



EVENT TOOL MANUAL

(former Customized Group Website)

Commercial Strategy, Ecommerce, GEM and Business Operations
May 2023

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EVENT TOOL MANUAL

What is Event Tool?

It is an online tool that allows the event organizer to create a dedicated website through which the customers can book their rooms online.

It can be used for any kind of events, both business (meetings, trainings, congresses, etc.) and leisure (weddings, family events, etc.)

The events must be previously created in TMS for Meetings.

The bookings are made with special rates (BGR/LGR) that are exclusive for the event participants.

Who are the users of Event Tool?

- Hotel staff (General Managers, Commercial Team, Front-Office, etc.)
- Group Sales Offices (GSO)
- Event Managers

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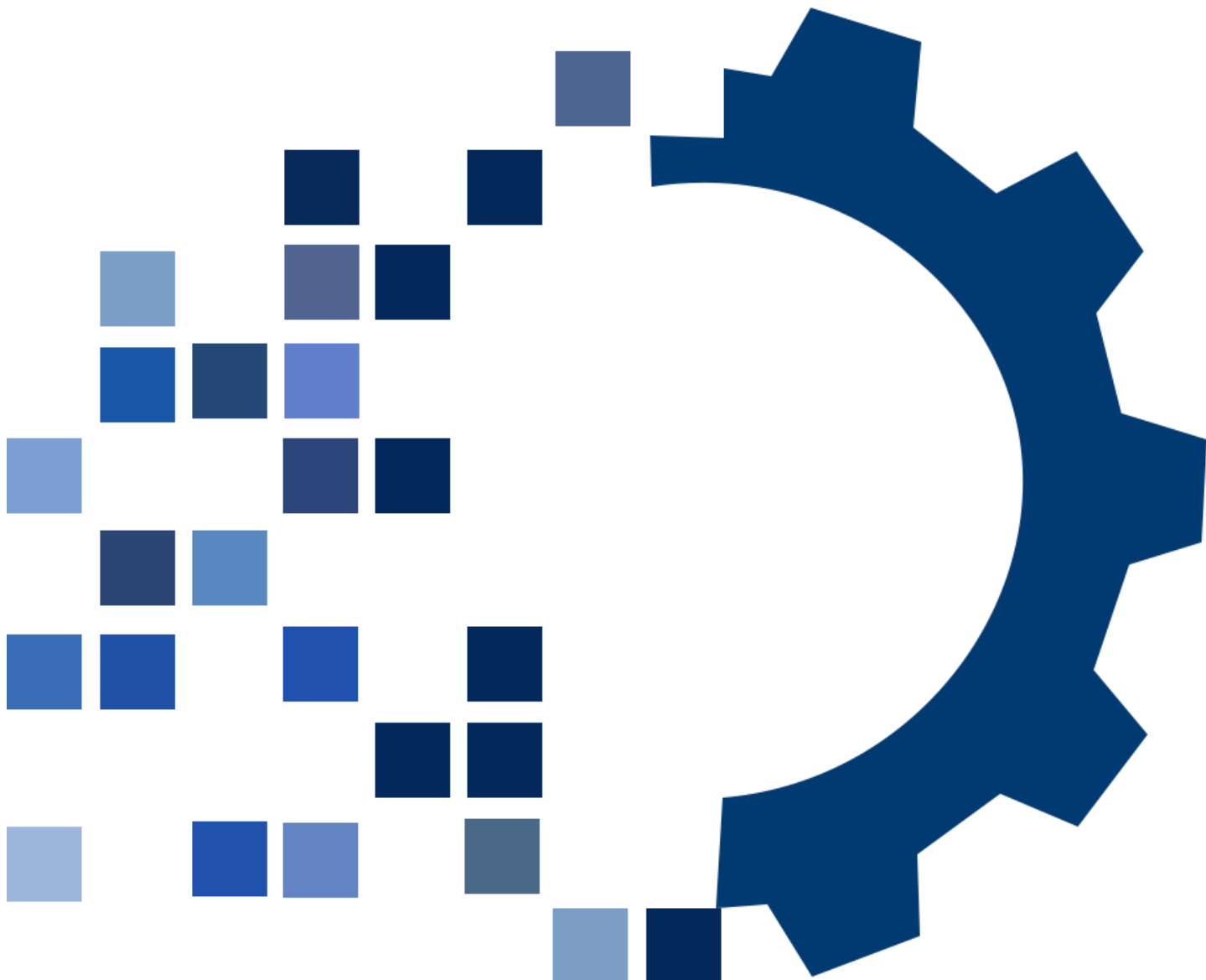
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5. Feedback is welcome!

6. Inform about big events

7. How to manage it in properties Anantara



1. How to create an Event

Creating an event only requires **two** easy actions in two different environments.



The process is closed by the **customer**, who can book their exclusive rate online in a secure environment, available 24/7.

Contents

1. How to create a new Event Booking

I. Check configuration in TMS

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2. Event Tool **compulsory Checklist**

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7. How to manage it in properties Anantara



2.I. Check configuration in TMS Required information

1

Creating an Event Booking Page starts at TMS. Here are some points you must **double check before using the Event Tool**.

ESSE.ARMAS. Modif. Conv. Group Res. - EUROTOX 2016

Rooming list

ESSE.ARMAS NH Plaza de Arma Reserv. 12951731 Client 1100014279 VISITUR MICE

General info. *Reception info. Billing information Deposits Guarantee *Additional info. *Breakdowns Routing Charges

Arrival date: 02.09.2016 Friday **1**
Nights: 10
Departure date: 12.09.2016 Monday
Group Name: EUROTOX 2016
Registration date: 01.03.2016
E-Mail: NO E-MAIL
CUT-OFF date **2**

☐ Contract: 0
☒ Rate: MAP_BGRRO No Mapping BGR **3**
Allotment:
☐ Manual price ☒ Retrieve changes **4**
Voucher: IDBKFILE: 11195751 Cost code:
Reservat. method Meal Plan BB
Rooming

Day	Date	TO...	JSTDBL	JSTDBLQ	STDBL	STDBLQ	STDBLT	STDTP
Friday	02.09.2016	0	0	0	0	0	0	0
Saturday	03.09.2016	0	0	0	0	0	0	0
Sun	04.09.2016	0	0	0	0	0	0	0
Monday	05.09.2016	0	0	0	0	0	0	0
Tuesday	06.09.2016	0	0	0	0	0	0	0
Wednesday	07.09.2016	0	0	0	0	0	0	0
Thursday	08.09.2016	0	0	0	0	0	0	0
Friday	09.09.2016	0						
Saturday	10.09.2016	0						
Sun	11.09.2016	0						

Print CONFIRMED

CHECK-OUT DONE

Grouped rooms 0 Pax 0 Created E00000022317 01.03.2016 18:11 Cur EUR
Single reservat. 146 Pax 171 Modifi E00000022317 01.09.2016 14:15 ☒ Publish in TMS4C

1 Event information must be ALWAYS changed in TMS.

2 CUT-OFF date.

3 Rates.

4 ALWAYS ticked!!

5 Cost code.

6 Rooming Allowed.

7 Grid of rooms.

8 ALWAYS ticked!!

9 Check guarantee conditions.

10 Check that the discount is always set as "Commission" and not as "Deduction".

11 Check the conditions (restrictions) of the event are set properly (min & max length of stay per date).

12 Save the convention group in TMS and accept to create a Booking File!

2.I. Check configuration in TMS Required information

1

Creating an Event Booking Page starts at TMS. Here are some points you must **double check before using the Event Tool**.

The screenshot shows the TMS interface for modifying a convention group reservation. The title bar reads 'ESSE.ARMAS. Modif. Conv. Group Res. - EUROTOX 2016'. The interface includes tabs for General info, Reception info, Billing information, Deposits, Guarantee, Additional info, Breakdowns, and Routing Charges. The 'Guarantee' tab is active. Numbered callouts highlight the following fields:

- 1: Arrival date (02.09.2016 Friday) and Nights (10)
- 2: CUT-OFF date
- 3: Contract (MAP_BGRRO) and Rate (MAP_BGRRO)
- 4: Retrieve changes checkbox (checked)
- 5: Cost code (11195751)
- 6: Reservation method (Rooming)
- 7: Rate grid table
- 8: Publish in TMS4C checkbox (checked)
- 9: Guarantee status (indicated by a red 'X' icon)

Day	Date	TO...	JSTDBL	JSTDBLQ	STDDBL	STDDBLQ	STDDBLT	STDTPL
Friday	02.09.2016	0	0	0	0	0	0	0
Saturday	03.09.2016	0	0	0	0	0	0	0
Sun	04.09.2016	0	0	0	0	0	0	0
Monday	05.09.2016	0	0	0	0	0	0	0
Tuesday	06.09.2016	0	0	0	0	0	0	0
Wednesday	07.09.2016	0	0	0	0	0	0	0
Thursday	08.09.2016	0	0	0	0	0	0	0
Friday	09.09.2016	0						
Saturday	10.09.2016	0						
Sun	11.09.2016	0						

At the bottom, the status is 'CONFIRMED'. Summary statistics show 0 Pax 0 for Grouped rooms and 146 Pax 171 for Single reservation. The 'Publish in TMS4C' checkbox is checked.

1 Event information must be ALWAYS changed in TMS

- Dates and rate of the event are associated to the convention group, NOT to the booking file.
- If you change the name of the group, the link won't work.

2 CUT-OFF date

- Do not forget to inform the cut-off date.
- This information is on the web and customer must know until they can book with this special rate.

3 Rates

Please see next slide.

4 ALWAYS ticked!!

* Otherwise, every time a user goes to the web page but does not finish the reservation process, a room will be deducted from the event's allotment and will go over the general allotment.

2.I. Check configuration in TMS Required information: Tips about Rate

1

Rates data

Change documents Validate dates Rate calendar

ESMD_PRADO NH Collection Paseo del Prado COLLECTION

Rate **BGR_MC_M** GR with Meeting Room, Medium Description Validity 01.07.2014 to 31.12.2030 Rate group **RL09**

a **b**

Rate type
☒ General rate
☒ Active rate
☒ Floating rate
☐ Per guest
☒ Per room
Rate use Group Reservation
Rate type
Remarks
☐ Active in TMS4C
Rate's charges currency European Euro

c

*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
01.04.2018	30.04.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	95,00	0,00	100,00	0,00	BAGR Best Available Group Rate
01.05.2018	30.06.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	97,00	0,00	100,00	0,00	BAGR Best Available Group Rate
01.07.2018	16.07.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	95,00	0,00	100,00	0,00	BAGR Best Available Group Rate
17.07.2018	31.08.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	92,00	0,00	100,00	0,00	BAGR Best Available Group Rate
01.09.2018	31.10.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	97,00	0,00	100,00	0,00	BAGR Best Available Group Rate
01.11.2018	30.11.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	95,00	0,00	100,00	0,00	BAGR Best Available Group Rate
01.12.2018	31.12.2018	✓	✓	✓	✓	✓	✓	✓	BAGR	92,00	0,00	100,00	0,00	BAGR Best Available Group Rate
01.01.2019	31.12.2030	✓	✓	✓	✓	✓	✓	✓	BAGR	100,00	0,00	100,00	0,00	BAGR Best Available Group Rate

Split by current date

Modify rate intervals

From date Date until M T W T F S S Rate Desc. +/- Am. % Board +/-Am.board

☒ Only valid price

3 Rates

By clicking twice over the rate, you can get the next information.

a Name and description of the rate

b Rate group of the rate

c Pricing, conditions and guarantee

If you need any modification or have any question about the rate, you must consult your Revenue Manager.

2.1. Check configuration in TMS Required information: Conditions in a rate

1

Rates data

Change documents Validate dates Rate calendar

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Rate **BGR_MC_M** BGR with Meeting Room, Medium Description Validity 01.07.2014 to 31.12.2030 Rate gr

Rate type

☒ General rate
☒ Active rate
☒ Floating rate

☐ Per guest ☒ Per room

Rate use Group Reservation

Rate type

Remarks

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

Arrival days

From	Until	Min. length s...	Mo	Tu	We	Th	Fr	Sa	Su	Early bk from	Early bk up to
01.02.2017	31.12.2030	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	999

c

Pricing, **CONDITIONS** and guarantee

The rate may have some condition informed.

In this example there is a condition:

- Minimum stay of one night.
- From 2017 until 2030.
- If customer books 999 days before arriving.

2.I. Check configuration in TMS Required information: Guarantee of the rate

1

Rates data

Change documents Validate dates Rate calendar

FSMD PRADO NH Collection Paseo del Prado COLLECTION

Rate **BGR_MEET** GR Meeting Room Only Description Validity 01.07.2014 to 31.12.2030 Rate group RL09

☒ General rate
☒ Active rate
☒ Floating rate

Rate type
☐ Per guest ☒ Per room
Rate use Group Reservation
Rate type

Remarks

☐ Active in TI
Rate's charge
European Eur

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

☒ Guarantee Reserv.

Guarantee **a.Total Guarantee**

Remarks

Start date	End date	Guarantee
20.05.2016	22.05.2016	a.Total Guarantee + 100% Prep + NoCLXAll + 100%

Dates of stay

c Pricing, conditions and **GUARANTEE**

This rate has “total guarantee” by default, but we can see that there is a condition of prepayment in a period.

If you need any modification or have any question about the rate you must consult your Revenue Manager.

2.I. Check configuration in TMS Required information

1

ESSE.ARMAS. Modif. Conv. Group Res. - EUROTOX 2016

General info. *Reception info. Billing information Deposits Guarantee *Additional info. *Breakdowns Routing Charges

Arrival date: 02.09.2016 Friday
Nights: 10
Departure date: 12.09.2016 Monday
Group Name: EUROTOX 2016
Registration date: 01.03.2016
E-Mail: NO E-MAIL
CUT-OFF date:
Contract: 0
Rate: MAP_BGRRO No Mapping BGR
Allotment:
Manual price ☒ Retrieve changes
Voucher: IDBKFILE: 11195751
Reservat. method:
Rooming:
Cost code: 5
Meal Plan: BB

Day	Date	TO...	JSTDBL	JSTDBLQ	STDDBL	STDDBLQ	STDDBLT	STDTP
Friday	02.09.2016	0	0	0	0	0	0	0
Saturday	03.09.2016	0	0	0	0	0	0	0
Sun	04.09.2016	0	0	0	0	0	0	0
Monday	05.09.2016	0	0	0	0	0	0	0
Tuesday	06.09.2016	0	0	0	0	0	0	0
Wednesday	07.09.2016	0	0	0	0	0	0	0
Thursday	08.09.2016	0	0	0	0	0	0	0
Friday	09.09.2016	0						
Saturday	10.09.2016	0						
Sun	11.09.2016	0						

Pending

CHEC CONFIRMED

Grouped rooms 0 Pax 0 Created E00000022317 01.03.2016 18:11
Single reservat. 146 Pax 171 Modifi E00000022317 01.09.2016 14:15

8 ☒ Publish in TMS4C

5 Cost Code

See next slides, there are different options to choose.

6 Rooming Allowed

7 Grid of rooms

Configure the allotment using the room types, do not use the room subtypes to avoid issues with allotment management.
Use the same configuration of number of pax. everyday of the event.

Rejected rooms are added as the total of breakdown.

8 ALWAYS ticked!!

2.I. Check configuration in TMS Required information: Cancellation conditions

1

The screenshot displays the TMS system interface with various tabs at the top: Datos Generales, Datos de recepción, Datos de Facturación, Anticipos, Garantías, Datos adicionales, Desgloses efectuados, Enrutamiento de Cargos, Cargos fijos, and Acciones. The main form contains reservation details such as Fecha de llegada (07.07.2017), Noches (1), Fecha de Salida (08.07.2017), Nombre grupo (VPT_SERIE_C-780_65PAX), and Fecha de alta (05.09.2016). A pop-up window titled 'Código de gasto de cancelación (1) 8 Entradas encontradas' is open, showing a list of cancellation codes and their descriptions. A green dashed line connects the 'Cod.gasto' field in the main form to the pop-up window. A green arrow points from the 'Observaciones' section to the right.

Cod.gasto	Descripción
CXL_100%	Total Estancia
CXL_1STNT	1ª Noche
CXL_50%	50% de la Estancia
CXL_70%	BAR CXL
CXL_7DAYS	CXL_7DAYS
CXL_90%	90% total de la estancia
CXL_BAR	BAR CXL
CXL_CAL	Call in Allotments CXL

5 Cost Code (Check cancellation conditions)

- There are different options to define the cost of canceling the reservation.
- It depends on the Business Unit.

Please always review guarantee and conditions to ensure that the reservation confirmation letter has the correct information.

2.I. Check configuration in TMS Required information: Tips about Cancellation Cost Code

1

Cancellation Cost Code

ESMD.PRADO NH Collection Paseo del Prado COLLECTION 01.04.2018

Cancellation Code: CXL_CAL Call in Allotments CXL Description

Cost amount: Room and board

Penalization concept: RCLX Room cancellation fee

Cancellation policy:

Cancel policy (NNNC):

Cancellation

Start date (stay)	End date (stay)	Days notice limit	Penaliz time...	Total stay	Days to penalize	Percentage
01.01.2017	19.04.2018	7	18:00	<input type="checkbox"/>	1	100,00
20.04.2018	22.04.2018	365	18:00	<input checked="" type="checkbox"/>	0	100,00
23.04.2018	29.06.2018	7	18:00	<input type="checkbox"/>	1	100,00
30.06.2018	03.07.2018	365	18:00	<input checked="" type="checkbox"/>	0	100,00
04.07.2018	06.10.2018	7	18:00	<input type="checkbox"/>	1	100,00
07.10.2018	12.10.2018	365	18:00	<input checked="" type="checkbox"/>	0	100,00
13.10.2018	23.10.2018	7	18:00	<input type="checkbox"/>	1	100,00
24.10.2018	27.10.2018	365	18:00	<input checked="" type="checkbox"/>	0	100,00
28.10.2018	12.11.2018	7	18:00	<input type="checkbox"/>	1	100,00

5 Cost Code (Check cancellation conditions)

By double clicking on the cost code, you can see this information.

**In this example there are different penalties depending on the date.*

2.I. Check configuration in TMS Required information: Room types

1

ESSE.ARMAS. Modif. Conv. Group Res. - EUROTOX 2016

ESSE.ARMAS NH Plaza de Arma Reserv. 12951731 Client 1100014279 VISITUR MICE

General info. *Reception info. Billing information Deposits Guarantee *Additional info. *Breakdowns Routing Charges

Arrival date: 02.09.2016 Friday Contract: 0
 Nights: 10 Rate: MAP_BGRRO No Mapping BGR
 Departure date: 12.09.2016 Monday Allotment:
 Group Name: EUROTOX 2016 Manual price ☒ Retrieve changes
 Registration date: 01.03.2016 Voucher: IDBKFILE: 11195751 Cost code:
 E-Mail: NO E-MAIL Reservat. method Meal Plan BB
 CUT-OFF date Rooming

7.1

Day	Date	JSTDBL	JSTDBLQ	STDDBL	STDDBLQ	STDDBLT	STDTPL
Friday	02.09.2016	0	0	0	0	0	0
Saturday	03.09.2016	0	0	0	0	0	0
Sun	04.09.2016	0	0	0	0	0	0
Monday	05.09.2016	0	0	0	0	0	0
Tuesday	06.09.2016	0	0	0	0	0	0
Wednesday	07.09.2016	0	0	0	0	0	0
Thursday	08.09.2016	0	0	0	0	0	0
Friday	09.09.2016	0					
Saturday	10.09.2016	0					
Sun	11.09.2016	0					

7.2

ESSE.ARMAS. Modif. Conv. Group Res. - EUROTOX 2016

Date: Saturday 03.09.2016 Room type: JSTDBL

Number of pax	Reservations number
1	0
3	100

Pending

CHECK-OUT DONE

Grouped rooms 0 Pax 0 Created E00000022317 01.03.2016 18:11 Cur EUR
 Single reservat. 146 Pax 171 Modifi E00000022317 01.09.2016 14:15 ☒ Publish in TMS4C

7.1

Configure the allotment using the room types, do not use the room subtypes to avoid issues with allotment management.

* Guest will have the possibility to select the bed preference during the booking process, but as in all other web reservation bed type cannot be automatically guaranteed.

7.2

Use the same configuration of number of pax. everyday of the event.

* The reservations number can be different for different days, but always associated to the same number of pax.

* Example: if you configure this selection:

- Day 1: 50 double single and 10 doubles
- Day 2: 40 double single and 10 doubles

It would not be possible to book 41 single rooms

2.I. Check configuration in TMS Required information: Guarantee conditions

1

We must review/modify the "Guarantee" tab also in the convention group.

ESTF.TENER NH Tenerife *** Reserv. 37267445 Client

General info. Reception info. *Billing information Deposits **Guarantee** Additional

☒ Guarantee Reserv.

Guarantee **12. 18 Hours**

Remarks

- 12. 18 Hours
- 18. 48 Hours - Guaranteed - CXL&Mod Cost 1st nt
- 29. Guaranteed - CXL&Mod Cost 100%*
- 31. Congress Delegates Guarantee
- 3. Guarantee + No Show 100% of Stay
- 3. Guarantee+ No Show 1st Night
- 3. Total Guarantee + 100% Prep + NoCLXAll + 100%
- 3. Total Guarantee + 100% Prep + NoCLXAll + 90%
- 3. Contract
- 16. 18 Hours - Guaranteed - CXL&Mod Cost 100%*
- 23. 24 Hours - Guaranteed - CXL&Mod Cost 100%*
- 26. 7 Days - Guaranteed - CXL&Mod Cost 100%*
- 19. 72 Hours - Guaranteed - CXL&Mod Cost 1st nt
- 20. 7 Days - Guaranteed - CXL&Mod Cost 1st nt

Day							
Saturday	07.04.2018	0					
Sun	08.04.2018	0					

9

Guarantee (Check guarantee conditions)

- There are different options to define the type of guarantee and the period.
- Please don't use guarantee starting by "a..."

Please always review guarantee and conditions to ensure that the reservation confirmation letter has the correct information.

2.I. Check configuration in TMS Required information: Conditions and guarantee

1

As a summary of the definition of conditions, here are a couple of examples of how to select the conditions:

1. Event with payment at the hotel, mandatory credit card guarantee and a 100% penalty for cancellations:

- Cost code = CXL_100%
- Guarantee = Credit Card

The customer will see a discrepancy in the confirmation letter. Please keep this in mind before sharing the URL.

The screenshot displays a hotel booking interface. At the top, a search bar shows 'YOUR SEARCH' for dates from 07/01/2018 to 08/01/2018, 1 room, 1 adult, 0 children. Below the search bar, a modal window titled 'Rate conditions' is open, detailing the following:

- Payment conditions:** You will pay directly at the hotel.
- Cancellation and modification conditions:** Your reservation cannot be cancelled or modified free of charge. Cancellation, modification or non-arrival fee is equal to 100.00% of your stay.
- Credit card guarantee conditions:** Your reservation must be guaranteed with credit card. No charge will be made, it will only be used for guarantee purposes.

The background shows search results for 'PRICE NH-HOTELS.COM FROM 112.91 EUR'. A table lists the 'EVENT RATE' as a discounted rate for event attendees, with a price of 112.91 EUR per night and a total price of 112.91 EUR. The table also includes icons for 'Free' and 'Wi-Fi'. A 'SELECT' button is visible next to the total price. On the right side, there are sections for 'Advantages of booking with NH' and 'Need help?' with a contact number +34 91 6008146.

Check configuration in TMS Required information – Conditions and guarantee

2.I. Check configuration in TMS Required information: Conditions and guarantee

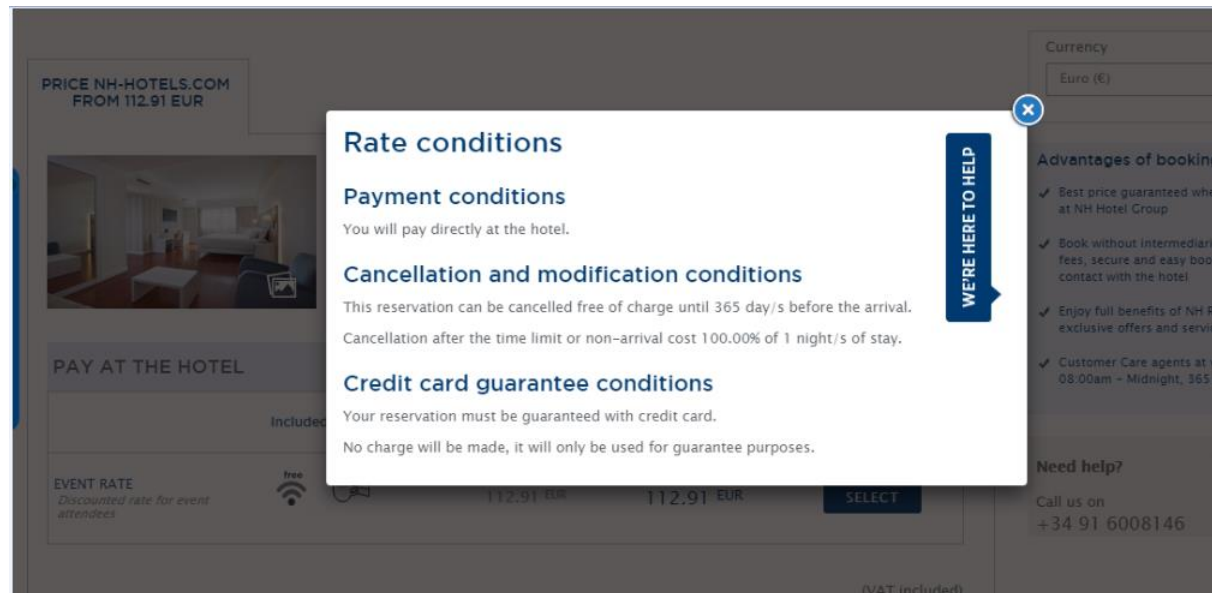
1

As a summary of the definition of conditions, here are a couple of examples of how to select the conditions:

2. Event with payment at the hotel, mandatory credit card guarantee and 1 night of penalty for cancellations:

- Cost code = CXL_1STNT
- Guarantee = Credit Card

The customer will see a discrepancy in the confirmation letter. Please keep this in mind before sharing the URL.



Check configuration in TMS Required information – Conditions and guarantee

2.I. Check configuration in TMS Required information: Commissions

1

ESSE.ARMAS. Modif. Conv. Group Res. - EUROTOX 2016

ESSE.ARMAS NH Plaza de Arma Reserv. 12951731 Client 1100014279 VISITUR MICE

Billing information Deposits **Guarantee** *Additional info. *Breakdowns Routing Charges Fixed charges Actions Loan Items Packages *Statistics *Commissionable charge *Conditions ***Prices and Commission**

GO TO Price Code

Price details

Date	Price code	Amount	Manual price
02.09.2016	EUROTOX	0,00	
03.09.2016	EUROTOX	0,00	
04.09.2016	EUROTOX	0,00	
05.09.2016	EUROTOX	0,00	
06.09.2016	EUROTOX	0,00	
07.09.2016	EUROTOX	0,00	
08.09.2016	EUROTOX	0,00	
09.09.2016	EUROTOX	0,00	
10.09.2016	YO	0,00	

Percentage by Manual price

Client % 10,00 CRS %

Percentage

☐ Dedc ☒ Commiss. ☐ Exempt

Commission / Deduct. by day

Date	Concept	Client %	% CRS
02.09.2016		10,00	
03.09.2016		10,00	
04.09.2016		10,00	
05.09.2016		10,00	
06.09.2016		10,00	
07.09.2016		10,00	
08.09.2016		10,00	

Exceptions

Price code	Concept	Client %	% CRS

Percentages by Price code

Price code	Client %	% CRS
EUROTOX		
YO		

10 Check that the discount is always set as “Commission” and not as “Deduction”

* If an event is created with direct payment and deduction, this deduction would be applied to the customer during the booking.

In case you have doubts, please review these documents:

- [Commissions in MICE Reservations](#)
- [General MICE Reservation Management Process](#)

2.I. Check configuration in TMS Required information: Conditions (restrictions)

1

NLZH.WROTT. Modif. Conv. Group Res. - SOROPTIMIST INTERNATIONAL

Rooming list | Rooming list

NLZH.WROTT Nhow Rotterdam * Reserv. 33173472 Client 2200426715 SI LIMITED

Deposits | Guarantee | *Additional info. | *Breakdowns | Routing Charges | Fixed charges | Actions | Loan Items | Packages | *Statistics | *Commissionable charge | *Conditions

☒ Do not apply conditions/restrictions User: 0000001333 Reason: CCONTIC Contract must be applied 30.05.2017 17:06:13
☒ No validate defined overbooking User: 0000001333 Reason: OCONTIO Contract must be applied 30.05.2017 17:06:13

Date	Closed To ...	Min Leng...	Max Leng...	Closed	Min Leng...	Closed if N° roo.	Closed To ...
28.07.2017	<input type="checkbox"/>	0	0	<input type="checkbox"/>	0	75	<input type="checkbox"/>
29.07.2017	<input type="checkbox"/>	0	0	<input type="checkbox"/>	2	75	<input type="checkbox"/>
30.07.2017	<input type="checkbox"/>	0	0	<input type="checkbox"/>	0	0	<input type="checkbox"/>

Day	Date	TO...	PREDBL	PREDBLQ	PREDBLT	PREDBV	PREDBVD	PREDBVT	STDDBLQ	STEDBL	STEDBLD	SUPDBL	SUPDBLQ	SUPDBLT
Friday	28.07.2017	20										20		
Saturday	29.07.2017	20										20		

11

Check the conditions (restrictions) of the event are set properly (min & max length of stay per date).

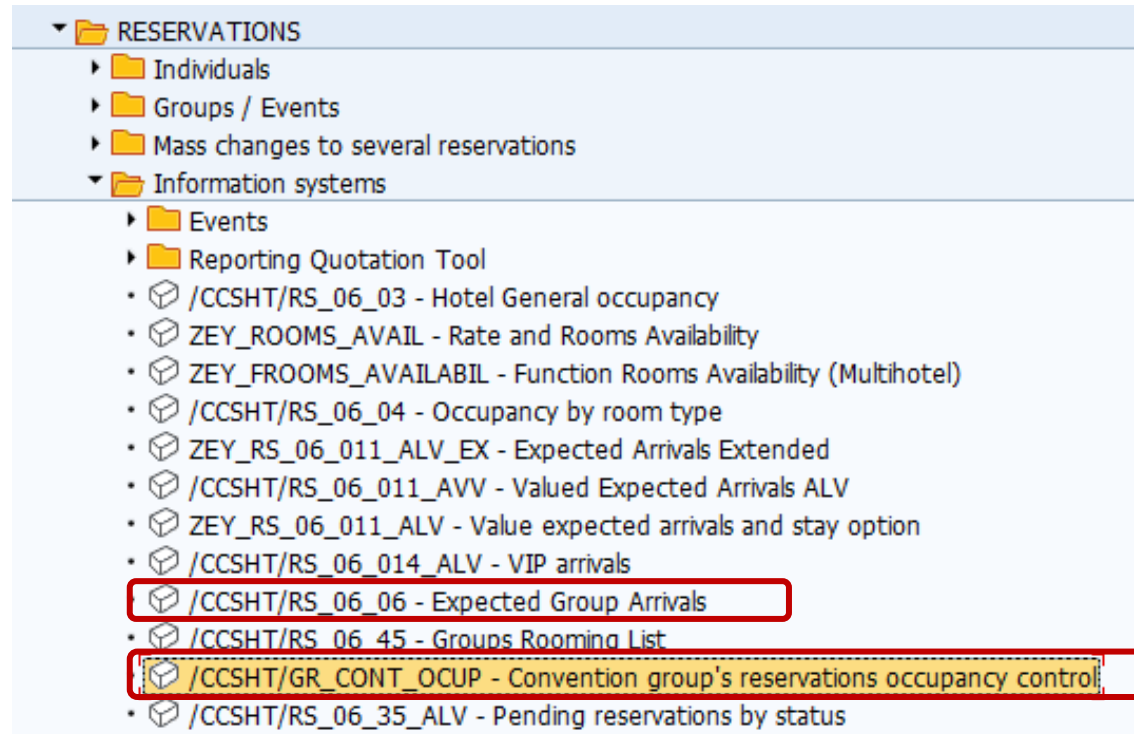
Please, for now we need to check both flags (overbooking and restrictions) when the reservation is in tentative and confirmed status.

2.I. Check configuration in TMS Required information:

1

There are two transactions to see how many rooms are pending breakdown:

1. /CCSHT/RS_06_06: Expected group arrivals
2. /CCSHT/GR_CONT_OCUP: Convention group's reservations



2.I. Check configuration in TMS Required information: Close the event



If you have followed all the steps mentioned in the previous pages, you only need to do one more thing to get the event ready and create the booking page:

12 Save the convention group in TMS and accept to create a Booking File!

If a TMS user is modifying a convention group in the booking file (MB), the web (Event Tool) will not provide availability. It is very important not to block the reservation. This comment is valid both for the creation of a new event and for the modification of an existing event.

Contents

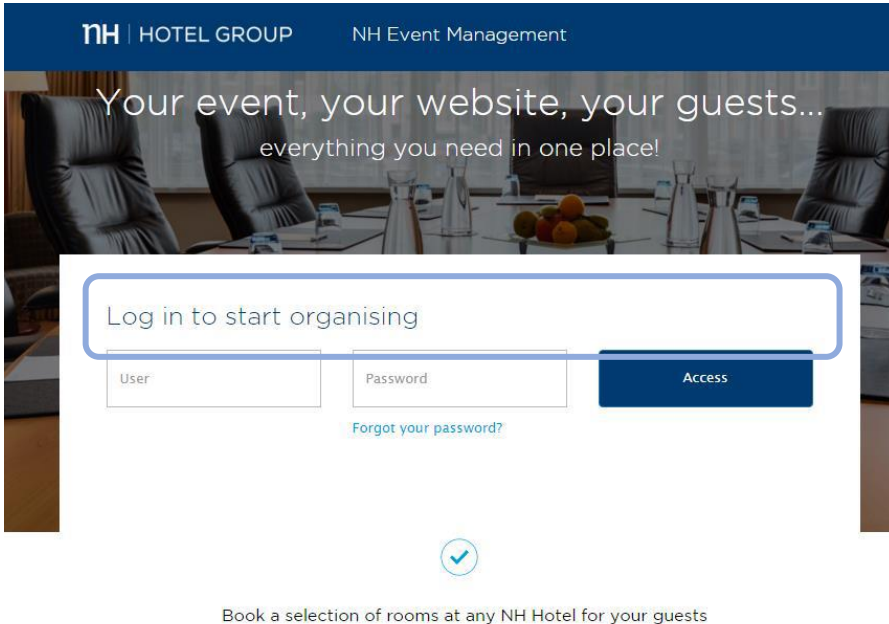
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2.II. Create event booking page in the Event Tool - Log in

2

You can create the booking site for the event in less than 5 minutes, following these instructions:



1 Log in

Click here: www.nh-hotels.com/event-tool/organizer/login

- * The organizer must be used in a computer, don't use mobile devices.
- * For a better experience we recommend to use Google Chrome or Mozilla Firefox.


User: **hotel email account**
(e.g., nhzurbano@nh-hotels.com)

Password: the one you use for other services (e.g., Microsoft Outlook)

Remember: login with personal accounts is not allowed (e.g., j.smith@nh-hotels.com).

2.II. Create event booking page in the Event Tool - Search

2

 HOTEL GROUP

NH Event Management

Welcome: angel.martin.martinez
Log out

Create a new event with room allotment

Event ID: Enter the booking number your NH representative has given you

Booking File ID

Create a new event

My active events (1)

Event	Start date	End date	City	Linked hotels
eurotax 2016 Go to edit details See event page	04/09/2016	07/09/2016	seville	Hesperia Sevilla NH Sevilla Plaza de Armas NH Collection Sevilla NH Sevilla Viapol

My past events (0)

2

Search

Search the booking file you have just created in TMS for Meetings.

* Note: in this page you can also see other events associated to your account:

- Active (booking or check-in open)
- Past (already checked-out)

2.II. Create event booking page in the Event Tool - Check

2

NH | HOTEL GROUP NH Event Management Welcome: test Log out

Home > Edit Event
< Back to list

Event name * Fields marked with (*) are mandatory

MUGLER CASTILLE 2016 **EVENT TYPE: Leisure**

NH Ciudad de Zaragoza

Booking ID: 0003363530

Reservation name Location

MUGLER CASTILLE 2016 zaragoza

Start date End date Cut-off date Min. length of stay Max. Rooms to book (per reservation)

25/05/2016 26/05/2016 26/05/2016 1 1

Fields marked with (*) are mandatory

3

Check

All the information you can see in this screen is extracted from TMS for Meetings:

- Name of the event
- Type of the event
- Hotels participants
- Location
- Start, end and cut-off date
- Minimum Length of Stay

If you see something wrong, close the window, go back to TMS, correct the information (don't forget to close the event in TMS) and go back to step 1 of this section.

Note: this information is not considered. By default, the web allows up to 5 rooms per reservation. This field will be eliminated.

Note: nowadays this option is not available because we use DVSC in Conditions tab.
See slide 19.

2.II. Create event booking page in the Event Tool – Add pictures

2

4

Add content: pictures

Event images

Event logo

MUGLER

Remove

Upload Image

Main image

Select one of the Images below or upload your own

Default image

Remove

Upload Image

Gallery

☒ I'd like an image gallery

Default image

Remove

Default image

Remove

Default image

Remove

Upload image

Event Logo (it will be shown in the home of the event page).

* Maximum size: 350x134 pixels.

Main picture (it will be shown in the home of the event page).

Upload and click on “Default image”.

* Maximum size: 470x300 pixels.

All other pictures you would like the customer to see rooms, meeting rooms, city views, other facilities...

* Maximum size: 0.5 MB.

Upload and click on “I’d like an image gallery”.

IMPORTANT: this size limitation is key in order to offer a good web performance, especially in mobile devices.

5

The organizer of the event has sent you images in a format that does not meet these specifications

Don’t worry. Go to the part 5 of this manual and you will see how to adapt them very quickly. When you finish go back to this step to finish the event creation.

2.II. Create event booking page in the Event Tool – Add text

2

Edit Event

Overview | **Details** | Photos | Location | Agenda | Programs

Description (Rich text editor)

Program (Table with 2 columns: Title, Details)

Location (Rich text editor)

Contact Details

Organizer's name: [text] Website: [text] Telephone: [text] Email: [text]

Buttons: Save and continue editing, Save

6

Add content: text

Do you want the booking tool in multiple languages? Not a problem, check the ones you want and fill all the information below for each of the languages.

Add as much information as you want to the event, you can use the following categories:

- General description
- Program
- Location details
- Contact details of the organizer

* You can adapt the format as much as you want, and include links to web pages, links to emails...

Don't know which one to use?

- *I want to save my changes, but I have not finished yet: click on "Save and continue editing" (white button)*
- *I want to finish and go to the next step: click on "Save" (blue button).*

2.II. Create event booking page in the Event Tool - Add text

2

The screenshot shows the 'Add content: text' step in the Event Tool. The interface is divided into several sections:

- Description:** A text area with a rich text editor toolbar. The content includes: "Welcome to the special event site for (name of the group/event). You can confirm your reservation through this web page!", "Special Rates and conditions for (name of the group/event):", "NH /NH Collection/ Nhow(name of the hotel): DUS Rooms: xxxx VAT inc/exc DOUBLE Rooms: xxxx inc/exc", "Room rate based on (type of room), includes bed and buffet breakfast, tax (not) included (10%).", "WiFi connection free of charge throughout the hotel.", "Credit card is mandatory to confirm reservations.", "The room is available from 15.00. on the day of arrival and till 12.00. on the day of departure", "Any special request is upon availability and has to be confirmed by the Hotel on arrival.", "Deadline to confirm reservations: (date) (Subject to availability).", "After deadline, the hotel will release the unsold rooms and any further confirmation will be on request.", "Individual Cancellation Policy:", "No penalty if you notify us about your cancellation (number) days before your scheduled arrival.", "10% of your total amount will be charged if you do not notify us about your cancellation by (8 days) before your scheduled arrival.", "10% of your total amount will be charged...."
- Programs:** A table with columns for Time, Activity, and Location. The content includes: "12:00 Breakfast", "13:00 Buffet".
- Location:** A text area with a rich text editor toolbar. The content includes: "The event will take place in the wonderful, modern, luxurious and panoramic hotel (name of the hotel) located in (location).", "Address: (address), (city), (country).", "Phone: (phone number)", "Email: (email address)".
- Contact Details:** A form with fields for Name, Website, Telephone, and Email. The content includes: "Name: (name)", "Website: http://www.ondrea.com", "Telephone: 0039 02 5555 5555", "Email: info@ondrea.com".

At the bottom of the form, there are two buttons: "Save and continue editing" and "Save".

6

Add content: text

This is an example for these fields..:

Welcome to the special event site for (name of the group/event). You can confirm your reservation through this web page!

Special Rates and conditions for (name of the group/event):

NH /NH Collection/ Nhow(name of the hotel): DUS Rooms: xxxx VAT inc/exc DOUBLE Rooms: xxxx inc/exc

Room rate based on (type of room), includes bed and buffet breakfast, tax (not) included (10%).

WiFi connection free of charge throughout the hotel.

Credit card is mandatory to confirm reservations.

The room is available from 15.00. on the day of arrival and till 12.00. on the day of departure

Any special request is upon availability and has to be confirmed by the Hotel on arrival.

Deadline to confirm reservations: (date) (Subject to availability).

After deadline, the hotel will release the unsold rooms and any further confirmation will be on request.

Individual Cancellation Policy:

No penalty if you notify us about your cancellation (number) days before your scheduled arrival.

10% of your total amount will be charged if you do not notify us about your cancellation by (8 days) before your scheduled arrival.

10% of your total amount will be charged....

2.II. Create event booking page in the Event Tool – Check and share

2

NH HOTEL GROUP NH Event Management Welcome! Log out

Home > Event Summary
[Back to list](#)

MUGLER CASTILLE 2016

NH Ciudad de Zaragoza

Booking ID: 0003363530 Name: MUGLER CASTILLE 2016 From: 25/05/2016 To: 26/05/2016 City: zaragoza Status: Confirmed

Site URLs

1 EN: <http://cppeas.nh-hotels.com/event/mugler-castille-2016>

NH Ciudad de Zaragoza

Booking ID: 0003363530

Details

Last day for room booking: 26/05/2016

Maximum rooms: 1 Min. Length of stay: 1

Prices

During the event: 60,50 EUR per night/room

VAT included

Occupancy 4% Rooms: 1 of 23 See reservations

2 Your event on your webpage

Insert this code on your website in order to display the associated hotels

EN: `<iframe scrolling="auto" style="width:750px;height:320px" frameborder="0" src="http://cppeas.nh-hotels.com/event/mugler-castille-2016"></iframe>`

7 Check

Probably everything is perfect, but if not, you can easily modify the content of the event.

8 Share

You have finished! Just need to share the event booking tool with the organizer, using one of these two methods:

- 1 Link - We recommend to use always this option.
- 2 Code to embed in the customer website.

If you have created a multi-language event, you will have different URLs per language here. Please be sure to share them properly.

*** IMPORTANT: it can take up to 20 minutes to get availability since the event is created in TMS for Meetings.**

So, if you have done all the steps in a row, take the opportunity to do another task or create a new event before sharing the link with your customer!

In this page you can also see which is the status of the event and how many bookings have been done, but we recommend to monitor the event in TMS for Meetings.

2.II. Create event booking page in the Event Tool – Photo options

Depending on the event type selected in the booking file you will have the next images in the web of the customer.

FAIRS & RO



CONFEREN CE



BANQUET



OTHER & PRODUCT PRESENTATION

EXHIBITION

COCKTAIL

2.II. Create event booking page in the Event Tool – Photo options

Depending on the event type selected in the booking file you will have the next images in the web of the customer.

SPORT & LGR



WORKS



TRAINING & HOUSE USE



Warning: Remember not to modify the event type in order to show a specific image, otherwise report would be distorted.

TOUR

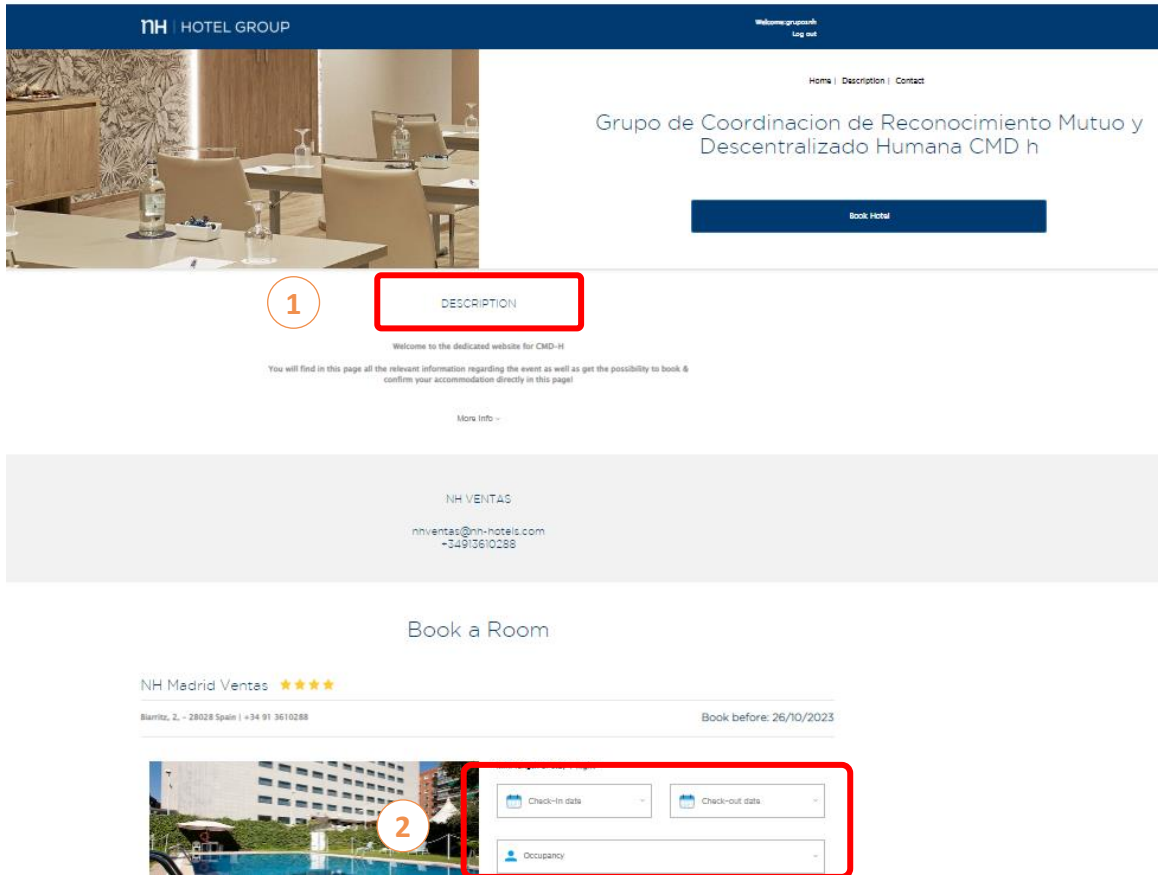
MEETINGS

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2.III. How to book a room online - Read



1 Read

Customer can easily change the language by clicking in the language selector at the top right of the page.

1 All the content created in the Event Tool is displayed in this section.

2 If the event takes place in more than one hotel, there will be a book a room section per each hotel.

The E.T. is responsive, so the customer can see the information in their smartphones, but the booking process is only available for desktop and tablet.

2.III. How to book a room online - Search



Book a Room

NH Madrid Ventas ★★★★★

Biarritz, 2, - 28028 Spain | +34 91 3610288

Book before: 26/10/2023



The NH Madrid Ventas hotel, formerly known as NH Parque Avenidas, puts you 10 minutes from downtown Madrid on the subway and 5 minutes' walk from the famous Las Ventas bullring.

Min. length of stay 1 night

Check-in date

Check-out date

2023 NOVEMBER

1	2	3	4	5		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Book now

2

Search

CUT-OFF Date

Once the customer knows the hotel they want to stay, they just need to select:

- Check-in and check-out dates (only the valid options of the event are available).
- Number of rooms (up to 5).
- Occupancy per room (number of adults and children).
- Click on “Book now”.

2.III. How to book a room online – Select room and rate



3

Select room and rate

Only the event valid combinations are displayed.

The customer can read the cancellation and guarantee conditions here. These conditions are defined in TMS for the event. See section 2.I. of this manual to see how to modify the event conditions in TMS.

* If the customer needs help, they can call (number displayed is CRO) or chat.

* Tax policy (VAT, City tax, etc.) is explained here.

Hotel

More about the hotel

Select your Room

MEETINGS & EVENTS
from 139.00 EUR

Standard room

Max. guests: 2
Bed type: 1 Queen or 2 Twin
Size: 18 - 20 m²

More Information

SEMI-FLEXIBLE RATE

EVENT RATE
Discounted rate for event attendees

See conditions

139.00 EUR per night

Total Price
139.00 EUR

Select

Change Currency

€ Euro

Change currency

Your search

NH Madrid Ventas

From 29/11/2022 To 01/11/2022 (1
Nights) - 1 Adults, 0 Children, 0
Babies, 1 Rooms

2.III. How to book a room online – Check-out



Booking details

1. Booking details

2. Guarantee your reservation

3. Confirmation



NH Madrid Ventas



- Biarritz, 2, 28028 Madrid
- From Wednesday 29/11/2023 at 3:00 pm until Thursday 30/11/2023 at 12:00 pm (1 Night)
- 1 adult, 1 room , Breakfast Included

☒ Book for other guests

Guest details for this booking

* The fields marked with an asterisk (*) are mandatory.

Name*

Surname*

Your details

* The fields marked with an asterisk (*) are mandatory.

Name*

Your search

NH Madrid Ventas

From 29/11/2023 To 30/11/2023 (1 Night) - 1 Adult, 0 Children, 0 Babies, 1 Room , Breakfast Included

Room 1 126.36EUR

Room	126.36EUR
Taxes	12.64EUR

Total Price	139.00EUR
VAT Included	

[Book now for 139.00EUR](#)

[FAQ's \(Frequently Asked Questions\)](#)

4

Fill details

Fill the information to finish the process:

- Personal information
- Room preferences

And press the “Book now for...” button.

Note: For flexible rates credit card guarantee is requested depending on the language the customer is browsing:

- Requested for English, Spanish, French and Portuguese.
- Not requested for German, Dutch and Italian.

Customer reaches the thank-you page and receives an email with the reservation details.

As organizer you will see that you have one room less in the allotment, and all the details have been stored in TMS.

2.III. How to book a room online – Check-out



Payment information

1. Booking details

2. Payment

* The fields marked with an asterisk (*) are mandatory.


Card Number*

Card Holder*

Expiration date*

Month Year

CVV*



4

Fill details

Fill the information of the credit card to finish the process:

- Payment details

And press “pay and confirm”.

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2.IV. How to manage an event

If During all the time that the event is open, you can manage it.

How to do it? It depends...

- Do you want to manage inventory or main information of the event?



TMS

Remember to save and close the event in TMS after modifying it and wait 20 minutes before checking availability on the booking tool. See section 2.I. of this manual.

- Do you want to change content?



Event Tool

Changes are applied automatically. See section 2.II. of this manual.

You can change almost anything, but be careful with the following:

- If you change the name of the event, the web link will change. You can do it, **please open a JIRA** to ask for the redirection of the old page, so the customer can continue booking without noticing the change.
- TMS creates a “*pre-booking*” every time a customer is connected to the booking website. If the customer finally does not book, the reservation will be changed to the status “Rejected” after 30 minutes (this happens for all the bookings made in NH web, not only for events). The room will go back to the event allotment.

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3. Event COMPULSORY Checklist

1. Before sending the URL to the client check the following points:

Test the Event Page (URL) & make a Test Reservation according to the manual:

- ✓ Confirm **Rate & Price** displayed, as well as **T&Cs** (Step 1 & 2).
- ✓ Confirm **Reservation**.
- ✓ Confirm ALL information in the **Confirmation Email** is correct.
- ✓ Confirm that the **Room** is correctly **discounted** in TMS.
- ✓ **Cancel Reservation**.
- ✓ Review the room has come back to the **Convention Group Availability**.
- ✓ Send the **URL** to the client  ONLY if the test is successful .

3. Event COMPULSORY Checklist

2. If Event Tool is not working test the following points:

- ✓ Make sure **“Public” TMS4C** is ticked.
- ✓ Verify **Dates** information is correct.
- ✓ Tick **Retrieve changes**.
- ✓ Ensure **Rooming is allowed**.
- ✓ Make sure there is not a **receptive client** in the event (SAP-CRM). If there is, ERASE it.
- ✓ Don't edit the event in TMS while somebody else is doing it ☹ The tool won't work.
- ✓ Ensure **Cancellation Conditions** are correct.
- ✓ Check **Guarantee Conditions**.
- ✓ Ensure the restrictions of the event are correct under the conditions tab and **click both conditions of Don't Verify Sales Close** (conditions and overbooking).
- ✓ Make sure **Availability in Room Numbers & Guests by Room** is correct.
- ✓ Check **Commissions**.
- ✓ **Generate the Event** according to the Manual.

3. If you cannot compete ANY of the steps above → Open a JIRA.

4. There is a “Best practice & new standards “ procedure. We strongly recommend you review it by clicking this link.



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4. How to report an issue in JIRA


We are working on
simplifying this process.

Select 'Event Tool' under **WEB** category.

NH | HOTEL GROUP

NH Service Desk

NH SUPPORT PORTAL

Welcome to the NH HOTEL GROUP Support Portal!
Create your support tickets for most hardware and software products.
NH Support Portal is designed to get an intuitive user experience that allows IT service teams to focus on the customer, providing a single entry point where all employee are able to create support requests, view current or resolved requests.

01. SAP Business Suite

02. Other NH Applications

03. Office 365

04. NH Employee Services

05. Software

06. Hardware (IT Equipme...

07. Communications

08. Login & Access

09. Security

10. Web

Public Web & Apps
Availability, Rates, Reservations, Promotions, ...

B2B
Travel Agents and Business Travel online booking tool

Customized Group Website (Event Tool)
EVENT TOOL. Online tool that allows the event organizer to create a dedicated website through which the customers can book their rooms online.

Employee Portal
Request Roles: Create, change and delete content, web pages and subpages.

Online Employee Reservations
Reservation portal with exclusive rates for you and your family & friends.

Please help us prioritize the issue by
filling these JIRA fields:

Account Segmentation 2017

	Companies	Travel Agencies	TO & Wholesalers
Global Key Accounts	> 500.000€	> 5.000.000€	> 3.000.000€
Local Key Accounts & Local Accounts	> 75.000€	> 300.000€	> 300.000€
Telesales VIP	> 25.000€	> 75.000€	> 75.000€
Automanaged	< 25.000€	< 75.000€	< 75.000€

NH Service Desk / NH SUPPORT PORTAL

Customized Group Website

Category Customized Group Website

None

Summary

Scope of the Issue

None

Global Impact

Collective Impact

Individual Impact

Impacts in Revenue

None

No Impact

0 -1000 €

1000 -100.000 €

> 100.000 €

Account Segmentation

None

Global Key Account

Local Key Account & Local Account

Telesales VIP

Global Impact: An issue affecting the whole web (i.e.. web is down).
Collective Impact: An issue affecting more than one reservation.
Individual Impact: An issue affecting only one reservation.

Only fill the "Account Segmentation" field if you know it.

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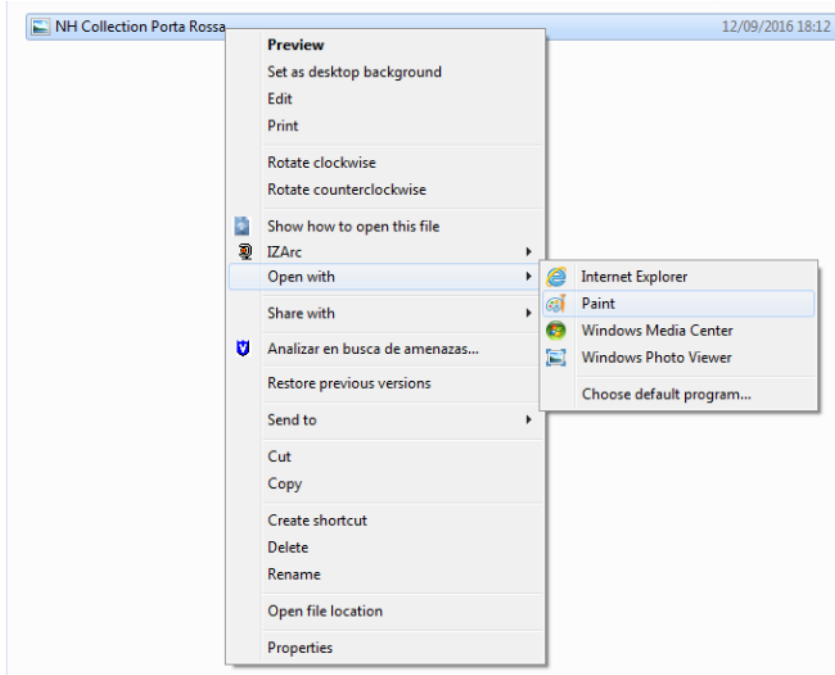
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5. Tips to configure Event Tool: how to modify the size of a picture

Have you received pictures from the organizer and don't know how to modify them to fit the requirements of the Event Tool?

Just follow these two steps:

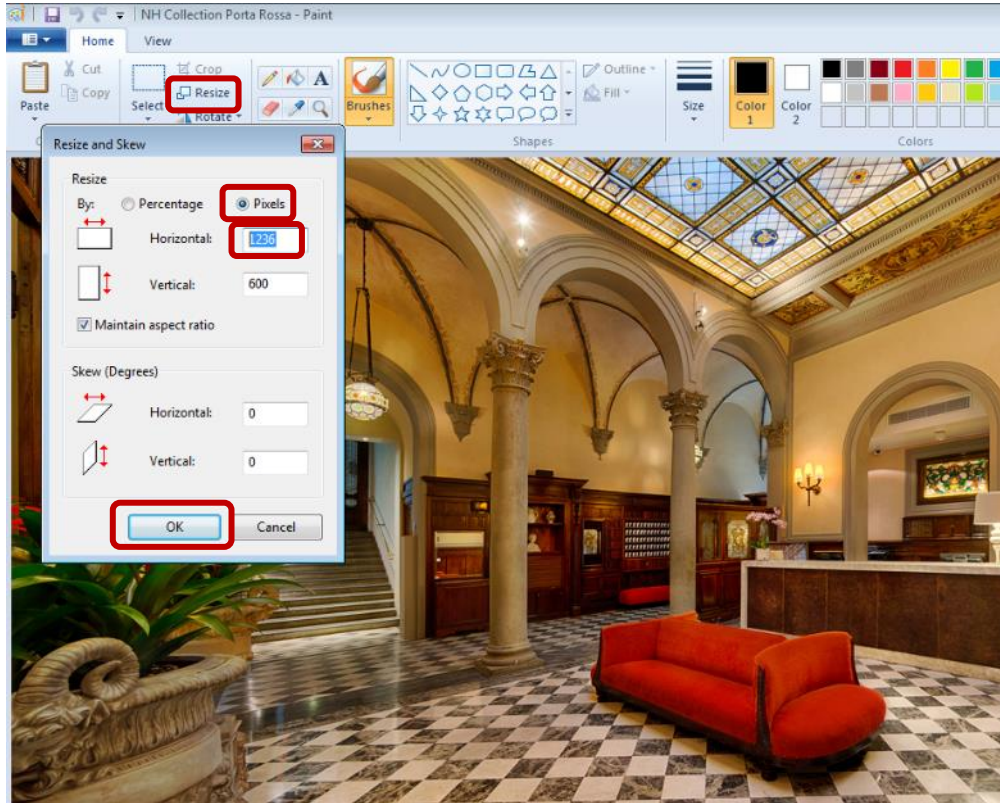


1 Open the file with Paint

Click over the name of the picture with the right button of the mouse:

- Select “Open with”.
- Select “Paint”.

5. Tips to configure Event Tool: how to modify the size of a picture



2 Save the change

- Click on “Resize”
- Select “Pixels”
- Introduce your desired size in horizontal
- Vertical will be automatically updated
- Click OK
- Go to the main menu and click on “Save as”
- Select the name you want

Go back to your folder and check that the size has changed according to your needs (remember only pictures with less than 0.5MB are accepted)!

Name	Date modified	Type	Size
NH Collection Porta Rossa	12/09/2016 18:12	JPEG image	784 KB
NH Collection Porta Rossa_b	12/09/2016 18:21	JPEG image	97 KB

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6. Feedback is welcome!

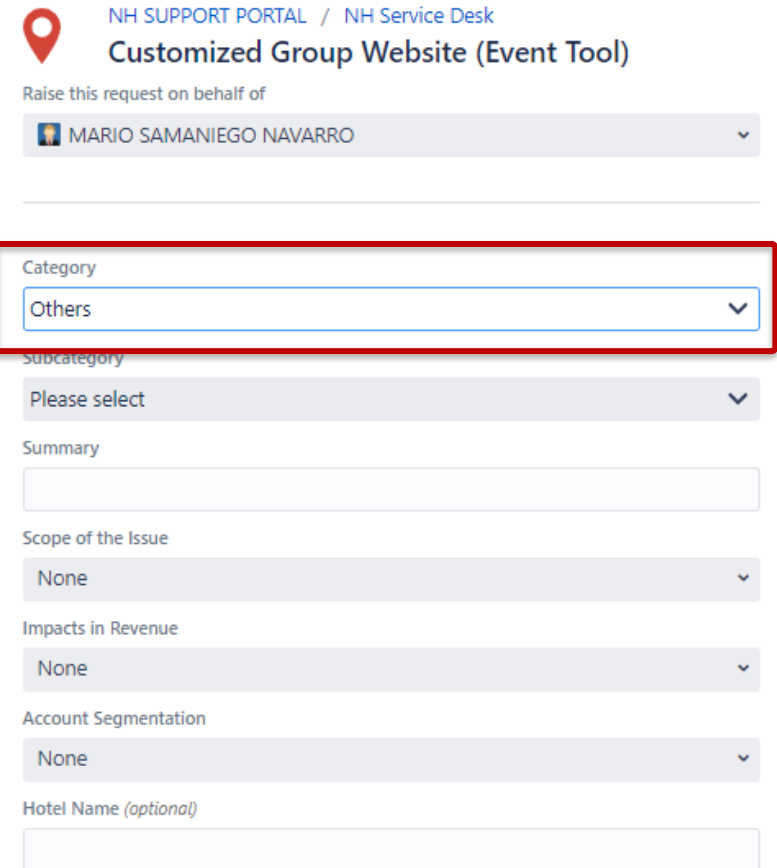
Still have questions? We are more than happy to help!

Do you have comments and would like to include them in the next update of the manual? Thanks for your help!

Open a JIRA & select category “Other” and we will come back to you as soon as possible.

If you have a technical issue with the Event Tool, you can report it using the Service Desk:

Group 10 → Web → Customized Group Website (Event Tool)



The screenshot shows the 'NH SUPPORT PORTAL / NH Service Desk' interface. The title is 'Customized Group Website (Event Tool)'. Below the title, it says 'Raise this request on behalf of' followed by a dropdown menu showing 'MARIO SAMANIEGO NAVARRO'. The 'Category' dropdown is highlighted with a red box and set to 'Others'. Below it is a 'Subcategory' dropdown set to 'Please select'. There are three more dropdown menus: 'Scope of the Issue' (set to 'None'), 'Impacts in Revenue' (set to 'None'), and 'Account Segmentation' (set to 'None'). At the bottom is a text input field for 'Hotel Name (optional)'.

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6. Inform about big events

In order to avoid any situation with CGW that could compromise the customer booking experience, the following protocol should be followed by all users in charge of creating the CGW. This protocol will allow us to anticipate any potential issue that may arise and prepare/act accordingly:

WHO SENDS THE EMAIL	The user in charge of creating CGW.
WHO TO INFORM	nhpro@nh-hotels.com
WHAT TYPE OF CGW	<div><div>1. Any group/event with more than:<div><div>a. 200 rooms</div><div>b. 7 days length of stay</div><div>c. 4 hotels</div></div></div><div>2. Any group/event with very high volume of demand concentrated in a specific time/date.</div></div>

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7. How to manage it in properties Anantara

In order to have the information on the web according to Anantara brand. Once the link is created and before contacting to the customer, it is necessary to do a last step.

Please keep in mind we always have to confirm it works properly before doing this action.

WHO SENDS
THE EMAIL

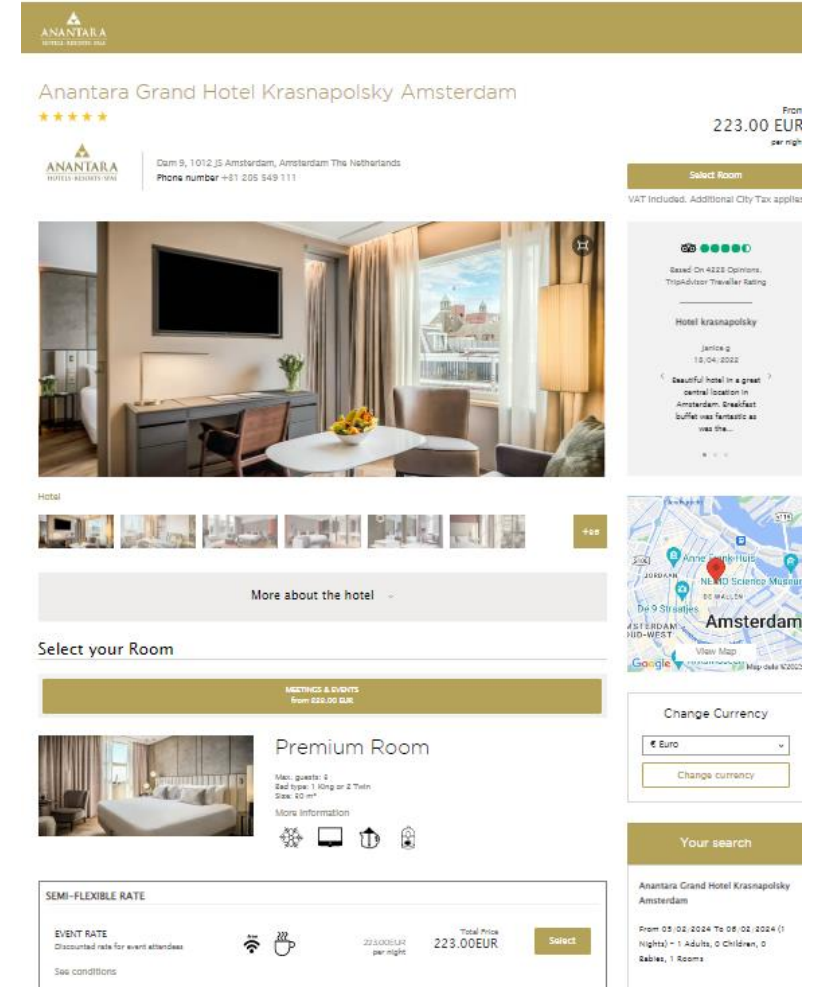
The user in charge of creating CGW.

WHO TO
INFORM

nhpro@nh-hotels.com

WHAT TYPE
OF CGW

All type of events



THANKS!

MINOR HOTELS

