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## REQUIREMENTS

In order for a property listing to appear on AAA.com, the property should complete 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 Automations Department	

\*If not already AAA Diamond Designated visit [approved.aaa.biz](https://approved.aaa.biz) for step-by-step instructions on how to start the process and to obtain more information about the application process.

## BEGIN

Register with Travelport Galileo and ensure the property has an active OTA (Online Travel Agent) relationship with a provider. Click [HERE](#) to complete the form and obtain further information.

## OVERVIEW AND GENERAL INFORMATION

A majority of the data updates that appear on AAA.com are controlled through the property relationship with their GDS provider, not AAA.com.

### AAA MANAGES:

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

If you have questions regarding this process contact [AAAListings@national.aaa.com](mailto:AAAListings@national.aaa.com).

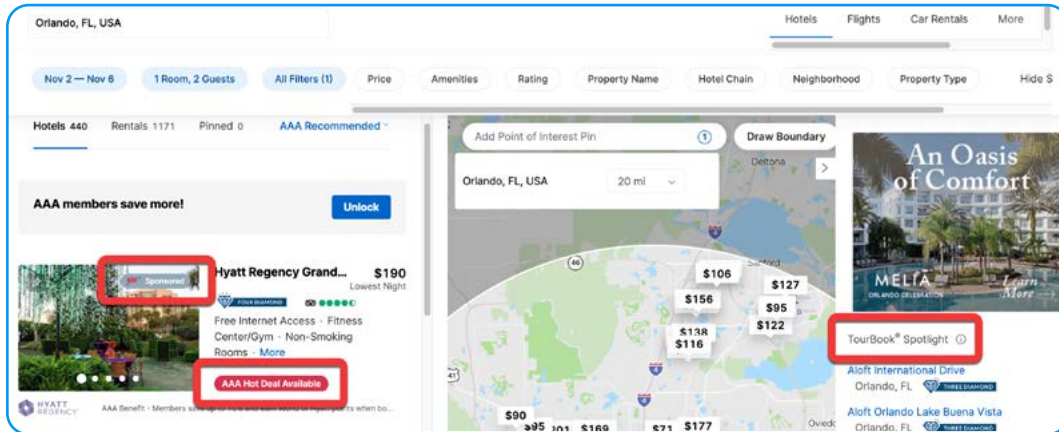


AAA Digital Sales manages the use of Hot Deals through the Official Appointment\* program, Sponsored Listings, TourBook Spotlight, banner ads and other marketing opportunities.

### 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](https://approved.aaa.biz) or email [salesinfo@national.aaa.com](mailto: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 gives 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, A PROPERTY MUST BE:

- AAA Diamond Designated (Approved)
- Enrolled in the Official Appointment program-AAA.biz Logo Licensing

#### CRITICAL NOTES

- 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.

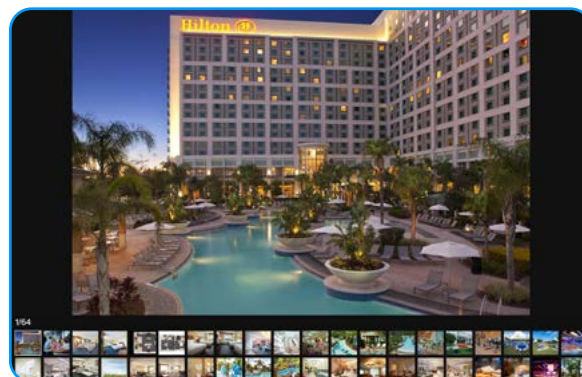
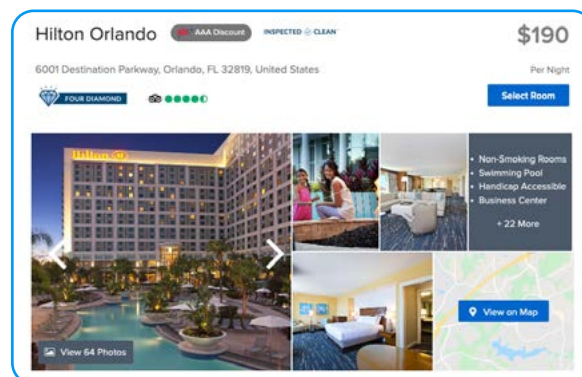
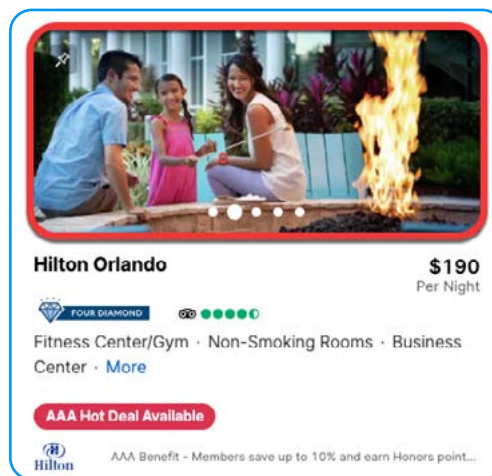
## NOTE

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



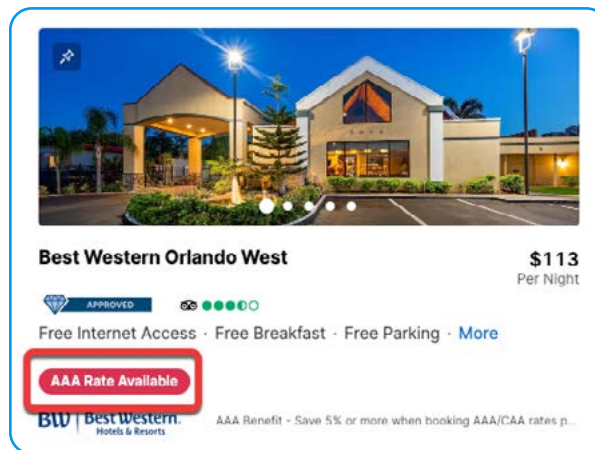
## LOAD: AAA AVAILABLE RATES

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

In order to allow "AAA" to be assigned as a **rate access code** option, chains must update the RoomMaster screen and allow hotel viewership. This process will ensure the hotel chains use the same negotiated hotel rates for all platforms.

Line 1 identifies AAA was loaded as a Group POS table, and AAA is the Group POS table Name.

HTX251F0 POINT OF SALE RULE AAA/ASSOCIATION  
 RULE NO: 00103  
 ENTITY ID'S: AGENCY: V=APOLLO PCC G=GALILEO PCC I=IATA NO  
 GEOGRAPHIC: T=CITY S=ST/PROV N=COUNTRY W=ALL  
 GROUP: 1=PCC 2=IATA 3=CITY 4=ST/PROV 5=COUNTRY  
 LIST DETAIL  
 - SECTION 001 INCLUDES:  
 ENTITY ENTITY ENTITY ENTITY ENTITY ENTITY  
 1 AAA 1 AAA 1 AAA 1 AAA 1 AAA 1 AAA  
 2 AAA 2 AAA 2 AAA 2 AAA 2 AAA 2 AAA  
 3 AAA 3 AAA 3 AAA 3 AAA 3 AAA 3 AAA  
 4 AAA 4 AAA 4 AAA 4 AAA 4 AAA 4 AAA  
 5 AAA 5 AAA 5 AAA 5 AAA 5 AAA 5 AAA  
 6 AAA 6 AAA 6 AAA 6 AAA 6 AAA 6 AAA  
 7 AAA 7 AAA 7 AAA 7 AAA 7 AAA 7 AAA  
 8 AAA 8 AAA 8 AAA 8 AAA 8 AAA 8 AAA  
 9 AAA 9 AAA 9 AAA 9 AAA 9 AAA 9 AAA  
 10 AAA 10 AAA 10 AAA 10 AAA 10 AAA 10 AAA  
 ACTION: I=INSERT ENTITY FIND:  
 F2=SECTION DET F3=FOLLOW F7=UP F8=DOWN F10=RETURN



## STANDARD WORKFLOW



## SUPPLIER INSTRUCTIONS:

Suppliers will update the database RoomMaster maintenance with the codes noted in **red**:

Chain: **Enter 2-digit rate chain code**

Rate Access Code (RAC): **AAA**

Rate Code: **Internal CRS code**

Point-of-Sale Rule Number: **Assigned by the chain and the number is automatically set; MUST include Group POS "1 AAA"**

Multilevel ID: **Internal chain account number**

**Rate Access Code (RAC)** = is a negotiated multilevel 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

**Rate Code** = created by the hotels and used internally by the property/chain to classify the booking code (A1K = room type for king room)

### CRITICAL NOTES

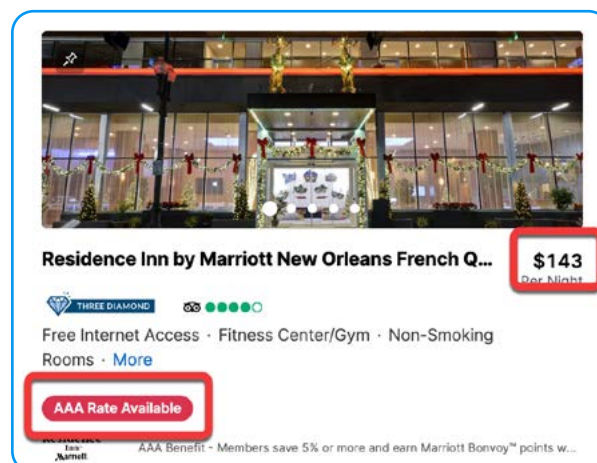
- The Master Multi-Level Rate Access Code (MMLRAC) rate code is 1AAA01 and is used to combine AAA and AAA Hot Deal rates. For a AAA Rate, the code should appear as AAA. These must be loaded in RoomMaster as their negotiated rate
- Use the Rate Category Code NEG (Negotiated), do not use ASC (Association); this allows TravelPort to know which rates to upload
- Rates must be loaded as commissionable
- The property is responsible for loading their negotiated rates in the GDS system; AAA does not have access to this information
- TST does not pull in HOC (Hotel Complete Availability) rates

### RATE LISTING EXAMPLES

How rate content is loaded into Travelport Galileo and displayed on AAA.com

Example of AAA rate available tag on AAA.com and in Travelport Galileo

"AAA Rate Available" tag



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



## CONTACT LIST

Name Change, Hotel Description or Amenity Updates	Open a <a href="#">Digital Products Support Ticket</a> 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 <a href="mailto:support@expediapartnersolutions.com">support@expediapartnersolutions.com</a> Leonardo at <a href="mailto:support@leonardoworldwide.com">support@leonardoworldwide.com</a> IcePortal at <a href="mailto:iceportal.support@shijigroup.com">iceportal.support@shijigroup.com</a> Contact <a href="mailto:AAAListings@national.aaa.com">AAAListings@national.aaa.com</a> 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 <a href="mailto:AAAListings@national.aaa.com">AAAListings@national.aaa.com</a> 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](mailto: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.

### 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

### **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](mailto:AAAListings@national.aaa.com) to report the issue.

- Best Western Hotels & Resorts
- 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](mailto: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](mailto:salesinfo@national.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](mailto:AAAListings@national.aaa.com).

### **How can I remove an image?**

AAA cannot remove images from AAA.com. In order 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.

### **How can I add photos?**

AAA cannot add images to AAA.com. In order 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.

### **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](https://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.