### Travelport Rooms and More Enhancements

**Product Advisory Number:** 2448  
**Version:** 02  
**Load To Production:** 04-Jun-15 05:00 EST 10:00 BST

**High Level Description:**
Travelport Rooms and More is being enhanced to provide additional functionality. This release includes:
- Expedia pay at hotel rates and inventory (ETP)
- Car supplier changed to be QuantRez (Atlaschoice)
- AsiaRooms content re-branded to LateRooms
- A number of minor enhancements

**Impact Summary:**
This change impacts all users of Travelport Rooms and More.

**Reason For Issue:**
Update to advise the Load to Production date has been changed.

**Customer Impact:**
- ☒ Internal Only  
- ☒ Developers
- ☒ Agency Customers  
- ☐ Airline Customers
- ☐ eCommerce Customers  
- ☐ Car, Hotel, Rail or Cruise Customers

**System:**
- ☒ Galileo  
- ☒ Apollo  
- ☒ Worldspan

**Load To Copy:**
Not applicable

**Web Services:**
(API and Messaging)
Not applicable

**Issue History:**
Version 01 issued: 15-May-15
Overview

Travelport Rooms and More is being enhanced to provide additional functionality.

This release includes:
- Expedia pay at hotel rates and inventory (ETP)
- Car supplier changed to be QuantRez (Atlaschoice)
- AsiaRooms content re-branded to LateRooms
- A number of minor enhancements

Detail and Customer Examples

Expedia Pay at Hotel Rates and Inventory (ETP)

We are pleased to announce that you are now able to book Expedia’s new content.

These Expedia Traveller Preference (ETP) rates provide you as an agent with new choices. These new rates mean that in the shopping details for the hotel, you will be offered the choice to pre-pay (pay now) or post-pay (pay at hotel) for any hotels that support this functionality. Currently around 64,000 of the properties support this new payment option.

Note: Sometimes ETP is also described as Expedia Hotel Collect.

How do these rates look in the User Interface?

The image below shows the mix of pre-pay and post-pay content displayed in the Review (Hotel Details) screen.

Note: Please note that for properties that support both rate types, pre-pay rates are often cheaper than post-pay rates. Since only the best lead-in price is being displayed at Search, most of the offers will be shown as pre-pay in the Search response list. Properties with both rate types can be found in the Review (Hotel Details) with both rate types displayed.

The image below shows the mix of pre-pay and post-pay content displayed in the Review (Hotel Details) screen.
### Travelport Rooms and More™

#### Room/Rates

**Room Selected:**
- Booking Payment Total: 0 of 1 for: 0.00 GBP

**Room Type:**
- Total Price: 362.85 GBP

**Payment Terms:**
- Pre-pay

**Rate Type:**
- Standard Double or Twin Room

**Policy:**
- We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (Hotel Principe) imposes the...

---

#### Rates from Other Providers

<table>
<thead>
<tr>
<th>Provider</th>
<th>Rate</th>
<th>Payment Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIKI</td>
<td>362.85 GBP</td>
<td>Pre-pay</td>
</tr>
<tr>
<td>MIKI</td>
<td>362.85 GBP</td>
<td>Pre-pay</td>
</tr>
</tbody>
</table>

---

#### Room Price Details

<table>
<thead>
<tr>
<th></th>
<th>Your Local Currency</th>
<th>Booking/Payment Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Amount</td>
<td>329.86 EUR</td>
<td>405.92 EUR</td>
</tr>
<tr>
<td>Payment Terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxes and Fees</td>
<td>33.93 GBP</td>
<td>40.00 EUR</td>
</tr>
</tbody>
</table>

---

#### Hide Rate Details

**Taxes and Fees:**
- Included. Hotel Fees: Mandatory Tax of EUR 500.00 per person. All rates must be paid at the hotel. Know Before You Go Cash payments at the property cannot exceed EUR 97,900.00, due to national regulations. For further details, please contact the property using information in...

**Policy:**
- We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (Hotel Principe) imposes the...

---

#### Room Price Details

<table>
<thead>
<tr>
<th></th>
<th>Your Local Currency</th>
<th>Booking/Payment Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Amount</td>
<td>362.85 GBP</td>
<td>448.52 GBP</td>
</tr>
<tr>
<td>Payment Terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxes and Fees</td>
<td>33.93 GBP</td>
<td>40.00 EUR</td>
</tr>
</tbody>
</table>

---

#### Hide Rate Details

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**Policy:**
- We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (Hotel Principe) imposes the...
The image above shows the Booking Overview form for a pre-pay hotel.
The image above shows the Booking Overview form for a post-pay hotel.

**Note:** When booking Pay at Hotel content, you must enter customer specific information on the Booking Form. A message will be displayed (as highlighted) and you will be prompted to enter the customer email address and the customer credit card (as highlighted).

The message reads: “This provider asks that you enter customer specific information in the booking form below. If any of the indicated fields do not contain information from the guest itself, then this can create confusion for the provider’s customer service, for the guest and especially for the hotel. It is therefore very important to follow these procedures in order to prevent any possible miscommunication or complaints.”
The images here are example text from the Room Detail link and the Taxes and Fees link shown in the above Booking Overview form.
The payment terms will be reiterated on the Booking Summary form before completing the booking. In this case, it is a pre-pay payment term.

**Do I need to do anything new to book these rates?**

No – you continue to use the existing booking workflow. As such, pick your hotel, then pick your rate (pre-pay or post pay) and then continue to book as normal. This means you will still need to supply a credit card as today.

**Are there any differences with these rates compared to the current Expedia rates?**

Yes – it is worth noting that these new Expedia Pay at Hotel rates have a slightly different process once the rate is booked. The Pay at Hotel rates will be booked as normal **BUT** the hotel may take up to 72 hours to fully confirm the reservation. As such, the Travelport Rooms and More platform will send you a series of emails to keep you completely up to date on this process.
At time of booking, you will receive a confirmation of booking from the Travelport Rooms and More platform:

```
Subject: Booking Reference: 941340 - Important Information Regarding Your Booking from Travelport Rooms and More™

Travelport Rooms and More™

Dear James Loar,

Regarding your booking 941340 - Arrival Date 06/17/2015
This booking is awaiting confirmation from the hotel.

Thank you for your booking with Travelport Rooms and More. This booking has been confirmed with the supplier but please be aware that because of the rate booked, hotels may take up to 72 hours to finalise this booking. You are not required to carry out any action and as soon as the booking is finalised, the Travelport Rooms and More platform will update the booking status to 'Booked' and you will receive another email. If you would like further information, please contact the supplier using the details provided in the Help Center in Travelport Rooms and More.

Kind Regards,
The Travelport Rooms and More Team.

The booking information is also available on this webpage: http://ssd-stl-trav_dvps1.travelport.com/hotel_bookings/941340
```
As soon as the hotel confirms (within 72 hours) you will receive a final confirmation:

From Travelport Rooms and More:
From Expedia:

**Your reservation is confirmed (you pay at the hotel)**

The booking you recently made on the [www.travelportroomsandmore.com](http://www.travelportroomsandmore.com) website is confirmed. Your reservation details are below.

Customer name: Test Booking  
Email: james.iear@travelport.com  
Itinerary Number: 2005131388

---

### Hotel

**Hotel Principe**  
**Rating:** 5 stars  
**Address:** Via Tommaso da Spoleto, 34, Venice, IT  
**Phone:** 39 41 571 8041  
**Check-in:** Jan 17, 2015 2:30 PM  
**Check-out:** Jan 18, 2015 12:00 PM  
**Number of nights:** 2  
**Number of guests:** 1 adult

### Room Details

Réervation of 1 Standard Double or Twin Room for 1 night  
**Amenities:** Air conditioning

### Additional Information

**Additional Benefits**  
- Breakfast buffet

### Charges

**Cost per night and per room in EUR** (excluding tax recovery charges and service fees)

<table>
<thead>
<tr>
<th>Date</th>
<th>Room Type</th>
<th>Total per night</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/17/2015</td>
<td>Standard Double or Twin Room</td>
<td>€240.00</td>
</tr>
<tr>
<td>6/18/2015</td>
<td>Standard Double or Twin Room</td>
<td>€240.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>€480.00</strong></td>
</tr>
</tbody>
</table>

### Other Charges, fees and savings in EUR

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax Recovery Charges and Service Fees</td>
<td>€0.00</td>
</tr>
</tbody>
</table>

**Total cost for entire stay in EUR** (excluding tax recovery charges and service fees)

<table>
<thead>
<tr>
<th>Payment status</th>
<th>Total cost of stay</th>
</tr>
</thead>
<tbody>
<tr>
<td>To be Paid</td>
<td>€480.00</td>
</tr>
<tr>
<td>Total due now</td>
<td>€0.00</td>
</tr>
</tbody>
</table>

**Payment Information**

- Payment card name: Test Booking  
- Billing Address: Venice, Venice, Italy  
- Phone number: 4133123899

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We don't charge your credit card. It is required to guarantee your booking. View our full Terms & Conditions for more information.

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**Cancellation Policy**

**Rooms**

We understand that sometimes your travel plans change, we do not charge a change or cancel fee. However, this property (Hotel Principe) imposes the following penalties to its customers that we are required to pass on.  
- Cancellation of changes made after 11:30 AM (07:30 CET) on the day of arrival (or 5:30 PM for late bookings) will result in a 1 Night Room & Tax penalty.  
- Cancellation of changes made before 11:30 AM (07:30 CET) on the day of arrival (or 5:30 PM for late bookings) will result in a 1 Night Room & Tax penalty.  
- Cancellation of changes made after 11:30 AM (07:30 CET) on the day of arrival (or 5:30 PM for late bookings) will result in a 1 Night Room & Tax penalty.

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**Customer Support Contact Information**

[View or cancel your reservation online]
• If there is any issue with your booking, then Expedia will contact you immediately.

From Travelport Rooms and More:

Subject: Booking 941348 from Travelport Rooms and More™ cancelled by the hotel

Travelport Rooms and More™

Dear John Doe,

Regarding your booking 941348 - Arrival Date 03/19/2015
This booking has been cancelled by the hotel. This may be because of an issue with the credit card details provided by the customer.

We have not charged the customer's credit card.

Kind Regards,
The Travelport Rooms and More Team.

From Expedia:

Subject: Reservation on TravelNow has been canceled by the hotel (Itinerary 93012768)

Hotel: Residence Foch (ID # 170.179)
10 Rue Malteaux, Paris, FR
Check-in: Oct 20, 2014
Check-out: Oct 21, 2014
Room details

Room 1, confirmation # 8021282916502 (refundable)
Cancelled for loan Todoran, for 1 adults

Charges

Cost per night in € EUR (excluding tax recovery and service charges):
Oct 20, 2014: (Room 1) = 60.00

Total per room € EUR (excluding tax recovery and service charges):
Room 1: –

Total tax recovery charges and service fees: 0 EUR

Total for for entire stay with tax recovery charges and service fees:
0.00
Payment card name: test test

We have not charged the customer's credit card. It’s required to guarantee the customer’s booking. View our full Terms & Conditions for more information.

Thank you for working with ExpediaAffiliate.com.
If a pre-pay rate is booked, the confirmations will be the same as they are currently.

As part of the Expedia changes, the Venere brand will be retired.

Historically, Expedia used the Venere brand to bring all of the pay at hotel content to you, the agent. As the main Expedia brand will now support pre-pay and pay at hotel, the Venere brand will be removed from the Travelport Rooms and More platform. As an agent, this change should be seamless to you and all of the content you previously had access to will now be represented under the Expedia brand.

Car supplier changed to be QuantRez (Atlaschoice)

About QuantRez:

http://www.quantrez.com/products/car-hire

The QuantRez Car Hire engine empowers agencies to arrange the best value car hire with a vast range of big name and regional car-hire companies.

QuantRez is a part of Atlaschoice - one of the UK’s leading Car Hire companies. Since 1990, Atlaschoice has become an established leader in connecting people to great rates on great cars. QuantRez available from the Car tab in Rooms and More (from 28th May 2015), provides agents with real time access, pricing and availability to over 12,000 rental locations worldwide comparing hundreds trusted global and local suppliers.

Their technology allows agents to select from an extensive list of suppliers and to earn competitive commissions.

Why use QuantRez for car hire needs?

In choosing QuantRez, agents will get access to the leading car rental companies around the world as well as highly respected exclusive local partners too. QuantRez vets each partner carefully on a variety of areas, including reliability, fleet quality, fleet maintenance, customer satisfaction, overall price, overall experience and more. Customer satisfaction is their mission; therefore they are very selective when it comes to their rental car partners.

Ease of finding Competitive Rates:

The QuantRez Car Rentals page lets the agent find the best rates on the cars in minutes for the destination that their customer requires car hire. There’s no calling around, no haggling, no waiting on hold or waiting for an email reply.

The QuantRez Commitment to Satisfaction:

QuantRez takes pride in everything they do for their agents and their customers, and if they’re not happy, QuantRez is not happy. They are committed to a positive booking experience and understand that if they get it wrong, an agent might not be a repeat booker. To that end, they take every measure possible to make sure they get it right the first time. That applies to emails, phone calls and more. Their customer service teams personally reply to every email. The QuantRez call centers are open from 8 am GMT until 8pm GMT every day.

Please see the demo video here: http://www.quantrez.com/technology/agent-online-booking-system/demo-video/
Content Available:
- United States, Europe, Australia, UK, Canada, New Zealand, Germany, India, Russia, South Africa, Puerto Rico, Caribbean, Central America and South/Latin America

QuantRez have content for over 1500 airports worldwide and many more downtown and port locations. In the US, we have more than 400 airport locations, with support for Dollar, EHI (Enterprise, Alamo and National), AVIS, HERTZ, ACE, Green Motion etc. In total, the Atlaschoice city list count is over 5000. *(For exact locations please see ‘Location List’).*

Booking Currencies:
- Rates are pre-payable in the following currencies: GBP, EUR, CAD, USD, NZD, AUD, ZAR, RUB

For launch all rates are prepaid. Pre-payment rates are locked in at time of booking and are not subject to currency fluctuations.

Display Languages:
- Catalan, Croatian, Dutch, English, English CA, English US, Finnish, French, German, Greek, Italian, Latvian, Norwegian, Polish, Portuguese, Russian, Spanish and Swedish

Available Countries:
- All Rooms and More locations

Registration Process

1) Click on the ‘Car’ tab:

2) A new window will open with the Atlaschoice: [https://partners.atlaschoice.com/](https://partners.atlaschoice.com/)
3) Each agent will need to register themselves via the link to QuantRez via Rooms and More:
http://www.quantrez.com/agent-sign-up/ *(Please see ‘QuantRez Agent Sign Up Form’)*

4) After registering with QuantRez agents will receive their login details within 24 hours (Monday - Friday GMT). If registration is requested outside of business days then it will be processed and sent within 24 hours of next available business day.

**Agency Commission Process:**

- Agents are automatically paid by QuantRez will be paid on the 20th of the following month for net bookings made in the previous month. There are no minimum limits that must be reached before agents are paid.
- Agents can login to the Atlaschoice site at any time to view what commissions were paid and what commissions are outstanding. **ALL commission queries must be directed to QuantRez.**
- At time of registration the agent can elect how they would like to be paid commissions. The choices are as follows:
  - At time of booking for prepaid bookings - The agent can receive commissions at point of sale by paying for the booking using an agency card and paying the amount less their commission. The card needs to be preauthorized by QuantRez. QuantRez do not store any credit card information once that pre-authorization has been done for security reasons.
  - Monthly Net bookings – If the agent uses the end customer’s card for prepaid bookings or the booking is pay at location then the agent will be eligible for commissions in the month after the net booking. Payment will be made to QuantRez into the agency’s bank account that was advised during registration.

**Booking Process:**

The QuantRez system is intuitive and easy to use. *(Please see ‘QuantRez Booking Process’)*

**Confirmation/Voucher:**

- Vouchers are sent at the time of booking.
- The agent can choose to send the voucher directly to the customer, themselves or both.
- The end customer MUST present the Atlaschoice voucher at the car rental counter.
- Customer support information is found on the voucher. In addition the agent can customize the voucher to include their contact information.
- All rental inclusions including optional and mandatory extras are included on the booking confirmation voucher.
**Sample Voucher:**

<table>
<thead>
<tr>
<th>Voucher #64759616</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location information</strong></td>
</tr>
<tr>
<td>Booking reference number: 64759616</td>
</tr>
<tr>
<td>Green Motion</td>
</tr>
<tr>
<td>ATL-25845-288739</td>
</tr>
<tr>
<td><strong>Main driver</strong></td>
</tr>
<tr>
<td>Mr. Dennis Tran</td>
</tr>
<tr>
<td><strong>Vehicle pick-up address</strong></td>
</tr>
<tr>
<td>Heathrow Airport, Serviced by Holiday Inn M4, Slipon Road, West Drayton, Middlesex, UB1 0JU</td>
</tr>
<tr>
<td>Phone: +44 (0) 208 197 000</td>
</tr>
<tr>
<td><strong>Vehicle drop-off address</strong></td>
</tr>
<tr>
<td>Heathrow Airport, Serviced by Holiday Inn M4, Slipon Road, West Drayton, Middlesex, UB1 0JU</td>
</tr>
<tr>
<td>Phone: +44 (0) 208 197 000</td>
</tr>
<tr>
<td><strong>Pick-up office opening hours</strong></td>
</tr>
<tr>
<td>MON-SUN 07:00-22:00</td>
</tr>
<tr>
<td><strong>Drop-off office opening hours</strong></td>
</tr>
<tr>
<td>MON-SUN 07:00-22:00</td>
</tr>
<tr>
<td><strong>Vehicle Information</strong></td>
</tr>
<tr>
<td>Car name and class: Peugeot 107 59or similar</td>
</tr>
<tr>
<td>Seats: 4, Doors: 4, Manual</td>
</tr>
<tr>
<td><strong>Pick-up location</strong></td>
</tr>
<tr>
<td>London Heathrow Airport</td>
</tr>
<tr>
<td><strong>Drop-off location</strong></td>
</tr>
<tr>
<td>London Heathrow Airport</td>
</tr>
<tr>
<td><strong>Pick-up Date and Time</strong></td>
</tr>
<tr>
<td>01 Jun 2015 at 12:00 (Midday)</td>
</tr>
<tr>
<td><strong>Drop-off Date and Time</strong></td>
</tr>
<tr>
<td>05 Jun 2015 at 12:00 (Midday)</td>
</tr>
</tbody>
</table>

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**Hopper Bus Service:**
This operates from every terminal from approximately 0430 hours until 2300 hours every day. If you are arriving into Terminal 1, 2 or 3 should take the H1 to the hotel and if arriving into Terminal 4 and 5 should take the H5. Once you arrive at the hotel our office is next to the bus stop on your right. RentMotion office is opposite the front door of the hotel. Please note you will have to pay GBP 4.00 each way for the hoppa bus service. Customer arriving to depot please use "UB1 0JU which although incorrect, brings you to the hotel."
Customer Support:

- Agents will benefit from having to call only one number for any pre or post sale inquires.
- Email and phone support is available from 8am to 8pm GMT
- Customer support is available in the following languages: Catalan, English, French, German, Greek, Italian, Latvian, Polish, Portuguese, Spanish and Russian.

- All sales and account queries and pre pick-up
  1) Via email: rooms-pre@QuantRez.com
  2) Via phone: +44 (0)208 326 3600

- All post departure queries:
  3) Via email (required): rooms-after@QuantRez.com
  4) Follow up call on +44 (0)208 326 3600

- All quotes for bookings that are not available online:
  5) All items are available online, but please use +44 (0)208 326 3600 lines for queries.

- Account Manager- Phil Servis at launch: +44 (0)208 326 3631

Amend/Refund policy: This is indicated on the terms and conditions shown at time of booking

- Cancellation can (and should) be done directly within the QuantRez booking interface.
- Refunds are processed immediately.
- It is not possible to cancel or amend a booking on or after pickup date.
- Cancellations received within 24 hours of pickup are subject to 100% cancellation fee.
- Refunds WILL NOT be issued for no-shows unless the criteria below is found to be true both are true:
  1) The customer/client can prove good reason.
  2) The Supplier confirms no-show and that vehicle rate will not be charged to QuantRez.

FAQs:

1) Q: How will Atlas choice know agents coming in from Travelport?

A: Registration for Travelport is done via a specific form and via specific email address, there can be no mistake from which channel the agent is originating. Upon registration the agent will be provided with a unique user name and Password to login.
2) Q: Is there an agency/admin set up different than for by agent?

A: Agencies are setup by QuantRez within their system. QuantRez creates a “master” agent user for each set up. Once the master agent user is set up QuantRez will then add individual agents by request. Currently QuantRez must add sub agents manually under the same 24 hour SLA they have for generation of the master user. They are however working on automating this part of the process so in the future an agency can add additional users themselves.

3) Q: Are pay at location rates available?

A: At a later date to be determined pay at arrival rates also available in the local currency.

Additional Information/Documentation available

1) [QuantRez Location List]

2) [QuantRez Agent Sign-up Form]

3) [QuantRez Booking Process] (AN14200 in ASK Travelport)

AsiaRooms content re-branded to LateRooms

Since 2012, LateRooms.com has been a provider of content for Travelport Rooms and More. Laterooms is one of the TUI group global brands. To ensure that Rooms and More provides relevant regional brands, in May 2014, the Laterooms logo was replaced with the logo of its sibling brand AsiaRooms.com in the following Rooms and More countries: Australia, China, Hong Kong, Indonesia, India, Japan, Malaysia, New Zealand, Oman, Singapore, Taiwan, Thailand and Vietnam.

Some may have recently read that the TUI Group did not achieve the growth it had wanted from AsiaRooms.com and this brand will be sunset sometime this year.

To maintain agent booking confidence, impacted countries will revert back to the Laterooms logo with immediate effect. Other than the logo replacement, there will not be any disruption to the agent experience with both the content and support unaffected.

A number of minor fixes

This release also fixes a number of minor issues to further enhance the user experience. This includes items such as:

- Fixing a currency issue which resulted in occasional booking errors.
- Adding missing breakfast information on some rates.
- Ensuring tax information is robust for suppliers who do not currently provide as much detail as we’d prefer.
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