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HOTELS



Mutual Offer

Business Transformation and GEM

February 2021

Index

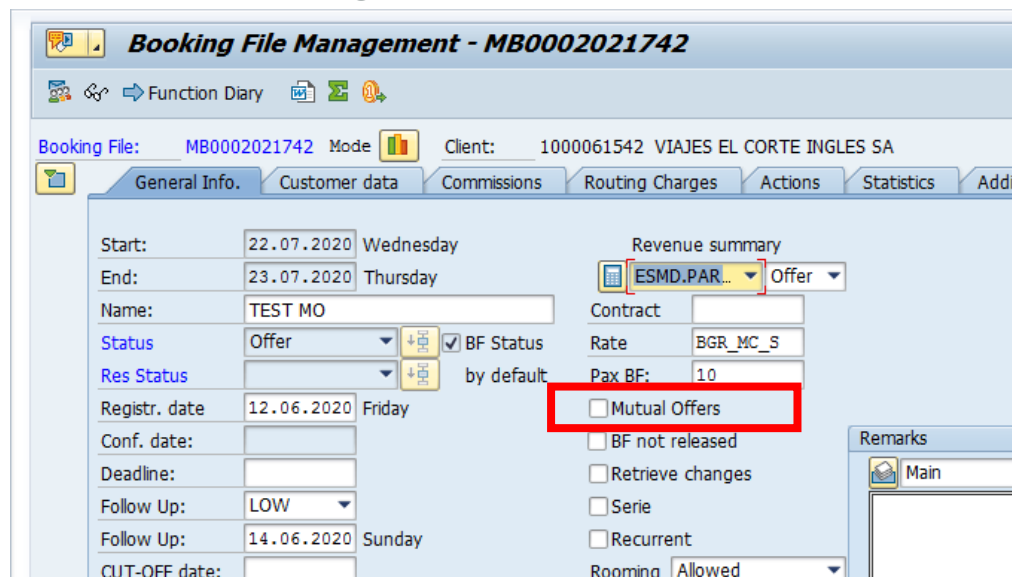
- ✓ Description of the new development
- ✓ Templates
- ✓ Historic modifications
- ✓ Reports (pending)

Description of the new development

- ✓ This new development allows us to inform in the same booking file different travel agencies and different commissions for every travel agency that take part in a bid.
- ✓ Nowadays when you have one bid, and different agencies have the option to manage the bid, you can't manage and analyze properly these types of reservations.
- ✓ From now on ,you would be able to quote a bid and inform different travel agencies, and their specific commissions in the same booking file , managing the TA separately, generating templates for each TA and reporting correct figures.
- ✓ You can add different remarks and contacts for travel agency.

Mutual Offer

There is a new flag to activate Mutual Offer in the “General Info” tab.



Booking File Management - MB0002021742

Booking File: MB0002021742 Mode: Client: 1000061542 VIAJES EL CORTE INGLES SA

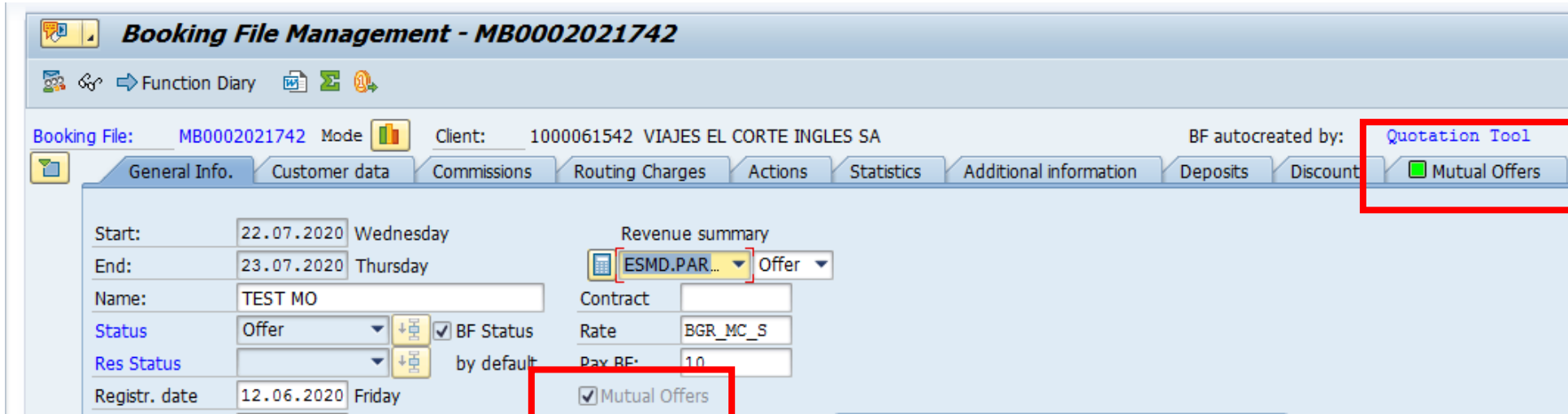
General Info. Customer data Commissions Routing Charges Actions Statistics Add

Start: 22.07.2020 Wednesday
End: 23.07.2020 Thursday
Name: TEST MO
Status: Offer
Res Status: by default
Registr. date: 12.06.2020 Friday
Conf. date:
Deadline:
Follow Up: LOW
Follow Up: 14.06.2020 Sunday
CUT-OFF date:

Revenue summary
ESMD.PAR... Offer
Contract
Rate: BGR_MC_S
Pax BF: 10
☐ Mutual Offers
☐ BF not released
☐ Retrieve changes
☐ Serie
☐ Recurrent
Rooming: Allowed

Remarks
Main

If you click on it, a new tab is added automatically



Booking File Management - MB0002021742

Booking File: MB0002021742 Mode: Client: 1000061542 VIAJES EL CORTE INGLES SA BF autocreated by: Quotation Tool

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount **Mutual Offers**

Start: 22.07.2020 Wednesday
End: 23.07.2020 Thursday
Name: TEST MO
Status: Offer
Res Status: by default
Registr. date: 12.06.2020 Friday

Revenue summary
ESMD.PAR... Offer
Contract
Rate: BGR_MC_S
Pax BF: 10
☒ Mutual Offers

Mutual Offer

The information in this new tab is:

- ID: In this example “1”, because it is the first travel agency selected.
- Main: This icon informs the main agency of the Mutual Offer. 🟡
- Status: It is just informative, this field doesn’t modify the status of the Booking File.
- Description: The name of the ID/Brand (you can also edit this field.)

All the information in “Customer Data” tab is uploaded in the “Mutual Offer” tab as ID 1, however this can be modified as per our needs.

Booking File Management - MB0001680075

Function Diary

Booking File: MB0001680075 Mode Client: 1000064007 AVORIS RETAIL DIVISION SL BF autocreated by: Event

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount **Mutual Offers**

ID	Main	MO St...	Description
1	🟡	OFFER	SS - NAFARRO/ BEHEREA

Main Mutual Offer

Mutual Offer identification

Mutual Offer Id 1 B THE TRAVEL BRAND (920 - SS - NAFAR

Main Customer 1000064007 AVORIS RETAIL DIVISION SL

CRS

Company 2000085718 INDRA SISTEMAS SA

Branch Account Owner

Contact person AVORIS RETAIL DIVISION SL

Contact Telephone No 34913289180

Fax

E-mail NO E-MAIL

Commissions

Branch Client 0000163163 B T

Branch of CRS

Branch company 0000225867 IND

Payer

Holder

Bill-to part

External Refer.

Language ES Spanish

Set Main Mutual Offer

Mutual Offer

You can add or delete a new customer.





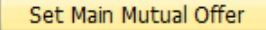
When there are more travel agencies informed you can decide which one it is the main by selecting the line and clicking “set main mutual offer”.

Booking File Management - MB0001680075

Function Diary | Booking File: MB0001680075 | Mode | Client: 1000064007 AVORIS RETAIL I

General Info. | Customer data | Commissions | Routing Charges | Acti

ID	Main	Description	Mutual Offer identification
1	<input checked="" type="radio"/> Main ...	B THE TRAVEL BRAND (920	Mutual Offer Id Main Customer CRS Company Branch Account Owner Contact person Contact Telephone No Fax E-mail



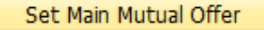




Booking File Management - MB0001680075

Function Diary | Booking File: MB0001680075 | Mode | Client: 1000064007 AVORIS RETAIL I

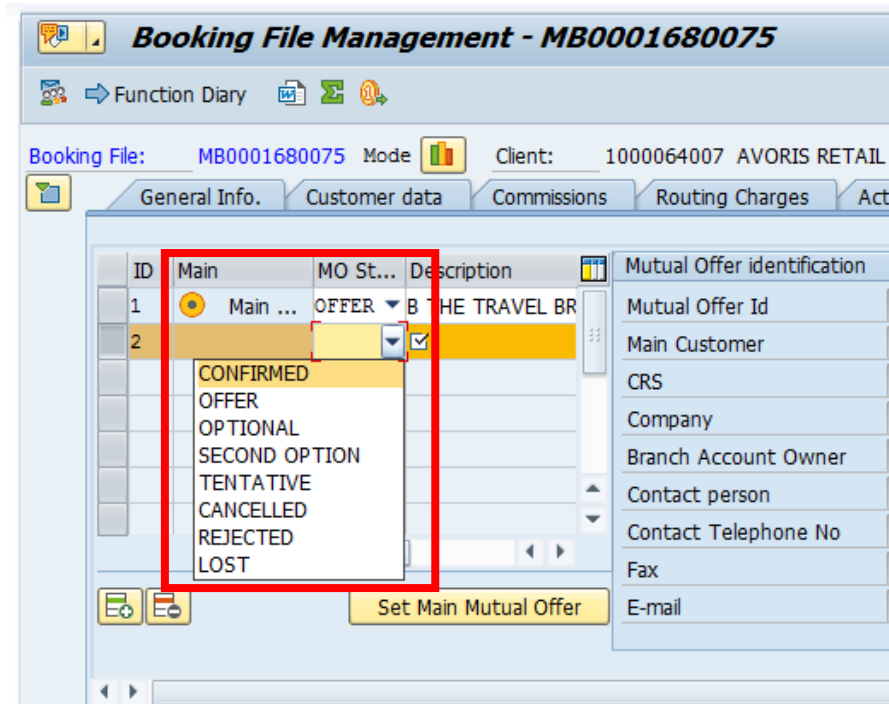
General Info. | Customer data | Commissions | Routing Charges | Acti

ID	Main	Description	Mutual Offer identification
1	<input checked="" type="radio"/> Main ...	B THE TRAVEL BRAND (920	Mutual Offer Id Main Customer CRS Company Branch Account Owner Contact person Contact Telephone No Fax E-mail

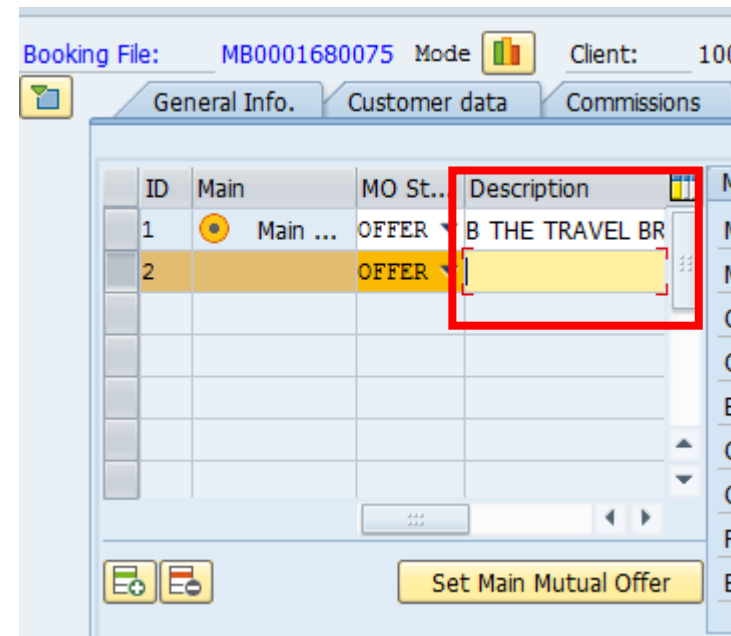
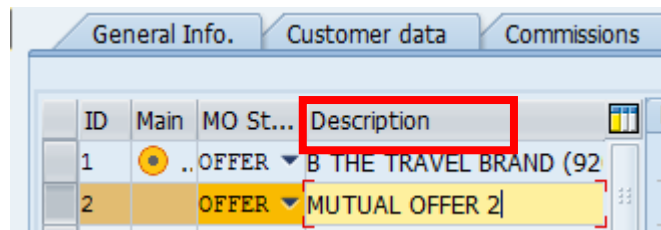




Mutual Offer

You can inform different status, but it is just informative for this specific Client ID, as the status of the MB is not changed unless we do it manually.



You must write or edit the information in “Description” column.



Mutual Offer

When you inform a new travel agency, TMS is going to ask if you want to update the contact data of CRM.

Booking File Management - MB0001680075

Function Diary

Booking File: MB0001680075 Mode Client: 1000064007 AVORIS RETAIL DIVISION SL BF autocreated by: Event

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount **Mutual Offers**

ID	Main	Description
1	<input checked="" type="radio"/>	B THE TRAVEL BRAND (920 - SS - N)
2	<input type="radio"/>	MUTUAL OFFER 2

Mutual Offer identification

Mutual Offer Id: 2
Main Customer: 1000061542

Commissions

Branch Client
Branch of CRS
Branch company
Payer
Holder
Bill-to part
External Refer.
Language

Confirmation

Do you want to update contact data with new main client's contact data in the Mutual Offer?

Yes **No**

Set Main Mutual Offer

We say “no” in this example, so we can write the client’s contact, otherwise, clicking “yes” the system will upload the contact information which appears in the Client ID contact in CRM.

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount **Mutual Offers**

ID	Main	M.	Description
1	<input checked="" type="radio"/>	<input type="radio"/>	B THE TRAVEL BRAND
2	<input type="radio"/>	<input checked="" type="radio"/>	MUTUAL OFFER 2

Mutual Offer identification

Mutual Offer Id: 2 MUTUAL OFFER 2
Main Customer: 1000061542 VIAJES EL CORTE INGLES SA
CRS
Company
Branch Account Owner
Contact person

Commissions

Branch Client ☒
Branch of CRS
Branch company
Payer
Holder

Mutual Offer

After we inform the branch, we can inform the CRS and Company.

Please remember **the company and CRS** of the Booking File are not copied automatically, so if we add a new Client ID in the Mutual Offer, we should inform again this fields.

Booking File: MB0001680075 Mode Client: 1000064007 AVORIS RETAIL DIVISION SL BF autocreated by: Event Currency: EUR

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount ☒ Mutual Offers

Main Description

..D (920 - SS - NAFARROA BEHEREA)

MUTUAL OFFER 2

Mutual Offer identification

Mutual Offer Id 2 MUTUAL OFFER 2

Main Customer 1000061542 VIAJES EL CORTE INGLES SA

CRS

Company

Branch Account Owner ☐

Contact person

Contact Telephone No

Fax

E-mail

Commissions

Branch Client 0000155261 CORTE INGLES V (334 - V - AVENIDA)

Branch of CRS

Branch company

Payer

Holder

Bill-to part

External Refer.

Language ES Spanish

Set Main Mutual Offer

Please bear in mind:

- ✓ The main travel agency can be only modified from Customer Data tab.
- ✓ The rest of the travel agencies are modified only from Mutual Offer tab.
- ✓ To change from one travel agency to other in Mutual Offer tab, you must select the line and click “intro”.

Mutual Offer

If you click on **“commissions”** tab you will get a pop up, in which you will be able to modify the commissions of this customer.

We keep explaining this option in the next slide because we know how important this topic is.

Booking File: MB0001680075 Mode Client: 1000064007 AVORIS RETAIL DIVISION SL BF autocreated by: Event Currency: EUR

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount **Mutual Offers**

Main	Description	Mutual Offer identification
●	D (920 - SS - NAFARROA BEHEREA)	Mutual Offer Id 2 MUTUAL OFFER 2
	MUTUAL OFFER 2	Main Customer 1000061542 VIAJES EL CORTE INGLES SA
		CRS
		Company
		Branch Account Owner <input type="checkbox"/>
		Contact person
		Contact Telephone No
		Fax
		E-mail
		Branch Client 0000155261 CORTE INGLES V (334 - V - AVENIDA)
		Branch of CRS
		Branch company
		Payer
		Holder
		Bill-to part
		External Refer.
		Language ES Spanish

Set Main Mutual Offer

Commissions

Mutual Offer

It works as the commissions tab of the MB. You can modify the type of commission, percentage...

If you inform a different commission than the main Client ID, when you select this agency to generate the template, it will show this specific commission informed.

Booking File: MB0001680075 Mode Client: 1000064007 AVORIS RETAIL DIVISION SL BF autocreated by: Event Currency: EL

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount ☒ Mutual Offers

Main Description Mutual Offer identification

..B THE TRAVEL BRAND (920 - SS - N. Mutual Offer Id 2 MUTUAL OFFER 2

MUTUAL OFFER 2 Main Customer 1000061542 VIAJES EL CORTE INGLES SA

CRS Branch Client 0000155261 CORTE INGLES V (334 - V - AVENII

Branch of CRS

Commissions

Booking File Management - MB0001680075 MUTUAL OFFER 2

Type

☐ Deduction ☒ Commission ☐ Exempt

Percentage

Comission Client 10,00 Comission CRS 0,00

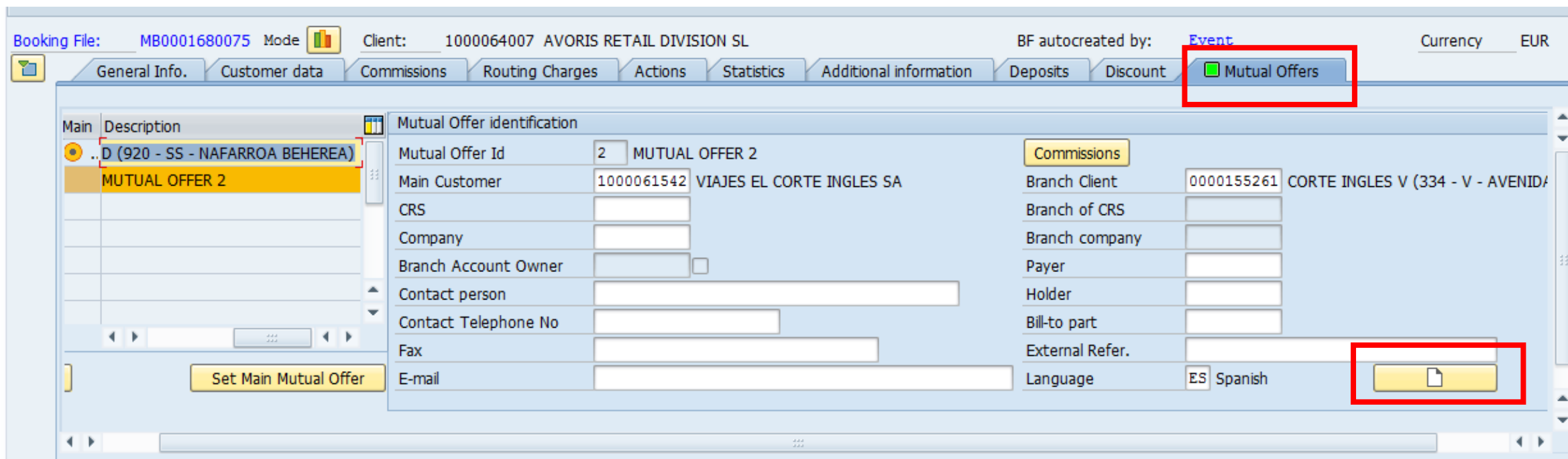
Concepts restrictions

Discount type	Concept	Description	Client %	CRS %	Destination
Concept group	DDR	Packages			X Events
Concept group	F&B MEALP	Additional Meal Plans			X Events
Concept group	F&B MICE.	F&B Meetings			X Events
Concept group	MEETING	Meetings Room			X Events
Concept	BKFS	Breakfast			Reservations
Concept	BKOU	Book Out			Reservations
Concept	NSHO	No Show fee			Reservations
Concept	RCLX	Room cancellation fee			Reservations

Default concepts

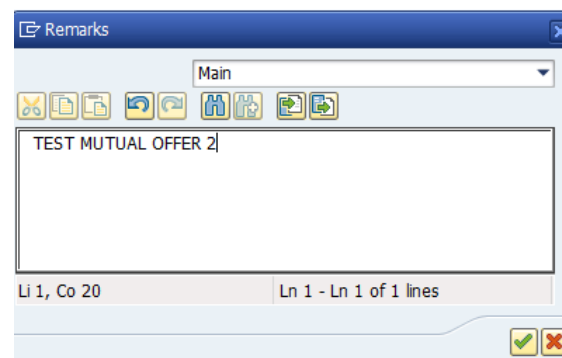
Mutual Offer

In the same page, if you click the white folio you will get a pop up to write remarks  for this specific MO ID.

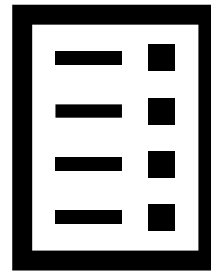


If there are remarks the icon  changes.

These remarks don't overwrite the booking file ones.

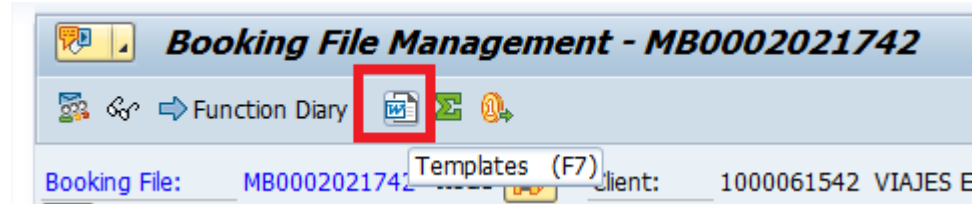


Templates



Mutual Offer (templates)

You can generate the templates as usual



But there is a new functionality where you can choose whatever agency already informed in the Mutual Offer.

- ☐ MO ID: This column shows the order of the agencies informed in the “Mutual Offer” tab.
- ☐ Main MO: This column flagged with “X” shows the main agency informed in the “Mutual Offer” tab.

Mutual Offer Id (2) 3 Entries found

Restrictions

CL	Booking File	MO ID	Main MO	MO desc	Main CI	Payer code	Holder B-to pa.
100	MB0002021742	004	X	CORTE INGLES V (486 - V - MENENDEZ PIDAL 15 HOGAR - C.COMERCIAL)	1000061542		
100	MB0002021742	005		TEST MO 2 GLOBAL BUSINESS	1000043045		
100	MB0002021742	006		TEST MO 3 TUI	1100000216		

3 Entries found

You can see in this example the column MO ID 004, 005...it means, there have been three agencies informed before, but they have been deleted. This option only shows the travel agencies informed in the Mutual Offer tab.

Mutual Offer (templates)

In this new option called “Mutual Offer ID”. If you click on it, you will be able to select the travel agencies informed in the Mutual Offer tab.

Templates Management

Template selection

Type of template ☒
 Template ☒
 Booking File MB0002021742 TEST MO

Mutual Offer ID **4** CORTE INGLES V (486 - V - MENENDEZ PIDAL
 Main Client 1000061542 VIAJES EL CORTE INGLES SA
 Receiver VIAJES EL CORTE INGLES SA
 Delivered by: Sheila Puñal Jiménez
 Remarks

Mutual Offer Id (2) 3 Entries found

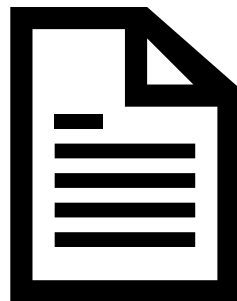
Restrictions

Block	Tit	Cl.	Booking File	MO ID Main MO	MO desc	Main Cl	Payer code	Holder	B-to pa.
Main Text		100	MB0002021742	004 X	CORTE INGLES V (486 - V - MENENDEZ PIDAL 15 HOGAR - C.COMERCIAL)	1000061542			
Header BF info		100	MB0002021742	005	TEST MO 2 GLOBAL BUSINESS	1000043045			
Template generati...		100	MB0002021742	006	TEST MO 3 TUI	1100000216			

3 Entries found

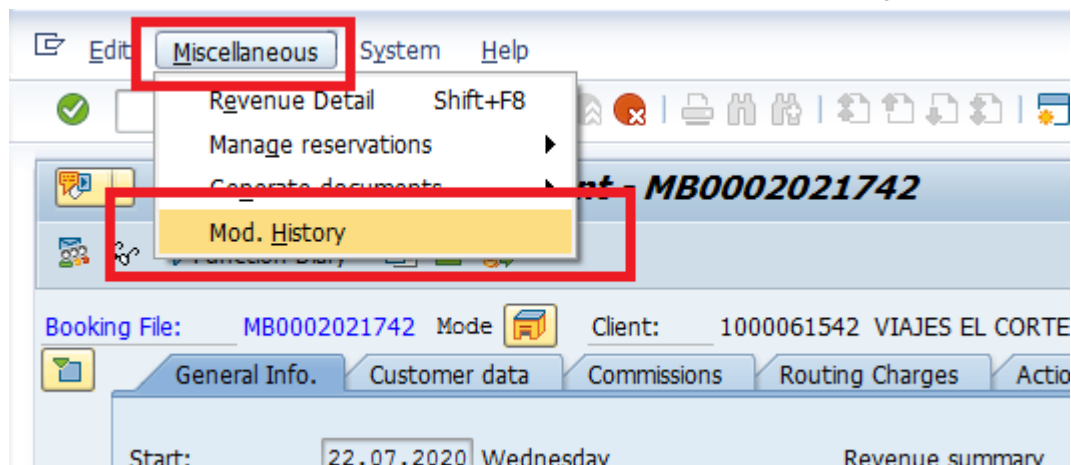
The template will be generated with the data of the travel agency selected and with the commission informed.

Modifications History



Mutual Offer (modifications history)

The modifications are saved in “Mod. History”.



If you see in the column called “Table Name” the transaction with the letters MO, for example: /CCSHT/CR_MO, It means that these changes are related to Mutual Offer.

You can see in this example we have deleted one agency of the mutual offer and when we did it.

Change Documents for Object Class /CCSHT/CR_BFILE											
Change Documents in client 100											
Object value	Doc. no.	Table Name	Short Text	Table...	Field Name	Short T...	Short	Medium Field Label	Long Field Label	Old value	New value
MB0002021742	901893622	/CCSHT/CR_MO		MB00...	XLOEVM	Deletio...	Delete	Delete	Deletion Indicator		X
MB0002021742	901893622	/CCSHT/CR_MO		MB00...	XLOEVM	Deletio...	Delete	Delete	Deletion Indicator		X
MB0002021742	901893622	/CCSHT/CR_MO		MB00...	XLOEVM	Deletio...	Delete	Delete	Deletion Indicator		X
MB0002021742	901893622	/CCSHT/CR_MO		MB00...	XF_MOD_LAST	Date of...	L. Ch. Da.	Last change date	Date of last change in the reservation	12.06.2020	02.07.2020
MB0002021742	901893622	/CCSHT/CR_MO		MB00...	XF_MOD_LAST	Date of...	L. Ch. Da.	Last change date	Date of last change in the reservation	12.06.2020	02.07.2020
MB0002021742	901893622	/CCSHT/CR_MO		MB00...	XF_MOD_LAST	Date of...	L. Ch. Da.	Last change date	Date of last change in the reservation	12.06.2020	02.07.2020

THANKS!

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