPONSE:

REMARKS
1.TO- JOHN/TRAVEL CENTER/B4T0
2.FROM- KEITH/SHAARP HOTELS/QXY
3.RE- PNR RFKKSO
4.PLEASE ADVISE GUEST THAT FREQUENT SLEEPER
5.CLUB ENROLLMENT PROCESSED.
6.THANK YOU FOR BOOKING SHAARP HOTELS.
QXY.QXY*AKM 1701/14JUL09

Business Rules:

- Add and/or change information before sending the queue. Refer to the formats on the following page.
- Ensure that all pertinent information is included and is easy to read.

Step 4. **Send Message**

QP/B4T0G

Item	Description
QP/	Queue Format
B4T0	Pseudo City Code
G	General Message Queue
RESPONSE:	PLACED ON B4T0/GEN 1215/05JUN

Business Rules:

- A message may be sent to a maximum of 10 pseudo city code addresses by separating each with a Cross of Lorraine (‡), such as: **QP/B4T0G‡B9K0G‡F790G** (E)
- The Associate may keep a copy of the message for record purposes by including the Associate's pseudo city code and "G" queue address: **QP/B4T0‡QJLG**

Return

Confirmation Queues

CHANGE MESSAGE LINE
INSERT MESSAGE LINE
DELETE MESSAGE

Change Message Line **53¤RE-PNR RFKKSO FOR HENDERSON**

Item	Description
5	Queue Format
3	Line to be Changed
¤	Change Key
TEXT	New Text
RESPONSE:	*

Business Rules:

- All message line changes must begin with 5.
- Per entry, each line is a maximum of 60 characters or the width of the CRT screen.
- Sabre responds with an asterisk (*) to accept the entry.

Insert Message Line **53/ARRIVING 29MAY**

Item	Description
5	Queue Format
3	Line to Insert Info After
/	Slash
TEXT	New Text to be Inserted
RESPONSE:	*

Business Rules:

- All message line inserts must begin with 5.
- Per entry, each line is a maximum of 60 characters or the width of the CRT screen.
- Sabre responds with an asterisk (*) to accept the entry.

Delete Message **56¤**

Item	Description
5	Queue Format
6	Line to be Deleted
¤	Change Key
RESPONSE:	*

Business Rules:
All message line deletions must begin with 5.
Sabre automatically remembers the remaining lines in the message.
A range of lines may be deleted in one entry: 52-7¤
Sabre responds with an asterisk (*) to accept the entry.

Return

Hotel Rate Description

QUICK REFERENCE

Function	Entry Example
Property Specific Rate Description	
Display	**HRCPPPP**RRR**
Add	**HRCPPPP1,PPPP2,PPPP3/RRR-INFO‡TEXT‡TEXT‡TEXT**
Insert	**HRCPPPP/RRR-INFO2‡TEXT TO INSERT AFTER LINE2**
Change	**HRCPPPP¤RRR-INFO4‡TEXT TO CHANGE LINE 4**
Delete	**HRCPPPP¤RRR-INFO3**
Chain Specific Rate Description	
Display HRD For Rate Code	**HRC**RRR**
Create HRD	**HRC/RRR-INFO‡TEXT‡TEXT‡TEXT**
Change HRD Line	**HRC¤RRR-INFO2‡REVISED TEXT**
Insert HRD Line	**HRC/RRR-INFO3‡TEXT**
Insert Blank Line	**HRC/RRR-INFO2‡(SPACE)**
Delete HRD Line	**HRC¤RRR-INFO4**
Select Cancel Statement	**HVDPPPPLLL/15NOV-15JAN/C3P**
Display Cancel Field Indicator	**HVVPPPPLLL/12DEC**

Return

Hotel Rate Description

FUNDAMENTAL DATABASE OPERATION
PROPERTY LEVEL SPECIFIC GUIDELINES

Fundamental Database Operation

The HRD or Hotel Rate Description is a free-form record where all aspects of a Rate Code should be described in detail for the Subscriber. The HRD should include special requirements, amenities, eligibility, etc. that apply to the rate. HRDs can be chain-wide, or can be applied to specific properties. The HRD information will remain permanently linked to the Rate Code until the Rate Code is deleted from the chain pool.

The Subscriber can only view the HRD in the Hotel Property Description when hotel availability for a specific date has been requested. However, the Associate may view the HRD separately at any time.

The HRD displays to the Subscriber within the body of the Hotel Description, highlighted by lines of asterisks. Additionally, the Formatted Cancellation Statement and any Advance Reservation requirement will also display within the HRD.

The Formatted Cancellation Field Statement is a pre-programmed statement selected by the Associate to advise the guest of cancellation time frames, such as:

CANCEL 24 HOURS PRIOR TO ARRIVAL

If no Formatted Cancellation Field Statement is programmed by the Associate, SABRE defaults to the response:

CANCEL – REFER TO PROPERTY DESCRIPTION

Except for the default statement, the selected Formatted Cancellation Statement will automatically print on the customer's invoice/itinerary. When no Advance Reservation requirement information has been programmed, SABRE defaults to zero (0) and the field will not appear in the HRD.

Property Level Specific Guidelines

HRD property level specific will allow Associates to create custom HRDs for each property and describe specific amenities and features that are offered by each individual property for a particular rate code. In addition, up to five properties may be updated with a single entry.

- Hotel Rate Description processing will first check for property specific free text information and display it if it is available. If property level information does not exist, the display will default to the rate code HRD text assigned at the chain level.
- The Rate Code MUST already exist before HRD updates can be made.
- HRD text can contain any standard Sabre character except the Cross of Lorraine (‡) or (¥).
- HRD text, at the chain level and the property level, has a maximum of 256 lines, 63 characters per line, and 5 lines may be entered at a time.
- Multiple lines of text can be added at one time by separating them with a Cross of Lorraine.
- Change, Insert and Delete functions allow only one line per entry.
- Up to five property numbers may be updated in one entry for property specific HRD functions. Multiple properties are separated by commas.
- If no property number exists in the HRD entry, the entry will default to a chain specific HRD update.

Return

Hotel Rate Description

DISPLAY PROPERTY RATE DESCRIPTION
ADD HOTEL RATE DESCRIPTION
INSERT HOTEL RATE DESCRIPTION
CHANGE HOTEL RATE DESCRIPTION
DELETE HOTEL RATE DESCRIPTION

Display Property Rate Description **HRCPPPP**RRR**

Item	Description
HRC	Primary Action Code
PPPP	Property Number
**	Display Format
RRR	Rate Code

Add Hotel Rate Description **HRCPPPP,PPPP,PPPP/RRR-INFO‡TEXT‡TEXT‡TEXT**

Item	Description
HRC	Primary Action Code
PPPP	Property Number(s) (up to 5 allowed, separated by commas)
/	Slash
RRR	Rate Code
-	Hyphen
INFO	Format
‡	Cross of Lorraine (¥)
TEXT	Free Form Text (Multiple lines separated by Cross of Lorraine)
RESPONSE:	**‡DONE**

Insert Hotel Rate Description **HRCPPPP/RRR-INFO2‡TEXT TO INSERT LINE 2**

Change Hotel Rate Description **HRCPPPP(X)RRR-INFO4‡TEXT TO CHANGE LINE4**

Delete Hotel Rate Description **HRCPPPP(X)RRR-INFO3**

Return

Hotel Rate Description

DISPLAY HOTEL RATE DESCRIPTION
CREATE HRD CHAIN-WIDE

Display Hotel Rate Description **HRC**IGA**

Item	Description
HRC	Primary Action Code
**	Format
IGA	Rate Code

RESPONSE:

```
HRC**IGA
GA CORPORATE RATE INCLUDES COMPLEMENTARY
MORNING NEWSPAPER AND CONTINENTAL BUFFET
```

Business Rules:

- This entry and response is an Associate function only.
- No HRD exists for the Rate Code "RAC" since it is created automatically by Sabre.

Create HRD Chain-Wide **HRC/IGA-INFO‡TEXT‡TEXT‡TEXT**

RESPONSE: **‡DONE**

Example: **HRC/IGA-INFO‡GA CORPORATE RATE INCLUDES COMPLEMENTARY‡MORNING NEWSPAPER AND CONTINENTAL BUFFET BREAKFAST.**

Return

Hotel Rate Description

DISPLAY HOTEL RATE DESCRIPTION

Business Rules:

- There is a limit of 99 lines per Hotel Rate Description.
- Lines are free form and limited to a maximum of 60 characters per line.
- The HRD is justified to the left margin. Add spaces after the Cross of Lorraine (‡) to indent the display.
- Up to 5 full lines or a maximum of 300 characters may be entered at one time, separated by a Cross of Lorraine (‡).
- Allow the cursor to move automatically or "wrap" around to the next line when typing the description. It is not necessary to reset or enter at the end of the line.
- Add a blank line by typing a space after the Cross of Lorraine (‡):

HRC/IGA-INFO‡(SPACE)

Return

Hotel Rate Description

CREATE HRD

Create HRD

The Rate Code label definition will display on the first line of the HRD in the property description for Subscribers only. Note the following partial display as seen by Subscribers. The HRD appears between the first and second lines of asterisks. The Formatted Cancellation Field is displayed between the second and third lines of asterisks.

```
***RATES CHANGE DURING SELECTED DATE RANGE***
                        C1K -/PS        B1Q
FAM G                    70.00          76-100

US GOVERNMENT SAFETY/FIRE APPROVED
OPTS – FAM-N MEAL-Y TAX-7PCT TX/2PCT DFW/10.00ARPT

EXTRA FEES-     CIKRA 9.77 RC 9.77 CR 9.77 EX 0.00
                 B1KRA 0.00 RC 0.00 CR 0.00 EX 0.00

*************************************************************
FAMILY DAILY RATES-
APPLIES MONDAY THROUGH FRIDAY OF EACH WEEK EXCEPT MAJOR HOLIDAYS.
CHILDREN MUST BE ACCOMPANIED BY AT LEAST 1 ADULT AGE 18 OR OLDER.
CHILDREN UNDER 12 SLEEP FREE IN PARENTS ROOM.  MAXIMUM OF 2 ADULTS AND 2
CHILDREN PLUS 1 ROLLAWAY PER ROOM. CHILDRENS MEALS AVAILABLE IN COFFEE
SHOP.
*************************************************************
CANCEL 6PM DAY OF ARRIVAL
  *************************************************************
LOCATION-EDUCATION CENTER
TRANSPORTATION-
              -COURTESY LIMO SERVICE-CAR RENTAL
```

- If the Hotel Rate Description has not been created, Sabre defaults to the Associate response:

‡GENERAL INFO NOT AVAILABLE

or the Subscriber response:

```
*******************************************************************************
FAMILY DAILY RATES-
ADDITIONAL RATE INFORMATION UNAVAILABLE
*************************************************************
```

- The HRD for the Rate Code “RAC” is automatically established by Sabre and cannot be changed or deleted. Note the partial response:

```
*************************************************************************
RACK RATES-
GENERAL RATES
```

Return

Hotel Rate Description

CHANGE LINE OF HRD
INSERT LINE IN HRD

Change Line of HRD **HRC¤RRR-INFO2‡REVISED TEXT**

Item	Description
HRC	Primary Action Code
¤	Change Key
RRR	Rate Code
-	Hyphen
INFO	Format
2	Line number to change
‡	Cross of Lorraine (sometimes displayed as ¥)
TEXT	Replacement Text
RESPONSE:	**‡DONE**

Business Rules:

- Only 1 line of information, maximum 60 characters, may be changed per entry.
- The HRD is justified to the left margin. Add spaces after the Cross of Lorraine (‡) to indent the display.
- Sabre does not visibly number the lines of the HRD. Printing a hardcopy of the HRD before making changes may be helpful.

Insert Line in HRD **HRC/RRR-INFO3‡TEXT**

Item	Description
HRC	Primary Action Code
/	Slash
RRR	Rate Code
-	Hyphen
INFO	Format
3	Line Number to Insert After
‡	Cross of Lorraine
TEXT	Inserted text
RESPONSE:	**‡ DONE**

Business Rules:

- Only 1 line of information, maximum 60 characters, may be inserted per entry.
- The HRD is justified to the left margin. Add spaces after the Cross of Lorraine to indent the display
- Sabre does not visibly number the lines of the HRD. Printing a hardcopy of the HRD before inserting may be helpful.

Return

Hotel Rate Description

DELETE LINE OF HRD
SELECT CANCEL STATEMENT

Delete Line of HRD **HRC¤RRR-INFO4**

Item	Description
HRC	Primary Action Code
¤	Change Key
RRR	Rate Code
-	Hyphen
INFO	Format
4	Line Number to Delete
RESPONSE:	**‡DONE**

Business Rules:

- Only 1 line of information may be deleted per entry.
- Sabre does not visibly number the lines of the HRD. Printing a hardcopy of the HRD before deleting information may be helpful.
- Redisplay the HRD (HRC**RRR) to allow Sabre to internal renumber when deleting more than 1 line.

Select Cancel Statement **HVDPPPPLLL/12JUL-31DEC/C3P**

Item	Description
HVD	Primary Action Code
PPPP	Property Number
LLL	Rate Level
/	Slash
12JUL-31DEC	Effective Period for Cancel Statement
/	Slash
C	Cancel Format
3P	Cancel Value
RESPONSE:	**‡ DONE**

Business Rules:

- The Formatted Cancellation Field appears between the second and third lines of asterisks when the HRD is displayed by Subscribers. The statement applies to all Rate Codes managed by the specified Rate Level at the property.
- "ALL" may be used to update all Rate Levels at a property.
- "ALL" may be used to update all dates in Sabre availability, 579 days.
- Select the statement according to the assigned code:

Return

Hotel Rate Description

SELECT CANCEL STATEMENT

	Example	Statement
A	11A	AM CANCEL REQUIREMENT
P	4P	PM CANCEL REQUIREMENT
I	18I	24 HOUR TIME CLOCK CANCEL REQUIREMENT
H	24H	SPECIFIC NUMBER OF HOURS TO CANCEL
D	14D	SPECIFIC NUMBER OF DAYS TO CANCEL
W	2W	SPECIFIC NUMBER OF WEEKS TO CANCEL
M	6M	SPECIFIC NUMBER OF MONTHS TO CANCEL

Business Rules:

- Cancellation statements automatically print on the customer's invoice/itinerary.
- The "A" and "P" types will accept numeric entries in the range of 1 to 12.
- The "I" type will accept numerics from 1 to 24.
- The "H", "D", "W" and "M" types will accept numerics from 1 to 99.
- When the rate code is first created or when no cancellations statement is selected, Sabre defaults to:

  CANCEL-REFER TO PROPERTY DESCRIPTION
- The default statement does not print on the customer's invoice or itinerary.

- To change the default or existing statement, simply enter the new code in the basic format. The new code will overlay the previous:

  HVDPPPPLLL/12MAR-31JUL/C2W
- To remove an existing cancellation statement and set the default statement, use the code "XC" to cancel, such as:

  HVDPPPPLLL/12MAR-31JUL/XC

Return

EFFECTIVE & DISCONTINUE DATES FOR CANCEL STATAEMENTS

Effective & Discontinue Dates for Cancel Statements

- The effective and discontinue dates are used to indicate the period to which the 'cancel statement' applies and may be specified in DDMMM, DDMMMYY or DDMMMYYYY format. These formats can be used in the "date-date" (1NOV-12DEC), "date-number of nights" (1NOV09-200NT) or "date-END' (1NOV09-END) formats.
- "END" may be used as a discontinue date which indicates 'infinity' or a rolling end date. Cancel Statements set to "END" will apply to all the days after the effective date and will roll-in as each new day is added to the detail period.
- Since there are 579 days in the current availability period, (approximately 1&1/2 years), it may be necessary to include the years (YY) in the 'cancel statement' updated. For example, it is possible that the 579 day detail period could include "02DEC09" and "02DEC10", therefore the year must be included when updating a statement for the latter date. If the year is omitted from the entry, Sabre will default to the closest date whether it is the current date or a future date. This is helpful to understand so that 'cancel statement' updates are being made for the appropriate dates. It may be a good idea to include the year in all updates as shown in the examples below:

  HVDPPPPLLL/02DEC09-15DEC10/C24H
  HVDPPPPLLL/02DEC09-15DEC10/C6P
- The Cancel Statement may also be specified to apply only to particular days of the week. This is done by including a valid three character day of week option after the discontinue date. Days of the week may be specified as a single day (FRI) or as a range of days (THUMON). Ranges will automatically apply to all days between and including the effective and discontinue dates:

  HVDPPPPLLL/1JAN09-15SEP09THUMON/C3D
- Cancel Statements can be set for dates within the current 579 day detail period, however a cycle value may also be set as an override for days rolling-in beyond the 579th day. Refer to the Availability section of this handbook for additional information on Nightly File Maintenance and Cycle Indicators.

Return

Hotel Rate Description

DISPLAY CANCEL FIELD INDICATOR

Display Cancel Field Indicator **HVVPPPPLLL/1JAN**

Item	Description
HVV	Primary Action Code
PPPP	Property Number
LLL	Rate Level
/	Slash
1JAN	Effective Date

RESPONSE:

CCPPPP **SABRE** **HOTEL** **LISTING**

A1K B2D

DATE	MS	MX	CXL
01JAN	01	15	24H
02JAN	01	15	24H
03JAN	01	15	24H
04JAN	01	15	24H
05JAN	01	15	24H
06JAN	01	15	24H
07JAN	01	15	24H
08JAN	01	15	24H
09JAN	01	15	24H
10JAN	01	15	24H
11JAN	01	15	24H
12JAN	01	15	24H
13JAN	01	15	24H
14JAN	01	15	24H
15JAN	01	15	24H

Business Rules:

- The cancel values are displayed beneath the “CXL” field.
- Since there are 579 days in the current availability period, (approximately 1&1/2 years), it may be necessary to include the year (YY) in the request. For example, it is possible that the 579 detail period could include ‘01JAN09’ and ‘01JAN10’, therefore the year must be included when viewing the latter date. If the year is omitted from the entry, Sabre will default to the closest date whether it is the current date, 1 day prior to current date or a future date. This is helpful to understand since the HVV display does not contain the year in the response. Please note the following examples:

  HVVPPPPLLL/01JAN
  HVVPPPPLLL/01JAN09
  HVVPPPPLLL/01JAN10

Return

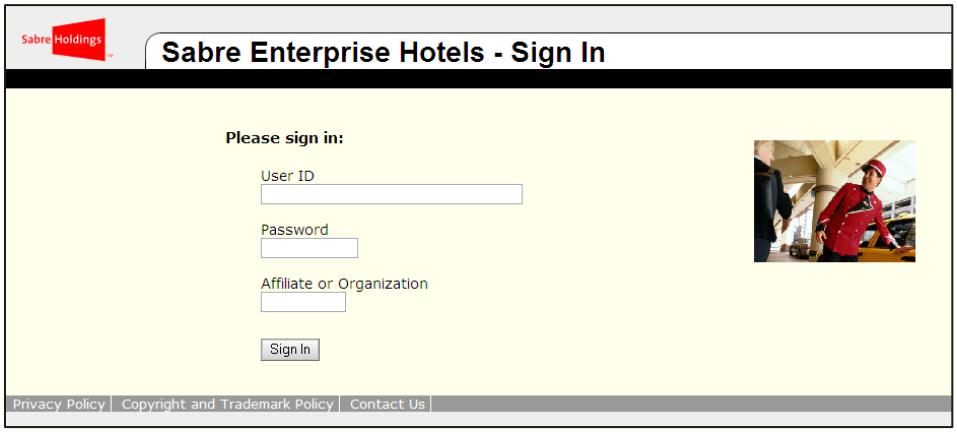
SABRE EHOTELS USER GUIDE

This section is devoted to the management of
Hotel Content in the Sabre eHotels GUI

Return

This section is a guide for entering and modifying Hotel content in the eHotels GUI via the eHotels website. The section should not be referenced when seeking information for entering data through Native Sabre or Sabre WebServices

GUI Login



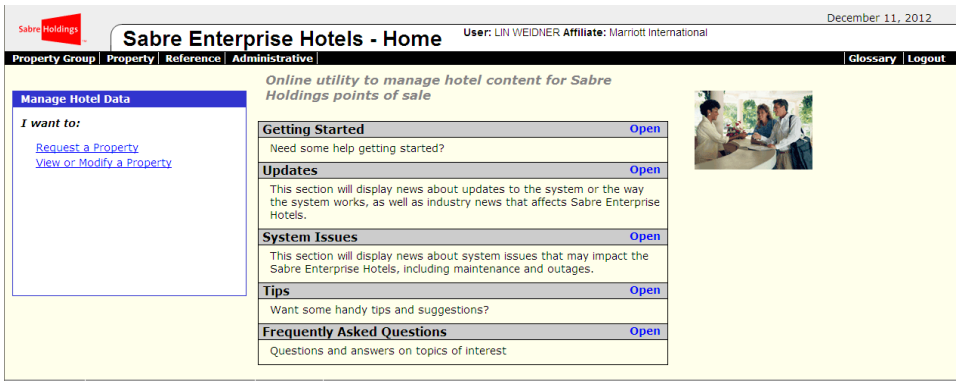
Business Rules:

- Enter login information in the appropriate fields, exactly as provided.
- Remember that eHotels GUI login fields are case sensitive.
- For help with login access, please contact eHotels.Help@sabre.com

.

Return

Home Page



Business Rules:
Options listed in the navigation column under "Manage Hotel Data" may be different based on privileges which have been authorized for each user.

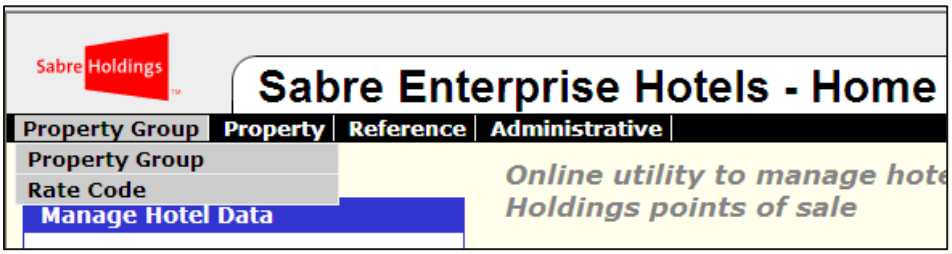
The top black tool bar remains constant throughout the eHotels GUI.

Blue lettering indicates clickable links:

- Links on the left direct the user to the specific task requested.
- "Open" links take the user to various help pages.
- Other blue wording throughout the website direct the user to definitions of terms used in the eHotels GUI

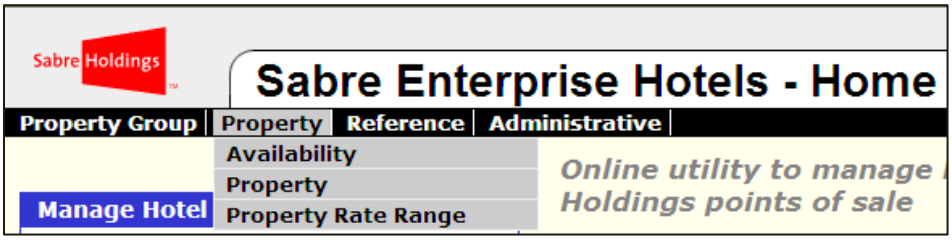
Return

Tool Bar Tabs:
Property Group



Business Rules:
Property Group refers to a group of one or more properties with a common relationship to a Marketer. The options on this tab are used to view properties within a group and to view rate codes and rate plans.

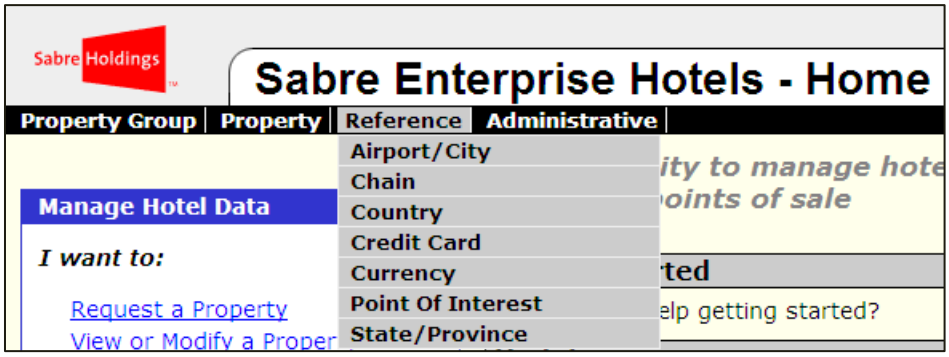
Tool Bar Tabs:
Property



Business Rules:

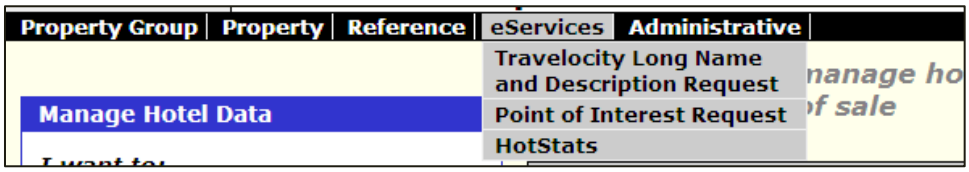
The options on this tab are used to manage availability, search for properties for modification and manage rate range.

Tool Bar Tabs:
Reference



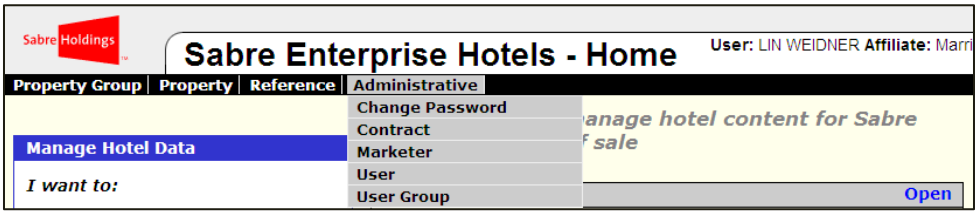
Business Rules:
This tab offers links to various places in the database which contains data that may be attached to a property

Tool Bar Tabs:
eServices



Business Rules:
This tab may or may not appear depending on the privileges authorized for each user.
Use this tab to update Travelocity Long Name and Descriptions, add Points of Interest or view HotStats

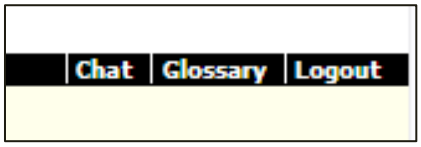
Tool Bar Tabs:
Administrative



Business Rules:

Use this tab to change password

Tool Bar Tabs:
Chat, Glossary,
Logout

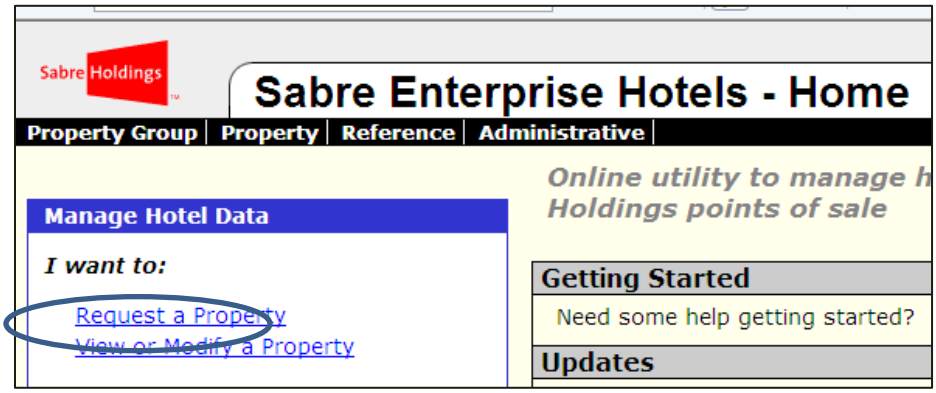


Business Rules:
Chat option may not appear depending on the privileges authorized for each user.
Chat offers the option to see assistance with using the eHotels GUI.
The Glossary offers definitions of terms used in the eHotels GUI
Logging out of the GUI before closing the window will free up resources, important during certain hours, days, etc.

Return

Property Request

Login to eHotels GUI
Select "Request a Property" from the home page

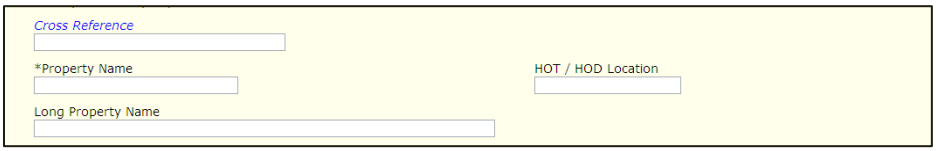


Create a property page will be displayed

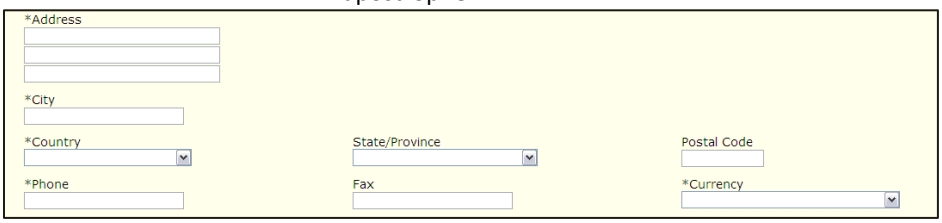
	Mandatory Field	Mapped to HOD	Business Rules
Marketer	Yes	No	Chain name appears in the Marketer field
Owning Property Group	Yes	No	Highlight only one Property Group from the drop down menu
Status	Yes	No	Defaults to Inactive – Property Request
Active Date	Yes	No	Format is: DDMMYYYY. Input date property is to be active in Sabre
Property Allocation	Yes	No	Non-EPN properties have the option to check EPN box Non Expanded numbers are below 65534 Expanded - with limit 5 digits Expanded – greater than 5 digits

Return

PROPERTY CORE INFORMATION



	Mandatory Field	Mapped to HOD	Business Rules	Additional Information
Cross Reference	No	No	0-35 characters Upper case alphabetic, numeric	This field is for the hotel CRS internal property number or other identifying information.
Property Name	Yes	Yes	1 – 31 characters Alphabetic, numeric	Full property name as it should appear in Sabre HOD
HOT/HOD Location	No	Yes	1-20 characters Alphabetic, numeric, blank spaces, dash, period and apostrophe	This field is to describe in what area of the city the property is located. Example, if the property is located in San Francisco near Fisherman's Wharf, enter "Fisherman's Wharf" in the HOT/HOD Location field
Long Property Name	No	No	1-70 characters Alphabetic, numeric, blank spaces, dash, period and apostrophe	This field is for Travelocity use only.



Return

Address	Mandatory Field	Mapped to HOD	Business Rules	Additional Information
	Yes	Yes	1-30 characters Alphabetic, numeric, blank spaces, dash, period, slash and apostrophe	This field to be used for the street address of the hotel property If slash or apostrophe are used, Sabre system will replace those characters with a blank space.
City	Yes	Yes	1-20 characters Alphabetic, blank spaces, and period	Proper city name
Country	Yes	Yes	Drop down list	Select only one country from the drop down list
State/Province	Yes*	Yes	Drop down list	Select only one state or province from the drop down list *State are mandatory for some countries
Postal Code	No	Yes	0-11 characters Alphabetic, numeric, blank spaces	Enter postal code information allowing more accurate property searches
Phone	Yes	Yes	Field Restrictions: (1-20 characters) Numeric, special characters dash, period, blank Space.	This field is for the phone number to the hotel property, not to the CRS.
Fax	No	Yes	Field Restrictions: (1-20 characters) Numeric, special characters dash, period, blank Space.	This field is for the FAX number to the actual property, not the CRS.
Currency	Yes	Yes	Must be 3 characters Alphabetic	

Return

HOTEL PROPERTY DESCRIPTION

The HOD is the Sabre equivalent of a sales brochure containing detailed information regarding the facilities and services available at each property. Every HOD shell is created based on information provided in the new build request on the eHotels website, either entered directly into the eHotels GUI or via Sabre Webservices.

Once the new build request has been made on the eHotels website, then the HOD may be updated.

The Sabre Hotel Desk reserves the right to monitor each HOD and, if necessary, request the removal of specific information. If requested, the Associate will have 24 hours to delete the information. After 24 hours, the Sabre Hotel Desk may remove the information.

Prior to building hotel descriptions, obtain and organize all pertinent information. In order to maximize the number of bookings made through the Sabre system for each property, it is important to enter complete, concise and easy-to-read information. The more thorough the content, the easier it is for a Sabre user to describe and subsequently sell the property.

This section explains how to enter or modify descriptive content regarding a hotel property including property features, room amenities, policies, location, points of interest, credit cards and more.

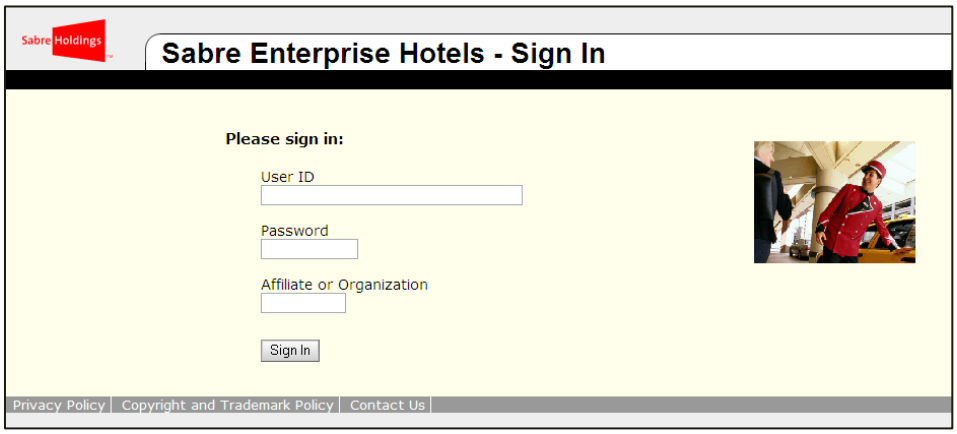
Return

Add or Modify HOD Content

LOGIN TO EHOTELS GUI
HOME PAGE

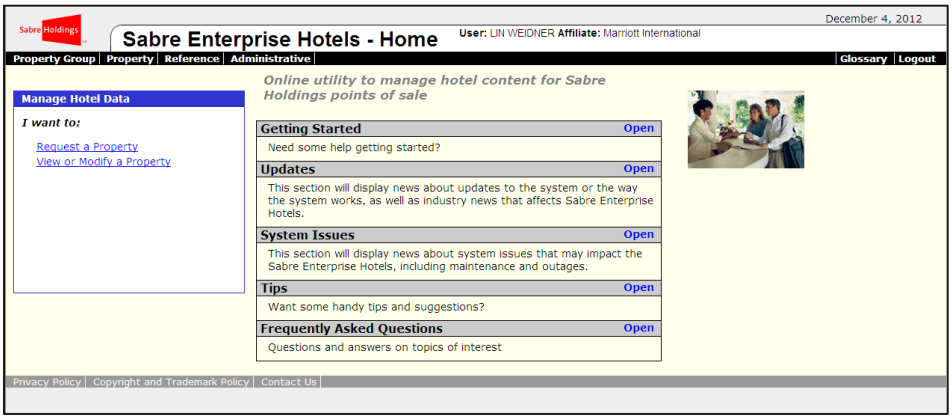
Login to eHotels GUI

Enter login credentials exactly as provided keeping in mind that the login fields are case sensitive.



Home Page

From the Manage Hotel Data section, select View or Modify a Property

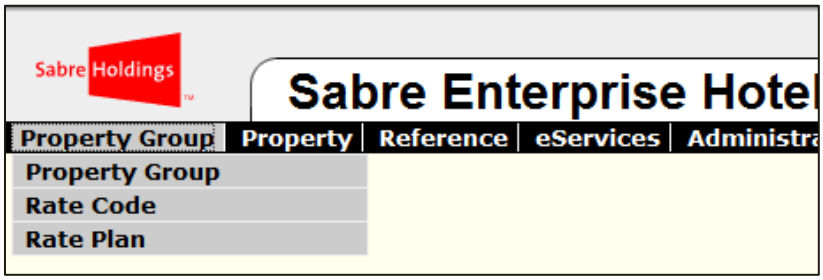


Return

Add or Modify HOD Content

Rate Code/Rate Plan

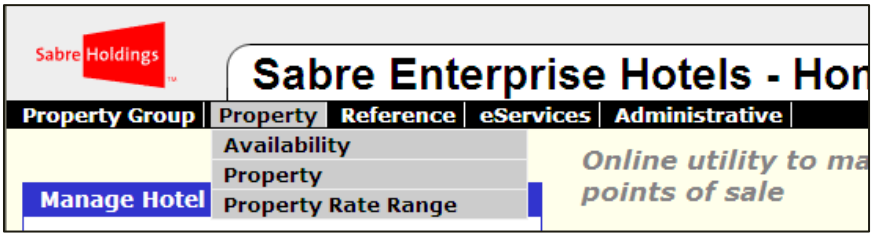
View only - available from the drop down menu



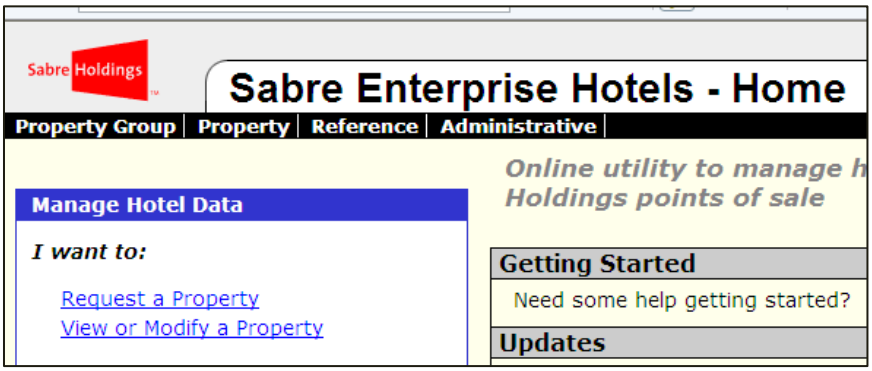
Property Search

There are two ways to search for a Property

Select Property from the Drop down Menu

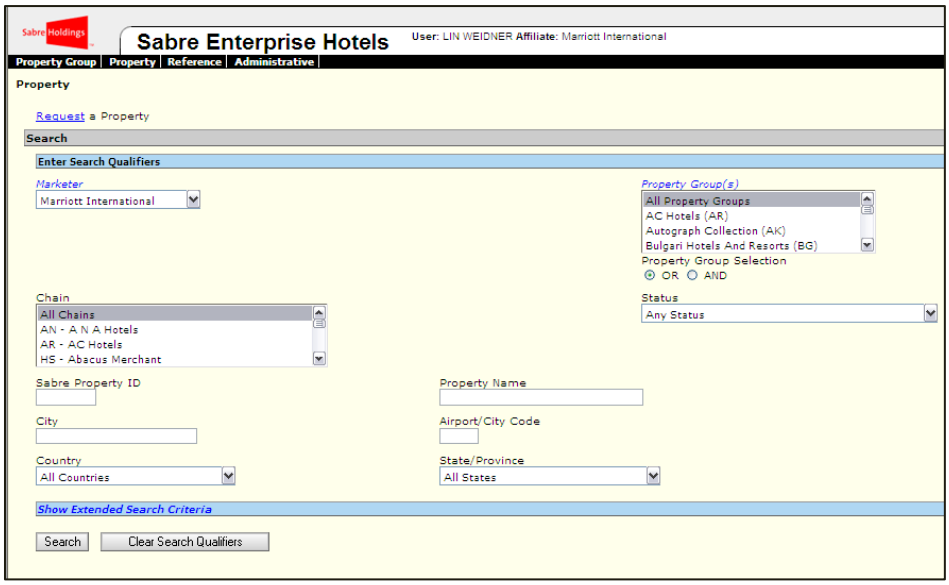


OR
Select - View or modify a Property

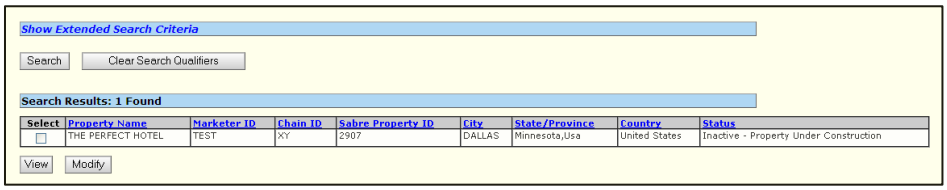


Return

This page shows multiple search fields. If known, the user may enter the property number, and click Search. If the property number is not known, the user may enter data in as many fields as they choose to narrow down the possibilities. This search may be used for an individual property or for lists of properties such as all properties within a chain, or within a geographic area, etc. When search fields are complete, click Search.



The results page shows hotels which match the search, at the bottom of the page. Check the box next to the hotel to be modified and click Modify

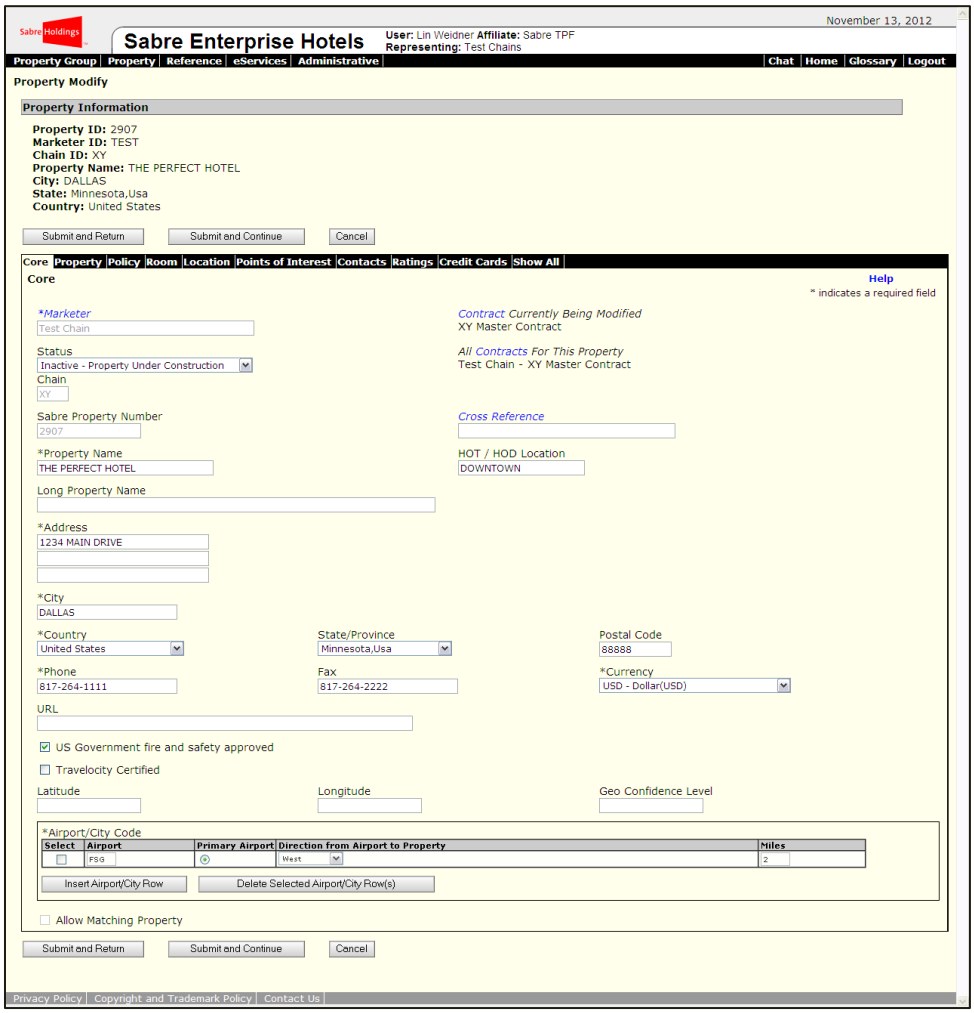


The new page will display all options for adding or modifying content for the property.

Return

Add or Modify HOD Content

PROPERTY MODIFY

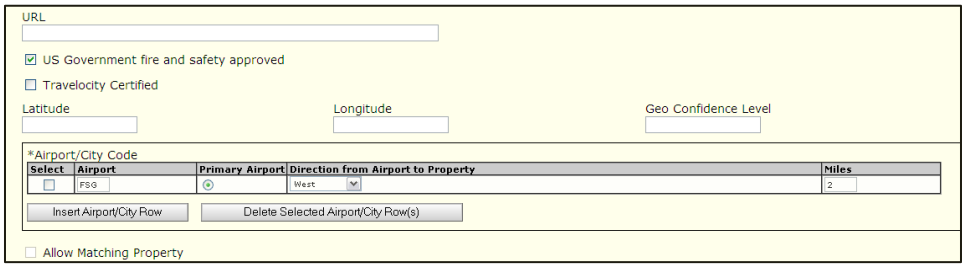


Business Rules:

- All fields which are not grayed out may be updated.
- Always click one of the Submit buttons to save work
- Submit and Return saves the work and returns the user to the previous search page
- Submit and Continue allows the user to save the work and continue making modifications on the same property.

Return

Additional fields on Core Tab



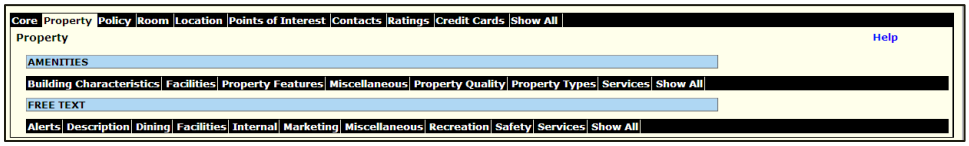
Business Rules:

- URL:
- Travelocity Certified
- Latitude, Longitude, Geo Confidence Level: Automatically generated when property create is submitted
- Allow Matching Property:

URL	Mandatory Field	Mapped to HOD	Business Rules	Additional Information
	No	No		

US Government fire and safety approved	Mandatory Field	Mapped to HOD	Business Rules	Additional Information
	No	Yes	Check Box	Put a check in the box only if the property is approved

Tool Bar Tabs: Property



Business Rules:

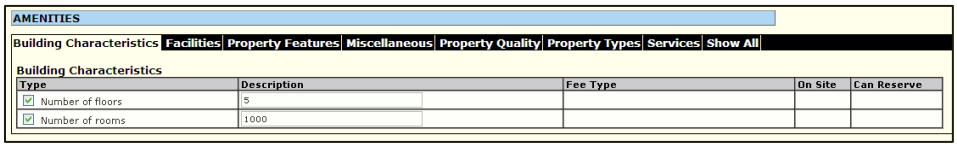
- This tab is used to access various features of the property
- Amenities are features which may be updated by checking a box or boxes to submit changes. They include Building Characteristics, Facilities, Property Features, Miscellaneous, Property Quality, Property Types, Services. The user may also click the "Show All" tab to view all fields on a continuous page
- Free Text includes: Alerts, Description, Dining, Facilities, Internal, Marketing, Miscellaneous, Recreation, Safety

Return

Add or Modify HOD Content - Property

AMENITIES: BUILDING CHARACTERISTICS
AMENITIES: FACILITIES

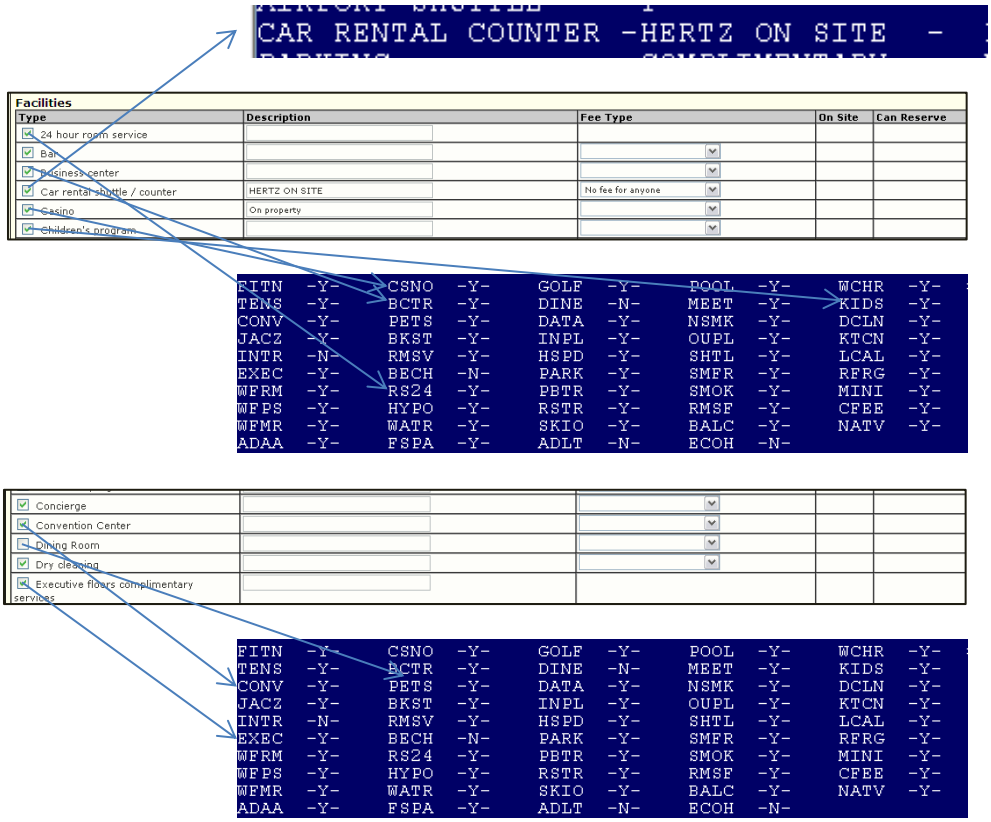
Tool Bar Tabs:
Amenities:
Building
Characteristics



Business Rules:

- Check box and enter number of floors
- Check box and enter number of rooms
- Click Submit button to save work
- Number of floors – maximum 3 characters
- Number of rooms – maximum 4 characters
- Type and Description are mapped to HOD
- Remaining fields are not mapped to HOD

Tool Bar Tabs:
Amenities: Facilities Fields not associated to display in Sabre system are not mapped to HOD



Return

Add or Modify HOD Content - Property

AMENITIES: FACILITIES

Family Room					
Fitness facilities					
Free WIFI in meeting rooms					
Free WIFI in public spaces					
Free WIFI in room					
Full service spa on property					

```
FITN  -Y-   CSNO  -Y-   GOLF  -Y-   POOL  -Y-   WCHR  -Y-
TENS  -Y-   BCTR  -Y-   DINE  -N-   MEET  -Y-   KIDS  -Y-
CONV  -Y-   PETS  -Y-   DATA  -Y-   NSMK  -Y-   DCLN  -Y-
JACZ  -Y-   BKST  -Y-   INPL  -Y-   OUPL  -Y-   KTCN  -Y-
INTR  -N-   RMSV  -Y-   HSPD  -Y-   SHTL  -Y-   LCAL  -Y-
EXEC  -Y-   BECH  -N-   PARK  -Y-   SMFR  -Y-   RFRG  -Y-
WFRM  -Y-   RS24  -Y-   PBTR  -Y-   SMOK  -Y-   MINI  -Y-
WFPS  -Y-   HYPO  -Y-   RSTR  -Y-   RMSF  -Y-   CFEE  -Y-
WFMR  -Y-   WATR  -Y-   SKIO  -Y-   BALC  -Y-   NATV  -Y-
ADAA  -Y-   FSPA  -Y-   ADLT  -N-   ECOH  -N-
```

Grocery Store					
High Speed Internet					
Indoor pool					
Jacuzzi					
Laundry Facilities					
Local Calls					

```
FITN  -Y-   CSNO  -Y-   GOLF  -Y-   POOL  -Y-   WCHR  -Y-
TENS  -Y-   BCTR  -Y-   DINE  -N-   MEET  -Y-   KIDS  -Y-
CONV  -Y-   PETS  -Y-   DATA  -Y-   NSMK  -Y-   DCLN  -Y-
JACZ  -Y-   BKST  -Y-   INPL  -Y-   OUPL  -Y-   KTCN  -Y-
INTR  -N-   RMSV  -Y-   HSPD  -Y-   SHTL  -Y-   LCAL  -Y-
EXEC  -Y-   BECH  -N-   PARK  -Y-   SMFR  -Y-   RFRG  -Y-
WFRM  -Y-   RS24  -Y-   PBTR  -Y-   SMOK  -Y-   MINI  -Y-
WFPS  -Y-   HYPO  -Y-   RSTR  -Y-   RMSF  -Y-   CFEE  -Y-
WFMR  -Y-   WATR  -Y-   SKIO  -Y-   BALC  -Y-   NATV  -Y-
ADAA  -Y-   FSPA  -Y-   ADLT  -N-   ECOH  -N-
```

Meal Plan					
Meeting Rooms Available					
Nightclub					
Outdoor pool					
Parking	COMPLIMENTARY		No fee for anyone		
Pets allowed	yes				

```
AIRPORT SHUTTLE     -Y-                    PET POLICY   -Y-
CAR RENTAL COUNTER -HERTZ ON SITE -        FAMILY       -Y-
PARKING            -COMPLIMENTARY -        MEAL PLAN    -Y-
CHECK IN           -1300-                  NBR FLOORS   -5  -
CHECK OUT          -1100-                  NBR ROOMS    -1000-
```

```
FITN  -Y-   CSNO  -Y-   GOLF  -Y-   POOL  -Y-   WCHR  -Y-
TENS  -Y-   BCTR  -Y-   DINE  -N-   MEET  -Y-   KIDS  -Y-
CONV  -Y-   PETS  -Y-   DATA  -Y-   NSMK  -Y-   DCLN  -Y-
JACZ  -Y-   BKST  -Y-   INPL  -Y-   OUPL  -Y-   KTCN  -Y-
INTR  -N-   RMSV  -Y-   HSPD  -Y-   SHTL  -Y-   LCAL  -Y-
EXEC  -Y-   BECH  -N-   PARK  -Y-   SMFR  -Y-   RFRG  -Y-
WFRM  -Y-   RS24  -Y-   PBTR  -Y-   SMOK  -Y-   MINI  -Y-
WFPS  -Y-   HYPO  -Y-   RSTR  -Y-   RMSF  -Y-   CFEE  -Y-
WFMR  -Y-   WATR  -Y-   SKIO  -Y-   BALC  -Y-   NATV  -Y-
ADAA  -Y-   FSPA  -Y-   ADLT  -N-   ECOH  -N-
```

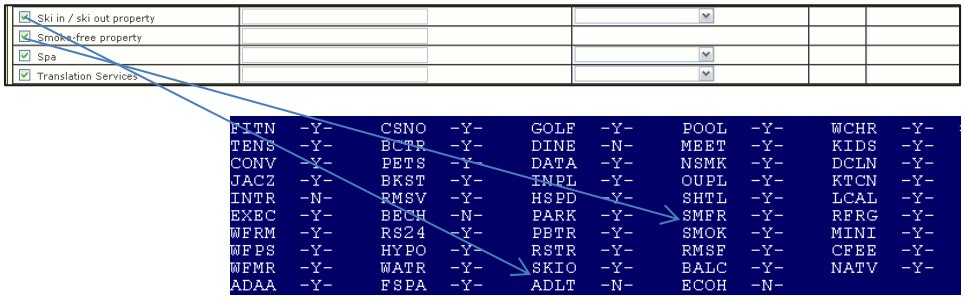
Pool					
Property has water purification system					
Recreation facilities					
Restaurant			No fee for anyone		
Restricted room access					
Room Service					

```
FITN  -Y-   CSNO  -Y-   GOLF  -Y-   POOL  -Y-   WCHR  -Y-
TENS  -Y-   BCTR  -Y-   DINE  -N-   MEET  -Y-   KIDS  -Y-
CONV  -Y-   PETS  -Y-   DATA  -Y-   NSMK  -Y-   DCLN  -Y-
JACZ  -Y-   BKST  -Y-   INPL  -Y-   OUPL  -Y-   KTCN  -Y-
INTR  -N-   RMSV  -Y-   HSPD  -Y-   SHTL  -Y-   LCAL  -Y-
EXEC  -Y-   BECH  -N-   PARK  -Y-   SMFR  -Y-   RFRG  -Y-
WFRM  -Y-   RS24  -Y-   PBTR  -Y-   SMOK  -Y-   MINI  -Y-
WFPS  -Y-   HYPO  -Y-   RSTR  -Y-   RMSF  -Y-   CFEE  -Y-
WFMR  -Y-   WATR  -Y-   SKIO  -Y-   BALC  -Y-   NATV  -Y-
ADAA  -Y-   FSPA  -Y-   ADLT  -N-   ECOH  -N-
```

Return

Add or Modify HOD Content - Property

AMENITIES: FACILITIES
AMENITIES: PROPERTY FEATURES

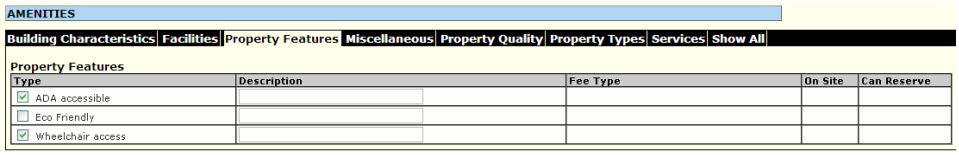


Tool Bar Tabs:
Amenities:
Facilities

Business Rules:

- Check boxes adjacent to the facilities which apply to the hotel property
- These options are not mandatory
- Click Submit button to save work
- Facility Type fields not currently mapped to HOD: Bar, concierge, Dry Cleaning, Family Room, Grocery Store
- Description fields - two currently used: Car rental shuttle/counter & Parking.
- Fee Type The Fee Type is drop down menu with the following choices:
  - •Additional fee for everyone – Unused feature
  - •Discounted fee – Unused feature
  - •**No fee for anyone** – for an amenity to appear as "free" this fee type must be chosen from the drop down in conjunction with a check indicated for that amenity type
  - •Additional fee for some – Unused feature
- Remaining fields currently not mapped to HOD

Tool Bar Tabs:
Amenities:
Property Features

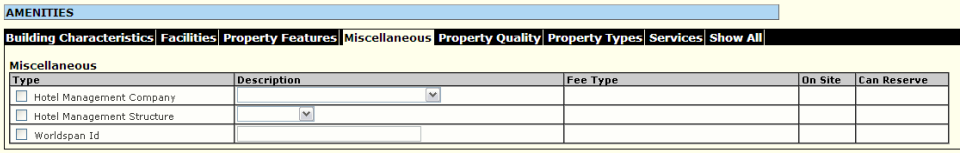


Business Rules:

- Check boxes adjacent to the property features which apply to the hotel
- The Sabre EcoCertified Hotel Program provides easy access to sustainable travel. Sabre receives a monthly list of certified hotels from approved green hotel certification programs. If a hotel is loaded in Sabre and is certified, it will be updated automatically by Sabre. This will result in the ECOH display set to ECOH-Y in HOD. Properties not certified will display as ECOH-N. Setting is visible in the eHotels GUI but may only be updated by the process above. For additional information please check the Hotel eServices website.
- Remaining fields are not currently mapped to HOD

Return

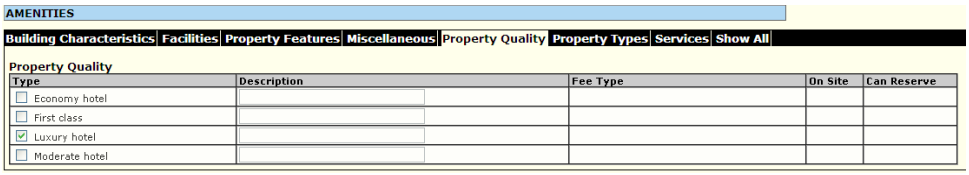
Tool Bar Tabs:
Amenities:
Miscellaneous



Business Rules:

- Check boxes adjacent to the miscellaneous features which apply to the hotel property
- Fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

Tool Bar Tabs:
Amenities:
Property Quality



Business Rules:

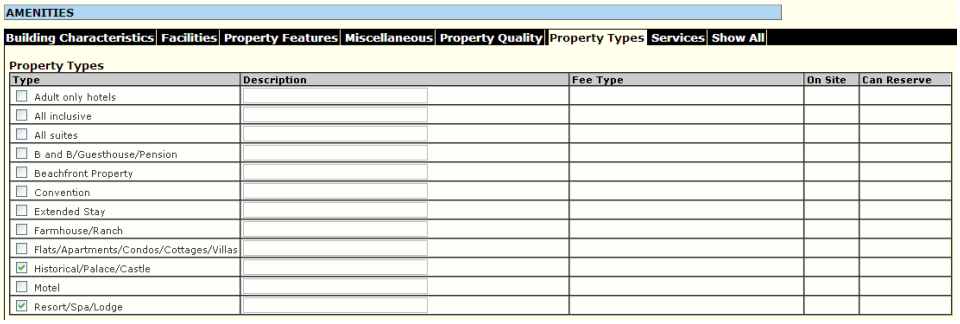
- Check boxes adjacent to the Property Quality type which best describes the hotel property
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

Return

Add or Modify HOD Content - Property

AMENITIES: PROPERTY TYPE
AMENITIES: SERVICES

Tool Bar Tabs:
Amenities:
Property Type

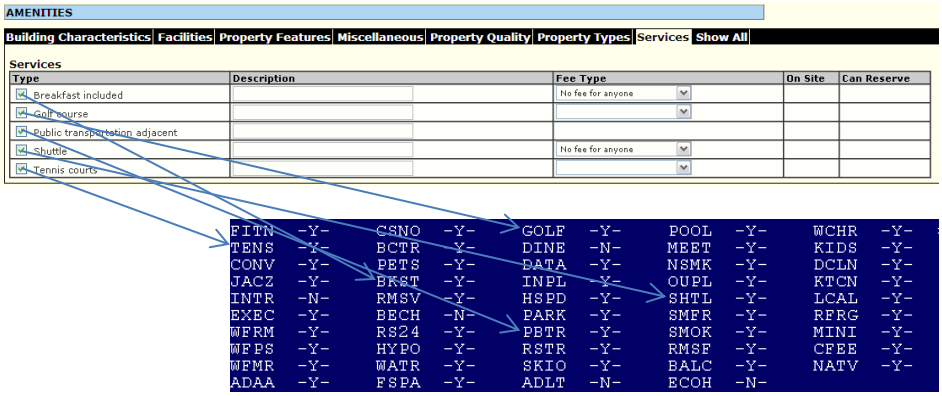


Business Rules:

- Check boxes adjacent to the Property type which best describes the hotel property
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

```
II.     PROPERTY INFORMATION
PROPERTY TYPE -
   LUXURY    RESORT    HISTORICAL/CASTLE
```

Tool Bar Tabs:
Amenities: Services



Business Rules:

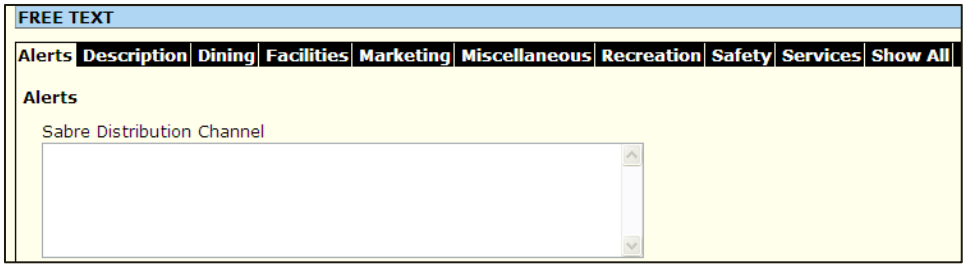
- Check boxes adjacent to the services provided by the hotel property
- BKST = Free breakfast. If additional cost is involved, BKST will display N.
- Fee Type must be set for "No fee for anyone" in order for Breakfast included and Shuttle to be displayed as a Y in HOD
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

Return

Add or Modify HOD Content - Property

FREE TEXT: ALERTS
FREE TEXT: DESCRIPTION

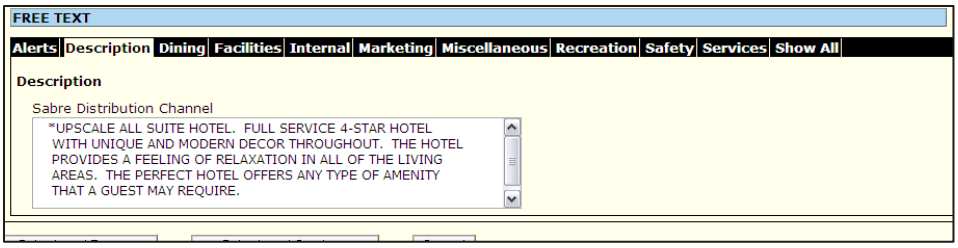
Tool Bar Tabs:
Free Text: Alerts



Business Rules:

- Not mapped to HOD

Tool Bar Tabs:
Free Text:
Description



Business Rules:

- Use this field to describe the property such as a person might find in a sales brochure
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

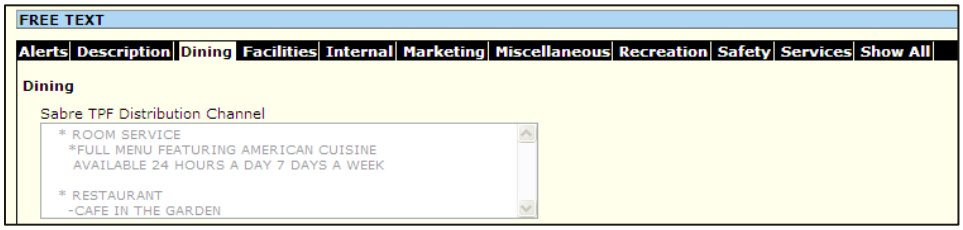
```
*DESCRIPTION-
   *UPSCALE ALL SUITE HOTEL.  FULL SERVICE 4-STAR HOTEL
    WITH UNIQUE AND MODERN DECOR THROUGHOUT.  THE HOTEL
    PROVIDES A FEELING OF RELAXATION IN ALL OF THE LIVING
    AREAS.  THE PERFECT HOTEL OFFERS ANY TYPE OF AMENITY
    THAT A GUEST MAY REQUIRE.
```

Return

Add or Modify HOD Content - Property

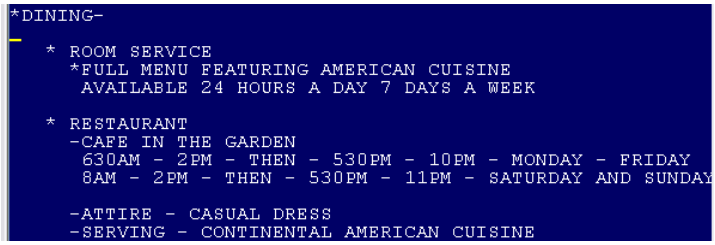
FREE TEXT: DINING
FREE TEXT: FACILITIES

Tool Bar Tabs:
Free Text:
Dining

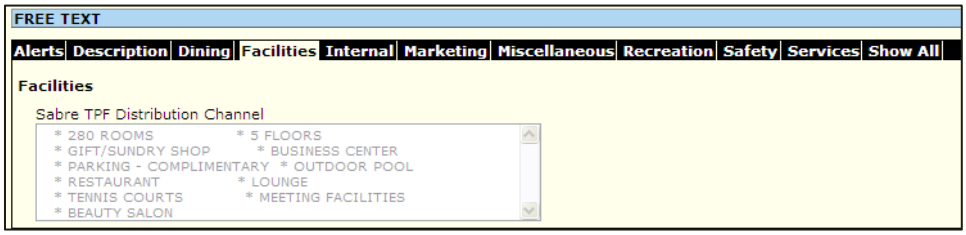


Business Rules:

- Use this field to describe restaurants located at the property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

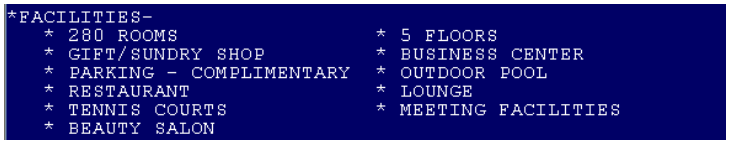


Tool Bar Tabs:
Free Text:
Facilities



Business Rules:

- Use this field to list property facilities
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

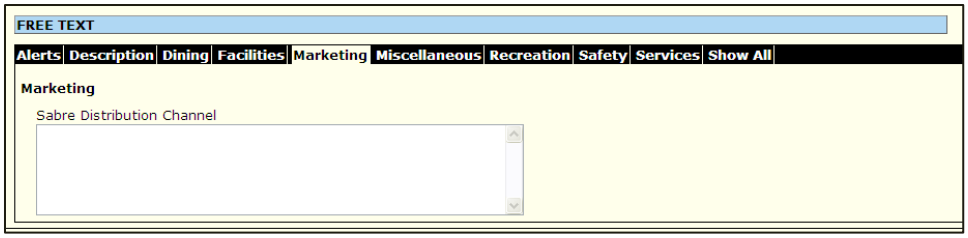


Return

Add or Modify HOD Content - Property

FREE TEXT: MARKETING
FREE TEXT: MISCELLANEOUS

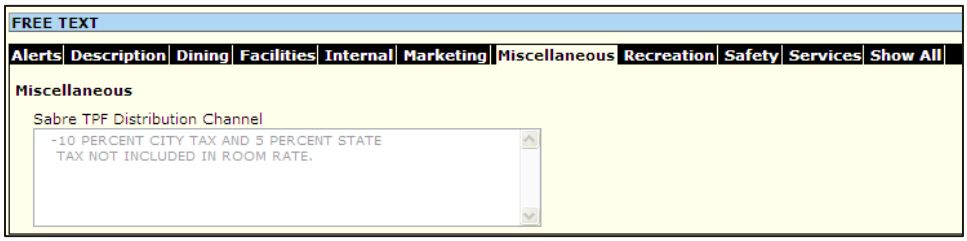
Tool Bar Tabs:
Free Text:
Marketing



Business Rules:

- This field is not mapped to HOD

Tool Bar Tabs:
Free Text:
Miscellaneous



Business Rules:

- Use this field to describe miscellaneous information
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

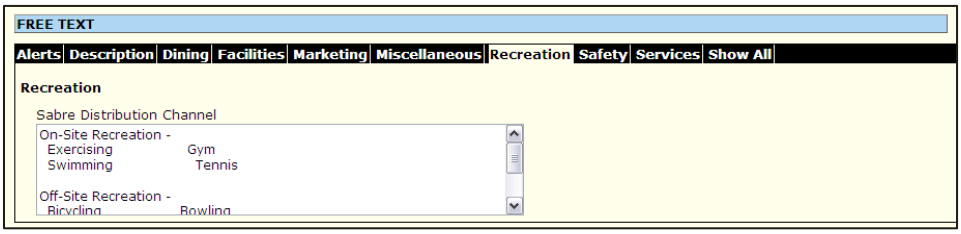
```
*MISCELLANEOUS-
   -10 PERCENT CITY TAX AND 5 PERCENT STATE
    TAX NOT INCLUDED IN ROOM RATE.
```

Return

Add or Modify HOD Content - Property

FREE TEXT: RECREATION
FREE TEXT; SAFETY

Tool Bar Tabs:
Free Text:
Recreation



Business Rules:

- Use this field to describe Recreation available at the property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

```
*RECREATION-
ON-SITE RECREATION -
  EXERCISING                    GYM
  SWIMMING                      TENNIS

OFF-SITE RECREATION -
  BICYCLING                     BOWLING
```

Tool Bar Tabs:
Free Text:
Safety

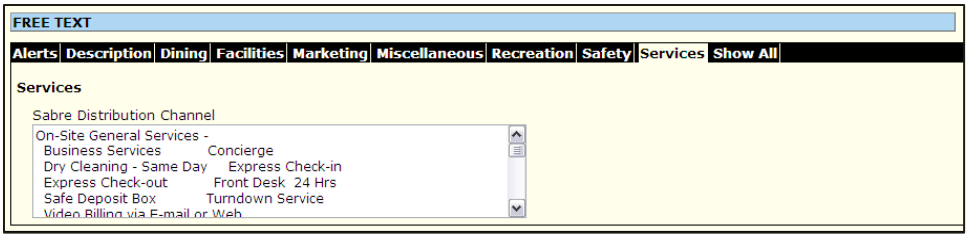
Business Rules:

- Use this field to describe safety features of the hotel property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

```
*SAFETY-
PROPERTY SAFETY AND SECURITY -
  SECURITY AVAILABLE 24 HOURS
```

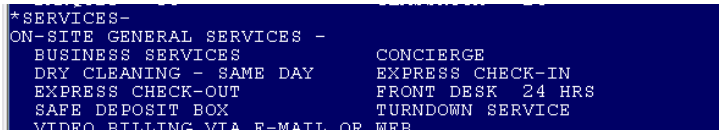
Return

Tool Bar Tabs:
Free Text:
Services

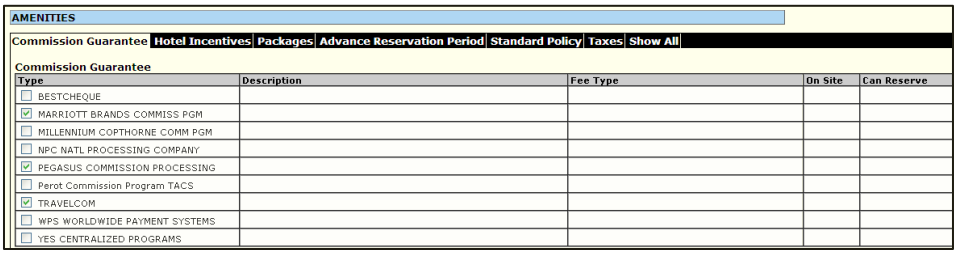


Business Rules:

- Use this field to describe services offered by the hotel property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work



Tool Bar Tabs:
Amenities:
Commission Guarantee

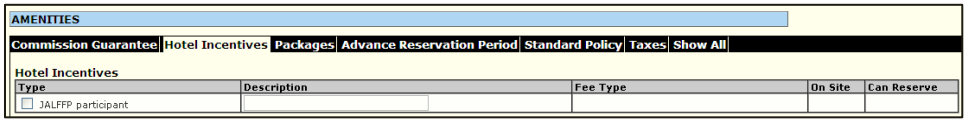


Business Rules:

- Check boxes adjacent to commission programs which pertain to the hotel property
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

```
COMMISSION PROGRAMS
   HC - PEGASUS COMMISSION PROCESSING
   MI - MARRIOTT BRANDS COMMISS PGM
   TC - TRAVELCOM
```

Tool Bar Tabs:
Amenities:
Hotel Incentives



NOTES:

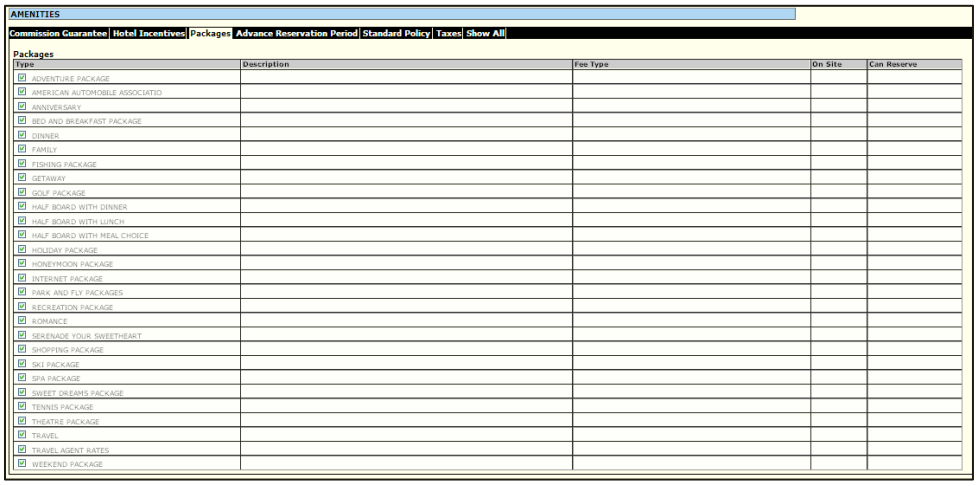
- Check boxes adjacent to incentive programs associated with the property
- Not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

Return

Add or Modify HOD Content - Policy

AMENITIES: PACKAGES
AMENITIES: ADVANCE RESERVATION PERIOD

Tool Bar Tabs:
Amenities: Packages

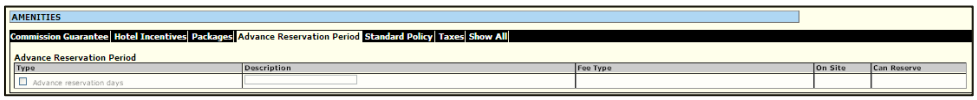


Business Rules:

- Check boxes adjacent to packages associated with the property
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

```
PACKAGES
   HB - HALF BOARD WITH DINNER
   IN - INTERNET PACKAGE
   GF - GOLF PACKAGE
   GT - GETAWAY
   DN - DINNER
   TN - TENNIS PACKAGE
   AA - AMERICAN AUTOMOBILE ASSOCIATIO
```

Tool Bar Tabs:
Amenities: Advance Reservation Period



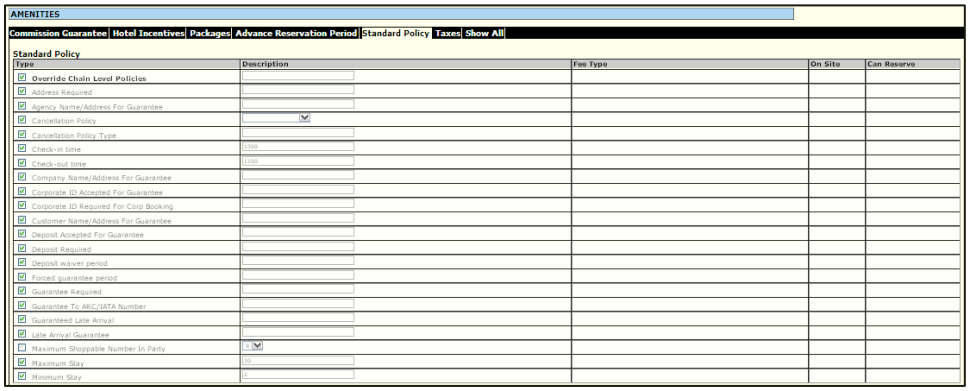
Business Rules:

- The advance reservation field is optional. It allows the Associate to specify the number of days prior to arrival the booking must be made.
- The advance reservation period may be set to a maximum of 330 days.
- Check boxes adjacent to Advance Reservation Period and enter the number of days in the description field
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

Return

Add or Modify HOD Content - Policy

Tool Bar Tabs:
Amenities:
Standard Policy



Business Rules:

- Check boxes adjacent to the policy statements associated with the property
- Fields mapped to HOD: Agency Name/Address for Guarantee, Check-in time, Check-out time, Company Name/Address for Guarantee, Corporate ID Accepted for Guarantee, Corporate ID Required for Corp Booking, Customer Name/Address for Guarantee, Deposit Accepted for Guarantee, Guarantee to ARC/IATA Number, Guaranteed Late Arrival
- In the Description column the following fields are mapped to HOD: Check in time, Check out time
- Remaining fields are not currently mapped to HOD
- These options are not mandatory
- Click Submit button to save work

```
AIRPORT SHUTTLE     -Y-                 PET POLICY   -Y-
CAR RENTAL COUNTER -HERTZ ON SITE  -    FAMILY       -Y-
PARKING            -COMPLIMENTARY  -    MEAL PLAN    -Y-
CHECK IN           -1300-               NBR FLOORS   -5  -
CHECK OUT          -1100-               NBR ROOMS    -1000-
```

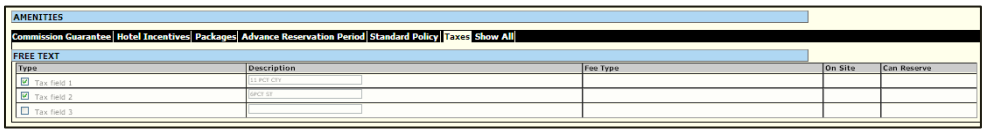
```
ACCEPTED FOR GUARANTEE
  /GT-              AGENCY NAME AND ADDRESS
  GUARANTEED LATE ARRIVAL
  CORPORATE ID REQD FOR COR
  /GC-              COMPANY NAME AND ADDRESS
  /GH-              CUSTOMER NAME AND ADDRESS
  /GAGT             GUARANTEE TO AGENCY TIDS/IATA NUMBER
  /GCR              CORPORATE ID
  /GDPST            DEPOSIT WILL BE SENT
  /GDPST...         IMMEDIATE DEPOSIT TYPE OR FORM
```

Return

Add or Modify HOD Content - Policy

AMENITIES: TAXES
FREE TEXT: CANCEL POLICY
FREE TEXT: DEPOSIT POLICY

Tool Bar Tabs:
Amenities:
Taxes

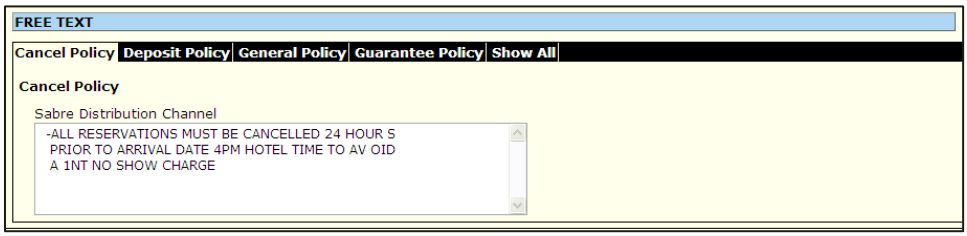


Business Rules:

- Check boxes adjacent to taxes associated with the property
- All three tax lines and descriptions are mapped to HOD
- Additional fields are not mapped to HOD
- These options are not mandatory
- Click Submit button to save work

```
TAX-11 PCT CTY/6PCT ST
```

Tool Bar Tabs:
Free Text:
Cancel Policy



Business Rules:

- Use this field to describe cancel policy as set by the hotel property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

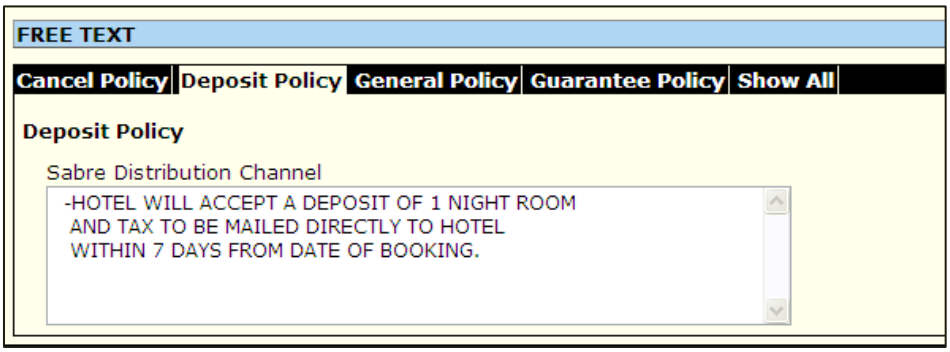
```
*CANCEL POLICY-
  -ALL RESERVATIONS MUST BE CANCELLED 24 HOUR S
   PRIOR TO ARRIVAL DATE 4PM HOTEL TIME TO AV OID
   A 1NT NO SHOW CHARGE
```

Return

Add or Modify HOD Content - Policy

FREE TEXT: DEPOSIT POLICY

Tool Bar Tabs:
Free Text:
Deposit Policy



Business Rules:

- Use this field to describe deposit policy requirements as set by the hotel property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

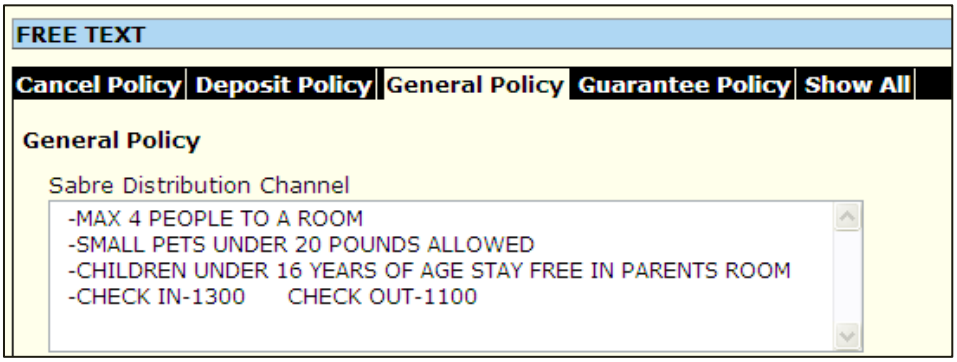
```
*DEPOSIT POLICY-
  -HOTEL WILL ACCEPT A DEPOSIT OF 1 NIGHT ROOM
   AND TAX TO BE MAILED DIRECTLY TO HOTEL
   WITHIN 7 DAYS FROM DATE OF BOOKING.
```

Return

Add or Modify HOD Content - Policy

FREE TEXT: GENERAL POLICY
FREE TEXT: GUARANTEE POLICY

Tool Bar Tabs:
Free Text:
General Policy

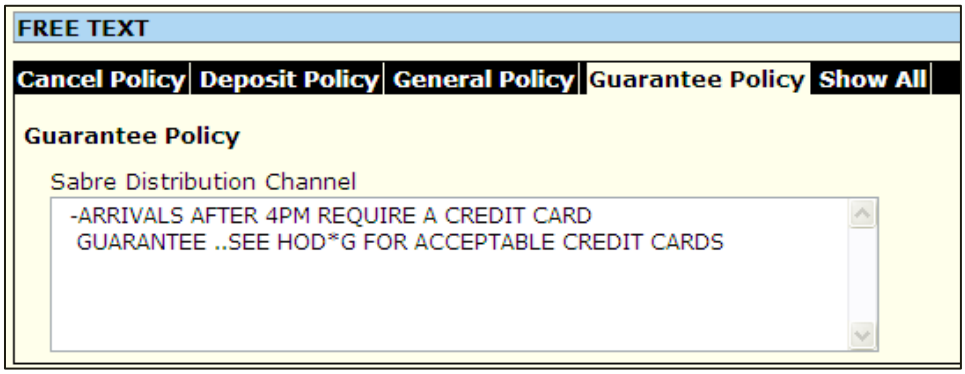


Business Rules:

- Use this field to describe general policy requirements as set by the hotel property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

```
-MAX 4 PEOPLE TO A ROOM
-SMALL PETS UNDER 20 POUNDS ALLOWED
-CHILDREN UNDER 16 YEARS OF AGE STAY FREE IN PARENTS ROOM
-CHECK IN-1300      CHECK OUT-1100
```

Tool Bar Tabs:
Free Text:
Guarantee Policy



Business Rules:

- Use this field to describe Guarantee policy requirements as set by the hotel property
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

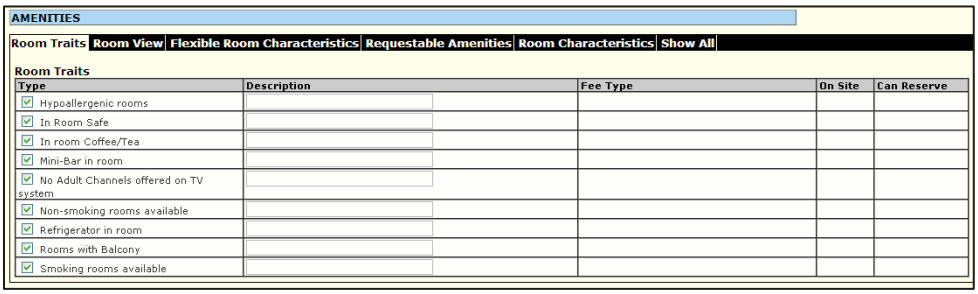
```
*GUARANTEE POLICY-
  -ARRIVALS AFTER 4PM REQUIRE A CREDIT CARD
   GUARANTEE ..SEE HOD*G FOR ACCEPTABLE CREDIT CARDS
```

Return

Add or Modify HOD Content - Room

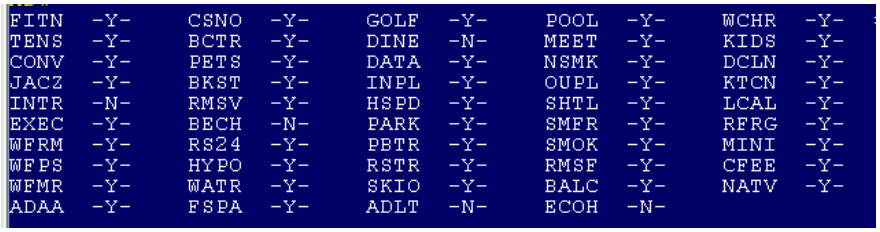
AMENITIES: ROOM TRAITS
AMENITIES: ROOM VIEW

Tool Bar Tabs:
Amenities:
Room Traits

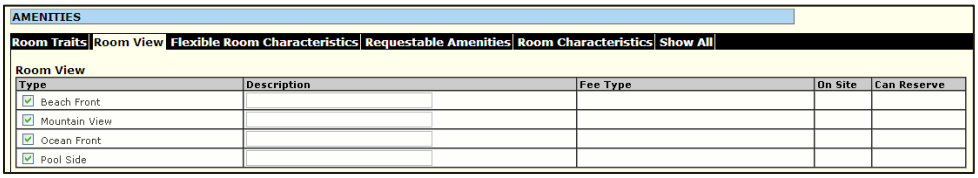


Business Rules:

- Check boxes adjacent to room traits which are appropriate to the property
- All room traits are mapped to HOD
- Additional fields are not mapped to HOD
- These options are not mandatory
- Click Submit button to save work



Tool Bar Tabs:
Amenities: Room View



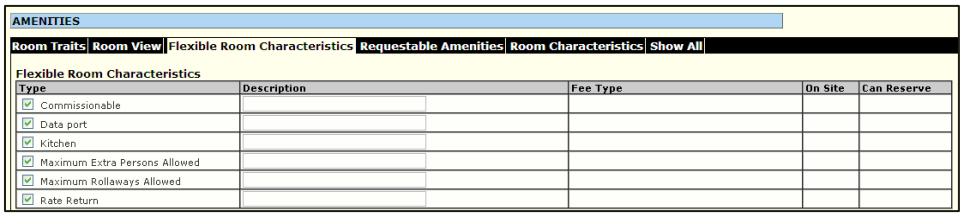
Business Rules:

- Room Views are not mapped to HOD
- These options are not mandatory

Add or Modify HOD Content - Room

AMENITIES: FLEXIBLE ROOM CHARACTERISTICS
AMENITIES: REQUESTABLE AMENITIES

Tool Bar Tabs: Amenities: Flexible Room Characteristics

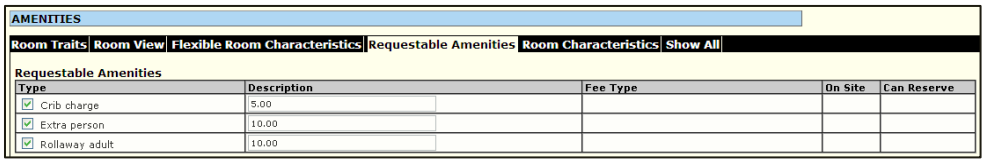


Business Rules:

- Check boxes adjacent to Flexible Room Characteristics which are appropriate to the property
- Data port and Kitchen are mapped to HOD
- Additional characteristics and fields are not mapped to HOD
- These options are not mandatory
- Click Submit button to save work

```
FITN  -Y-   CSNO  -Y-   GOLF  -Y-   POOL  -Y-   WCHR  -Y-
TENS  -Y-   BCTR  -Y-   DINE  -N-   MEET  -Y-   KIDS  -Y-
CONV  -Y-   PETS  -Y-   DATA  -Y-   NSMK  -Y-   DCLN  -Y-
JACZ  -Y-   BKST  -Y-   INPL  -Y-   OUPL  -Y-   KTCN  -Y-
INTR  -N-   RMSV  -Y-   HSPD  -Y-   SHTL  -Y-   LCAL  -Y-
EXEC  -Y-   BECH  -N-   PARK  -Y-   SMFR  -Y-   RFRG  -Y-
WFRM  -Y-   RS24  -Y-   PBTR  -Y-   SMOK  -Y-   MINI  -Y-
WFPS  -Y-   HYPO  -Y-   RSTR  -Y-   RMSF  -Y-   CFEE  -Y-
WFMR  -Y-   WATR  -Y-   SKIO  -Y-   BALC  -Y-   NATV  -Y-
ADAA  -Y-   FSPA  -Y-   ADLT  -N-   ECOH  -N-
```

Tool Bar Tabs: Amenities: Requestable Amenities



Business Rules:

- Check boxes adjacent to Requestable Amenities which are appropriate to the property
- All amenities and descriptions are mapped to HOD
- Additional fields are not mapped to HOD
- These options are not mandatory
- Click Submit button to save work

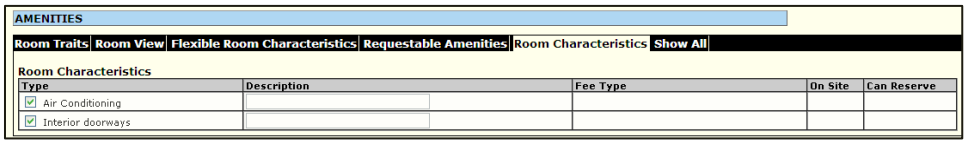
```
EXTRA PERSON- *    10.00  USD        TO SELL USE /EX-1
ROLLAWAY    - *    10.00  USD        TO SELL USE /RA-1
CRIB CHARGE - *     5.00  USD        TO SELL USE /CR-1
```

Return

Add or Modify HOD Content - Room

AMENITIES: ROOM CHARACTERISTICS
FREE TEXT: ROOM

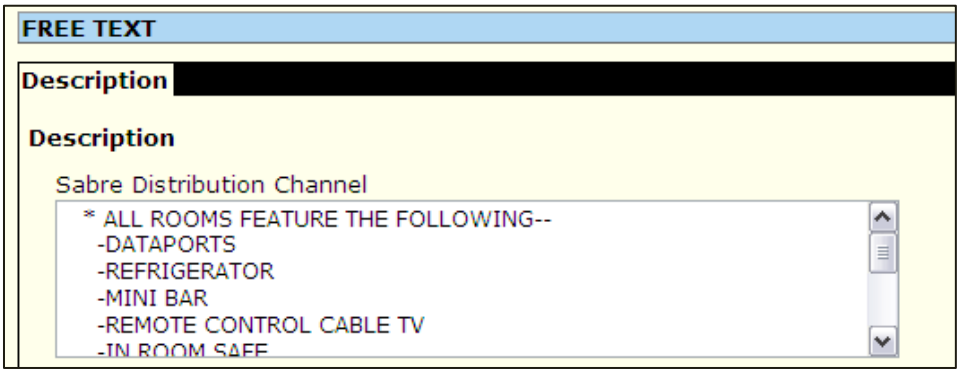
Tool Bar Tabs:
Amenities:
Room Characteristics



Business Rules:

- Check boxes adjacent to Room Characteristics which are appropriate to the property
- Air Conditioning is not mapped to HOD
- Interior doorways is mapped to HOD
- These options are not mandatory
- Click Submit button to save work

Tool Bar Tabs:
Free Text:
Room Description



Business Rules:

- Use this field to describe room features available at the hotel property
- This free text field is mapped to HOD
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

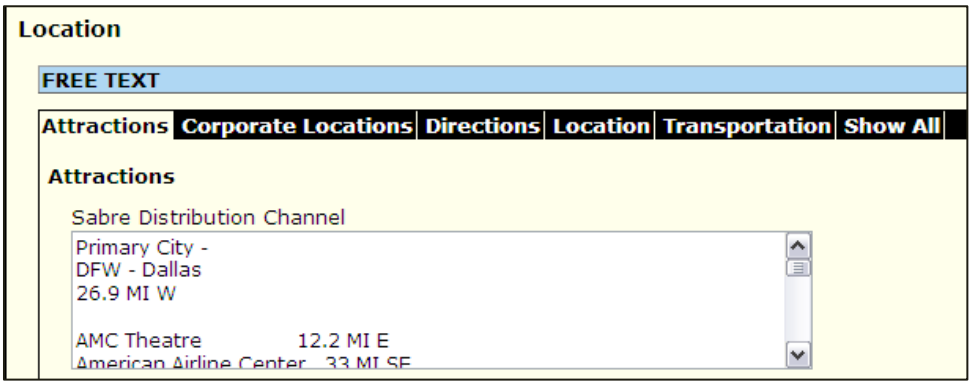
```
III.    ROOM DESCRIPTIONS
*ROOM TYPES-
   * ALL ROOMS FEATURE THE FOLLOWING--
     -DATAPORTS
     -REFRIGERATOR
     -MINI BAR
     -REMOTE CONTROL CABLE TV
```

Return

Add or Modify HOD Content - Location

FREE TEXT: ATTRACTIONS

Tool Bar Tabs:
Free Text:
Attractions



Business Rules:

- Use these fields to describe nearby attractions with proximity to the hotel property
- These location fields are mapped to HOD
- Maximum 2000 characters
- These fields are not mandatory
- Click Submit button to save work

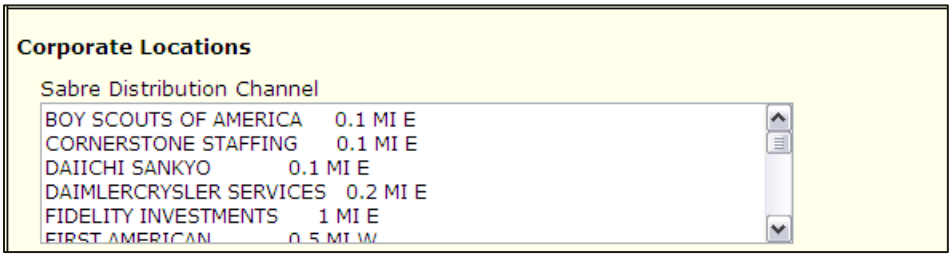
```
*ATTRACTIONS-
PRIMARY CITY -
DFW - DALLAS
26.9 MI W

AMC THEATRE                12.2 MI E
AMERICAN AIRLINE CENTER    33 MI SE
```

Return

Add or Modify HOD Content - Location

FREE TEXT: CORPORATE LOCATIONS

Tool Bar Tabs:
Free Text:
Corporate Locations



Business Rules:

- Use these fields to describe Corporate Locations with proximity to the hotel property
- These location fields are mapped to HOD
- Maximum 2000 characters
- These fields are not mandatory
- Click Submit button to save work

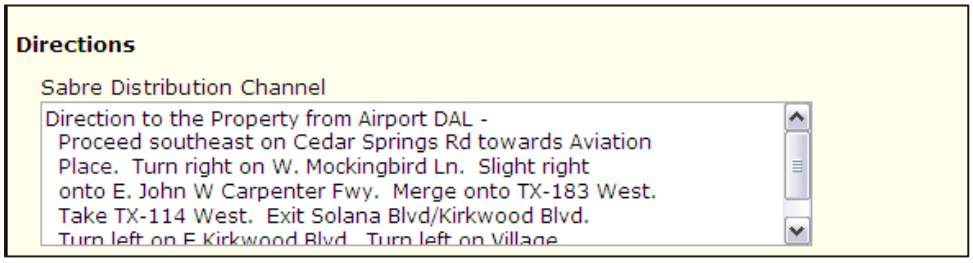
```
*CORPORATE LOCATIONS-
BOY SCOUTS OF AMERICA      0.1 MI E
CORNERSTONE STAFFING       0.1 MI E
DAIICHI SANKYO             0.1 MI E
DAIMLERCRYSLER SERVICES    0.2 MI E
FIDELITY INVESTMENTS       1 MI E
FIRST AMERICAN             0.5 MI W
```

Return

Add or Modify HOD Content - Location

FREE TEXT: DIRECTIONS

Tool Bar Tabs:
Free Text:
Directions



Business Rules:

- Use these fields to describe driving Directions to hotel property
- These location fields are mapped to HOD
- Maximum 2000 characters
- These fields are not mandatory
- Click Submit button to save work

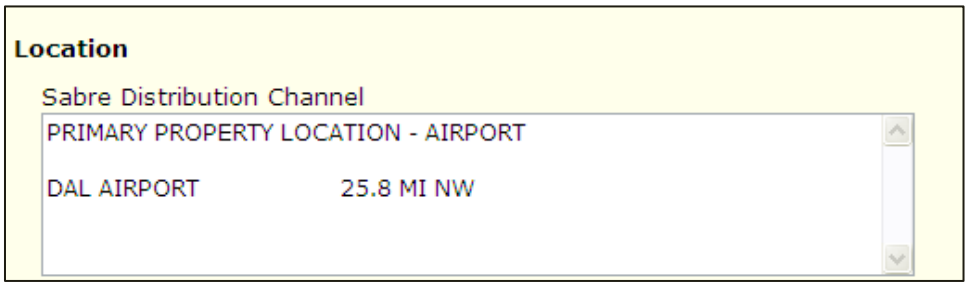
```
*DIRECTIONS-
   * DRIVING INSTRUCTION FROM AIRPORT *
     DEPART AIRPORT TAKING EXIT TO HIGHWAY 1
     SOUTH TO EXIT 15.  MAKE A LEFT HAND TURN AT THE
     FIRST STREET LIGHT ONTO **STATE STREET.**
     FOLLOW **STATE STREET** DOWN TO FOURTH STREET LIGHT
     WHICH IS MAIN, TURN LEFT AND HOTEL IS ON THE LEFT.
```

Return

Add or Modify HOD Content - Location

FREE TEXT/LOCATION

Tool Bar Tabs:
Free Text:
Location



Business Rules:

- Use these fields to describe Location information for the hotel property
- These location fields are mapped to HOD
- Maximum 2000 characters
- These fields are not mandatory
- Click Submit button to save work

```
*LOCATION-
PRIMARY PROPERTY LOCATION - AIRPORT

DAL AIRPORT                    25.8 MI NW
```

Return

Add or Modify HOD Content - Location

FREE TEXT/TRANSPORTATION

Tool Bar Tabs:
Free Text:
Transportation

Business Rules:

- Use these fields to describe Transportation information for the hotel property
- These location fields are mapped to HOD
- Maximum 2000 characters
- These fields are not mandatory
- Click Submit button to save work

```
*TRANSPORTATION-
FREE SHUTTLE TRANSPORTATION TO/FROM PRIMARY AIRPORT
  AVAILABLE - DAL

NEAREST RAILROAD STATION - AMTRAK 28 MI
NEAREST METRO, BUS, SUBWAY - GREYHOUND 24.7 MI
```

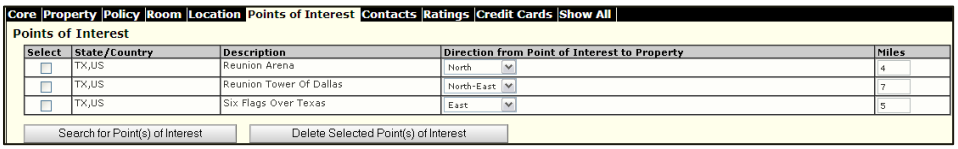
Return

Add or Modify HOD Content – Points of Interest

ADD POINTS OF INTEREST

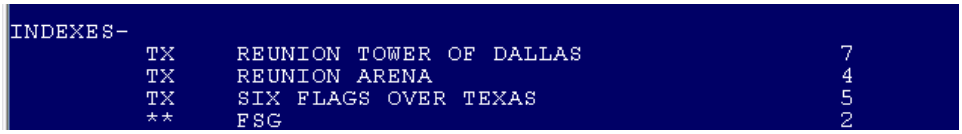
Tool Bar Tabs:
Points of Interest

There is no limit to the number of Points of Interest/Indexes which may be added to a Property. When Points of Interest is selected from the tool bar a list will appear. This list represents existing Points of Interest which may be selected to be associated with the hotel property. To add a new Point of Interest to the eHotels database, please see the eServices section of this document



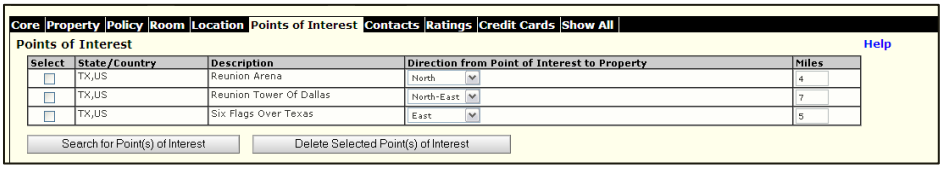
. **Business Rules:**

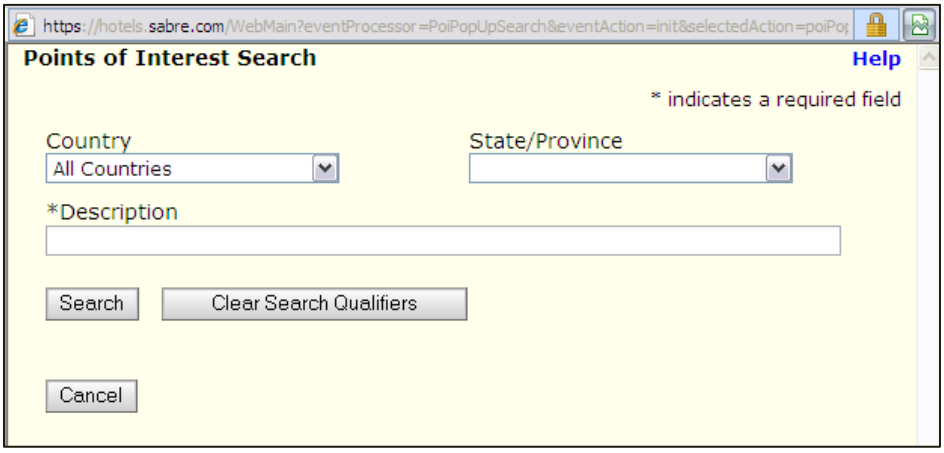
- Check boxes adjacent to the Points of Interest which are appropriate to the property
- Points of Interest are mapped to HOD
- These options are not mandatory
- Click Submit button to save work



Search for Points of Interest

Click Search for Point(s) of Interest.
A pop up search window appears. Enter search criteria and click Search





Return

Add or Modify HOD Content – Points of Interest

ADD POINTS OF INTEREST
DELETE POINTS OF INTEREST

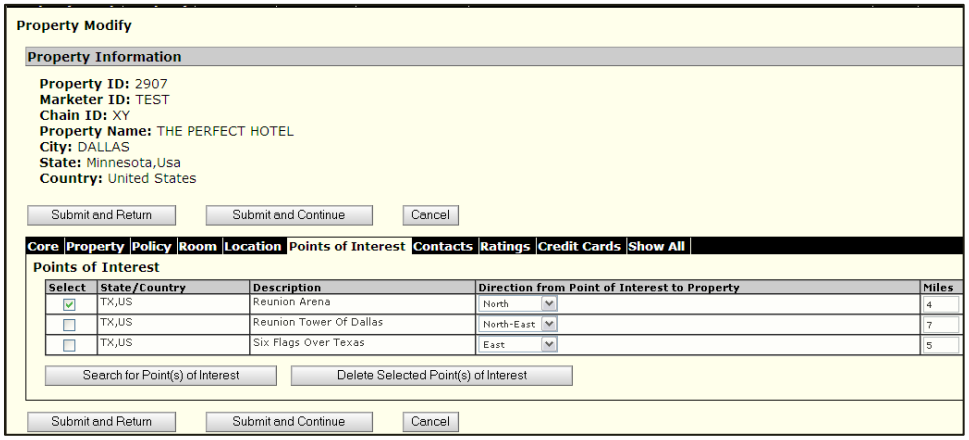
Add Points of Interest

Add the Direction from Point of Interest to the Property and the Miles. Click Submit and Return

- **C**lick on …Search for Point(s) of Interest.
- Enter search criteria and click Search
- Select the box adjacent to the appropriate Point of Interest
- Click Add Selected

Delete Points of Interest

- Search for appropriate hotel property
- Check box adjacent to property
- Select Modify



- Select Points of Interest from tool bar
- Check the box adjacent to the Point of Interest to be deleted
- Click Submit button

Return

Add or Modify HOD Content – Contacts

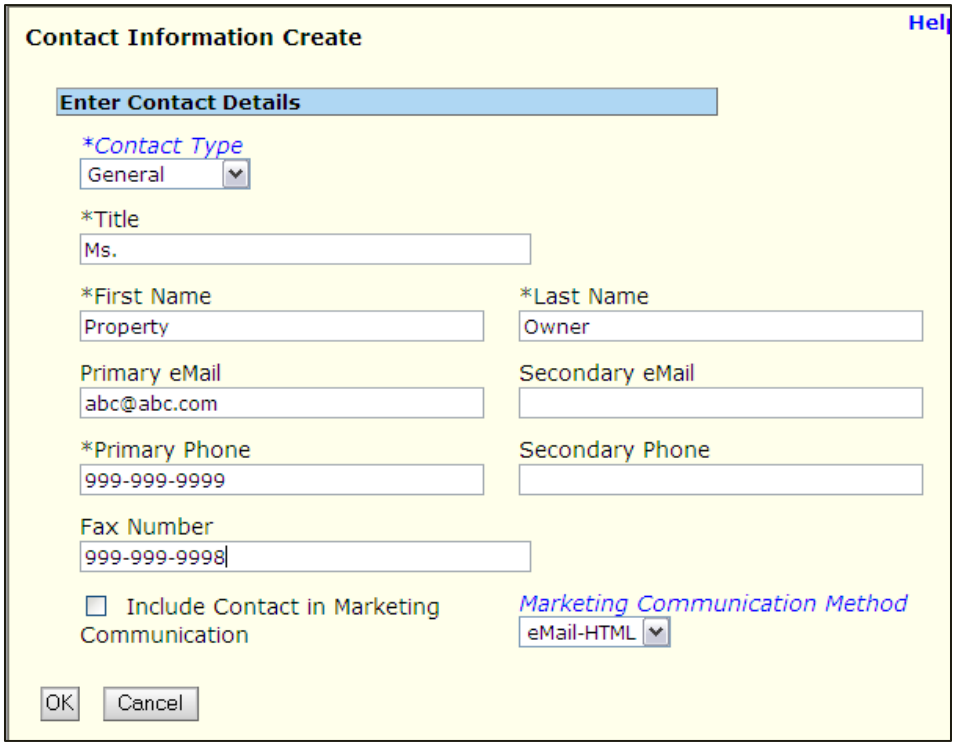
ADD CONTACT

Tool Bar Tabs:
Contacts

- This feature is used to store property contact information
- This information is not mapped to HOD
- The initial contact is mandatory when the property is built in the eHotels GUI. Additional contacts are not mandatory

Tool Bar Tabs:
Add a Contact

- Select Add a Contact



Business Rules:

- Mandatory fields are Contact Type, Title, Frist and Last Name, Primary Phone All other fields are by choice
- Click OK button to add contact

Add or Modify HOD Content – Contacts/Ratings

MODIFY CONTACT
DELETE CONTACT
RATINGS

Tool Bar Tabs:
Modify Contact

- Check the box adjacent to the Contact to be modified
- Select Modify a Contact

- Make appropriate modifications
- Click OK
- Click Submit to save work

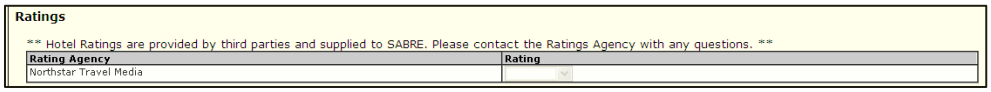
Tool Bar Tabs:
Delete Contact

- Check the box adjacent to the Contact to be deleted
- Select Remove Contacts

- Click Submit to save work

Tool Bar Tabs:
Ratings

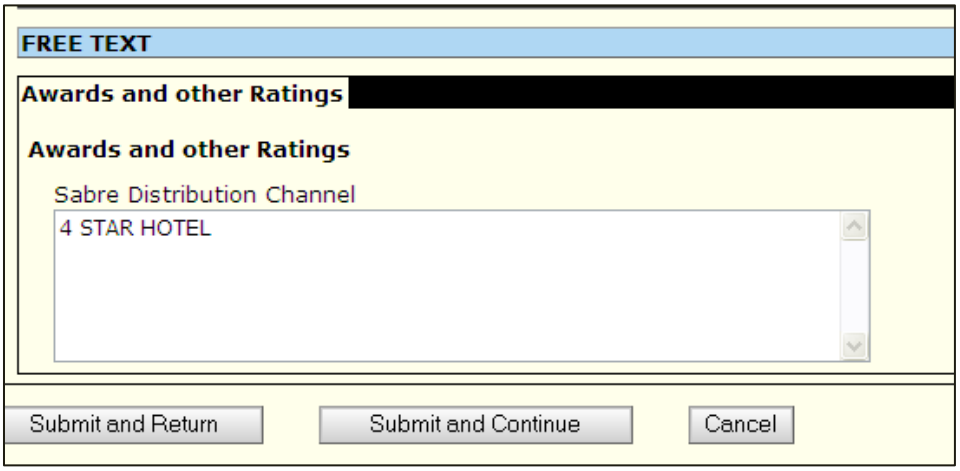
This tab displays Rating information as it is supplied to Sabre by a third party. There are no adjustments that can be made by the Hotel Associate.



Return

Add or Modify HOD Content – Ratings

Tool Bar Tabs: Ratings/Free Text



Business Rules:

- Use this field to describe any other awards or ratings earned by the hotel property.
- This field is mapped to HOD
- Maximum 2000 characters
- This field is not mandatory
- Click Submit button to save work

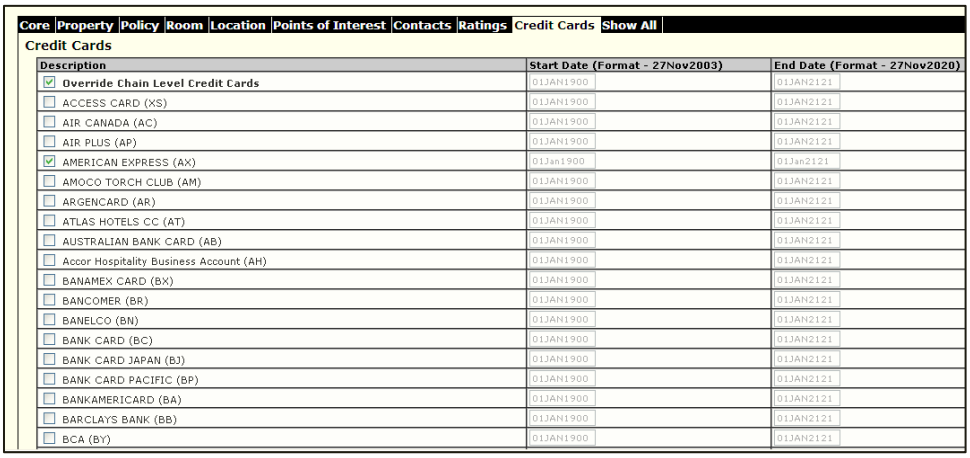
Return

Add or Modify HOD Content – Credit Cards

ADD CREDIT CARDS

Tool Bar Tabs:
Add Credit Cards

Use this section to list credit cards which are accepted by the hotel property for payment of deposit and guarantee

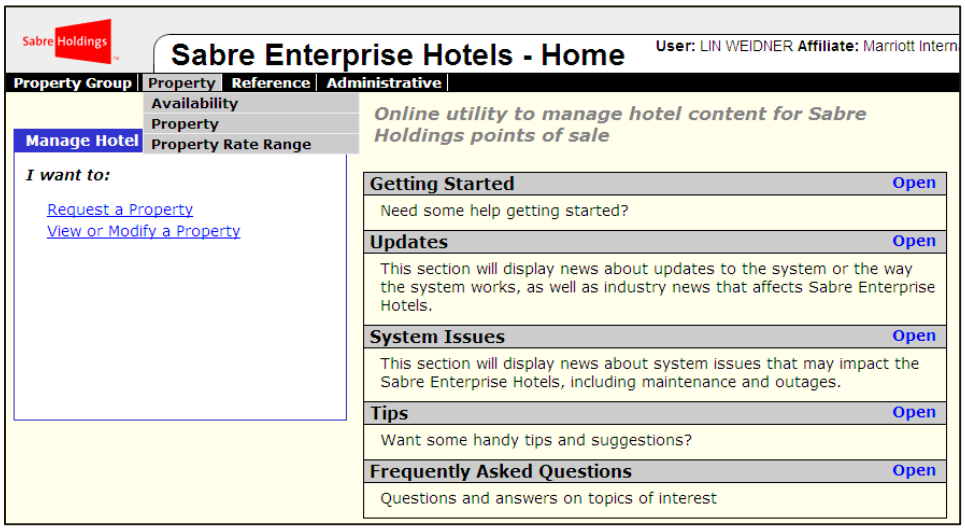


- Business **Rules:**
- Check boxes adjacent to the credit cards which are currently accepted by the property for deposit and guarantee
- If credit cards are selected at a property level it will override the chain level
- Credit cards are mapped to HOD
- These options are not mandatory
- Click Submit button to save work

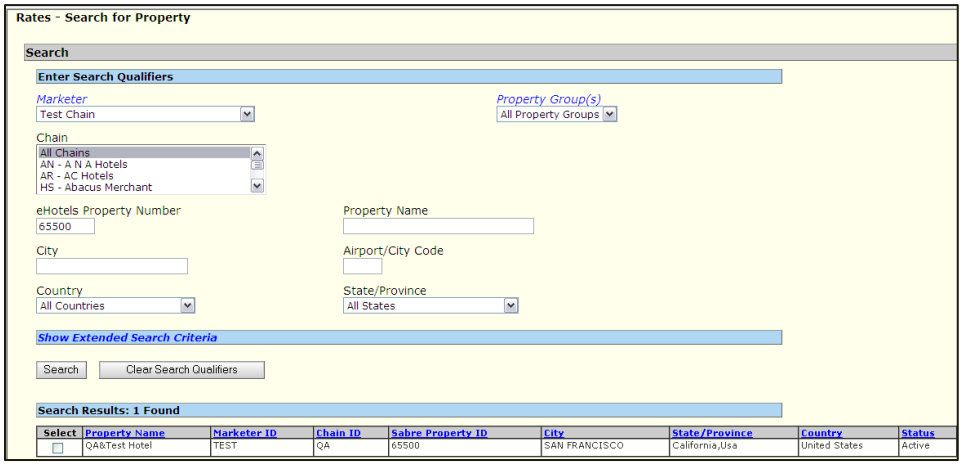
Add or Modify HOD Content – Rate Range

Rate Range

Rate Ranges must be set up at the rate level for DCA participants and can optionally be set up for DCShop. The rate level must exist for the chain in the eHotels database. Associates are able to manage/update rate ranges in the Sabre system and also in the eHotels Website (GUI).



- Select Property Rate Range from the Property drop down list



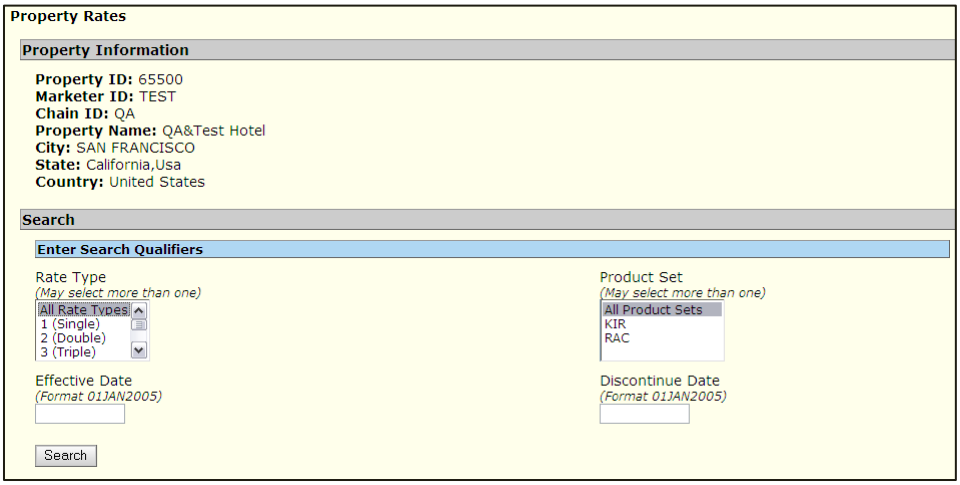
- Enter Property number and/or other search criteria
- Click Search
- When the page refreshes, check the box adjacent to the property
- Click Property Rates

Return

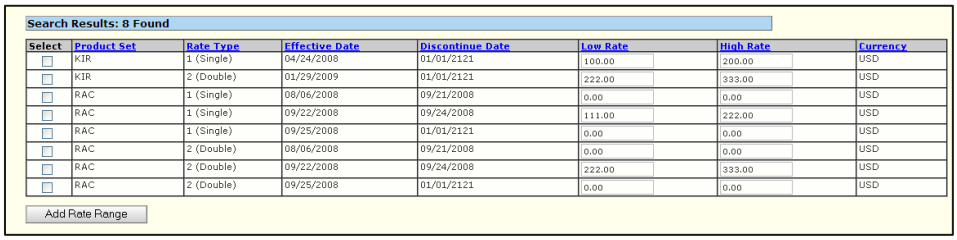
Add or Modify HOD Content – Rate Range

ADD RATE RANGE

Add Rate Range



- Search for existing rate ranges
- Enter data if known, or select Search without to get a complete list of all rate ranges for the selected property



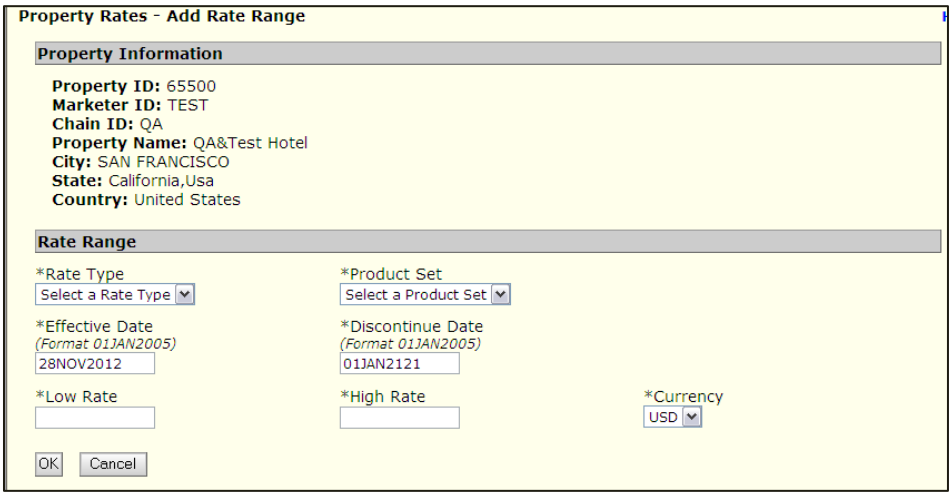
Select	Product Set	Rate Type	Effective Date	Discontinue Date	Low Rate	High Rate	Currency
☐	KIR	1 (Single)	04/24/2008	01/01/2121	100.00	200.00	USD
☐	KIR	2 (Double)	01/29/2009	01/01/2121	222.00	333.00	USD
☐	RAC	1 (Single)	08/06/2008	09/21/2008	0.00	0.00	USD
☐	RAC	1 (Single)	09/22/2008	09/24/2008	111.00	222.00	USD
☐	RAC	1 (Single)	09/25/2008	01/01/2121	0.00	0.00	USD
☐	RAC	2 (Double)	08/06/2008	09/21/2008	0.00	0.00	USD
☐	RAC	2 (Double)	09/22/2008	09/24/2008	222.00	333.00	USD
☐	RAC	2 (Double)	09/25/2008	01/01/2121	0.00	0.00	USD

- Click Add Rate Range

Return

Add or Modify HOD Content – Rate Range

ADD RATE RANGE



Business Rules:

- All fields are mandatory
- Format for Rate is 000.00
- Select OK to add new Rate Range
- New Rate Range will display immediately on list

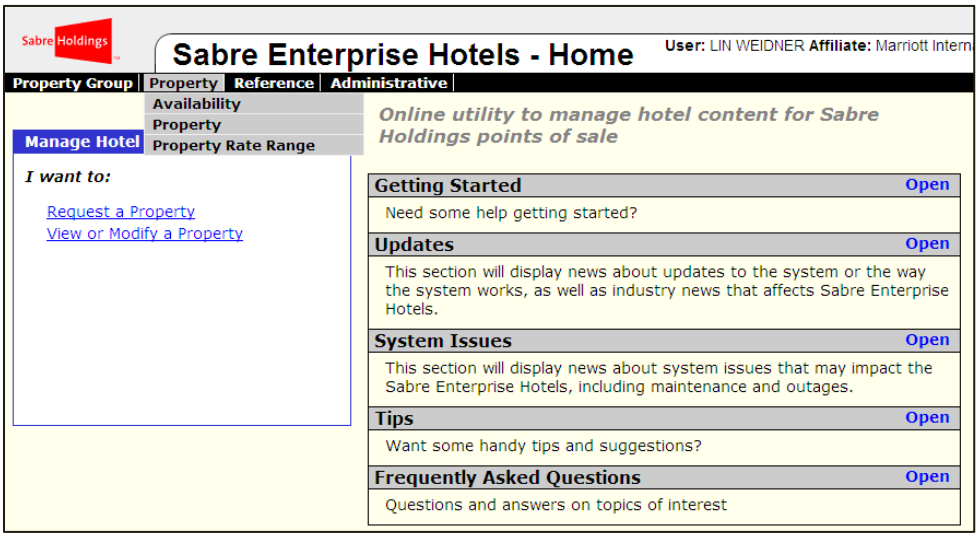
Return

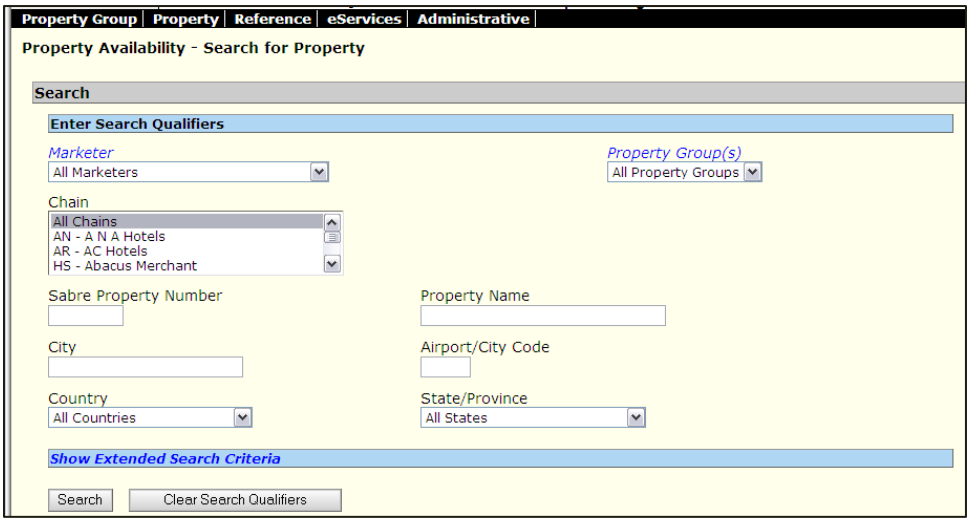
Add or Modify HOD Content – Availability

OPEN/CLOSE AVAILABILITY

Hotel Availability

Hotel availability may be opened and closed in eHotels. To access, use the dropdown list under Property and select Availability



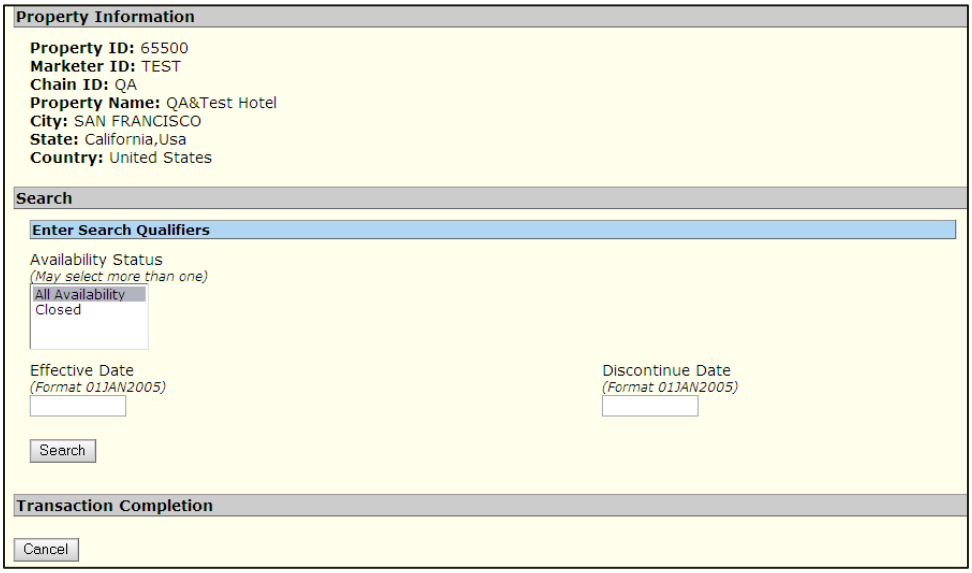


- Enter property number or other search criteria and click Search
- Check the box adjacent to the requested property
- Click Property Availability

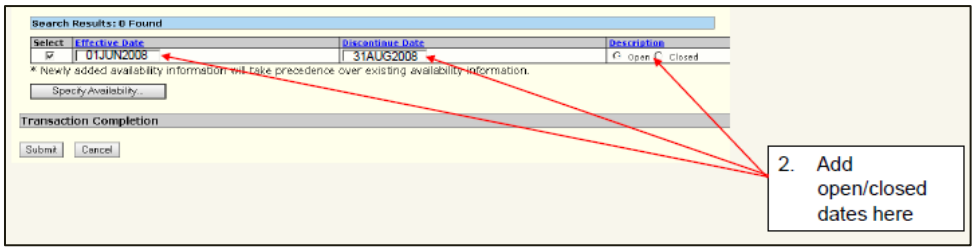
Return

Add or Modify HOD Content – Availability

Open/Close Availability



- Search for existing open/closed status for a given period of time
- Enter Effective and/or Discontinue dates, or simply click Search to get a complete list
- Click search



- Click Submit to save work

Return

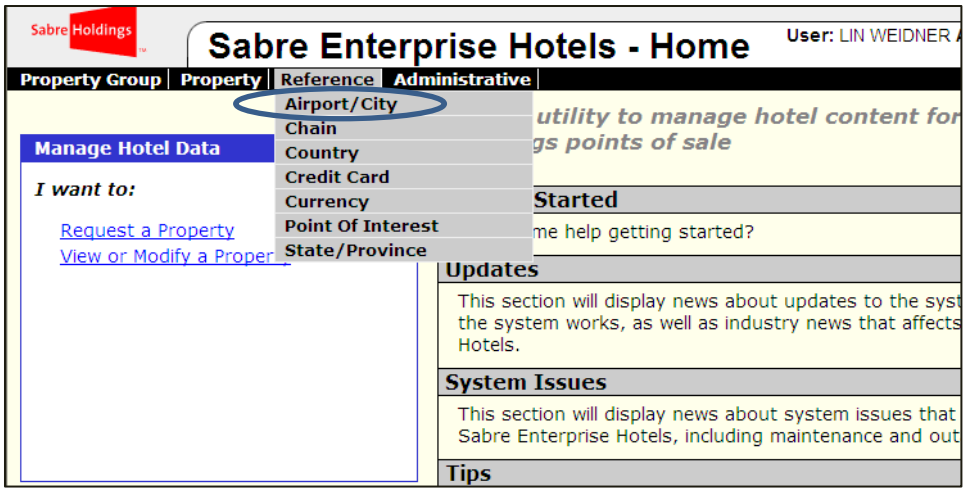
Add or Modify HOD Content - Reference

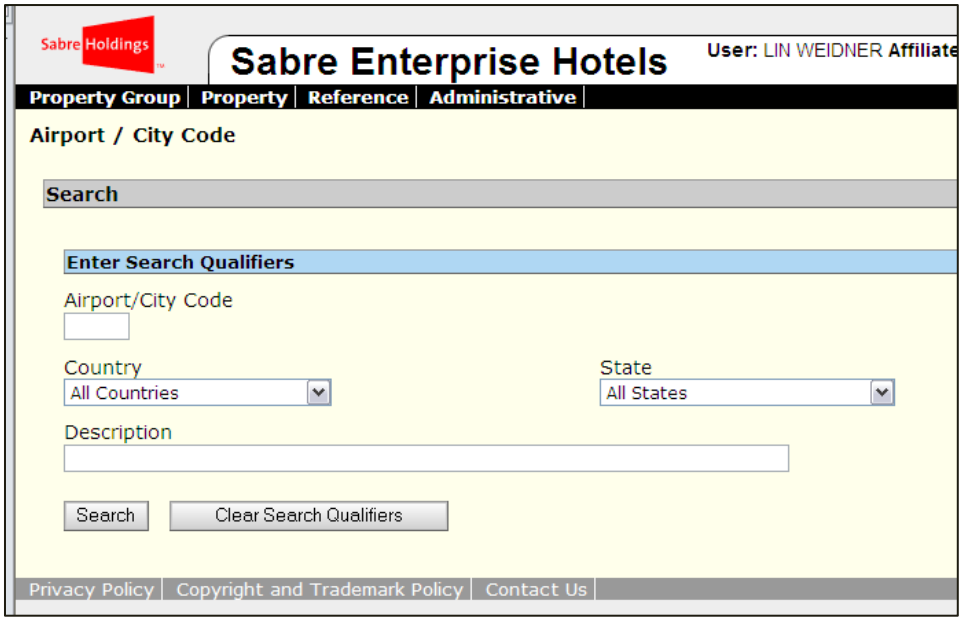
AIRPORT/CITY

Reference:
Airport/City

This feature allows the user to search for airport codes, and provides location descriptions for each. It may also be used to search for an airport code based on location.

- Select Airport/City from the drop down list on the Reference tab





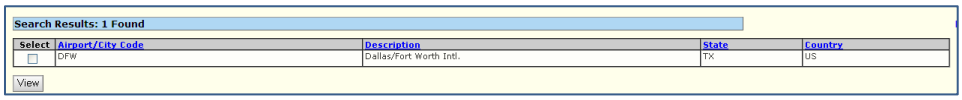
- Enter criteria
- Click Search

Return

Add or Modify HOD Content - Reference

AIRPORT/CITY
CHAIN

Reference: Airport/City

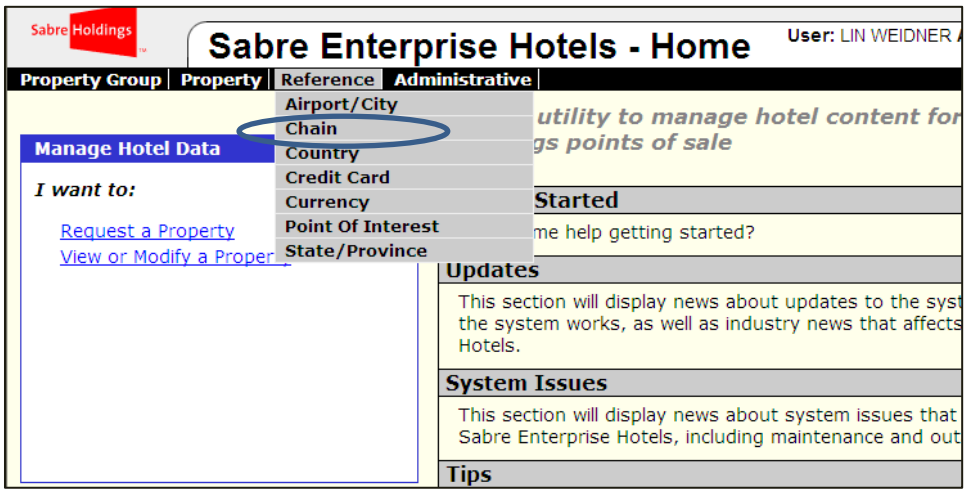


- Select Airport code
- Click View

Reference: Chain

This feature allows the user to search for chains in the eHotels database by a variety of criteria

- Select Chain from the drop down list on the Reference tab

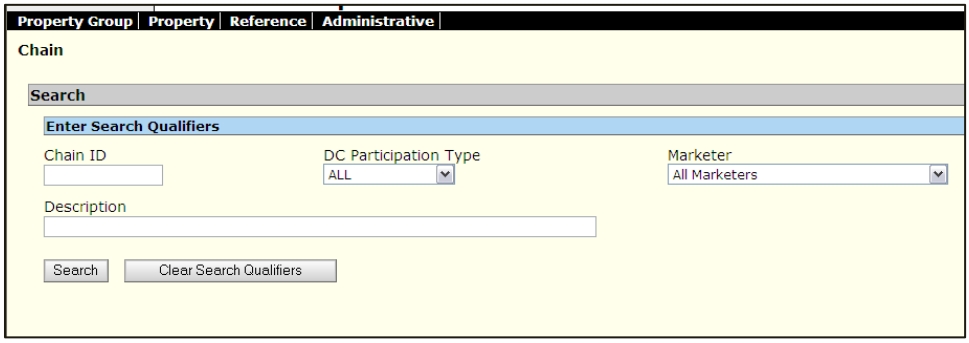


Return

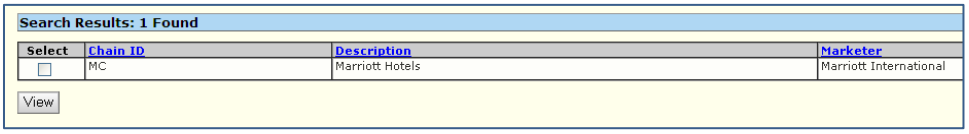
Add or Modify HOD Content - Reference

CHAIN

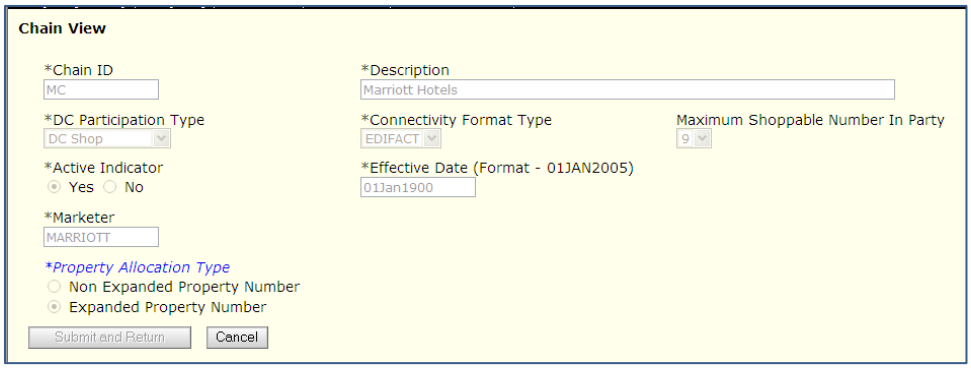
Reference:
Chain



- Enter search criteria
- Click Search



- Select Chain
- Click View



Return

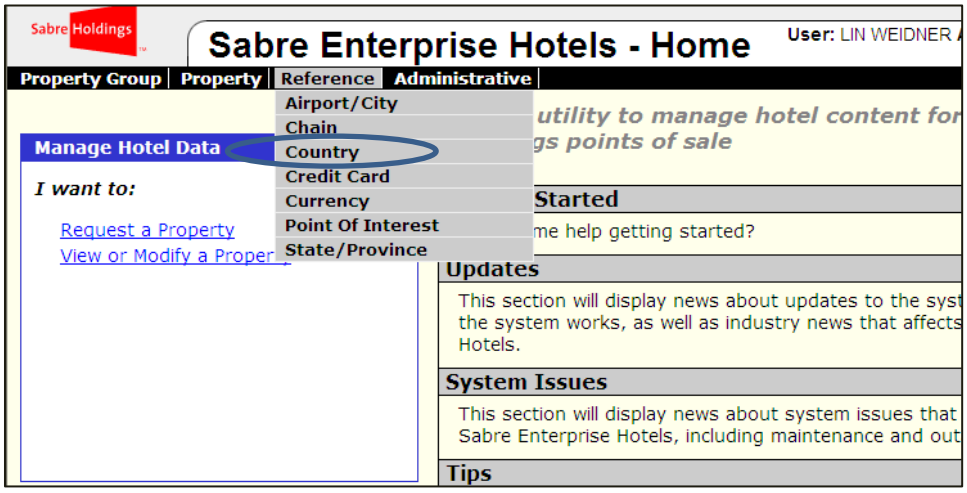
Add or Modify HOD Content - Reference

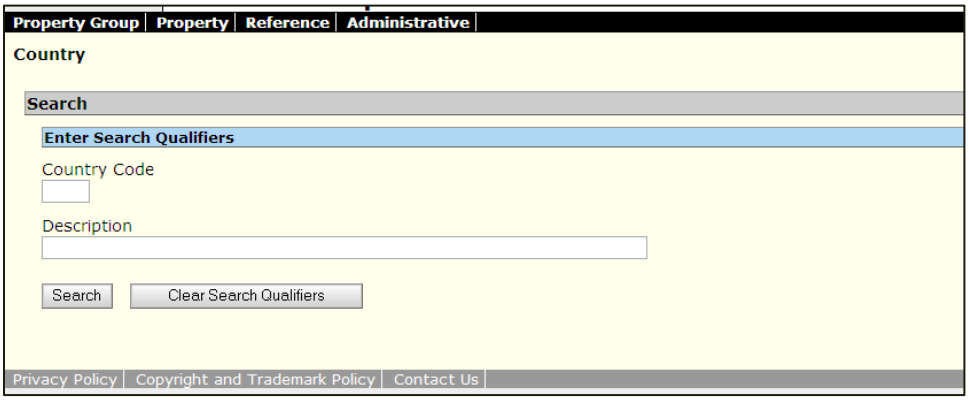
COUNTRY

Reference:
Country

This feature allows the user to search for a country by country code, or for a country code by country

Select Country from the drop down list on the Reference tab





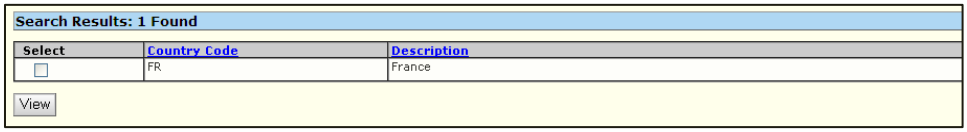
- Enter two letter Country Code to find what country it represents, or
- Enter Country name in the Description field to find the corresponding country code
- Click Search

Return

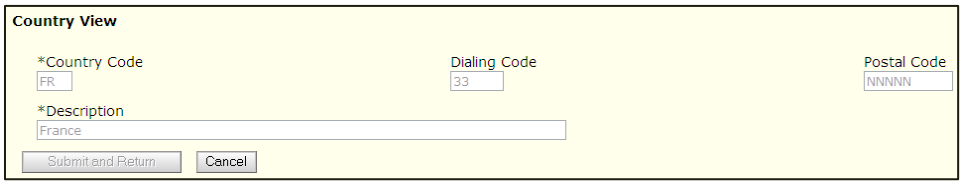
Add or Modify HOD Content - Reference

COUNTRY
CREDIT CARD
CURRENCY

Reference:
Country



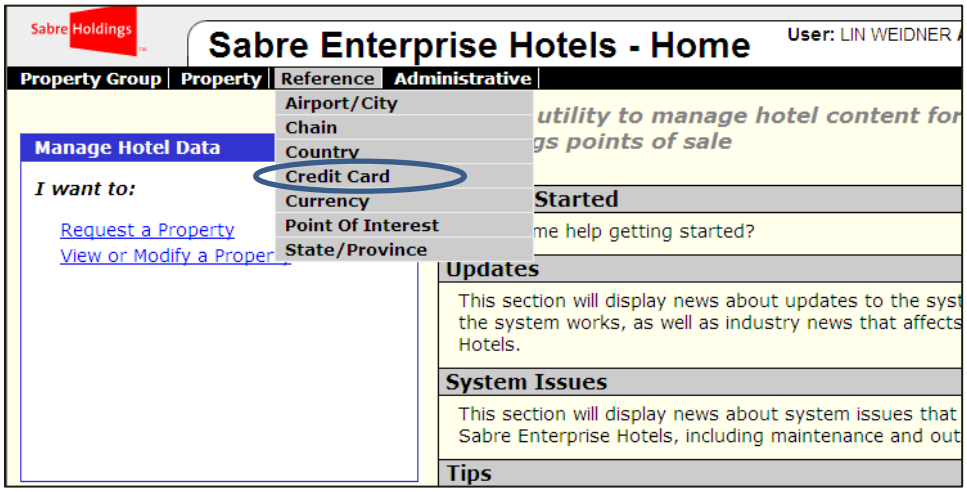
- Select Country
- Click View



Reference:
Credit Card

This feature allows the user to encode or decode credit cards

- Select Credit Card from the drop down list on the Reference tab
- Enter Credit Card description to encode, or
- Enter Credit Card ID to decode
- Click Search

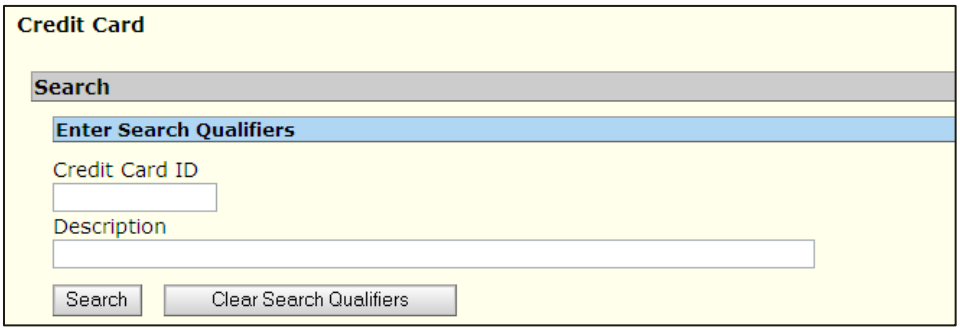


Return

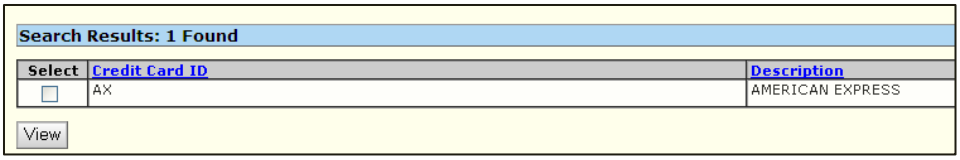
Add or Modify HOD Content - Reference

CREDIT CARD
CURRENCY

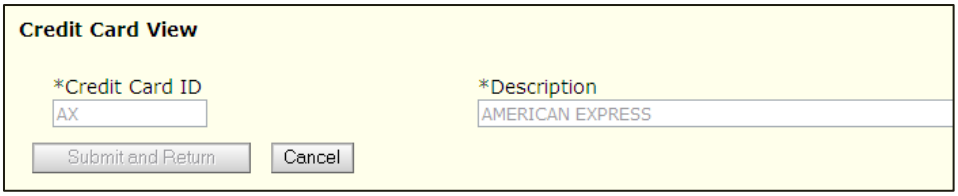
Reference:
Credit Card



- Enter Credit Card ID or Description
- Click Search



- Select Credit Card
- Click View

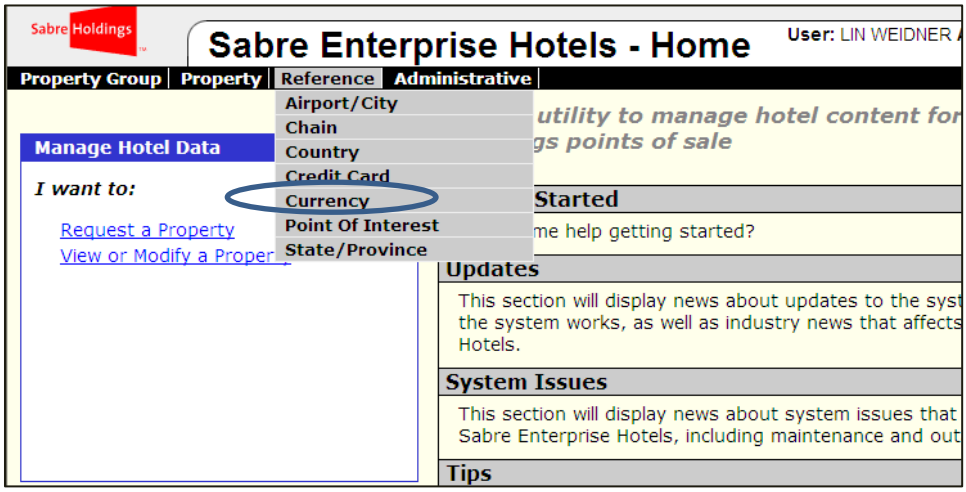


Return

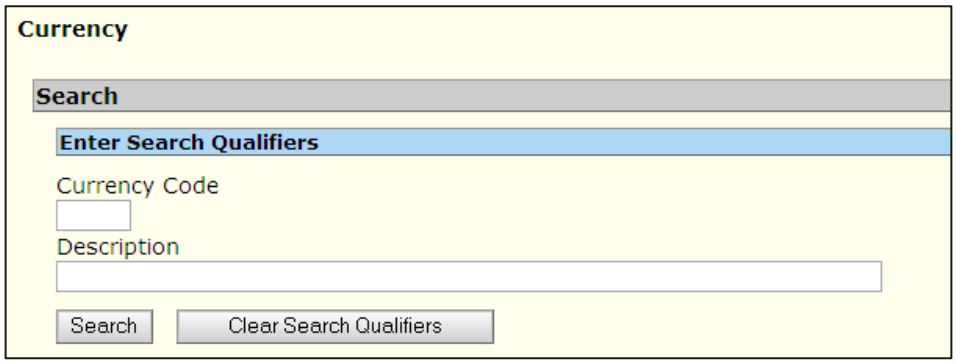
Reference:
Currency

This feature allows the user to encode or decode currency

- Select Currency from the drop down list on the Reference tab



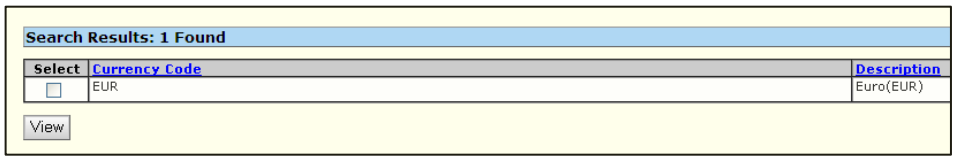
- Enter Currency description to encode, or
- Enter Currency code to decode
- Click Search



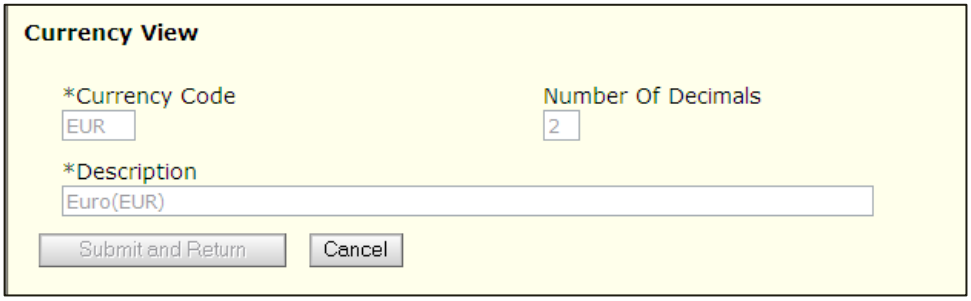
Return

CURRENCY
POINT OF INTEREST

Reference:
Currency



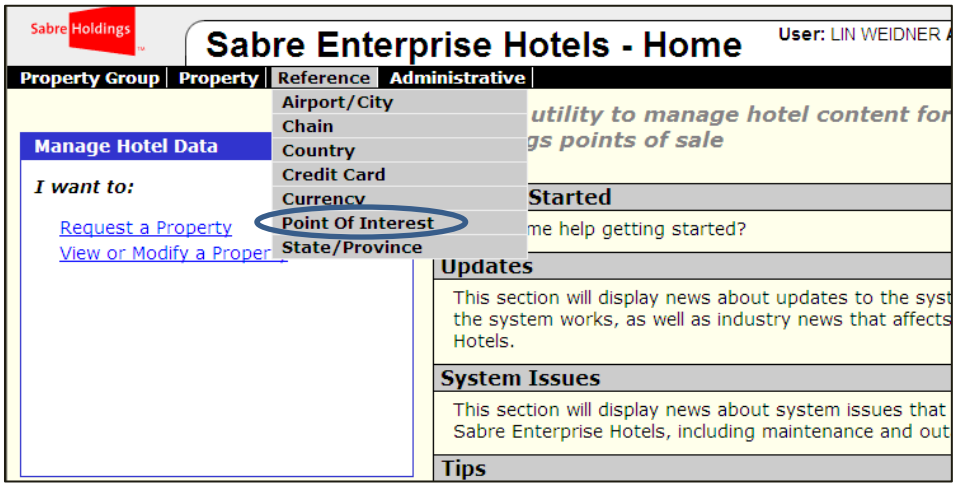
- Select Currency
- Click View



Reference:
Point of Interest

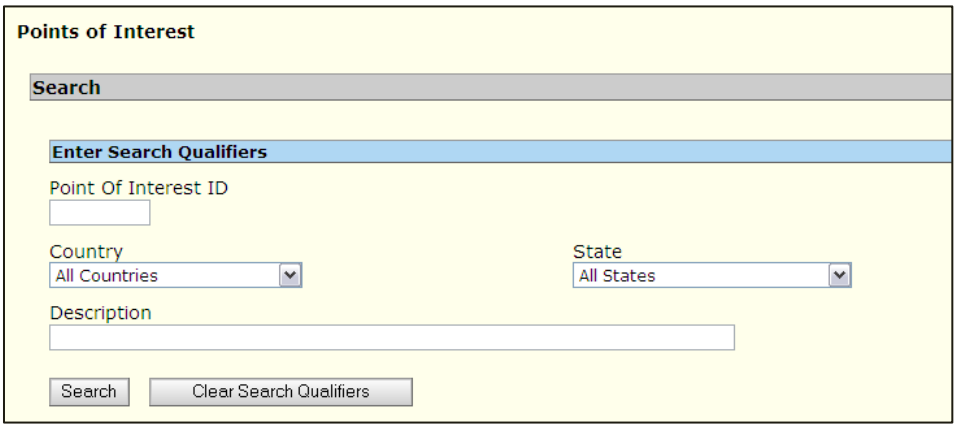
This feature allows the user to search for Points of Interest by ID, Type, Country, State or Description. All Points of Interest which are stored in the database.

- Select Point of Interest from the drop down list on the Reference tab

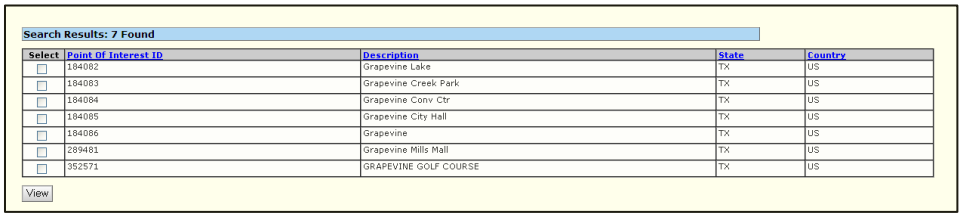


Return

Reference:
Point of Interest

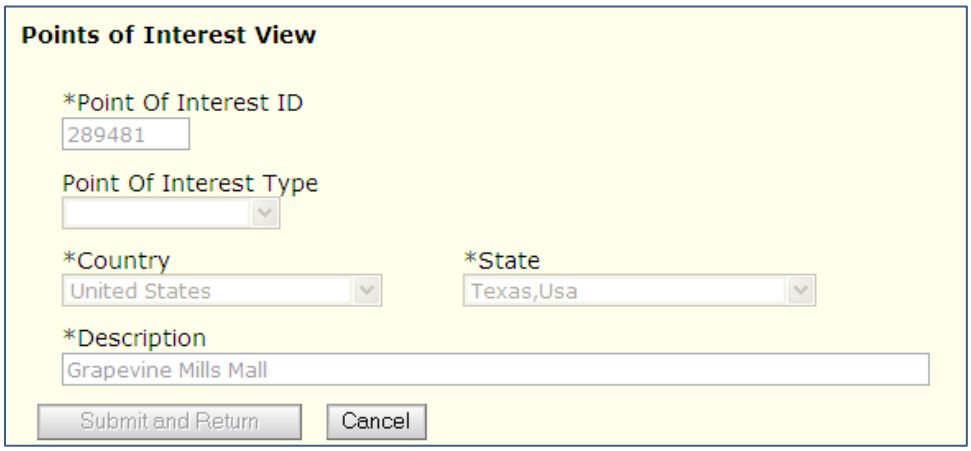


- Enter search criteria
- Click Search



Select	Point Of Interest ID	Description	State	Country
☐	184082	Grapevine Lake	TX	US
☐	184083	Grapevine Creek Park	TX	US
☐	184084	Grapevine Conv Ctr	TX	US
☐	184085	Grapevine City Hall	TX	US
☐	184086	Grapevine	TX	US
☐	289481	Grapevine Mills Mall	TX	US
☐	352571	GRAPEVINE GOLF COURSE	TX	US

- Select desired Point of interest
- Click View



Return

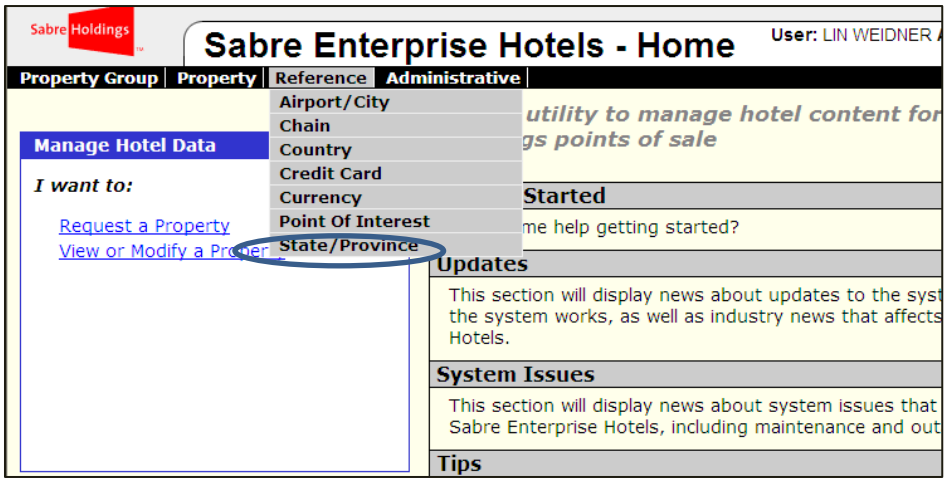
Add or Modify HOD Content - Reference

STATE/PROVINCE

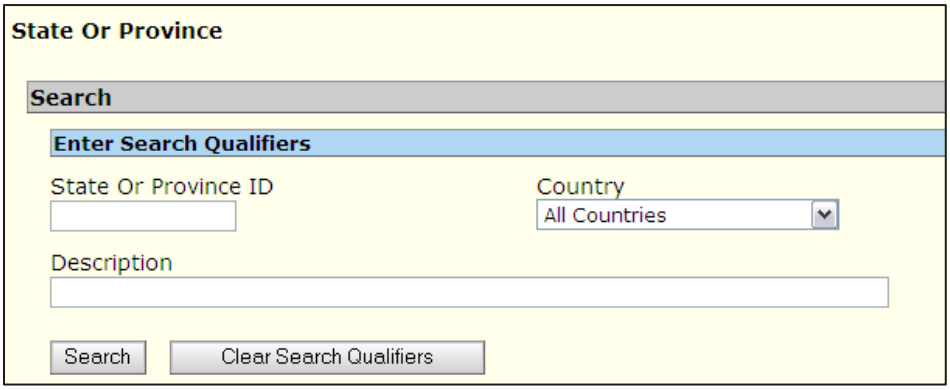
Reference:
State/Province

This feature allows the user to encode/decode states and provinces by State or Province ID, country and description

Select State/Province from the drop down list on the Reference tab



- Enter Search Criteria
- Click Search



Return

STATE/PROVINCE

Reference:
State/Province

- Enter Search Qualifiers
- Click Search

Search Results: 14 Found

Select	State Or Province ID	Description
☐	AB	Alberta,Canada
☐	BC	British Columbia,Canada
☐	MB	Manitoba,Canada
☐	NB	New Brunswick,Canada
☐	NL	Newfoundland And Labrador
☐	NF	Newfoundland,Canada
☐	NT	Northwest Territory,Canada
☐	NS	Nova Scotia,Canada
☐	NU	Nunavut,Canada
☐	ON	Ontario,Canada
☐	PE	Prince Edward Island,Canada
☐	QC	Quebec,Canada
☐	SK	Saskatchewan,Canada
☐	YT	Yukon Territory,Canada

View

- Select State or Province
- Click View

State or Province

*State Or Province ID
AB

*Country
Canada

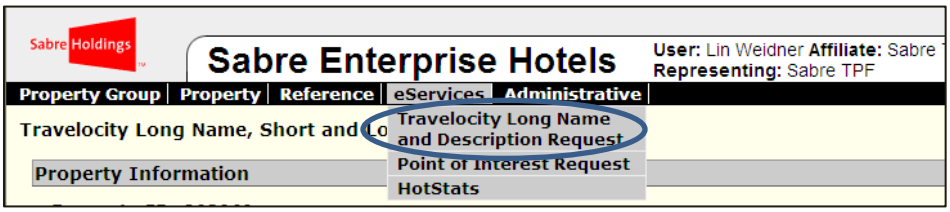
*Description
Alberta,Canada

Submit and Return | Cancel

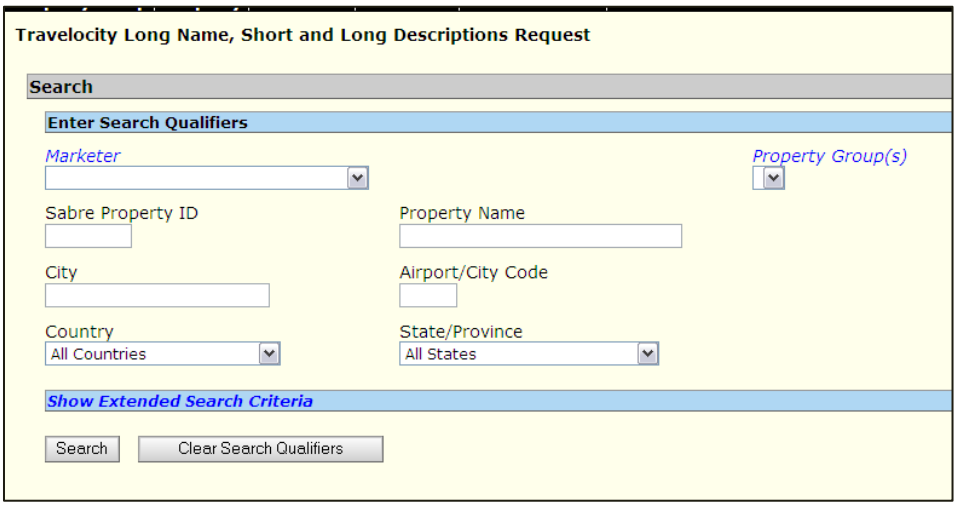
Return

Travelocity Long Name and Description Request

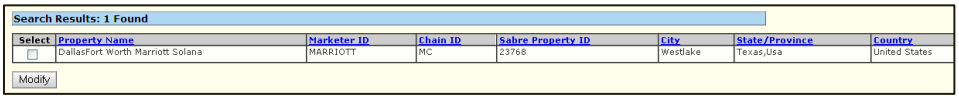
This feature is used to request a modification to the Long Property Name and/or Description which is viewed only on the Travelocity website. Changes to this content are not reflected in any way in Sabre HOD.



- Select Travelocity Long Name and Description Request from the drop down list on the eServices tab of the tool bar.



- Enter one or more property identification fields: Sabre Property ID, Property Name, City, Airport/City Code, Country, State/Province
- Click Search

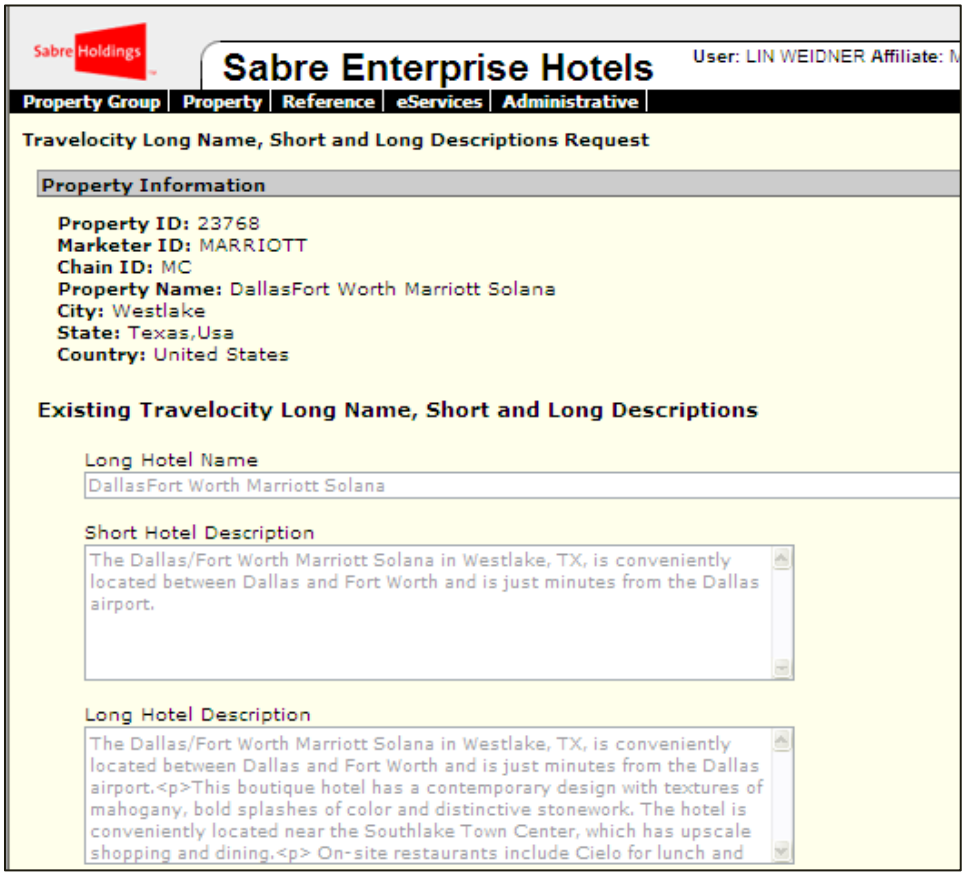


- Select Property
- Click Modify

Return

eServices: Travelocity Long Name and Description Request

This top of this page shows grayed out text which is the existing Long Hotel name, and Short Hotel Description and Long Hotel Descriptions which are displayed only on the Travelocity website.

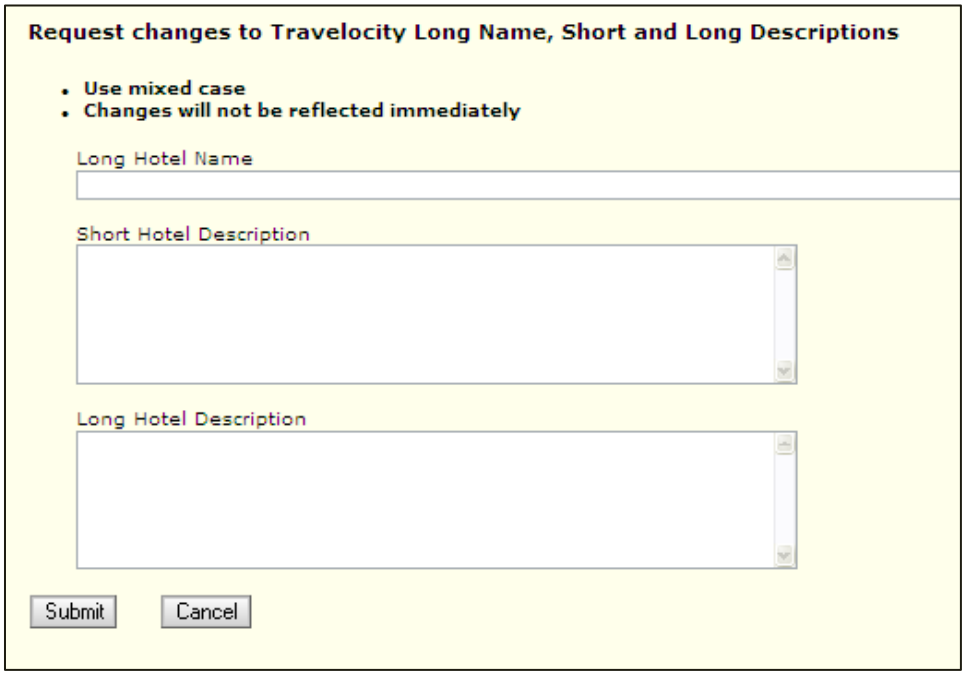


Return

TRAVELOCITY LONG NAME AND DESCRIPTION REQUEST

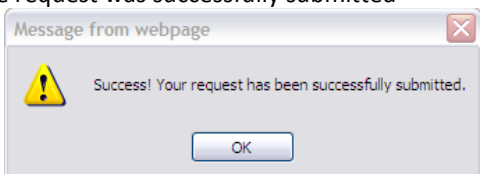
eServices: Travelocity Long Name and Description

Request



Business Rules:

- Use the bottom three fields to request additions or updates using mixed case text.
- Long Hotel Name is the name displayed on the Travelocity website
- Short Hotel Description is the short paragraph displayed on the hotel shopping page on the Travelocity website
- Long Hotel Description is found when a hotel is selected on the Travelocity website and is used to give a more detailed description of the property and its features
- Click Submit to save and submit text change request
- The user will receive a "Success" message. It is important to note this means the request was successfully submitted



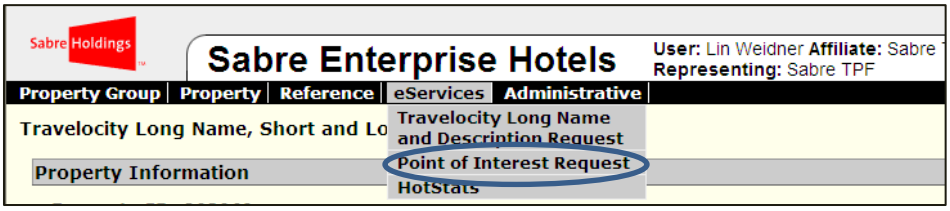
- Requests are processed weekly - Changes will not be reflected on the Travelocity website immediately

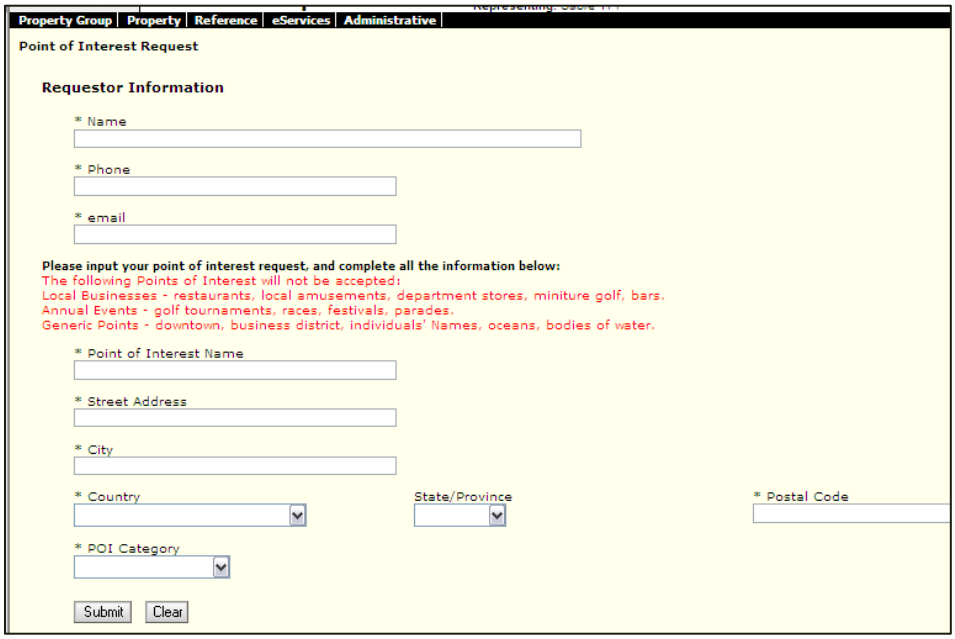
Return

eServices: Point of Interest Request

This feature is used to request a Point of Interest be added to the eHotels database.

Select Point of Interest Request from the drop down list on the eServices tab of the tool bar.





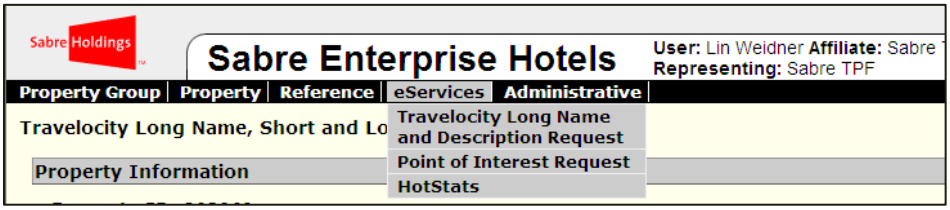
Business Rules:

- All fields are mandatory
- First three fields refer to the party making the request
- The following Points of Interest will not be accepted:
- Local Businesses - restaurants, local amusements, department stores, miniature golf, bars.
- Annual Events - golf tournaments, races, festivals, parades.
- Generic Points - downtown, business district, individuals' Names, oceans, bodies of water.
- Click Submit to complete the Point of Interest request.

Return

eServices:
HOTStats

Select HOTStats from the drop down list on the eServices tab of the tool bar.



HOTStats is a collection of reports based on HOT searches, identified by search qualifiers, display preferences, property types and number in party

Select the link to the HOTStats report for the appropriate month

Hotel HOT STATS Report

Month: February-12 **Total HOT Result Set:** 5,991,902

Rate Type Qualifiers

Qualifier	Description	Total Usage
/R-	Maximum Acceptable Rate	27,586
/R‡	Minimum Acceptable Rate	1,349
/RC-	Rate Category or Code	4,833,622
‡ABC	Viewership Restricted Rate	3,886,067
/*NR	Supress RAC	49,775
/*RA	Rate Assured	1,684

Miscellaneous Property Qualifiers

Qualifier	Description	Total Usage
/AT-	Transportation Code	911
/A-	Property Address	100,670
/CA-	Property City	98,571
/D-	Specified Distance/Direction	197,814
/CC-	Property Country Code	782
/C-	Currency Type	604,028
/F	Fire/Safety Approved	297
/CM-	Commission Programs	14
/RT-	Ratings Programs	11,793
/N-	Property Name	2,627,858
/PC-	Postal/ZIP Code	273,216
/PH-	Phone	55,270
/BD-	Bedding Type	22,759
/UG	Chain/Brand Qualifier	2,311,298
/C,/A,/R,/S,/G	Location Code	224,075
/FFP*JL	Japan Airlines Qualifier	505

Display Preferences

Qualifier	Description	Total Usage
/*HOT0	HOT0 Format	179,437
/*HOT1	HOT1 Format	5,186
/*HOT2	HOT2 Format	3,906
/*HOT3	HOT3 Format	1,203
/*SD	Sort By Distance	16,569
/DM-	Display in Miles/KM	57,272

Property Type

Qualifier	Description	Total Usage
/PT-APTS	Apartments	712
/PT-ASTES	All Suites	707
/PT-BNBS	Bed And Breakfast	187
/PT-CAST	Castle	72
/PT-CONV	Convention	27
/PT-FARM	Farm	12
/PT-FIRST	First Class	1,713
/PT-ECON	Economy	618
/PT-EXTD	Extended Stay	99
/PT-LUXRY	Luxury	8,511
/PT-MODR	Moderate Hotel	394
/PT-MOTEL	Motel	61
/PT-RSRT	Resort	319
/PT-INCL	All Inclusive	203

Number In Party

Qualifier	Total Usage
1 Adult	3,837,803
2 Adults	1,041,678
3 Adults	32,339
4 Adults	17,217
5 Adults	2,480
6 Adults	824
7 Adults	175
8 Adults	175
9 Adults	85

Hotel HOT STATS Report

Month: February-12

Special Qualifiers

Qualifier	Description	Total Usage			
/SQ-RECR	Recreation	46	/SQ-PETS	Accepts Pets	684
/SQ-GOLF	Golf	39	/SQ-DATA	Rooms With Dataports	18
/SQ-TENS	Tennis	41	/SQ-SHTL	Free Airport Shuttle	678
/SQ-FITN	Fitness Center	212	/SQ-RMSV	Room Service	11
/SQ-POOL	Pool	701	/SQ-NSMK	Non-smoking Rooms	375
/SQ-INPL	Indoor Pool	168	/SQ-LCAL	Free Local Calls	0
/SQ-OUPL	Outdoor Pool	37	/SQ-KTCN	Kitchens In Some Rooms	370
/SQ-BUSN	Business/Conference Facility	37	/SQ-JACZ	Jacuzzi In Some Rooms	23
/SQ-MEET	Meeting Rooms	72	/SQ-INTR	Interior Doors	296
/SQ-CONV	Convention Facilities	7	/SQ-HSPD	High Speed Internet	33
/SQ-BCTR	Dedicated Business Center	13	/SQ-EXEC	Executive Floors	7
/SQ-DINE	Dining Facility	280	/SQ-PARK	Free Parking	80
/SQ-KIDS	Playground/Kids Programs	52	/SQ-BECH	Beachfront Property	183
/SQ-CSNO	Casino	57	/SQ-BKST	Breakfast Included	551
/SQ-WCHR	Wheelchair Accessible	73	/SQ-DCLN	Dry Cleaning/Laundry	8
/SQ-WFRM	Free WIFI In Room	14	/SQ-ADAA	ADA Accessible	38
/SQ-WFPS	Free WIFI In Public Spaces	11	/SQ-SMFR	Smoke-Free Property	2
/SQ-WFMR	Free WIFI In Meeting Rooms	0	/SQ-SMOK	Smoking Rooms Available	135
/SQ-RMSF	In Room Safe	0	/SQ-RS24	24-Hour Room Service	0
/SQ-MINI	Mini-Bar In Room	1	/SQ-FSPA	Full Service Spa On Property	7
/SQ-PBTR	Public Transportation Adjacent	8	/SQ-RFRG	Refrigerator In Room	9
/SQ-CFEE	In Room Coffee/Tea	1	/SQ-SKIO	Ski-In/Ski-Out Property	14
/SQ-ADLT	Adult Only Hotel	2	/SQ-BALC	Rooms With Balcony	33
/SQ-WATR	Purified Water System	0	/SQ-RSTR	Restricted Room Access	0
/SQ-NATV	No Adult Channels On TV	0	/SQ-HYPO	Hypoallergenic Rooms	0
			/SQ-ECOH	Eco-Friendly Certified	419

eServices:
HOTStats FAQs

Hotel HOT STATS Report
FAQ

Q: How often are Sabre Hotel HOT STATS produced?
A: Sabre Hotel HOT STATS are produced on a monthly basis.

Q: How are Sabre Hotel HOT STATS produced?
A: Actual agent driven HOT entries are queried to determine which qualifiers were used.

Q: Is the count of Sabre Hotel HOT STATS only produced from HOT entries that immediately result in a booking?
A: No. Sabre Hotel HOT STATS uses HOT entries regardless of whether they end with a booking or not.

Q: Are all HOT entries used to produce Sabre Hotel HOT STATS.
A: No. Currently only most HOT entries for a 3-character airport or city code are used. The following table shows what is/is not used.

Transaction Type	
Included	*Not Included*
HOT airport/city searches	All Other Sabre Data Stream HOT searches
HOTNYC	All Other Sabre Web Services HOT searches
HOTDFW	Point of interest searches
HOT PNR segment searches	HOTNY-EMPIRE STATE BUILDING
HOT#1	HOTC/GB-TOWER OF LONDON
Sabre Data Stream and Web Services	Property list searches
HOT searches meeting above criteria	HOTPRPL-1,100,9999
	All other HOT searches not listed

Q: Is this different from the previous method of producing Sabre Hotel HOT STATS?
A: Yes. The previous method used all HOT entries, but was not as accurate as the counting was completed prior to the entry being validated for format, resulting in some counts being incorrectly reported.

Q: What kind of HOT searches may use Sabre Data Stream or Sabre Web Services?
A: All formats of HOT are available using Sabre Data Stream and Sabre Web Services.

Q: Why are Sabre Data Stream or Sabre Web Services HOT searches not included?
A: Sabre Data Stream and Sabre Web Services are used by both graphical and robotic users. As the shopping behavior of robotic users cannot be directly correlated with bookings, we are examining ways to include this data while ensuring the integrity of the HOT entries counted is not compromised.

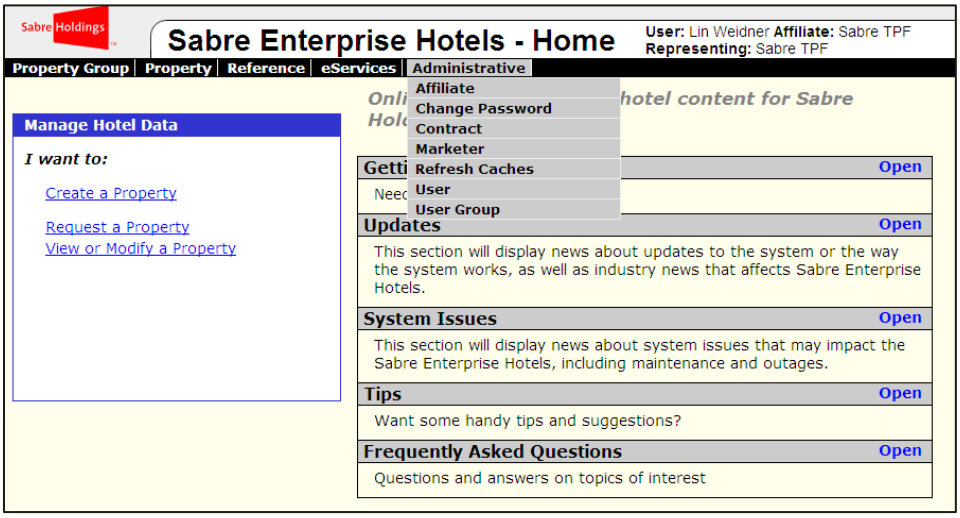
Q: Why are only HOT by airport and city code included in Sabre Hotel HOT STATS.
A: HOT by airport and city code constitutes the vast majority of all HOT entries. Other formats may be considered for inclusion in Sabre Hotel HOT STATS in the future.

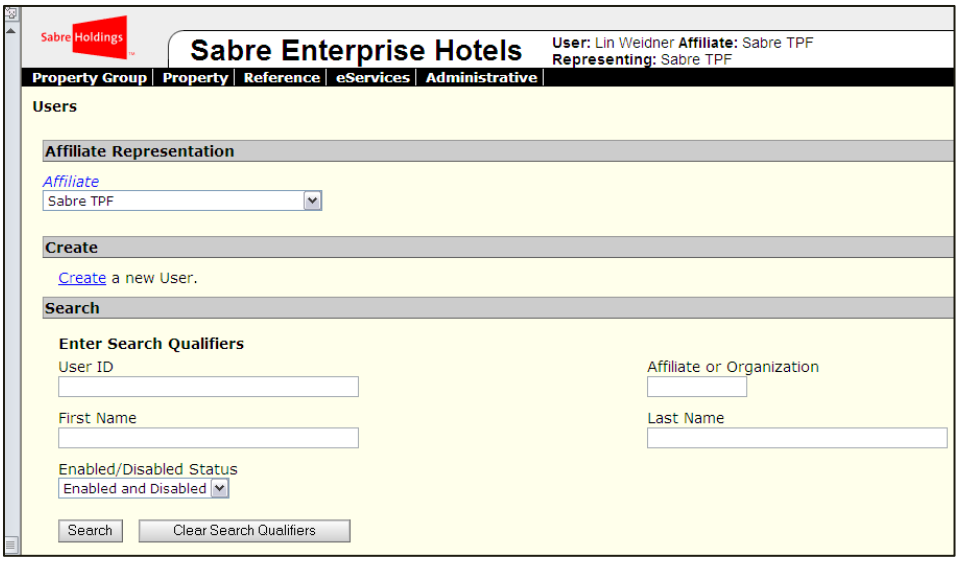
Return

Add or Modify HOD Content – Administrative

USER

Administrative: Select User from the Administrative drop down list on the tool bar
User Access Access to this feature is determined by permission granted within user credentials





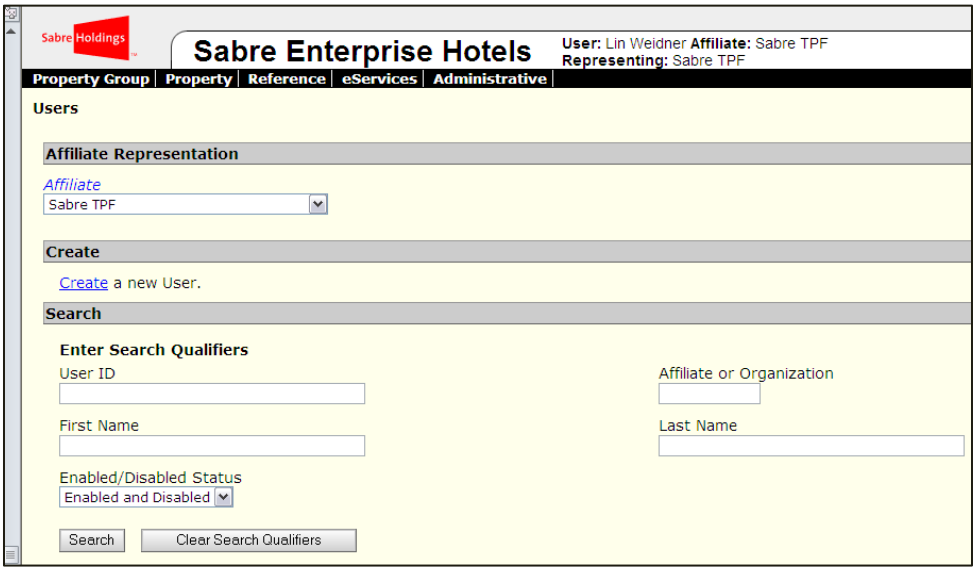
Return

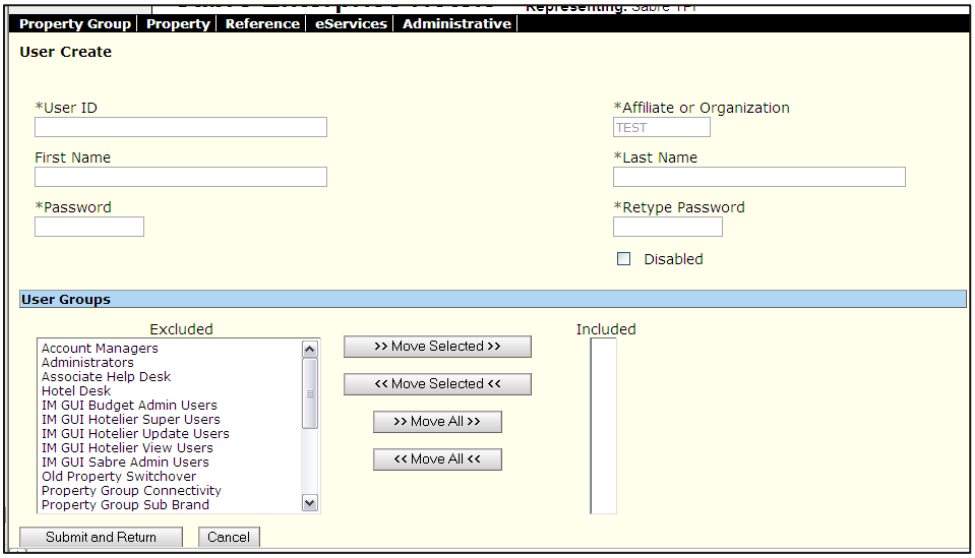
Add or Modify HOD Content – Administrative

USER CREATE

Administrative:
User Create

Click Create a new User





Business Rules:

- In User Create all fields are mandatory except the check box for Disabled
- Under User Groups (lower section) move appropriate User privileges to from Excluded to Included
- Click Submit to save work

Return

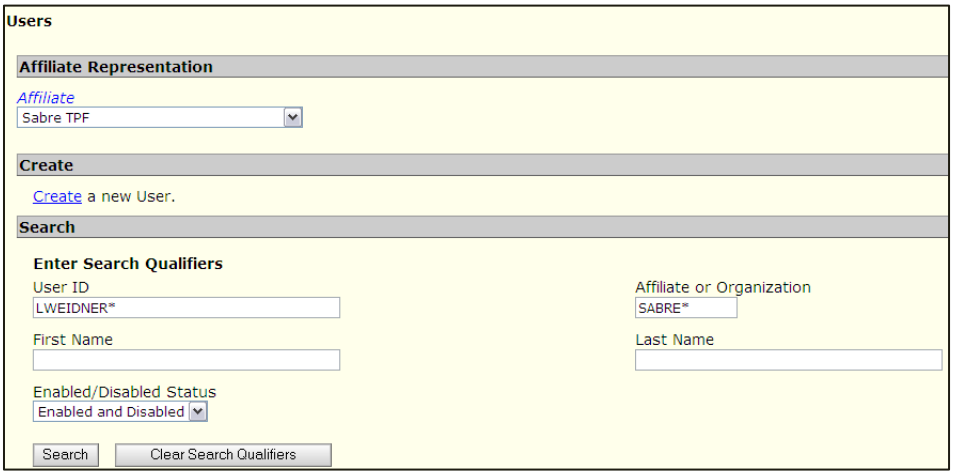
Add or Modify HOD Content – Administrative

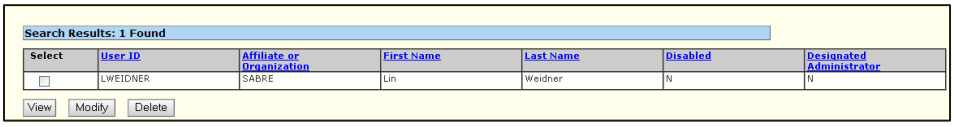
USER MODIFY

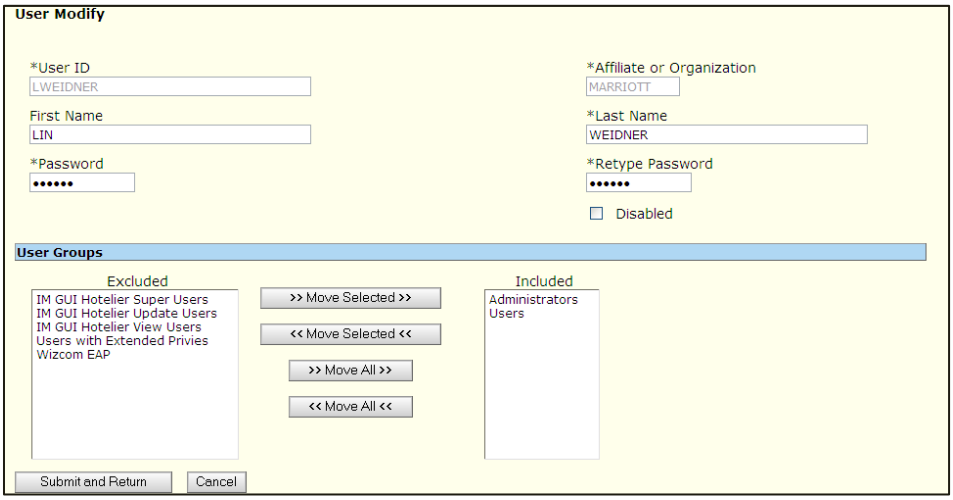
Administrative: User Modify

Use this area to assign new password or update a name change or to add or remove user privileges

- From the Users page, enter search criteria in any or all fields
- Click Search
- When the page refreshes, check the box adjacent to the User needing modification
- Click Modify







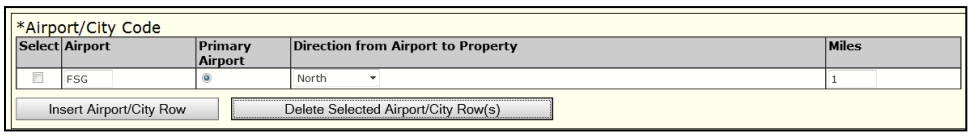
Return

Add or Modify HOD Content – Airport Codes

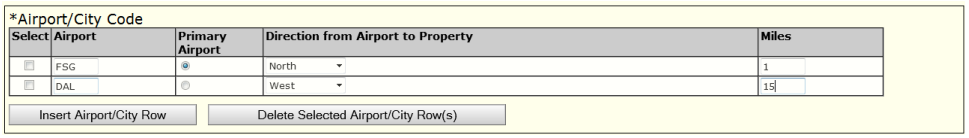
ADD ADDITIONAL AIRPORT CODES

Adding Additional Airport Codes

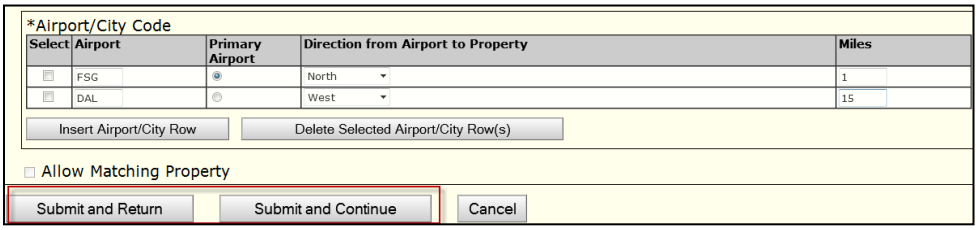
- Search for the property in need of additional Airport codes
- Select property and click 'Modify'
- Scroll down to:



- Select 'Insert Airport/City Row'



- Fill in new 3 letter code.
- Add 'Direction from Airport to Property', selecting for drop-down list choices
- Enter miles from Airport to Property
- Click Submit to save work



Business Rules:

- 'Submit and Return' will save update and return user back to the Home Page. 'Submit and Continue' will save update and allow user to continue working.
- A "Success" message will appear acknowledging changes were applied to database
- Click OK
- Multiple Airport codes may be added by following steps 4 -8 above

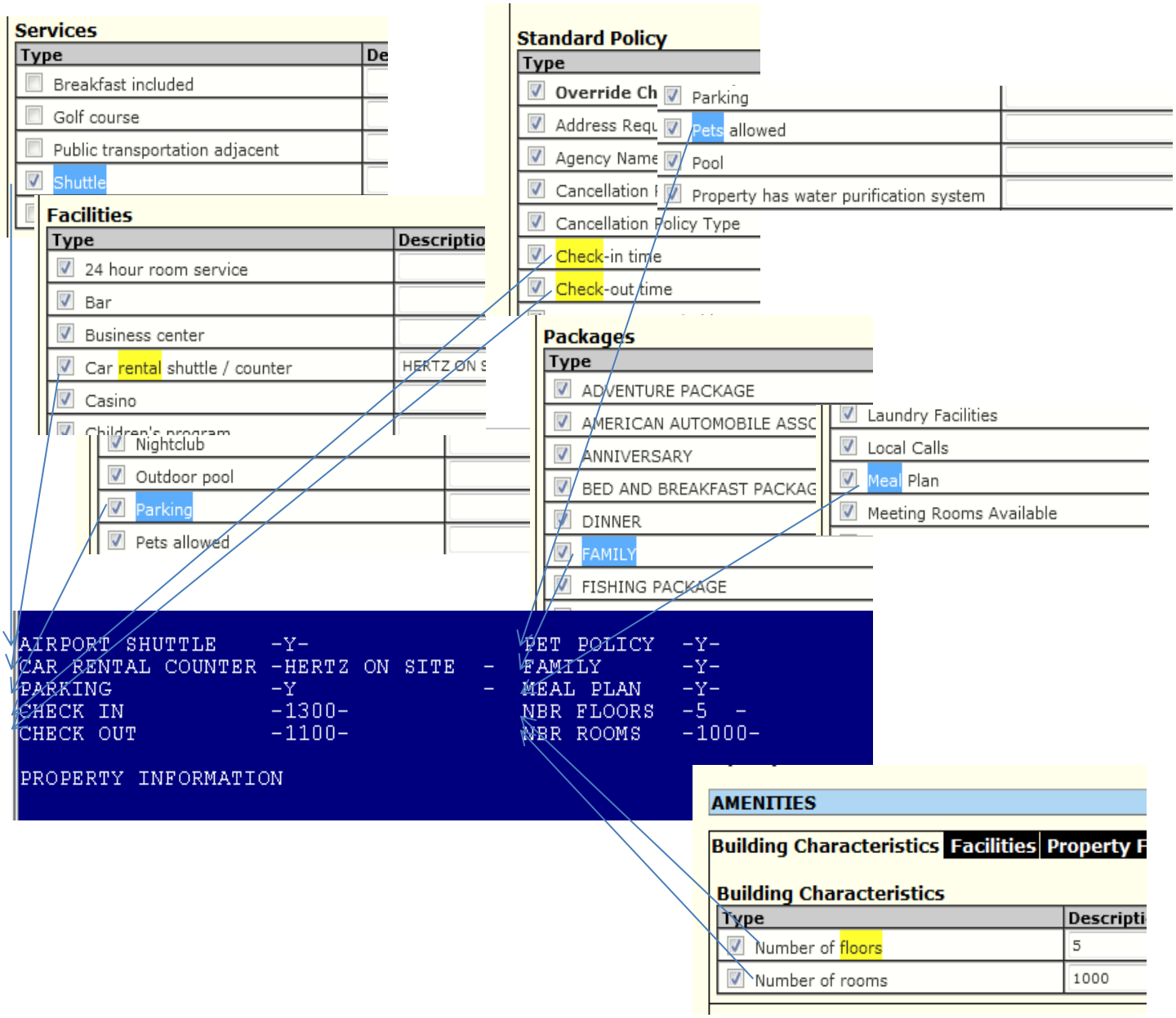
Return

Amenity Name	HOT format code	Update in GUI only	Description	Location in eHotels GUI
ADA Accessible	ADAA	X	ADA accessible (following US ADA standards)	Property Features
Adult-only	ADLT	X	Adult only hotel property (no children under 18)	Property Types
Balcony	BALC	X	Some rooms have Balcony	Room Traits
Business Center	BCTR		Dedicated business center on property	
Beach	BECH		Beachfront property	
Breakfast	BKST		Breakfast included for all rate plans	
Business Facilities	BUSN		Business facilities include meeting rooms, convention facilities, and dedicated business center	
In room Coffee/Tea	CFEE	X	In room Coffee/Tea makers	Room Traits
Convention	CONV		Has convention facilities on or attached to property	
Casino	CSNO		Has gambling facility or casino	
Data port	DATA		Property has data port in room - has internet access (dial up)	
Laundry	DCLN		Dry cleaning and/or laundry service at property	
Dining	DINE		Has a restaurant on-site	
Executive Floors	EXEC		Executive floors with complimentary services	
Fitness	FITN		Has a gym or workout room on site or within walking distance	
Spa	FSPA	X	Full service spa on property	Property Facilities
Hypoallergenic	HYPO	X	Rooms available that are cleaned to hypoallergenic standards all of the time	Room Traits
High-speed Internet	HSPD		High speed internet available in rooms	
Indoor Pool	INPL		Property has indoor pool	
Interior Corridors	INTR		Guest rooms are accessible only through interior corridor accessible via monitored lobby or other common area	
Jacuzzi	JACZ		Jacuzzi in some rooms at property	
Kids	KIDS		Has children's program, babysitting, video arcade, or playground	
Kitchen	KTCN		Property has some rooms with kitchen facilities	
Local calls	LCAL		Free local calls	
Meeting	MEET		Has meeting or conference room	
Mini-bar	MINI	X	Guest rooms have mini-bar	Room Traits

Amenity Name	HOT format code	Update in GUI only	Description	Location in eHotels GUI
No Adult Channels	NATV	X	No Adult Channels offered on TV	Room Traits
Non-smoking	NSMK		Has non-smoking rooms	
Outdoor Pool	OUPL		Property has outdoor pool	
Parking	PARK		Free parking offered at property	
Public Transportation	PBTR	X	Public transportation immediately in front, next to or behind property	Property Services
Pets	PETS		Property accepts pets in at least some of their guest rooms	
Pool	POOL		Has a pool, indoor or outdoor	
Recreation	RECR		Recreation includes golf, tennis, pool, and fitness facilities	
Refrigerator	RFRG	X	Guest rooms with refrigerator	Room Traits
Safe	RMSF	X	Guest rooms with in-room safe	Room Traits
Room Service	RMSV		Room service offered at property	
24-hour Room Service	RS24	X	24 Hour Room Service	Property Facilities
Restricted property access	RSTR	X	Restricted access to common areas during certain time (for example, lobby doors lock at midnight)	Property Facilities
Shuttle	SHTL		Free shuttle to/from airport.	
Ski in Ski out	SKIO	X	Property is accessible by skiing in addition to other modes of transportation	Property Facilities
Smoke-free	SMFR	X	Smoke Free property	Property Facilities
Smoking	SMOK	X	Smoking rooms available	Room Traits
Tennis	TENS		Has access to tennis courts on site or within walking distance	
Water Purification	WATR	X	Property utilizes a water purification system	Property Facilities
Wheelchair accessible	WCHR		Wheelchair accessible	
Free WIFI in meeting rooms	WFMR	X	Free WIFI in meeting rooms	Property Facilities
Free WIFI in public spaces	WFPS	X	Free WIFI in public spaces	Property Facilities
Free WIFI in room	WFRM	X	Free WIFI in room	Property Facilities

Return

Fixed Fields



Return