

Hotel Viewership Tables: Worldwide Hotel Program TL7 rate code

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Hotel Viewership Tables

Hotel Viewership Tables - allows you to display and book hotel negotiated rate inventory, agency contracted rates and other special rates through the Sabre system

- Corporate hotel rates negotiated by the corporate client or agency representative.
- Agency contracted hotel rates negotiated by the agency
- Other hotel contracted rates offered by third party consortiums

Hotel Viewership Tables

Who Loads Rates in the GDS?

- Actual Rate Loading is managed by the hotels and hotel companies
- Rate Viewership is managed by the chains, agencies and/or the GDS using various security tables to ensure all authorized travel agencies can view negotiated rates

Hotel Viewership Tables

Type of Rates

- **Negotiated** - rates agreed between a corporation or business and a hotel or hotel chain.
 - Classified in Sabre with indicator – N
- **Contractual** - rates agreed between a travel agency or consortium and a hotel or hotel chain - available to any client of that travel agency
 - Classified in Sabre with indicator – X
 - *Example: TL7 (Travel Leaders Group Worldwide Hotel Program)*

Hotel Viewership Tables

GDS Rate Loading Process – Hotels

- Program Coordinator communicates acceptance
- The hotel forwards loading information to the Chain's Central Reservation System (CRS)
- Hotel CRS establishes GDS Tables
 - Client ID
 - Agency PCC's
 - Attach property to client rate code
- When the agency PCC is added to CRS tables, a **queue message** is auto-generated to notify the agency of rate access code and that the rate category has been established.
- Hotels load and manage their rate data

Hotel Viewership Tables

GDS Rate Loading Process– Agency

- **Agency establishes Viewership tables**
 - **Client ID (HIC)**
 - **Chain Translation table (HST)**
 - **Shared Viewership PCC's (HVA)**
 - **Branch access table (HIC)**

Important Notes:

- **Hotel might assign a different Client ID Code than what the agency wants to use.**
- **EPR must have SUBMGR keyword, Duty Code 9 and Branch Access capabilities**

Hotel Viewership Tables

Agency Client Identification Tables

HIC HELP

HIC*ALL to view your table – F6B1

AGENCY -	CLIENT IDENTIFICATION	VIEWSHIP CONTROL	CATEGORY CODE
HIC*ALL<<			
AGENCY - F6B1 - ANY TRAVEL AGENCY			
ACS	ACME SERVICES		
ADV	ANY TRAVEL AGENCY RATE		X
AES	ADVANCE ELECTRON	B4T0	N
JOE	JOES PET SHOPS INC		N
XRA	X-RAY TECHNOLOGIES		N

Rate Type

Controlling PCC

Code used by the agency

Client codes are defined by **travel agency** in the HIC Table

Hotel Viewership Tables

HIC HELP

```

HIC HELP<<
                SHAARP PLUS HOTEL SYSTEM
                HELP SCREEN

- HIC ENTRY -

ADD NEW CLIENT TO SYSTEM -      HIC‡CCC-CLIENT DESCRIPTION/X
  - OR - IF USING AN ALTERNATE VIEWERSHIP TABLE -
  ENTER -                      HIC‡CCC-CLIENT DESCRIPTION‡PPPP/X
NOTE * /X - CATEGORY CODE      N-NEGOTIATED   X-CONTRACTUAL

CHANGE CLIENT DESCRIPTION -      HIC‡CCC-NEW CLIENT DESCRIPTION

CHANGE CLIENT ID -              HIC‡CCC/CCC

CHANGE VIEWERSHIP TABLE -      HIC‡CCC‡PPPP

DELETE CLIENT FROM SYSTEM -     HIC‡CCC

DISPLAY ALL CLIENT IDS -        HIC*ALL
OR BY ALPHA GROUP -            HIC*A      * LETTERS A - Z
  
```


Hotel Viewership Tables

HIC table entry

HIC HELP

Entry: HIC ‡ (Agency Client Code)-(Description)/(Rate Type)

HIC ‡ JOE-JOES PET SHOPS INC/N

Defined by Agency

N = Negotiated

X = Consortia

HIC[X]JOE

To delete Client ID and related HST table code

HIC[X]ABC/XYZ

To change client ID

HIC*S

To display codes beginning with S

Important:

Once you delete a Client ID you also deleted the associated HST table
There is no history stored on both the HIC and HST Tables in Sabre

Hotel Viewership Tables

Agency Automated Advisory Message

Supervisory Queue message is sent from hotel when PCC has been updated

```
Q/S<<
ATTN          - AGENCY SUPERVISORY QUEUE

FROM          *SABRE*      A C T I O N      R E Q U E S T

ASSOCIATE     MC          HAS      ALLOWED      VIEWERSHIP FOR
RATE CATEGORY /N/ NEGOTIATED RATE CODE-

JPS          JOES      PET      SHOP

PLEASE ADJUST AGENCY TABLES DUE TO VIEWERSHIP ACTIVITY
FOR ASSISTANCE WITH UPDATE FORMATS, PLEASE SEE
      HIC HELP          OR          HST HELP

EPR KEYWORD -SUBMGR- DUTY CODE -9- REQUIRED FOR UPDATE

FOR ADDITIONAL INFORMATION, PLEASE SEE -
FORMAT FINDER AT HTTPS://ESERVICES.SABRE.COM
```

Code used by hotelier

Hotel Viewership Tables

Agency Chain Translation Table



HST HELP

HSTJOE* to view your client ID table for JOE

```
SI9<<
F6BI.ATX9LLT..A..9LLT NOT SIGNED OUT
HSTJOE*
HST DISPLAY          CLIENT ID CODE    JOE
                      CHAIN CODE      RATE CODE
DE                   JOE
FE                   PET
HH                   JOE
HY                   JPS
MC                   JPS
WY                   PET
```

Hotel Chain

Hotel Rate Code

Agency Client ID

HST Table links agency's client ID code with the hotel's rate code

Hotel Viewership Tables



HST Table entry

HST HELP

SI9

HST (Agency Client ID code) ‡(Hotel Chain)-(Hotel Rate Code)

HSTJOE‡MC-JPS (JPS code came from Hotel Queue Message)

HSTJOE‡DE-JOE (Hotel rate code is the same as agency's)

**HSTABC[X]HY-ABB/XYZ Update existing code
(Notified that HY has changed the code to XYZ from ABB.)**

Hotel Viewership Tables

HST HELP

HST HELP<<

SHAARP PLUS HOTEL SYSTEM
HELP MENU

HST ENTRIES:

ADD A HOTEL RATE CODE - HSTBBB‡CC-DDDD
 CHANGE A HOTEL RATE CODE - HSTBBB‡CC-EEEE/FFFF
 DELETE A HOTEL RATE CODE - HSTBBB‡CC-DDDD
 DISPLAY HOTEL RATE CODES - HSTBBB*

WHERE:

HST - ACTION CODE
 BBB - CLIENT ID CODE
 CC - HOTEL CHAIN CODE
 DDDD - HOTEL RATE CODE *3-20*
 EEEE - OLD HOTEL RATE CODE *3-20*
 FFFF - NEW HOTEL RATE CODE *3-20*

Hotel Viewership Tables

HST table



Entry: HOTDFW‡JOE/5DEC-2NT1

HIC Table Client ID: JOE

HST Table:

DE JOE →

DE CRS receives request with rate code JOE from Sabre

HH JOE →

HH CRS receives request with rate code JOE from Sabre

MC JPS →

MC CRS receives request with rate code JPS from Sabre

- Sabre is shipping the different codes from the HST to appropriate chain.
- This allows the agency to assign your own three character Client I.D.

Hotel Viewership Tables

Branch Viewership from Main PCC

Update the main TJR (Travel Journal Record) to allow branch offices to view your rate tables. **Entry to view PCC's: W/HV***

```
W/HV* <<
F6B1 HAS AUTHORIZED SHAARP PLUS VIEWERSHIP TO -
A0B0-V A1D0-V B4T0-V B9K0-V B9M0-V B9N0-V B9O0-V B9P0-V
Y5P0-V U840-V BG30-V 2EA0-N 6FB0-V 51D0-V 51E0-V D4K1-V
D5P1-V D7I1-V D7J1-V D7K1-V D7N1-V D7P1-V D7Q1-V D7R1-V
D8W1-V D9C1-V D9D1-V D9E1-V D9I1-V D9L1-V G0J1-V G0Q1-V
G1C1-V Q3E1-V Q8J1-N T4L1-V T4M1-V W631-V Y981-V AB91-V
CA11-V CA21-V CA31-V DO61-V DO81-V DO91-V GY41-V HU71-V
MS51-V MY51-V NI21-V PA21-V PE51-V SU61-V SZ21-N TM41-V
VI11-N VO11-V 1FA1-V 1FB1-V 1FC1-V 1FD1-V 1FF1-V 1FH1-V
2VI1-V 2XX1-V 4GB1-V 6PV1-V 6PW1-V 6PX1-V 6QA1-V 6QB1-V
6QC1-V 6QD1-V 6QE1-V 6QG1-V 9CL1-N 9RR1-N 9SA1-V 6S81-V
F6B1 HAS BEEN AUTHORIZED SHAARP PLUS VIEWERSHIP FROM -
B9K0-V B9M0-X B9N0-V M050-V OQ60-V UV50-V 5SS0-V 51D0-V
51E0-V B3W1-V C5G1-V G0Q1-V G5V1-X GY41-V KK41-X MY51-V
2XX1-V 4GB1-V 4O31-V PL22-V QJ32-V Z5F4-V R2Z5-V
```

Viewership type access: N, X, V

Hotel Viewership Tables

Branch Viewership from Main PCC

Three types of Viewership are available:

- X Consortia / Contractual
- N Negotiate
- V Both consortia and negotiate

In the Main PCC you make the following entries for your branch offices

W/HVA ‡ V(Branch PCC)

W/HVA ‡ N(Branch PCC)

W/HVA ‡ X(Branch PCC)

Example: W/HVA ‡ NB4T9

W/HVA ‡ NB4T9/KK11/9RR1

You can add up to 10 PCC's in one entry by using a slash (/) between PCC's.

Delete PCC from Viewership: W/HVD ‡PCC

Display PCC's sharing a client ID code: HIC*JOE

Hotel Viewership Tables

HIC*JOE

```
HIC*XOM<<
ENTRY IN PROGRESS
VIEWERSHIP CONTROL-   H120           - ANY AGENCY
CLIENT ID - XOM
SHARING AGENCIES -

O3M2
T422
BV52
5YE2
P367
JJ28
L2H9
AI99
28W9
76J9
V6ZA
9AVA
9CRA
9JBA
9NBA
```

Hotel Viewership Tables

Branch office entries

Once main office has opened Viewership to branch PCC's, Branch PCC can open Viewership to the main.

Must AAA to Branch PCC.

1. SI9
2. Add agency client ID code(s):
HIC‡(Client ID code)-(description) ‡(Main PCC)/(Rate Type)
HIC‡JOE-JOES PET SHOPS INC ‡F6B1/N

Important:

Must use the same Client ID code as the main/controlling PCC.

Hotel Viewership Tables

Three Easy Steps

1. Define Client ID codes - HIC

Three character code for each corporate client used by the agency to retrieve negotiated rates.

HIC‡(Client ID code)-(description)/(rate type)
HIC‡ACM-ACME CORPORATION/N

2. Update the hotel translation table with rate code provided in Supervisory Queue – HST

HST(Client ID code) ‡(chain code)-(hotel rate code)
HSTACM‡HI-ACM (same hotel rate code)
HSTACM‡CY-AME (different hotel rate code)

3. Allow other offices to view negotiated rates – W/HVA

W/HVA‡(type of viewership)(pcc)
W/HVA‡NF6B1

N-Negotiated rates, X-Contractual rates, V-Both: N and X

3a. Branch PCC activates the corresponding Client ID table

HIC‡ACM-ACME CORPORATION‡B4T0/N
HIC‡(Client ID code)-(description) ‡(controlling PCC)/(rate type code)

Hotel Viewership Tables

Hotel Availability

- Shopping by city code
 - HOTLAX‡TL7/10NOV-1NT1 *or*
 - HOTLAX/10NOV-1NT1/TL7
- Shopping using air segment
 - HOT1‡TL7/1NT1 *or*
 - HOT1/1NT1/‡TL7
- Shopping using specific property
 - HODxxxxx‡TL7/10NOV-1NT1

Note:

- *You can shop with up to 4 client ID's combining negotiated and contractual rates.*
- *Reminder some special rates are date or season specific.*

Hotel Viewership Tables

Rate Access Problems

Most common causes of rate access problems

- ✘ Rates HAVE NOT been loaded by hotel
- ✘ Internal Yield Management settings close out property in GDS prior to 100% occupancy
- ✘ Agency Viewership tables have not been established correctly and/or maintained
- ✘ Hotel defined viewership tables are incorrect

Hotel Viewership Tables

Rate Troubleshooting

- Verify your HIC and HST tables displays the correct hotel rate access code.

HIC*ALL

HSTJOE*(agency client ID code)

- Test the property using the rate access code in the HST table. This entry bypasses agency's HIC table. Test several dates.

i.e. **HOD19399/15OCT-1NT1/RC-N†XOM**

- Check eService's DRS for chain procedures to report a problem
- Cut and paste availability format and system response into an email showing rate was not returned.

Agency eServices < Business Tools < Direct Reference System

Hotel Viewership Tables

Rate Troubleshooting

- Advise hotel to verify the following:
 - Is rate loaded at property level?
 - Is PCC(s) authorized for viewership?
 - Has the property in question been attached to the hotel chain rate code?

This communication should resolve your viewership issue with the hotel.

Agency eServices < Business Tools < Direct Reference System

Hotel Viewership Tables

Agency Negotiated Rates References

- HIC HELP
- HST HELP
- Format Finder – hotov070
- Format Quick References < Hotel Reservations < Negotiated Rates
- Agency eServices < Business Tools < Direct Reference System
 - Hotels
 - **Select Chain from list < Help or Negotiate Rates**
 - **Ex: HH then under Category – Negotiate Rates**
 - **It will vary depending on the Chain.**
- DRS - Hotel CRS Automation Helpdesk contacts

Hotel Viewership Tables

How can I learn more about *Hotel Negotiated Rates*?

- **Review the information on Agency eServices:**
 - Quick References under the Training tab, then Quick References.
 - Tutorials under the Training tab, then Personal Trainer.
- **Review the information in Format Finder**