

Amadeus Car Reservation

User Guide

What's New In This User Guide?

The information in this document is taken from the Amadeus Car Reservation training module, edition 13.0 and updated with reference to the Amadeus Online Help. It contains briefer explanations than the training module and includes one or more example entries where appropriate.

© 2008 Amadeus s.a.s.
All Rights Reserved.
Edition 2.0 Job Number: 2046

Published by:

Amadeus Educational Systems and Services

email: ess.doc@amadeus.com

March 2008

Table of Contents

Before You Start	1
-------------------------------	----------

Chapter 1

Introduction to Amadeus Car Reservation.....	3
Amadeus Car Reservation Database	3
Manual Updates	3
ATPCO	4
Batch Data Update (BDU)	4
Direct Data Update	4
Point of Sale	4
Access Levels.....	5
Amadeus Car Reservation Complete Access Plus (+).....	5
Amadeus Cars Complete Access (/)	5
Amadeus Cars Standard Access ()	5
Voucher Validation	6
Amadeus Information Pages	6
Encoding and Decoding Car Rental Companies	6
Amadeus Message Queue	7
Scrolling Commands in Amadeus Cars.....	7

Chapter 2

Car Availability and Rates Display.....	9
Multi-Company Availability and Rates Display	9
Explanation of a Multi-Company Availability Display	10
Specifying Dates and Times.....	14
Single-Company Availability and Rates Display	15
Explanation of a Single-Company Availability and Rates Display.....	16
Car Availability and Rates from a Flight Segment	21
Car Codes	23
Rate Categories and Rate Plans	25
Rate Categories.....	25
Rate Plans	26
Requesting Specific Rate Categories and Rate Plans.....	26
Car Availability Option Codes.....	29

Chapter 3

Car Rate Features	33
Requesting from an Availability and Rates Display	34
Header Information.....	35
Rate Features Information.....	35
Requesting from a PNR Segment	37

Car Rate Features Display Without Estimated Totals	37
Chapter 4	
Car Terms	39
Chapter 5	
Car Policy Display	41
Selecting Policy Information	42
Re-optioning a CPO Display.....	44
Chapter 6	
Car Sell	45
Car Sell from an Availability and Rates Display	46
Car Sell from a Flight Segment	50
Multi-Segment Sell	52
Direct Car Sell	54
Car Sell from a Car Rate Features Display	55
Car Sell from a Car Terms Display	56
Car Sell Option Codes.....	57
Character Restrictions for Car Sell Options	61
Which Options Can Be Used with Which Entries?.....	62
Special Equipment.....	63
Decoding Special Equipment	64
Double-Dash Feature	65
Alternate Confirmation Entry	66
Segment Modification of Amadeus Cars Complete Access Bookings	68
Rate Return of Negotiated Rates	68
Chapter 7	
Amadeus Direct Access	69
Chapter 8	
Car Location List	71
Car Sell from a Car Location List.....	74
Requesting Other Displays.....	75
Chapter 9	
Modifying Car Segments	77
Changing Elements in a Car Segment	78
Deleting Elements from a Car Segment	80
Canceling a Car Reservation.....	80
Override Option	81
Index	83

Before You Start

This user guide is intended for Amadeus Commercial Organizations (ACO) and system user airline staff attending Amadeus functionality training courses.

The information in this document is very brief. We give you an introduction to each of the major features of the product or area concerned and tell you which entry to make to obtain detailed information in the Amadeus Online Help. The entry is indicated on the first line after the topic title (and where necessary in the text). For example:

HE PRO

If you are required to make two entries, one to access a help subject area and the second to display a specific page, we indicate the page after a comma as follows:

HE PRO, GP PNE

Note: Spacing between the components of an entry is optional unless otherwise specified. It is used in this guide to improve clarity and readability.

Chapter 1

Introduction to Amadeus Car Reservation

THE CAR, GP INT

Amadeus Car Reservation offers detailed availability and rates information for car rental companies worldwide. Automated rule checks and easy-to-access company policies assist in determining the correct rate for a booking.

Intuitive transaction codes and simple ways of moving between displays help you to easily find useful information. Whether you obtain a rate from an availability display or by directly selling with discount numbers, Amadeus provides you with all the necessary details to make an informed choice.

In various countries, you can issue an Amadeus Cars Paper Voucher to accompany the customer's rental. These vouchers can be used as full or partial payment for the car rental period, depending on the agreement with the car provider.

Amadeus Car Reservation Database

All car providers provide rates and car availability in the Amadeus Car Reservation database. The individual car provider has to update and maintain the data. Car rental companies can also provide the information directly from their own reservation systems. This is known as seamless availability.

Car providers have several different means of updating the Amadeus Car Reservation database. Amadeus provides a training course to car provider staff responsible for making these updates.

Manual Updates

Providers have an Amadeus terminal or a terminal emulation in their offices from which the Amadeus database can be reached for manual updates. Interactive panels with fields to be filled in allow the providers to enter information about rates, rules, and conditions. The updates can be performed at any time.

The advantage of this type of update format is that the updates can be done at any time, but, depending on the provider's rate structure, the building and maintenance of the database can sometimes be time-consuming.

ATPCO

The Airline Tariff Publishing Company (ATPCO) is a company that enables car providers to update various Global Distribution Systems (GDS) with the same information automatically. This means that the car providers create a subset of their database in ATPCO, which then sends updates to Amadeus. For this the providers need to have access to ATPCO.

The advantage of this type of update format is the time saving factor for the car providers as information can simultaneously be sent to all GDSs. The providers using this update format usually fine-tune the information that goes into the database because ATPCO charges them for all updates.

Batch Data Update (BDU)

Batch Data Update is used by AVIS to update the Amadeus Car Reservation database. As with ATPCO, information is sent to Amadeus once a day (at approximately 01:00 GMT), and the data format is the same as for the ATPCO file, except that the information only comes from AVIS and only contains updates to the rates. (The ATPCO file contains a variety of information, such as rates, rate codes, rules, and point-of-sale information.)

Direct Data Update

Direct Data Update provides an EDIFACT interface between Amadeus and the provider. Here messages are exchanged for the update of the database on a continuous basis; they are triggered automatically from the car provider. Updates are performed whenever necessary.

Here the advantage is the timely manner in which updates can be performed. Changes to rate availability can be transmitted to Amadeus without great time delays, keeping both databases very much in synchronization with each other.

It can still happen however that a rate is not available when booked. The provider that supports rate return can then return a different rate or suggestion. In this case you will receive a warning message that an alternative rate has been confirmed, either higher or lower.

Point of Sale

Providers can direct their rates to a certain audience by loading the rates with a point of sale. This means that rates can vary depending on the physical location of the agent's terminal.

Point-of-sale information can be limited to a country or state, to a specific city, and to a specific corporation.

Access Levels

HE CAR, GP AVA

There are three access levels. Each level is associated with a symbol that allows you to identify it on the screen displays.

Amadeus Car Reservation Complete Access Plus (+)

1T ZE+HERTZ	MCMN	+14.18@	112.47@	UNL	.00	!!C V
-------------	------	---------	---------	-----	-----	-------

The plus sign (+) between the car provider code and the car provider name indicates that the chain has Amadeus Cars Complete Access Plus and can return data seamlessly from its own reservation system.

When a booking is made, the car provider returns a confirmation number and other information before end of transaction. Amadeus sends an indicator to the car provider if the booking has been made from an Amadeus Cars Complete Access Plus display. Otherwise, the booking does not differ from the processing for Amadeus Cars Complete Access.

Amadeus Cars Complete Access (/)

90 RR/PRACTICAL	MCMN	11.87@*		UNL	.00	!!! V
-----------------	------	---------	--	-----	-----	-------

The slash symbol (/) between the car provider code and the car provider name indicates that the chain has Amadeus Cars Complete Access only and that data on all availability and rates displays (both single- and multi-property availability and rates displays) comes from the Amadeus database. All rates and availability data loaded in the database is maintained entirely by the car provider concerned, either manually or via an automated process.

Car sell messages are sent immediately to the car provider via high-speed communication links (known as type A). In the event of a type A link interruption, communication between Amadeus and the hotel chain is assured via a teletype link (known as type B). Car rental companies return confirmation numbers and other data before end of transaction.

Amadeus Cars Standard Access ()

120 AC WOODS CAR	ECMN	16.75@*		UNL	.00	!!! V
------------------	------	---------	--	-----	-----	-------

The blank space between the car provider code and the car provider name indicates that the company has Amadeus Cars Standard Access only and that data on all availability and rates displays comes from the Amadeus database (as loaded by the car provider).

There are two types of Amadeus Cars Standard Access for cars:

- Automated Amadeus Cars Standard Access

The confirmation number is returned via teletype, using an automated process in the car provider's system.

- Manual Amadeus Cars Standard Access

The booking is handled manually by the car provider to issue the confirmation number.

For both types the booking is sent to the car provider via a teletype link. The confirmation number is returned after end of transaction. All rates and availability data loaded in the distribution system is maintained entirely by the car provider concerned, either manually or via an automated process.

Voucher Validation

HE CAR, GP VOU

GG CAR

In some countries it is possible to issue Amadeus Cars Paper Vouchers for a car rental in accordance with the car provider.

The car voucher is similar to an airline ticket. The customer uses it to show that he or she has reserved, and paid for, the rental car. You can:

- Add voucher elements to the PNR in Amadeus
- Display vouchers on screen (only before end of transaction)
- Print vouchers
- Issue an e-voucher

Amadeus Information Pages

HE GG

Amadeus Information Pages includes pages for each car provider. These pages contain information about location policies, company information, special programs, and other topics. The general Car information page lists the access types available in Amadeus. To display this page, enter:

GG CAR

For a current listing of all car providers available through Amadeus, beginning with the letter A, enter:

GG CAR A

To retrieve the pages for a specific car provider add the two-letter company code. For example:

GG CAR ZI

These pages will help you when you wish to make a car reservation or look for information.

Encoding and Decoding Car Rental Companies

HE CON, GP ENC

The decode and encode transactions include an option to decode and encode car rental companies.

To encode a car provider's name, enter for example:

DNC AVIS

System Response:

DNCAVIS			
ZI	AVIS	- VARIOUS	(COMPLETE ACCESS PLUS)
	MORE INFORMATION	GGCARZI	

To decode a two-letter car provider code, enter for example:

DNC EP

System Response:

DNCEP			
EP	EUROPCAR	- VARIOUS	(COMPLETE ACCESS PLUS)
	MORE INFORMATION	GGCAREP	

Amadeus Message Queue

HE QUE, GP PLA

Each provider and all end users of Amadeus can use the Amadeus Queues functionality. A particularly useful function is the message queue which enables travel agents and airline users to communicate directly with providers and vice versa.

Scrolling Commands in Amadeus Cars

HE GEN, GP SCR

There are three basic situations where you can use the scrolling commands to change the information on your screen:

- To browse information that exceeds one screen in length
- To switch between the different displays
- To modify a display

Do not confuse this with the use of options. You use options in a much wider sense to search for specific car information and to display the information in a way that suits you.

The following table describes the scrolling commands you can use for Amadeus Car Reservation.

Table: Scrolling Commands for Amadeus Car Reservation

Entry	Explanation
M MD	Move down to the next screen of information
MU	Move up to the previous screen of information
MT	Move to the top of the availability display
MB	Move to the bottom of the availability display
MN	Move the pick-up date only to the next day

Entry	Explanation
MY	Move the pick-up date only to yesterday
MP	Redisplay a cleared screen
MPCA	Move to the previous Car Availability, same position (After a Long Sell entry, the display stays active.)
MUCA	Move up to the previous Car Availability display and scroll up one screen
MTCA	Move to the previous Car Availability display and scroll to the top
MPCT	Move to the previous Car Terms display

Chapter 2

Car Availability and Rates Display

HE CAR, GP AVA

A car availability and rates display shows you the availability status and rates of the car types carried at a specified location.

The rates are displayed in the currency of your location, but sold in whichever currency the rates were loaded. For example, you are a French travel agent viewing car rental rates for New York's Kennedy airport. You see the rates in euros, but when you make a sell request, the car is sold in the currency in which it is stored in the car provider's reservation system.

Multi-Company Availability and Rates Display

HE CA

A multi-company display shows you a list of all car rental companies in or near the airport you specify in your entry. If you want to see rates at non-airport rental offices (for example, in the city centre) request a car location list. See *Car Location List* on page 71 for more information.

A multi-company display can show two types of rates:

- The Plan Rate

This is the basic amount used to calculate the base rate for a rental. The plan rate can be daily, weekend, weekly, or monthly. It may include certain charges (such as insurance cover and state tax, for example).

- The Estimated Total Rate

Providers with Amadeus Cars Complete Access Plus can return an estimated total rate. This is the total price of the rental. The estimated total rate comprises the base amount together with the mandatory charges applicable to the plan rate.

The lowest estimated total is at the top of the list.

If no rate category is included in the request, the displayed rates are standard or promotional category rates. For information about rate categories, see *Rate Categories and Rate Plans* on page 25.

When car providers return an estimated total rate, the multi-company display is split into two parts:

- The upper part of the multi-property display lists rates from lowest to highest for which an estimated total is provided. In this part both plan rates and estimated totals are shown.
- The lower part of the display shows plan rates from lowest to highest for which no estimated total is given. The rates in this part come from either rental companies with Standard or Amadeus Cars Complete Access (for whom rates only come from the Amadeus Car Reservation database), or from companies in Amadeus Cars Complete Access Plus that do not want to or cannot currently return an estimated total.

For each company listed, the lowest special rate is displayed.

If no car providers return an estimated total, the display will not be split. Only plan rates will be shown. The list will be ordered with the lowest plan rate at the top.

Explanation of a Multi-Company Availability Display

To request a basic multi-company display, enter, for example:

CAJFK1DEC-4/ARR-1800-0800

CA	Car availability transaction code
JFK	3-character airport code
1DEC-4	Pick-up date, dash and the number of days rental
/ARR-	Slash, arrival indicator and dash
1800	Pick-up time
-0800	Dash and the drop-off time

The airport code and pick-up and drop-off times are mandatory. Times can be entered in either 24-hour or 12-hour format. The dates are optional. When you do not specify a date, the system assumes the current date of the pick-up location and a one-day rental period. See *Specifying Dates and Times* on page 14. The system response, shown below, remains active for 10 minutes. After this time you must re-enter the availability request.

System Response:

```
CAJFK1DEC-4/ARR-1800-0800
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
JFK NEW YORK/NY/US:JOHN F KENNEDY
ARRIVAL:MO01DEC0x/18:00 RETURN:FR05DEC08/0x:00
  A TYPE      DAILY-EUR ESTIMATED-EUR KM/M  CHRG  STC V
1T ZD+BUDGET    ECAR    +43.20 *    172.80 *    UNL    .00  STC V
2T EP+EUROPCAR ECAR    +51.22@    204.91@    UNL    .00  STC V
30 ET+ENTERPRISE ECAR    +43.61@*    216.12@*    UNL    .00  !  V
4T ZI+AVIS      ECAR    +42.92@*    216.27@*    UNL    .00  !!C V
5T ZR+DOLLAR    ECAR    +44.99@*    229.55@*    UNL    .00  !!  V
6T ZE+HERTZ     ECAR    +67.33@*    269.30@*    UNL    .00  STC V
7T ZL+NATIONAL  ECAR    +65.07@*    327.87@*    UNL    .00  !!! V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
--EXACT MATCH    &-UPSELL      >-ALTERNATE
NO MORE ITEMS
>
```

The first line of the response repeats your entry, and the second line tells you what type of display it is. You are also reminded that you can check policies using

the car terms (CT) entry for Amadeus Cars Complete Access providers, and the Car Rate Features (CR) entry for Amadeus Cars Complete Access Plus providers.

```
CAJFK1DEC-4/ARR-1800-0800
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
```

Amadeus Car Reservation allows you to obtain location policy information regarding tax, policy, surcharge, and vehicle type, without having to refer to a car rate availability display. See *Car Policy Display* on page 41 for more information.

The next line displays the three-character airport code, city name, country code, and airport name.

```
JFK NEW YORK/NY/US:JOHN F KENNEDY
```

The next line displays the arrival and return information, showing the two-character day of the week indicator, and the pick-up and drop-off dates and times.

```
ARRIVAL:MO01DEC0x/18:00 RETURN:FR05DEC08/0x:00
```

The remainder of the display contains rate information. The list of rates has two parts. First of all the companies that return estimated total rates:

	A	TYPE	DAILY-EUR	ESTIMATED-EUR	KM/M	CHRG	STC	V
1T ZD+BUDGET		ECAR	+43.20 *	172.80 *	UNL	.00	STC	V
2T EP+EUROPCAR		ECAR	+51.22@	204.91@	UNL	.00	STC	V

This is followed by plan rates from companies that do not return estimated totals. All of the providers in the above example return an estimated rate.

The following table explains each of the columns in a Car Availability and Rates display.

Table: Availability and Rates Information

Component	Description
A Blank	Availability Column A blank in this column means that cars are available at the rate shown. The letter R in this column means cars are available on request. This is rather rare, but happens for certain vehicle groups (especially mini-vans during busy holiday weekends) when the provider wants the booking to be a manual booking so that they can make sure that a vehicle is available. Closed status cars are not displayed.
TYPE ECAR	Car Type Column Car Type See <i>Car Codes</i> on page 23 for information about car types.
DAILY-EUR	Rate Plan and Currency Column The rate plan may be daily, weekly, monthly, or weekend. See <i>Rate Plans</i> on page 26.

Component	Description
+42.92@*	<p>Plan Rate</p> <p>The daily plan rate for the car type ECAR is 42.92 euros. This rate is used to calculate the base rate. It may include additional charges.</p> <p>+ Indicates that it is an Amadeus Cars Complete Access Plus rate.</p> <p>* Indicates that extra charges (by the hour or day) may apply.</p> <p>The @ Indicates that the rates have been converted from the currency in which they are loaded to the currency of the display</p>
ESTIMATED-EUR	<p>Estimated Total Rate Column</p> <p>This column is present if one or more car providers return an estimated total.</p>
216.27@*	<p>Estimated Total Rate</p> <p>Rates are listed with the lowest rate at the top. An estimated total can include the following charges:</p> <ul style="list-style-type: none"> • The base rental rate (which may include certain charges) • Mandatory charges (for example, airport fees) • Mandatory insurance coverage • The one-way fee (if applicable) • Taxes <p>To see what is included, you request a car rate features display by entering CR plus the line number. See <i>Car Rate Features</i> on page 33 for more information.</p> <p>Note: If Amadeus Cars Complete Access Plus times out, you will find these companies in the bottom half of the display, and there will not be an estimated total.</p>
KM/M UNL	<p>Mileage Column</p> <p>This is the number of free kilometres or miles included in the rate. UNL means unlimited mileage.</p>
CHRG .00	<p>Mileage Surcharge Column</p> <p>This is the surcharge for each kilometer or mile in excess of the number of free miles. In this case it is zero because unlimited mileage is included in the rate.</p>
STC	<p>Additional Charges Columns</p> <p>The columns are:</p> <p>S Surcharges</p> <p>T Taxes</p> <p>C Coverage</p>
STC !!C	<p>The presence of S, T, or C in these columns indicates that the plan rate offered already includes surcharge, tax, and coverage respectively.</p> <p>The presence of one or several exclamation marks (!) indicates that surcharge, tax, or coverage is either optional or is mandatory but is not included in the estimated rate.</p> <p>To obtain detailed information about what is included in the rates, request a car terms display for Amadeus Cars Standard Access and Amadeus Cars Complete Access providers or a car rate features display for Amadeus Cars Complete Access Plus providers. For more information, see <i>Car Terms</i> on page 39.</p>

Component	Description
V V	<p>Vehicle Information Column</p> <p>The presence of the letter V in this column indicates that information is available about the vehicle on offer.</p> <p>To obtain general information about the make and model of car corresponding to the car types in a display, request the car location policy for the company and airport concerned. Enter, for example:</p> <p>CPOZIJFK/VEH</p> <p>For more information about requesting car location policy, see <i>Car Policy Display</i> on page 41.</p>
IT	<p>Line number and location of the car provider's office</p> <p>The letters indicate:</p> <p>T On the airport terminal premises. This means the company has a booth in the airport.</p> <p>O Off the terminal premises. This means that there is a shuttle bus to take you to the rental office, which is near the airport.</p>
EP+EUROPCAR	<p>The car provider's code, access level, and company name</p> <p>The access level indicators are:</p> <p>+ Amadeus Cars Complete Access Plus</p> <p>/ Amadeus Cars Complete Access</p> <p>Blank Amadeus Cars Standard Access</p>

Amadeus Cars Complete Access Plus car providers have only a few seconds in which to return their availability and rates to the multi-company display. If no response has been received within this time, Amadeus displays information taken from the Amadeus Car Reservation database (without estimated totals) in the lower part of the screen.

In the following example, the Amadeus Cars Complete Access Plus provider Amadeus TRN has not responded quickly enough, therefore only a plan rate obtained from the Amadeus Car Reservation database is shown (no + sign appears in front of the rate):

9T AH+AMADEUS TRN R MCMN	227.56@*	UNL	.00	!!! V
--------------------------	----------	-----	-----	-------

If an Amadeus Cars Complete Access Plus provider returns a seamless rate (from its own reservation system), but does not return an estimated total, its rates appear in the bottom part of the display; only a plan rate is displayed. The company Alamo in the following example illustrates this. The + sign in front of the plan rate indicates that the rate is seamless:

11T AL+ALAMO	CCMN	+344.14@*	UNL	.00	STC V
--------------	------	-----------	-----	-----	-------

The last lines of the multi-company availability display remind you what the various symbols and letters mean. If there are additional car providers to display, the word **MORE** appears at the bottom of the screen. To see additional screens of information, use the scrolling command **M**. For instructions about scrolling see *Scrolling Commands in Amadeus Cars* on page 7.

```
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
--EXACT MATCH    &-UPSELL    >-ALTERNATE
NO MORE ITEMS
```

Specifying Dates and Times

To request specific dates, enter, for example:

CAFRA11DEC-13DEC/ARR-1000-1800

-or-

CAFRA11DEC-2/ARR-1000-1800

CAFRA	Car availability transaction code and airport code
11DEC-13DEC	Pick-up date, dash and drop-off date
	or
-2	Dash and the number of rental days
/ARR-1000-1800	Slash, the arrival indicator, dash, arrival time, dash and return time
	All times entered are assumed by the system to be local times at the rental location

Note: Arrival and return times are mandatory.

Here are some examples of how to use the 12-hour clock format:

CAFRA11DEC-13DEC/ARR-10A-6P

-or-

CAFRA11DEC-2/ARR-10A-6P

If you do not enter a date, the system assumes the current date at the pick-up location, and a one-day rental. All times entered are assumed to be local times at the rental location.

Single-Company Availability and Rates Display

HE CA

To request an availability and rates display for a specific company, include the two-character company code in the entry. For example, to request car availability for AVIS (ZI) in Frankfurt on December 10, specifying a 9 a.m. pick-up and drop-off time, enter:

CAZIFRA10DEC-2/ARR-0900-0900

CA Car availability and rates transaction code
ZI Two-character car provider code
FRA Location code
10DEC-2 Pick-up date, dash and the number of rental days
/ARR-0900-0900 Slash, arrival indicator, dash, pick-up time, dash and return time

Note: For a single-company display, you can enter either an airport code or a downtown location code.

A single-company availability display shows all car types and rates offered by the company concerned at the specified location. If the provider has Amadeus Cars Complete Access Plus, the display may include estimated total rates.

In a single-company availability display containing data from the distribution system (non-Amadeus Cars Complete Access Plus), the rates are displayed from the lowest to the highest rate. For Amadeus Cars Complete Access Plus providers, the car provider decides in which order to display the rates. They are not necessarily displayed from lowest to highest. For negotiated rates, the provider may choose to leave the rate amount blank, as shown in the following example:

TYPE	A	WEEKEND-EUR	ESTIMATED-EUR	KM/M	CHRG	RCODE	STC	VPGDY
1	MCMN	37.66 *	116.58 *	UNL	.00	9EI	!TC	V G
WEEKEND SAVER								

In order to see your own negotiated rates, you can specify the corporate ID or the customer ID in a single-company availability request to an Amadeus Cars Complete Access Plus provider. You can use the /TC- option to specify corporate and customer IDs.

If you do not enter a date, the system assumes the current date at the pick-up location and a one-day rental. All times entered are assumed to be local times at the rental location.

Explanation of a Single-Company Availability and Rates Display

HE CAR, GP AV2

The following illustrations are of single-company availability displays. Here we describe the display for a provider with Amadeus Cars Complete Access Plus. For information about Amadeus Cars Standard Access and Amadeus Cars Complete Access see **HE CAR, GPAV2**.

For Amadeus Cars Complete Access Plus the data in a display comes directly from the car provider's own reservation system. It is up-to-the-minute information. Here is an example of an Amadeus Cars Complete Access Plus Display:

```

CAZIFRA8DEC-2/ARR-0900-0900
*** AVIS          COMPLETE ACCESS PLUS RATE AVAILABILITY ***
ZI+FRANKFURT     /DE      FRAT01      OPENING HOURS:06:00 -24:00
FLUGHAFEN FRANKFURT
ARRIVAL:MO08DEC08/09:00  RETURN:WE10DEC08/09:00
AVIS THANKS YOU FOR YOUR BUSINESS
      AND FOR USING AMADEUS COMPLETE ACCESS PLUS
                                CHECK POLICIES: USE CR
  TYPE  A   DAILY-EUR  ESTIMATED-EUR  KM/M   CHRG      RCODE  STC  VPGDY
  1  MCMR      50.00 *    144.59 *  UNL     .00       M7I   !!C  V  G
                                PROMOTION 1
  2  ECMR      50.92 *    147.19 *  UNL     .00       M7I   !!C  V  G
                                PROMOTION 1
  3  CCMR      58.66 *    169.11 *  UNL     .00       M7I   !!C  V  G
                                PROMOTION 1
  4  ICMR      66.39 *    191.01 *  UNL     .00       M7I   !!C  V  G
                                PROMOTION 1
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY
--EXACT MATCH    &-UPSELL    >-ALTERNATE
P-ADVANCE PAYMENT G-GUARANTEE D-DEPOSIT  Y-POLICY INFORMATION
MORE
>

```

Header Information

Here is the header from the above display.

```
CAZIFRA8DEC-2/ARR-0900-0900
*** AVIS          COMPLETE ACCESS PLUS RATE AVAILABILITY ***
ZI+FRANKFURT     /DE      FRAT01      OPENING HOURS:06:00 -24:00
FLUGHAFEN FRANKFURT
ARRIVAL:MO08DEC0x/09:00   RETURN:WE10DEC0x/09:00
AVIS THANKS YOU FOR YOUR BUSINESS
                    AND FOR USING AMADEUS COMPLETE ACCESS PLUS
                                                CHECK POLICIES: USE CR
```

The following table explains the information contained in the header.

Table: Explanation of Header for Amadeus Cars Complete Access Plus

Component	Description
CAZIFRA8DEC-2/ARR-0900-0900	The entry made to request the single-company availability display.
*** AVIS COMPLETE ACCESS PLUS RATE AVAILABILITY ***	Indicates that the data comes from the car provider's own reservation system.
ZI+ FRANKFURT /DE FRAT01 OPENING HOURS:06:00 -24:00	This line contains information about the rental office. The car provider's code, office name, and the location of the office (country, airport and terminal - Germany, Frankfurt terminal 1), and the office opening hours. Note: If the airport is in a state, the state code is appended. For example, if the airport is Miami: /US/FL
FRANKFURT APT TERMINAL 1	The airport name and terminal number.
ARRIVAL:MO08DEC0x/09:00 RETURN:WE10DEC0x/09:00	Pick-up and drop-off dates and times.
AVIS THANKS YOU FOR YOUR BUSINESS	This is a marketing message coming directly from the car provider's reservation system.
CHECK POLICIES: USE CR	A reminder to check car rate features for the breakdown of the estimated totals.

Car Rates Information

The following illustrations show part of the rate information from each type of display:

Amadeus Cars Standard Access and Amadeus Cars Complete Access

TYPE	A	DAILY-EUR	STC	V	KM/M	CHRG	ADV	RCODE
1	MCMN	16.66@*	!!!	V	UNL	.00	24H	LOUD1
2	ECMN	19.69@*	!!!	V	UNL	.00	24H	LOUD1
3	CCMN	22.72@*	!!!	V	UNL	.00	24H	LOUD1
4	ECAN	24.24@*	!!!	V	UNL	.00	24H	LOUD1

Amadeus Cars Complete Access Plus

TYPE	A	DAILY-EUR	ESTIMATED-EUR	KM/M	CHRG	RCODE	STC	VPGDY
1	MCMN	46.00 *	127.66 *	UNL	.00	1JI	!!C	V G
				EASY EUR EARLY				
2	ECMN	50.00 *	138.52 *	UNL	.00	1JI	!!C	V G
				EASY EUR EARLY				
3	CCMR	57.00 *	157.52 *	UNL	.00	1JI	!!C	V G
				EASY EUR EARLY				
4	ICMR	84.00 *	230.81 *	UNL	.00	1JI	!!C	V G
				EASY EUR EARLY				

Table: Explanation of Rate Information Components

Component	Description
TYPE 1 MCMN	Car-Type Column This column displays the line number and the four-character car-type code.
A Blank	Availability Status Column A blank in the availability status column indicates that the car is available. The letter R in this column indicates that the car is on request. Car types with a closed status are not displayed.
DAILY-EUR 16.66@* 48.00 * @ *	Rate Plan Column This column indicates the rate plan and currency. The rate plan is based on the rental period, and can be daily, weekly, monthly, or weekend. The @ sign indicates that the rates have been converted from the currency in which they are loaded to the currency of the display. The asterisk appears next to the rate to indicate that extra charges, either by the hour or the day, can apply to the rate.
ESTIMATED-EUR (Amadeus Cars Complete Access Plus only) 130.06	Estimated Totals Column This column indicates the total cost of the rental, and the currency. Only Amadeus Cars Complete Access Plus availability displays show estimated totals. The estimated cost of this rental is 130.06 euros. However, taking line 1 as an example, extra charges may be incurred, because there is an * to the right of the amount. To see the breakdown of the costs, request a car rate features display. If the rate is a negotiated rate, the car provider may choose not to return a monetary value. In this case the second line of the rate information usually indicates that it is a negotiated rate.

Component	Description
STC	<p>Additional Charges Column</p> <p>The columns are:</p> <ul style="list-style-type: none"> S Surcharges T Taxes C Coverage
!!!	<p>For Amadeus Cars Standard Access and Amadeus Cars Complete Access, an exclamation mark (!) in any of these columns indicates that information about these charges can be found in the car terms (CT) display.</p>
!!C	<p>For Amadeus Cars Complete Access Plus you may also see one of the letters S, T, or C. This means that the corresponding charge is included in the base rate. To see the breakdown of charges and of the estimated total, request a car rate features (CR) display.</p> <p>The presence of one or several exclamation marks (!) indicates that surcharge, tax, or coverage is either optional or is mandatory but is not included in the estimated rate.</p>
V	<p>Vehicle Information Column</p> <p>The letter V in this column indicates that information about the vehicle types on offer can be seen in the car terms display, for Amadeus Cars Standard Access and Amadeus Cars Complete Access car providers. Vehicle type information can also be seen in the car rates features display for Amadeus Cars Complete Access Plus car providers.</p>
KM/M UNL	<p>Kilometre or Mileage Column</p> <p>This column indicates the number of kilometres or miles allowed for that rate.</p> <p>UNL indicates unlimited. When a specific number of kilometres or miles apply to that rate, the number is entered here followed by either a K (kilometres) or M (miles).</p>
CHRG .00	<p>Extra Kilometre or Mileage Column</p> <p>This column indicates the charge made per additional kilometre or mile, above the amount in the above column.</p> <p>The mileage is unlimited, therefore, 00 appears here.</p>
ADV	<p>Advance Booking Requirement Column, for Amadeus Cars Standard Access and Amadeus Cars Complete Access car providers only.</p>
Blank	<p>A blank indicates that an advance booking time limit is not a requirement. When the rate is subject to advance booking, the column can show the number of days (D) or hours (H) before the pick-up time that payment must be received.</p>
RCODE	<p>Rate Code Column</p> <p>This column shows the applicable rate code.</p>
LOUD1	<p>LOUD1 is the rate code for all rates in the Amadeus Cars Complete Access example. To see details of the rate, you request a car terms display.</p>

Component	Description
IJI	3 VI is the rate code for the Amadeus Cars Complete Access Plus example. To see details of the rate, you request a car rate features display.
EASY EUR EARLY	Rate code description In an Amadeus Cars Complete Access Plus display there is a second line available that car providers can use to display marketing information about the rate. If no text is sent by the provider this line is left blank.
V	Vehicle Information Column
PGDY	<p>Conditions and Policy Column</p> <p>These columns are only present on Amadeus Cars Complete Access Plus single-company availability displays. The columns are:</p> <ul style="list-style-type: none"> P Advance payment G Guarantee D Deposit Y Policy <p>The presence of one of these letters in the corresponding column means that the item concerned is applied to the rate. You should check car rate features to know what the conditions and policies are.</p>

Car Availability and Rates from a Flight Segment

HE CA

You can request a car availability and rates display for a multi or single-company by referring to a flight segment in a PNR. This can be done before or after end transaction (ET).

```
RP/NCE1A0900/NCE1A0900          ST/SU  8APR0x/1150Z  YUKV5H
1.THOMAS/STELLA MARIA MS
2  BD 194 C 01DEC 3 NCELHR HK1      2  1115 1225  *1A/
3  BD 193 C 08DEC 3 LHRNCE HK1      1  0730 1030  *1A/
4 AP FRA 69686968-B
5 AP STHOMAS@BEEZY.NET-E
6 TK OK21NOV/NCE1A0900
```

To request a car multi-company availability and rates display for London, enter:

CAS2

CA	Car availability and rates transaction code
S	Segment indicator
2	Flight segment line number

System Response:

```
CAS2
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
LHR LONDON/GB:HEATHROW
ARRIVAL:MO01DEC0x/12:25 RETURN:MO08DEC0x/06:30 INCLUSIVE
      A TYPE WEEKLY-EUR ESTIMATED-EUR KM/M CHRG STC V
1T ZL+NATIONAL MCMN +158.75@* 158.75@* UNL .00 STC V
2T ZD+BUDGET ECMR +161.44@* 161.44@* UNL .00 TC V
3O SX+SIXT ECMN +140.99@ 165.66@ UNL .00 S!! V
4O ZT+THRIFTY MCMN +118.72@ 172.86@ UNL .00 !!! V
5T AL+ALAMO MCMN +183.35@* 183.35@* UNL .00 STC V
6T ZR+DOLLAR CCAR +135.94@* 193.09@* UNL .00 !! V
7T ZE+HERTZ ECMN +123.65@* 193.71@* UNL .00 !!C V
8T ET+ENTERPRISE MBMN +146.64@* 194.71@* UNL .00 ! V
9T ZI+AVIS ECMN +204.60 * 217.74 * UNL .00 TC V
10T EP+EUROPCAR R EBAN +966.58@ 1146.25@ UNL .00 S!C V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
--EXACT MATCH &-UPSELL >-ALTERNATE
OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS
NO MORE ITEMS
>
```

The system automatically applies pick-up and drop-off dates and times to the car availability and rates display as follows:

- The pick-up date is the date of the flight arrival.
- The pick-up time is the flight arrival time.
- The drop-off date is the date of departure of the next flight segment.
- The drop-off time is one hour before the flight departure time of the next flight segment.

If there is no flight segment immediately following the segment you referenced in your entry, the system automatically assumes a one-day rental and prompts you to specify the return time.

To add a return time to your entry, enter, for example:

CAS2/RT-2000

To specify a longer than one-day rental, add the drop-off date or number of days by entering, for example:

CAS2-28/RT-2000

-or-

CAS2-29DEC/RT-2000

You can also override the system defaults using options.

Table: Options to Override the System Defaults

Entry	Description
/ARR-	Arrival Time
/PUP-	Pick-up Location
/DT-	Pick-up Date
/DO-	Drop-off Location
/DD-	Drop-off Date

To request a single-company availability and rates display from an itinerary, add the car provider's code. Enter, for example:

CAZES2

You can also add a return time and drop-off date to your entry if required.

Car Codes

HE CAR CODES

Each car-type code consists of four letters, one letter from each of the following categories: class, type, shift, and air-conditioning. The following tables show the codes.

Table: Car Class Codes

Code	Car Class
M	Mini
E	Economy
C	Compact
S	Standard
I	Intermediate
F	Full Size (Four-door)
P	Premium
L	Luxury
X	Special
D	Four-Door
J	All Terrain
P	Pick Up
K	Truck

Table: Car Type Codes

Code	Car Type
B	Two-Door
C	Two- or Four-Door
W	Station Wagon
V	Van (6 or more passengers)
L	Limousine
R	Recreational
S	Sports Car
F	Four-Wheel Drive
T	Convertible

Table: Shift and Air-Conditioning Codes

Code	Shift	Code	Air-Conditioning
A	Automatic	R	Yes
M	Manual	N	No

Here is line from a car availability display showing the car code (in bold). The code is decoded beneath the example:

5T ZE+HERTZ	MCMN	+173.09@*	255.91@*	UNL	.00	!!C
-------------	-------------	-----------	----------	-----	-----	-----

Table: Car Code Decoded

Code	Meaning
M	Mini class
C	Two- or four-door type
M	Manual transmission
N	No air conditioning

Rate Categories and Rate Plans

HE CAR, GP SE2

By using the **/RC-** option to add rate categories and rate plans to your entries you can display information about other categories than the default, standard and promotional rates.

The following information explains what the rate categories and rate plans are, and shows how to use them.

Rate Categories

Table: Rate Categories Supported by Amadeus

Code	Category	This Category
A	Association	Applies to members of associations that have special rates
B	Business	Applies to non-negotiated business rates
C	Corporate	Applies to contracts or percentage discounts for corporate clients
G	Government	Applies to negotiated rates for corporate employees on business
I	Industry	Includes special rates for travel industry personnel
K	Package	Applies rates offered as part of a package tour
L	Inclusive	Includes the amounts of the additional charges, if applicable
R	Credential	Passenger must provide what rate specifies to the rental
S	Standard/Promotional	Applies to a discretionary rate available for specific dates, times, and locations
U	Consortium	Applies to special rates for travel consortiums or groups
V	Convention	Includes rates for specific conventions

Rate Plans

Table: The Four Types of Rate Plan

Code	Plan	Explanation
D	Daily	Rate for one to four days' rental, but where the client does not have to rent the vehicle for more than 24 hours. Note: One rental day can be up to 23 hours and 59 minutes. Weekend rates may be offered.
E	Weekend	Rate based on a rental from Thursday through Monday. The following rules apply: <ul style="list-style-type: none"> Pick-up is on or after 12:00 Thursday - Sunday Drop-off is by 23:59 Monday Friday, Saturday, or Sunday night is included
W	Weekly	Flat rate for rental of at least five days, maximum seven days
M	Monthly	Daily or flat rate for a rental of at least 28 days, but where the client is not required to rent the vehicle for more than 31 days.

Requesting Specific Rate Categories and Rate Plans

To request specific rate categories and rate plans you add the /RC- option to your availability request. The rate category must be entered first, followed by the requested rate plan and a mandatory hyphen. The following example shows a request for the business category and the weekly rate plan:

CAFRA17OCT/ARR-1000-1800/RC-BW-

System Response:

```
CAFRA17OCT/ARR-1000-1800/RC-BW-
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
FRA FRANKFURT/DE:INTL
ARRIVAL:FR17OCT0x/10:00 RETURN:SA18OCT0x/18:00 BUSINESS
A TYPE WEEKLY-EUR ESTIMATED-EUR KM/M CHRG STC V
1T SX+SIXT ECMR +311.85 126.16 UNL .00 !!! V
2T ZE+HERTZ EBMN +37.50 143.16 UNL .00 !!! V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
--EXACT MATCH &-UPSELL >-ALTERNATE
OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS
NO MORE ITEMS
>
```

You can request a rate category without including a rate plan, in which case the daily plan is based on the rental period. For example:

CAFRA18OCT/ARR-1000-1800/RC-B-

System Response:

```
CAFRA18OCT/ARR-1000-1800/RC-B-
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
FRA FRANKFURT/DE:INTL
ARRIVAL:SA18OCT0x/10:00 RETURN:SU19OCT0x/18:00 BUSINESS
      A TYPE WEEKEND-EUR ESTIMATED-EUR KM/M CHRG STC V
1T SX+SIXT      ECMR      +62.10      87.93      UNL      .00      !!! V
2T ZE+HERTZ      EBMN      +18.67      108.82      UNL      .00      !!! V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
=-EXACT MATCH    &-UPSELL      >-ALTERNATE
OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS
NO MORE ITEMS
>
```

It is not possible to specify only the rate plan.

If the customer wants to extend the rental of the car beyond the rate plan specified, the /RC- option can be used to determine additional charges.

Sometimes a car availability and rates request does not return any rates. This is shown in the following example:

```
>CAXXFRA25JAN-2/ARR-1000-1000
NO RATES FOR REQ CMPNY/CITY
>
```

The following list shows some of the reasons that this could happen.

- The provider enters the rates into the Amadeus Car Reservation database with certain conditions. If these conditions are not met by your request, a rate does not show.
- The distribution system predefines the rate plan that is consulted based on the dates and times specified in your entry. If the system searches for a weekend or a weekly rate and no applicable rates are found (no car provider offers a rate), the system will default to the daily plan and make another search. In the case of a monthly rate request that fails, the system searches first using a weekly plan, then if that fails it searches using a daily plan.
- A weekend rate plan is applied any time between Thursday and Monday. However, a car provider might not load any rates under a weekend plan, but under a daily plan, which will not show, if the default is to the weekend plan.

The solution is to change the rate plan manually using the /RC- option. For example, your entry requests availability on Thursday from a specific car provider. This prompts the system to search for a weekend rate plan, but because the provider has only loaded rates under a daily plan, no rates are returned. In this case, enter:

CA/RC-SD-

This specifies **S** for standard category and **D** for a daily plan so daily rates are returned.

```

CA/RC-SD-
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
FRA FRANKFURT/DE:INTL
ARRIVAL:SA18OCT0x/10:00 RETURN:SU19OCT0x/18:00
  A TYPE    DAILY-EUR ESTIMATED-EUR KM/M  CHRG  STC  V
1T SX+SIXT    ECMR    +31.05      87.93    UNL   .00  !!! V
2O ZT+THRIFTY  ECMR    +33.80      97.19    UNL   .00  !!! V
3T ZI+AVIS    MCMR    +43.10 *    102.57 *  UNL   .00  !TC V
4T ZE+HERTZ   EBMN    +18.67      108.82   UNL   .00  !!! V
5T AL+ALAMO   MBMR    +73.00 *    146.00 *  UNL   .00  STC V
6T ZL+NATIONAL MBMR    +73.00 *    146.00 *  UNL   .00  STC V
7T ZR+DOLLAR  CCAR    +53.75 *    152.75 *  UNL   .00  ! V
8T ZD+BUDGET  EDMR    +57.98 *    164.22 *  UNL   .00  !!C V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
=-EXACT MATCH    &-UPSELL    >-ALTERNATE
NO MORE ITEMS
>

```

- A company may also not appear on a multi-company display because of its location opening hours. In a multi-company display, it is not possible to show all the reasons why a provider does not appear. A single-company display might show rates, but with a warning attached at the end of the display. This is shown in the following partial display, where you are informed that the location is closed at the return time:

```

@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY ADV-ADVANCE BOOKING
S-SURCHARGES      T-TAXES      C-COVERAGE  V-VEHICLE INFORMATION
LOCATION CLOSED AT RETURN TIME
MORE
>

```

- Rates might be attached to a point of sale condition, which makes them only sellable from a certain physical location.
- Rates might have a minimum/maximum rental day restriction, which inhibits the display.
- Advance booking requirements may be another reason that a rate does not show. A certain rate may have a 3-day pre-booking requirement and you are not complying with this.

Car Availability Option Codes

HE CAR, GP OPT

To obtain more specific availability and rate displays you can add options to your initial entry. You can include options in your original availability and rates entry, or you can use them to modify an existing display. You can add the options in any order, but you cannot duplicate an option.

Table: Car Availability Option Codes

Code	Option, Explanation and Examples
/ARR-	<p>ARRIVAL</p> <p>When you request an availability and rates display, pick-up and drop-off times are mandatory.</p> <p>You can use this option when referencing a PNR flight segment to override the arrival time.</p> <p>/ARR-1000</p> <p>or</p> <p>/ARR-1000-1800</p> <p>If you don't use this option when referencing a PNR flight segment, the pick-up time defaults to the flight arrival time and the drop-off time defaults to one hour before the flight departure time of the following segment.</p>
/BS-	<p>BOOKING SOURCE</p> <p>If you specify a booking source (which comes from the Office Profile), Amadeus Cars Complete Access Plus providers only can return negotiated rates that apply to the booking source entered. The option has the following format:</p> <p>/BS-98765436</p> <p>The booking source is ignored for the rates returned by car providers without Amadeus Cars Complete Access Plus.</p>
/CO-	<p>COMPANY</p> <p>Use this option to change a multi-company display to a single-company display.</p> <p>/CO-EP</p> <p>- or -</p> <p>CO-EP-ZI</p> <p>(up to five car provider codes)</p> <p>To change a single-company display to a multi-company display, enter:</p> <p>CA/CO-YY</p>
/CD-	<p>CORPORATE IDENTIFICATION NUMBER</p> <p>If you specify a corporate ID number, Amadeus Cars Complete Access Plus providers (only) can return negotiated rates that apply to the number entered. The option is ignored for car providers without Amadeus Cars Complete Access Plus.</p> <p>The option has the following format:</p> <p>/CD-3456HJ90</p> <p>This only works for a single company display unless you are using Amadeus Travel Choice.</p>

Code	Option, Explanation and Examples
/ID-	<p>CUSTOMER IDENTIFICATION</p> <p>You can specify a customer's own ID when requesting a single-company availability display for an Amadeus Cars Complete Access Plus car provider. The provider may then return negotiated rates that apply to the customer concerned. The option is ignored for car providers without Amadeus Cars Complete Access Plus.</p> <p>The option has the following format:</p> <p>/ID-5698GH12</p> <p>This only works for a single company display unless you are using Amadeus Travel Choice.</p>
/DD-	<p>DROP-OFF DATE</p> <p>You use this option to change the drop-off date in your existing display.</p> <p>/DD-19NOV</p> <p>Note: This can only be used in a re-option entry.</p>
/DO-	<p>DROP-OFF LOCATION</p> <p>Use this option to change the drop-off location in your existing display.</p> <p>/DO-FRA IATA code</p> <p>/DO-NCEC01 Amadeus location code</p> <p>/DO-FRPAR607* Car provider-specific location code</p> <p>/DO-AB Item number from a car location List display</p>
/FC-	<p>FOREIGN CURRENCY</p> <p>Use this option to show rates in a currency other than the currency of your location. You can use either the ISO country code or the currency code.</p> <p>/FC-GB</p> <p>or</p> <p>/FC-GBP</p>
/LO-	<p>LOCATION</p> <p>Use this option to change the location of your existing display. Options you entered in your initial entry are retained in the new display. Here are examples to change the airport, the line reference in a location list, and the location code respectively:</p> <p>/LO-CDG</p> <p>or</p> <p>/LO-AB</p> <p>or</p> <p>/LO-PARC01</p>
/MI-	<p>MILEAGE QUALIFIER</p> <p>Use this option to request either rates with unlimited (U) mileage, or rates that have mileage (M) charges.</p> <p>/MI-U</p> <p>or</p> <p>/MI-M</p>
/DT-	<p>PICK-UP DATE</p> <p>Use this option to change the pick-up date in your existing display.</p> <p>/DT-14SEP</p> <p>This operation can only be used in a re-option entry.</p>

Code	Option, Explanation and Examples
/RC-	<p>RATE CODE</p> <p>Use this option to request a specific rate category and rate plan (daily, weekly, weekend or monthly).</p> <p>/RC-CW- or /RC-L-</p>
/RT-	<p>RETURN TIME</p> <p>Use this option to specify a return time.</p> <p>/RT-1000</p> <p>Note: If you have entered a return time in the /ARR- entry, you cannot use this option.</p>
/TC	<p>TRAVEL CHOICE</p> <p>This option allows you to request an availability display that automatically takes into account your client's corporate and personal travel preferences as well as your own agency preferences.</p>
/VT-	<p>VEHICLE TYPE</p> <p>Use this option to request a specific vehicle type.</p> <p>/VT-ECMN or /VT-E or /VT-ECMN-**M</p> <p>You can enter the full four-letter code or just the first letter of the vehicle type.</p> <p>You can request up to five specific vehicle types, or elements of the vehicle type, where asterisks (*) replace a letter to indicate all.</p> <p>Trailing blanks are treated as asterisks, so **M is the same as **M*.</p>
/VTA-	<p>VEHICLE TYPE</p> <p>Use this option to request a specific vehicle type at the lowest rate per car type, per company.</p> <p>/VTA-E-C-LCMN</p> <p>This option allows you to offer a choice between the lowest rate possible, and a rate that is slightly higher but where the car is a better class.</p> <p>You can only use this option with multi-company displays.</p> <p>You can use up to five vehicle types or class codes, but not the asterisk wildcard.</p> <p>All the rates listed are displayed in lowest to highest order car type or company.</p>

To use any of the above options for changing an existing display, you enter the transaction code **CA** followed by the desired option. For example, to change the displayed currency to US dollars, enter:

CA/FC-USD

For complete information about using options, see **HE CAR, GP OPT**.

Chapter 3

Car Rate Features

HE CR

A car rate features display gives a breakdown of the estimated total (if returned), showing both inclusive and optional charges.

The car rate features display is available from a car availability display for car providers in Cars Complete Access Plus, including Leisure participants, using the CR transaction. For providers not in this access level, see HE CT.

Car rate features are available from a car segment in a PNR for car providers in all access levels using the RTSVCC transaction.

If no estimated total is returned the display gives a breakdown of the base rate showing what is included in the rate offered. The display is divided into sections.

Table: Sections and Keywords for Specific Topics

Topic	Keyword	Letter
Rate information	/RAT	/R
Tax information	/TAX	/T
Surcharge information	/SUR	/S
Coverage information	/COV	/C
Vehicle type information	/VEH	/V
Location information	/LOC	/L
Rate code information	/RCD	/E
Remarks	/RMK	/K
Advance payment information	/ADP	/A
Advance booking information	/ADV	/B
Guarantee information	/GUA	/G
Deposit information	/DEP	/D
Pick-up information	/PUP	/U
One-way information	/ONW	/O
Policy information	/POL	/Y

You can obtain car rate features information in two different ways:

- From an availability and rates display
- From a previously booked car segment in a PNR

Requesting from an Availability and Rates Display

HE CR

You can request a car rate features display from a car availability and rates display. The following availability display is used to illustrate this entry.

```

CAFRA13FEB-3/ARR-1000-1800
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
FRA FRANKFURT/DE:INTL
ARRIVAL:WE13FEB0x/10:00 RETURN:SA16FEB0x/18:00
      A TYPE      DAILY-EUR ESTIMATED-EUR KM/M  CHRG  STC V
1T ZE+HERTZ      EBMN      +8.86      160.78    UNL   .00  !!! V
2O ZT+THRIFTY    ECMR     +28.60      165.42    UNL   .00  !!! V
3T SX+SIXT       ECMR     +32.40      183.52    UNL   .00  !!! V
4T EP+EUROPCAR  EBMN     +52.00      208.01    UNL   .00  STC V
5T ZR+DOLLAR     CCAR     +40.60 *    232.25 *  UNL   .00  ! V
6T ZI+AVIS       MCMR     +55.09 *    268.22 *  UNL   .00  !TC V
7T ZD+BUDGET     EDMR     +50.42 *    285.60 *  UNL   .00  !!C V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
=-EXACT MATCH    &-UPSELL    >-ALTERNATE
NO MORE ITEMS
>

```

To request the car rate features for AVIS, enter:

CR6

System Response:

```

CR6
*** AVIS          COMPLETE ACCESS PLUS RATE FEATURES ***
AVIS THANKS YOU FOR YOUR BUSINESS
      AND FOR USING AMADEUS RATE FEATURES
      WE13FEB0x/10:00-SA16FEB0x/18:00
1) EUR          268.22 *          RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
ESTIMATED TOTAL / CURRENCY:EUR          268.22
INCLUSIVE OF
  BASE RATE 4DAYS/0 HOUR          220.39
  (INC. OF STATE TAX
    COLLISION DAMAGE WAIVER
    THEFT PROTECTION )
  SURCHARGE          35.99
  REGISTRATION FEE / ROAD TAX          4.20
  TAX ON MANDATORY ITEMS          7.64

  RATE          CURRENCY:EUR          55.09/          UNL
  EXTRA DAY          55.10/          UNL
  EXTRA HOUR          55.10/          UNL
TAX INFORMATION ----- T - TAX
MORE
>

```

Header Information

HE CR

The first lines of the display indicate that this is an Amadeus Cars Complete Access Plus rate features display, and include marketing information from the car provider. The last line of the header repeats the pick-up and drop-off dates and times:

```
*** AVIS          COMPLETE ACCESS PLUS RATE FEATURES ***
AVIS THANKS YOU FOR YOUR BUSINESS
          AND FOR USING AMADEUS RATE FEATURES
          WE13FEB0x/10:00-SA16FEB0x/18:00
```

Rate Features Information

HE CR

The first line of the rate features information repeats the plan rate. The line starts with a number 1 that you can use for a reference sell:

```
1) EUR          268.22 *          RATE IS AVAILABLE
```

The first item in the rate features information is a breakdown of the estimated total (including a breakdown of the base rate):

```
RATE INFORMATION ----- R - RAT
ESTIMATED TOTAL / CURRENCY:EUR          268.22
INCLUSIVE OF
  BASE RATE    4DAYS/0 HOUR          220.39
  (INC. OF STATE TAX
    COLLISION DAMAGE WAIVER
    THEFT PROTECTION          )
SURCHARGE          35.99
REGISTRATION FEE / ROAD TAX          4.20
TAX ON MANDATORY ITEMS          7.64

RATE          CURRENCY:EUR          55.09/          UNL
EXTRA DAY          55.10/          UNL
EXTRA HOUR          55.10/          UNL
```

Here is an example of how you limit the display to specific car rate features information. To display coverage information, from the availability and rates display, enter:

CR6/COV

- or -

CR6/C

CR	Car rate features transaction code
6	Line number
/COV or /C	Slash, rate features keyword or slash and rate features key letter

System Response:

```

CR6/COV
*** AVIS          COMPLETE ACCESS PLUS RATE FEATURES ***
AVIS THANKS YOU FOR YOUR BUSINESS
                AND FOR USING AMADEUS RATE FEATURES
                WE13FEB08/10:00-SA16FEB08/18:00
1) EUR          268.22 *          RATE IS AVAILABLE
COVERAGE ----- C - COV
- CDW - COLLISION DAMAGE WAIVER          *INCL IN BASE RATE*
      0.00 EUR PER DAY
EXCESS:          750.00 EUR LIABILITY          750.00 EUR
- TP - THEFT PROTECTION          *INCL IN BASE RATE*
      0.00 EUR PER DAY
- PAI - PERSONAL ACCIDENT INSURANCE          *OPTIONAL*
      6.00 EUR PER DAY
- SLI - SUPPLEMENTARY LIABILITY INSURANCE          *OPTIONAL*
      9.00 EUR PER DAY
NO MORE ITEMS
>

```

Note: The rate information section is always displayed first with any other section or sections you request. Therefore you may need to scroll to the next screen (as is the case above) to see the information requested.

You can use multiple keywords or letters separated with a slash (/). For example:

CR4/TAX/COV/ADV

- or -

CR4/T/C/A

Requesting from a PNR Segment

HE CR

You can display car rate features directly from a car segment for a rental from an Amadeus Cars Complete Access Plus provider. For example:

```

*** NHP ***
RP/NCE1A0900/
1.BLOGGS/JOSEPH MR
2 JK 027 C 11JUL 5 MADCPH DK7 0935 1245 11JUL E 0 320 S
  SEE RTSVC
3 CCR EP SS1 CPH 11JUL 12JUL CWMR/BS-00045673/ARR-JK0027-C
  11JUL MAD-1245/DO-CPHT01*KASTRUP INTL AIRPORT
  /PUP-CPHT01*KASTRUP INTL AIRPORT/RC-SE-SPDR/RG-DKK
  1105.00- .00 UNL WE/RT-1245/CF-
  RATE RULE NOT AVAILABLE
  **SEE RTSVCC**

```

To display the car rate features for segment 3, enter:

RTSVCC3

System Response:

```

CR3
*** EUROPCAR COMPLETE ACCESS PLUS RATE FEATURES ***
GERMANY : BOOK BERX01 FOR THE NEW RAILWAY STATION
                                                FR11JUL08/12:45-SA12JUL08/12:45
1) EUR 148.33@ RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
ESTIMATED TOTAL / CURRENCY:EUR 148.33@
INCLUSIVE OF
  BASE RATE 1DAY /0 HOUR 148.33@
  (INC. OF TAX
    AIRPORT SURCHARGE
    LOSS DAMAGE WAIVER )
RATE CURRENCY:EUR 148.33@/ UNL
TAX INFORMATION ----- T - TAX
29.67@ EUR PER RENT TAX *INCL IN BASE RATE*
SURCHARGES ----- S - SUR
- AIRPORT SURCHARGE *INCL IN BASE RATE*
40.27@ EUR PER RENTAL
COVERAGE ----- C - COV
- LDW - LOSS DAMAGE WAIVER *INCL IN BASE RATE*
MORE
>

```

Car Rate Features Display Without Estimated Totals

HE CR

If no estimated total rate has been returned to the availability and rates display, or the PNR, when you request a car rate features display, instead of a breakdown of the estimated total rate, you receive a breakdown of the base rate and the extra day/extra hour charges if applicable.

Chapter 4

Car Terms

HE CAR, GP TER

For car providers without cars Complete Access Plus (CA+) you can display car terms information to check restrictions and requirements for the rates shown on car availability displays.

For car providers with CA+, see Car Rate Features (**HE CAR, GP RAT**)

You can also display car terms for a car segment in a PNR by using the entry **RTSVCC**. For more information, see **HE CAR, GP SEL**.

The car segment can be booked through either Cars Standard Access or Complete Access but in order for car terms to be displayed, the segment must contain a valid rate code that is stored in the Amadeus cars reservation database.

The car terms display can contain information on some or all of the topics shown in the following table.

Table: Keywords to Limit the Display to Specific Topics

Topic	Keyword	Letter
Rate information	/RAT	/R
Tax information	/TAX	/T
Surcharge information	/SUR	/S
Coverage information	/COV	/C
Vehicle type information	/VEH	/V
Location information	/LOC	/L
Rate code information	/RCD	/E
Remarks	/RMK	/K
Advance booking information	/ADV	/B
Guarantee information	/GUA	/G
Deposit information	/DEP	/D
Pick-up information	/PUP	/U
One-way information	/ONW	/O

For more information about Car Terms, see **HE CT**.

Chapter 5

Car Policy Display

HE CPO

To obtain information about tax, policy, surcharge, and vehicle type, related to the rental location, without having to refer to a car availability and rates display you use the transaction code **CPO**. You must enter a city code, airport code, or location code.

For example, you want to know the policy information for Alamo at Miami airport. You enter:

CPOALMIA

CPO	Car policy transaction code
AL	Car provider code
MIA	Airport code

System Response:

```
CPOALMIA
** AMADEUS CAR POLICY **
AL+ALAMO RENT A CAR          MIA    - MIAMI INTL
LOCATION INFORMATION ----- L - LOC
    * NO LOCATION INFORMATION AVAILABLE
    * FOR CITY AND AIRPORT
TAX INFORMATION ----- T - TAX
    6.50 % - SALES TAX
SURCHARGES ----- S - SUR
- CONCESSION RECOVERY FEE
    9.89 % PER RENTAL
  CONCESSION RECOUPMENT FEE
- FREQUENT FLYER TAX RECOVERY SURCHARGE
    0.00 USD PER DAY
  ALAMO COLLECTS A FQT FLYER TAX RECOUPMENT SURC TO COVER
  FED TX ON COST OF MILES AWARDED AT THE TIME OF RENTAL
- RECOUP FEE
    4.00 USD PER DAY
- STATE SURCHARGE
    2.00 USD PER DAY
MORE
>
```

Selecting Policy Information

HE CPO

You can add keywords or letters to the car policy entry to display only specific policy information.

Table: Options to Customize the Car Policy Display

Topic	Keyword	Letter
Tax information	/TAX	/T
Surcharge information	/SUR	/S
Coverage information	/COV	/C
Vehicle type information	/VEH	/V

To request only tax information, enter:

CPOALMIA/TAX

- or -

CPOALMIA/T

To request only vehicle information, enter:

CPOALMIA/VEH

- or -

CPOALMIA/V

System Response:

```

CPOALMIA/VEH
** AMADEUS CAR POLICY **
AL/ALAMO RENT A CAR      MIA      - MIAMI INTL
VEHICLE TYPE INFORMATION ----- V - VEH
  TYPE GRP / MAKE MODEL DESCRIPTION      DRS SEAT BAG BOOT
  CCAR  CHEVROLET CAVALIER OR SIMILAR    2/4   5   2
  CDAR  CHEVROLET CAVALIER OR SIMILAR     4     5   2
  ECAR  KIA RIO OR SIMILAR                2     4   2
  EDAR  KIA RIO OR SIMILAR                4     4   2
  FCAR  BUICK REGAL OR SIMILAR            4     5   3
  FDAR  BUICK REGAL OR SIMILAR            4     5   3
  FVAR  DODGE RAM OR SIMILAR              4/5   12   3
  ICAR  PONTIAC GRAND AM OR SIMILAR       2/4   5   2
  IDAR  PONTIAC GRAND AM OR SIMILAR       2/4   5   2
  LCAR  BUICK PARK AVE OR SIMILAR         4     6   3
  LDAR  BUICK PARK AVE OR SIMILAR         4     6   3
  MVAR  CHEVROLET VENTURE OR SIMILAR      4/5   7   3
  PCAR  PONTIAC BONNEVILLE OR SIMILAR    4     6   3
  PDAR  PONTIAC BONNEVILLE OR SIMILAR    4     6   3
  SCAR  CHEVROLET MONTE CARLO OR SIMIL    2     5   3
MORE
>

```

You can also specify a specific vehicle type in your entry. For example:

CPOALMIA/VEH/VT-SCAR

System Response:

```

CPOALMIA/VEH/VT-SCAR
** AMADEUS CAR POLICY **
AL/ALAMO RENT A CAR          MIA      - MIAMI INTL
VEHICLE TYPE INFORMATION ----- V - VEH
      TYPE GRP / MAKE MODEL DESCRIPTION      DRS  SEAT BAG  BOOT
      SCAR  CHEVROLET MONTE CARLO OR SIMIL    2     5   3
              AR
NO MORE ITEMS
>

```

You can request up to three options in the same entry. For example:

CPOALMIA/TAX/SUR/COV

- or -

CPOALMIA/T/S/C

When known, you can add a specific coverage type to your entry to display just that information. For example, to request only Personal Accident Insurance (PAI), enter:

CPOALMIA/COV-PAI

To add a coverage code in conjunction with, for example, a vehicle type code enter:

CPOALMIA/COV-PAI/VT-EDAR

Coverage type codes can vary from provider to provider. If you enter a coverage code that does not correspond to the provider or the location, the system returns the following message:

```

CPOALMIA/COV-PAI/VT-EDAR
NO POLICY FOR REQUESTED AIRPORT, CITY, LOCATION OR CAR TYPE
>

```

For detailed information about coverage codes for a specific car provider, refer to the GG pages. For example to see information for AVIS at Paris Charles de Gaulle airport, enter:

GGCARZICDG

Re-optioning a CPO Display

You can re-option an existing car policy display without adding the 2-character car provider code and location.

The following car policy display illustrates this:

```

CPOZICDG
** AMADEUS CAR POLICY **
ZI+AVIS RENT A CAR          CDG    - PARIS CDG
TAX INFORMATION ----- T - TAX
  19.60 % - VAT
SURCHARGES ----- S - SUR
  - AIRPORT SURCHARGE
    27.20 EUR PER RENTAL
    SURCHARGE IS APPLICABLE AT ALL APTS RATE ABOVE INCLUDES
    TAX
  - REGISTRATION FEE/ ROAD TAX
    2.30 EUR PER DAY
    MAXIMUM 5 DAYS CHARGE  REGISTRATION FEE IS CHARGED ON
    ALL RENTAL AGREEMENTS
COVERAGE ----- C - COV
  - CDW - COLLISION DAMAGE WAIVER
    VEHICLE TYPES          CUR      /DAY          EXCESS
  * SWMR                   EUR      18.00          830.00
  * SVMR                   EUR      21.00          1100.00
  * PCAR                   EUR      21.00          1100.00
MORE
>

```

To change the display to show only vehicle types, enter:

CPO/VEH

- or -

CPO/V

System Response (partial):

```

CPO/V
** AMADEUS CAR POLICY **
ZI+AVIS RENT A CAR          CDG    - PARIS CDG
VEHICLE TYPE INFORMATION ----- V - VEH
  TYPE GRP / MAKE MODEL DESCRIPTION      DRS  SEAT BAG  BOOT
  EBMN A PEUGEOT 206 OR SIM                3    5         *
  EDMR B CITROEN C3 OR SIM                 5    5         *
  CDMR C FORD FOCUS OR SIM                 5    5         *
  IDMR D OPEL VECTRA OR SIM                5    5         *
  FDMR E PEUGEOT 607 2 2 OR SIM            4    5         *
  PCAR F MERCEDES CLASS C                  5    5         *
  IVMR H CITROEN PICASSO HDI DIESEL OR
  SIM                                       5    5         *
  SWMR K OPEL VECTRA BREAK 1 8 OR SIM      5    5         *
  IVAR L MERCEDES CLASSE A OR SIMILAR      5    5         *
  LDAR M MERCEDES CLASS E                  4    5         *
  SVMR N RENAULT TRAFFIC COMBI OR SIM      5    9         *

```

You can mix keywords and letters. The following examples are valid entries:

CPO/T/SUR/V

- or -

CPO/S/COV/VT-ECAR

Chapter 6

Car Sell

HE CS

You can make a car sell entry in the following ways:

- By referencing a specific line number in a car availability and rates display
- By referencing a PNR flight segment
- By referencing a car terms or car rate features display
- By means of a direct sell entry
- By referencing a specific line number in a car location list display

You can sell a car either in Amadeus Cars Complete Access, Amadeus Cars Complete Access Plus, or Amadeus Cars Standard Access, depending on the car provider.

Amadeus Cars Complete Access enables you to make real-time bookings in the participating car provider's system. The reservation is made simultaneously in both the distribution system and the car provider's system. The confirmation number for the booked car segment is returned immediately.

Car providers that participate in Amadeus Cars Complete Access are identified by a slash (/) following the company code. The PNR must contain a name element before you can make a sell entry. If more than one name exists in the PNR, passenger association is required.

The same process also applies to Amadeus Cars Complete Access Plus car providers. Here the company is identified with a "+" sign following the company code. When selling from an Amadeus Cars Complete Access Plus display, referring to a rate that has been obtained from the provider directly, you have 10 minutes to complete the sell. After this time you will have to request a new display. The reason is that the provider sends up-to-date information to your screen via a real-time link and this information might change after a certain time within the provider's system.

When you book a car from a car provider using Amadeus Cars Standard Access, the confirmation field is left blank, until confirmation is received from the car provider.

Most of the car providers support rate return in Amadeus Cars Complete Access as well as in Amadeus Cars Standard Access. With this facility it is possible for the provider to return a different rate to the one that you referenced in the availability display. This rate could be higher or lower than the original rate. In an Amadeus Cars Complete Access response, you are alerted to the difference in rate. This is shown in the following example provider response:

```
CCR XX HK1 MIA 10JUN 11JUN EDAR/BS-00000000/ARR-1000
/NM-PIERRE MR/RC-MCLD/RG-*XX*EUR42.99- .00 UNL DY 15.00-
UNL XH/RT-1000/CF-A7330007528 *XX/
*** XX CARS ***
MANUAL CURRENCY CONVERSION NOT AVAILABLE
THANK YOU FOR BOOKING WITH XX CARS
ALTERNATE RATE CONFIRMED
```

Car Sell from an Availability and Rates Display

You make the same entry to sell a car from a multi-company or single-company availability and rates display. For example, here is multi-company display at London's Heathrow airport:

```
CALHR11SEP-2/ARR-1000-1800
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
LHR LONDON/GB:HEATHROW
ARRIVAL:TH11SEP0x/10:00 RETURN:SA13SEP0x/18:00 INCLUSIVE
A TYPE DAILY-EUR ESTIMATED-EUR KM/M CHRG STC V
1T ZL+NATIONAL MCMN +29.60@* 88.79@* UNL .00 STC V
2T ZD+BUDGET ECMR +31.84@* 95.53@* UNL .00 TC V
30 ZT+THRIFTY MCMN +22.14@ 103.89@ UNL .00 !!! V
4T AL+ALAMO MCMN +36.67@* 110.01@* UNL .00 STC V
5T ZR+DOLLAR CCAR +27.19@* 121.67@* UNL .00 !! V
60 SX+SIXT ECMN +35.52@ 125.20@ UNL .00 S!! V
7T ZI+AVIS ECMN +40.66 * 127.62 * UNL .00 TC V
8T ET+ENTERPRISE MBMN +33.63@* 133.98@* UNL .00 ! V
9T ZE+HERTZ ECMN +28.29@ 141.26@ UNL .00 !!C V
10T EP+EUROPCAR R EBAN +192.10@ 681.65@ UNL .00 S!C V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
=-EXACT MATCH &-UPSELL >-ALTERNATE
NO MORE ITEMS
>
```

To request a car from AVIS, enter:

CS7

CS Car sell transaction code
3 Car provider line number

System Response:

```
RP/NCE1A0900/
1.THOMAS/STELLA
2 CCR ZI HK1 LHR 11SEP 13SEP ECMN/BS-12345675/ARR-1000
/ES-*ZI*EUR 127.62 03D/NM-THOMAS STELLA/RC-ESI
/RG-*ZI*EUR40.66DY-UNL FM/RT-1800/CF-33736042FR4 *ZI+
**** AVIS ****
WEEKEND SPECIAL RATE INCLUDES CDW TP TAX APT SUR
EXTRA CHARGES MAY APPLY
TO GET EXP SERVICES INPUT WIZARD NBR IN /ID- FIELD
CONFIRMED ECMN VAUXHALL CORSA 1.2/SIMILAR
>
```

Table: Explanation of the Car Element

Component	Identifies
2	PNR element number
CCR	Car element code
ZI	Car provider code
HK1	Action code and number of cars
LHR	Airport code where the car was requested
11SEP 13SEP	Pick-up and drop-off dates
ECMN	Car-type code
/BS-12345675	Booking source indicator and identification number (the IATA number of the travel agent or original office, from the Office Profile)
/ARR-1000	Arrival information indicator and arrival time
/ES-*ZI*EUR 127.62	An estimation of the total price for the car booking. It comprises: <ul style="list-style-type: none"> • The base rental rate • Mandatory charges (for example airport fees) • Mandatory coverage • The one-way fee (if applicable) • Taxes *ZI* indicates that the information was received directly from the car provider (AVIS).
O3D	Three days rental
/NM-THOMAS STELLA	Name indicator and the passenger name
/RC-ESI	Rate code indicator, with the car rental company's rate code
/RQ-*ZI*EUR40.66DY	The daily rate quoted by the provider. This information comes directly from the provider's system.
-UNL FM	Unlimited free mileage for the rental period.
/RT-1800	Return time indicator and the return time
/CF-32736045FR6	Confirmation indicator and confirmation number
*ZI+	The car provider code followed by + indicates that the car was sold from a seamless display (single-company with Amadeus Cars Complete Access Plus).
**** AVIS ****	Car provider name followed by any marketing information.

The /RC- and the /RG- or /RQ- fields are added automatically by the system when the car is sold from an availability and rates display.

There are additional options that the car provider can append to the car booking. You cannot manually add these options to a sell request.

Table: Car Provider Options

Code	Option, Explanation and Examples
/AI-	<p>AGENT IDENTIFICATION</p> <p>Contains the agent identification of the agent booking the car segment.</p> <p>/AI-767687</p>
/RB-	<p>BASE RATE</p> <p>Shows the total amount of the rental and the number of rental days.</p> <p>Any additional charges included are dependent on the rental car provider.</p> <p>/RB-*ZI*EUR76.22 BR-2DY</p>
/CK-	<p>AMADEUS CARS PAPER VOUCHER ACKNOWLEDGEMENT</p> <p>Contains the acknowledgement of the Amadeus Cars Paper Voucher print request.</p> <p>/CK-0000003456</p>
/CF-	<p>CONFIRMATION NUMBER</p> <p>Contains the confirmation number for the car booking.</p> <p>/CF-6765ZI78609</p> <p>This option could be added as part of an Amadeus Cars Standard Access direct sell when a passive booking is being made.</p>
/DC-	<p>DROP CHARGE</p> <p>Contains the applicable one-way rental drop charge.</p> <p>/DC-100.00</p>
/MK-	<p>INTER-CITY DISTANCE</p> <p>Contains the distance between the pick-up and drop-off locations, either in kilometres or miles.</p> <p>/MK-54</p>
/LC-	<p>LOCATION CODE</p> <p>Contains the Amadeus off-airport location code.</p> <p>/LC-FRAC01</p>
/NM-	<p>NAME</p> <p>Contains the name of the customer renting the car.</p> <p>/NM-RAVEL MAURICE MR</p> <p>The name is extracted automatically from the PNR.</p>
/RG-	<p>RATE GUARANTEED</p> <p>Contains the rate that is guaranteed by the car provider.</p> <p>/RG-*ZE*USD59.00- .00 UNL DY</p> <p>*ZE* indicates that the provider (Hertz) has confirmed the segment.</p>

If you sold a car through Amadeus Cars Standard Access, your response would look as follows:

```
RP/NCE1A0900/
1.THOMAS/STELLA
2 CCR AC SS1 LHR 11DEC 13DEC ECMN/BS-12345675/ARR-1000
/RC-SE-FLYDRV/RQ-USD 20.00- .00 UNL WE 20.00- UNL XD
10.00- UNL XH/RT-1800/CF-
**SEE RTSVCC**
>
```

There are three differences in this display compared with the Amadeus Cars Complete Access and the Amadeus Cars Complete Access Plus display:

- The car booking is on request (**SS1**), but at end transaction changes to **HK**. The booking is confirmed when the car provider returns the /CF- field with the confirmation number.
- The confirmation number field is automatically inserted, but remains blank until a confirmation is received from the car provider.
- The name element is not stored in the car segment.

A name element is not required when booking a car using Amadeus Cars Standard Access, since the request is not sent to the car provider until end transaction.

A car provider with automated Amadeus Cars Standard Access will probably return the confirmation number in a very short time, as the booking is answered by the provider's own system. In the case of a car provider being in manual Amadeus Cars Standard Access, it may take a little longer for the confirmation to arrive in the booking. This is because a member of the car provider's staff responds manually. When the person concerned receives the booking he or she sends the confirmation number in a teletype message to the PNR in Amadeus.

Note: For information about the options that you can add to a car sell entry, see *Car Sell Option Codes* on page 57.

Car Sell from a Flight Segment

The next example illustrates a car sell entry from a flight segment number.

```
RP/NCE1A0900/NCE1A0900          ST/SU 14APR0x/0918Z   ZE55GF
1.THOMAS/STELLA MS
2  SK 502 C 14NOV 7 LHRCPH HK1      3 0855 1145   *1A/E*
3  JK 102 C 25NOV 4 CPHMAD HK1      3 1720 2040   *1A/E*
4  AF2101 C 01DEC 3 MADCDG HK1 0640 1 0710 0920   *1A/E*
5 AP NCE 04 93 63 12 34-H
6 TK OK01NOV/NCE1A0900
>
```

To sell a Hertz (ZE) car type code ECMN for a standard daily (SD) rate in Madrid, enter:

CSZES3/VT-ECMN/RC-SD-

CSZE	Car sell transaction code and car provider code
S3	Segment indicator and line number
/VT-ECMN	Slash, vehicle type option, dash and car-type code
/RC-SD-	Slash, rate code option, dash, rate category, rate plan, dash

The **/RC-** option is not mandatory, but when you add it to your entry, the system automatically verifies the rules for the vehicle type and rate requested, and includes the applicable rate in the segment.

The mandatory arrival time option (**/ARR-**) is automatically inserted, the information being taken from the specified segment. The return time option (**/RT-**) is also automatically inserted with the time being the departure time of the following segment minus one hour.

System Response:

```
RP/NCE1A0900/
1.THOMAS/STELLA
2  SK 502 C 14NOV 7 LHRCPH HK1      0855 1145   M90 E 0 H
   SEE RTSVC
3  JK 102 C 25NOV 4 CPHMAD HK1      1720 2040   M80 E 0 H
   SEE RTSVC
4  CCR ZE HK1 MAD 25NOV 01DEC ECMN/BS-12345675/ARR-JK0102-C
   25NOV CPH-2040/ES-*ZE*EUR 202.06 6D/NM-THOMAS STELLA
   /RC-EOW3FR/RG-*ZE*EUR86.69- .00 UNL WY 12.38- UNL XD
   /RT-0610/CF-C5233122909 *ZE/
   *** HERTZ ***
   EST TTL INC CDW-TP-TAX-AP SVC CHG
   IATA/ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
   **SEE RTSVCC**
5  AF2101 C 01DEC 3 MADCDG HK1      1 0710 0920   321 E 0 B
   SEE RTSVC
6 AP NCE 04 93 63 12 34-H
7 TK OK01NOV/NCE1A0900
>
```

If a segment does not follow the segment number used in the car sell, you must add the day and the return time to your entry. For example:

CSZTS3-1DEC/VT-ECMN/RC-SD-/RT-1700

CSZT	Car sell transaction code and car provider code
S3	Segment indicator and line number
-1DEC	Dash and the drop-off date
/VT-ECMN	Slash, vehicle type option, dash and car-type code
/RC-SD-	Slash, rate code option, dash, rate category, rate plan, dash
/RT-1700	Slash, return time indicator, dash and the return time

If the rental is only for one day, you do not need to specify the drop-off day, but you must still specify the return time. The car segments are inserted after the respective flight segments, and all other segments are renumbered accordingly.

Multi-Segment Sell

You can reference a sequence of flight segments to book cars at several destinations in one entry. The segment numbers are listed after the segment indicator and are separated by semi-colons. Up to five segments can be sold in one entry.

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          ST/SU  20APR0x/0815Z   Z7W6A4
1.THOMAS/STELLA
2  AF 050 C 12SEP 7 CDGORD HK1  1215 2E 1315 1525   *1A/E*
3  AA1438 Y 15SEP 3 ORDMIA HK1      3 0622 1020   *1A/E*
4  AA 643 Y 19SEP 7 MIAORD HK1      0810 1018   *1A/E*
5  AP PAR 1 56 89 34 56-B
6  TK TL01SEP/NCE1A0900
>

```

To sell a car for each of the existing flight segments in the above PNR, enter:

CSZES2/VT-CCAR;S3

CSZE	Car sell transaction code and car provider code
S2	Segment indicator and segment number
/VT-CCAR	Slash, vehicle type option code, dash and car type for all segments (mandatory)
;S3	Semi-colon and the next segment number

System Response:

```

RP/NCE1A0900/NCE1A0900          ST/SU  20APR0x/0815Z   Z7W6A4
1.THOMAS/STELLA
2  AF 050 C 12SEP 7 CDGORD HK1  1215 2E 1315 1525   *1A/E*
3  AA1438 Y 15SEP 3 ORDMIA HK1      3 0622 1020   *1A/E*
4  CCR ZE SS1 MIA 15SEP 19SEP CCAR/BS-12345675/ARR-AA1438-Y
   15SEP ORD-1020/RT-0710/CF-
   **SEE RTSVCC**
5  AA 643 Y 19SEP 7 MIAORD HK1      0810 1018   *1A/E*
6  CCR ZE SS1 ORD 12SEP 15SEP CCAR/BS-12345675/ARR-AF0050-C
   12SEP CDG-1525/RT-0522/CF-
   **SEE RTSVCC**
7  AP PAR 1 56 89 34 56-B
8  TK TL01SEP/NCE1A0900
>

```

In the above example a CCAR car was requested at each destination. If the car type you specify does not exist at one of the locations, you get a warning message. For example:

```

CAR TYPE NOT CARRIED
>

```

The car segments are inserted after the respective flight segments, and all segments are renumbered accordingly.

If required, you can specify a different car type for each location. For example:

CSZTS3/VT-ECMN;S4/VT-ECAR

When requesting a car booking for the last segment in the itinerary, you must add the return time to your entry, because there is no following segment for the system to use to estimate the return time:

CSZTS3/VT-ECMN;S4/VT-ECAR/RT-1800

If the drop-off date for a segment is prior to the departure of the next segment, you must add the drop-off date and return time to your entry. For example:

CSZTS3-11SEP/VT-ECMN/RT-1400;S4/VT-ECAR

Note: For information about the options that you can add to a car sell entry, see *Car Sell Option Codes* on page 57.

Direct Car Sell

If you have all the necessary information, you can make a car sell entry that does not require an availability and rates display. When you make a direct sell entry, the system only checks the availability for the specified car provider if it is an Amadeus Cars Standard Access car provider. For Amadeus Cars Complete Access car providers, no checks are performed.

The following elements are required in a direct sell:

- The car provider code
- The airport code
- The pick-up and drop-off dates (if no drop-off date is specified, the system assumes a one-day rental)
- The arrival and departure time information
- The vehicle type

Here is an example of a direct sell entry:

CSZEMAD13OCT-2/VT-ECMN/RC-SD-/ARR-1000-2000

CSZE	Car sell transaction code and car provider code
MAD	Airport code
13OCT-2	Pick-up and number of days, separated by a dash
/VT-ECMN	Slash, vehicle type option, dash and car type code
/RC-SD-	Slash, rate code option indicator, dash, rate category and rate plan and dash (optional)
/ARR-1000-2000	Slash, arrival indicator, dash, pick-up time, dash and return time

System Response:

```

RP/NCE1A0900/
 1. THOMAS/STELLA
 2 CCR ZE HK1 MAD 13OCT 15OCT ECMN/BS-12345675/ARR-1000
   /ES-*ZE*EUR 126.04 3D/NM-THOMAS STELLA/RC-BAD2FR
   /RG-*ZE*EUR15.71- .00 UNL DY/RT-2000/CF-C5294265609 *ZE/
   *** HERTZ ***
EST TTL INC CDW-TP-TAX-AP SVC CHG
GOOD DRIVING REC RQRD- SEE VALID
IATA/ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
AGE RESTRICTIONS MAY APPLY CHECK POLICY
HERTZ LAUNCHES PRESTIGE COLLECTION
**SEE RTSVCC**
>

```

If the car type is not available at the location, the system automatically responds with an availability display for an Amadeus Cars Standard Access car provider. For an Amadeus Cars Complete Access company the response depends on the capability of the provider's system.

If a direct sell entry does not include the /RC- option the rules are not checked.

Note: For information about the options that you can add to a car sell entry, see *Car Sell Option Codes* on page 57.

Car Sell from a Car Rate Features Display

You can sell a car directly from a car rate features display.

The car rate features display below illustrates this entry.

```

CR2
*** SIXT          COMPLETE ACCESS PLUS RATE FEATURES ***
* FOR ONEWAY RENTALS PLEASE CHECK POLICIES OR CALL RES.CENTRE *
                                     SU21SEP0x/10:00-MO22SEP0x/18:00
  1) EUR          49.33          RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
ESTIMATED TOTAL / CURRENCY:EUR          144.07
INCLUSIVE OF
BASE RATE  2DAYS/  HOUR          98.66
(INC. OF COLLISION DAMAGE WAIVER
THEFT PROTECTION
TAX          23.61
AIRPORT SURCHARGE          17.98
REGISTRATION FEE / ROAD TAX          3.82

RATE          CURRENCY:EUR          49.33/  0.21  250K
EXTRA DAY          /
EXTRA HOUR          /
TAX INFORMATION ----- T - TAX
  19.60 PERCENT TAX          *INCL IN ESTIMATED*
SURCHARGES ----- S - SUR
MORE
>

```

To sell a car from the car rate features display, enter:

CS1

CS Car sell transaction code
1 Number of the line stating **RATE IS AVAILABLE**, used for a reference sell

System Response:

```

RP/NCE1A0900/
RF SMITH
  1.LEWIS/ARTHUR MR
  2 CCR SX HK1 NCE 21SEP 22SEP EBMN/BS-12345675/ARR-1000
    /ES-*SX*EUR 144.07 2D/NM-LEWIS ARTHUR MR/RB-*SX*EUR98.66
    BR-2DY/RC-CSA/RG-*SX*EUR 49.33 0.21 250 DY/RT-1800
    /CF-4738703187 *SX+
    **** SIXT ****
    CUSTOMER HAS CONTRACTED RATE.
    THANK YOU FOR BOOKING SIXT
>

```

The system automatically books the car from the information in the car availability and rates display from which you requested the car rate features display.

Car Sell from a Car Terms Display

You can sell a car directly from a car terms display.

The car terms display below illustrates this entry.

```

**AMADEUS CARS CAR TERMS**
ZD/NCE                      TU21SEP0x/10:00  -WE22SEP0x/18:00
  1) EUR          63.01          RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
  RATE              63.01/  0.35  100K  CURR EUR
  EXTRA DAY         63.00/  0.35  100K
  EXTRA HOUR        21.01/  0.35   1K
TAX INFORMATION ----- T - TAX
  19.60 PERCENT VAT
SURCHARGES ----- S - SUR
  - AIRPORT SURCHARGE
    25.00 EUR PER RENTAL
COVERAGE ----- C - COV
  - CDW - COLLISION DAMAGE WAIVER
    11.76 EUR PER DAY
  EXCESS:          500.00 EUR  LIABILITY:          11000.00 EUR
  - PAI - PERSONAL ACCIDENT INSURANCE
    5.01 EUR PER DAY
  - TP - THEFT PROTECTION
MORE
>

```

To sell a car from the car terms display, enter:

CS1

CS Car sell transaction code

1 Number located in the upper left-hand corner of the display

System Response:

```

RP/NCE1A0900/
  1.LEWIS/ARTHUR MR
  2 CCR ZD HK1 NCE 21SEP 22SEP ECMN/BS-12345675/ARR-1000
  /ES-*ZD*EUR 151.01 02D/NM-LEWIS ARTHUR MR/RC-ABI
  /RG-*ZD*EUR63.01DY-.30 KM 100 FM XH 21.01 .30 KM 1 FM
  /RT-1800/CF-46098834FR5 *ZD/
  **** BUDGET ****
  DAILY RATE INCLUDES LDW TP TAX
  EXTRA CHARGES MAY APPLY
  CONFIRMED ECMN PEUGEOT 306 1.6 5DR/5PSGR/SIMILAR
  BUDGET. GET OUT OF THE ORDINARY
  **SEE RTSVCC**
>

```

The system automatically books the car from the information in the car availability and rates display from which you requested the car terms display.

Car Sell Option Codes

The option codes used to refine a car availability display are described in *Car Availability Option Codes* on page 29. In addition to these codes, you may be able to use the following option codes in a car sell entry. To find out whether a car provider accepts an option, enter:

HE CAR XX

where **XX** is the car provider's code.

The following table describes the Car Sell option codes.

Table: Car Sell Options and Examples

Code	Option, Explanation and Examples
/BA-	BOOKING AGENT Use this option to specify the agent making the booking. /BA-7654RT
/BN-	BILLING NUMBER Use this option to specify where the car provider should send the invoice. This information can either be a car provider reference number, indicated by a C followed by the reference number. For example: /BN-C78GH42 or, the booking source number, indicated by the letter A, followed by the number or an alphanumeric string. For example: /BN-A12345675 or /BN-AC78ABC
/BR-	BILLING REFERENCE Use this option to identify a specific booking for a travel agent or corporate account. This number is then included in the billing from the car provider and printed on the Amadeus Cars Paper Voucher. The information following the option indicator is free-flow text. /BR-76589000
/BS-	BOOKING SOURCE Mandatory and system generated, but you can replace it with another IATA number. /BS-98765436
/CD-	CORPORATE IDENTIFICATION NUMBER Use this option to enter the customer's corporate identification number, if available. /CD-3456HJ90 This option only functions for Amadeus Cars Complete Access Plus providers.
/CF-	CONFIRMATION NUMBER Use this option to enter the confirmation number when the car has been booked without using the distribution system. /CF-47474692

Code	Option, Explanation and Examples
/COL-	<p>COLLECTION</p> <p>Use this option to enter information about a rental car to be collected at the end of a rental from the client. This option can only be entered in conjunction with a /CD-number.</p> <p>/COL- SAP RUE DU BAS MIGNON 06560 BIOT</p> <p>This option is only available for certain car providers.</p>
/DEL-	<p>DELIVERY</p> <p>Use this option to enter information about a rental car to be delivered to the client. This option can only be entered in conjunction with a /CD- number.</p> <p>/DEL-IBM RUE DE TIVOLI 06600 NICE</p> <p>This option is only available for certain car providers.</p>
/DI-	<p>ESTIMATED DISTANCE</p> <p>Use this option to enter the estimated amount of distance that the car will be driven during the rental period (maximum 6 characters).</p> <p>Use M to indicate miles. For example:</p> <p>/DI-1200M</p> <p>Use K to indicate kilometres. For example:</p> <p>/DI-1200K</p>
/DO-	<p>DROP-OFF LOCATION</p> <p>Use this option to change the drop-off location in your existing display.</p> <p>/DO-FRA IATA code</p> <p>/DO-NCEC01 Amadeus location code</p> <p>/DO-FRPAR607* Car provider-specific location code</p> <p>/DO-AB Item number from a car location list display</p>
/FP-	<p>FORM OF PAYMENT</p> <p>Use this option to enter the form of payment for the Amadeus Cars Paper Voucher. The credit card approval code can also be entered in this field, prefixed with the letter N.</p> <p>/FP-CASH</p> <p>or</p> <p>/FP-CCAX47876528987610005EXP030xN22</p>
/FT-	<p>FREQUENT TRAVELER</p> <p>Use this option to add the identification of a person belonging to an airline frequent traveler program.</p> <p>/FT-BA127637824782</p> <p>This option only functions for Amadeus Cars Complete Access Plus providers.</p>

Code	Option, Explanation and Examples
/G-	<p>GUARANTEE</p> <p>This option allows you to guarantee bookings for specific vehicle types, rate plans, or booking codes.</p> <p>/G-CASH /G-CHECK /G-CCAX37465648756EXP030x /G-VOUCHER /G-MCO (MCO number) /G-BS (Booking source) /G-CD (CD number) /G-ID (ID number)</p>
/ID-	<p>CUSTOMER IDENTIFICATION</p> <p>Use this option to enter the ID number issued to the customer by the car provider concerned.</p> <p>/ID-5698GH12</p> <p>This option only functions for Amadeus Cars Complete Access Plus providers.</p>
/IT-	<p>INCLUSIVE TOUR</p> <p>Use this option to enter the tour number that the rental car is included in.</p> <p>/IT-LH569812</p>
/PUP-	<p>PICK-UP LOCATION</p> <p>Use this option to enter the pick-up location, if other than an airport location, for locations not listed in Amadeus.</p> <p>/PUP-FRPAR607* (Car provider location code)</p>
/RQ-	<p>RATE QUOTED</p> <p>Use this option to enter the rate that was quoted when a passive car segment was created.</p> <p>/RQ-EUR34.91- UNL DY</p> <p>The rate may be returned at sell time in an /RG- option. If it is, the rate cannot be changed at pick-up time. /RG- means there is a rule attached to the rate; /RQ- means that there is not.</p>
/SI-	<p>SUPPLEMENTARY INFORMATION</p> <p>Use this option to enter supplementary information as free-flow text.</p> <p>/SI-RED CAR REQUIRED</p>
/SQ-	<p>SPECIAL REQUEST</p> <p>Use this option to request a special service or a specific type of equipment. You can specify a maximum of three special equipment codes.</p> <p>/SQ-PHN /SQ-PHN-CST</p> <p>Note: Certain car providers may not accept some codes.</p>
/TC	<p>TRAVEL CHOICE</p> <p>This option allows you to make a booking that automatically takes into account your client's corporate and personal travel preferences as well as your own agency preferences.</p>

Code	Option, Explanation and Examples
/TK-	<p>TRACKING</p> <p>Use this option to enter any promotional coupon information, authorization numbers, voucher information, or other miscellaneous information.</p> <p>/TK-PC57309567</p>
/VV-	<p>VOUCHER VALUE</p> <p>Use this option to specify the value of the Amadeus Cars Paper Voucher.</p> <p>/VV-EUR100.00 /VV-NIL VALUE</p>
/**-	<p>AGENCY ACCOUNTING INFORMATION</p> <p>Use this option to include agency accounting information for the car segment. This information is displayed in the car segment, but is not sent to the car provider.</p> <p>CS3B/**-ACCOUNT 34</p>

Note: The options /CD-, /ID-, /BS-, and /FT- are considered active options for Amadeus Cars Complete Access Plus car providers. Entering an active option causes the segment to be canceled and rebooked.

Character Restrictions for Car Sell Options

The following table lists the option codes, with the minimum and maximum number of characters allowed, and indicates whether the code is passive or active:

Table: Car Sell Option Codes - Additional Information

Option	Min	Max	Act/ Pas	Option	Min	Max	Act/ Pas
/AI-	5	6		/G-	1	42	P
/ARR-	2	36	A	/ID-	1	20	P
/BA-	1	12	P	/IT-	1	20	P
/BN-	6	25	P	/LC-	6	6	A
/BR-	6	24	P	/LO-	3	6	A
/BS-	5	8	P	/MI-	1	1	A
/CD-	1	20	P	/MK-	1	6	
/CF-	3	16		/NM-	1	25	A
/CK-				/PUP-	3	11	A
/CO-	2	2	A	/RB-	6	2	A
/COL-	1	60	P	/RC-	2	8	A
/DC-	1	16	A	/RG-	2	59	P
/DD-	1	7	A	/RQ-	2	59	P
/DEL-	1	60	P	/RT-	3	6	A
/DI-	1	6	P	/SI-	3	15	P
/DO-	3	11	A	/SQ-	3	15	P
/DT-	4	15	A	/TK-	1	25	P
/FC-	2	3	A	/VT-	1	24	A
/FP-	2	44	P	/VV-	2	16	P
/FT-	1	26	P	/**-	1	25	P

Note: You can only use the option codes /DD- and /DT- when you modify a car segment or make a re-option entry.

Which Options Can Be Used with Which Entries?

Because the system makes certain assumptions based on the type of car sell entry you make, you cannot use all the options with all the entries. The following table lists the active and passive options that can be used with the different car sell entries.

Table: Which Options with Which Entries?

Option	Availability and Rates	Sell from Segment	Direct Sell
/ARR-	Yes	No	Yes
/BA-	Yes	Yes	Yes
/BN-	Yes	Yes	Yes
/BR-	Yes	Yes	Yes
/BS-	Yes	Yes	Yes
/CD-	Yes	Yes	Yes
/CF	No	No	Yes
/CO-	Yes	No	No
/COL-	No	Yes	Yes
/DEL-	No	Yes	Yes
/DI-	Yes	Yes	Yes
/DO-	Yes	No	Yes
/DT-	Yes	No	No
/FC-	Yes	No	No
/FP-	Yes	Yes	Yes
/FT-	Yes	Yes	Yes
/G-	Yes	Yes	Yes
/ID-	Yes	Yes	Yes
/IT-	Yes	Yes	Yes
/LO-	Yes	No	No
/MI-	Yes	No	No
/PUP-	Yes	No	Yes
/RC-	Yes	No	Yes
/RQ-	No	Yes	Yes
/RT-	Yes	No	Yes
/SI-	Yes	Yes	Yes
/SQ-	Yes	Yes	Yes
/TK-	Yes	Yes	Yes
/VT-	Yes	No	Yes
/VV-	Yes	Yes	Yes
/**-	Yes	Yes	Yes

Special Equipment

The following table shows equipment that you can request using the /SQ- option. This equipment is subject to availability. You can specify from 3 to 15 characters.

Table: Special Equipment

Code	Explanation	Code	Explanation
ABG	Airbags	LUG	Luggage Rack
AIR	Air Conditioning	NSK	Non Smoker Car
ATD	Anti-theft Device	NVP	Navigational System Plus Phone
BST	Booster Seat	NVS	Navigational System
BBS	Baby Stroller	PAB	Passenger Side Airbag
BYC	Bicycle Rack	PAS	Power Assisted Steering
CAL	Car Alarm	PAX	Number of Passengers
CAM	Camcorder	PDL	Power Door Locks
CBR	Citizens Band Radio	PHN	Mobile Phone
CBS	Child Booster Seat	PWS	Power Windows
CCL	Cruise Control	RAD	Radio
CCT	Cruise Control	RSB	Rear Seat Belts
CDD	Computerized Driving Direct	SBE	Seat Belt Extensions
CLS	Central Locking System	SBR	Snowboards
CSB	Child Seat for Baby	SIX	Six-Passenger Car
CSI	Child Seat for Infant	SKI	Ski Rental
CST	Child Seat for Toddler	SKR	Ski Rack
DAB	Driver Side Airbag	SKV	Ski-Equipped Vehicle
DSL	Diesel	SNO	Snow Chains
DVD	Digital Video Player	SRC	Satellite Radio
FMR	FM Radio	STR	Winter Tyres
FRT	Front Wheel Drive	SUR	Sun Roof
HCH	Hatchback	TAP	Cassette Tape
HCL	Hand Controls on Left	TEL	Car Telephone
HCR	Hand Controls on Right	TRH	Trailer Hitch
ICS	Integrated Child Safety Seat	TSW	Tilt Steering Wheel
LDP	Laserdisc Player	TVI	Television
LFA	Left Foot Accelerator	VCR	Video Cassette Player
LFF	Lead Free Fuel		

Decoding Special Equipment

You can decode all of the special equipment codes using the CE transaction.

For example, to decode the 3-letter code PHN, enter:

CEPHN

System Response:

```
CEPHN
**AMADEUS CARS   SPECIAL EQUIPMENT**
CODE   EQUIPMENT
PHN - MOBILE PHONE
NO MORE ITEMS
>
```

Note: You cannot have a space between the transaction code and the equipment code.

Alternatively you can retrieve a list of codes starting at a specific letter by adding the letter to the transaction code. For example to display a list starting at the letter L, enter:

CEL

System Response:

```
CEL
**AMADEUS CARS   SPECIAL EQUIPMENT**
CODE   EQUIPMENT
LDP - LASERDISC PLAYER
LFA - LEFT FOOT ACCELERATOR
LFF - LEAD FREE FUEL
LUG - LUGGAGE RACK
NSK - NON SMOKER CAR
NVP - NAVIGATIONAL SYSTEM PLUS PHONE
NVS - NAVIGATIONAL SYSTEM
PAB - PASSENGER SIDE AIRBAG
PAS - POWER ASSISTED STEERING
PAX - NUMBER OF PASSENGERS
PDL - POWER DOOR LOCKS
PHN - MOBILE PHONE
PWS - POWER WINDOWS
RAD - RADIO
RSB - REAR SEAT BELTS
SBE - SEAT BELT EXTENSIONS
SBR - SNOWBOARDS
MORE
>
```

Double-Dash Feature

The double-dash feature allows you to transfer options specified in one sell entry to a subsequent sell entry. This feature is especially useful for Amadeus Cars Complete Access bookings, where only one car can be sold at a time. For example, you enter:

CS1/CD-123456/SI-RED CAR/BS-12345675

In order to specify the same options as part of another sell entry you enter the codes followed by a double dash, as shown here:

CS1/CD--/SI--/BS--

This procedure may be repeated for as many subsequent sell transactions as required. The options specified in a car availability or car sell transaction are retained by the system for 60 minutes.

Note: Car provider-specific parameters (/ID-, /CD-, /FT-, /IT-) are not repeated, if a subsequent sell transaction is for another car provider. Options you enter during a sell transaction override the same fields that you entered in a previous availability or sell transaction. Only the /CF-option may not be carried forward.

Following end transaction (ET) or ignore (IG) all options are cleared and are no longer available for subsequent sell transactions.

Alternate Confirmation Entry

HE CN

The alternate confirmation entry allows you to change an Amadeus Cars Standard Access booking to an Amadeus Cars Complete Access booking after the Amadeus Cars Complete Access booking defaulted to Amadeus Cars Standard Access due to a system timeout, for example, or during a multiple sell (booking a car for several flight segments at the same time - see **HE CS**). This entry can only be used before end transaction for car providers that participate in Amadeus Cars Complete Access.

Note: You cannot use this entry after forcing an Amadeus Cars Standard Access sell (by using the **11ACS** transaction).

The following example PNR is used to illustrate the alternate confirmation entry.

```

RP/NCE1A0900/
1.AKMER/BENALI MR
2  FU 417 Y 07JUN 6 NCEMAD HK1          1505 1650   CRJ   0
   NON-SMOKING FLIGHT
   SEE RTSVC
3  IB6125 Y 07JUN 6 MADMIA HK1          1810 2150   340   0 M
   SEE GG AIR IB MOVIE
   SEE RTSVC
4  CCR ZL SS1 MIA 07JUN 14JUN ECAR/BS-12345675/ARR-IB6125-Y
   07JUN MAD-2150/RC-SW-PSDWKX/RG-USD 154.00- .00 UNL WY
   22.00- UNL XD 11.00- UNL XH/RT-1630/CF-
   **SEE RTSVCC**
5  AA7610 Y 14JUN 6 MIAMAD HK1          1730 0735+1   0
   OPERATED BY IB 6122
   OPERATED BY IBERIA
   SEE RTSVC
6  IB8748 Y 15JUN 7 MADNCE HK1          0845 1025   CRJ   0 B
   SEE GG AIR IB NOTAS 6
   OPERATED BY AIR NOSTRUM
   SEE RTSVC
7  AP NCE H:+33 4 93 63 12 34
8  TK OK01DEC/NCE1A0900
>

```

You make the following alternate confirmation entry:

CN4

CN Alternate confirmation transaction code
4 Car segment number

System Response:

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          AA/SU  26FEB0x1139Z  YEHBO6
1. BECKER/HEINER MR
2  LH4153 Q 10MAY 4 NCFRA HK1  0855 1  0955 1140  *1A/
3  LH 004 Q 10MAY 4 FRAHAM HK1  1230 1  1305 1405  *1A/E*
4  CCR EP HK1 HAM 10MAY 14MAY EBMN/BS-12345675/ARR-LH0004-Q
   10MAY FRA-1405/NM-BECKER HEINER MR/RB-*EP*EUR202.79 BR-4DY
   /RC-SPDR/RQ-*EP*EUR49.82-0.00 UNL DY/RT-1250/CF-64091296
   *EP/
   **** EUROPCAR ****
   BS UNKNOWN, CONTACT EUROPCAR - SEE GGCAREPHELP
   TOTAL RENTAL CHARGE EUR 202.79 FOR 4 DY
   INCL-TAXES,AIRPORT SURCHARGES,CDW,CDW-23,THW,
   THW-23 MAND-REG-FEE 0.75 OPTL-PAI 4.84,SL 0.00,
   UPD02.55 2.20,UPD10 4.40,UPD20 8.81,UPP10 1.09
   **SEE RTSVCC**
5  LH 267 Q 14MAY 1 HAMFRA HK1  1315 4  1350 1500  *1A/E*
6  AP 0492947290-O
7  TK OK19DEC/NCE1A0900
8  *SSR FQTV LH HK/ LH4010013089611928/1
>

```

The system changes the SS1 action code to the status code holding confirmed (HK1), and adds the confirmation number (CF-64091296) and the Amadeus Cars Complete Access indicator (*EP/).

Segment Modification of Amadeus Cars Complete Access Bookings

The modification of a segment is automatically routed via the Amadeus Cars Complete Access link if the segment has originally been booked in Amadeus Cars Complete Access.

If the link is down at time of modification, no message is sent to the car provider, but an error message is displayed:

```
XX NOT AVAILABLE NOW  
>
```

where **XX** is the car provider's code.

Rate Return of Negotiated Rates

Car providers in Amadeus Cars Standard Access and Amadeus Cars Complete Access support negotiated rate return. For companies in Amadeus Cars Complete Access Plus, negotiated rates can also be seen in availability displays by adding the /CD- number to the single-company availability request.

Booking procedures for negotiated rate return may vary from car provider to car provider. Consult either the provider pages in Amadeus Information Pages by entering:

GGCARXX

or the Amadeus Online Help pages by entering:

HECARXX

where **XX** is the car provider's code.

Chapter 7

Amadeus Direct Access

Amadeus Direct Access is available to very few suppliers and is being replaced by Amadeus Cars Complete Access Plus. For those providers that support it, it enables you to request a car provider's own display for both a car location list and a car availability and rates display. This facility is removed when a car provider upgrades to Amadeus Cars Complete Access Plus.

To see whether a car provider supports Amadeus Direct Access, either consult the car provider's own Amadeus Information Pages by entering:

GG CAR XX

or the car provider's HE page by entering:

HE CAR XX

where **XX** is the car provider code.

Chapter 8

Car Location List

HE CL

A car location list display shows all rental locations available in the Amadeus database. You can limit the car location list display to:

- A specific area
- A specific car provider
- A country

To request a car location list display for Tokyo, enter:

CLTYO

CL Car location list display transaction code
TYO Airport/city code

System Response:

```
CLTYO
**AMADEUS CARS LOCATION LIST**
      COMPANY  VICINITY  CITY: TYO  CNTRY: JP  DCOS
AA EP+EUROPCAR  TYOO01  1-15-13,HANEDA/OTA-KU/TOKYO HANEDA APT  ....
AB EP+EUROPCAR  TYOT01  529-80, TOKKOH /TOKYO - NARITA AIRPORT  ....
AC EP+EUROPCAR  TYOC01  TOKYO CENTRAL RRS STATION / CHUO-KU  ....
AD EP+EUROPCAR  TYOX01  2-1-18 HAMAMATSU-CHO / MINATO-KU  ....
AE ZE+HERTZ     TYOT50  NARITA INTERNATIONAL AIRPORT, TOKYO  ....
AF ZE+HERTZ     TYOT51  HANEDA AIRPORT  ....
AG ZE+HERTZ     TYOC04  NISHI SHINJUKU, NISHI SHINJUKU 6 15 6  ....
AH ZE+HERTZ     TYOC05  2-42-9 KOSUGIGOTENCHO  ....
AI ZE+HERTZ     TYOC07  NISHIARAI 2-8-20 SAKAE ADACHI-KU  ....
AJ ZE+HERTZ     TYOC15  KAWAGUCHI HONCHO  ....
AK ZE+HERTZ     TYOC63  KUDAN, KUDAN MINAMI 2 3 29  ....
AL ZE+HERTZ     TYOC64  2 9 6 TA-CHO, CHIYODA-KU , KANDA  ....
AM ZE+HERTZ     TYOC67  KOSHIGAYA, 6-3 YAYOICHO  ....
AN ZE+HERTZ     TYOC68  KUMAGAYA, 2491-1 HIRATO  ....
AO ZE+HERTZ     TYOC69  AKABANE, 1-20-6 AKABANE MINAMI  ....
AP ZE+HERTZ     TYOC70  KAWASAKI,MINAMI-CHO 22  ....
AQ ZE+HERTZ     TYOC71  SHINKAWABASHI, KAWASAKI,KAITSUKA 1-1-3  ....
SEE ALSO: TKN TKS
MORE
>
```

The display suggests alternative locations that you can refer to. In the above example you are prompted to check TKN and TKS:

SEE ALSO: TKN TKS

Here is an explanation of one line in the display:

AE ZE+HERTZ	TYOT50 NARITA INTERNATIONAL AIRPORT, TOKYO
-------------	--	------

Table: Explanation of Line One

Component	Identifies
AE	Line identifier
ZE+HERTZ	Car provider code, access level indicator and name
TYOT50	City code and vicinity code for non-airport location
NARITA INTERNATIONAL AIRPORT, TOKYO	Company address

The text that follows the vicinity code is free-flow and normally contains the company address.

The vicinity code is a combination of the city code (**TYO**), the vicinity code (**T**), and a 2-digit numeric code (**50**).

If the car provider is located at the airport, the display will show either the **O** (off-terminal) or **T** (terminal) indicator.

The display is ordered in alphabetical order of the vicinity code following the terminal codes that are shown first.

Table: Vicinity Codes In The Car Location List Display

Code	Vicinity
A	Airport
C	City
E	East of City Centre
H	Hotel
N	North of City Centre
O	Off-Terminal
P	Port/Ferry
R	Resort Location
S	South of City Centre
T	Terminal
W	West of City Centre
X	Rail

You include a vicinity code to limit the display to an area. For example, your customer arrives in Barcelona by ferry and needs to rent a car. To find out what car rental companies have an office in the vicinity of all railway stations, enter:

CLBCN-X

CLBCN Car location list display transaction code, city code
-X Dash and vicinity code

System Response:

```

CLBCN-X
**SEAMLESS CAR LOCATION LIST**
RAIL    COMPANY  VICINITY  CITY: BCN                CNTRY: ES                DCOS
AA HA+BCNX01    RAIL    PAISES CATALANES S N  ESTACION DE RENFE BARCELONA  ....
AB ZU+BCNX01    RAIL    RAILWAY STATION 08014 BARCELONA  ..Y.
**AMADEUS CARS LOCATION LIST**
AC AL+ALAMO     BCNX71  MUNTANER 45 08011 BARCELONA SPAIN  ....
AD AL+ALAMO     BCNX73  FRANCESC EIXIMENIS 6 SABADELL  ....
AE AL+ALAMO     BCNX78  BARCELONA RAILWAY STATION, 08014  ....
AF AT+ATESA     BCNX01  EST SANTS PZA PAISES CATALANES 08014  ....
AG EP+EUROPCAR BCNX01  BARCELONA SANTS RRS / BARCELONA  ....
AH ZI+AVIS      BCNX05  BARCELONA SANTS RAILWAY STATION  ....
AI ZL+NATIONAL  BCNX01  C/MUNTANER 45 / BARCELONA  ....
AJ ZL+NATIONAL  BCNX03  FRANCESC EIXIMENS 6 BARCELONA SABADELL  ....
AK ZL+NATIONAL  BCNX08  BARCELONA RAILWAY STATION  ....
SEE ALSO: BLA QSA
D-DELIVERY, C-COLLECTION, O-OUT OF HOUR RENTALS
S-SHUTTLE INFO, SEE HELP PAGES
NO MORE ITEMS
>

```

To limit the location list to a specific car provider, include the provider's code. For example, to list Hertz offices in Rome, enter:

CLZEROM

CL Car location list transaction code
ZE Car provider code
ROM City code

To limit the car location list to a specific country, you include the country code and the car provider code (mandatory for country lists). For example, to request all Europcar city locations in Portugal, enter:

CLEPPT-C

CL Car location list transaction code
EP Car provider code (mandatory for country list requests)
PT Country code
-C Dash and vicinity code (mandatory)

To display a list of car rental locations in Australia, Canada, or the United States you must include a state or province code. For example, to request a list of Hertz city locations in California, enter:

CLZEUSCA-C

Car Sell from a Car Location List

HE CL

From a car location list you can sell cars at both airport and non-airport locations.

For example, here is a car location list display for Copenhagen:

```

CLCPH
**SEAMLESS CAR LOCATION LIST**
      COMPANY      VICINITY  CITY: CPH      CNTRY: DK      DCOS
AA HA+CPHT01      ARPT-T  KASTRUP AIRPORT  COPENHAGEN      ...I
AB HA+CPHC01      CITY-C  GAMMEL KONGEVEJ 13  COPENHAGEN      ....
AC HA+CPHC02      CITY-C  VED VESTERPORT 3  COPENHAGEN      ....
AD HA+CPHC03      CITY-C  TEXACO ESRUMVEJ 128  HELSINGOER      ....
AE HA+CPHC04      CITY-C  HYDRO TEXACO VORDINGBORGVEJ 41  NAESTVED      ....
AF HA+CPHC05      CITY-C  Q8 CENTER KOBENHAVNSVEJ 11  VORDINGBORG      ....
AG SX+CPHT01      ARPT-T  COPENHAGEN AIRPORT  COPENHAGEN AP  TERMINAL KASTRUP  YY.I
AH SX+CPHC01      CITY-C  COPENHAGEN AMAGER KIRSTINEHOJ 14  COPENHAGEN  YY..
AI SX+CPHC02      CITY-C  COPENHAGEN DT LONGTERM KIRSTINEHOJ 14  COPENHAGEN  YY..
AJ SX+CPHC03      CITY-C  COPENHAGEN DOWNTOWN VESTER FARIMAGSGAD  COPENHAGEN  YY..
AK ZU+CPHT01      ARPT-T  KASTRUP INTL AIRPORT 2770  COPENHAGEN      ..YS
AL ZU+CPHC01      CITY-C  GAMMEL KONGEVEJ 13 1610  COPENHAGEN      ..Y.
AM ZU+CPHN01      CITY-N  HERLEV HOVEDGADE 82 2780  HERLEV          ..Y.
**AMADEUS CARS LOCATION LIST**
AN AL+ALAMO      CPHT71  COPENHAGEN INTERNATIONAL AIRPORT      ....
SEE ALSO: AAL AAR
D-DELIVERY, C-COLLECTION, O-OUT OF HOUR RENTALS
S-SHUTTLE INFO, SEE HELP PAGES
MORE
>

```

To sell an economy car type (ECMN) with Sixt (SX) at Copenhagen airport with pick-up on December 18 at 10 a.m. and drop-off on December 23 at 9 p.m. (assuming you have a PNR with a name in it), enter:

CSAG18DEC-5/VT-ECMN/ARR-1000-2100

CS	Car sell transaction code
AQ	Line number for an Alamo car
18DEC-5	Pick-up date, dash and number of days
/VT-ECMN	Slash, vehicle type option, dash and car type code (mandatory)
/ARR-1000-2100	Slash, arrival time indicator, dash, arrival time, dash and return time

Dates cannot be entered during a car location list entry, so you must specify the dates in the car sell transaction. If you do not enter a pick-up date, the current date at the pick-up location is assumed for pick-up. If you do not enter a drop-off date, a one-day rental is assumed.

Requesting Other Displays

You can use the line identifiers in a car location list to obtain other types of single-company displays for the provider concerned. This is demonstrated by using the following car location list:

CLROM

System Response:

```

CLROM
**SEAMLESS CAR LOCATION LIST**
      COMPANY  VICINITY  CITY: ROM          CNTRY: IT          DCOS
AA HA+ROMT01  ARPT-T CIAMPINO AIRPORT  ROME                ...I
AB HA+ROMT02  ARPT-T LEONARDO DA VINCI FIUMICINO AIRPORT  ROME                ...I
AC HA+ROMC01  CITY-C VIA TARQUINTA 19 27 00053 CIVITVECCHIA          ....
AD HA+ROMC04  CITY-C PIAZZA FRANCESCO VIVONA 144 ROME            ....
AE HA+ROMC10  CITY-C VIA DEL PRATI FISCALI 141 ROME              ....
AF HA+ROMC12  CITY-C VIA TIBURTINA 156 ROME                       ....
AG HA+ROMC13  CITY-C VIA CIPRO 136 ROME                           ....
AH HA+ROMC18  CITY-C PARCHEGGIO VILLA BORGHESE VIA DEL GALOPPAPPO ROME ....
AI HA+ROMC20  CITY-C CENTRALMOTOR STRADA MARATTA BASSA 05100 TERNI ....
AJ HA+ROMC21  CITY-C VIALE A DIAZ VITERBO                         ....
AK HA+ROME01  CITY-E C O AMA SAS VIA CASILINA KM ANAGNI           ....
AL HA+ROME02  CITY-E VIA ANTICOLANA 1 ANAGNI                      ....
AM HA+ROME03  CITY-E VIA PO ROME                                   ....
AN HA+ROME04  CITY-E VIA CALABRIA 11 ROME                          ....
AO HA+ROME05  CITY-E VIA CASILINA ROME                             ....
SEE ALSO: AOI BDS BRI BRU FOG NAP QCS QLT QTC SAY
D-DELIVERY, C-COLLECTION, O-OUT OF HOUR RENTALS
S-SHUTTLE INFO, SEE HELP PAGES
MORE
>

```

To request a single-company availability display for Holidays Autos at the office at Rome Ciampino airport, specifying pick-up and drop-off details, enter, for example:

CAAA12SEP-4/ARR-1800-1900

CA	Transaction code
AA	Line number for Rome Ciampino
12SEP	Pick-up date
-4	The number of days rental
/ARR	Slash, arrival time indicator
-1800	Dash, pick-up time
-1900	Dash, drop-off time

Chapter 9

Modifying Car Segments

HE CAR CHA

You can add, modify, or delete any optional element in a car segment of a PNR. For example, you can change the car type. You cannot, however, change the booking status, which is returned after end of transaction.

Note: For Amadeus Cars Standard Access bookings, any change causes the old segment to be canceled and a new one to be booked. For Amadeus Cars Complete Access bookings, some options cause the booking to be canceled, while others merely change the booking without forcing a rebook. The options that result in a rebook vary between companies.

If your changes cause the old segment to be canceled, the rebooking is only made if all the sale conditions are met. If they are not, Amadeus ignores the change request and gives a new availability display based on the modified parameters, and an explanation of why the sale request was rejected. If the sale conditions are met, the modification is accepted and the segment resold. The confirmation number is erased, and depending on the car provider, either a new confirmation number is returned or the same confirmation number is used.

All changes are processed via Amadeus Cars Complete Access, if the original booking was made in Amadeus Cars Complete Access.

Changing Elements in a Car Segment

The following PNR is used to illustrate how to make modifications with critical options. A critical option may cause the segment to be canceled and rebooked with the new parameters. This depends on the provider.

The following PNR illustrates how you change elements in a car segment:

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          AS/SU  22APR0x/1317Z  2MXFQX
1.BLOGGS/FRED MR
2  LH4135 Q 10MAY 1 NCEFRA HK1  1315 1  1415 1550  *1A/E*
3  LH 022 Q 10MAY 1 FRAHAM HK1  1555 1  1635 1735  *1A/E*
4  CCR XX HK1 HAM 10MAY 14MAY ECMN/BS-12345675
   /ARR-LH0022-1735/ES-*XX*EUR 154.64 04D/NM-BLOGGS FRED MR
   /RC-HII/RG-*XX*EUR28.30DY-UNL FM XH 9.44 UNL FM/RT-1810
   /CF-46099799FR4 *XX/
   **SEE RTSVCC**
5  LH 027 Q 14MAY 5 HAMFRA HK1  1830 4  1910 2015  *1A/E*
6  LH4142 Q 14MAY 5 FRANCE HL1  2130 1  2210 2340  *1A/E*
7  AP 0492947290-B
8  TK OK22APR/NCE1A0900
>

```

To change the vehicle type code from ECMN to CCMR, enter:

4/VT-CCMR

4	Car element number
/VT	Slash and vehicle type option code
-CCMR	Dash and new car type code

System Response:

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          AS/SU  22APR0x/1317Z  2MXFQX
1.BLOGGS/FRED MR
2  LH4153 Q 10MAY 4 NCEFRA HK1  1315 1  1415 1550  *1A/E*
3  LH 022 Q 10MAY 4 FRAHAM HK1  1555 1  1635 1735  *1A/E*
4  CCR XX HK1 HAM 10MAY 14MAY CCMR/BS-12345675
   /ARR-LH0022-1735/ES-*XX*EUR 194.81 04D/NM-BLOGGS FRED MR
   /RC-HII/RG-*XX*EUR35.85DY-UNL FM 11.96 UNL FM/RT-1810
   /CF-49099799FR4 *XX/
   **** BUDGET ****
   CONFIRMED CCMR VW BORA 1.8 4DR/5PSGR/SIMILAR
   BUDGET. GET OUT OF THE ORDINARY.
   **SEE RTSVCC**
5  LH 027 Q 14MAY 5 HAMFRA HK1  1830 4  1910 2015  *1A/E*
6  LH4142 Q 14MAY 5 FRANCE HL1  2130 1  2210 2340  *1A/E*
7  AP 0492947290-O
8  TK OK22APR/NCE1A0900
>

```

The system changes the HK status code for the ECMN to an HK for the CCMR car type code and displays the new rate.

The following PNR illustrates how to change the vehicle type for a car sold in Amadeus Cars Standard Access and confirmed after end transaction.

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          AS/SU  22APR0x/1325Z  2MXWNY
1.JOHNSON/ARTHUR MR
2  LH5761 Y 12SEP 7 NCEMUC HK1  0805 1  0905 1025  *1A/E*
3  CCR XX HK1 MUC 12SEP 15SEP EBMN/BS-12345675/ARR-LH5761-Y
   12SEP NCE-1025/RC-SD-EDEX/RG-EUR 33.00- .00 UNL DY/RT-0955
   /CF-EF31234
   **SEE RTSVCC**
4  LH5752 Y 15SEP 3 MUCNCE HK1  1015 2  1055 1220  *1A/E*
5  AP NCE 92 94 56 78-H
6  TK OK22APR/NCE1A0900
>

```

To change the vehicle type from EBMN to CDMR, enter:

3/VT-CDMR

System Response:

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          AS/SU  22APR0x/1325Z  2MXWNY
1.JOHNSON/ARTHUR MR
2  LH5761 Y 12SEP 7 NCEMUC HK1  0805 1  0905 1025  *1A/E*
3  CCR XX SS1 MUC 12SEP 15SEP CDMR/BS-12345675/ARR-LH5761-Y
   12SEP NCE-1025/RC-SD-EDEX/RG-EUR 39.00- UNL DY /RT-0955
   /CF-
   **SEE RTSVCC**
4  LH5752 Y 15SEP 3 MUCNCE HK1  1015 2  1055 1220  *1A/E*
5  AP NCE 92 94 56 78-H
6  TK OK22APR/NCE1A0900
>

```

The system automatically changes the status code to SS and removes the confirmation number.

When adding supplementary information you need to insert an asterisk (*) before the text. For example:

4/SI-*WHITE CAR REQUIRED

To change supplementary information, just add the replacement text without the asterisk (*). For example:

4/SI-BLACK CAR REQUIRED

This change will be recorded in PNR history. To see car segments in PNR history, enter:

RHC

Deleting Elements from a Car Segment

To delete information from a segment, you specify the segment number and the option code of the field to be deleted, with no text after the hyphen. For example to delete the /SQ- field, enter:

2/SQ-

If you delete the rate code option (/RC-) or the rate quoted option (/RQ-), the rate guaranteed option (/RG-) is automatically deleted from the segment.

Table: Options That Cannot Be Deleted

Option	Identifies
/LO-	Location
/RT-	Return Time
/PUP-	Pick-up Location
/CD-	Corporate Discount Number Note: This option is used in conjunction with the /DEL- and /COL- options.
/DT-	Pick-up Date
/DD-	Drop-off Date
/VT-	Vehicle Type
/LO-	Location Code

You can delete a car segment with an inactive status code (UC) and move it to the PNR history using the normal segment delete entry, which is followed by the segment number. For example:

D14

Canceling a Car Reservation

You can cancel a whole segment rather than simply delete one or more fields. For example:

XE4

Override Option

If you have access to net rates loaded in the cars database, this option allows you to view and book using a net rate, then to override it in the car segment with your own rate. This option will only work if the car provider concerned has switched it on.

The system shows your rate on the itinerary and on the invoice, instead of the net rate. The rate override amount is not transmitted to the car provider and does not appear on the Amadeus Cars Paper Voucher.

The following PNR illustrates this entry.

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          WG/SU  30MAR0x/1305Z  YHC7LB
1.JOHNSON/ARTHUR MR
2  LH5761 Y 12SEP 3 NCEMUC HK1  0805 1  0905 1025  *1A/
3  CCR ZE HK1 MUC 12SEP 15SEP EBMN/BS-12345675/ARR-LH5761-Y
   12SEP NCE-1025/NM-JOHNSON ARTHUR MR/RC-BAA2EU
   /RG-*ZE*EUR23.36- .00 UNL DY/RT-0950/SI-GREEN CAR
   /CF-B4121F19FA9 *ZE/
   **SEE RTSVCC**
4  LH4132 Y 15SEP 6 MUCNCE HK1  1010   1050 1220  *1A/
5  AP NCE 92 94 56 78-H
6  TK OK30MAR/NCE1A0900
>

```

To override the rate, enter:

3/RO-EUR42.78

System Response:

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          WG/SU  30MAR0x/1305Z  YHC7LB
1.JOHNSON/ARTHUR MR
2  LH5761 Y 12SEP 3 NCEMUC HK1  0805 1  0905 1025  *1A/
3  CCR ZE HK1 MUC 12SEP 15SEP EBMN/BS-12345675/ARR-LH5761-Y
   12SEP NCE-1025/NM-JOHNSON ARTHUR MR/RC-BAA2EU
   /RG-*ZE*EUR42.78- .00 UNL DY/RT-0950/SI-GREEN CAR
   /CF-B4121F19FA9 *ZE/
   **SEE RTSVCC**
4  LH4132 Y 15SEP 6 MUCNCE HK1  1010   1050 1220  *1A/
5  AP NCE 92 94 56 78-H
6  TK OK30MAR/NCE1A0900
>

```

The following restrictions apply to the /RO- option:

- It is controlled via a switch per car provider. Unless the option is allowed for the car provider, it is not accepted by the system as part of the change entry.
- It is only allowed in a change transaction, not in a car sell transaction.
- It can only be added to an existing car segment when a rate field (/RG- or /RQ-) already exists in the segment.

Index

A

- Advance booking
 - car rate features, 33
 - car terms, 39
- Agency accounting information option
 - car sell, 60
- Agent identification option, 48
- Alternate confirmation, 66
- Amadeus Car Reservation
 - decoding car rental companies, 6
 - encoding car rental companies, 6
- Amadeus Car Reservation database, 3
- Amadeus Cars Complete Access
 - car sell, 46
 - segment modification, 68
- Amadeus Cars Complete Access Plus, 5
- Amadeus Cars Paper Voucher acknowledgement option, 48
- Amadeus Cars Standard Access, 5
- Amadeus Information Pages, 6
- Amadeus Standard Access
 - car sell, 49
- Arrival option
 - availability and rates, 29
- ATPCO, 4
- Availability and rates
 - single-property display, 16
- Availability and rates display, 15
 - car codes, 23
 - car sell, 46
 - from a flight segment, 21
 - multi-company
 - requesting current date, 10
 - requesting specific dates, 14
 - multi-company, 10
 - multi-company
 - requesting 12-hour clock format, 14
 - rate plans, 26
 - single-company, 15

B

- Base rate option, 48
- Batch data update, 4
- Billing number option
 - car sell, 57
- Billing reference option
 - car sell, 57
- Booking agent option
 - car sell, 57

- Booking source option
 - availability and rates, 29
 - car sell, 57

C

- Canceling a car segment, 80
- Car availability and rates, 9
- Car codes, 23
- Car location list display, 71
 - requesting a specific area, 73
 - requesting a specific company, 73
 - requesting a specific country, 73
 - requesting other displays, 75
 - selling from, 74
 - vicinity codes, 72
- Car policy display, 41
 - keywords, 42
 - tax (TAX), 42
 - vehicle type (VEH), 42
- Car policy selecting specific information, 42
- Car rate features
 - keywords
 - advance booking (ADV), 33
 - advanced payment (ADP), 33
 - coverage (COV), 33
 - deposit (DEP), 33
 - guarantee (GUA), 33
 - location (LOC), 33
 - one-way (ONW), 33
 - pick-up (PUP), 33
 - policy (POL), 33
 - rate (RAT), 33
 - rate code (RCD), 33
 - remarks (RMK), 33
 - surcharge (SUR), 33
 - tax (TAX), 33
 - vehicle type (VEH), 33
 - requesting from an availability and rates display, 34
 - selling a car, 55
- Car sell, 45
 - alternate confirmation, 66
 - Amadeus Cars Complete Access, 46
 - Amadeus Standard Access, 49
 - double-dash feature, 65
 - from a car location list display, 74
 - from a car rate features display, 55
 - from a car terms display, 56
 - from a flight segment, 50
 - multi-segment, 52
- Car sell option codes

- character restrictions, 61
- option/entry restrictions, 62
- Car terms
 - keywords
 - advance booking (ADV), 39
 - coverage (COV), 39
 - deposit (DEP), 39
 - guarantee (GUA), 39
 - location (LOC), 39
 - one-way (ONW), 39
 - pick-up (PUP), 39
 - rate (RAT), 39
 - rate code (RCD), 39
 - remarks (RMK), 39
 - surcharge (SUR), 39
 - tax (TAX), 39
 - vehicle type (VEH), 39
 - selling a car, 56
- Changing
 - elements in a car segment, 78
- Codes
 - car, 23
 - car sell options, 57
 - rate plans, 26
 - special equipment, 63
 - vicinity, 72
- Collection option
 - car sell, 58
- Company option
 - availability and rates, 29
- Confirmation number option
 - car sell, 57
- Confirmation option, 48
- Corporate ID option
 - availability and rates, 29
 - car sell, 57
- Coverage
 - car rate features, 33
 - car terms, 39
- Customer ID option
 - availability and rates, 30
 - car sell, 59
- D**
- Dates
 - if not entered, 14
 - requesting specific, 14
- Decoding
 - car rental companies, 6
 - special equipment codes, 64
- Deleting
 - elements in a car segment, 80
- Deleting a car segment, 80
- Delivery option
 - car sell, 58
- Deposit
 - car rate features, 33
 - car terms, 39
- Direct data update, 4
- Double-dash feature
 - car sell, 65
- Drop charge option, 48
- Drop-off date option
 - availability and rates, 30
- Drop-off location option
 - availability and rates, 30
- car sell, 58
- E**
- Encoding car rental companies, 6
- Estimated distance option
 - car sell, 58
- Estimated total
 - breakdown of, 37
 - breakdown of, 34, 35, 36
 - car rate features, 37
 - car rate features, 33, 34, 35
 - car rate features, 55
 - examples, 11
 - examples, 11
 - examples, 12
 - examples, 21
 - examples, 46
 - multi-company display, 9
 - single-company display, 15
- F**
- Flight segment
 - availability and rates display, 21
 - car sell from a, 50
- Foreign currency option
 - availability and rates, 30
- Form of payment option
 - car sell, 58
- Frequent traveler option
 - car sell, 58
- G**
- Guarantee
 - car rate features, 33
 - car terms, 39
- Guarantee option
 - car sell, 59
- I**
- Inclusive tour option
 - car sell, 59
- Inter-city distance option, 48
- K**
- Keywords
 - car policy, 42
 - car rate features, 33
 - car terms, 39
- L**
- Location
 - car rate features, 33
 - car terms, 39
- Location code option (appended by provider), 48
- Location option
 - availability and rates, 30
- M**
- Manual updates, 3
- Message queue
 - sending a message, 7

- Mileage qualifier option
 - availability and rates, 30
 - Modifying
 - Amadeus Cars Complete Access bookings, 68
 - elements in a car segment
 - deleting, 80
 - elements in a car segment
 - changing, 78
 - introduction, 77
 - elements in a car segment
 - override a rate, 81
 - Multi-company
 - availability and rates
 - introduction, 9
 - availability and rates display
 - from a flight segment, 21
 - requesting current date, 10
 - requesting specific dates, 14
 - availability and rates display, 10
 - availability and rates display
 - requesting 12-hour clock format, 14
 - Multi-segment
 - car sell, 52
- N**
- Name option, 48
 - Negotiated rates
 - booking source, 29
 - corporate ID, 29
 - customer ID, 30
 - rate categories, 25
 - rate return, 68
 - single-company
 - availability and rates display, 18
 - single-company
 - availability and rates display, 15
- O**
- One-way
 - car rate features, 33
 - car terms, 39
 - Option codes
 - appended by the provider
 - agent identification, 48
 - Amadeus Cars Paper Voucher
 - acknowledgement, 48
 - base rate, 48
 - confirmation number, 48
 - drop charge, 48
 - inter-city distance, 48
 - location code, 48
 - name, 48
 - rate guaranteed, 48
 - availability and rates
 - arrival, 29
 - booking source, 29
 - company, 29
 - corporate ID, 29
 - customer ID, 30
 - drop-off date, 30
 - drop-off location, 30
 - foreign currency, 30
 - location, 30
 - mileage qualifier, 30
 - pick-up date, 30
 - rate code, 31
 - return time, 31
 - travel choice, 31
 - vehicle type, 31
- car sell
 - agency accounting information, 60
 - characters restrictions, 61
 - collection, 58
 - customer ID, 59
 - delivery, 58
 - drop-off location, 58
 - estimated distance, 58
 - form of payment, 58
 - frequent traveler, 58
 - guarantee, 59
 - inclusive tour, 59
 - option/entry restrictions, 62
 - pick-up location, 59
 - rate quoted, 59
 - special request, 59
 - supplementary information, 59
 - tracking, 60
 - voucher value, 60
 - car sell
 - billing number, 57
 - billing reference, 57
 - booking agent, 57
 - booking source, 57
 - confirmation number, 57
 - corporate ID, 57
 - override rate, 81
 - special equipment, 63
- Override rate option, 81
- P**
- Pick-up
 - car rate features, 33
 - car terms, 39
 - Pick-up date option
 - availability and rates, 30
 - Pick-up location option
 - car sell, 59
- Q**
- Queue message
 - sending a, 7
- R**
- Rate
 - car rate features, 33
 - car terms, 39
 - Rate code
 - car rate features, 33
 - car terms, 39
 - Rate code option
 - availability and rates, 31
 - Rate guaranteed option, 48
 - Rate plan types
 - daily, 26
 - monthly, 26
 - weekend, 26
 - weekly, 26
 - Rate quoted option
 - car sell, 59

Rate return
negotiated rates, 68
Remark
car rate features, 33
car terms, 39
Requesting other displays
from a car location list, 75
Return time option
availability and rates, 31

S

Scrolling commands, 7
Segment modification
Amadeus Cars Complete Access bookings, 68
Single-company
availability and rates display, 15
availability and rates list display, 15
Special equipment
decoding, 64
option codes, 63
Special request option
car sell, 59
Supplementary information option
car sell, 59
Surcharge
car rate features, 33
car terms, 39
Switching commands, 7

T

Tax
car rate features, 33
car terms, 39
Times
local, 14
requesting specific, 14
Tracking option
car sell, 60
Travel choice option
availability and rates, 31

V

Vehicle type
car rate features, 33
car terms, 39
Vehicle type option
availability and rates, 31
Vicinity codes
car location list display, 72
Voucher value option
car sell, 60