



GET FAST ANSWERS TO QUESTIONS ASKED THE MOST OFTEN BY YOUR FELLOW TRAVEL PROFESSIONALS. AND IF YOU DON'T SEE A RESPONSE THAT ADDRESSES YOUR NEED, JUST LET US KNOW. WE'RE CONSTANTLY EVALUATING AND UPDATING OUR LIST TO BETTER SERVE YOU.

Q: ARE ALL ROOM RATES COMMISSIONABLE?

A: Corporate, rack, weekend, group and package rates are commissionable, but certain government rates and most convention rates are not. Travel agents will be advised at the time of booking if a rate is not commissionable. See [commissions](#) for more information, or contact a Hilton representative at 1-800-873-1215.

Q: HOW DOES A COMMISSION PAYMENT WORK?

A: The Waldorf=Astoria Collection appreciates and understands the travel agent's role in the hospitality industry. We pay up to a 10% commission on all qualifying published rates and we process your commission payments on a weekly basis, because we believe you should be compensated fairly and quickly.

YOU WILL BE NOTIFIED IN WRITING IF:

- *Your client asks for and receives a different rate
- *Your client fails to show
- *Your client stays additional nights before or after the original booking

See [commissions](#) for more information or contact a Waldorf=Astoria Collection representative at 1-800-873-1215.

Q: HOW DO I INQUIRE ABOUT MY COMMISSION PAYMENT?

A: Commission inquiries must be submitted within 6 months of guest departure. There are four ways you can make an inquiry:

- *Submit your [inquiry online](#)
- *Email us directly at TACS.CustomerService@ps.net
- *Call a Waldorf=Astoria Collection representative at 1-800-873-1215 between 7:00 a.m. and 4:00 p.m. CST, Monday-Friday. (Outside the U.S., dial 1-703-480-6916.)
- *Fax your inquiry to 1-703-480-6917



Q: WHAT IS THE 3.0% FEE ON MY COMMISSION STATEMENT?

A: This is a processing fee for Distribution Services - The Travel Agent Commission Program that allows The Waldorf=Astoria Collection to offer the best possible service to our travel agents. The 3% processing fee provides travel agents with the opportunity to receive a consolidated commission payment once per week in your own currency (10% commission - .3 commission fee = 9.7% commission). In addition, we offer online access to commission payments and support and assistance for any unpaid commission inquiries.

Q: WHAT IS UNLIMITED BUDGET®?

A: Unlimited Budget is a travel agent loyalty program that offers rewards over and above standard commissions. Unlike other programs, we pay on everything! You can earn points on all your completed transactions, both leisure and corporate and booked through the GDS or www.hiltontravelagents.com. Earn points which can be translated into rewards on an Unlimited Budget® Stored Value MasterCard® Card that can be used anywhere MasterCard® debit cards are accepted and at ATMs.

Learn more about [Unlimited Budget](#)

Q: IN WHICH GLOBAL DISTRIBUTION SYSTEMS (GDS) DOES THE WALDORF=ASTORIA COLLECTION PARTICIPATE?

A: Sabre, Amadeus, Worldspan and Apollo

Q: WHAT ARE THE WALDORF=ASTORIA COLLECTION CHAIN CODES IN THE GLOBAL DISTRIBUTION SYSTEM?

A: WA= The Waldorf=Astoria Collection
EH = Every Hilton (i.e., all Hilton Family brands)

Q: HOW DO I REGISTER MY IATA WITH THE WALDORF=ASTORIA COLLECTION?

A: Contact our Distribution Services Department at 1-800-325-5020.

Q: HOW DO I ADD A HILTON HHONORS NUMBER TO MY PASSENGER'S NAME RECORD?

A: For Sabre, Apollo and Amadeus use /ID- and for Worldspan use /FG-

Q: HOW DO I BOOK A NON-SMOKING ROOM?

A: Some GDSs will designate nonsmoking rooms with an "NS" or it will be noted in the room description. In Sabre it must be requested in the /SI-field

Q: WHY DO I RECEIVE A "UC"(UNABLE TO CONFIRM) RESPONSE WHEN THE HOTEL SHOWS AS AVAILABLE IN THE GDS?

A: Because of seamless availability you as a travel agent are seeing the same availability as other travel agents, our call center agents, customers booking on our websites and the hotel direct. Thus by the time you have selected the rate one of the other parties may have confirmed it.

Q: WHY AREN'T ALL RATES LOADED AND AVAILABLE TO SELL IN THE GDS?

A: The Waldorf=Astoria Collection makes every attempt to display a wide range of rates in the GDS. However, due to seasonal rate changes, special restrictions, and a limited amount of space all rates cannot be displayed.



Q: HOW DO I GET NEGOTIATED RATES LOADED INTO THE GDS?

A: Once you have contacted the Sales Manager at the hotel and requested viewership of the negotiated rate, contact our Help Desk (1-800-626-6700, option #2) with the name of the hotel, the rate access code provided by the hotel, and your PCC. Please note: We are unable to load locally negotiated rates until we receive a completed rate load request form from the hotel.

Q: I RECEIVED A QUEUE MESSAGE THAT MY NEGOTIATED/CONTRACT RATE WAS LOADED, BUT I DO NOT SHOW IT IN THE GDS. WHY NOT?

A: The queue message is sent out when the request is received for loading, so you will need to allow approximately one week for it to be completed. If it has been more than a week and the rate still isn't viewable in the GDS, have the hotel verify if the rate was loaded as a negotiated or contracted rate. If you are checking availability for a negotiated rate that has been loaded as a contracted rate, the rate will not display.

Q: ONCE A PROPERTY CONTACTS ME TO ADVISE THAT A RATE HAS BEEN LOADED, IS THERE ANYTHING FURTHER THAT I NEED TO DO?

A: Yes, always do a test booking to ensure that you do have proper access to the requested rates. This will prevent you from encountering any potential challenges, when you need to book this rate.

Q: IF I CANNOT ACCESS MY LOCALLY NEGOTIATED RATE, WHAT STEPS SHOULD I TAKE?

A: First, contact the property that you negotiated with to ensure that they did submit a rate loading form to request the rates be loaded and providing you viewership. If the property indicates they did submit the appropriate information, contact the GDS Help Desk at 1-800-626-6700, option #2.

Q: WHEN IS A TRANSLATION TABLE NECESSARY?

A: If we are able to load the requested rate using the requested rate access code, it is not necessary to set up a translation table. If we are unable to set up the requested rate using the requested rate access code, it is necessary to set up a translation table.

Q: HOW LONG DOES IT TAKE A HOTEL TO RECEIVE MY CONFIRMATION NUMBER?

A: Normally it is instantaneous, but with some of our properties it may take a little longer. If you have a confirmation number and the hotel is not showing the reservation please contact our Help Desk at 1-800-626-6700, option #2 for assistance.

Q: WHY DOES THE HOTEL HAVE A DIFFERENT CONFIRMATION NUMBER FROM THE ONE PROVIDED IN THE GDS?

A: The confirmation number returned to the CF- field in the hotel segment is from the Central Reservation System. Some of our hotel properties have a property management system (P9MS) that assigns a confirmation number based on the PMS number scheme. If needed, the hotel can retrieve the reservation with the guest name.

Q: WHY DID THE CLIENT RECEIVE A "NO-SHOW" WHEN I CANCELLED THE RESERVATION PROPERLY AND ON TIME?

A: On some rare occasions and due to area demands the hotels may change their cancellation policy. If your PNR history shows that the reservation was cancelled in accordance with the cancellation policy in effect at the time of booking we will have the charge removed.

Q: WHO DO I CONTACT IF THE HOTEL'S INFORMATION PAGES ARE NOT CORRECT IN THE GDS?

A: Please contact our Help Desk at 1-800-626-6700, option#2

Q: HOW DO I ASK FOR INFORMATION ABOUT THE HILTON FAMILY OF BRANDS IN THE GDS?

A: Sabre: HODXX (XX = two letter brand code i.e. HH, HL, EH, etc) Apollo: HODXX Worldspan: G/HTL/XXQ
Amadeus: GGHTLXX