



GALILEO HOTEL BOOKINGS FREQUENTLY ASKED QUESTIONS

Galileo RoomMaster

Q. Why use Galileo RoomMaster to make hotel bookings?

A. Galileo RoomMaster is one of the most powerful look-and-book hotel tools on the market, providing access to over 71,000 hotels on 265 chain codes representing over 400 brands.

It provides one-stop convenience for travel agents by integrating air, car and hotel segments in the same PNR and allows for instant modification, cancellation and confirmation of bookings 24X7.

Through Inside Shopper, it gives agents access to real-time availability and rates from hotels' CRSs. With Galileo's Best Available Rates (BAR) programme, agents' search time for the best hotel rates is significantly reduced.

Q. What is Inside Shopper?

A. Inside Shopper is the highest level of connectivity between hotels and a GDS, giving agents an enhanced level of real-time reservation capability and a streamlined booking experience. Presently, Galileo offers more hotels on this connectivity than any other GDS with close to 80% of hotel chains participating on Inside Shopper.

Availability indicators for Inside Shopper participants are **A** (Available), **O** (Other rates available) or **C** (Closed).

Q. What is Best Available Rates (BAR)?

A. Galileo's BAR programme provides agents with access to the best available published, non-restricted rates offered by participating hotels, thus eliminating the need to spend valuable time to shop around for the best hotel rate.

The programme has attracted over 100 hotel brands and chains, representing more than 30,000 properties worldwide. Hotels participating in BAR are identified by (!) next to their chain codes.

Q. I am not familiar with the entries to make a hotel booking. What can I do?

A. Agents can refer to the Quick Reference Booking Guide which details entries and steps required to make/modify/cancel a hotel booking on Galileo RoomMaster. Alternatively, you may sign up for the Galileo Hotels training course with your local Galileo office.

Q. How do I get my corporate clients' negotiated rates loaded into Galileo?

A. Contact your local Galileo Office for assistance.



Booking Commission

Q. Can all agencies get commission?

A. Only IATA and TIDS (Travel Industry Designator System) agencies get paid commission when they book through Galileo GDS. Galileo will send out the IATA/TIDS numbers when a sell is made. This will then be decoded by the hotel CRSs into the agency names and addresses when the bookings are delivered to the hotels.

In Galileo, when a non-IATA/TIDS agency books hotels, the hotel CRSs will NOT be able to identify the source of the bookings (and hence no way commission can be paid). However, the CRSs will still confirm the bookings.

Q. How may a non-IATA agency enroll into the TIDS program?

A. Please visit IATA's website at <http://www.iata.org/PS/services/tids> where all relevant information such as application forms, enrollment/renewal costs etc. can be found. For further clarification, please contact your local IATA office.

Q. Are all hotel bookings commissionable?

A. Normal retail rates and consortia negotiated rates are 10% commissionable. All corporate negotiated rates and travel industry rates are non-commissionable.

Q. How can agencies ensure they get commission?

A. You may wish to sign up with the following third party companies which provide commission settlement services for travel agencies and hotels.

1. Pegasus Commission Processing (PCP), formerly called Hotel Clearing Corporation, signs contracts with:

- a. Selected hotels/major hotel chains to pay commission on their behalf for a fee.
- b. Agencies for a fee and in return, PCP provides the following services:
 - **Consolidated cheque** for total commission collected from contracted hotels.
 - **Cheques are issued in currency of agency location** (e.g. Singapore, Hong Kong, Japan etc) except for countries with weak currencies or where monetary regulations forbid use of local currencies (e.g. Korea, Taiwan, Indonesia, Philippines, China etc). In such cases, the consolidated cheques are paid in USD. Loss due to bank charges are eliminated (if cheques are in local currency) or minimised (if consolidated amount is substantial).
 - **Online or hardcopy reports** showing bookings done by agency, channels used, commissionable or non-commissionable, and number of nights the customers actually stayed.

Enrollment with PCP can be done online via their website <http://comminfo.pegs.com> Alternatively, contact Ms Zubaidah from PCP at zubaidah.abdulkadir@pegs.com (Tel: 65-6260 9460; Fax: 65-6784 7235).



2. **Travel Agency commission Settlement (TACS)** operated by Perot is the other major commission settlement provider. They operate on a slightly different model from PCP:
- a. TACS only has contracts with hotels/chains (such as Starwood and Millennium & Copthorne) to pay commission on their behalf for a fee.
 - b. They do NOT have contracts with agencies but provide the following services:
 - **Commissions** are paid in agency currency except for weak currency or where monetary regulations dictate payment cannot be in local currency. The currency used would then be in USD. However, commissions are **NOT consolidated**. Since commission amounts are paid in individual cheques for each booking made, the high bank charges may wipe off the commission amount.
 - **Commission reports** can only be viewed online when you enroll for this service (free of charge) on their website <http://www.tacsnet.com>

Q. On average, how long does it take for agencies to receive their commission?

A. Typically, PCP and TACS process commission payment on a monthly basis.

Q. What is Galileo's role in the commission settlement process?

A. Galileo does not have contracts with hotels to pay commission to agents who book through our system. If agents face commission payment issues, you may contact PCP or the hotels/chains directly.