

GALLILEO SUPPORT

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AMADEUS SUPPORT

AVIS OFFERS COMPLETE ACCESS PLUS IN

Complete Access Plus means that Amadeus retrieve information and rates directly from Avis database and gives an Estimated Total (ES). ES is the price incl. all mandatory additional charges according to the customer agreement. Correct ES requires that the booking is made directly in Amadeus, via CA-input / CS-input / script.

CAR SELL (CS)

Reservation with a flight segment

CSZI.VT-.../ID-.....CD-...../RC-../FT-.....

CSZIS3/VT-ICMR/ID-B2D56C/CD-k111111/RC-OO/FT-SKEBB123456789

Flight segment/Car group/Avis (ID) Wizard no./Avis (CD)AWD nr./Ratecode/Frequent Traveller no.

Reservation without flight segment

CSZIOSL10JUN-2/VT-ICMR/ID-B2D56C/ARR-0900-1900/FT-SKEBB123456789

Reservation after office hours (Norway only, delivery fee will apply)

CSZITRD10JUN-2/VT-ICMR/ID-B2D56C/ARR-1959/SI-ARR 2310 BU123/RT-1300

or

CSZIS3/VT-ICMR/ID-B2D56C/ARR-1959/SI-ARR 2310 BU123/RT-1300

Reservation at downtown office (Station code, more information see ms700, e.g. ggcarziosl.700)

CSZIOSL10JUN-3/PUP-OSI*/DO-OSI*/VT-ICMR/ID-B2D56C/ARR-0800-1900

or

CSZIOSLC0120JUN-2/VT-ICMR/ID-B2D56C/ARR-0800-1900/DO-OSLC01 (e.g. cziosl)

CAR AVAILABLITLY (CA)

With flight segment: CAZIS. (Segment no.)

Without flight segment: CAZIOSL10JUN-2/VT-ICMR/ARR-0800-1900

Reservation via CA display: CS.

At Downtown location: CAZIOSLC0120JUN-3/VT-ICMR/ARR-0800-1900

AVIS E-VOUCHER

To receive an invoice to the travel agency an e-voucher must be issued.

Input for e-voucher:

CVP/S2/ET (ENTER)

The number **2** is the segment number were the car is in the PNR. This will vary for each booking.

When this is entered you will receive the information "OK E-voucher".

There will be no print in the ATP printer or a physical paper voucher since this is an electronic document.

FULL CREDIT VOUCHER

When issuing a full credit voucher, it is very important that you are familiar with the following:

All costs related to the rental will be invoiced the travel agent. E.g. additional days, upgrade, additional insurances, child safety seat , GPS), fuel etc. Parking tickets and toll road charges that was not familiar to Avis at time of invoicing will be post-invoiced to the travel agency.

To avoid additional charges to be invoiced to a voucher with a fixed amount (rental amount). Any cost/fees other than the rental amount will be charged to the customer's credit card

Input for Full Credit Voucher:

2/VV-FC (ENTER)

CVP/S2/ET (ENTER)



CANCELLATION AND NO-SHOW FEE

Cancellation fee

- Passenger cars: When a car is not cancelled prior to booked pickup time kr 750,- (Can vary depending on country)
- Vans/trucks and Minibus: 50% of the rental amount will be charged if the car is cancelled less than 1 week prior to booking date /time

No-Show fee

Passenger cars (car group A – P):

- A fee equal to one rental day will be charged. *Applies to pre booked delivery and outside office hours (MLA).*

The car will be available for the customer up to one hour after booked pickup time. After that the reservations will be a No Show.

Vans, trucks and minibus (Car group Vans A – P)

- A No Show fee of 100 % of the confirmed rental amount will be charged. The Van, truck or Minibus will be available for the customer up to one hour after booked pickup time. After that the reservation will be a No show.

NB! All fees are subject to change!

AVIS TRAVEL VOUCHER ON ATB DOCUMENT

Retrieve the Amadeus booking.

Voucher full credit: CVP/S4/VV-FC

Voucher with fixed amount: CVP/S4/VV-NOK 1500/FP-CASH

For more information please: GG AMA NO CVP for

MAKE A CHANGE TO THE RESERVATION

A reservation can be changed by referring to the line no. in the car reservation. E.g.

Change of car group: 3/VT-ICMR

Change of rate code: 3/RC-7Z

Change of arrival time: 3/ARR-1200

ADD ADDITIONAL INFORMATION TO AN EXISTING BOOKING

When a change is made the rate-code needs to be re-added!

/ARR- Arrival time /DT- Pickup date

/RT- Return time /DD- Return date

/PUP-Pickup location /VT- Car group

/DO- Return location /ID- Avis Wizard number

/SI- Additional information /CD- Discount number

/FT- Frequent Traveller no. /RC- Rate code

Wizard no.: A mix of letters and numbers

AVIS INFORMATION IN AMADEUS (AVIS PAGES)

GG CAR ZI OSL – Information about rental location, phone no., address, insurances, additional charges etc.

GG CAR ZI OSL.700 – Information about Downtown offices and address.

Use Airport code + .700 (TRD.700 / SVG.700 etc.)

GG CAR ZI SAS - SAS EuroBonus

CPO ZI OSL/V – Car overview

GGCARZINO – Local page for Norwegian travel agents.

Discount Numbers

SAS EuroBonus

CD-N070000 (Member)

CD-K126200 (Silver)

CD-E114500 (Gold)

CD-D194200 (Diamond)

ADDITIONAL PRODUCTS

It is possible to add a product with Car Sell. A list will be visible when you enter the transaction code CE together with the first letter in the product you wish to book e.g. CEL

Make a request for each car type for additional products, e.g.



CSB-Baby seat.
CST-Child Seat.
CS3/SQ-CSB-(max. 5 additional products).

CAR GROUPS (DECODING OF ACRISS CODES: HE CAR CODES)

DENMARK

Group	Acrriss Code	Car Type or similar
A	MCMR	Fiat 500
B	EDMR	Opel Corsa
C	CDAR	Renault Captur
D	IDAR	Nissan Qashqai
E	SVAR	Renault Grand Scenic (5+2)
F	SWAR	Volkswagen Passat
G	PWAR	Audi A4 Avant
H	LDAR	BMW 5 Series
I	SDAR	BMW X1
J	IDAH	Hyundai Ioniq - Hybrid
K	LVMR	Volkswagen Caravelle
L		Special offers
M	SWAH	VW Passat GTE - Hybrid
N	HCAE	Renault Zoe - Electric
O	DDAE	Nissan Leaf - Electric
P	EWMR	Renault Clio

NORWAY

Group	Acrriss Code	Car Type or similar
A	MBMR	VW Up!
B	EDMR	Citroen C3
C	CDMR	VW Golf
D	DDMR	Volvo V40CC
E	IFAR	VW Tiguan
F	SVAR	VW Sharan
G	CWMMR	Ford Focus SW
H	IWMR	Skoda Octavia SW
I	EDAR	VW Polo
J	CDAR	VW Golf
K	DDAR	BMW 225xe
L	PDAR	Audi A5
M	FFAR	Audi Q5 Automat
N	CWAR	VW Golf SW
O	IWAR	Volkswagen Passat SW Automat
P	SWAR	Volvo V90

SWEDEN

Group	Acrriss Code	Car Type or similar
A	MCMR	Fiat 500
B	EDMR	Peugeot 208
C	CDMR	Seat Leon
D	CDAR	Toyota Corolla
E	IDMR	Nissan Qashqai
F	DGAH	Kia Niro Plug-in Hybrid
G	SWAH	Kia Optima Plug-in Hybrid
H	CWMMR	Ford Focus Station wagon
I	SWMMR	Mazda 6 Tourer
J	PDAR	Volvo V60
K	CWAR	Toyota Corolla Station wagon
L	SGBH	Subaru Forrester



M	SWAR	VW Passat Station wagon
N	FVMR	Ford S-Max
O	SFAR	Seat Tarraco 5+2
P	LVMR	VW Caravelle

