



Amadeus Training

Amadeus Cars

amadeus
Your technology partner

AMADEUS CARS

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If you look at the previous display, you can see that Amadeus offers three types of access for car companies:

COMPLETE ACCESS PLUS

Car providers that have Complete Access Plus, the availability requests for displays are obtained via high speed communication links. This means that availability information is obtained directly from the provider's own system, and bookings are made and confirmed online.

COMPLETE ACCESS:

For those car providers who have Complete Access, bookings are sent to the car company via high speed communications links, immediately when a car sell transaction is made. Car rental companies return confirmation numbers and other data in 4-8 seconds.

STANDARD ACCESS:

There are two types of standard access

Automated standard access

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

Manual standard access

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

For both types the car booking is sent to the car company via a teletype link. The confirmation number is returned after End of Transaction ET.

RATE RETURN

The Complete Access Plus car companies also supports Rate Return. If a client holds a special agreement with a car company this agreement is expressed in a CD number such as e.g. the AVIS Wizard card. A car availability will show a rate everybody is entitled to, adding the WIZARD card number to the car sell entry the car company will respond with a confirmation number and a different rate - the one that the client holds. Note however, this does not apply to all special rates e.g. company contracted rates are confidential and will not be returned to the PNR.

AIS pages for a specific car company

To retrieve the Amadeus Information Pages for a specific car rental company you enter:

GG CAR EP

GGCAR The main entry to the car information pages

EP The two letter code for the car company EP = EUROPCAR

To retrieve location policy for EUROPCAR in Oslo Airport enter:

GG CAR EP OSL

GGCAR The main entry to the car information pages

EP The two letter car company code

OSL The three letter Airport code

EUROPCAR OSLO APT EN 15JUN05 0858Z	
LOCATION POLICY FOR RENTALS ORIGINATING IN OSLO AIRPORT **OSL**	
TOPIC :	ENTER :
=====	=====
ADDRESS	MS 60
PHONE	MS 70
OPENING HOURS	MS 80
INSURANCE COVERAGE	
DAMAGE/THEFT/LOSS	CPOEPOSL/COV
PERSONAL ACCIDENT/BELONGINGS	CPOEPOSL/COV
ADDITIONAL EQUIPMENT	MS200
ADDITIONAL DRIVERS	MS250
AGE REQUIREMENTS	MS300
LICENCE REQUIREMENTS	MS350
ONE WAY RENTAL TERMS/CHARGES	MS400
PAYMENT	MS500
TAX / SURCHARGE	CPOEPOSL/TAX/SUR
REFUELLING CHARGES	MS600
VEHICLE TYPES	CPOEPOSL/VEH
NON-AIRPORT LOCATIONS	MS700

This index is the same for every car company on all locations world-wide. Please note that the details are for airport locations. We will revert to Non-airport locations in a moment.

Look at the display, if you want information on age requirements enter:

MS300 or directly GGCAREPOSL.300

```

                                EUROPCAR OSLO APT      EN  15JUN05 0858Z
AGE REQUIREMENTS :
=====
MINIMUM AGE :
-----
- GROUPS  EBMN , ECAN , CCMN , CDMN , CDAR , CDMR , CWMR      23 YEARS
- GROUPS  IDMN , IWMR , SDMR , SWMR , FVMN , PVMN , PVAR ,
.          XVMN
- GROUPS  PDAR , PSAR , LDAR , LFAR , PWAR , PSMR            30 YEARS

```

To go back to the index, enter

MT

```

                                EUROPCAR OSLO APT      EN  15JUN05 0858Z
LOCATION POLICY FOR RENTALS ORIGINATING IN OSLO AIRPORT  **OSL**

TOPIC :                               ENTER :
=====                               =====

ADDRESS                                MS 60
PHONE                                  MS 70
OPENING HOURS                          MS 80
INSURANCE COVERAGE
  DAMAGE/THEFT/LOSS                    CPOEPOSL/COV
  PERSONAL ACCIDENT/BELONGINGS        CPOEPOSL/COV
ADDITIONAL EQUIPMENT                   MS200
ADDITIONAL DRIVERS                     MS250
AGE REQUIREMENTS                       MS300
LICENCE REQUIREMENTS                  MS350
ONE WAY RENTAL TERMS/CHARGES          MS400
PAYMENT                                MS500
TAX / SURCHARGE                        CPOEPOSL/TAX/SUR
REFUELLING CHARGES                    MS600
VEHICLE TYPES                          CPOEPOSL/VEH
NON-AIRPORT LOCATIONS                 MS700

```

Here you can see, that if you want information about Non-airport locations you have to enter:

MS700 or directly GGCAREPOSL.700

```

                                EUROPCAR OSLO APT      EN  7JUN05 0739Z

NON-AIRPORT LOCATIONS :
=====

EUROPCAR OSLC02 OSLO CITY
-----
ADDRS : HAAKON VII GATE 9
        0161 OSLO, NORWAY
PHONE : 47/ 2283 1242 // FAX 47/ 2283 1243
HOURS : MON-FRI 8030-1700 | AFTER HRS SERVICE BY REQUEST
        SAT      0800-1400 | AFTER HOURS CHARGE NOK 300 + TAX WILL APPLY
        SUN      CLOSED

(partial display)

```

Car Policy Display

Up til now all policy information has been stored in the AIS pages, and displayed via the GGCAR type of entries.

A new Car Policy display entry has been created to display the following topics:

- Tax Policy
- Surcharge Policy
- Coverage Policy
- Car Make Policy (Vehicle Type Information)

Each of the topics have their own 3 and 1 letter code, namely:

TOPIC	CODE	INFORMATION ON
Tax Policy	TAX or T	Tax information e.g state and/or country tax
Surcharge Policy	SUR or S	Surcharge information e.g Airport pick-up charge.
Coverage Policy	COV or C	Coverage information e.g PAI, CDW, TP etc.
Car Make Policy	VEH or V	Vehicle type information e.g the one or four letter code.

The basic entry to display Policy information is **CPO** and the car company code and the location code, to this entry you can add one or more of the above mentioned topics.

To get information on car types for Europcar in Oslo, enter:

CPOEPOSL/V

```

CPOEPOSL/V
** AMADEUS CAR POLICY **
EP/EUROPCAR          OSL    - OSLO
VEHICLE TYPE INFORMATION ----- V - VEH
  TYPE GRP / MAKE MODEL DESCRIPTION      DRS  SEAT BAG  BOOT
  EBMN A SEAT IBIZA 1 6 CLX                2    5         *
  CCMN B SKODA FABIA 1 4                    4    5         *
  CDMN C RENAULT MEGANE 1 6                  4    5         *
  IDMN D VW PASSAT 1 8                      4    5         *
  IWMR E VW PASSAT 1 6 STW                  4    5         *
  SDMR F AUDI A4 1 8                        4    5         *
  PDAR G MERCEDES C180 1 8                  4    5         *
  LDAR H MERCEDES E200 2 0                  4    5         *
  CDMR I VW GOLF 1 6                        4    5         *
  PWAR J MERCEDES C180 STW                  4    5         *
  FVMN K VW CARAVELL 2 5                    3    6         *
  PVMN L MERCEDES 312 3 0                   3    9         *
  XVMN M MB IVECO 3 0                       3   17         *
  PVAR N MERCEDES 312 3 0                   3    9         *
  SWMR O AUDI A4 AVANT 1 8 STW              4    5         *
MORE

```

If You want information on coverage, enter:

CPOEPOS/L/C

```

CPOEPOS/L/C
** AMADEUS CAR POLICY **
EP/EUROPCAR          OSL   -  OSLO
COVERAGE ----- C - COV
- CDW - COLLISION DAMAGE WAIVER
  VEHICLE TYPES      CUR    /DAY      EXCESS
  LFAR PSAR PSMR     NOK    185.00    6000.00
  FVMN LDAR PDAR PVAR
  PVMN PWAR SDMR SWMR
  XVMN                NOK    125.00    4700.00
  CDAR CDMN CDMR CWMR
  IDMN IWMR           NOK    115.00    4300.00
  CCMN EBMN ECAN      NOK    105.00    3900.00

- PAI - PERSONAL ACCIDENT INSURANCE
  VEHICLE TYPES      CUR    /DAY
  LFAR PSAR PSMR     NOK    50.00
  CCMN CDMN EBMN FVMN
  IDMN IWMR LDAR PDAR
  PVAR PVMN PWAR SWMR
MORE

```

It is, of course, possible to ask for more than one topic at a time, the entry to do so is,

CPOEPOS/L/S/V

```

CPOEPOS/L/S/V
** AMADEUS CAR POLICY **
EP/EUROPCAR          OSL   -  OSLO
SURCHARGES ----- S - SUR
- AGE SURCHARGE
  125.00 NOK PER DAY
  FOR DRIVERS UNDER 25YRS
- AIRPORT SURCHARGE
  12.00 % PER RENTAL
  THIS CHARGE WILL APPLY ON ALL RENTALS STARTING AT THIS
  AIRPORT LOCATION
- WINTER SERVICE CHARGE
  25.00 NOK PER DAY - MAX: 350.00 NOK -
  DURING THE PERIOD OF 1ST NOVEMBER - 15TH APRIL
  WINTER FEE IS MANDATORY AND APPLIED ON ALL RENTALS
VEHICLE TYPE INFORMATION ----- V - VEH
  TYPE GRP / MAKE MODEL DESCRIPTION      DRS SEAT BAG BOOT
  EBMN A SEAT IBIZA 1 6 CLX                2   5   *
  CCMN B SKODA FABIA 1 4                    4   5   *
  CDMN C RENAULT MEGANE 1 6                 4   5   *
MORE

```

Encode/decode car company codes

If you need to find information about a specific car rental company e.g. AVIS, and you don't know the two letter code, you can find it by using this entry.

DNC AVIS

DNC **Decode Name Car**

AVIS Name of the car company

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

If you have the two letter code of a car company, and you don't know its name, you can use the same transaction:

DNC ZE

DNC **Decode Name Car**

ZE The two letter code of the car company

DNCZE ZE HERTZ - VARIOUS (COMPLETE ACCESS PLUS) MORE INFORMATION GGCARZE

Where do I go for help?

If you do experience some problems, please look at the Amadeus on-line Help pages by typing:

HE CAR

CAR INDEX		EN 1FEB07 0954Z	
HE CAR			
FOR INFORMATION ABOUT	ENTER	FOR INFORMATION ABOUT	ENTER
-----	-----	-----	-----
INTRODUCTION	GP INT	KEYWORDS OR QUICKPATHS	GP QPS
CAR AVAILABILITY/RATES	GP AVA	AIS PAGES FOR CARS	
- AVAILABILITY OPTIONS	GP OPT	-INTRODUCTION	GG CAR
CAR CODES	GP COD	-CAR COMPANY XX	GG CAR XX
CAR LOCATION LIST	GP LOC	SCROLLING IN CARS	HE SCROLL
CAR LOCATION POLICY	GP CPO	INDEX FOR HE CAR XX	HE CAR 1A
CAR RATE FEATURES	GP RAT	HELP PER CAR COMPANY	HE CAR XX
CAR SELL/RESERVATION	GP SEL		
- CAR SELL OPTIONS	GP SE2		
CAR TERMS/RULES	GP TER		
CAR VOUCHERS	GP VOU		
CHANGE/CANCEL BOOKINGS	GP CHA		

To get help on i.e. on car availability you enter:

GPAVA

CAR AVAILABILITY		EN 22SEP07 1505Z	
FOR AN EXPLANATION, PLEASE ENTER:		MS 64	
INFORMATION ABOUT THE NEW POLICY INFORMATION INDICATORS:		MS463	
TASK	FORMAT	REFERENCE	
----	-----	-----	
MULTI-COMPANY (AIRPORTS ONLY)			
-DIRECT ENTRY	CACDG1DEC-4DEC/ARR-9A-6P	MS148	
-REFERENCE FLIGHT SEGMENT	CAS3	MS190	
-RETURN FROM SINGLE-COMPANY	CA/CO-YY OR MPCM	MS211	
SINGLE-COMPANY (AIRPORT)			
-REFERENCE MULTI-COMPANY CA	CA 2	MS232	
-REFERENCE FLIGHT SEGMENT	CAXXS3	MS274	
-DIRECT ENTRY	CAXXCDG1DEC-4/ARR-9A-6P	MS295	
SINGLE-COMPANY (NON-AIRPORT)			
-REFERENCE CAR LOCATION LIST	CAAB1DEC-4/ARR-9A-6P	MS253	
-DIRECT ENTRY	CAXXPARS011DEC-4/ARR-9A-6P	MS316	
		>MD	

Car type codes

As you probably know, a car type code consist of four letters, one for each of the following categories: class, type, shift and fuel/air-conditioning. Whenever you make a car reservation it is not enough just to write e.g. group A or B, you always need the four letter code. We have already covered how to find these codes on page 7.

CODE	CLASS	CODE	TYPE
M	Mini	B	2-3 Door car
N	Elite	C	2/4 Door car
E	Economy	D	4-5 Door car
H	Economy elite	E	Coupe
C	Compact	F	SUV
D	Compact elite	G	Crossover
I	Intermediate	H	Motor Home
J	Intermediate elite	J	Open air all Terrain
S	Standard	K	Commercial Van/Truck
R	Standard elite	L	Limousine
F	Full size	M	Monospace
G	Full size elite	N	Roadster
P	Premium	P	Pick up regular cab
U	Premium elite	Q	Pick up extended cab
L	Luxury	R	Recreational vehicle
W	Luxury elite	S	Sport
O	Oversize	T	Convertible
X	Special	V	Passenger Van
		W	Wagon /Estate
		X	Special
		Y	2 Wheel vehicle
		Z	Special offer car

CODE	SHIFT	CODE	FUEL/AIR-CONDITIONING
M	Manual unspecified drive	R	Unspecified fuel/power with air condition
N	Manual 4WD	N	Unspecified fuel/power without air condit
C	Manual AWD	D	Diesel with air conditioning
A	Automatic unspecified drive	Q	Diesel without air conditioning
B	Automatic 4WD	H	Hybrid with air conditioning
D	Automatic AWD	I	Hybrid without air conditioning
		E	Electric with air conditioning
		C	Electric without air conditioning
		L	LPG/compressed gas with air conditioning
		S	LPG/compressed gas without air condition
		A	Hydrogen with air conditioning
		B	Hydrogen without air conditioning
		M	Multi fuel/power with air conditioning
		F	Multi fuel/power without air conditioning

		V	Petrol with air conditioning
		Z	Petrol without air conditioning
		U	Ethanol with air conditioning
		X	Ethanol without air conditioning

Example:

VW Golf Automatic 1.6 in Oslo Airport by Europcar listed as **CDAR** is an:

C - Compact
D - 4-5 Door car
A - Automatic unspecified drive
R - Unspecified fuel/power with air condition

You can find car codes explanations under:

HECARCODES.43

CAR LOCATION LIST DISPLAY

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

⇒ Specific car company

⇒ Country

If you want a complete list of all the car rental companies and their address in Paris, you enter:

CL PAR

CL Car Location list display transaction code

PAR Three letter Airport/City code

```
CLPAR
**SEAMLESS CAR LOCATION LIST**
      COMPANY    VICINITY    CITY: PAR                CNTRY: FR DCOS
AA ZU+PART01    ARPT-T CHARLES DE GAULLE APT/TERMINAL 1 PARIS ..YS
AB ZU+PART02    ARPT-T ORLY OUEST AIRPORT 94546 PARIS ..YS
AC ZU+PARC01    CITY-C 145 AVENUE MALAKOFF 75016 PARIS ....
AD ZU+PARC02    CITY-C 48 RUE DE BERRI 75008 PARIS ....
AE ZU+PARC03    CITY-C TERMINAL AIR FRANCE 75007 PARIS ....
AF ZU+PARC06    CITY-C 2 AVENUE DE LA PORTE DE ST CLOUD PARIS ....
AG ZU+PARC12    CITY-C 5 AVENUE D ITALIE 75013 PARIS ..Y.
AH ZU+PARC18    CITY-C 88 RUE DE LA ROQUETTE 75011 PARIS ....
AI ZU+PARC22    CITY-C 225-231 RUE DE LA GARENNE 92000 PARIS ....
AJ ZU+PARC24    CITY-C 17-21 BOULEVARD ROMAIN ROLLAND PARIS ....
AK ZU+PARC26    CITY-C 60 BOULEVARD DIDEROT 75010 PARIS ....
AL ZU+PARC29    CITY-C FACE 8 AVENUE FOCH 75016 PARIS ..Y.
AM ZU+PARE01    CITY-E CENTRE REGIONAL MONT D EST NOISY LE G ....
AN ZU+PARE11    CITY-E 55 BOULEVARD DU MANDINET 77185 PARIS ....
AO ZU+PARE12    CITY-E RUE JEAN GABIN - RN 186 94000 CRETEIL ....
SEE ALSO: CFE EVX JEV QFC QNL XVE
D-DELIVERY, C-COLLECTION, O-OUT OF HOUR RENTALS
S-SHUTTLE INFO, SEE HELP PAGES
```

Note that this is the first page of many, and to see more you have to enter MD.

Here is an explanation of the display:

AA ZU+PART01	ARPT-T CHARLES DE GAULLE APT/TERMINAL 1 PARIS	..YS
AB ZU+PART02	ARPT-T ORLY OUEST AIRPORT 94546 PARIS	..YS
AC ZU+PARC01	CITY-C 145 AVENUE MALAKOFF 75016 PARIS

AA Line designator

ZU+ Company two letter code and name.
A plus (+) after the car company code indicates that this company participates in complete access plus

CDG-T Airport location code, consists of an airport code and an office location code
T - Car rental company located in the Terminal
O - Car rental company located Off terminal

ORY-T Airport location code, consists of an airport code and an office location code
T - Car rental company located in the Terminal
O - Car rental company located Off terminal

PARC01 City location code consists of a city code (PAR), vicinity code (C) and internal company code (01).

The vicinity codes indicates the following:

VICINITY CODE	INDICATES
A	Airport
C	City
E	East of city Center
H	Hotel
N	North of city Center
O	Off-Terminal
P	Port/Ferry
R	Resort location
S	South of city Center
T	Terminal
W	West of city Center
X	Rail

PARIS CHAR... Address in free flow format

Option codes to the car location display:

If you want a car list for Copenhagen - City location only, enter:

CLCPH-C

CLCPH Car location list display and city code

-C Dash followed by the vicinity identifier

```
LCPH-C
**AMADEUS CARS LOCATION LIST**
CITY COMPANY VICINITY CITY: CPH CNTRY: DK
AA AL+ALAMO CPHC71 COPENHAGEN DWNTOWN,JAEGERSBORG ALLE 54
AB CC COUNTY CARS CPHC01 HELGOLANDSGADE 2
AC EP+EUROPCAR CPHC01 GAMMEL KONGEVEJ 13 / COPENHAGEN
AD HA+HOLIDAYAUTO CPHC01 GAMMEL KONGEVEJ 13-COPENHAGEN
AE HA+HOLIDAYAUTO CPHC02 VED VESTERPORT 3-COPENHAGEN
AF HA+HOLIDAYAUTO CPHC03 TEXACO ESRUMVEJ 128-HELSSINGOER
AG HA+HOLIDAYAUTO CPHC04 HYDRO TEXACO-NAESTVED
AH HA+HOLIDAYAUTO CPHC05 Q8 CENTER, KOBENHAVNSVEJ 11-VORDINGBOR
AI SX+SIXT CPHC01 2770 KASTRUP, ENGLANDSVEJ 401
AJ TS I T S CARS CPHC01 JAGERSBORG ALLE 54 CHARLOTTENLUND
AK ZD+BUDGET CPHC03 VESTERFARIMAGSGADE 7, COPENHAGEN
AL ZE+HERTZ CPHC60 VED VESTERPORT 3 COPENHAGEN
AM ZI+AVIS CPHC01 COPENHAGEN K LANDGREVEN 10
AN ZI+AVIS CPHC03 KASTRUP LUF AVIS INDENRIGSGAARDEN
AO ZL+NATIONAL CPHC01 COPENHAGEN DWNTOWN,JAEGERSBORG ALLE 54
AP ZU AUTO EUROPE CPHC01 COPENHAGEN DOWNTOWN OFFICE
SEE ALSO: AAL AAR
NO MORE ITEMS
```

You can also include the appropriate two-letter car company code to limit the display to a specific company. To list offices for Budget in Los Angeles, enter:

CLZDLAX

CL Car Location List

ZD Car Company Code ZD = Budget

LAX City code

```
CLZDLAX
**AMADEUS CARS LOCATION LIST**
COMPANY VICINITY CITY: LAX STATE/PROV: CA CNTRY: US
AA ZD+BUDGET LAX-T LOS ANGELES INTERNATIONAL AIRPORT
AB ZD+BUDGET LAXC05 HYATT REGENCY 711 S HOPE LA
AC ZD+BUDGET LAXC06 3380 WILSHIRE,LOS ANGELES
AD ZD+BUDGET LAXN01 9815 WILSHIRE BLVD, BEVERLY HILLS
AE ZD/BUDGET LAXN02 4363 LINCOLN BLVD, MARINA DEL REY
AF ZD/BUDGET LAXN03 300 S DOHENY DR, LOS ANGELES CALIFORNI
Partial display
```

You can include an appropriate country code and a desired vicinity identifier to limit the display to a specific country. For example to request all Hertz city locations in Italy, enter:

CLZEIT-C

CL	Car Location List
ZE	Car Company Code ZE = Hertz
IT	Country Code
-C	Dash followed by the vicinity identifier, mandatory

```

CLZEIT-C
**AMADEUS CARS LOCATION LIST**
CITY COMPANY VICINITY CENTRY: IT
AA ZE+HERTZ AOIC61 VIA FLAMINIA 16, ANCONA
AB ZE+HERTZ BGYC60 VIA CAMOZZI 38, BERGAMO
AC ZE+HERTZ BLQC60 VIA AMENDOLA 16, BOLGNE DOWNTOWN
AD ZE+HERTZ BLQC62 VIA STALINGRADO 27, BOLOGNA
AE ZE+HERTZ BZOC60 VIA GARIBALDI 22,39100 BOLZANO
AF ZE+HERTZ CAGC60 CAGLIARI DT P ZA MATTEOTTI 8
AG ZE+HERTZ CDFC60 CORSO ITAL 186/188 CRTNA D'AMPEZZO
AH ZE+HERTZ CTAC61 VIA TOSELLI 16/C, CATANIA
AI ZE+HERTZ CUFC60 SS22 N94 S ROCCO BERNEZZO, CUNEO
AJ ZE+HERTZ CUFC61 VIA SAVONA 17, CUNEO
Partial display

```

Car location lists for Australia, Canada And The Us

Due to the size of lists for the above countries you must specify for

Australia: Territory e.g. NS for New South Wales

Canada: Province e.g. OT for Ontario

US State e.g. MA for Massachusetts

To request a list for Alamo rent a car in California - city locations, enter:

CLALUSCA-C

CL Car Location List

AL Car Company Code AL = Alamo

US Country Code

CA State Code

-C Dash followed by vicinity identifier, mandatory

```
CLALUSCA-C
**AMADEUS CARS LOCATION LIST**
CITY COMPANY VICINITY STATE/PROV: CA CTRY: US
AA AL+ALAMO ANAC71 711 WEST KATELLA, ANAHEIM
AB AL+DISNEY ANAC72 1565 S DISNEY DRIVE ANAHEIM
AC AL+ALAMO LVKC74 4186 EAST AVENUE, LIVERMORE
AD AL+ALAMO SFOC71 687 FOLSOM STREET SAN FRANCISCO
AE AL+ALAMO SFOC72 750 BUSH STREET SAN FRANCISCO
AF AL+ALAMO SFOC77 150 VALENCIA STREET, SAN FRANCISCO
AG AL+ALAMO SFOC78 320 O'FARRELL STREET, SAN FRANCISCO
AH AL+ALAMO SMOC71 1027 BROADWAY, SANTA MONICA
NO MORE ITEMS
```

Summary of entries

List of car companies	GG CAR then MS21
List of car companies beginning with B.....	GG CAR B
Index for specific company	GG CAR ZE
City information for specific city/car company.....	GG CAR ZI CPH
Car types per city/company	CPO ZI CPH/VEH
Non airport locations for specific city/company	GG CAR EP CPH.700
Find the to letter code for a Car company	DNC HERTZ
Decode the two letter Car company code.....	DNC ZD
Help on car inputs	HE CAR
Car rental locations in specific city/airport	CL LON
Car rental locations for city only	CL ZRH - C
Car rental locations for specific city/car company	CL EP SFO
Car rental locations for specific country/company/area	CL ZE DK - A

CAR AVAILABILITY AND RATES DISPLAY

A Car Availability & Rates display shows you the availability status and rates, of the car types carried at a specific location.

The rates are always displayed in the terminal local currency, but sold in whichever currency the rates were loaded.

For example, you are viewing rates for New York's Kennedy airport, you see the rates in Lithuanian Litas, but when you make a sell request, the vehicle is sold in U.S. Dollars.

You can request a car availability and rates display for a:

⇒ Multi-Company

⇒ Single-Company

A multi-company display lists availability and rate information for all companies at a specific airport location.

A single-company display shows availability and rate information for one company only.

You must always specify an arrival time and a return time, when checking a car availability.

What do you need to know?

To determine the exact requirements for a car booking, seven questions should be asked. These questions are:

- | | |
|----------------------|--------------------------------------|
| 1. Pick-up date | What date does the rental start? |
| 2. Drop-off date | What date will the car be returned? |
| 3. Pick-up location | Where is the car to be rented from? |
| 4. Drop-off location | Where will the car be returned? |
| 5. Pick-up time | What time will the car be picked-up? |
| 6. Drop-off time | What time will the car be returned? |
| 7. Vehicle type | What size of car is required? |

Multi-company car availability display

A multi-company display shows you the lowest rates available for each car company at the airport code you specify in your entry. The system automatically displays the rates from lowest to highest.

For a car availability request, you must enter the airport code and arrival and return times. The dates are optional, when you do not specify a date, the system assumes the current date and a one-day rental period.

To request a multi-company display for a car rental in Prague, from March 1 to March 3, pick-up time 10.00 and drop-off time 09.00, you enter:

CAPRG01MAR-03MAR/ARR-1000/RT-0900

or

CAPRG01MAR-2/ARR-1000-0900

CA Car Availability transaction code

PRG Three letter airport code

01MAR-03MAR Pick-up and drop-off date, separated by a dash

-or-

-2 Number of rental days

ARR-1000 Arrival time

RT-0900 Return time

-or-

ARR-1000-0900 Arrival and return time together, separated by a dash

```

CAPRG01MAR-03MAR/ARR-1000-0900
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
PRG PRAGUE/CZ:RUZYNE
ARRIVAL:WE01MAR08/10:00 RETURN:FR03MAR08/09:00
  A TYPE DAILY-LTL ESTIMATED-LTL KM/M CHRG STC V
1T AD+ADVANTAGE CCR +129.30@* 338.48@* UNL .00 ||| V
20 ZT+THRIFTY EDMN +118.46@ 339.48@ UNL .00 ||| V
3T ZD+BUDGET ECMN +189.82@* 379.65@* UNL .00 TC V
4T SX+SIXT ECMN +190.97@ 509.04@ UNL .00 ||| V
5T AL+ALAMO ECMN +213.01@* 567.82@* UNL .00 ||| V
6T EP+EUROPCAR EDMN +320.79@ 641.55@ UNL .00 STC V
7T ZE+HERTZ ECMN +230.60@ 934.86@ UNL .00 ||| V
8T ZI+AVIS EBMN +342.20@* 970.45@* UNL .00 ||C V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
NO MORE ITEMS

```

Explanation of the system response:

PRG PRAGUE/CZ:RUZYNE

PRG	Three letter airport code
PRAGUE	City name
/CZ	Country code
RUZYNE	Name of the airport

ARRIVAL:SA01MAR08/10:00	RETURN:MO03MAR08/09:00
-------------------------	------------------------

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

A TYPE	DAILY-LTL	ESTIMATED-LTL	KM/M	CHRG	STC	V
--------	-----------	---------------	------	------	-----	---

A	Availability status column
----------	----------------------------

A blank space indicates that the car is available. The letter R indicates that the car is on request. Car types with a closed status are not displayed.

TYPE	Car type column
-------------	-----------------

DAILY-LTL	The rate plan and currency code The rate plan is based on the rental period specified in your entry, and can be daily, weekly, monthly, or weekend.
------------------	--

STC V	Surcharge, Tax, Coverage and vehicle type information column
--------------	--

KM/M	Kilometer or mileage column UNL means unlimited. When a specific number of kilometers or miles apply to a rate, the number is entered here followed by either a K (kilometers) or M (miles).
-------------	---

CHRG	Charge column, shows the charge for additional kilometer or miles
-------------	---

1T	AD+ADVANTAGE	CCAR	129.30@ +	UNL	.00	V
----	--------------	------	-----------	-----	-----	---

1T	Line number and location of the car company T = Terminal building O = Outside the terminal area
-----------	---

AD+	Car company code followed by the complete access indicator. When there is a blank space between the car company code and the company name, it indicates that this car company is standard access, a + indicates Complete Access Plus.
ADVANTAGE	The full car company name
CCAR	Car type
129.30Ø	Rate per day converted to Lithuanian Litas. If an asterisk appears next to the rate, it indicates that extra charges, either by the hour or the day, can apply to the rate.
!!!	For Standard Access and Complete Access, the presence of an exclamation mark ! in one or more of the STC columns, indicates that policy information is available in the car terms display.
V	A letter V in the V column indicates there is information about the type of vehicle available.
0000K	No kilometers included in the rate
2.94	Price per kilometer in LTL (if there is such)

A Complete Access Plus car provider has 3 seconds to return their availability to the multi-company display. If no response has been received in this time, Amadeus displays information from the Amadeus cars database that has been obtained concurrently

Single-company car availability display for Standard and Complete Access

You use the two-letter car rental company code to request an availability and rates display for a specific company. The resulting display includes all car types supported by the requested company at the specified location. For a single-company display, you can only enter an airport code.

The rates are displayed from lowest to highest.

To request an availability for Auto Europe in Frankfurt airport from June 8.to June 11., arrival time 1200 and departure time 1700, you enter:

CAZUFRA08JUN-3/ARR-1200-1700

- CA** Car availability transaction code
- ZU** Two-letter car company code
- FRA** three letter airport code
- 08JUN-3** Pick-up date, dash followed by the number of rental days
- /ARR-1200-1700** Arrival and return time

```

CAZUFRA08JUN-3/ARR-1200-1700
**AMADEUS CARS RATE AVAILABILITY**
ZU AUTO EUROPE          FRA-T    OPENING HOURS: 06:00 -23:59
FRANKFURT/DE:INTL      CURRENCY:LTL
ARRIVAL:TH08JUN07/12:00  RETURN:SU11JUN07/17:00
EXTRA CHARGES MAY APPLY          CHECK POLICIES: USE CT
  TYPE  A  DAILY-LTL  STC  V    KM/M  CHRG  ADV  RCODE
  1  EBMN   120.11@*  |||  V    UNL   .00   24H  BASIC
  2  CDMR   146.57@*  |||  V    UNL   .00   24H  BASIC
  3  CWMR   157.15@*  |||  V    UNL   .00   24H  BASIC
  4  IDMR   158.21@*  |||  V    UNL   .00   24H  BASIC
  5  SWMR   194.19@*  |||  V    UNL   .00   24H  BASIC
  6  IWMR   194.19@*  |||  V    UNL   .00   24H  BASIC
  7  CDAR   220.64@*  |||  V    UNL   .00   24H  BASIC
  8  FDMR   241.81@*  |||  V    UNL   .00   24H  BASIC
  9  IDAR   248.16@*  |||  V    UNL   .00   24H  BASIC
 10  PDMR   290.49@*  |||  V    UNL   .00   24H  BASIC
 11  FDAR   305.30@*  |||  V    UNL   .00   24H  BASIC
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY ADV-ADVANCE BOOKING
S-SURCHARGES      T-TAXES      C-COVERAGE  V-VEHICLE INFORMATION
MORE

```

As you can see, this display is very similar to the multi-company display, with the exemption that the header line now shows the opening hours for the requested car company and the input to enter the AIS pages for Auto Europe in Frankfurt.

Furthermore two extra columns have been added, namely the ADV and RCODE columns.

ADV Advance booking requirement column
 A blank indicates that there is no advance booking requirements. When the rate is subject to advance booking, the column can show **1D** for the number of days or **24H** for the number of hours.

RCODE Rate code column and the applicable rate code
 You can request a single-company display directly from a multi-company display. Let us look at our multi-company display again, enter:

CABEL15MAY-2/ARR-1000-1000

```
CABEL15MAY-2/ARR-1000-1000
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
BEL BELEM/PA/BR:VAL DE CANS
ARRIVAL:MO15MAY08/10:00 RETURN:WE17MAY08/10:00
      A TYPE      DAILY-LTL ESTIMATED-LTL KM/M  CHRG  STC V
** EXTRA CHARGES MAY APPLY ON RATES BELOW **
 1T UN UNIDAS RENT R ECMN      44.36@*          53K  0.01  ||| V
 2T LL LOCALIZA      EBMN      79.30@*          0M  0.62  |||
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES      T-TAXES      C-COVERAGE V-VEHICLE INFORMATION
NO MORE ITEMS
```

To request a single-company display for Unidas, enter

CA1

CA Car Availability

1 Line number

```
CA1
**AMADEUS CARS RATE AVAILABILITY**
UN UNIDAS RENT BEL-T OPENING HOURS: 06:00 -23:30
BELEM/PA/BR:VAL DE CANS CURRENCY:LTL
ARRIVAL:MO15MAY08/10:00 RETURN:WE17MAY08/10:00
EXTRA CHARGES MAY APPLY CHECK POLICIES: USE CT
  TYPE  A  DAILY-LTL  STC  V  KM/M  CHRG  ADV  RCODE
 1 ECMN  R    44.36@*  |||  V   53K   .01   DCREG
 2 ECMR  R    86.02@*  |||  V   79K   .01   DCREG
 3 CCMR  R   108.87@*  |||  V  102K   .01   DCREG
 4 ICMR  R   116.94@*  |||  V  109K   .01   DCREG
 5 ECMN  R   137.10@*  |||  V   UNL   .00   DFREG
 6 PDMR  R   161.29@*  |||  V   114K   .01   DCREG
 7 LDMR  R   182.80@*  |||  V   171K   .01   DCREG
 8 ECMR  R   192.21@*  |||  V   UNL   .00   DFREG
 9 CCMR  R   245.97@*  |||  V   UNL   .00   DFREG
10 ICMR  R   260.76@*  |||  V   UNL   .00   DFREG
11 PDMR  R   354.85@*  |||  V   UNL   .00   DFREG
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY ADV-ADVANCE BOOKING
S-SURCHARGES      T-TAXES      C-COVERAGE V-VEHICLE INFORMATION
MORE
```

Complete Access Plus Single-company display

A Single-company display looks different for a Complete Access Plus car company, with more information on the screen.

Let us look at our multi-company display once again:

CAPRG01MAR-2/ARR-1000-0900

```

CAPRG01MAR-2/ARR-1000-0900
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
PRG PRAGUE/CZ:RUZYNE
ARRIVAL:WE01MAR08/10:00 RETURN:FR03MAR08/09:00
  A TYPE DAILY-LTL ESTIMATED-LTL KM/M CHRG STC V
10 ZT+THRIFTY EDMN +118.93@ 340.81@ UNL .00 ||| V
2T AD+ADVANTAGE CCAR +130.64@* 342.00@* UNL .00 ||| V
3T ZD+BUDGET ECMN +190.93@* 381.86@* UNL .00 TC V
4T SX+SIXT ECMN +191.72@ 511.04@ UNL .00 ||| V
5T AL+ALAMO ECMN +214.26@* 571.13@* UNL .00 ||| V
6T EP+EUROPCAR EDMN +322.66@ 645.29@ UNL .00 STC V
7T ZE+HERTZ ECMN +231.95@ 940.31@ UNL .00 ||| V
8T ZI+AVIS EBMN +344.19@* 976.12@* UNL .00 ||C V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
NO MORE ITEMS
    
```

To request a Single-company display for Avis, we enter:

CA8

```

CA8
*** AVIS COMPLETE ACCESS PLUS RATE AVAILABILITY ***
ZI+160 08 PRAGUE6 /CS PRGT01 OPENING HOURS:08:00 -22:00
PRAGUE RUZYNE AIRPORT
ARRIVAL:WE01MAR08/10:00 RETURN:FR03MAR08/09:00
AVIS THANKS YOU FOR YOUR BUSINESS
AND FOR USING AMADEUS COMPLETE ACCESS PLUS
CHECK POLICIES: USE CR
  TYPE A DAILY-LTL ESTIMATED-LTL KM/M CHRG RCODE STC VPGDY
1 EBMN 344.19@* 976.12@* UNL .00 5GI ||C V G
EASY EUROPE
2 CDMN 399.83@* 1128.38@* UNL .00 5GI ||C V G
EASY EUROPE
3 CCMR 462.38@* 1299.57@* UNL .00 5GI ||C V G
EASY EUROPE
4 IDMR 604.41@* 1688.31@* UNL .00 5GI ||C V G
EASY EUROPE
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
P-ADVANCE PAYMENT G-GUARANTEE D-DEPOSIT Y-POLICY INFORMATION
MORE
    
```

Please note that some of the information is slightly different from a Complete Access Single-company display.

Explanation of the new rental information:

TYPE	A	DAILY-LTL	ESTIMATED-LTL	KM/M	CHRG	RCODE	STC	VPGDY
1	EBMN	344.19@*	976.12@*	UNL	.00	5GI		C V G

1 Line Number

EBMN Car-type

344.19 The applicable rate

STC VPGDY

- S** = Surcharge information
- T** = Tax information
- C** = Coverage (insurance) information
- V** = Vehicle information
- P** = Advance payment information
- G** = Guarantee information
- D** = Deposit information
- Y** = Policy information

!!! VPG Y The presence of a ! in the surcharge, tax or coverage field indicates that information is available for the option. If there instead of a ! is an S, T or C in the field, it indicates that something from this category is included in the rate.

The VPG and Y tells You that information on these policies can be seen in the Car Rate Features display, (this feature will be covered later)

Car availability from a flight segment

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 of transaction (ER).

Retrieve PNR **YOIGFY** and make ER

RP/VNOLJ2902/VNOLJ2902	ID/SU	20FEB07/1543Z	YOIGFY
1. SONDECKIS/SAULIUS MR			
2 QF3430 C 15JAN 1 CPHLHR HK1	2	0735 0855	*1A/E*
3 QF3431 C 20JAN 6 LHRCPH HK1	4	0655 0955	*1A/E*
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
5 TK TL02JAN/VNOLJ2902			
6 RC VN01A0980-W/NORI MASINOS LONDONE			

To request a multi-company display, for a car rental in London for the whole period, you enter:

CAS2

CA Car availability

S2 Segment indicator with line number

CAS2							
AMADEUS CARS RATE AVAILABILITY CHECK POLICIES: USE CT OR CR							
LHR LONDON/GB:HEATHROW							
ARRIVAL:MO15JAN08/08:55 RETURN:SA20JAN08/05:55							
	A	TYPE	WEEKLY-LTL	ESTIMATED-LTL	KM/M	CHRG	STC V
1T	ZD+BUDGET	ECMR	+541.15@*	541.15@*	UNL	.00	TC V
2O	SX+SIXT	ECMN	+530.03@	622.78@	UNL	.00	S V
3O	ZR+DOLLAR	ICMR	+89.32@*	624.65@*	UNL	.00	V
4T	EP+EUROPCAR	ECMN	+127.45@	637.35@	UNL	.00	STC V
5T	ZI+AVIS	ECMN	+641.77@*	672.84@*	UNL	.00	TC V
6T	ZE+HERTZ	MCMN	+497.40@*	749.98@*	UNL	.00	C V
7T	ZL+NATIONAL	MCMN	+601.84@*	830.90@*	UNL	.00	V
8T	AL+ALAMO	MCMN	+622.32@*	858.11@*	UNL	.00	C V
9O	ZT+THRIFTY	ECAN	+25287.48@	29812.67@	UNL	.00	V
** EXTRA CHARGES MAY APPLY ON RATES BELOW **							
10T	TS I T S	MCMN	500.69@*		UNL	.00	V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE							
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION							
OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS							
NO MORE ITEMS							

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

⇒ The pick-up date is the date of flight arrival

⇒ The pick-up time is the time of flight arrival

⇒ The drop-off date is the date of departure of the following flight element

⇒ The drop-off time is one hour before flight departure

To request a single-company availability display, you include the desired car company's code in your input, like this:

CAZLS2

CA Car availability
ZL Car company two-letter code
S Segment indicator
2 Flight segment line number

```

CAZLS2
*** NATIONAL      COMPLETE ACCESS PLUS RATE AVAILABILITY ***
ZL+ LONDON        /GB      LHRT01      OPENING HOURS:00:00 -23:59
HEATHROW NORTHERN PERIMETER ROAD
ARRIVAL:MO15JAN08/08:55  RETURN:SA20JAN08/05:55
IATA NBR NOT ON FILE QUEUE AGENCY INFO TO ZL
EMERALD
                                CHECK POLICIES: USE CR
  TYPE  A  WEEKLY-LTL  ESTIMATED-LTL  KM/M  CHRG      RCODE  STC  VPGDY
  1  MCMN          601.84@*    830.90@*  UNL    .00      PX57GB  |||  V  G
                                GB PASSPORT EXCL 5-7  DYS WE
  2  ECMN          617.01@*    851.02@*  UNL    .00      PX57GB  |||  V  G
                                GB PASSPORT EXCL 5-7  DYS WE
  3  CCMN          622.07@*    857.75@*  UNL    .00      PX57GB  |||  V  G
                                GB PASSPORT
EXCL 5-7  DYS WE
  4  CCAR          1036.79@*   1408.41@* UNL    .00      PX57GB  |||  V  G
                                GB PASSPORT EXCL 5-7  DYS WE
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY
S-SURCHARGES      T-TAXES      C-COVERAGE  V-VEHICLE INFORMATION
P-ADVANCE PAYMENT G-GUARANTEE D-DEPOSIT   Y-POLICY INFORMATION
MORE

```

Car availability option codes

To obtain a more detailed availability display you can add options to your initial entry. You can only add active options to an availability display. Active options are options that can modify the information and possibly change the display.

You can include options in your original availability entry, or you can use them to modify an existing display. You can add the options in any order, but cannot duplicate an option.

The options are:

OPTION	EXPLANATION/EXAMPLE
/ARR-	<p>Arrival</p> <p>Use this option to specify flight arrival and departure information.</p> <p>/ARR-1000 -or- /ARR-1000-1800</p> <p>The arrival and departure information is automatically included when the availability display is requested from a flight segment in a PNR</p>
/CO-	<p>Company</p> <p>Use this option to change a multi-company display to a single-company display.</p> <p>/CO-EP -or- /CO-EP-ZI (up to 5 car company codes)</p> <p>To change a single-company display to a multi-company display, enter: CA/CO-YY</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-19JUL</p>
/DO-	<p>Drop-off location</p> <p>Used to enter drop-off location when it is different from pick-up location. The display is automatically restricted to those rates where drop off is allowed.</p> <p>/DO-FRA IATA code /DO-NCEC01 AMADEUS location code /DO-AB Item number from a car location list</p>

OPTION	EXPLANATION/EXAMPLE
/DT-	<p>Pick-up date</p> <p>Use this option to change the pick-up dates in your existing display</p> <p>/DT-03DEC</p>
/FC-	<p>Foreign currency</p> <p>Use this option to show rates in a currency other than Danish Kroner. You can use either the ISO code or the currency code.</p> <p>/FC-DE -or- /FC-DEM</p>
/LO-	<p>Location</p> <p>Use this option to change the location of your existing display.</p> <p>/LO-CDG -or- /LO-PARC01 -or- /LO-AB</p>
/MI-	<p>Mileage Qualifier</p> <p>Use this option to request either rates with unlimited (U) mileage, or rates that have mileage charges (M).</p> <p>/MI-U -or /MI-M</p>
/RC-	<p>Rate Code</p> <p>Adding the /RC- is your way of specifying what rate type/plan you want. The rate codes can be found on the Car Rental Company Queue Card.</p> <p>/RC-SD -or- /RC-BEST</p>
/RT-	<p>Return time</p> <p>Use this option to specify a return time.</p> <p>/RT-1700</p>
/VT-	<p>Vehicle Type</p> <p>Use this option to request a specific vehicle type.</p> <p>/VT-ECMN Used when asking for a specific car /VT-**A* Any car with automatic transmission /VT-E Any economy car</p>

On the following page we will look at a car availability, using some of the different options.

Car availability displays using option codes

You are being asked by a customer what the price would be for an economy car with automatic transmission. The customer wants to pick up the car at Boston Airport June 20. At 3 PM and drop it at JFK Airport in New York 7 days later at 10 AM. She only wants prices that include unlimited mileage and only for Hertz, Avis and Europcar.

Your entry could look like this:

CABOS20JUN-7/ARR-1500-1000/MI-U/DO-JFK/CO-ZE-ZI-EP/VT-E*A*

Please note that the options can be used in any order.

```
CABOS20JUN-7/ARR-1500-1000/MI-U/DO-JFK/CO-ZE-ZI-EP/VT-E*A*
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
BOS BOSTON/MA/US:LOGAN INTL
ARRIVAL:TU20JUN08/15:00 RETURN:TU27JUN08/10:00
      A TYPE WEEKLY-LTL ESTIMATED-LTL KM/M CHRG STC V
1T ZI+AVIS ECAR +618.58@* 1075.09@* UNL .00 STC V
2T ZE+HERTZ ECAR +1706.46@* 2084.54@* UNL .00 ||| V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS
NO MORE ITEMS
```

Now the customer wants to know the price in U.S. Dollars and she wants to drop off the car at EWR Airport. The easiest way to change to display to reflect this, is by use of this entry:

CA/FC-USD/DO-EWR

CA Car availability

FC-USD Foreign currency

DO-EWR Drop-off location

```
CA/FC-USD/DO-EWR
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
BOS BOSTON/MA/US:LOGAN INTL
ARRIVAL:TU20JUN08/15:00 RETURN:TU27JUN08/10:00
      A TYPE WEEKLY-USD ESTIMATED-USD KM/M CHRG STC V
1T ZI+AVIS ECAR +213.12@* 370.40@* UNL .00 STC V
2T ZE+HERTZ ECAR +587.93 * 718.19 * UNL .00 ||| V
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS
NO MORE ITEMS
```

Car terms for Standard and Complete Access

There are rules to each and every rate that you see on a car availability display.

You use the car terms display to verify the rules for a rental rate from a car availability display. A full car terms display is divided into 13 topics which are identified by a letter and a keyword. The display can contain information on some or all of the topics.

The 13 topics and their corresponding keywords are:

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

Let us look at a car availability display for London - Heathrow Airport. The car will be picked up October 3. At 11 AM and dropped off the same place 4. October at 5PM.

CALHR03OCT/ARR-1100-1700

```

CALHR03OCT/ARR-1100-1700
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
LHR LONDON/GB:HEATHROW
ARRIVAL:TU03OCT07/11:00 RETURN:WE04OCT07/17:00
  A TYPE DAILY-LTL ESTIMATED-LTL KM/M CHRG STC V
10 ZR+DOLLAR ECMN +75.86@* 263.75@* UNL .00 || V
2T ZD+BUDGET ECMR +149.20@* 298.39@* UNL .00 TC V
3T ET+ENTERPRISE MBMN +126.44@* 335.77@* UNL .00 | V
4T EP+EUROPCAR ECMN +169.98@ 339.91@ UNL .00 STC V
50 SX+SIXT ECMN +165.89@ 389.83@ UNL .00 S|| V
6T ZI+AVIS ECMN +140.55@* 394.59@* UNL .00 |TC V
7T ZE+HERTZ MCMN +126.94@ 444.76@ UNL .00 ||C V
8T AL+ALAMO MCMN +182.07@* 496.19@* UNL .00 ||| V
90 ZT+THRIFTY MCMN +177.01@ 501.45@ UNL .00 ||| V
** EXTRA CHARGES MAY APPLY ON RATES BELOW **
100 AC/PRACTICAL EDMN 48.05@* UNL .00 |||
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
NO MORE ITEMS

```

To request a car terms display for Practical (AC) for an EDMN car type, enter:

CT10

CT Car Terms transaction code

10 Line number of the car rental company

```

T10
**AMADEUS CARS CAR TERMS**
AC/LHR TU03OCT07/11:00 -WE04OCT07/17:00
  1) LTL 48.05@* RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
  RATE 9.50/ UNL CURR GBP
  EXTRA DAY 9.50/ UNL
  EXTRA HOUR 9.50/ UNL
TAX INFORMATION ----- T - TAX
  17.50 PERCENT VAT
SURCHARGES ----- S - SUR
  - AIRPORT SERVICE CHARGE
    15.00 GBP PER RENTAL
  - CITY TAX
    17.05 PERCENT PER RENTAL
    0 95P PER DAY RFR MAX 21 DAYS
COVERAGE ----- C - COV
  - CDW - COLLISION DAMAGE WAIVER
    6.49 GBP PER DAY
  VARIOUS INSURANCE OPTIONS AVAILABLE FROM 6 49 GBP PER
MORE

```

Note this is the first page. To see more enter MD

Let us look at the car availability display again, enter

MPCM

```

CALHR03OCT/ARR-1100-1700
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
LHR LONDON/GB:HEATHROW
ARRIVAL:TU03OCT07/11:00 RETURN:WE04OCT07/17:00
  A TYPE DAILY-LTL ESTIMATED-LTL KM/M CHRG STC V
10 ZR+DOLLAR ECMN +75.86@* 263.75@* UNL .00 | | V
2T ZD+BUDGET ECMR +149.20@* 298.39@* UNL .00 TC V
3T ET+ENTERPRISE MBMN +126.44@* 335.77@* UNL .00 | | V
4T EP+EUROPCAR ECMN +169.98@ 339.91@ UNL .00 STC V
50 SX+SIXT ECMN +165.89@ 389.83@ UNL .00 S | | V
6T ZI+AVIS ECMN +140.55@* 394.59@* UNL .00 | TC V
7T ZE+HERTZ MCMN +126.94@ 444.76@ UNL .00 | | C V
8T AL+ALAMO MCMN +182.07@* 496.19@* UNL .00 | | | V
90 ZT+THRIFTY MCMN +177.01@ 501.45@ UNL .00 | | | V
** EXTRA CHARGES MAY APPLY ON RATES BELOW **
100 AC/PRACTICAL EDMN 48.05@* UNL .00 | | |
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
NO MORE ITEMS
    
```

You can also choose only to display the car terms, for some of the topics.

If you want to look at the car terms for Practical in line 3 but only the rate code description and the remarks, you enter:

CT10/RCD/RMK

CT Car terms transaction code

10 Line number

/RCD/RMK Slash followed by a keyword

```

CT10/RCD/RMK
**AMADEUS CARS CAR TERMS**
AC/LHR TU03OCT07/11:00 -WE04OCT07/17:00
  1) LTL 48.05@* RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
RATE 9.50/ UNL CURR GBP
EXTRA DAY 9.50/ UNL
EXTRA HOUR 9.50/ UNL
RATE CODE INFORMATION ----- E - RCD
STD -STANDARD RATES - NO RESTRICTIONS APPLY
REMARKS ----- K - RMK
*THANK YOU FOR CHOOSING PRACTICAL CAR AND VAN RENTALS*
1 CALL TOLL FREE 0800 169 6461 FOR SHUTTLE/AIRPORT
TRANSPORT INFO TO CROWNE-PLAZA HOTEL TO PICKUP CAR
2 UNLIMITED MILEAGE ON ALL RENTALS
3 MANDATORY INSURANCE INCLUDED IN RATE
NO MORE ITEMS
    
```

Car rate features for Complete Access Plus companies

The car rate features is an enhanced car terms display that is only available for Complete Access Plus car rental companies, and for rates that have been returned from the car company i.e the rates that are marked with a + in front of the price.

You can request a car rate feature from both an availability display and a previously booked car segment in a PNR.

The car rate features display is divided into 15 topics. Each topic is identified by a one-letter or three-letter keyword. The display can contain information on some or all of the topics.

The 15 topics and their corresponding keywords are:

TOPIC	KEYWORD	EXPLANATION
A	ADP	Advanced booking information
B	ADV	Advance Booking
C	COV	Coverage (insurance) information
D	DEP	Deposit information
E	RCD	Rate code information
G	GUA	Guarantee information
K	RMK	Remarks
L	LOC	Location information
O	ONW	One-way information
S	SUR	Surcharge information
T	TAX	Tax information
U	PUP	Pick-up information
V	VEH	Vehicle type information
Y	POL	Policy information
R	RAT	Rate information

Car rate features from an availability display

Let us look at the following car availability:

CAFRA13FEB-3/ARR-1000-0900

```

CAFRA13FEB-3/ARR-1000-0900
**AMADEUS CARS RATE AVAILABILITY** CHECK POLICIES: USE CT OR CR
FRA FRANKFURT/DE:INTL
ARRIVAL:TU13FEB08/10:00 RETURN:FR16FEB08/09:00
  A TYPE DAILY-LTL ESTIMATED-LTL KM/M CHRG STC V
10 ZR+DOLLAR ECMN +91.58@* 386.25@* UNL .00 | V
2T AL+ALAMO MCMN +100.91@* 432.90@* UNL .00 || V
3T ZE+HERTZ EBMN +47.27@ 447.73@ UNL .00 || V
40 ZT+THRIFTY CCMR +117.50@ 493.90@ UNL .00 || V
5T SX+SIXT ECMR +121.30@ 502.30@ UNL .00 || V
6T EP+EUROPCAR EBMN +217.96@ 653.87@ UNL .00 STC V
7T ZI+AVIS MCMN +166.22@* 703.08@* UNL .00 || C V
** EXTRA CHARGES MAY APPLY ON RATES BELOW **
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
S-SURCHARGES T-TAXES C-COVERAGE V-VEHICLE INFORMATION
NO MORE ITEMS

```

To request the car rate features for SIXT, enter:

CR5 Car rate features from line 5

```

CR5
*** SIXT COMPLETE ACCESS PLUS RATE FEATURES ***
* FOR ONEWAY RENTALS PLEASE CHECK POLICIES *
TU13FEB08/10:00-FR16FEB08/09:00
1) LTL 121.30@ RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
ESTIMATED TOTAL / CURRENCY:EUR 145.35
INCLUSIVE OF
BASE RATE 3DAYS/ HOUR 105.30
TAX 20.05
AIRPORT SURCHARGE 20.00

RATE CURRENCY:EUR 35.10/ UNL
EXTRA DAY /
EXTRA HOUR /
TAX INFORMATION ----- T - TAX
16.00 PERCENT TAX *INCL IN ESTIMATED*
SURCHARGES ----- S - SUR
- AIRPORT SURCHARGE *INCL IN ESTIMATED*
19.00 PERCENT
COVERAGE ----- C - COV
MORE

```

Car rate features from a booked car segment

It is also possible to request a car feature from a previously booked car segment in a PNR, the way to do so is:

We have the following PNR : **YKD3JR**

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  6JUN07/1232Z  YKD3JR
1.DOMARKAS/JUOZAS MR
2 CCR SX HK1 FRA 13MAY 16MAY ECMN/BS-00000000/ARR-1200
  /RC-SD-XEU/RG-EUR 38.00- .00 UNL DY/RT-0900/CF-
  **SEE RTSVCC**
3 AP VNO +370 5 2726869 - AMADEUS LITHUANIA - A
4 TK TL10MAY/VNOLJ2902
```

To check the car rate features for the car in segment 2, we enter:

CRS2 Car rate features for segment 2

```
CRS2
*** SIXT          COMPLETE ACCESS PLUS RATE FEATURES ***
RHEIN-MAIN-FLUGHAFEN, 60549 FR      SU13MAY08/1200-WE16MAY08/0900
1) EUR          38.00          RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
RATE           38.00/          UNL   CURR EUR
EXTRA DAY      /              UNL
EXTRA HOUR     /              UNL
BASE RATE EUR  152.00/4DAYS

ESTIMATED TOTAL EUR          202.77 (INC. SURCHARGES AND TAX)
TAX INFORMATION ----- T - TAX
16.0 PERCENT TAX              NOT INC. IN BASE RATE
SURCHARGES ----- S - SUR
AIRPORT SURCHARGE 15.0 PERCENT NOT INC. IN BASE RATE
COVERAGE ----- C - COV
PAI- 5.17/PER DAY          TP- 6.20/PER DAY
CDW- 20.25/PER DAY

VEHICLE TYPE INFORMATION ----- V - VEH
VW POLO, OPEL CORSA, FORD KA O.S.          2DRS/5PSGR*** SIXT COMPLETE ACCESS
PLUS RATE FEATURES ***
RHEIN-MAIN-FLUGHAFEN, 60549 FR      SU15DEC02/1000-WE18DEC02/1800
1) EUR          38.00          RATE IS AVAILABLE
RATE CODE INFORMATION ----- E - RCD
XEU -RENTAL RATES GERMANY
LOCATION INFORMATION ----- L - LOC
PUP HOURS: FRA          /06:00 -23:59
DROP HOURS:          /06:00 -23:59
ONE WAY INFORMATION ----- O - ONW
ONE WAY ALLOWED
REMARKS ----- K - RMK
SIXT HELP DESK          PH 0049 ( 0 ) 89 74444140
SIXT TRAVEL TRADE DEP PH 0049 ( 0 ) 89 660 55 526
RESERVATIONCENTRE      PH 0049 (0) 180 500 22 05
NO MORE ITEMS
```

CAR SELL

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

⇒ Referencing a specific line number in a Car Availability and Rates display

⇒ Referencing a specific line number in a Car Location list display

⇒ Referencing a PNR flight segment

⇒ Direct Sell entry

You can sell a car either in Complete Access or Standard Access, depending on the car company.

Complete Access enables you to make real time bookings in the participating car company's system. The reservation is simultaneously created in both systems, Amadeus and the car company. The confirmation number for the booked car segment is immediately returned.

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.

When you book a car for a car rental company using standard access, the confirmation field is left blank, until a confirmation number is received from the car company.

Rate code

Before you start booking a car, it is advisable to check the rate codes for the desired car company. You can either choose to look at the Queue Cards supplied by the car companies, or you can look under the car companies own AIS pages

Please note, that some of you might have special agreements with one or more car companies, you cannot find these rate codes on the Queue Card or in the AIS pages. Please check with your supervisor to get the correct rate codes.

Car sell from an availability display

Ms Olga Opel, wants to book a car in Miami airport, arriving 28sep 02 15.00 and departing 04oct02 10.00 from Fort Lauderdale, she wants an Avis car group B.

We start by creating a PNR

```
RP/VNOLJ2902/
1.OPEL/OLGA MS
```

Then we have to find the four letter code for an Avis group B car in MIA airport, so we enter:

CPOZIMIA/V

```
CPOZIMIA/V
** AMADEUS CAR POLICY **
ZI+AVIS RENT A CAR          MIA      - MIAMI INTL
VEHICLE TYPE INFORMATION ----- V - VEH
  TYPE GRP / MAKE MODEL DESCRIPTION      DRS SEAT BAG BOOT
  EDAR A CHEVROLET METRO                  4    4  3  10FT3
  CDAR B CHEVROLET CAVALIER                4    5  3  12FT3
  ICAR C OLDSMOBILE ALERO                 2/4   5  4  13FT3
  SCAR D CHEVROLET MONTE CARLO            2    5  4  14FT3
  FCAR E BUICK CENTURY                    4    5  4  14FT3
  PCAR G BUICK LESABRE                    4    5/6  5  15FT3
  LCAR H CADILLAC DEVILLE                 4    6  6  18FT3
  STAR K CHRYSLER SEBRING                 2    4  3  10FT3
  PXAR S BUICK PARK AVENUE                4    5/6  5  15FT3
  MVAR V DODGE GRAND CARAVAN              3/4   7  4  18FT3*
  SFAR W CHEVROLET BLAZER                 2/4   5  6  38FT3
  ECAR X CHEVROLET METRO                   2    4  3  10FT3
  CCAR Z CHEVROLET CAVALIER                2    5  3  10FT3

      ** ABOVE MODELS ARE REPRESENTATIVE ONLY **
MORE
```

Here we can see that a group B car have the four letter code, CDAR

To display a Car Availability, with the requested options, you enter:

CAZIMIA28SEP-04OCT/ARR-1500-1000/VT-CDAR/DO-FLL

```

CAZIMIA28SEP-04OCT/ARR-1500-1000/VT-CDAR/DO-FLL
*** AVIS          COMPLETE ACCESS PLUS RATE AVAILABILITY ***
ZI+MIAMI          /US/FL  MIAT01      OPENING HOURS:OPEN 24 HOURS
MIAMI INT L AIRPORT
ARRIVAL:SA28SEP07/15:00  RETURN:FR04OCT07/10:00
AVIS THANKS YOU FOR YOUR BUSINESS
      AND FOR USING AMADEUS COMPLETE ACCESS PLUS
                                CHECK POLICIES: USE CR
TYPE  A  WEEKLY-LTL  ESTIMATED-LTL  KM/M  CHRG  ADV  RCODE  STC  VPGDY
1  CDAR          487.53@*      620.85@*  UNL    .00  02H    JQ   |||  V  G
                                LAC SUPERVALUE
2  SCAR          613.80@*      767.42@*  UNL    .00  02H    JQ   |||  V  G
                                LAC SUPERVALUE
3  FCAR          627.83@*      783.73@*  UNL    .00  02H    JQ   |||  V  G
                                LAC SUPERVALUE
4  PCAR          768.12@*      946.58@*  UNL    .00  02H    JQ   |||  V  G
                                LAC SUPERVALUE
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY ADV-ADVANCE BOOKING
S-SURCHARGES      T-TAXES      C-COVERAGE  V-VEHICLE INFORMATION
P-ADVANCE PAYMENT G-GUARANTEE D-DEPOSIT  Y-POLICY INFORMATION
MORE

```

To book the car in line 1, at the weekly price of LTL487.53, you enter

CS1

CS Car Sell transaction code

1 Line number

```

RP/VNOLJ2902/
1.OPEL/MR
2 CCR ZI HK1 MIA 28SEP 04OCT CDAR/BS-00000000/ARR-1500
/DC-.00/DO-FLL/ES-*ZI*USD 177.01 06D/NM-OPEL MR/RC-JQ
/RG-*ZI*USD139.00WY-UNL FM XD 26.00 UNL FM/RT-1000
/CF-22385847LT1 *ZI+
**** AVIS ****
ALTERNATE RATE CONFIRMED
CONCESSION RECOVERY FEE MAY APPLY - SEE CPOZIMIA/S
LICENSE MAY BE DMV CHCKD.GOOD RECORD NEEDED TO RENT
FOR A QUICKER CHECKOUT INPUT WIZARD NUMBER IN THE /ID-FIELD
CONFIRMED CDAR CHEVROLET CAVALIER 4 DOOR
CONCESSION RECOVERY FEE MAY APPLY

```

Please note how Avis returns relevant information in your car sell line.

(this will **NOT** happen in training mode, since we are not in direct contact with Avis, instead the system will show the relevant car terms)

The extra information will be removed after ET:

```
RP/VNOLJ2902/
1.OPEL/MR
2 CCR ZI HK1 MIA 28SEP 04OCT CDAR/BS-00000000/ARR-1500
/DC-.00/DO-FLL/ES-*ZI*USD 177.01 06D/NM-OPEL MR/RC-JQ
/RG-*ZI*USD139.00WY-UNL FM XD 26.00 UNL FM/RT-1000
/CF-22385847LT1 *ZI+
**** AVIS ****
ALTERNATE RATE CONFIRMED
CONCESSION RECOVERY FEE MAY APPLY - SEE CPOZIMIA/S
LICENSE MAY BE DMV CHCKD.GOOD RECORD NEEDED TO RENT
FOR A QUICKER CHECKOUT INPUT WIZARD NUMBER IN THE /ID-FIELD
CONFIRMED CDAR CHEVROLET CAVALIER 4 DOOR
CONCESSION RECOVERY FEE MAY APPLY
```

Explanation of the car segment:

2	PNR segment number
CCR	Car element code
ZI	Car company code
HK1	Action code and number of cars
MIA	Airport where the car is requested
28SEP	Pick-up date
04OCT	Drop-off date
CDAR	Car type code
/BS-00000000	Booking source indicator
/ARR-1500	Arrival time
/DC-.00	The applicable drop off charge
/DO-FLL	The drop off location
/NM-OPEL	Name of the person who rents the car
/RC-SW-54	Rate code indicator, with the car rental companies rate code
/RG-USD 177.00..	Rate guaranteed with the rate information.
/RT-1000	Return time
/ CF-22385842	Confirmation number
*ZI+	Complete access plus indicator and the car company code

The RTSVCC functionality from a car segment in SA and CA

The RTSVCCX (where X stands for the line number) is used when the car company you have booked are in Standard or Complete Access. The RTSVCC includes not only the existing car segment and complete access text data, but also the marketing text and relevant policy information for tax, surcharges, coverage and vehicle type.

```
RP/VNOLJ2902/
1.CRYSLER/PT CRUISER MR
2 CCR ZE SS1 FRA 15SEP 30SEP IDMR/BS-00000000/ARR-1000
/RC-SW-EOW3OT/RG-EUR 242.00- .00 UNL WY 35.87- UNL XD
/RT-0700/CF-
**SEE RTSVCC**
```

To check the RTSVCC, you enter:

RTSVCC2

```
RP/VNOLJ2902/
2 CCR ZE SS1 FRA 15SEP 30SEP IDMR/BS-00000000/ARR-1000
/RC-SW-EOW3OT/RG-EUR 242.00- .00 UNL WY 35.87- UNL XD
/RT-0700/CF-
TAX INFORMATION ----- T - TAX
16.00 PERCENT VAT
SURCHARGES ----- S - SUR
- ADDITIONAL DRIVER SURCHARGE
25.00 EUR PER RENTAL
DRIVERS LICENCE MUST BE PRODUCED AT TIME OF RENTAL AND
PASSPORTS ARE NOT ACCEPTABLE
- LOCATION SERVICE CHARGE
15.00 PERCENT PER RENTAL
APPLIES TO ALL AIRPORTS AND RAILWAY LOCATIONS &
FRA AIRBASE ON ALL TOUR RATES
- VEHICLE LICENSE FEE
0.84 EUR PER DAY - MAX: 16.77 EUR -
VEHICLE TYPE INFORMATION ----- V - VEH
TYPE GRP / MAKE MODEL DESCRIPTION DRS SEAT BAG BOOT
IDMR E FORD MONDEO 1 6 5 5
CAR MODEL IS AN EXAMPLE ONLY IT IS NOT GUARANTEED
LOCATION INFORMATION ----- L - LOC
```

If you have sold a car through standard access, your response would look as follows:

```
RP/VNOLJ2902/  
1.CRYSLER/PT CRUISER MR  
2 CCR TS SS1 FRA 15SEP 30SEP ECMN/BS-00000000/ARR-1000  
/RC-SW-DEEX1/RG-EUR 160.00- .00 UNL WY 23.00- UNL XD  
/RT-0700/CF-  
**SEE RTSVCC**
```

The three differences in the display are:

- ⇒ The car booking is on request (SS1), and is changed to HK when the car is confirmed by the car rental company.
- ⇒ The confirmation number field is automatically inserted, but remains blank until a confirmation is received from the car rental company.
- ⇒ The name element is not stored in the car segment.

Car sell from flight segments

The next example illustrates a car sell entry from a flight segment number, without displaying an availability display. .

Retrieve PNR **ZDULT8** and make ER

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  22FEB07/1549Z  ZDULT8
1.VELICKIENE/NIJOLE MRS
2  SK 909 C 20JAN 6 CPHEWR HK1      3  1220 1515  *1A/E*
3  SK 910 C 24JAN 3 EWRCPH HK1      B  1730 0710+1 *1A/E*
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL02JAN/VNOLJ2902
```

Mrs. Nijole wants to book a car with Budget, car type PCAR, he wants the best applicable rate. Let us look at Budgets Queue Card to find the Rate code.

The Queue Card tells us that the Rate Code is /RC-BEST

Your entry will look like this:

CSZDS2/VT-PCAR/RC-BEST

CS Car Sell transaction code

ZD Two-letter company code

S2 Segment number

/VT-PCAR Vehicle type

/RC-BEST Rate code

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  22FEB07/1549Z  ZDULT8
1.VELICKIENE/NIJOLE MRS
2  SK 909 C 20JAN 6 CPHEWR HK1      3  1220 1515  *1A/E*
3  CCR ZD SS1 EWR 20JAN 24JAN PCAR/BS-00260002/ARR-SK0909-C
   20JAN CPH-1515/RC-BEST/RT-1630/CF-
   **SEE RTSVCC**
4  SK 910 C 24JAN 3 EWRCPH HK1      B  1730 0710+1 *1A/E*
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL02JAN/VNOLJ2902
```

The mandatory arrival and departure time options is automatically inserted by the system.

Car sell option codes

In addition to the active option codes, described on page 30-31, you can add the following passive option codes to the car sell entry:

OPTION	EXPLANATION/EXAMPLE
/CD-	<p>Customer Corporate Identification Number</p> <p>Generally used to identify and discount for larger corporate accounts. Use only as per instruction from car rental company. At the rental company's discretion, discounted rates may or may not be returned to your car segment</p> <p>/CD-123456</p>
/FT-	<p>Frequent traveler</p> <p>Used when a passenger have a Frequent flyer Bonus Card</p> <p>/FT-SKEBG043608629</p>
/G-	<p>Guarantee</p> <p>This option allows you to guarantee bookings for specific vehicle types or rate codes</p> <p>/G-BS Booking source /G-CC Credit card /G-CASH Cash payment</p>
/ID-	<p>Customer identification</p> <p>Used by rental companies to identify regular customers - contains information on name, drivers licence numbers etc.</p> <p>/ID-123MA8</p>
/PUP-	<p>Pick-up location</p> <p>Used when pick-up is at a non-airport location</p> <p>/PUP-CPHC02</p>
/SI-	<p>Supplementary Information</p> <p>Use this option to enter supplemental information in free flow text for the car rental company</p> <p>/SI-PREFER ORANGE CAR</p> <p>Please note that SI requests are never guaranteed</p>

OPTION	EXPLANATION/EXAMPLE
/SQ-	<p data-bbox="371 277 584 311">Special Request</p> <p data-bbox="371 351 1286 427">Use this option to request a special service or a specific type of equipment. You can specify a maximum of 3 special equipment codes.</p> <p data-bbox="371 465 815 499">/SQ-PHN -or- /SQ-PHN-CST</p>
/DI-	<p data-bbox="371 508 624 542">Estimated Distance</p> <p data-bbox="371 582 1270 658">Use this option to enter estimated amount of distance that the car will be driven during the rental period.</p> <p data-bbox="371 696 775 730">/DI-12000M -or- /DI-1200K</p>

On the following pages we will use some of these options.

Use of option code /sq-

For a complete list of special equipment codes available, enter:

CE A

CE Car Equipment list

A Starting alphabetically with A

```
CEA
**AMADEUS CARS SPECIAL EQUIPMENT**
CODE EQUIPMENT
ABG - AIR BAGS
ABS - ANTI BLOCKING SYSTEM
AIR - AIR CONDITIONING
ATD - ANTI THEFT DEVICE
BBS - BABYSTROLLER
BST - BOOSTER SEAT
BYC - BICYCLE RACK
CAL - CAR ALARM
```

(Partial display)

To decode a three letter equipment code, enter:

CECST

```
CECST
**AMADEUS CARS SPECIAL EQUIPMENT**
CODE EQUIPMENT
CST - CHILD SEAT FOR TODDLER
NO MORE ITEMS
```

For a specific car company, enter:

CEA/CO-EP

```
CEA/CO-EP
**AMADEUS CARS SPECIAL EQUIPMENT**
CODE EQUIPMENT
ABS - ANTI BLOCKING SYSTEM
ATD - ANTI THEFT DEVICE
BYC - BICYCLE RACK
CAM - CAMCORDER
CBR - CITIZENS BAND RADIO
CCT - CRUISE CONTROL
CDD - COMPUTERIZED DRIVING DIRECT
```

(Partial display)

Please remember always to check the GG pages for the desired car company, to see what kind of special equipment they offer at a specific location e.g.

GGCARZIMIA.200 (Special equipment is always on page 200)

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 separated by semi-colons. Up to five segments can be sold in one entry.

Retrieve PNR **ZDVJBY** and make ER

RP/VNOLJ2902/VNOLJ2902	ID/SU	22FEB07/1555Z	ZDVJBY
1. ILGAUSKAS/ZYDRUNAS MR			
2 TE 452 C 28JAN 7 VNOLGW HK1		1420 1515	*1A/
3 BA 564 C 30JAN 2 LHRLIN HK1	1	0740 1035	*1A/E*
4 LH3893 C 05FEB 1 MXPFRA HK1	0610 1	0700 0825	*1A/E*
5 LH3252 C 05FEB 1 FRAVNO HK1	0850 1	0920 1225	*1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
7 TK TL05JAN/VNOLJ2902			

Mr. Zilvinas wants to rent a car by Hertz in London, he wants an IDMN car type, he wants all insurances to be included in the price.

With the help of the Hertz Queue Card, we can see that the rate code in Europe is BAD1EU

To sell a car for each of the existing flight segment in the above PNR, with the different options, enter:

CSZES2/VT-IDMN/RC-BAD1EU

RP/VNOLJ2902/VNOLJ2902	ID/SU	22FEB07/1555Z	ZDVJBY
1. ILGAUSKAS/ZYDRUNAS MR			
2 TE 452 C 28JAN 7 VNOLGW HK1		1420 1515	*1A/
3 CCR ZE SS1 LGW 28JAN 30JAN IDMN/BS-00260002/ARR-TE0452-C			
28JAN VNO-1515/DO-LHR/RC-BAD1EU/RT-0640/CF-			
SEE RTSVCC			
4 BA 564 C 30JAN 2 LHRLIN HK1	1	0740 1035	*1A/E*
5 LH3893 C 05FEB 1 MXPFRA HK1	0610 1	0700 0825	*1A/E*
6 LH3252 C 05FEB 1 FRAVNO HK1	0850 1	0920 1225	*1A/E*
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
8 TK TL05JAN/VNOLJ2902			

DIRECT CAR SELL

This sell transaction does not require an availability and rate display.

When you know all the required information, you can make a direct sell entry to sell a car.

When you make a direct sell entry, the system automatically checks the availability for the specified car company and location.

The elements required in a direct sell are:

⇒ Car company code

⇒ Airport code

⇒ Pick-up and drop-off dates

⇒ Arrival and departure time information

⇒ Vehicle type

Ms. Maren Mercedes wants to rent a car from Avis in Johannesburg, arriving May 20. 6 PM, departing May 23. 10 AM. Ms. Mercedes informs you that she always drives an IDAR car, and that he has an Avis Wizard card number WJ47K.

With the help from the Avis Queue Card, we can see that the rate code is BEST and that the Wizard card has to be inserted in an /CD- option.

Your input will look like this:

CSZIJNB20MAY-23MAY/ARR-1800-1000/VT-IDAR/CD-WJ47K/RC-BEST

RP/CPH1A0980/ 1.MERCEDES/MAREN MS 2 CCR ZI SS1 JNB 20MAY 23MAY IDAR/BS-17490896/ARR-1800 /CD-WJ47K/RC-BEST/RT-1000/CF-

If the car type is not available or not carried at the specific location, the system automatically responds with an availability display.

Car sell from car location list

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

For example, let us look at a car list for Aarhus

CLAAR

```

CLAAR
**SEAMLESS CAR LOCATION LIST**
      COMPANY      VICINITY  CITY: AAR      CNTRY: DK DCOS
AA ZU+AART01      ARPT-T AARHUS TIRSTRUP AIRPORT 8560 AARHUS    ..YS
AB ZU+AARC01      CITY-C SONDER ALLE 35 8000 AARHUS    ..Y.
**AMADEUS CARS   LOCATION LIST**
AC EP+EUROPCAR    AART01 TIRSTRUP AIRPORT / AARHUS
AD EP+EUROPCAR    AARC01 SONDER ALLE 35 / AARHUS
AE EP+EUROPCAR    AARW01 HYLDEVAENGLLET 2-10 7400 HERNING
AF HA+HOLIDAYAUTO AART01 TIRSTRUP AIRPORT-AARHUS
AG HA+HOLIDAYAUTO AARC01 SOENDER ALLE 35 DK-8000 AARHUS C-AARHU
AH HA+HOLIDAYAUTO AARS01 AARHUSVEJ 115-RANDERS
AI HA+HOLIDAYAUTO AARW01 CHR XS VEJ 203-AARHUS
AJ ZD+BUDGET      AART01 AARHUS APT-STABRANDSVEJ 24, AARHUS
AK ZE+HERTZ       AART51 TIRSTRUP AIRPORT, 8560 KOLIND - AARHUS
AL ZE+HERTZ       AARC60 CHR X'S VEJ 203, 8270 HOJBJERG AARHUS
AM ZE+HERTZ       AARC61 VIA BILER AS, GRENAAVEJ 465, AARHUS
AN ZE+HERTZ       AARE60 FLYVERVEJ 10,STAUNS 8305 SAMSOE
AO ZE+HERTZ       AARN65 ARHUSVEJ 115  RANDERS
D-DELIVERY, C-COLLECTION, O-OUT OF HOUR RENTALS

```

To sell a Holiday Auto ECMN car at Soender Alle 35 in Aarhus, for pick-up June 14., at 10 AM, and drop-off June 16., at 2 PM at Billund airport, enter:

CSAG14JUN-2/ARR-1000-1400/DO-BLL/VT-ECMN

CS Car sell transaction code

AG Line number for the Holiday Auto car

14JUN-2 Rental dates

ARR-1000-1400 Pick-up and drop-off times

/DO-BLL Drop-off place if different from Pick-up

VT-ECMN Vehicle type

```

RP/VNOLJ2902/
1.HONDA/HENRY MR
2 CCR HA HK1 AAR 14JUN 16JUN ECMN/BS-17490896/ARR-1000
/DC-DKK360.00/DO-BLL/LC-AARC01/NM-HONDA HENRY MR
/PUP-AARC01*SONDER ALLE 35 / AARHUS/RB-*EP*DKK2325.00
BR-3DY/RC-DYTK/RG-*HA*DKK500.00-100F 2.50 K DY/RT-1400
/CF-54017948 *HA/
**** HOLIDAY AUTO ****

```

CAR ELEMENT CANCELLATION

To cancel a car segment you use the entry XE and segment number.

Retrieve PNR **ZMEK2W** and make ER.

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1226Z  ZMEK2W
 1.KASPARAITIS/DARIUS MR
 2  SK 452 C 24JAN 3 CPHOSL HK1          3  0640 0750  *1A/E*
 3  CCR ZI HK1 OSL 24JAN 28JAN IDMR/BS-00260002/ARR-SK0452-C
   24JAN CPH-0750/RT-0515/CF-
   **SEE RTSVCC**
 4  SK1461 C 28JAN 7 OSLCPH HK1          0615 0730  *1A/E*
 5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
 6 TK TL05JAN/VNOLJ2902
  
```

To cancel the car reservation, enter:

XE3

XE Cancel element

3 Segment number

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1226Z  ZMEK2W
 1.KASPARAITIS/DARIUS MR
 2  SK 452 C 24JAN 3 CPHOSL HK1          3  0640 0750  *1A/E*
 3  SK1461 C 28JAN 7 OSLCPH HK1          0615 0730  *1A/E*
 4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
 5 TK TL05JAN/VNOLJ2902
  
```

Car element modification

You can modify an existing car segment using the car sell option codes.

For Complete Access any modification is made in real time, with an instant reply from the car provider.

Retrieve PNR **ZMETHZ** and make ER

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1230Z  ZMETHZ
1.BETINGIS/KESTUTIS MR
2  SK 601 C 09FEB 5 CPHZRH HK1      3  0815 1000  *1A/E*
3  CCR ZE HK1 ZRH 09FEB 11FEB MBMN/BS-00260002/ARR-SK0601-C
   09FEB CPH-1000/RT-0940/CF-
   **SEE RTSVCC**
4  SK 602 C 11FEB 7 ZRHCPH HK1      2  1040 1225  *1A/E*
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL15JAN/VNOLJ2902
```

To change the vehicle from an MBMN to an CDMR, enter:

3/VT-CDMR

3 Car element number

/VT-CDMR New car type code

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07LJ/1230Z  ZMETHZ
1.BETINGIS/KESTUTIS MR
2  SK 601 C 09FEB 5 CPHZRH HK1      3  0815 1000  *1A/E*
3  CCR ZE SS1 ZRH 09FEB 11FEB CDMR/BS-00260002/ARR-SK0601-C
   09FEB CPH-1000/RT-0940/CF-
   **SEE RTSVCC**
4  SK 602 C 11FEB 7 ZRHCPH HK1      2  1040 1225  *1A/E*
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL15JAN/VNOLJ2902
```

The system cancels the MBMN car and rebook to an CDMR.

Retrieve PNR **ZMPHDF** and make ER

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1237Z  ZMPHDF
1.PAKSAS/ROLANDAS MR
2  SK 973 C 21JAN 7 CPHBKK HK1          3  2245 1520+1 *1A/E*
3  CCR ZI HK1 BKK 22JAN 04FEB ECMR/BS-00260002/ARR-SK0973-C
  22JAN CPH-1520/RT-0001/CF-
  **SEE RTSVCC**
4  SK 972 C 04FEB 7 BKKCPH HK1          1  0035 0625  *1A/E*
5  AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6  TK TL15JAN/VNOLJ2902
```

Mr. Rolandas calls you and informs you that he wants to drop-off the car the 03Feb instead of the 04 Feb.

To change the Drop-off date, enter:

3/DD-03FEB

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1237Z  ZMPHDF
1.PAKSAS/ROLANDAS MR
2  SK 973 C 21JAN 7 CPHBKK HK1          3  2245 1520+1 *1A/E*
3  CCR ZI SS1 BKK 22JAN 03FEB ECMR/BS-00260002/ARR-SK0973-C
  22JAN CPH-1520/RT-0001/CF-
  LOCATION CLOSED AT RETURN TIME
  **SEE RTSVCC**
4  SK 972 C 04FEB 7 BKKCPH HK1          1  0035 0625  *1A/E*
5  AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6  TK TL15JAN/VNOLJ2902
```

If you want to change the Pick-up date, enter:

3/DT-24JAN

To change both the pick-up and drop-off dates in one entry, enter:

3/DT-24JAN-03FEB

Mr. Rolandas informs you that he wants a non-smoking car. To add “non-smoking car” as a request to the car rental company, enter:

3/SI-NON SMOKING CAR

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1237Z  ZMPHDF
1.PAKSAS/ROLANDAS MR
2  SK 973 C 21JAN 7 CPHBKK HK1          3  2245 1520+1 *1A/E*
3  CCR ZI SS1 BKK 22JAN 03FEB ECMR/BS-00260002/ARR-SK0973-C
  22JAN CPH-1520/RT-0001/SI-NON SMOKING CAR/CF-
  **SEE RTSVCC**
4  SK 972 C 04FEB 7 BKKCPH HK1          1  0035 0625  *1A/E*
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL15JAN/VNOLJ2902
```

To add another request to an existing SI- field information, enter:

3/SI-*PREFERS RED CAR

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  23FEB07/1237Z  ZMPHDF
1.PAKSAS/ROLANDAS MR
2  SK 973 C 21JAN 7 CPHBKK HK1          3  2245 1520+1 *1A/E*
3  CCR ZI SS1 BKK 22JAN 03FEB ECMR/BS-00260002/ARR-SK0973-C
  22JAN CPH-1520/RT-0001/SI-NON SMOKING CAR PREFERS RED CAR
  /CF-
  **SEE RTSVCC**
4  SK 972 C 04FEB 7 BKKCPH HK1          1  0035 0625  *1A/E*
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL15JAN/VNOLJ2902
```

To delete an option, enter the option without text:

3/SI-

AMADEUS CAR VOUCHER

An Amadeus Car Voucher is similar to an airline ticket. The document carries monetary value for your client, and the agency, or the corporate account, is billed directly after the rental period is over.

Although an Amadeus Car Voucher is an accountable document, the billing process is not part of your BSP settlement. When you issue an e-voucher, the passenger does not require a paper document. Certain details from the voucher are included in the car segment of the PNR and are shown on the invoice and itinerary.

In principle the Amadeus Car Voucher is an electronically generated version of the hand-written car vouchers you may use already.

Car companies that support this function : Europcar, Atesa, Alamo, Avis, Budget, Hertz, National, Sixt.

Car booking adding car voucher options

The voucher options can be added when booking the car, or after as a modification to the segment.

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  24APR07/1144Z  3F8425
VNOLJ2902/0011ID/24APR07
 1.KELEIVIS/EUROP CAR MR
 2 CCR EP HK1 VNO 03MAY 04MAY CCMR/BS-00260002/ARR-1200
   /ES-*EP*EUR 208.61 1D/NM-KELEIVIS EUROPCAR MR/PUP-VNOT01*2
   RODUNIOS KELIAS/RB-*EP*EUR152.17 BR-1DY/RC-DYPK
   /RG-*EP*EUR152.17-0.00 UNL DY/RT-1000/CF-292798645 *EP+
   SQ-CST/SI-CHILD 7 YEARS OLD
   **** EUROPCAR ****
   TOTAL RENTAL CHARGE EUR 208.61 FOR 1 DY
   INCL-AIRPORT SURCHARGE MAND-TAXES,CDW 7.82,
   LAF 8.98,THW 7.82 OPTL-SCDW 5.21
   **SEE RTSVCC**
 3 AP VNO +370 5 2726869 - AMADEUS LITHUANIA - A
 4 TK OK24APR/VNOLJ2902

```

To be able to print a Car Voucher for this car reservation we have to enter the voucher value, like this:

CVP/S3/VV-EUR152.17

CVP Car voucher print

S3 Car segment number

/VV-EUR152.17 Voucher value

The system end transaction and displays a confirmation message :

```
OK E-VOUCHER
```

When you open this PNR, you can see the information regarding e-voucher :

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  24APR07/1144Z  3F8425
VNOLJ2902/0011ID/24APR07
 1.KELEIVIS/EUROP CAR MR
 2 CCR EP HK1 VNO 03MAY 04MAY CCMR/BS-00260002/ARR-1200
   /ES-*EP*EUR 208.61 1D/NM-KELEIVIS EUROPCAR MR/PUP-VNOT01*2
   RODUNIOS KELIAS/RB-*EP*EUR152.17 BR-1DY/RC-DYPK
   /RG-*EP*EUR152.17-0.00 UNL DY/RT-1000/VV-EUR152.17/CF-292798645 *EP+
   SQ-CST/SI-CHILD 7 YEARS OLD
   **** EUROPCAR ****
   TOTAL RENTAL CHARGE EUR 208.61 FOR 1 DY
   INCL-AIRPORT SURCHARGE MAND-TAXES,CDW 7.82,
   LAF 8.98,THW 7.82 OPTL-SCDW 5.21
   **SEE RTSVCC**
 3 AP VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
 4 TK OK24APR/VNOLJ2902

```

Additional options for car voucher

OPTION	EXPLANATION
/VV-	Voucher value How much is the voucher worth Supported voucher values are: /VV-FC Full credit /VV-EUR152.17 Specified amount