



**nH** | HOTEL GROUP PART OF **MINOR**  
HOTELS



Request of new promocodes for Wedding

M&E Digital Sales, Ecommerce, Revenue and Business Transformation.

26-09-19

❖ Promocode for weddings: rate conditions.....	3
❖ Promocode for weddings: how to open a jira.....	4
❖ Promocode for weddings: once created the promocode.....	6
❖ Promocode for weddings: if there is any problema.....	8

## Promocode: Rate Conditions

❖ This presentation wants to explain how and where we can ask for the creation of new promocodes.

Promocode is related to the rate LGR\_Smerf: Leisure Group Rates Social, Militar, Education, Religion, Fraternity

- ✓ This rate applies 10 % over the BAR (best available rate)
- ✓ Excluding rest of the rates (special promotions).
- ✓ The discount will be available seven days before and after the event date.
- ✓ If it is necessary this percentage can be changed but always with the authorization of Revenue.
- ✓ This rate couldn't be available if there is any exhibition in the city, BOD (block out dates)...

**Rates data**

Change documents Validate dates Rate calendar Restriction Management Extra Options

PT08.MAVIL Tivoli Marina Vilamoura \*\*\*\*\*

Rate **LGR\_SMERF** ☐ GR Social, Militar, Educat, Religi, Frater

Description Validity 01.07.2014 to 31.12.2030 Rate group RL12

☒ General rate  
☒ Active rate  
☒ Floating rate

Rate type: ☐ Per guest ☒ Per room  
 Rate use: Individual & Group Reservation  
 Rate type:

Remarks

☒ Active in TMS4C  
 Rate's charges currency: European Euro

\*Pricing Conditions \*Guarantee Offers Fixed charges Extras Stay Options Routing instructions \*Statistics

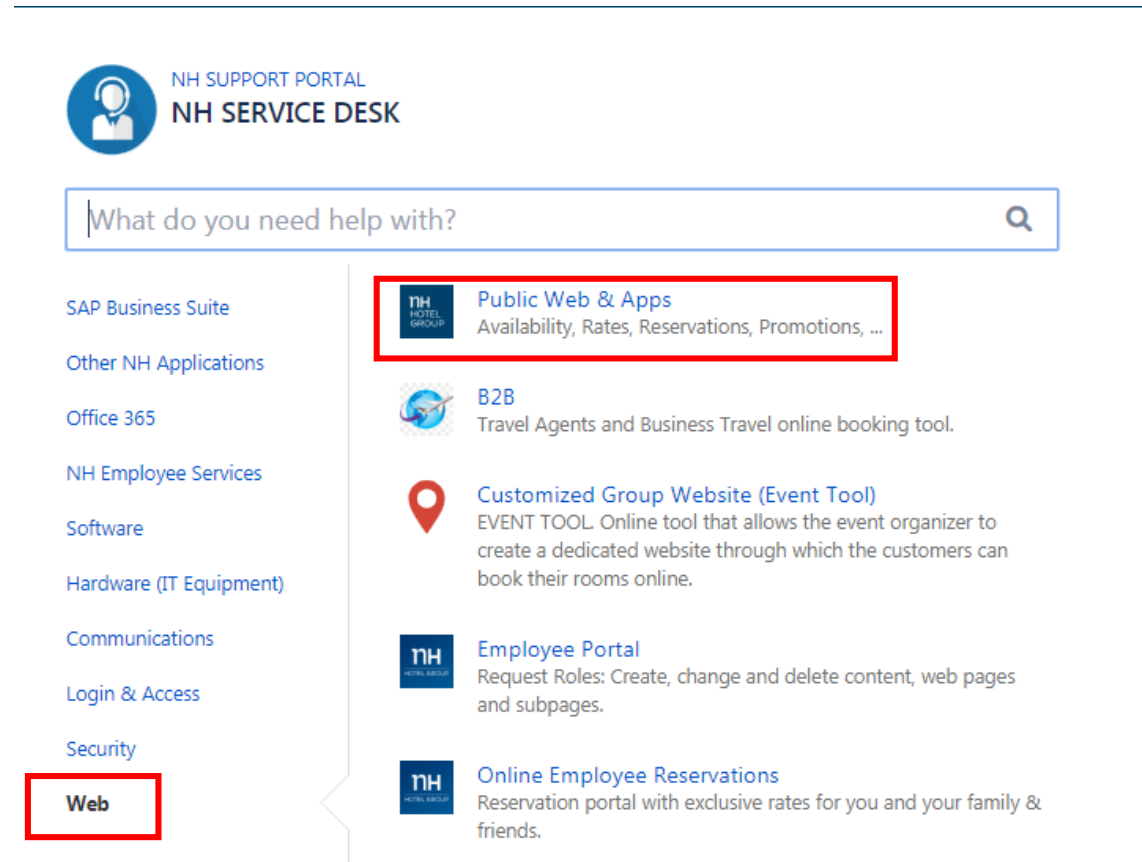
From date	Date until	M	T	W	T	F	S	S	Rate	%	+/- Amount	% Bo...	+/-Am.board	Description
24.07.2019	31.12.2021	✓	✓	✓	✓	✓	✓	✓	BAR	90,00	0,00	90,00	0,00	BAR Flexible easy cancellation

## Promocode: how to open a jira

We must open a Jira (NH Service Desk) in the link:

<https://nhservicedesk.nh-hotels.com/servicedesk/customer/user/login?destination=portals>

1) ) The category is: Web → Public Web & Apps



We recommend open a Jira per month with all the applies except if, for commercial reason, is necessary to create it as soon as possible.

## Promocode, how to open a jira

2) Once the category “Public Web & Apps” is selected :

**NH** HOTEL GROUP | NH SUPPORT PORTAL / NH SERVICE DESK  
**Public Web & Apps**

Raise this request on behalf of  
MARIO SAMANIEGO NAVARRO

Category Public Web & Apps  
Promotions

Subcategory Public Web & Apps  
No Category Level 4

Summary  
PROMOCE + DATE OF THE EVENT + VOUCHER CODE

Device  
Pc/Laptop/Tablet

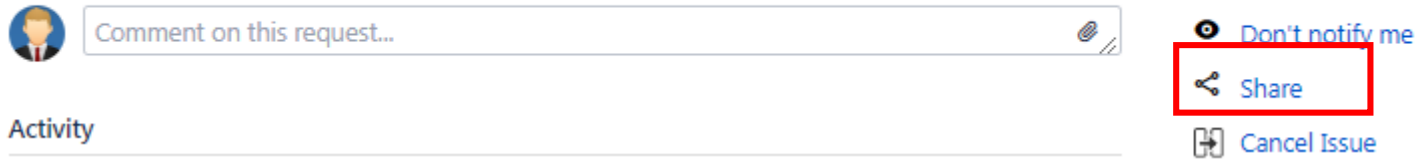
Description (optional)

Hotel name  
Dates  
Voucher code  
  
Name, email and telephone number

- ✓ Select “Promotions” in “Category Public Web & Apps”.
- ✓ Don’t select anything in subcategory.
- ✓ Summary must have this information:  
Promocode +  
Date of the event +  
Voucher Code (name of the couple) Maximun 20 characters
- ✓ Device:  
Pc/Laptop/Tablet
- ✓ Description:  
To create the promocode apart of informing dates and voucher code,  
please add also:
  - Contact person.
  - Hotel name
  - Email.
  - Telephone.

## Promocode: how to open a jira

3) Add your Revenue as participant by clicking “share”, on the right side of the page.



4) Ecommerce needs about a week to create every batch of promocode.

5) When you receive by email the jira with status “resolved”, It will mean the wedding promocodes are created.

**Opening the Jira in the wrong category and the lack of information may produce delays in the creation of the Promocode.**



## Promocode, once created the promocode.

---

- ✓ Please test promocode before sending it to the customer.
- ✓ Communicate to the client with the appropriate template.
- ✓ We attach the templates in English and Portugueses.



E3A995B6.oft



8735CA3E.oft

## Promocode: if there is any problem.

---

If we detect any issue with the promocode:

- Please confirm with revenue:
  - Confirm the availability is opened.
  - The rate level 12\* has room available.
  - The rate level 12 and the rate LGR\_Smerf are not closed.
- Try booking in the website and get a screenshot of the error to add it in the Jira.
- Open a jira with the same category including all the information.  
Category: “Public Web & Apps” → Promotions”

\* The rate LGR\_Smerf in in the rate level 12



# THANKS!

**nh** | HOTEL GROUP PART OF **MINOR**  
HOTELS

**nh**  
HOTELS

  
NH COLLECTION  
HOTELS

**nhow**  
HOTELS

**TIVOLI**  
HOTELS & RESORTS

  
**ANANTARA**  
HOTELS · RESORTS · SPAS

**AVANI**  
Hotels & Resorts

  
**elewana**  
— COLLECTION —

  
**AKS**  
HOTELS & RESORTS

[nh-hotels.com](https://nh-hotels.com)