

ACTIVATE A NEW RATE CODE	FORMAT
Rate types: Negotiated (N) – for Companies or Corporations	Contract (X) – for Travel Agencies or Consortiums
<p>Note: Hotel Associates must first load negotiated rates before the agency can display and book them. Contact the appropriate Hotel Associate to verify that the rates have been loaded in the <i>Sabre</i> system database. Refer to a specific Hotel Associate's <i>Direct Reference System</i> (DRS) information for details about negotiated rates.</p>	
1. Agency receives three-character code and description from Hotel Associate (usually sent to supervisory queue)	Q/S
2. Sign in with duty code 9	SI9
3. Add a rate to your agency's hotel viewership (HIC) table (steps three and four require the EPR keyword SUBMGR)	HIC‡(agency client identification code)-(description)/(rate type) HIC‡IBM-IBM BELGIUM/N
4. Update hotel translation (HST) table at main pseudo city (links agency's client identification code to hotel's rate code)	HST(agency client ID code)‡(hotel chain)-(hotel chain rate code) HSTIBM‡HI-IBM

ACTIVATE VIEWERSHIP ACCESS AT MAIN OFFICE	FORMAT
Update the <i>Travel Journal Record</i> security feature to allow other offices to view your rate tables (requires duty code 9 and SUBMGR):	
Allow another agency or branch to view your rates	W/HVA‡(type of viewership)(pseudo city code)
Types of viewership: (X – contractual, N – negotiated, V – both)	W/HVA‡VF6B1
Add viewership for negotiated rates only (like in-plants)	W/HVA‡N(pseudo city code) W/HVA‡NB9N0
Delete rate viewership	W/HVD‡(type of viewership)(pseudo city code) W/HVD‡X6ER1

ACTIVATE VIEWERSHIP ACCESS AT BRANCH OFFICE	FORMAT
After viewership has been allowed at the main office (see above), branches can open viewership (requires duty code 9 and SUBMGR):	
1. Sign in with duty code 9	SI9
2. Add agency client identification codes	HIC‡(client ID code)-(description)‡(main pseudo city)/(rate type) HIC‡MTL-MANY TRAVELS‡G1B1/X HIC‡JDE-J D ENTERPRISES‡G1B1/N

OTHER TASKS	FORMAT
Show all agency client identification codes	HIC*ALL
Access online help	HIC HELP HST HELP

SELLING NEGOTIATED RATES	FORMAT
Hotel availability using city and dates	HOT(city)‡(client ID)/(in date)-(number of nights)NT(1 or 2 adults) HOTNRT‡IBM/15JUN-2NT1
Hotel availability using segment number	HOT(segment number)‡(client ID code)/(out date)(1 or 2 adults) HOT1‡IBM/15MAY1
Hotel availability using multiple client identification codes Note: A maximum of four negotiated and/or agency contract codes may be included in any combination.	HOT(city)‡(client ID code)‡(client ID code)‡(client ID code)‡(client ID code)/(in date)-(number of nights)NT(1 or 2 adults) HOTBOS‡IBM‡IB5‡UXD‡MTL/15JUN-2NT1

TROUBLESHOOTING TIPS	FORMAT
<p>After completing the steps to activate a new rate code, if you are still unable to view the negotiated and/or contract rate in the <i>Sabre</i> system, use the following procedures to identify issues that may be preventing access to the rates.</p> <p>Verify information in your HIC table is correct:</p> <ul style="list-style-type: none"> • Display the HIC table • Ensure client identification code appears on the HIC table • Ensure correct rate category code (N or X) is assigned • Determine if there is a “controlling” (main) pseudo city; if none shown, your pseudo city owns the rate <p>Verify information in your HST table is correct: (duty code 9)</p> <ul style="list-style-type: none"> • Display hotel rate code(s) for the client identification code • Ensure the applicable hotel rate code and hotel chain code appear on the list for the requested client ID code <p>Note: If the HIC table shows viewership controlled by another pseudo city, no HST table needs to be built by the “branched” pseudo city, only the controlling pseudo city. To verify if controlling pseudo city has given access for viewership, enter W/HV*</p> <p>Check to see if Hotel Associate has loaded the rate and ensure that the rate is loaded as the appropriate rate type (N or X)</p> <p>Note: If rate does not appear, check with Hotel Associate to verify they have loaded the rate in the <i>Sabre</i> system and that viewership has been opened.</p>	<p>HIC*ALL</p> <p>HST(agency client identification code)* HSTAAC*</p> <p>HOT(city)/(in date)-(number of nights)NT(1 or 2 adults)/RC-(X or N)‡(hotel rate code) HOTBOS/23MAY-2NT1/RC-N‡HAR</p>

COMMON ERROR RESPONSES	EXPLANATION
‡CATEGORY CODE DOES NOT MATCH THOSE IN TABLE‡ or ‡CHECK RATE CODE‡	<p>Error will occur for two reasons:</p> <ul style="list-style-type: none"> • The category code on the HIC table does not match the category code assigned by the Hotel Associate • The hotel rate code has not been built by the Hotel Associate; therefore, it cannot match the request input by the agency
‡PROPERTY NOT AVAILABLE FOR DATES REQUESTED‡	The hotel property is either not offering the rate/rate code for the date requested or it is sold out.