



### Apollo Galileo USA's LeisureShopper® Training Manual

```
SEARCH          LEISURESHOPPER          ◊ HELP
>LSS*
◊ DESTINATION/S : ...../.....
◊ DEP DATE/RANGE : 07MAR- 05JUN
◊ PRICE OR RANGE : ..... ◊ CURR: USD
      BASED ON PER PERSON - DOUBLE OCCUPANCY
◊ LENGTH/S OF STAY: ... OR ...
◊ DEPARTURE CITY : ATL
◊ ACTIVITY/S : .....
◊ PACKAGE TYPE/S : .....
◊ VENDOR : UNI
DESTINATION IS THE MINIMUM REQUIRED ENTRY
>
```

#### 1. Search

- Enter LSS/V:UNI for Universal Parks & Resorts Vacations. The Search screen will display. Fill in the Destination, Departure Date (defaults to 90 day range, type over dates to extend date range), Length of Stay, and Departure City fields. If searching for land only package, enter LND in the PACKAGE TYPE/S field.
- You can access the AVAILABILITY screen directly if you know the correct vacation identifier code. Enter LSA/V:UNI then fill in origin city, date, vacation identifier, length of stay, number in party, and type of room on availability screen (the vacation identifier space is located after the vendor code on the third line).

```
PACKAGE SELECTION  UNI UNIVERSAL VACATIONS  USD
>LSS/07MAR-05JUN/D-MCO-MCOM/USD/O-ATL/V-UNI
19 PACKAGES RETURNED:
1  ONSITE AIR/HOTEL VACATION  SS ID:MCOUNZZZDLUA      270
   INCL-ACCOM AIR             2-30NTS
2  ORLANDO AREA HOTEL VACATION SS ID:MCOUNZZZUAFA      300
   INCL-ACCOM AIR             2-30NTS
3  NON-FLA ONSITE AIR/HOTEL  SS ID:MCOZZZUANA      245
   INCL-ACCOM AIR             2-30NTS
4  ONSITE AIR/HOTEL VACATION  SS ID:MCOUNZZZUAUA      270
   INCL-ACCOM AIR             2-30NTS

SELECT LINE NBR FOR CHOICES OR PKG INFO  SELECT PKG >LSN
>LS*PD          PACKAGE INFO >LSPI          DETAIL >LSD
```

#### 2. Selecting a Vacation

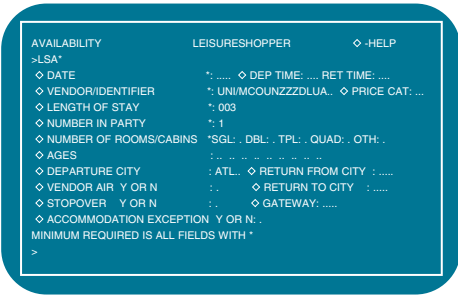
- On the PACKAGE SELECTION screen, use the LS\*PD and LS\*PU to view the all of the vacations options. At the ► LSPI prompt, enter the line number of the vacation you want to view details about. e.g. ► LSPI[5]. On the Package Information screen, type the line number of the item of your choice after the LSPI prompt (e.g. ► LSPI[9] special pricing to see information about current specials).
  - NARR:** classes of service
  - TERM:** payment information
  - FEOP:** package inclusions
  - SPEC:** specials

```
PACKAGE INFORMATION  UNI  UNIVERSAL VACATIONS
ONSITE AIR/HOTEL VACATION  250-370
3NTS
INCL-ACCOM AIR          SS
1  DATE DEPARTURE DATES      3  NARR PACKAGE NARRATIVE
4  COMM COMMISSION INFORMATION  5  FEOP FEATURES/OPTIONS
6  TERM TERMS AND CONDITIONS  9  SPEC SPECIAL PRICING
10 CANC CANCEL/CHANGE POLICY  13 PROP PROPERTIES FEATURED
15 ADVC CONSUMER ADVICE

ENTER NO OR KEYWORD TO DISPLAY
SELECT >LSPI-  CHECK AVAIL >LSN2  RETURN TO PKG SELECT >LSPS
>
```

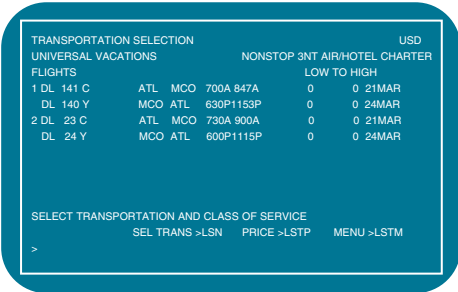
- To return to the booking process, tab to LSN or LSPS.
- Enter ► LS to return to your current location. You can enter ► LSPI anytime during the booking process.
- When you have made your choice enter the line number of your selected vacation at the ► LSN prompt. e.g. ► LSN[4].
- **For codes to the left:**
  - For example, **MCOUNZZZUAUA**.
  - MCO:** Orlando (airport code)
  - UN:** Universal Parks & Resorts Vacations
  - ZZZ:** Includes airline tickets
  - XXX:** Land only package
  - DL:** Delta Airlines is the carrier     **UA:** United Airlines is the carrier
  - US:** US Airways is the carrier     **CO:** Continental Airlines is the carrier
  - UA:** Last two letters are package identifiers

Information on the print screens is for demonstration purposes only.



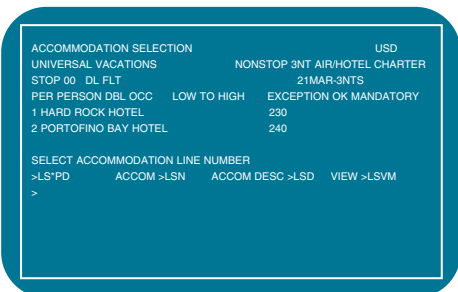
### 3. Availability

- The Departure date, vacation identifier and vendor information will automatically populate the AVAILABILITY screen based on the information from the SEARCH screen. (You can still modify the information on this screen).
- Enter length of stay, number in party, type of room in appropriate fields. (**Only 1 room per booking is allowed.**) Enter ages of Children (If children are traveling, you need to enter each child's age in the Age fields).
- If entering departure or return times, these must be entered in military time (e.g. 1300).



### 4. Transportation Selection

- On the TRANSPORTATION SELECTION screen, only those flights and classes of service that are available will display. If only one flight and class of service is available, it will automatically be selected for you.
- Enter the line number of the desired flight and class of service at the SELTRANS prompt.

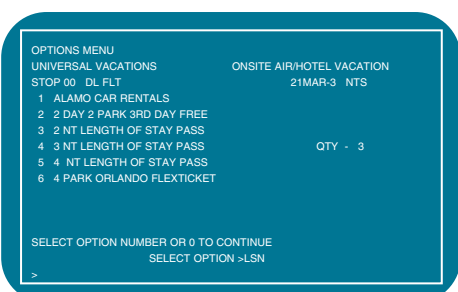


### 5. Accommodations Selection

- Only those properties available for the requested dates will display, at the LSN prompt, enter the line number of the accommodation of your choice (e.g. ► LSN [3]). If a property has more than one room category available a UNIT SELECTION screen will appear. At the LSN prompt enter the line number of the room category you prefer.



- To view the hotel description (including hotel policies) enter the line number of the accommodations that you have chosen at the LSD prompt. (e.g. ► LSD[3]).
- DO NOT QUOTE THE PRICE in the price column as it will list the approx. total price for only the adult occupants.



### 6. Option Menu

- Enter the line number of the desired option group at the LSN prompt (e.g. ► LSN[1]) or if no option group is needed, enter zero to continue (e.g. ► LSN[0]).

```

OPTIONS
UNIVERSAL VACATIONS          ONSITE AIR/HOTEL VACATION
ORLANDO      HARD ROCK HOTEL      21MAR-3  NTS
TRANSFERS          MAX AVAIL 09      RATE:PER ITEM
1  R/T TRANSFERS-MEARS          10

SELECT FORMAT IS OPTION / QUANTITY WANTED
                SELECT OPT >LSN      DESC >LSD      MENU >LSOM
>
    
```

## 7. Option Selection

- Enter the line number of the desired option group and the number needed at the LSN prompt (e.g. ► LSN[2/3]) or if no option group is needed, enter zero to continue (e.g. ► LSN[0]).
- For a detailed description of any option, enter the item number at the LSD prompt (e.g. ► LSN[5]).

```

OPTIONS
UNIVERSAL VACATIONS          ONSITE AIR/HOTEL VACATION
STOP 00  DL FLT              21MAR-3  NTS
CAR RENTAL          MAX AVAIL 01      RATE:PER ITEM
1  ALAMO ECONOMY 2 DR  EC          54
2  ALAMO ECONOMY 4 DR  E4          60
3  ALAMO COMPACT 2 DR  CC          66
4  ALAMO COMPACT 4 DR  C4          72
5  ALAMO INTERMED 2 DR  IC          74
6  ALAMO INTERMED 4 DR  I4          80
7  ALAMO STANDARD 2 DR  SC          82
SELECT FORMAT IS OPTION / QUANTITY WANTED
>LS*PD          SELECT OPT >LSN      DESC >LSD      MENU >LSOM
>
    
```

```

FEATURES/OPTIONS DETAILS
>LSFO*          * OPTIONS *
UNIVERSAL VACATIONS          ONSITE AIR/HOTEL VACATION
STOP 00  DL FLT              21MAR-3  NTS
CAR RENTAL          ALAMO COMPACT 4 DR  C4

PICKUP  DATE: 21MAR  LOCATION: MCOA.  TIME: 0847
DROPOFF DATE: 24MAR  LOCATION: MCOS.  TIME: 1830

                                END

FILL IN INFORMATION          DESC >LSD
DATE/TIME ASSUMED FROM PKG FLIGHT INFO - OVERTYPE TO CHANGE
>
    
```

## 8. Features/Upgrades

- On the FEATURES/UPGRADES screen those items that you are required to select or decline will appear. At the LSN prompt, enter the line number of your choice.

```

ITINERARY          LEISURESHOPPER
1  UNIVERSAL VACATIONS          MCOUNZZDLUA      21MAR-24MAR
2  ONSITE AIR/HOTEL VACATION    STATUS: SS 3
3  21MAR AIR DL 141 -ATLMCO      700A 847A      0  C      3
4  21MAR STP 0  DL FLT          3  NTS
5  21MAR ACC HARD ROCK HOTEL    3  NTS
6  21MAR UNT GARDEN VIEW ROOM    1T
7  21MAR FEA DOC DELIVERY    EXPRESS FEE      11  1
8  21MAR FEA WAIVERS/INSURE    PRE TVL PEN WAI  57  1
9  21MAR OPT CAR RENTAL    ALAMO COMPACT 4  72  1
  PU 21MAR 847A MCOA  DO 24MAR 630P MCOA
10 24MAR AIR DL 140 -MCOATL    630P 1153P      0      Y      3
PRICE >LSPR
                DESC >LSD  VIEW >LSVM  CHG >LSC  CANG >LSX
>
    
```

## 9. Itinerary

- To price the itinerary, Press Enter at the LSPR prompt.
- (To view any detailed descriptions on any item in the Itinerary (e.g. Car rental, Multi-day Park tickets etc.) tab to ► LSD enter the line number of the item you wish to view.)

```

PRICING/PAYMENT INFORMATION
UNIVERSAL VACATIONS          ONSITE AIR/HOTEL VACATION
PRICE BASE:          1305.45      OPTIONS :          108.00
TOTAL: USD          1485.85      USD          1485.85
TAX1:          18.00      P. ADULT:          599.95
TAX2:          0.00      P. CHILD:          285.95
TAX3:          54.40
PENALTIES:          0.00
DPST:          150.00 DUE 07MAR  BAL:          1485.85 DUE 09MAR
PAYMENT TYPES: BA  CA  DS  AX

SELECT PAYMENT TYPE
BOOK >LSFP
>
    
```

## 10. Pricing/Payment

- Enter the form of payment (e.g. ► LSFP[AGC]) at the LSFP prompt.
  - AGC=Agency Check; MCO=Miscellaneous Charge Order; BA=Visa; CA=MasterCard; DS=Discover; AX=American Express.**
  - This form of payment entry does not have to be an actual form of payment. It is not interpreted as a payment, or payment guarantee. See "Adding Payment" section for instructions on how to add payment.
  - Taxes are split into three amounts: TAX 1 is for PFCs, TAX2 is for state, country, and regional taxes, and TAX3 is for excise and hotel taxes.
  - See the last page for information on revisions prior to confirmation.

```

PASSENGER NAME INFORMATION                                ◊ -HELP
>LSPN*
◊ NAME: * .....
PASSENGER: 1- 1
◊ FREQ TRAVELER: .....
◊ TITLE: ..... ◊ AGE: 08 ◊ M/F: ..... ◊ SMOKE: Y/N: ..
◊ ISSUE CNTRY: .. ◊ PASSPORT: .....
                                ◊ PASSPORT EXP DATE: .J.J.. END
PASSENGER: 1- 2
FREQ TRAVELER: .....
TITLE: ..... AGE: .. M/F: .. SMOKE: Y/N: ..
ISSUE CNTRY: .. PASSPORT: .....
                                PASSPORT EXP DATE: .J.J.. END
ENTER REQUIRED FIELDS
>
    
```

## 11. Passenger Name Information

- This screen will not appear if names have already been entered. ► LSPN [passenger#] will display this screen if data needs to be verified or changed.
  - For bookings with same last names:** Under the LSPN prompt, on the Name line type the number in party lastname/firstname/firstname (e.g. [2THOMPSON/WILLIAM/BECKY]. Infant's names are added in an OSI entry. You will need to add W INF after the adult traveler name.
  - For bookings with different last names:** Under the LSPN prompt, on the Name line type the lastname/firstname of each guest, the names should be separated by an end-item and additional names with beginning with N: (e.g. [WILLIAMS/MARY†N:JOHNSON/TIM].
- Note:** Vacation will reprice with adult prices unless you fill in children ages in all applicable fields. Tab to the END prompt to confirm.

```

CONSUMER ADVICE
RATES SHOWN INCLUDE HOTEL TAXES, PACKAGES AND RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE. RESTRICTIONS MAY APPLY. UNIVERSAL STUDIOS VACATIONS PACKAGE PRICES ARE GUARANTEED UPON FULL PAYMENT RECEIVED IN THE UNIVERSAL STUDIOS VACATIONS OFFICE. ADVANCE PURCHASE REQUIREMENTS (14 DAYS OR MORE) MAY BE REQUIRED TO SECURE PACKAGE RATES LISTED. MINIMUM 3 DAY ADVANCE PURCHASE REQUIRED FOR ORLANDO AREA HOTELS. 1 DAY ADVANCE PURCHASE FOR ON-SITE HOTELS. UNIVERSAL STUDIOS VACATIONS RESERVES THE RIGHT TO REINVOICE YOUR RESERVATION SHOULD AN ERROR BE MADE IN COMPUTING YOUR PACKAGE PRICE. PACKAGE INCLUSIONS AND OPTIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.
LAST MINUTE BOOKINGS
BOOKINGS MADE WITHIN 45 DAYS OF DEPARTURE REQUIRE EITHER A MONEY ORDER, CASHIER'S CHECK OR CREDIT CARD AS THE ONLY ACCEPTABLE FORM OF PAYMENT.
>LS*PD
COMPLETE CONSUMER ADVICE
    
```

## 12. Consumer Advice

- After the LS\*PD, prompt press ENTER to page down if necessary.
- All advisory information on the chosen vacation will be on these screens.
- When you have read all screen press enter at the LSCA prompt.

```

ENTER ADDITIONAL PNR INFORMATION IF REQUIRED/DESIRED AND END CONFIRM (EC) TO COMPLETE LEISURESHOPPER BOOKING
>
    
```

## 13. Additional PNR Information

- Enter received and phone fields. Then EC to confirm.

```

VENDOR CONFIRMATION      LEISURESHOPPER
UNIVERSAL VACATIONS      ONSITE AIR/HOTEL VACATION
STATUS: HK DEPARTURE: 21MAR CONFO NO. 0475525820472757
PRICE: BASE: 1305.45 OPTIONS: 108.00
TOTAL: USD 1485.85 USD 1485.85
TAX1: 18.00 P. ADULT: 599.95
TAX2: 0.00 P. CHILD: 285.95
TAX3: 54.40
PENALTIES: 0.00
DPST: 150.00 DUE 07MAR BAL: 1485.85 DUE 09MAR
THANK YOU FOR CHOOSING A UNIVERSAL STUDIOS VACATION PACKAGE.
** PAYMENT DUE BY 7PM CST**.
    
```

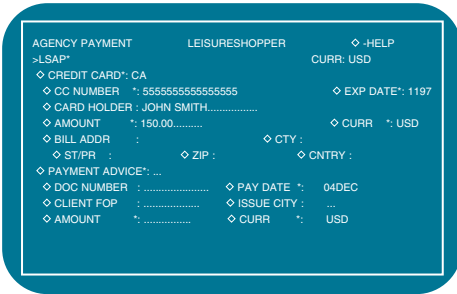
## 14. Vendor Confirmation

- Confirmation number is returned along with pricing/deposit/prepayment information.

```

7NW86R/AI OSBSB DOBAI AG 52667252 07MAR
1.3SMITH/JOHN/SUSAN/MARY
1 LSS UNI 21MAR-24MAR HK3 ONSITE AIR/HOTEL VACATION
PKGID:MCOUNZZDLUA CF-0475525820472757
USD BAS 1305.45 DEP-DUE07MAR 150.00
OPT 108.00 BAL-DUE09MAR 1485.85
TAXES 72.40 PEN 0.00
TOTAL 1485.85 COMM 141.35 *
*** LEISURESHOPPER DATA EXISTS *** >LSIT1
FONE-ORDR/3125551234
>
    
```

- To view commission, enter \*R to display PNR.



Information on the print screens is for demonstration purposes only.

## 15. Agency Payment

- FOR EACH PAYMENT - MINIMUM REQUIRED IS ALL FIELDS WITH \*.
- Pull up PNR in Leisure Shopper, and tab to LSIT I prompt. Enter LSAP/ to view AGENCY PAYMENT screen.
- To Add Payment by Agency Check, Miscellaneous Charge Order, or Credit Card: **(1)** Enter LSIT[segment #] from face of PNR to activate LeisureShopper itinerary (e.g. ► LSIT[ I]). **(2)** Enter LSAP/ to display the Agency Payment screen. **(3)** Complete fill-in format. **For credit card:** Complete top half of screen, entering the credit card code (BA=Visa, CA=MasterCard, DS= Discover, AX=American Express), card number, expiration date (MMYY), card holder's last name, and the amount (no \$ sign) in the appropriate fields. **For agency check:** Complete bottom half of screen, entering AGC in the Payment Advice field, check number in the Doc Number field, and the amount (no \$ sign). **For miscellaneous charge order:** Complete bottom half of screen entering MCO in the Payment Advice field, MCO number in the Doc Number field, and the amount (no \$ sign). **(4)** Move cursor beyond last typed character and press enter. **(5)** Wait for response: Payment Accepted - EC to confirm. **(6)** Receive and EC to confirm addition of payment (e.g. ► R:P then ► EC). **(7)** If paying with a credit card, please retain a copy of the UCC for you records.

## TO ACCESS UNIVERSAL PARKS & RESORTS VACATIONS LSS/V:UNI HELP COMMANDS

Tab to the bottom of the command line and press enter to execute the commands

The (►) represents a SOM.
Brackets ([ ]) indicate what information type you should fill in.
Enter a pillow ( ) where this symbol appears in LeisureShopper for help in that item.
Use the TAB key to move the cursor to the appropriate prompt or field.
Use the LS*PD and LS*PU Prompts to page down or up for more information.
Enter LS to return to your current location in the booking process.

### QUICK REFERENCE CODES

<b>LS</b>	Return to current location in booking process	<b>LSIT</b>	LeisureShopper Itinerary
<b>LSN</b>	LeisureShopper line number	<b>LSPR</b>	Price
<b>LS*R</b>	Return to last primary screen	<b>LSFP</b>	Form of Payment
<b>LS*PD</b>	Page Down	<b>LSPN</b>	Passenger Name Information
<b>LS*PU</b>	Page Up	<b>LSCA</b>	Consumer Advice
<b>LSS</b>	Search	<b>LSVM</b>	View Menu
<b>LSPS</b>	Return to Package Select	<b>LSC</b>	Change
<b>LSA</b>	Availability	<b>LSX</b>	Cancel
<b>LSD</b>	Description of selection	<b>LSAP/</b>	Add Payment
<b>LSOM</b>	Options Menu	<b>LSBR/</b>	Order Brochures
<b>LSPI</b>	Package Information (to view departure dates, commission information, terms & conditions, cancel change policies, features & options, special pricing properties featured)		

For product questions please contact our knowledgeable sales counselors at **1-800-823-4733** or email **Help@universalorlando.com**. For technical help contact Apollo directly at **1-770-280-8500**.

## OSI MESSAGES:

- OSI messages are general informational messages that are added to confirmed bookings. They are hotel, and car requests. An OSI message should also be used to enter an infants full name. Do NOT use OSI message for handicapped passenger requests, seat requests or payment extensions.
- To add: **(1)** Display the confirmed booking **(2)** ⌘30SIYY followed by the request or information and press ENTER **(3)** Enter Received field **(4)** Press ER to end and retrieve the PNR.

## REVISING HOTEL: Penalties may apply check ►LSPI for complete cancellation policies.

- Display Reservation.
- Enter LSIT[segment #] (e.g. ► LSIT[I]).
- Enter the line number of the hotel at the LSC prompt on the ITINERARY screen, (e.g. ► LSC[9]).
- Enter [line # of new hotel choice] at the LSN prompt on the ACCOMMODATION Selection screen, (e.g. ► LSN[7]).
- After the LSPR prompt, press enter on the ITINERARY screen to reprice the vacation.
- Enter after the LSFP prompt on the PRICING/PAYMENT screen.
- Enter LSCA.
- Enter Received field and EC (e.g. ► R:P[enter] then ► EC [enter]).
- Verify any transfers booked.

## ADDING TRANSFERS:

- Display Reservation.
- Enter LSIT[segment #] (e.g. ► LSIT[I]).
- Enter the line number of accommodation information at the LSVM prompt on the ITINERARY screen, they are identified by the letters ACC on the itinerary (e.g. ► LSVM [5]). A menu will display indicating what menus are available.
- Enter the number 16 for Option under accommodation level (e.g. ► LSV[ 16]), at the LSV prompt of the View Menu screen.
- Enter the number of the transfer option group selected, at the LSN prompt Continue by selecting the line number/quantity of transfers.
- At the LSN prompt enter zero to exit from the Options Menu and return to the Itinerary.
- After the LSPR prompt, press enter to reprice itinerary.
- Enter after LSFP on the PRICING/PAYMENT screen.
- Enter LSCA.
- Receive and EC to confirm the modification (e.g. ► R:P then ► EC).

## TO ADD RENTAL CAR, INSURANCE, OR OPTIONAL TICKETS:

- Display Reservation.
- Enter LSIT [segment #] (e.g. ► LSIT[I]).
- At the LSVM prompt on the Itinerary screen, enter the line number of STOP information, identified by the letters STP on the itinerary (e.g. ► LSVM[3]). A menu will display indicating which menus are available at each level.
- At the LSV prompt of the View Menu screen, enter the number 13 for Option under STOP LEVEL (e.g. ► LSV[ 13]).
- Tab to the LSN prompt and enter the number of the option or option group. Add any additional options and quantity necessary. If selecting Rental car remember to add pick-up or drop-off information.
- At the LSN prompt enter zero to exit from the Options Menu and return to the Itinerary.
- After the LSPR prompt, press enter to reprice itinerary.
- Enter after LSFP on the Pricing/Payment screen.
- Enter LSCA.
- Receive and EC to confirm the modification (e.g. ► R:P then ► EC).

## TO CANCEL OPTIONS: Penalties may apply check ► LSPI for complete cancellation policies.

- Display Reservation.
- Enter LSIT[segment #] (e.g. ► LSIT[ I ]).
- Enter the line number of the item you want to cancel at the LSX prompt on the ITINERARY screen, (e.g. ► LSX[5]).
- Wait for response.
- After the LSPR prompt, press enter to reprice itinerary.
- Enter after LSFP on the Pricing/Payment screen.
- Enter LSCA.
- Receive and EC to confirm cancellation (e.g. ► R:P then ► EC). You may only cancel an optional item of a vacation. You cannot cancel any required item.

## TO CANCEL ENTIRE RESERVATION: Penalties will apply check ► LSPI for complete cancellation policies.

- Display Reservation.
- Enter LSIT[segment #] (e.g. ► LSIT[ I]).
- Enter the line number of the vacation at the LSX prompt on the Itinerary screen. (e.g. ► LSX[1]).
- Enter after the LSFP.
- Enter after the LSFP prompt on the Pricing/Payment screen.
- Receive and EC to confirm cancellation (e.g. ► R:P then ► EC).

**ORDERING BROCHURES:** **(1)** Enter **LSBR/** **(2)** On the first line of the BROCHURE REQUEST screen, enter UNI as the vendor code in front of the slash, and to the right of the slash fill in the destination(s) (Orlando or Los Angeles) for which you would like brochures. **(3)** In the number of Brochures field Enter the quantity of brochures.(MAX 30) **(4)** To have the brochures sent to your agency's address, press enter after the last line of your agency's address. **(5)** To have the brochure sent directly to your client type a C in the Sent to Agency/Cust field and then type in the correct address of your client.