MINOR
HOTELS

Automatization of
PID Creation Process

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What is this project about?

This project consists of automating the PID creation process for both companies and agencies. Instead of creating it manually in the system, we will now have a robot that will perform this task automatically.

Current challenges

- **Duplications**
- **Lack of data quality:** PID often do not have an e-mail or contact person
- **No usability:** No consent is being requested to the customer resulting in a database that cannot be reached
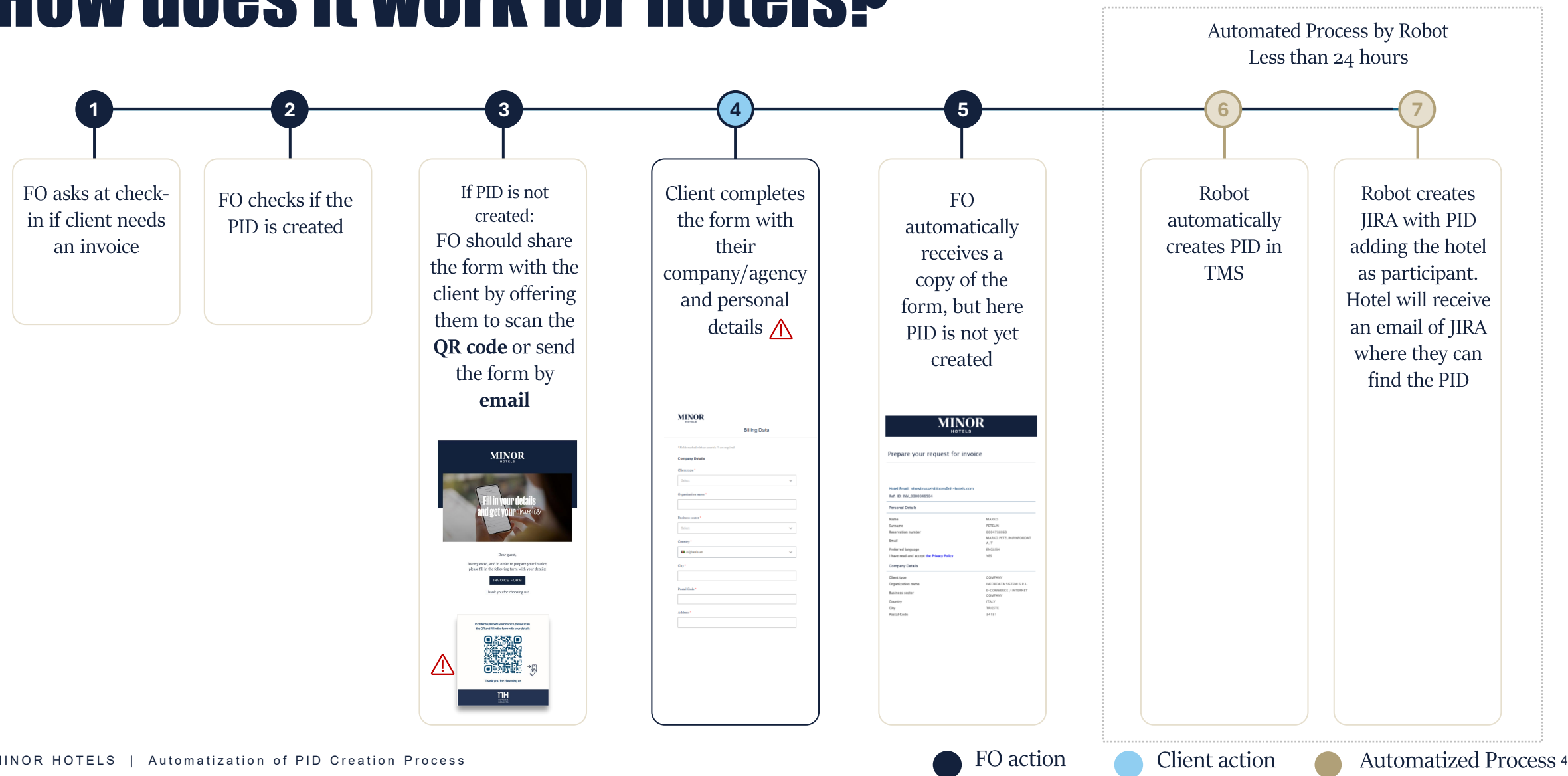- **Additional workload** for FO teams & CDM Teams

Advantages with new PID Creation Process

- **Checks for duplication** will be executed.
- For both **agencies and companies**
- **Email and personal data from client will be mandatory**, consent will be recommended
- **Time saving**: Creation of PID will be automated
- FO Agent/ AH or GEM agent will receive an email informed of the company profile ID

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How does it works?
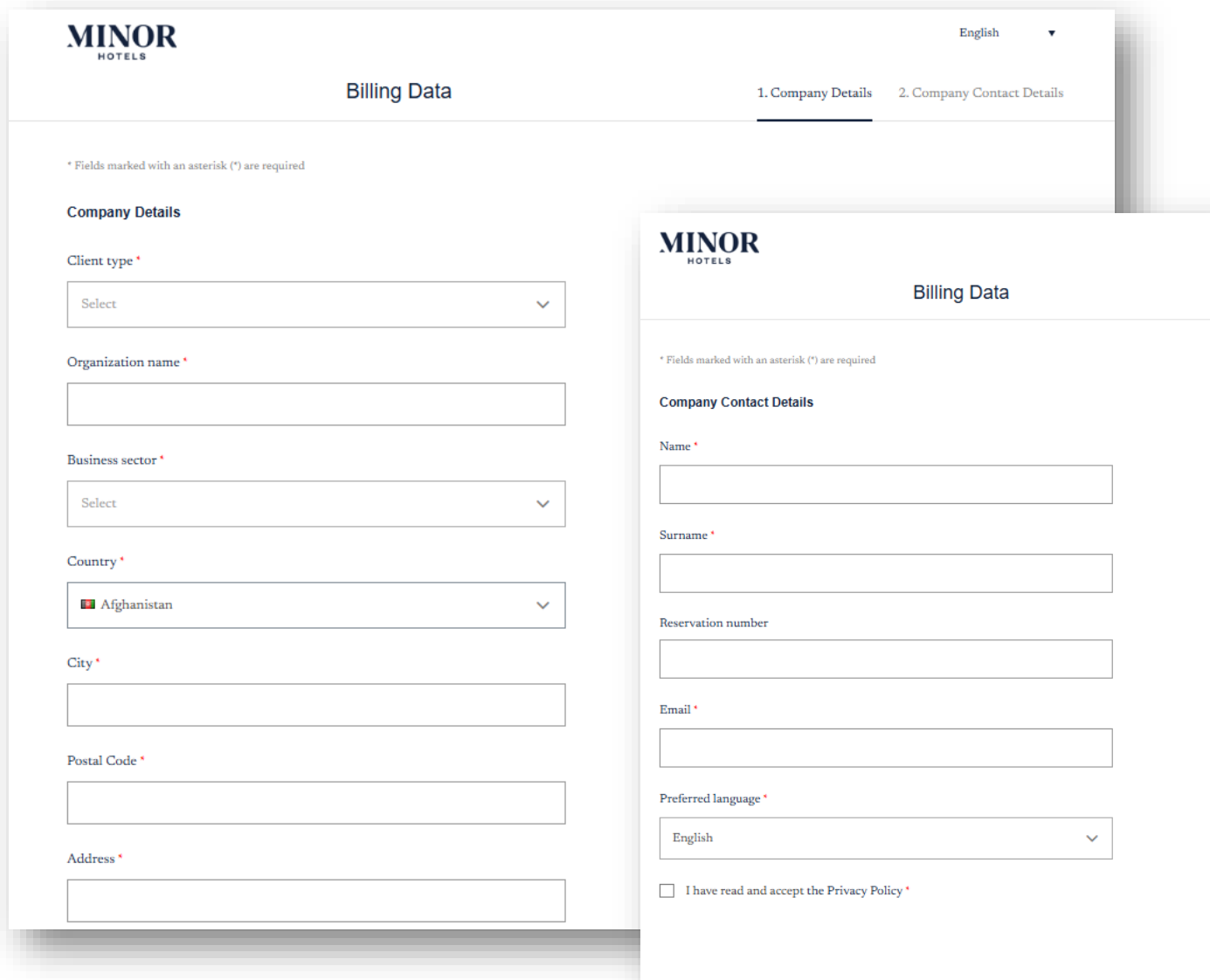
How does it work for hotels?

1 — FO asks at check-in if client needs an invoice

2 — FO checks if the PID is created

3 — If PID is not created:
FO should share the form with the client by offering them to scan the **QR code** or send the form by **email**

4 — Client completes the form with their company/agency and personal details ⚠️

5 — FO automatically receives a copy of the form, but here PID is not yet created

6 — Robot automatically creates PID in TMS

7 — Robot creates JIRA with PID adding the hotel as participant. Hotel will receive an email of JIRA where they can find the PID

● FO action   ● Client action   ● Automatized Process   4

Invoice Details Form

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Billing Data Form

- The email and QR leads to a "Invoice details" form (see picture).

- The form must be completed with the customers information:
  - First page to be filled in with the client's **company details**
  - Second page to be filled in with client's **personal details**

⚠️ IMPORTANT: The form must be filled in with the **client's details**, not the hotels. In the email field, the customer's email must go, never the hotel's email.

If clients want to **change the language** of the form, they can do so by clicking on the button at the top right, where the different languages will be displayed
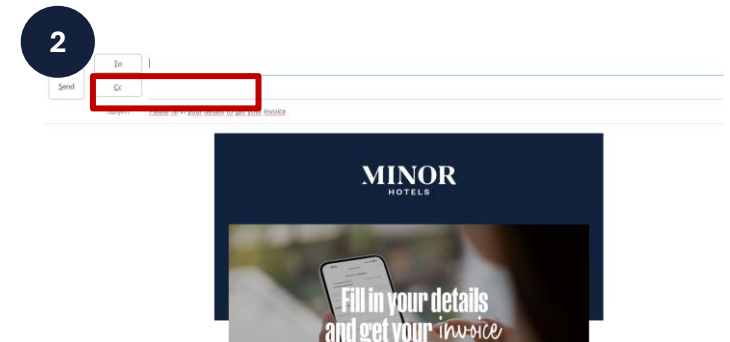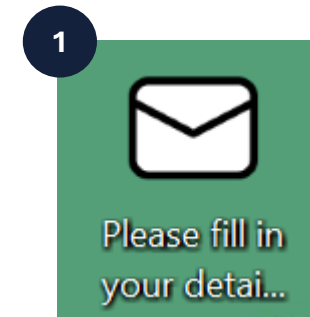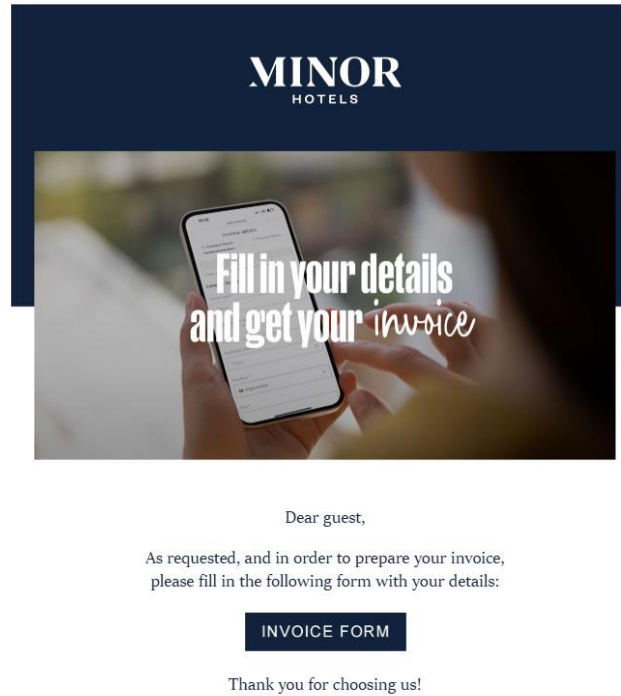
Materials for hotels - Emails

"Fill in your details and get your invoice" email

Every hotel has a specific email per hotel with a button that redirects to the invoice form for the customer to fill it in with their data

STEPS:

1. Save email template on front office computer
2. Open the email and include client's email
3. Send email to client
4. Costumer to click on "invoice form" button
5. Costumer to fill the form with his/her own information
6. Robot to create PID and to send it to the hotel within 24h

Dear guest,

As requested, and in order to prepare your invoice, please fill in the following form with your details:

INVOICE FORM

Thank you for choosing us!

Materials for hotels – QR Code

QR Code

Every hotel has their own QR per hotel which leads to the form page for the costumer to complete

STEPS:

1. We recommend the hotel to print this QR code and have it at hand in front office
2. Hotel to show the QR to client
3. QR leads to Invoice form page
4. Costumer to fill the form with his/her own information
5. Robot to create PID and to send it to the hotel within 24h

*These materials are for sample format purpose only, do not use

Important notes & FAQs

Important notes & FAQS

IMPORTANT NOTES

⚠ The form must be filled in with the **client's details**, not the hotels. In the email field, the customer's email must go, never the hotel's email.

⚠ It is important to **use exclusively the materials shared with you by HQ**, as these are specifically created for your hotel, and they contain a unique link. If the link is modified the automatic process will not work.

⚠ If you don't have the materials for your hotel, please contact b2bdigitalsales@minor-hotels.com

FAQS

What should I do if a client asks for an invoice at check-out, and I can't wait less than 24h for the robot to create the PID?
If a client requests the invoice at check-out, and needs the invoice immediately, you can still create the PID manually in TMS, as you did until now. But please you should anticipate the need for an invoice and ask at check-in if the client will need an invoice in the name of a company.

⚠ **How does the process work when creating a PID from hotels in different regions?**
Please consider that the Robot creates the PID in a hotel and you must copy it to your hotel.

What should I do if the client doesn't want to fill in the form by themselves?
If the client does not want to fill out the form, please do it yourselves, but ensure you fill in this new online form, in this way the process will still be automatized, and we will avoid duplicates.

The client wants to change the language of the form, ¿how should they do that?
If clients want to **change the language** of the form, they can do so by clicking on the button at the top right, where the different languages will be displayed.
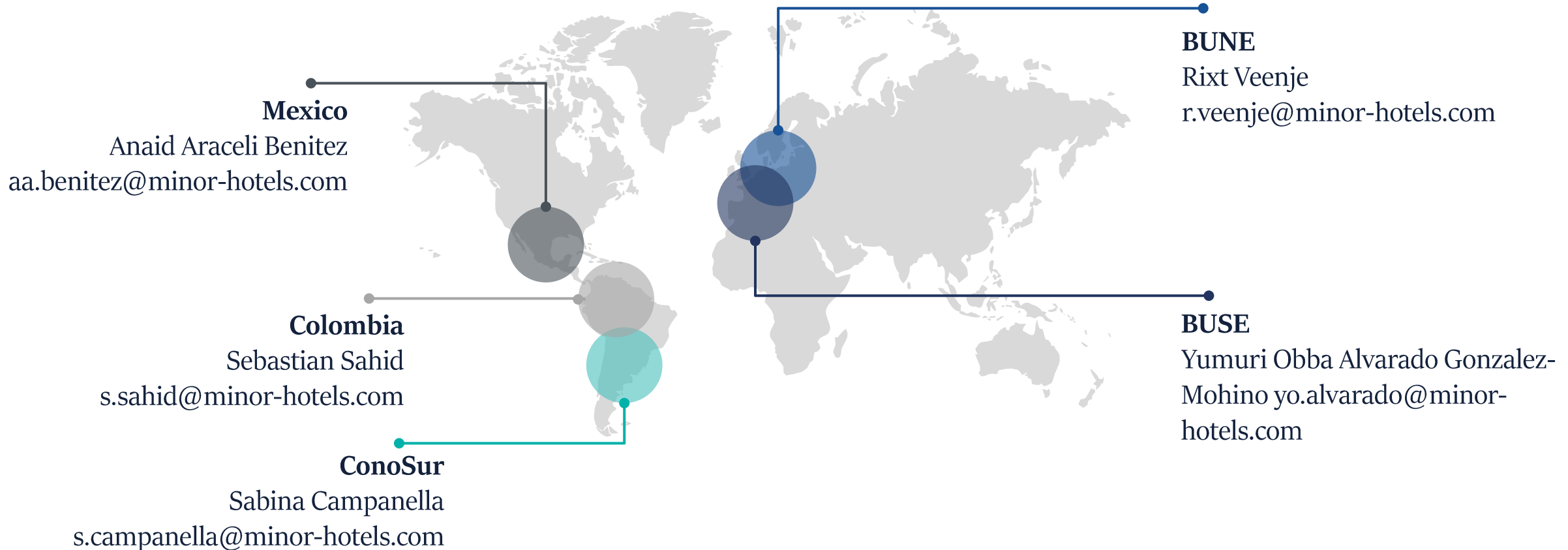
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Thank You

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