



HEDNA

Hotel Electronic Distribution Network Association

GDS Pocket Reference Guide

Version 10 • April 2006

HEDNA's Mission

The mission of HEDNA is to increase hotel industry revenues and profitability from electronic distribution channels and to be the foremost travel industry association advancing hotel electronic distribution.

This will be done by:

- Optimizing the use of current technology
- Influencing development of current and emerging electronic distribution channels
- Education
- Providing an opportunity for open exchange among members

Hotel Electronic Distribution Network Association

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E-Mail: info@hedna.org

Cancel Formats

If your client happens to cancel, please use your GDS computer. It is faster, easier and less expensive than using the telephone! Here are some fast and easy cancel formats:

(Enter after each step)

Amadeus:

1. RT1A2B3C

	PNR/Record
	Locator
Retrieve	

2. XE3

	Hotel Segment
	Number
Cancel	

3. RFNAME

	Your Name
Received From	

4. ET

End Transaction

**Apollo/
Galileo:**

1. *1A2B3C

	PNR/Record
	Locator
Display	

2. X1

Cancel Hotel
Segment Number

3. R:NAME

	Your Name
Received From	

4. ET

End Transaction

Cancel Formats

**SABRE/
Worldspan/
ABACUS:**

1. *1A2B3C

| PNR/Record
| Locator
| Retrieve

2. X3

| Hotel Segment
| Number
| Cancel

3. 6NAME

| Your Name
| Received From

4. E

| Enter Key

Worldspan does not allow the Hotel Associate to cancel a reservation in the Worldspan GDS system.

System One:

1. *1A2B3C

| PNR/Record
| Locator
| Retrieve

2. X3

| Hotel Segment
| Number
| Cancel

3. R:NAME

| Your Name
| Received From

4. E

| End Transaction



amADEUS

Your technology partner

Amadeus

Amadeus is the leading provider of distribution and technology solutions for the travel and tourism industry. Amadeus Hospitality Business Group combines Optimis' hotel technology and expertise with Amadeus' world-beating distribution network and experience of implementing strategic change through technology. Amadeus Hospitality Business Group divides its activities into three key business lines: Hotel Distribution, Hotel IT (with PMS, CRS and RMS) and the Hotel Distribution Platform.

Amadeus distributes hotels to 75,000 travel agency locations in over 215 markets around the world.

Basics

On-Line Help: HE HTL

**Guide To General
Reference Pages:** GG HTL

Chain Description: GGHTLXX
Format |
Chain Code |

Hotel Description: HF XX PAR123
Format | |
Chain Code |
Property Code |

**Hotel List at
City Level:** HL XX NYC
Format | |
Optional Chain Code |
City Code |

Basics

Hotel List at

Country Level: **HL XX AABB**

Format				
Mandatory Chain Code				
Country Code				
Optional State				

Hotel Multi

Availability: **HA XX NYC 1MAY-2**

Format					
Optional Chain Code					
City Code					
Arrival Date					
Number of Nights					

Multi Availability: **HA XX NYC 1MAY-3MAY/SR-XXX-YYY**

Format						
Optional Chain Code						
City Code						
Arrival Date						
Departure Date						

Format: Special Rate Codes
(public, predefined and/or negotiated rates)

Basics

Leisure Availability: HA XX NYC 1MAY-3MAY/SR-PKG

Format					
Optional Chain Code					
City Code					
Arrival Date					
Departure Date					
Format: Package Rate Code					

The special rates option /SR- can be used to request special package or promotional rates. Maximum of 8 rate codes can be requested in one entry. There are codes for family (FAM), package (PKG), promotional (PRO), tour (TUR), week end (WKD), travel industry (TVL), corporate (COR), convention (CON), government (GOV), military (MIL), senior citizen (SRS), stopover (STP).

Single Availability:

Referenced: HA 1

Format		
Line #		

Long Entry: HA XX NYC ABC1MAY-2

Format					
Chain Code					
City Code					
Property Code					
Arrival Date					
Number of Nights					

Basics

Essential Search Options:

These options may be added to an Hotel rate availability entry, or an hotel list entry to help the user's search for the correct property or rate:

Associated cities and airports:	/AR-ALL
Hotel facilities (e.g. pool and jacuzzi):	/FF-SWI-JAC
Hotel name:	/HN-NEGRESKO
Properties in a non-IATA city:	/CT-JUAN LES PINS
Location (e.g. Madrid):	/LO-MAD
Area (e.g. downtown):	/AR-D
Hotel Chain Code (e.g. Hilton):	/CO-HL
Type of connectivity (e.g. C/A only):	/CO-C
Distance (e.g. 10 kilometers):	/DI-10K
Address:	/AD-MAIN STREET
Phone:	/PH-12345
Zip code (post code):	/ZP-12345
Hotel category (e.g. Luxury):	/HC-L
F.E.M.A fire safety compliant:	/SF-Y
Transport from airport (e.g. Taxi):	/TR-T
Availability status (e.g. all incl. closed):	/ST-ALL
Foreign currency (e.g. USD):	/FC-USD
Rate range:	/QU-100-150
All special rates:	/SR-AMX-IBM-COR-PKG...
Point of reference (e.g. Eiffel tower) including Point of reference search:	/RP-ATT-EIFFEL TOWER

Basics

Sell from complete Access

Plus (Single Availability Display): **HS 1**

Hotel Sell |

Line # from Availability |

Guarantee Formats

A guarantee option must be added to the Hotel Sell entry when this is required by the hotel provider.

Credit Card: /G- CC XX 1234... EXP1299

Format				
Credit Card Identifier				
Credit Card Code				
Credit Card #				
Format Month of Exp., Year of Exp.				

Deposit:

Format, cheque identifier: /DP- CHK

Format, advance deposit identifier: /DP- ADVDEP

Format, credit card identifier, credit
card code, credit card number,

format, month of exp., year of exp.: /DP- CC XX 1234... EXP1299

Cancel Formats

Please note that when the hotel provider returns a cancellation number, Amadeus will store this number in PNR history. This will provide a useful reference for troubleshooting.

NB: A cancellation number can be interactively provided or not.



GALILEO
A CENDANT COMPANY™

Cendant Travel Distribution Services: Galileo International

Cendant Corporation's (NYSE: CD) Travel Distribution Services Division, is one of the world's largest and most geographically diverse collections of travel brands and distribution businesses. Hospitality Solutions from Cendant's Travel Distribution Services Division are provided by some of the travel industry's leading technology brands and distribution channels including Galileo International and TRUST International – both proud partners of many leading hotel brands. Cendant's broad range of integrated technology, distribution and partner marketing solutions for the hospitality industry enable us to act as a strategic partner to our clients helping them maximize sales, while reducing costs of transaction processing.

Galileo International (www.galileo.com) is a global technology leader. Its core business is providing electronic global distribution services for the travel industry through its computerized reservation systems, leading-edge products and innovative, Internet-based solutions. Galileo is a value-added distributor of travel inventory dedicated to supporting its travel supplier, agency and corporate customers and, through them, expanding traveler choice.

Pocket Guide readers needing more information may visit:
<http://support.galileo.com/suppliertraining>

Basics

Chain Description: **HODXX**
Hotel Description |
Hotel Chain Code |

Hotel Description: **HOD99999**
Hotel Description |
Property # |

Booking Guidelines: **HODXX / BOOK**
Hotel Description |
Chain Code |
Keyword |

City List: **HOIPHX/XX**
Hotel Index |
City Code |
Chain Code |

On-Line Help: **HELP ROOMMASTER**

Availability and Sell Formats

Sell from Inside: 01INSIDE2

Apollo Format Galileo Use "N" | | | | |
Number of Rooms | | | | |
Inside Sell Format | | | | |
Line # of Room/Rate | | | | |

Multilevel Rate

Availability: HOA1MAY-2NTPAR/XX^XYZ

Hotel Availability | | | | | | | | |
Arrival Date | | | | | | | | |
Dash | | | | | | | | |
Number of Nights | | | | | | | | |
City Code | | | | | | | | |
Chain Code (optional) | | | | | | | | |
Pillow or Lozenge | | | | | | | | |
Multilevel Rate Access Code | | | | | | | | |

Availability and Sell Formats

Leisure Format: **HOA1MAY-2NTPAR/XX/C-P**

Hotel Availability						
Arrival Date						
		Dash				
		Number of Nights				
			City Code			
				Chain Code		
						P for Package

The leisure format request's a category for Package Rates. True Leisure would be a request for WEBHTL rates as a multilevel rate indicator.

Optional Search Qualifiers

You may include optional search qualifiers to customize a hotel search.

<u>To search for:</u>	<u>Use:</u>	<u>Example:</u>
AAA Diamond Rating	/AAA	/AAA3 (for a 3 diamond rating) /AAA3-5 (for a range of ratings)
Chain codes up to 6	/	/SI+ES+MC
Distance or Direction	/D-	/D-5 (within 5 miles) /D-5N (within 5 miles North)
Features & Amenities	/F-	/F-RES (restaurant) /F-HEA (health club)
Location	/L-	/L-C (City) /L-A (Airport)
Postal Code	/PC-	/PC-US60018 (US Zip Code)
Property Name	/N-	/N-PLAZA (property name includes Plaza)
Property Type	/P-	/P-RE (Resort) /P-SU (Suites)
Rate Category	/C-	/C-COR (Corporate) /C-SEN or /C-SPL
Rate Value	/\$- (Apollo) /V (Galileo)	/\$-150 (rates under \$150) /V200-300 (rates between 200-300 Euros)
Reference Point	/R-	/R-Sears Tower (near Sears Tower)
Transportation	/T-	/T-C (Courtesy Van)

Guarantee Formats

Credit Card: /G-AX12345678901EXP1207

Guarantee format | | |

Dash |

Credit Card Code |

Credit Card # |

Expiration Format |

Month of Expiration |

Year of Expiration |

Deposit: /G-DPSTAX12345678901EXP1207

Guarantee Format | | |

Dash |

Deposit Format |

Credit Card Code |

Credit Card # |

Expiration Format |

Month of Expiration |

Year of Expiration |

IATA GTD: /G-AGT

Guarantee Format | |

Dash |

Agency Format |

(Apollo/Galileo will retrieve the ARC/IATA# and automatically append it to the Guarantee field)



Sabre Travel Network

Sabre Travel Network, a Sabre Holdings company, provides hotels with merchandising capabilities to grow bookings and revenue through over 50,000 travel agency locations. Our industry-leading marketing and distribution tools efficiently bring travelers and suppliers closer together. Sabre Travel Network additionally markets your hotel to tens of millions of consumers through our sister companies, Travelocity and Site 59, ensuring your share of the largest electronic travel market place in the world.”

Contact information for Pocket Guide readers is: Hotel.eservices@sabre.com

Basics

DRS: Direct Reference System (DRS) Index Pages:

Sabre Travel Network provides a fast and easy method to retrieve supplier reference information. The Direct Reference System (DRS) is an online directory for each hotel company to list their chain wide information, including policies, marketing programs and automation help desk contacts. It is accessed from Sabre Agency eServices, from Business Tools menu, select Direct Reference System.

MySabre™ with Point & Click

The *MySabre* Web-based booking portal for travel agents has Point & Click functionality enabling agents to use a mouse to select properties, rates and perform other navigation in the Sabre system. This functionality allows *MySabre* users the ability to shop and book hotels without learning traditional Sabre system formats. Documentation for point and click is online in the Help section of *MySabre*.

Basics

Hotel Description: **HOD99999**

Format |
Property # |

City List: **HOTDFW/XX**

Format | |
City Code | |
Chain Code |

List, Sorted by Distance

From Airport: **HOTDFW/XX/*SD**

Format | | |
City Code | | |
Chain Code | |
Sort by Distance |

Basics

List by
Point of
Interest

HOTNY-CARNEGIE HALL/XX/
Format |
Point of Interest |
Chain Code |

List by Distance from

From Specified Hotel: **HOTGEOP±5643/*SD**

Format |
Property # |
Sort by Distance |

Negotiated Rate

Availability:

HOTDFW/01MAY-03May2/RC-X±XYZ

Format					
City Code					
		Date In-Out			
		Number of Persons			
			Rate Category		
				Rate Code	

Additional qualifiers that may be added to the formats above, include:

Request all rate codes:	/RC-ALL
Request promotional rates:	/RC-P
Request govt or military rates:	/RC-G or /RC-M
Request weekend rates:	/RC-W
Request family plan:	/RC-F
Negotiated corporate rates:	/RC-N
Contracted rates:	/RC-X

Guarantee Formats

Credit Card

Guarantee:

/GAX1234....EXP 12 06-SMITH

Format									
Credit Card Code									
Credit Card #									
Format									
Space									
Month									
Space									
Expiration									
Dash									
Card Holder Last Name									

Deposit:

/GDPST
Format |

Corporate GTD:

/GCR999999999
Format |
Corporate ID # |

Agency GTD:

/GAGT999999999
Format |
IATA/ARC/TIDS # |



Worldspan

Worldspan is a leader in travel technology services for travel suppliers, travel agencies, e-commerce sites and corporations worldwide. Utilizing some of the fastest, most flexible and efficient networks and computing technologies, Worldspan provides comprehensive electronic data services linking approximately 800 travel suppliers around the world to a global customer base. Worldspan offers industry-leading Fares and Pricing technology such as Worldspan e-Pricing®, hosting solutions and customized travel products. Worldspan enables travel suppliers, distributors and corporations to reduce costs and increase productivity with technology like Worldspan Go!® and Worldspan Trip Manager® XE. Worldspan is headquartered in Atlanta, Georgia. Additional information is available at worldspan.com.

Pocket Guide readers may contact hotel@worldspan.com for more information.

Basics

GRS Index Page: **G/HTL/XXQ**
 Format | | |
 Chain Code | | |
 Format |

Hotel Description: **HDXX9999**
 Format | | |
 Chain Code | | |
 Property Code |

Room Description: **HD*ROOMS**
 Format |

City List: **HLCGN/CXX**
 Format | | |
 City Code | | |
 Format | | |
 Chain Code |

**Reference Point/
Area List Entry:** **HRP**
 | Reference Point Name

Basics

Airport List:

HLACGN/CXX
Format | | |
City Code | | |
Format | | |
Chain Code |

Reference Point List: **HLDISNEY/CXX**

Format | | | |
Reference Point Code | | | |
Format | | | |
Chain Code |

Availability and Sell Format

Hotel List:

HLHAM1MAY3MAY2/CXX
Format | | | | | | |
City Code | | | | | | |
Arrival Date | | | | | | |
Departure Date | | | | | | |
Number of Persons | | | | | | |
Format | | | | | | |
Chain Code |

Availability and Sell Format

Securate List:

HLHAM1MAY3MAY2/CXX/P-N/PC-XYZ

Format |
City Code |
Arrival Date |
Departure Date |
Number of Persons |
Format |
Chain Code |
Plan Type |
Plan Code |
Securate Access Code |

Leisure Format:

HLHAM1MAY3MAY2/CXX/P- k or p/RR-

Format |
City Code |
Arrival Date |
Departure Date |
Number of Persons |
Format |
Chain Code |
Plan Type |
Rate Code |
K for Packages or P for Promotions |
Display Rate Range |

Leisure Options:

Search by property address:	/AD-1 Main St
Search by distance & direction:	/DD-10SW or /DD-10
Search by family plan:	/F-
Search for fire safety properties:	/FS
Search by phone:	/PH-816-891 (full or partial number)
Search by property amenity:	/AM-
Search by property type:	/PR-
Search by zip code:	/Z-
Request promotional rates:	/P-P
Request package rates:	/P-K
Request weekend rates:	/P-W
Search by property name:	/H-property name
Search by reference point:	HRP-reference point name

Guarantee Formats

Credit Card: /G-CCAX999999999999EXP12 - 06

Format							
Credit Card Code							
Credit Card #							
			Format				
			Month of Expiration				
				Format			
			Year of Expiration				

Deposit: /G-DEPCCAX999999999999EXP12 - 06

Format							
Credit Card Code							
Credit Card #							
			Format				
			Month of Expiration				
				Format			
			Year of Expiration				

Corporate GTD: /G-CD99999999

Format		
Corporate ID #		

Agency GTD: /G-AGT999999999

Format		
IATA, ARC, TIDS #		

All information is believed to be correct
at the time of printing.

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