

Hotel Passive Segment Assistant

Quick Reference Guide

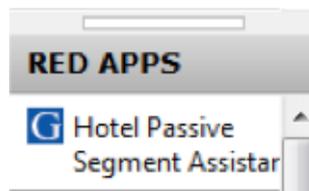
The following Reference Guide will explain the use of the GIATA Hotel Passive Segment Assistant in detail.

Red App Overview

GIATA has created a Sabre® Red™ App solution for Sabre agencies globally, to automate the process to enter a Sabre passive hotel segment, that then pulls in hotel name and address details (where available) from the GIATA database. When searching for a certain hotel within the GIATA Hotel Passive Segment Assistant, the Red App accesses the GIATA database that contains GDS and non-GDS hotel property information, that will help to streamline and standardise the hotel information the agents put into a GK or manual hotel segment, which will reduce duplications and errors, in addition, increase productivity.

Setup

Provide your IATA/TID's number, if needed, in the Red App Settings (Tools – Options – Red App Settings – Hotel Passive Segment Assistant). It will then be included in every segment automatically.



Starting the GIATA Hotel Passive Segment Assistant and searching for the hotel:

- 1) Open the App by clicking on the app on the right-hand side.
- 2) The app will automatically read the flight segments in the PNR, if a PNR is present. If no PNR is present, put in **the three-letter city code, arrival and departure dates** (DDMMM, 21DEC) and **country and/or city** (city is mandatory) and **hotel name**. The city and country fields will recognize various notations, such as the German, English, Italian, Spanish and French spelling.
Other search fields allow to search by hotel name and the hotel's address details. If it the hotel is among the Sabre properties, you may also look it up with the Sabre hotel ID.

3) Click **"Search Hotels"**

The screenshot shows a web application window titled "Hotel Passive Segment Assistant". The header features the GIATA logo. Below the title, the search criteria are displayed: City * LHR, In * 21DEC, and Out * 28DEC. A section titled "Use the following fields to retrieve the hotel information:" contains several input fields: Country (United Kingdom), City * (London), Hotel Name (ibis), Hotel Street, Hotel Zip Code, Sabre Hotel ID, and Hotel Chain. A green "Search Hotels" button is highlighted with a mouse cursor. Below the search fields is a table with two columns: "Name" and "Address". The table lists three hotels: "Hotel ibis Styles London Kensington" (Hogarth Road 15-25, SW5 0QJ Lond), "Ibis Earls Court" (Lillie Road 47, SW6 1UD London), and "This budget London Barking" (Highbridge Road, IG11 7BA London). At the bottom of the form, there is a "Contact GIATA" button and a "Continue" button. The footer contains the email address sales@giata.de and the phone number +49 30 420 265 50.

Name	Address
Hotel ibis Styles London Kensington	Hogarth Road 15-25, SW5 0QJ Lond
Ibis Earls Court	Lillie Road 47, SW6 1UD London
This budget London Barking	Highbridge Road, IG11 7BA London

4) After **clicking on "Search Hotels"**, all available hotels will be displayed in a list below (this is pulled from the GIATA database). Where available, it includes the hotel's address, telephone number and email address.

- If you do not find your hotel, please try different spellings, especially when special characters (e.g. asterisks) are involved, or when the term consists of multiple words.
- If your hotel still cannot be found, please click on "contact GIATA" to inquire about the hotel and to have it created if necessary.

5) Select the respective hotel and **click on "continue"**.

Entering hotel booking details

6) You can now **enter all available booking details**.

- a) Mandatory fields include "room type", "number of rooms", "cancellation policy", "currency", "average rate" and "confirmation number". If the agreed cancellation policy of the booking is not available in the selection, you can enter it in the field "other cancellation policy".
- b) Other fields are "special request", "reason for GK booking" or "meal plan".

Hotel Passive Segment Assistant _ x

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Hotel Passive Segment Assistant

City * In * Out *

Selected Hotel:
Name: Ibis London City
Address : Commercial Street 5, E1 6BF London
Phone: +442074228400
E-mail: h5011@accor.com

Please fill fields below to add data to Sabre PNR:

Room type * ▾

Number of rooms *

Cancellation * ▾

Other cancellation policy

Currency *

Average rate *

sales@giata.de +49 30 420 265 50

Create an accounting line (optional)

7) To create an accounting line, click on the respective check box and enter all necessary details, such as the "vendor code" ("HOTEL" if you do not have a specific code), "commission", "TAX" and "payment option". For both the "TAX" field and the "average amount" field above, decimals can be required. Please note the respective decimals for your country/PCC.

The screenshot shows a software window titled "Hotel Passive Segment Assistant" with the GIATA logo. The interface includes several input fields and a section for adding an accounting line. The "Add Accounting Line" section is checked and contains the following fields:

Special request	LOW FLOOR
Reason for booking GK hotel	Hotel sold out in GI
Meal plan	BREAKFAST
Additional information	
<input checked="" type="checkbox"/> Add Accounting Line	
Vendor code *	HOTEL
Commission [%] *	10
Tax *	12
VAT	19.00
Payment option *	CC
Credit card details	M 669874521236

*mandatory field

Buttons: Contact GIATA, New Hotel, Exit, Add segment

Contact: sales@giata.de +49 30 420 265 50

8) **Click on "Add segment"** to finish the segment. The entered details will go into the segment or remarks.

```
1 HHT RT 21DEC Q GK1 LHR/OUT28DEC/RT IBIS LONDON CITY/DBL/15
0.00EUR/G/SI-05 COMMERCIAL STREET#LONDON,GB E1 6BF#FONE44207422
8400#24 HOURS/LOW FLOOR/#AGT999999#/CF-CONF123--A
REMARKS
1.# MEAL PLAN BREAKFAST,
2.# ADDITIONAL INFORMATION ,
3.H-GKHTL1/19-OCT-HOTEL SOLD OUT IN GDS
ACCOUNTING DATA
1.A 0HOTEL/HTL/ P10/150.00/12.00/D19.00/ALL/CA/1
```

Example of segment added into the Sabre PNR using the GIATA Hotel Passive Segment Assist App

9) **Click "New Hotel"** to enter another segment **or "Exit"** to close the App.