

# Amadeus Cars Quick Reference Guide



## Car Location List and Policy

### Car Location List

|                                                          |                                                                                                                                                    |                                                                                             |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| List all companies, all areas in Paris                   | <b>CLPAR</b>                                                                                                                                       |                                                                                             |
| Single-company XX in London                              | <b>CLXXLON</b>                                                                                                                                     |                                                                                             |
| Single-company XX, country specific Spain, vicinity rail | <b>CLXXES-X</b>                                                                                                                                    |                                                                                             |
| Vicinity Codes                                           | <b>A</b> - Airport<br><b>C</b> - City<br><b>P</b> - Port/Ferry<br><b>T</b> - Airport-in-Terminal<br><b>N/W/S/E</b> - North/West/South/East of city | <b>R</b> - Resort<br><b>X</b> - Rail<br><b>O</b> - Airport-off-terminal<br><b>H</b> - Hotel |

### Location Policies

|                                         |                     |
|-----------------------------------------|---------------------|
| Request all location policy information | <b>CPOXXNCE</b>     |
| Request tax information                 | <b>CPOXXLHR/TAX</b> |
| Surcharge information                   | <b>/SUR or /S</b>   |
| Coverage information                    | <b>/COV or /C</b>   |
| Vehicle make                            | <b>/VEH or /V</b>   |
| Tax information                         | <b>/TAX or /T</b>   |

Information regarding location policies such as vehicle types, tax rates, coverage and surcharges can be found using the Car Policy display entry (CPO) or GGCAR pages (see generic information section).

## Car Availability

### Car Multi Company Availability and Rates

|                                                                                                   |                                                                                                                      |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Car Rate Availability for Paris CDG, current date, for one day (arrival/return time is mandatory) | <b>CACDG/ARR-1000-1200</b><br><b>CACDG/ARR-1000-1200/L</b>                                                           |
| Car Rate Availability for Frankfurt, arriving on 15 July and leaving on 18 July                   | <b>CAFRA15JUL-18JUL/ARR-1000-1200 or</b><br><b>CAFRA15JUL-3/ARR-1000-1200</b><br><b>CAFRA15JUL-3/ARR-1000-1200/L</b> |
| Car Rate Availability for non-airport location                                                    | <b>CANCE-C18AUG-2/ARR-10-12</b><br><b>CANCE-C18AUG-2/ARR-10-12/L</b>                                                 |
| Car Rate Availability for the arrival airport and date of the air booking in segment 4            | <b>CAS4</b><br><b>CAS4/L</b>                                                                                         |

### Car Single Company Availability and Rates

|                                                                                          |                                                                                      |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Single company rate Availability                                                         | <b>CAXXFRA14AUG-2/ARR-0900-0900</b><br><b>CAXXFRA14AUG-2/ARR-0900-0900 /L</b>        |
| Single-company Rate Availability for the company on line 4 of a multi-company CA display | <b>CA4</b><br><b>CA4/L</b>                                                           |
| Car Rate Availability from a Car Location List display                                   | <b>CAAB13FEB-5/ARR-1400-1200</b><br><b>CAAB13FEB-5/ARR-1400-1200/L</b>               |
| Car Rate Availability for an Amadeus non-airport location                                | <b>CAXXPARC60 13OCT-2/ARR-0900-1800</b><br><b>CAXXPARC60 13OCT-2/ARR-0900-1800/L</b> |

#### NOTE

XX = Car provider code

 = Amadeus Cars Easy Shopper

## Car Availability Options

These options are available to facilitate the search for the rate that meets your client's needs. Several options can be included in the same entry, in any order, to tailor the response. Add the options to the basic request or modify an existing display with CA.

### Multi and single availability options

|                               |                                                                                                        |
|-------------------------------|--------------------------------------------------------------------------------------------------------|
| Request specific vehicle type | <b>/VT-ECMR</b> (Economy, 2/4 door, Manual Unspecified, Unspecified Fuel)<br><b>/VT-E***</b> (Economy) |
|-------------------------------|--------------------------------------------------------------------------------------------------------|

See 'Vehicle Classification Codes' tab for detailed list of Vehicle Type codes.

|                                                                                        |                |
|----------------------------------------------------------------------------------------|----------------|
| Display rates in another currency (e.g. USD)                                           | <b>/FC-USD</b> |
| Add Drop-off information if different to Pick-up<br>(must be a valid ISO airport code) | <b>/DO-CDG</b> |

### Single company options only

|                                                                                                              |                       |
|--------------------------------------------------------------------------------------------------------------|-----------------------|
| Add Drop-off information if different to Pick-up for a non-Amadeus Location<br>(single company display only) | <b>/DO-NCE325</b>     |
| Promotional code                                                                                             | <b>/PC-PROMO CODE</b> |
| Frequent Traveller                                                                                           | <b>/FT-123456</b>     |
| Corporate discount number                                                                                    | <b>/CD-XX1234</b>     |
| Customer's ID number                                                                                         | <b>/ID-123456HG</b>   |

For single company rate availability requests, you can specify the customer ID number using the options code /ID -and the corporate discount number using the /CD- e.g. CAXXPART011DEC-3/ARR-9A-6P/ID-123456HG/CD-XX1234.

### Extra options for modifying CA display

|                                                         |                          |
|---------------------------------------------------------|--------------------------|
| Single to multi-company (YY for 'all companies')        | <b>CA/CO-YY</b>          |
| Multiple to single company using                        |                          |
| — Line reference                                        | <b>CA3</b>               |
| — Company codes (up to five codes, separated by dashes) | <b>CA/CO-XX</b>          |
| Rental period and location                              |                          |
| — Drop-off as a date                                    | <b>CA/DT-11JUN-16JUN</b> |
| — Drop-off as a number of days                          | <b>CA/DT-11JUN-5</b>     |
| — Drop-off date                                         | <b>CA/DD-16JUL</b>       |
| — Pick-up location                                      | <b>CA/LO-GVA</b>         |

### Scrolling options

|                                                          |               |
|----------------------------------------------------------|---------------|
| Redisplay cleared screen                                 | <b>MP</b>     |
| Move down, move up                                       | <b>MD, MU</b> |
| Move to previous Single Company Car Availability display | <b>MPCA</b>   |
| Move previous multi-company Rate Availability display    | <b>MPCM</b>   |
| Move to previous Car Location List display               | <b>MPCL</b>   |

You can move to a CA display from another display type, and scroll through the CA display – enter the scroll command followed by CA, for example, MDCA.

## Car Rate Features

| Car Rate Features                                |                                                                          |
|--------------------------------------------------|--------------------------------------------------------------------------|
| View Car Rate Features from Availability Display | <b>CR1</b> 1 is the line number of the offer in the availability display |
| View only particular topics                      | <b>CR1/COV/VEH or CR1/C/V</b>                                            |
| View Car Rate Features for car segment booked    | <b>RTSVCC2</b> 2 is the line number of the car segment in the PNR        |
| Other specific categories of information         |                                                                          |
| – Rate                                           | <b>/RAT or /R</b>                                                        |
| – Surcharge                                      | <b>/SUR or /S</b>                                                        |
| – Coupon                                         | <b>/CPN or /N</b>                                                        |
| – Tax                                            | <b>/TAX or /T</b>                                                        |
| – Coverage                                       | <b>/COV or /C</b>                                                        |
| – Vehicle                                        | <b>/VEH or /V</b>                                                        |
| – Special equipment                              | <b>/SEQ or /Q</b>                                                        |
| – Delivery & Collection                          | <b>/DCI or /I</b>                                                        |
| – Advance payment                                | <b>/ADP or /P</b>                                                        |
| – Advance booking                                | <b>/ADV or /B</b>                                                        |
| – Guarantee                                      | <b>/GUA or /G</b>                                                        |
| – Deposit                                        | <b>/DEP or /D</b>                                                        |
| – Rate code                                      | <b>/RCD or /E</b>                                                        |
| – Location                                       | <b>/LOC or /L</b>                                                        |
| – Pick up                                        | <b>/PUP or /U</b>                                                        |
| – Policy                                         | <b>/POL or /Y</b>                                                        |
| – One way                                        | <b>/ONW or /O</b>                                                        |
| – Remarks                                        | <b>/RMK OR /R</b>                                                        |

The Car Rate Features display shows rate and policy information directly from the car provider's database; it will also give you the total estimated rental cost together with all the necessary information about what is or is not included in the rental. It is also possible to sell from the Car Rate Features display.

## Car Sell

| Car Sell                                                                                                              |                                                                    |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Car Sell from a single or multi-company Car Rate Availability display                                                 | <b>CS1</b> 1 is the line number of the rental offer selected       |
| Car Sell from a flight segment in the PNR                                                                             | <b>CSXXS3/VT-ECMN/RC-SD</b> 3 is the air segment number in the PNR |
| If there is no outbound flight, number of days or return date must be entered or there is a default to one day rental | <b>CSXXS3/DD-3 or CSXXS3/DD-4NOV</b>                               |
| Direct (Long) Sell                                                                                                    | <b>CSXXLHR 13MAR-2/VT-FCAR/ARR-1000-0800/ID-12345</b>              |
| Direct (Long) Sell for a non-Amadeus location                                                                         | <b>CSXXMIA12JUL-3/VT-ECAR/PUP-FLMIA28</b>                          |
| Direct (Long) Sell with flight arrival information and return time                                                    | <b>CSXXLHR12JUL/VT-ECMN/RC-SD-/ARR-C09483 Y22MARMIA-0800-1000</b>  |
| Car Sell from a Car Location List (Car Rental for same day)                                                           | <b>CSAB18 MAY-0/VT-ECMN/ARR-1000-2100</b>                          |

| Delivery and Collection                                                                    |                                                                                           |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Delivery – the address where the vehicle will be collected from the customer.              | <b>/DEL.</b>                                                                              |
| Collection – the address where the vehicle will be delivered.                              | <b>/COL</b>                                                                               |
| Home delivery and collection                                                               | <b>/DEL or /COL-A1-73 East 42nd Street-CI-New York-ST-NY-CO-US-ZP-10017-PH-123 456798</b> |
| A1 – Address<br>C1 – City Name<br>ST – State code, necessary for Australia, Canada and US. | <b>CO – ISO country code<br/>ZP – ZIP/Postal code<br/>PH – Phone number</b>               |
| Site delivery or collection                                                                | <b>/DEL or /COL-SR-123ABC-SN-IBM-PH-01021234</b>                                          |
| SR – Site Identifier                                                                       | <b>SN – Site Number</b>                                                                   |

All addresses must be entered in a structured format. If the delivery and collection addresses are the same, you only need to enter one of them in full. For the other address, enter 'same' after the hyphen e.g. /DEL-SR-123ABC-PH-01021234/COL-SAME.

## Sell Options

|                                                                             |                                                                      |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------|
| Booking agent                                                               | /BA- ABC Travel.                                                     |
| Billing number                                                              | /BN-1234567                                                          |
| Billing reference                                                           | /BR-FREE-FLOW TEXT.                                                  |
| Tracking                                                                    | /TK-AUTH-000123456                                                   |
| Include a non-default booking source number to the segment                  | /BS-98765432                                                         |
| Corporate Discount number                                                   | /CD-4563269876                                                       |
| Frequent traveler number                                                    | /FT-1234567                                                          |
| Customer ID or profile number if the client has one with the rental company | /ID-1234ABCD                                                         |
| Inclusive tour code                                                         | /IT-IT1AY3MOD                                                        |
| Supplementary information                                                   | /SI – Prefers a red car.                                             |
| Special equipment type per vehicle (e.g. CSB-Baby Seat, CST-Child Seat)     | /SQ-CSB                                                              |
| Passenger Association                                                       | /P2                                                                  |
| Guarantee information (mandatory in easy shopper)                           | /G-guarantee method                                                  |
| Guarantee method accepted<br>(may vary from 1 provider to another)          | Cash<br>Credit card<br>Provider charge card<br>MCO<br>Booking source |
| Email Address (Easy Shopper only)                                           | /EML-customername@domain.com                                         |

These options are used to add information to the Car segment of a PNR. The options are added as part of the Car Sell entry. Please be aware that adding some Sell Options can result in a change of rate.

■ = Amadeus Cars Easy Shopper

## Options for Direct Sell and Segment Reference Sell Only

|                                        |             |
|----------------------------------------|-------------|
| Return time                            | /RT-1800    |
| Pick up location not stored in Amadeus | /PUP-NCE325 |
| Vehicle type                           | /VT-LCAR    |

The car sell options above are not available for sell entries referencing an availability display, as the display already supplies the relevant data.



## Car Modification & Cancellation

### Modification

Any option returned by the car provider is not modifiable. These include:

|                                         |      |
|-----------------------------------------|------|
| _ Drop charge                           | /DC  |
| _ Drop off location                     | /DO  |
| _ Estimated Total Cost                  | /ES  |
| _ Location Code                         | /LC  |
| _ Distance between pick up and drop off | /MK  |
| _ Base Rate                             | /RB  |
| _ The Amadeus Sequence number           | /CK  |
| _ The e-voucher number sent by provider | /EVN |

Modifiable options include (all using segment 2):

|                                                             |                        |
|-------------------------------------------------------------|------------------------|
| _ Overwrite old supplementary information                   | 2/SI-PREFERS A RED CAR |
| _ Add additional information (prefix text with an asterisk) | 2/SI-*WANTS SUNROOF    |
| _ Override the booked rate with your own rate               | 2/RO-USD45.00          |

### Cancellations

|                                                          |     |
|----------------------------------------------------------|-----|
| Cancel the car booking appearing as segment 2 of the PNR | XE2 |
| Cancel the entire PNR                                    | XI  |

A booking will appear as a CCR segment in the Amadeus PNR. It is possible to cancel the segment by using the entry above.

## Amadeus Cars e-Voucher & Documentation

### e-Voucher

|                    |           |
|--------------------|-----------|
| Issue an e-Voucher | CVP/S2/ET |
|--------------------|-----------|

E-voucher possible value:

|                   |            |
|-------------------|------------|
| _ Full credit     | /VV-FC     |
| _ Specific value  | /VV-EUR200 |
| _ Group day apply | /VV-GDA    |

The issuing of e-vouchers is only possible when the agency is able to display the Car Billing Number (CBN); which presents all numbers associated to your agency's booking source for a specific car rental company.

|                                                                        |                |
|------------------------------------------------------------------------|----------------|
| To retrieve the billing number for a specific car company              | CBNXX          |
| To get more details of the account, add the record locator or the IATA | CBNXXA23323343 |

### List of e-Voucher option

|                                                                               |                   |
|-------------------------------------------------------------------------------|-------------------|
| Billing Number                                                                | /BN-45698555      |
| Billing reference                                                             | /BR-A12345        |
| Form of payment (applicable to Travel Agents only)                            | /FP-CASH-EUR66.46 |
| Reissue an e-Voucher (e.g. after car segment modified) where the renter is P1 | CVP/S2/ET/P1      |

### Other documents

|                    |            |
|--------------------|------------|
| Issue an invoice   | INV or INE |
| Issue an itinerary | IEP        |

## Generic Information

### Information Pages

|                                                           |                               |
|-----------------------------------------------------------|-------------------------------|
| List of car companies                                     | <b>GGCAR</b>                  |
| Request complete company policy information at an airport | <b>GGCARXXSYD or CPOXXSYD</b> |
| Car Provider specific Help pages                          | <b>HECARXX</b>                |
| News page                                                 | <b>GGNEWS</b>                 |
| Amadeus Cars Easy Shopper page                            | <b>GGCAREASY</b>              |

Complimentary information such as address, opening hours and special equipment supported can be found in the car provider's own Car Location Policy pages in the Amadeus Information Pages (AIS).

For further information on Amadeus Cars, please see the Amadeus on-line help pages by entering HECAR in the Amadeus System.

### Scrolling

|                                  |                |
|----------------------------------|----------------|
| Move down to the next screen     | <b>M OR MD</b> |
| Move up to the previous screen   | <b>MU</b>      |
| Move to the top of the page      | <b>MT</b>      |
| Move to the bottom of the screen | <b>MB</b>      |
| Redisplay a cleared screen       | <b>MP</b>      |

## Vehicle classification codes

| Category                    | Type                          | Transmission/<br>Drive            | Fuel/Air<br>Conditioning                    | Passenger Van<br>Coding |
|-----------------------------|-------------------------------|-----------------------------------|---------------------------------------------|-------------------------|
| <b>M</b> Mini               | <b>B</b> 2/3 Door             | <b>M</b> Manual Unspecified Drive | <b>R</b> Unspecified Fuel/Power with Air    | <b>IV</b> 6Seats        |
| <b>N</b> Mini Elite         | <b>C</b> 2/4 Door             | <b>N</b> Manual 4WD               | <b>N</b> Unspecified Fuel/Power without Air | <b>JV</b> Elite 6 Seats |
| <b>E</b> Economy            | <b>D</b> 4-5 Door             | <b>C</b> Manual AWD               | <b>D</b> Diesel with Air                    | <b>SV</b> 7 Seats       |
| <b>H</b> Economy Elite      | <b>W</b> Wagon/Estate         | <b>A</b> Auto Unspecified Drive   | <b>A</b> Auto Unspecified Drive             | <b>RV</b> Elite 7 Seats |
| <b>C</b> Compact            | <b>V</b> Passenger Van        | <b>B</b> Auto 4WD                 | <b>Q</b> Diesel without Air                 | <b>FV</b> 7+Seats       |
| <b>D</b> Compact Elite      | <b>L</b> Limousine            | <b>D</b> Auto AWD                 | <b>H</b> Hybrid with Air                    | <b>GV</b> Elite 7+Seats |
| <b>I</b> Intermediate       | <b>S</b> Sport                |                                   | <b>I</b> Hybrid without Air                 | <b>PV</b> 8 Seats       |
| <b>J</b> Intermediate Elite | <b>T</b> Convertible          |                                   | <b>E</b> Electric with Air                  | <b>UV</b> Elite 8 Stars |
| <b>S</b> Standard           | <b>F</b> SUV                  |                                   | <b>C</b> Electric without Air               | <b>LV</b> 9 Seats       |
| <b>R</b> Standard Elite     | <b>J</b> Open Air all terrain |                                   | <b>L</b> LPG/Compressed Gas with Air        | <b>WV</b> Elite 9 Seats |
| <b>F</b> Fullsize           | <b>X</b> Special              |                                   | <b>S</b> LPG/Compressed Gas without Air     | <b>XV</b> 12 Seats      |
| <b>G</b> Fullsize Elite     | <b>P</b> Pick Up Regular Cab  |                                   | <b>A</b> Hydrogen with Air                  | <b>O</b> 15 Seats       |
| <b>P</b> Premium            | <b>Q</b> Pick Up Extended Cab |                                   | <b>B</b> Hydrogen without Air               |                         |
| <b>U</b> Premium Elite      | <b>Z</b> Special Offer Car    |                                   | <b>M</b> Multi Fuel/Power with Air          |                         |
| <b>L</b> Luxury             | <b>E</b> Coupe                |                                   | <b>F</b> Multi Fuel/Power with No Air       |                         |
| <b>W</b> Luxury Elite       | <b>M</b> Monospace            |                                   | <b>V</b> Petrol with Air                    |                         |
| <b>O</b> Oversize           | <b>R</b> Recreational         |                                   | <b>Z</b> Petrol with No Air                 |                         |
| <b>X</b> Special            | <b>H</b> Motor Home           |                                   | <b>U</b> Ethanol with Air                   |                         |
|                             |                               |                                   | <b>X</b> Ethanol with No Air                |                         |

## Pseudo Codes

|             |                                   |             |                                                                 |
|-------------|-----------------------------------|-------------|-----------------------------------------------------------------|
| <b>ACAR</b> | All standard vehicle              | <b>AOFR</b> | Special Offer Car                                               |
| <b>ALLB</b> | 2-3 door                          | <b>AMNO</b> | Monospace                                                       |
| <b>ALLC</b> | 2 or 4 door                       | <b>AMTO</b> | Motor Home                                                      |
| <b>ALLD</b> | 4-5 door                          | <b>AMCY</b> | 2 wheel drive vehicle                                           |
| <b>AELT</b> | All Elite                         | <b>ACRS</b> | Crossover                                                       |
| <b>ACPR</b> | Coupe/ Roadster                   | <b>AMAN</b> | All manual transmission vehicles                                |
| <b>ASPC</b> | Non-Standard Fleet                | <b>AUTO</b> | All automatic transmission vehicles                             |
| <b>APUP</b> | All Pickup                        | <b>APET</b> | All petrol powered vehicles                                     |
| <b>AWGN</b> | Wagon                             | <b>ADSL</b> | All diesel powered vehicles                                     |
| <b>AREC</b> | Recreational Vehicle              | <b>AGRN</b> | All Green Vehicle (hybrid, electric, LPG, hydrogen, multi fuel) |
| <b>AVAN</b> | Passenger Van                     | <b>AHYB</b> | All hybrid vehicles                                             |
| <b>AFWD</b> | All 4Wheel Drive, all wheel drive | <b>AELC</b> | All electric powered vehicles                                   |
| <b>ATRV</b> | All terrain vehicle               | <b>AHYD</b> | All hydrogen vehicles                                           |
| <b>ACGO</b> | Commercial truck                  | <b>AMFP</b> | All multi fuelled powered vehicles                              |
| <b>ALMO</b> | Limousine                         | <b>ACPG</b> | All LPG/ compressed gas vehicles                                |
| <b>ASPT</b> | Sports vehicle                    | <b>AETH</b> | All ethanol powered vehicles                                    |
| <b>ACNV</b> | Convertible                       |             |                                                                 |

Search criteria to be entered in the vehicle type field for single and multi availability searches. (Not valid for long sell requests).

