

Worldspan Booking Guideline

For Increased Hotel Commission

Your travel agency has partnered with Net Trans to assist with hotel commission handling. To successfully report hotel bookings for commission claiming, specific data is needed; the way you generate and change hotel reservations in Worldspan has a great impact on the success. If there is hotel segment(s) in the PNR/reservation with air segments when a ticket is issued (EZ entry), the hotel segments automatically transmit to Net Trans. If there are hotel segments only in a PNR/reservation, you must make an EZI entry in order for the commission to be tracked. Worldspan has three possible options for transmitting hotel segments:

1) Hotel sold from Availability/List/Rules or Detail: The hotel is available; the reservation is made in Worldspan, a message is transmitted to hotel supplier and a confirmation is returned.

2A) Memo /passive segment, Hotel is available in Worldspan: The hotel or rate code is available in Worldspan, the reservation is made by phone, fax or other means, and the hotel supplier is not sent a message.

2B) Memo /passive segment, hotel is not available in Worldspan: The hotel or rate code is not available in Worldspan, the reservation is made by phone, fax, web or other means, the hotel supplier is not sent a message. Memo Segment information is entered as free form text. If sufficient information is not entered, Net Trans will be unable to report the booking to the hotel for proper commission.

3) TVL Segment: The TVL segment allows the creation of an itinerary segment to document non-air travel services (such as hotels) not booked through the Worldspan system. Refer to HELP TVLC for creation options.

■ ■ ■ Easy Documentation Entry (EZ)

Basis ticketing entry when a PNR is created with air/hotel/car segments.

Note: Ensure there is an "I" in the EZ OPTIONS section of the Air Information Record (AIR TABLE) Entry: 4G (enter)

■ ■ ■ Hotel changes to existing PNR: EZI

In order for Active Commission to receive changes in an existing hotel booking, an EZI entry has to be made. This is important to ensure accurate booking information is reported to the hotels when claiming commission. The EZI entry will transmit a TAIR only and can be used when there are changes made or if the PNR is a hotel only.

■ ■ ■ Adding hotels to PNR containing air only: EZI#NT#SX#S\$H

When air flights have been issued and the customer adds hotels to the booking, make the above entry to transmit the updates/changes to Net Trans.

■ ■ ■ No Air segment(s) in the PNR or changes made to the hotel segment after printing the ticket: EZI#ERTK-#CYY#NU#FNF

- #ERTK- is needed due to no ticketing carrier in the hotel segment

- YY needs to be in the Positive Authorization Table (PAT), refer to HELP 4G/AT

- #NU (No Update) to the carriers
- FNF – no fare is transmitted (non-air segments only)

■ ■ ■ **Non IATA's for hotel booking only: EZI#NT#FNF#\$AN**

■ ■ ■ **To transmit a hotel only PNR: (EZI#NT)**

If there is a document instruction line in the PNR (DI line) it needs to be removed.

■ ■ ■ **Hotel Sell**

To ensure accurate hotel commission handling for your agency, check that your IATA number is automatically entered. If not, to manually enter into the hotel segment use #BS-xxxxxxx (x=your IATA number). Refer to HELP H/BS-

■ ■ **Corporate ID / Customer Accounts**

If your company wishes to keep track of Customer Account/Corporate ID (e.g. Customer Account # 3456) you have to make sure the PNR contains:

2CORPID max 10 char

■ ■ ■ **Memo/Passive Segments**

All memo/passive bookings, e.g. made by phone and fax, need to be registered with necessary data in the GDS as “ghost booking” feeds, or Net Trans can't claim commission for them. Please note that key information for commission claiming is a fax number. There are two different ways to enter reservations made outside Worldspan and certain fields are mandatory:

Sample of 2A: The hotel is stored in Worldspan: (From HL display)

H0L3@ MK/R-A1K/CF-BY PHONE/RQ-USD50000/BS-1234567/BC-P (Sample booking code)

H0L3	Worldspan HOTEL SELECT IDENTIFIER FROM DISPLAY, line 3
@MK	ACTION CODE MK
R-	ROOM TYPE
CF-	CONFIRMATION NUMBER
RT-	CURRENCY CODE and RATE, in local currency without decimal point
BS-12345678	IATA NUMBER FOR COMMISSION
BC-X	BOOKING REASON CODE
BC-	BOOKING REASON CODE (with the indicator G.H.I.N. P.R)

Sample of 2B: The hotel is NOT stored in Worldspan:

HN@MK*XXX(city)10OCT12OCT2(dates, and number of persons)/C-brand code/H-hotel name/R-room type/SI-@ 123 Main Street\$AnyTown USD 12345\$Phone123-123-1234@RT-

HN@MK*	PASSIVE IDENTIFIER, WHEN HOTEL IS NOT IN Worldspan
CTY	LOCATION
DDMMMDMM2	IN AND OUT DATE AND NUMBER OF PERSONS
C-XX	BRAND/CHAIN CODE
H-	HOTEL NAME
SI-@	HOTEL ADDRESS AND FAX NUMBER /PHONE NUMBER
RT-	CURRENCY CODE and RATE
RD-	ROOM DESCRIPTION
BC-	BOOKING REASON CODE (with the indicator G,H,I,N, P,R)
CF-	COMFIRMATION NUMBER

USD9900/RD-Deluxe room rate/BC-booking reason code/CF-confirmation number

Sample of 3: TVL Segment

TN	Segment Identifier for TVL segment
ZZ	2 character vendor code (HI=Holiday Inn)
MK1	Mandatory segment status code and number of services confirmed
HTL	Mandatory 3-Character Hotel Associate type code
DDmmm /	Date of arrival and a slash
DTD-	Date of departure (15DEC)
RD-	Room Description (RD- King bed Ocean view)
RG-	Rate Amount (RG-100.00)

If you have any questions and need assistance please contact tasupport@ntrans.com