

# Discover Hidden Hawaii Tours

## 2004 Guidelines for Completing MCOs

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**Tours, Charter Service, Airport Shuttle Service, Baggage Handling, and Hawaiian Lei Greeting**

**Travel agents receive 20 % commission!**

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### **Tours**

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Tours include combinations of the following destinations:

Pearl Harbor • U.S.S. Arizona Memorial • Diamond Head Crater • Polynesian Cultural Center • South Shore • North Shore • U.S.S. Missouri • Honolulu

Narrated personalized tours for individuals, small and large groups.

Tours conducted by knowledgeable guides in air conditioned minibuses and offer a fantastic view of this unique island!

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### **Charter Service**

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This Oahu-based tour operator offers a Charter Service for customized group tours of Hawaii. Available charter types include: 12 Passenger Van, 14 Passenger Minibus, 25 Passenger Minicoach, 60 Passenger Bus

Charters are a minimum of two hours.

Charters will pick up passengers anywhere in Waikiki.

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### **Airport Shuttle Service, Baggage Handling, Hawaiian Lei Greeting**

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One Way and Round Trip Airport Shuttle Service from Honolulu Airport to any hotel in Waikiki. In addition to the Airport Shuttle Service, Discovering Hidden Hawaii Tours also offers Baggage Handling and a Hawaiian Lei Greeting at the airport gate. Hawaiian Lei Greeting and Baggage Handling available only in conjunction with Airport Shuttle.

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## Guidelines for Completing MCOs for Discover Hidden Hawaii Tours

*For more information call the Customer Support Center at 703-816-8003, press option #3, or e-mail us at [travelbuyarc@arccorp.com](mailto:travelbuyarc@arccorp.com)*

### **Important Notice:**

Discover Hidden Hawaii Tours must confirm all sales. For your convenience, due to the time difference, please e-mail Discover Hidden Hawaii Tours to obtain a confirmation number, and enter this number in the TYPE OF SERVICE field of the MCO. Discover Hidden Hawaii Tours can be e-mailed at [info@discoverhawaiitours.com](mailto:info@discoverhawaiitours.com). If you are not able to e-mail, please call Discover Hidden Hawaii Tours at (808) 737-3700 and identify yourself as an ARC Travel Agent.

### **How to Book and Process this Transaction:**

- Contact Discover Hidden Hawaii Tours, Inc. by e-mailing them at [info@discoverhawaiitours.com](mailto:info@discoverhawaiitours.com) or by calling 1-808-737-3700, and identifying yourself as an ARC-accredited agent. Make a reservation and obtain a confirmation number.

### **E-mail Instructions:**

- E-mail “Discover Hidden Hawaii Tours” at [info@discoverhawaiitours.com](mailto:info@discoverhawaiitours.com) and identify yourself as settling through ARC.
  - Include in the e-mail your travel agency name, the number of adults and children taking the tour, the tour number and letter, the last name of the passenger paying for the tour, the name of the hotel where the passengers will be picked up (if round trip), and any special needs (wheelchair, etc.).
  - Discover Hidden Hawaii Tours will reply to the e-mail with a confirmation number. Please enter the confirmation number in the TYPE OF SERVICE FOR WHICH ISSUED field (field 3).
  - Completed MCO Exchange Coupon is given to the customer to present to the Discover Hidden Hawaii Tours bus driver at the time of pickup.
- **Note: Exchange Coupon = Voucher.**
  - **Fill out an MCO.**
  - **Submit the transaction along with your weekly ARC sales report.**

**Description:** Standard Manual MCOs contain the following sheets and should be used as instructed below.

Name of Sheet	Description of Sheet	Use of Sheet
Auditor’s Coupon	Green	Auditor's Coupon is submitted by the travel agency to ARC in the weekly sales report.
Agent’s Coupon	Pink	Agent’s Coupon is retained by the travel agency for accounting and auditing purposes.
Exchange Coupon	Yellow	<b>Exchange Coupon is given to the customer to present to Discover Hidden Hawaii Tours bus driver. Note: Exchange Coupon = Voucher.</b>
Passenger’s Coupon (Receipt)	White	Passenger’s Coupon is marked “VOID” and retained by the customer as the receipt.





## Example of a Completed Manual MCO:

NAME OF PASSENGER <i>Williams/John</i>		(NOT TRANSFERABLE)	MISCELLANEOUS CHARGES ORDER <b>Exchange Coupon</b>	BANK EXCHANGE RATE <b>8010:000:000</b>
TOUR NO. <i>DHHT</i>		DATE OF ISSUE <b>05DEC04</b>		EQUIVALENT AMOUNT PAID <b>01 234567</b>
TYPE OF SERVICE FOR WHICH ISSUED <i>Confirm #12345 Tour 4A - 07/23/04</i> <i>"Hotel Name" 8:00 a.m. - 8:20 a.m. pickup</i>		VALID FOR ONE YEAR FROM DATE OF ISSUE		PLACE OF ISSUE - AGENCY #6 <b>ABC Travel</b> <b>Arlington, VA</b>
VALUE FOR EXCHANGE <b>1</b>	AMOUNT IN LETTERS <i>Forty-Three Dollars and Seventy-Six Cents</i>	CURRENCY	AMOUNT IN FIGURES	FARE/OTHER <i>89.00</i>
TO <b>1</b>	AT <i>Discover Hidden Hawaii Tour Bus Driver</i>			TAX <i>3.65</i>
RESERVATION DATA <i>ARC Help Desk: 703-816-8003, option 3</i>				TOTAL <i>92.65</i>
REMARKS <i>Travel Agent Jane Smith 703-816-8167</i>				ISSUED IN CONNECTION WITH
ENDORSEMENTS RESTRICTIONS (CARBON) <b>DHHT</b>				FORM OF PAYMENT <b>Check</b>
ISSUED IN EXCHANGE FOR		COMMISSION <i>20</i>	TAX <i>3.65</i>	ISSUED BY <b>889-0 Airlines Reporting Corp.</b>
CARRIER	FORM	SERIAL NUMBER	OF PASSENGER'S COUPON	
ORIGINAL ISSUE	PLACE	DATE	AGENT'S NUMERIC CODE	<b>889 8010000000 2</b>

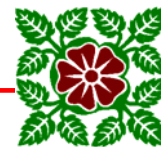
**PLEASE NOTE: The Airline Code for completing this MCO is 889. When a 2-digit code is required for an automated MCO, use X6.**

- The **Standard Manual MCO** may be used by **all agents** to sell vouchers to CityPass.
- **Automated MCOs** are available through Sabre, Worldspan, Amadeus, and Galileo/Apollo.

## Preparation of Manual MCO

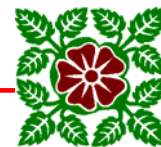
NAME OF PASSENGER <i>1</i>		(NOT TRANSFERABLE)	MISCELLANEOUS CHARGES ORDER <b>AUDITOR'S COUPON</b>	BANK EXCHANGE RATE <b>8010:000:000</b>
TOUR NO. <i>2</i>		DATE OF ISSUE <b>4</b>		EQUIVALENT AMOUNT PAID <b>17</b>
TYPE OF SERVICE FOR WHICH ISSUED <i>3</i>		VALID FOR ONE YEAR FROM DATE OF ISSUE		PLACE OF ISSUE - AGENCY #6
VALUE FOR EXCHANGE <b>1</b>	AMOUNT IN LETTERS <i>8</i>	CURRENCY	AMOUNT IN FIGURES	FARE/OTHER <i>5</i>
TO <b>1</b>	AT <i>8A 8B</i>			TAX <i>6</i>
RESERVATION DATA <i>9</i>				TOTAL <i>7</i>
REMARKS <i>10</i>				ISSUED IN CONNECTION WITH
ENDORSEMENTS RESTRICTIONS (CARBON) <b>11</b>				FORM OF PAYMENT <b>14</b>
ISSUED IN EXCHANGE FOR		COMMISSION <i>12</i>	TAX <i>13</i>	ISSUED BY <b>15</b>
CARRIER	FORM	SERIAL NUMBER	OF PASSENGER'S COUPON	
ORIGINAL ISSUE	PLACE	DATE	AGENT'S NUMERIC CODE	<b>16 8010000000 2</b>





<u>Field</u>	<u>Instruction</u>
<b>1</b>	<b>NAME OF PASSENGER</b> - Enter the passenger's last name/first name
<b>2</b>	<b>TOUR NO.</b> – Enter “DHHT”
<b>3</b>	<p><b>TYPE OF SERVICE FOR WHICH ISSUED</b> - In this box, specify the following information</p> <ul style="list-style-type: none"> <li>➤ <b>Enter the Confirmation Number (the agent <u>must</u> receive the confirmation number from Discover Hidden Hawaii Tours)</b></li> <li>➤ Enter relevant information such as name or number of tour, the hotel name where the passengers will be picked up, date and pickup time (example: 07/23/04; 6:45 a.m. – 7:05 a.m.). This information will be provided by DHHT when you make the reservation.</li> </ul>
<b>4</b>	<b>DATE OF ISSUE</b> - Enter the current date (DDMMYY, e.g., 15OCT04)
<b>5</b>	<b>FARE/OTHER</b> - <b>Enter the cost amount.</b> Calculate the “FARE/OTHER” based on the applicable fees provided by DHHT.
<b>6</b>	<b>TAX</b> - The travel agent <u>must</u> collect taxes on all <b>Discover Hidden Hawaii Tours</b> MCOs. Enter the tax amount provided by DHHT when you make your reservation. (For manual tickets, the <b>dollars</b> must appear in the un-shaded portion of the box and the <b>cents</b> must appear in the shaded portion.)
<b>7</b>	<b>TOTAL</b> – <b>Calculate by adding FARE/OTHER + TAX</b>
<b>8</b>	<b>AMOUNT IN LETTERS</b> – Spell out the dollar amount in the “TOTAL” field (field 7), (e.g., Ninety-Two Dollars and Sixty-Five Cents)
<b>8a</b>	<b>TO</b> - Enter “Discover Hidden Hawaii Tours”
<b>8b</b>	<b>AT</b> - Enter “Tour Bus Driver”
<b>9</b>	<b>RESERVATION DATA</b> – Enter “ARC Help Desk 703-816-8003, option 3”
<b>10</b>	<b>REMARKS</b> – Enter “Travel Agent – ” followed by the travel agent's name (e.g., Travel Agent – Jane Smith) and the travel agency's phone number
<b>11</b>	<b>ENDORSEMENTS</b> – Enter “DHHT”
<b>12</b>	<b>COMMISSION</b> - Enter a “ <b>20</b> ” for <b>20 percent commission</b> on all Discover Hidden Hawaii MCOs. Commission is based on the amount in the “ <b>FARE/OTHER</b> ” field (field 5)
<b>13</b>	<b>TAX</b> – Enter the same “TAX” amount as entered in field 6. Both “TAX” fields (6 & 13) should be completed





<u>Field</u>	<u>Instruction</u>
<b>14</b>	<b>FORM OF PAYMENT</b> - Enter the form of payment used to purchase Discover Hidden Hawaii Tours' package (e.g., cash, check, credit card number, etc. <i>(Note: ARC accepts American Express, Carte Blanche, Diners Club, MasterCard, NOVUS, Visa.)</i> If the customer is paying with a credit card, fill out a charge form for the travel agency's records only. <b>Do not include the charge form in the sales report to ARC.</b> Follow the "Form of Payment" instructions in Section 5.2 of the <i>Industry Agents' Handbook</i> . Please obtain an approval code utilizing ARC (889) as the validating carrier. ARC's (889) alpha code is <b>X6</b> . Approval codes obtained for these sales utilizing any other carrier, including ARC-TASF, are invalid.
<b>15</b>	<b>ISSUED BY</b> —Enter <i>(by hand for manual tickets)</i> the airline code <b>"889-0"</b> and <b>"Airlines Reporting Corp."</b> ARC is assigned carrier code 889-0 and will use this number for processing and accounting purposes.
<b>16</b>	<b>AIRLINE CODE</b> —Enter ARC's airline code: <b>889</b> . When a 2-digit code is required for an automated MCO, use <b>X6</b> .
<b>17</b>	Validate the MCO with the travel agency validation plate

**The remaining lines require no action and may be left blank.**

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### Important Information

- **Refunds:** A full refund will be issued if cancellation is made 24 hours in advance. ARC will only accept refunds accompanied by Exchange Coupon.
- The sale is not complete until the travel agent receives the confirmation number from Discover Hidden Hawaii Tours. The Confirmation Number must be recorded in field 3 (TYPE OF SERVICE) on the MCO.
- The customer must present the Exchange Coupon to the Discover Hidden Hawaii Tours' bus driver at the time of pickup. Please advise the customer to present the voucher to the Discover Hidden Hawaii Tours' bus driver at the time of departure only, not to airlines, hotels, etc.
- Please remind the clients of Discover Hidden Hawaii Tours' procedures for picking up the clients at the airport. This will be detailed by Discover Hidden Hawaii Tours by e-mail or phone during the confirmation process.

