AAA.com Instructional Hotel Guide

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REQUIREMENTS

For your property listing to appear on AAA.com, refer to the following checklist:

General
☐ Become *AAA Diamond Designated (Approved) – fully inspected and diamond designated
☐ Register with a GDS Provider (Amadeus, Sabre, Travelport Galileo)
Rates
☐ Register with Travelport Galileo
☐ Upload rates into the GDS System or through the GDS Corporate Automations Department

*If not already AAA Diamond Designated visit approved.aaa.biz for step-by-step instructions on how to begin the process and to obtain more information about the application process.

BEGIN

The first step is to register with Travelport Galileo (Worldspan) or another GDS provider such as Amadeus or Sabre. Also ensure the property has an active OTA (Online Travel Agent) relationship.

If you are interested in using Travelport Galileo (Worldspan) as the GDS provider, click HERE to complete the form.

Independent properties should work with a Central Reservation System (CRS) in order to register with a GDS. If Expedia is your property's OTA you would need to work with Expedia for any issues found on AAA.com.

OVERVIEW AND GENERAL INFORMATION

A majority of the data updates that appear on AAA.com are controlled through your GDS relationship with your provider.

Please contact them first to make these updates.

AAA MANAGES:

1. Diamond Designation/Inspected Clean logo
2. Partner Member Benefit

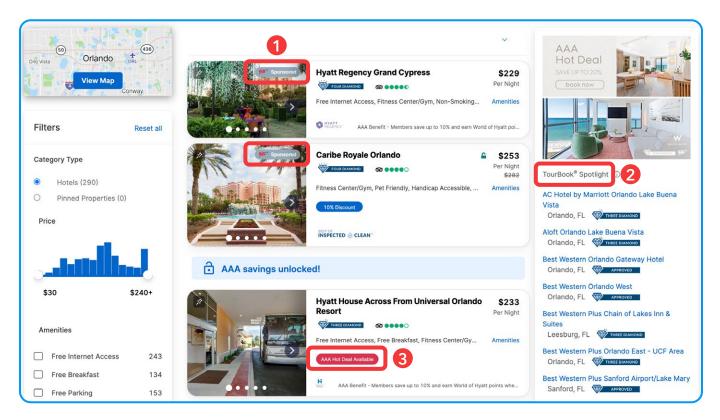If you have questions regarding this process contact AAAListings@national.aaa.com.

The AAA Digital Sales manages the use of Hot Deals through the Official Appointment* program, Sponsored Listings, TourBook Spotlight, banner ads and other marketing opportunities.

IF YOU ARE PART OF THE OFFICIAL APPOINTMENT PROGRAM*, AAA ALSO MANAGES THIS DATA:

1. Sponsored Listing
2. TourBook Spotlight
3. Hot Deal Rates

For additional information, visit approved.aaa.biz or email salesinfo@national.aaa.com.

*The Official Appointment (OA) program is an exclusive annual logo licensing agreement that enhances your property's visibility to Members by promoting your affiliation with the AAA/CAA brand.

AAA HOT DEALS

AAA's Hot Deals program allows Official Appointment (OA) properties the opportunity to provide exclusive lodging offers to AAA members on AAA.com. Once you have successfully uploaded your Hot Deal rates, the AAA.com listing will indicate "AAA Hot Deal Available" to alert members about your exclusive offer.

IN ORDER TO PARTICIPATE IN THE HOT DEAL PROGRAM, YOUR PROPERTY MUST BE:

- AAA Diamond Designated (Approved with a diamond designation)
- Enrolled in the AAA Official Appointment Program

UNDERSTANDING AAA PARTNERSHIPS

- AAA partners with the TST (Travel Syndication Technology) booking engine
- TST performs various data refreshes throughout the month between AAA and Travelport Galileo
- TST uploads hotel inventory including AAA Rates and AAA Hot Deal Rates directly from Travelport Galileo
- The hotel chains in-house GDS Automations department assists with these updates
  - Contact the corporate offices for additional information
- If your property uses more than one GDS provider, ensure all providers have applied the updates

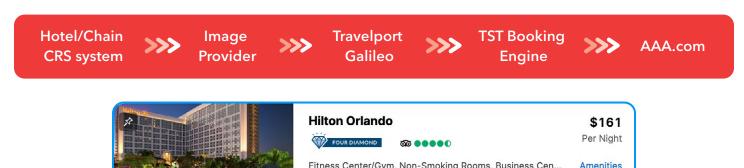# UPDATE: HOTEL NAME, DESCRIPTION & AMENITY CONTENT

If you would like to open a Digital Products Support Ticket with AAA to resolve your AAA.com issue, please click **HERE** to complete the form and a ticket number will be assigned to your issue. Please allow up to 4 weeks for resolution.

NOTE: To ensure changes are applied through all digital products, update directly through your GDS provider, which will in turn update AAA.com.

UPDATE: IMAGES

The AAA National Office cannot update hotel GDS feeds. Contact your GDS provider, chain automations department, image provider (Expedia Partner Network, ICEPortal, Leonardo, etc) and/or Travelport Galileo contact.

STANDARD WORKFLOW

Hotel/Chain CRS system	>>>	Image Provider	>>>	Travelport Galileo	>>>	TST Booking Engine	>>>	AAA.com

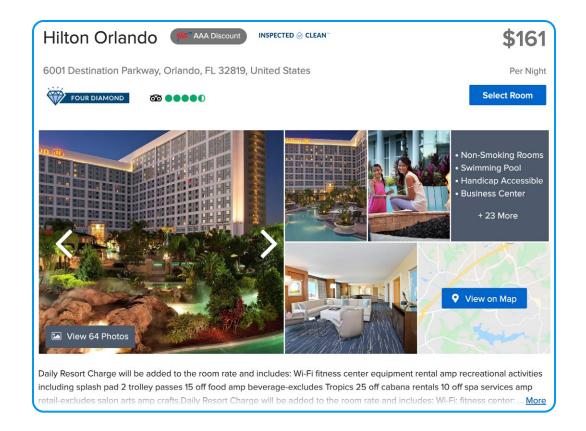**Hilton Orlando** FOUR DIAMOND ⭐⭐⭐⭐ **$161** Per Night

Fitness Center/Gym, Non-Smoking Rooms, Business Cen... **Amenities**

Hilton AAA Benefit – Members save up to 10% and earn Honors points when boo...

LOAD: THE "AAA RATE AVAILABLE" TAG AND AAA RATES

Rates are loaded by your property, through the GDS Automations Department or through another supplier.

Before loading AAA Rates, refer to the steps below to ensure that all REQUIREMENTS are met:

- Property is AAA approved with a valid diamond designation
- Property has registered with a GDS Provider (Amadeus, Sabre, Travelport Galileo)
- Property has an active Apollo/Galileo number in order for it to appear on landing page search results
- **Chain** properties have loaded details into the hotel chains CRS/PMS system and/or GDS provider (Amadeus, Sabre, Travelport Galileo)
- **Independent** properties have loaded details into the GDS provider (Amadeus, Sabre, Travelport Galileo)

CHECKLIST TO LOAD AAA RATES

Suppliers will update the rates into the hotel's CRS/PMS system (RoomMaster, Cloudbeds, Concerto, etc.) with the codes noted in red:

- ☐ Enter 2-digit GDS Rate Chain Code (for chains) or Supplier Code (for Independent Properties) – AAA does not have this data
- ☐ Enter **AAA** for RAC (rate access code)
- ☐ Enter multi-level POS **1AAA**/MMLRAC **1AAA01**
- ☐ Load rates as Negotiated Multi-Level Rates (MLRA)
- ☐ Enter **NEG** (negotiated) for Rate Category Code (do not use ASC, SPL etc)
- ☐ Enter **YES** for Commissionable

If the above steps have been completed and the tag does not appear, contact AAAListings@national.aaa.com.

RAC (rate access code) is a negotiated multi-level rate the chain has with a company or agency and is requested by the hotel as a negotiated rate to act as a search qualifier for the hotel.

TIPS FOR LOADING RATES

- The Master Multi-Level Rate Access Code (MMLRAC) rate code is **1AAA01** and is used to combine AAA and AAA Hot Deal rates
- For a AAA Rate, the code should appear as **AAA**. These must be loaded in RoomMaster (or other CRS/PMS systems) as their negotiated rate
- Using the Rate Category Code **NEG** (Negotiated), this allows TravelPort Galileo to know which rates to upload
- The property is responsible for loading their negotiated rates in the GDS system; AAA does not have access to this information
- Chains must update the RoomMaster (or other CRS/PMS system) screen and allow hotel viewership in order to be assigned as a rate access code option for AAA.
    - This process will ensure the hotel chains use the same negotiated hotel rates for all platforms.
- **Understanding Rates Codes:**

    (HOA) = **Hotel Availability** – appear on search screen and display basic hotel availability

    (HOC) = **Hotel Complete Availability** – appears after you select the property for more detail and it displays complete availability and room rates

    (HOV) = **Hotel Room Rates/Rules** – appears after you select the property for more detail and it displays room rate rules and policies

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STANDARD WORKFLOW FOR LOADING AAA RATES

Hotel/Chain CRS/PMS system	⟫⟫	Supplier e.g. SynXis, Sabre	⟫⟫	Travelport Galileo	⟫⟫	TST Booking Engine	⟫⟫	AAA.com

RATE LISTING EXAMPLES

"AAA Rate Available" tag

Marriott Tampa Westshore — THREE DIAMOND — $179 Per Night

Free Internet Access, Free Parking, Fitness Center/Gym, ...   Amenities

AAA Rate Available

AAA Benefit – Members save 5% or more and earn Marriott Bonvoy™ point...

AAA Rate Access Code shows in Travelport Galileo (rates are loaded properly)

Available rooms

1 King Bed
2 rooms available

From **$179.00**

1 King Bed

$179.00
$203.00 Total

Free Cancellation Window Available
Room Details

AAA Rate

Select

CONTACT LIST

Name Change, Hotel Description or Amenity Updates	Open a Digital Products Support Ticket with AAA.
Rates	Contact the your GDS Provider to edit rates.
Images & Videos	Your GDS provider must update the feeds for these vendors by contacting: Expedia Partner Network at support@expediapartnersolutions.com Leonardo at support@leonardoworldwide.com IcePortal at iceportal.support@shijigroup.com Contact AAAListings@national.aaa.com to update the current carousel images.
Sort order	This information is proprietary and confidential, and will not be adjusted.
Location	Is based on various factors, contact AAAListings@national.aaa.com for questions.

MOST FREQUENTLY ASKED QUESTIONS

Why doesn't my property listing appear on AAA.com?

Please refer to the AAA.com listing Checklist. If all steps are performed and your listing still doesn't appear, email AAAListings@national.aaa.com.

How can I change my sort order on AAA.com?

This information is proprietary and confidential, and will not be adjusted.

How can I add photos?

AAA cannot add images to AAA.com. To add images, contact your provider (ICEPortal, VFM Leonardo, Expedia Partner Network, HotelBeds, etc). Once the images have been added, it will be applied to AAA.com.

Can I change the first image on the search page?

To replace the Hero (first) image on the search screen with an image already listed within the photo gallery, email AAAListings@national.aaa.com.

How can I remove an image?

AAA cannot remove images from AAA.com. To remove images from AAA.com, please contact your provider (ICEPortal, VFM Leonardo, Expedia Partner Network, HotelBeds, etc). Once the images are removed there, it will be applied to AAA.com.

Why does my property listing appear with stars and not diamonds?

There could be several reasons, but the most common are:

- The property listing is not AAA Diamond Designated (Approved)
- Has been recently approved and is awaiting a new data refresh
- FYI – This timing issue will resolve itself once the data refresh is complete and all channels have synced the updated data.
- Recently changed its name and/or brand affiliation

How can I change my rate room descriptive header, room type or rate details?

There are several different sources and steps to address these updates depending on the request. Rates are uploaded from a variety of inventory sources*

- The AAA Rates and Hot Deals are sourced from Travelport Galileo
- Other rates listed are sourced from Expedia Partner Network, HotelBeds, SynXis, and ATI

*TST will not adjust or turn off specific sources by removing rate information if there are multiple sources. Adjustments must be made at the source. Contact your GDS provider to make updates to a specific vendor.

Why can't I see my negotiated rates in Travelport Galileo?

If you do not see your negotiated rates in Travelport Galileo, one of the following problems may exist:

- The property may be using the wrong Rate Access Code
- The hotel property may still need to load rates
- The property may have loaded rates incorrectly or forgotten to notify the GDS helpdesk to load the rates into Travelport Galileo
- The hotel chain may still need to load the Pseudo city information or may have loaded their PCC (Pseudo City Code) incorrectly

Why doesn't my discounted rate appear on the search results?

The search results (HOA) and the rate detail (HOV/HOC) rates use two different searches to collect this information since the rates are uploaded from various sources.

When searching for a property, the search results page lists HOA rates by performing a quick call to the various vendors to showcase the best rate that is returned but it isn't always the lowest. Once the property is selected, a second search is performed to pull in the HOV and HOC rates. This process loads additional rate details, which should encompass all room rates including the lowest rates.

How can I add my hotel logo and a discount?

The property listing brand logo and AAA Benefit discount are exclusive to Preferred Partners only.

Why is my property listing brand logo missing?

If you are associated with a Preferred Partner brand, contact AAAListings@national.aaa.com to report the issue.

- Best Western Hotels & Resorts
- Choice Select
- Hilton
- Hyatt
- Marriott International
- MGM Resorts International

Why isn't my property listing pulling up under the Hotel Chain filter?

Contact AAAListings@national.aaa.com to report the issue.

Why isn't my Sponsored Listing appearing?

Contact your Digital Sales Manager and/or email salesinfo@national.aaa.com.

How can I update my listing on the ACE club site when combined with the Pleasant Holidays booking engine?

Contact Pleasant Holidays directly at pleasantholidays.com/contact-us.

NOTE: Pleasant Holidays contracts hotels and uses several different companies for connectivity. These include Synxis, HBSI, Derbysoft, Dingus, WebHotelier and TravelClick.