

VCC Commands

New Reservation – Create

Format: []:5CREATE/VCC/H/VirtualPaymentId/HotelConfirmationNumber

Example: []:5CREATE/VCC/H/HJN3W1ANRQ8WATAB1P/01234567

Update Reservation

Format: []:5UPDATE/VCC/H/HotelConfirmationNumber

Example: []:5UPDATE/VCC/H/01234567

Cancel Reservation

Format: []:5CANCEL/VCC/H/HotelConfirmationNumber

Example: []:5CANCEL/VCC/H/01234567

Cancel Reservation with penalty

Format: []:5UPDATE/VCC/H/HotelConfirmationNumber/PenaltyAmount

Example: []:5UPDATE/VCC/H/01234567/150.00

Declare GDS Account Title for VCC Credit Line

Format: []:5ACCOUNTTITLE/VCC/COMPANYNAME

Example: []:5ACCOUNTTITLE/VCC/ABC CORPORATION

Email format

Format: []:5GP-emailaddress

Example: []:5GP-mduffy//grasptech.com (for emails with underscore _ please use /)

Overrides

Note: The overrides will modify the VCC assigned to a reservation only when there is a corresponding VCC command for the reservation in the PNR. If there's no corresponding command, the PNR will go to the error queue.

Restrictions/Instructions

Add free text here. This will be included as instructions on the hotel fax.

Format: []:5RESTRICT/VCC/H/HotelConfirmationNumber/ROOM AND TAX ONLY

Example: []:5RESTRICT/VCC/H/01234567/ROOM AND TAX ONLY

Fax

Format: []:5FAX/VCC/H/HotelConfirmationNumber/FaxNumber

Example: []:5FAX/VCC/H/01234567/800-123-4567

Tax

Format: []:5TAX/VCC/H/HotelConfirmationNumber/Amount or Amount PCT

Example: []:5TAX/VCC/H/01234567/60.00

Example: []:5TAX/VCC/H/01234567/15.5 PCT

Percentage will be applied to Rate * Duration.

Padding

Format: []:5PAD/VCC/H/ HotelConfirmationNumber/Amount or Amount PCT

Example: []:5PAD/VCC/H/01234567/50.00

Example: []:5PAD/VCC/H/01234567/30 PCT

Percentage will be applied to Rate * Duration, or to the penalty when Cancelling with Penalty.

Multiple Overrides on single line

[]:5RESTRICT/VCC/H/01234567/BED AND BREAKFAST/PAD 50.00/TAX 16 PCT

[]:5TAX/VCC/H/01234567/60.00 /FAX 800-123-4567 /RESTRICT ROOM ONLY

Extend the card active date.

Format: []:5CHECKOUT/VCC/H/HotelConfirmationNumber/CHECKOUTDATE

Example: []:5CHECKOUT/VCC/H/01234567/10AUG

Increase the card value (padding still applied afterwards).

Format: []:5TOTAL/VCC/H/HotelConfirmationNumber/AMOUNT

Example: []:5TOTAL/VCC/H/01234567/500

Activate the card immediately (useful for deposit bookings).

Format: []:5ACTIVATE/VCC/H/HotelConfirmationNumber

Example: []:5ACTIVATE/VCC/H/01234567

Passive Segments

Passive segments

Note: Confirmation #s can be any combination of letters or numbers.

Two required for initial booking

Format: []:5PASSIVE/VCC/H/Virtualpaymentid/HotelConfirmationNumber

Format: []:5FAX/VCC/H/HotelConfirmationNumber/fax number

If you need additional fields (this would be if the information is not in the segment):

Format: []:5CHECKIN/VCC/H/HotelConfirmationNumber/checkindate

Example: []:55CHECKIN/VCC/H/11111/10AUG

TOTAL – required if there's no TOTAL or TF amount in the segment

Format: []:5TOTAL/VCC/H/HotelConfirmationNumber/Amount

Example: []:5TOTAL/VCC/H/11111/500

P – Passenger #. This takes from the PNR name field. P2 refers to the second name

Format: []:5P/VCC/H/HotelConfirmationNumber/2

Example: []:5P/VCC/H/11111/2

NGUESTS – if more than 1 guest in the room

Format: []:5NGUESTS/VCC/H/HotelConfirmationNumber/3

Example: []:5NGUESTS/VCC/H/11111/3

Agent booked hotel versus Concur booked hotel and how to add credit card

1. **Agent booked hotel** - DO NOT use the CC guar in the Aggreko travellers PAR (that is for Concur bookings only) instead always pull a new card number from the Aggreko VCC Bar S*2B56/AGKX-VCC ... Grasp cards start with 5552

2. **Concur automated hotel** - Each time a traveller makes a hotel reservation in Concur, Concur uses the VCC stored in his Par from the Hotel G- field. A new card is replaced each time back to the Par for the next Concur hotel reservation. The card number used is stored in the hotel segment G- field (if for some reason you need to see the card id you can manually queue the PNR to Q77 - although it will give you an error response - "card already used" but the VCC lines including the card id should then show in the [:5 remarks

Other Notables:

- Grasp cannot see our Apollo files. They employ another Software that reads our Commands, sends those to Grasp, and then Grasp sets up the fax requirements with WEX.
- Remove all the original CREATE lines (if there are any) and then add the Update commands.
- Concur bookings – Commands have already been created. All you need to do is queue to 77.
- WEX will pick up the info for same/next day arrivals and fax the hotel payment vs the 3 day in advance rule.
- Leslie has confirmed that warning/error messages will continue to drop into 78 until we remove the reason why it's being sent there (even if we know that the file has had payment). Take for instance L3H5VW. I removed the create lines that were associated to the confirmation number that had NON on the confirmation number in error. This should stop the PNR from dropping to Q78 every day.
- Double-check the fax number in the GDS to make sure it is in the correct format
- Copies of the faxes with hotel cc payment info will drop to the online help email address. A folder has been created to file those emails.
- A folder has been created to file failed faxes

International fax numbers

In the case of international fax numbers, you may have to insert a "-" or "runthefaxnumberstogether" but no spaces ...

See examples below:

In this first example, there was a space in the number between the 1 and the 3 and the system only recognizes the 61 and won't grab anything from the space on ...

FAX/VCC/H/1506RJ7524/61 3-95255678 (format not to use)

We need to either add a - or run the numbers together, but not leave a space. Either of these 2 examples will work:

FAX/VCC/H/1506RJ7524/61-3-95255678 (format OK to use)

or

FAX/VCC/H/1506RJ7524/61395255678 (format OK to use)