

















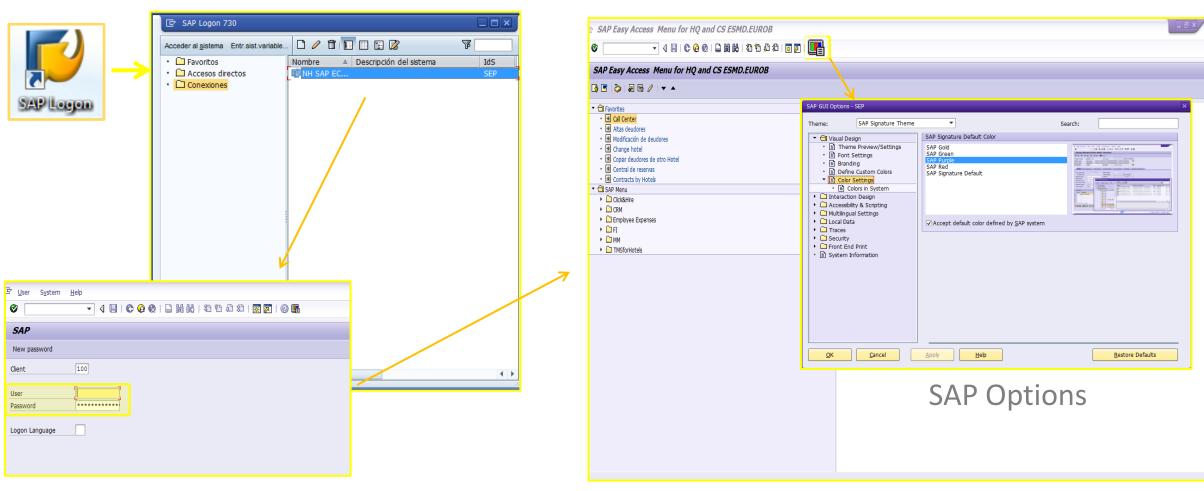


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10. Reservation creation	15. Finish call



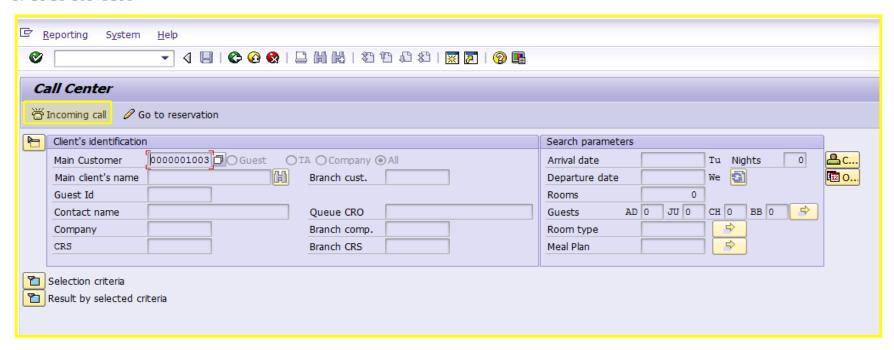
#### 1. TMS for CRO



Enter your user and password



#### 1. TMS for CRO



"Incoming Call" has to be pressed after we answer the call, in order to activate the system and start to work

# **TMS Buttons**









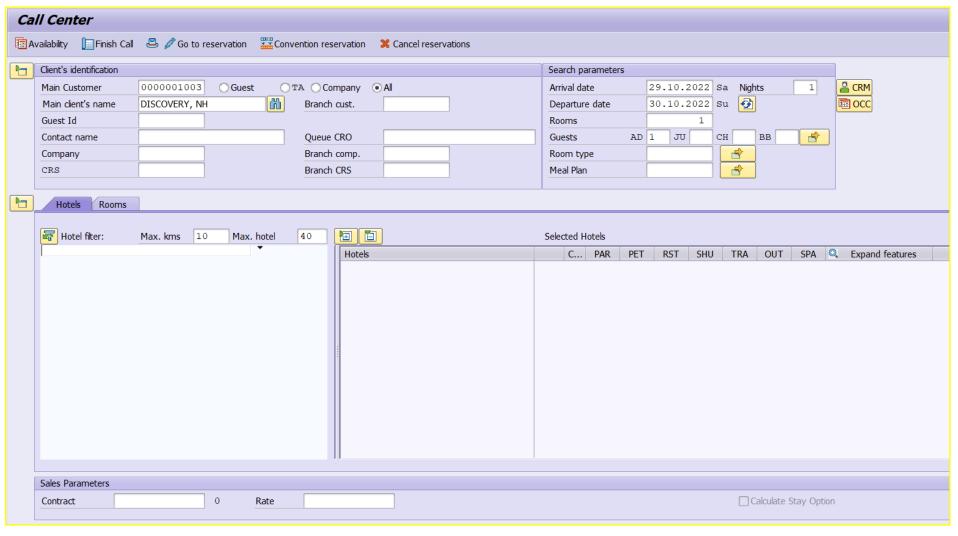


Create new session





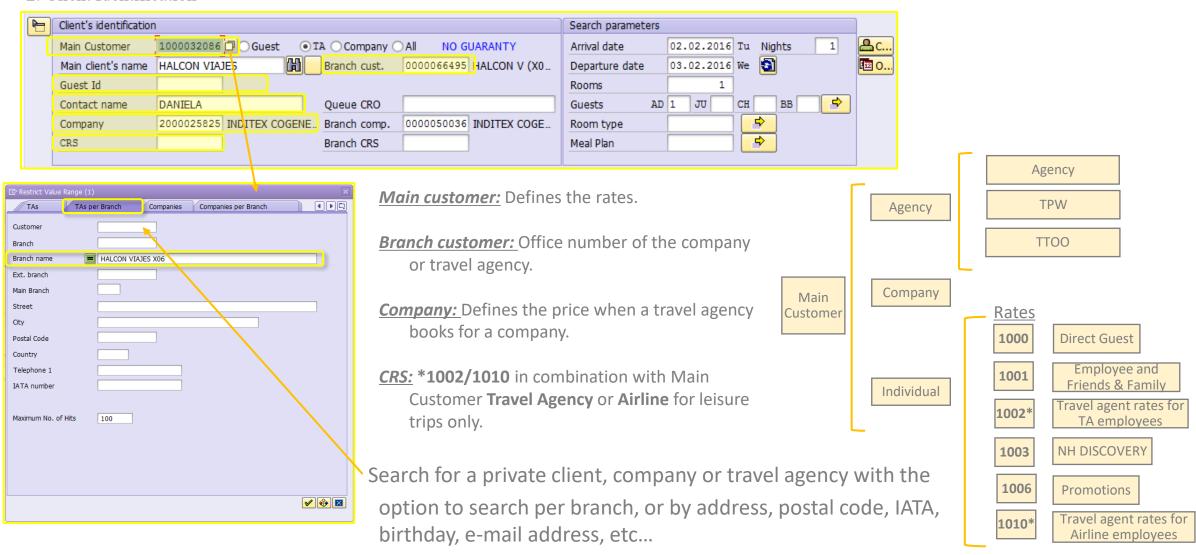
#### 1. TMS for CRO



This is the first screen the system shows us when we click on "Incoming Call" or F6

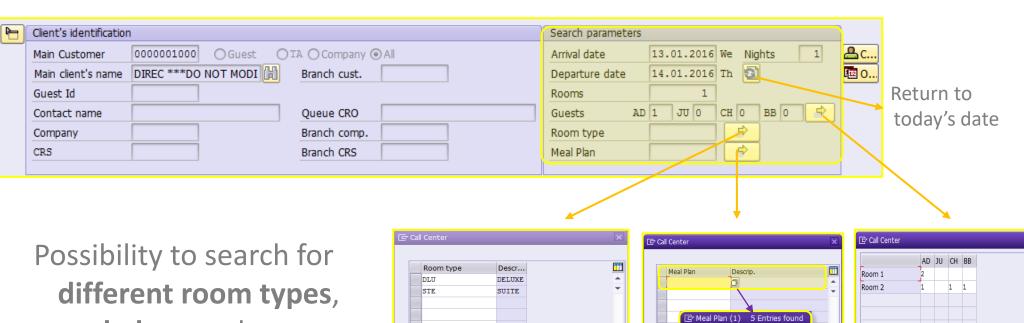


#### 2. Client Identification

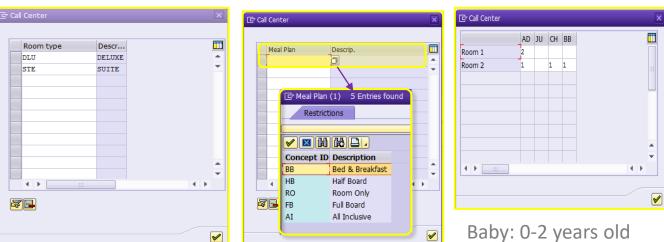




## 3. Search parameters



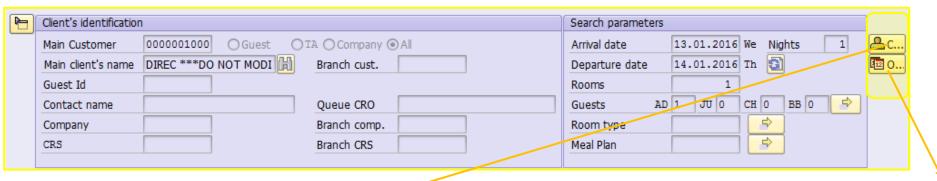
meal plans and room capacities



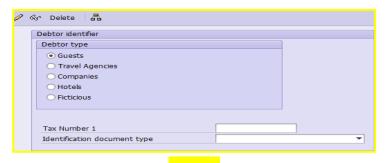
Child: 3-11 years old



#### 4. Additional buttons



# **Access CRM – Create New Clients**



Date of birth

Company ID/Nam

You heard of us...

Country

Document type

Expeditor place

Father's Name Veh Registr, No

General data Additional data Special requests Hobbies Statistics

Country

Surname

ZIP code

Language

Official document

Province of birth

Issue Date

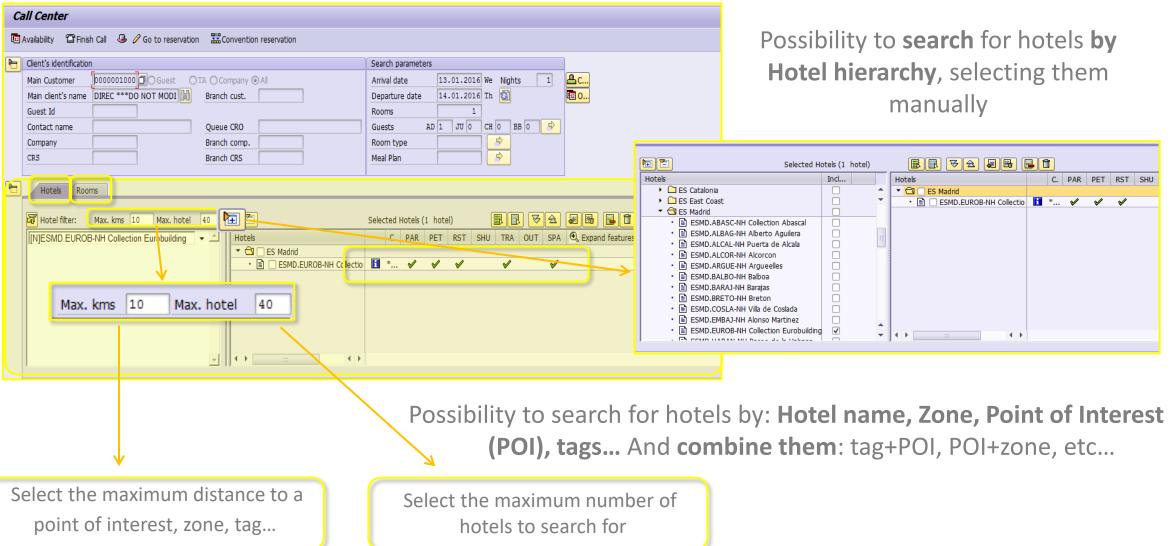
Create new guests and check the occupancy



**Access the Occupancy Report** 



#### 5. Meta-searcher

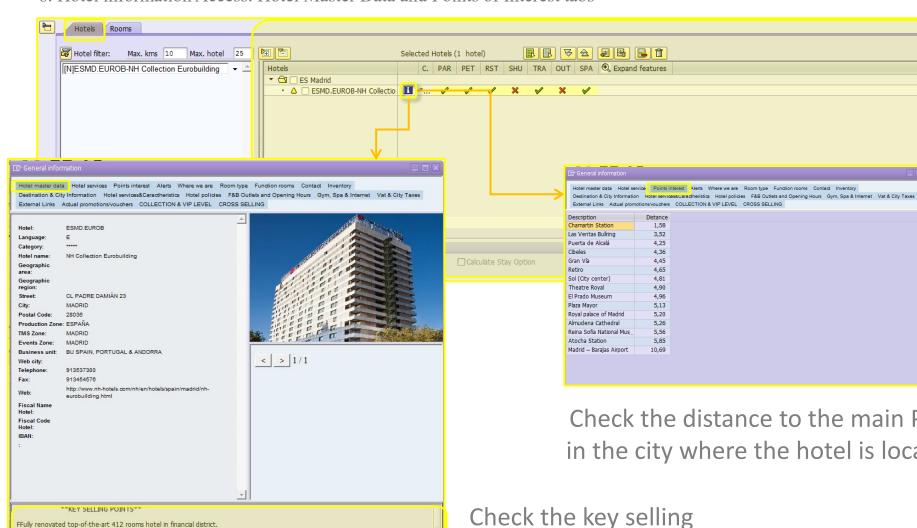


Best spa and fitness facilities in Madrid with pool and terrace.

Four restaurants and two bars with award winning chefs - DIverXO.



#### 6. Hotel information Access. Hotel Master Data and Points of Interest tabs



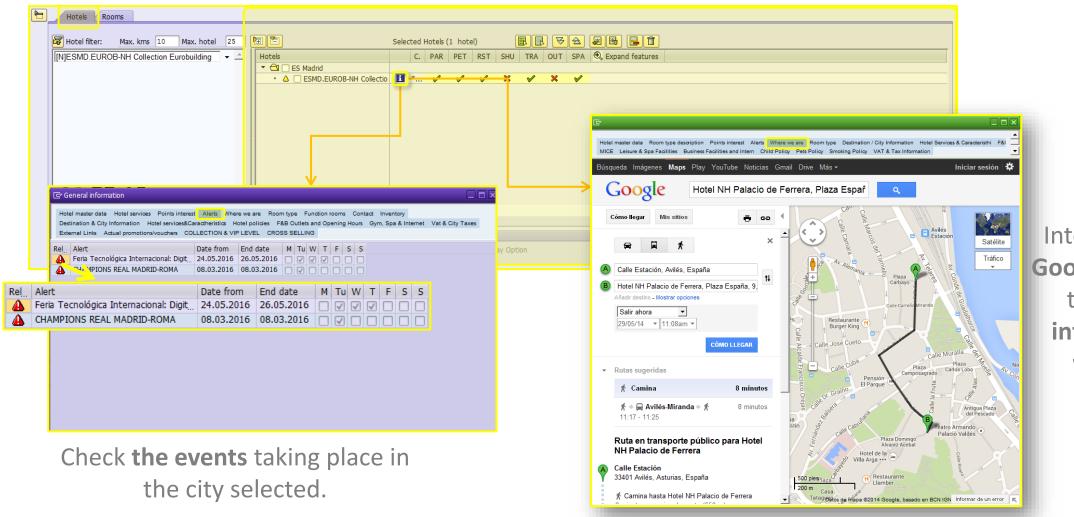
Access the Hotel information by pressing H You can have the window open and still work on the request.

Check the distance to the main POI's in the city where the hotel is located.

Check the key selling points of each hotel.



#### 6. Hotel information Access. Alerts and Where we are tabs

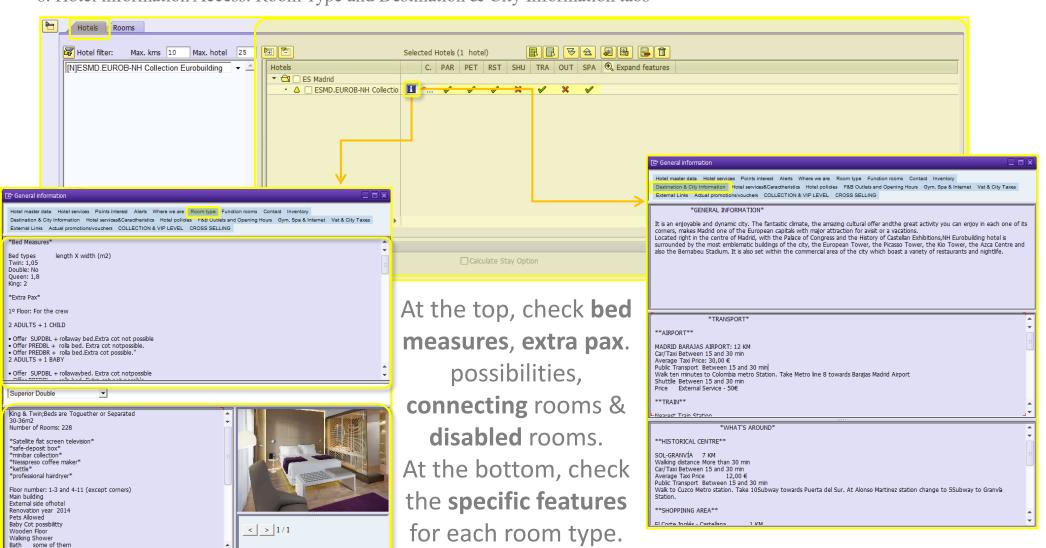


Integration of
Google Maps in
the Hotel
information
window

Air Conditioning



#### 6. Hotel information Access. Room Type and Destination & City Information tabs

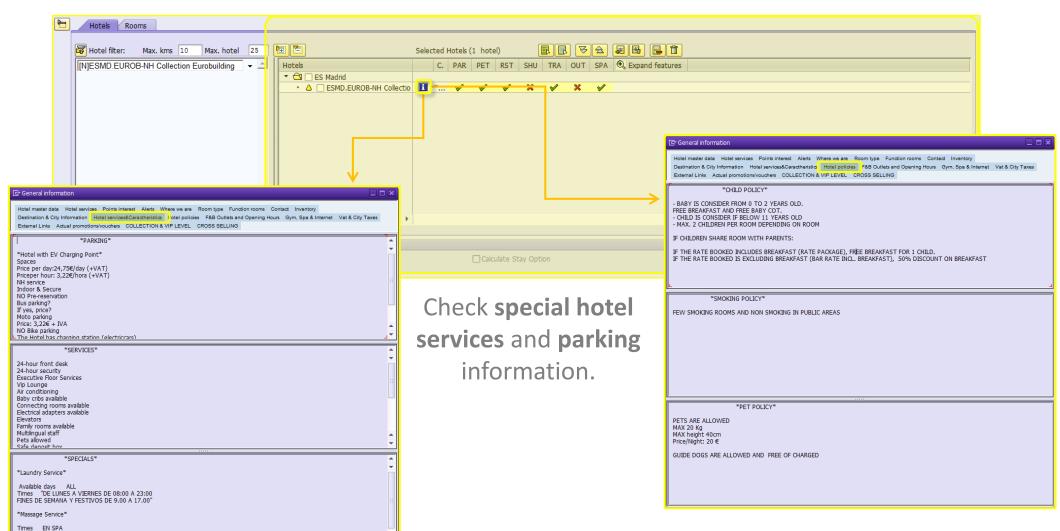


deneral information about the city where the hotel is located, how to arrive to the hotel, and what can be found nearby.

NH service? NO Reservation needed?



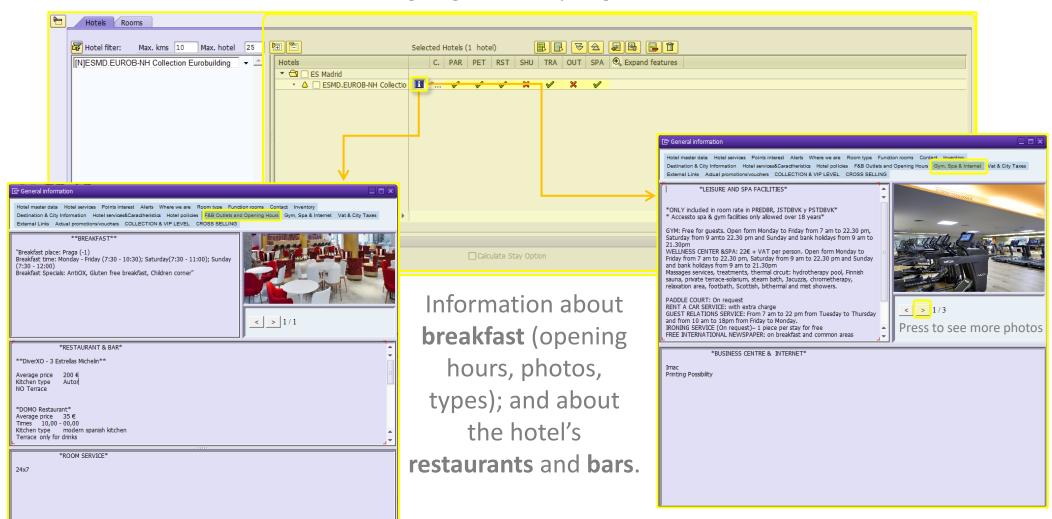
6. Hotel information Access. Hotel Services & Characteristics and Hotel Policies tabs



Check the child, smoking and pet policy



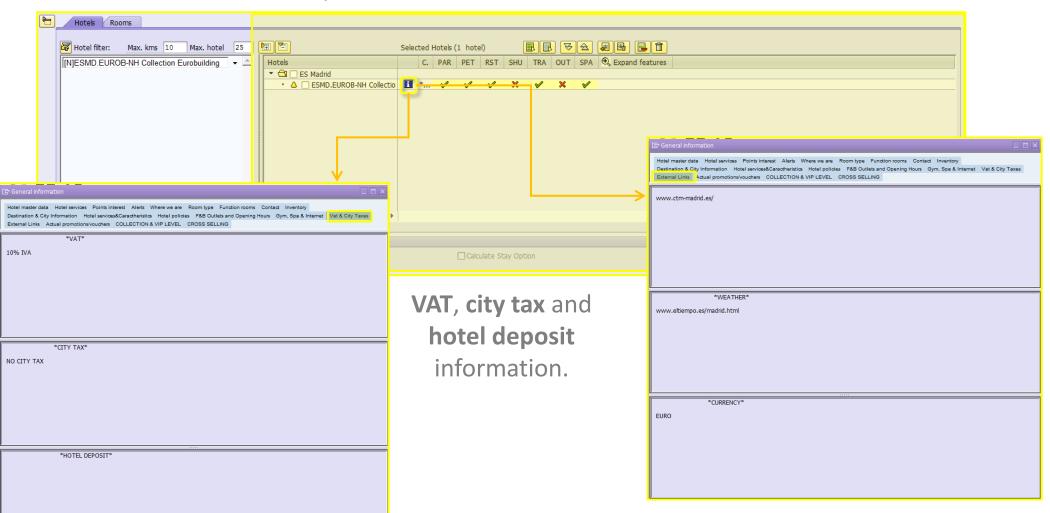
6. Hotel information Access. F&B Outlets and Opening Hours and Gym, Spa & Internet tabs



Check the
Leisure and Spa
facilities offered
by the hotel.



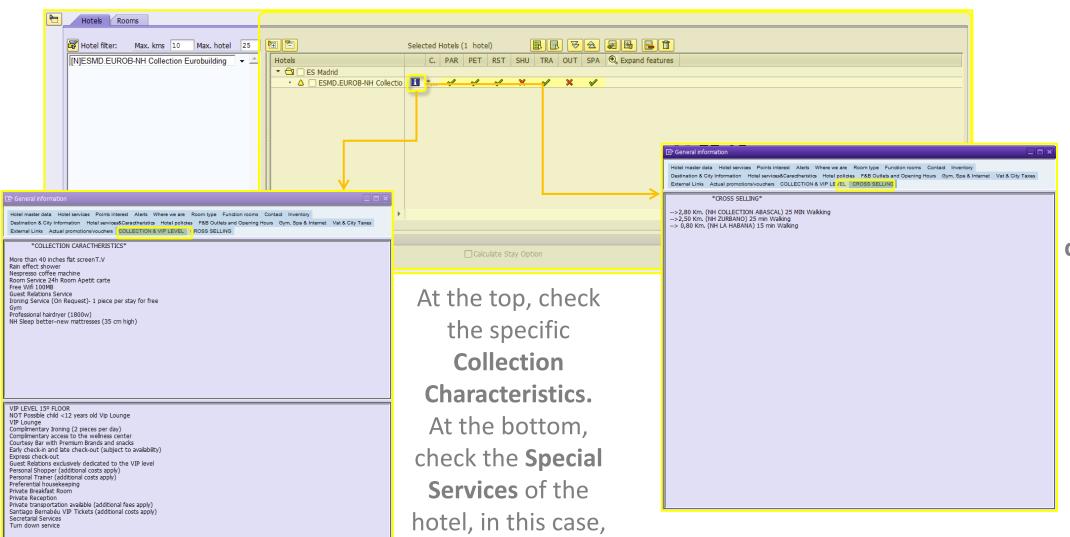
## 6. Hotel information Access. Vat & City and External Links tabs



external
websites to
check the
weather, the
local currency
or public
transport.



## 6. Hotel information Access. Collection &VIP Level and Cross Selling tabs

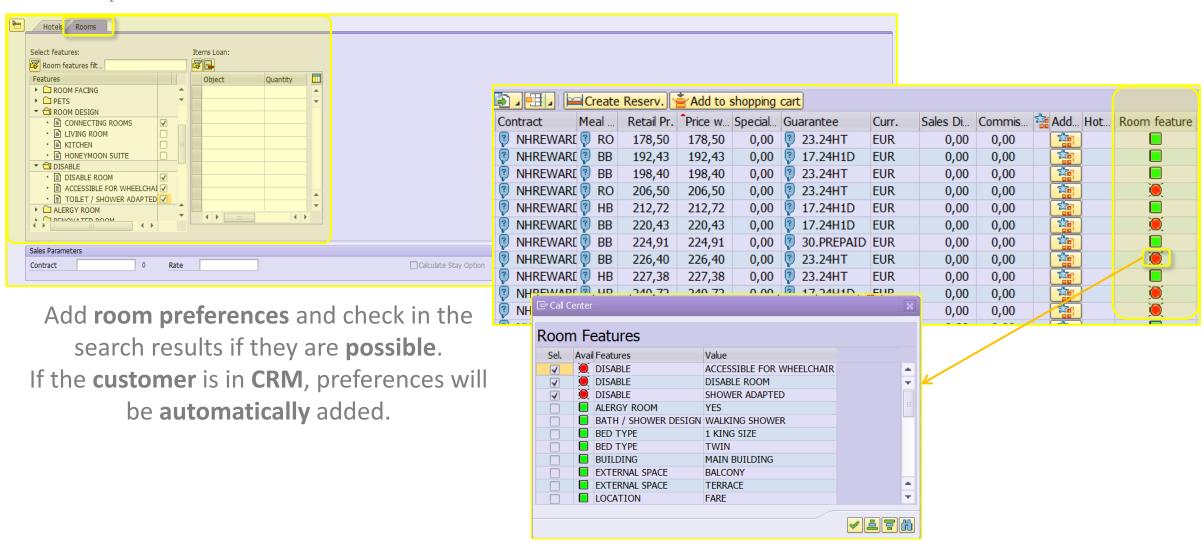


of the VIP Level.

Check the
distance to the
hotels nearest
to the one we
initially
searched for.

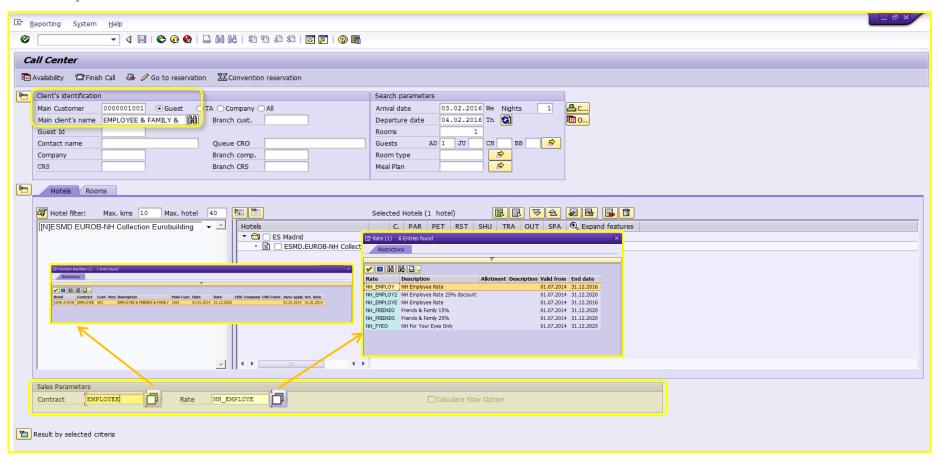


#### 7. Room preferences





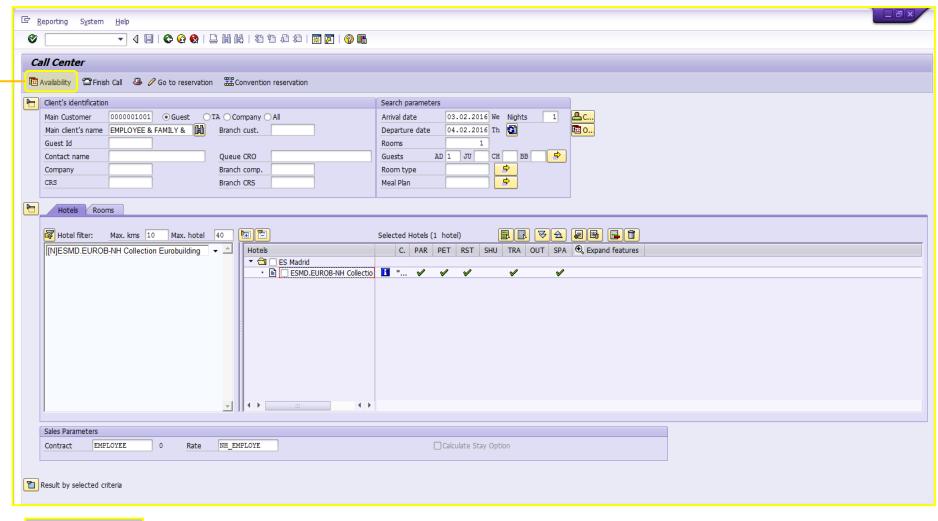
#### 8. Sales parameters



Use the **Contract** and **Rate** boxes to search for specific rates.



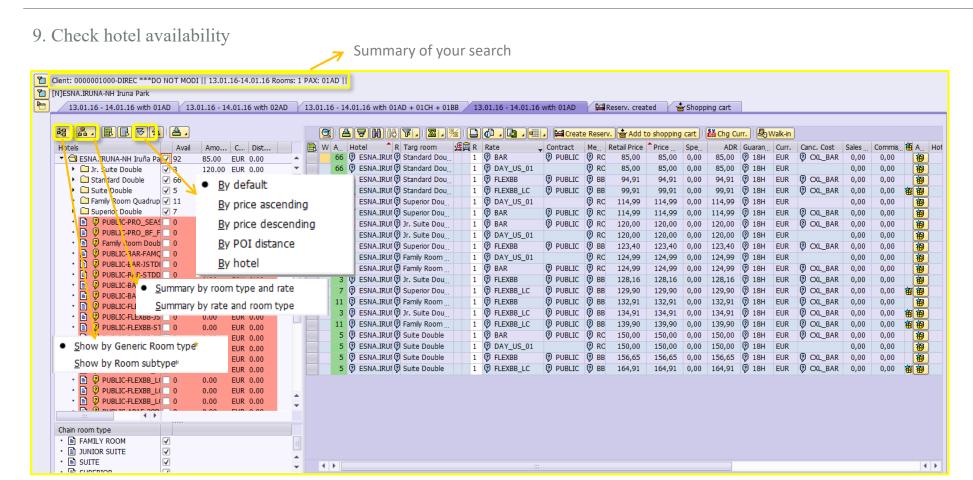
#### 9. Check hotel availability



Once you have introduced the search parameters in the system, press "Availability" or F8.







Possibility to modify the search panel: search by rate, by generic room type or by room subtype.

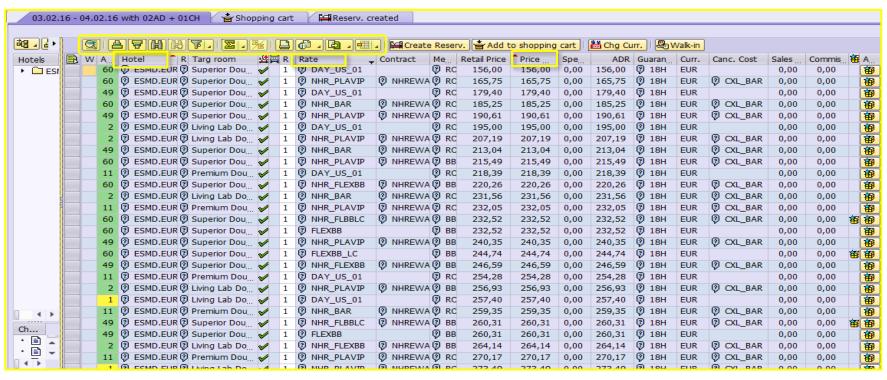
All rooms and rates are shown even those not available (in red).

<sup>\*</sup>Show by generic room type: Here you can see the room types available at the hotel.

<sup>\*</sup>Show by room subtype: Here you can see the room subtype (bed types) available at the hotel.



9. Check hotel availability. Search panel. Main buttons.







Possibility to sort results by price, room type, hotel.



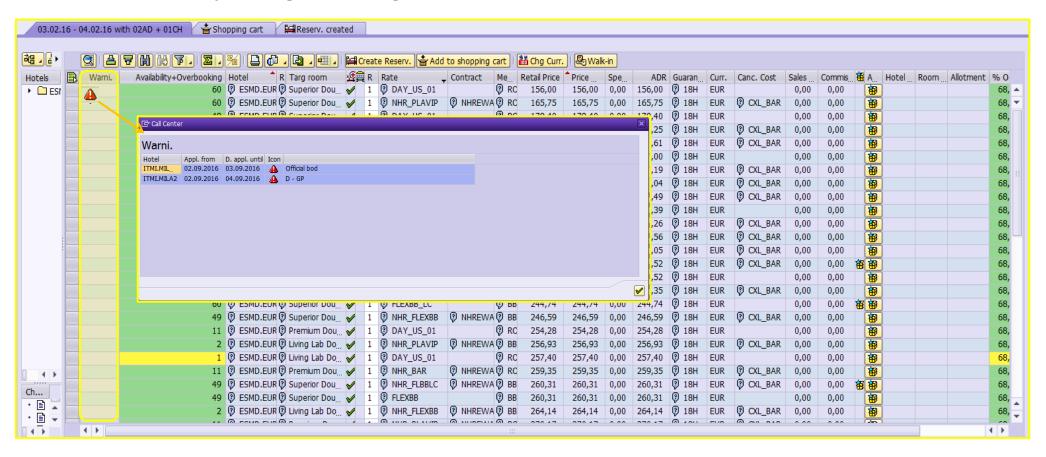
Additional bed (left) and cot (right) – always first check the Extra Pax possibilities ( ) to know max. occupancy possible per room type



Possibility to change the layout (DO NOT USE)



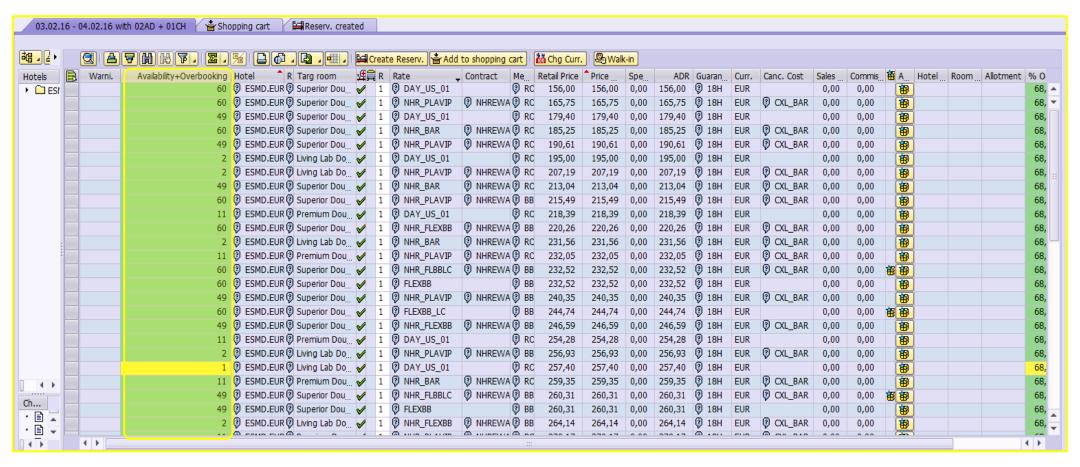
9. Check hotel availability. Search panel. Warnings



Click on 4 to obtain information about events taking place in the city for the dates selected.



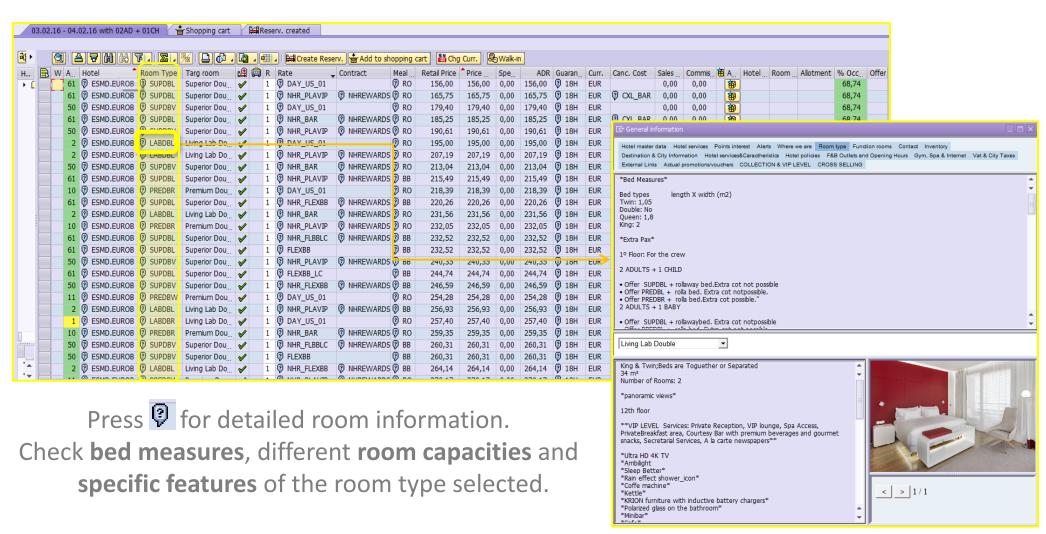
9. Check hotel availability. Search panel. Availability + Overbooking



Total amount of rooms available including the Overbooking number.

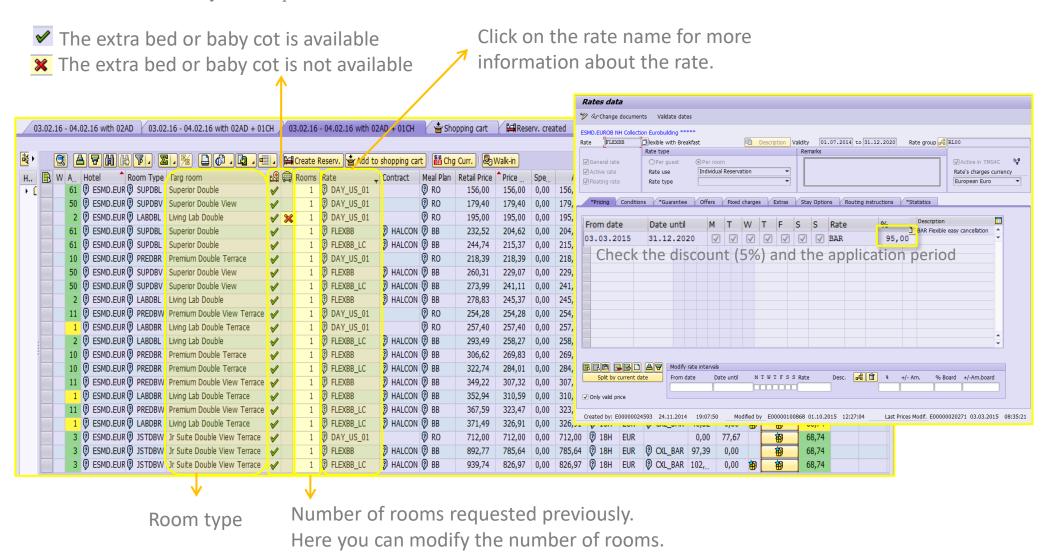


9. Check hotel availability. Search panel. Room type



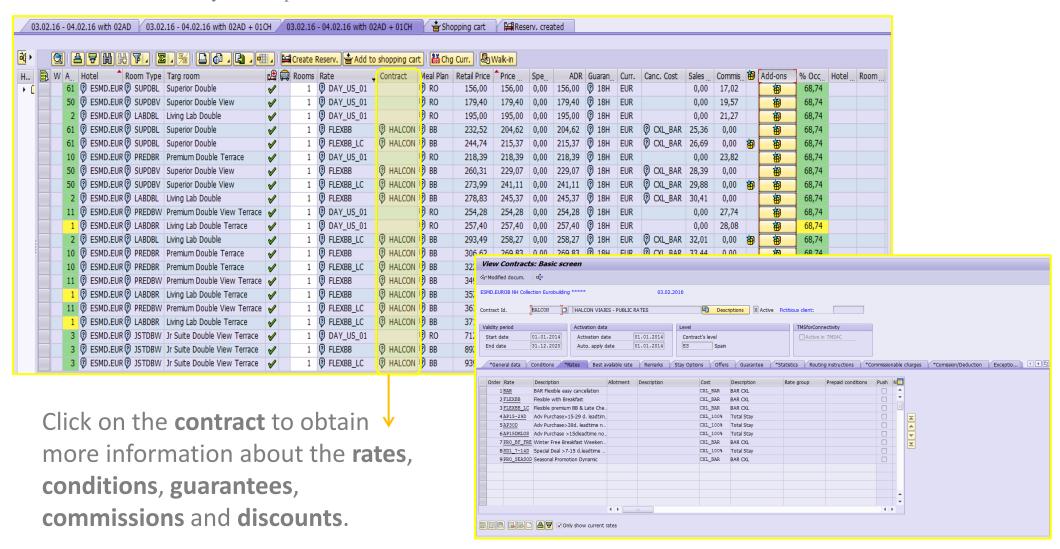


9. Check hotel availability. Search panel. Columns



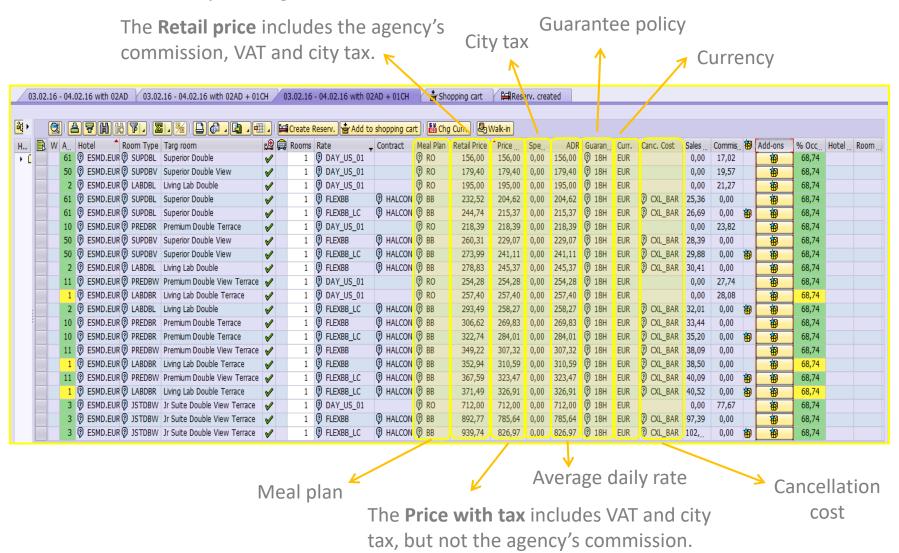


9. Check hotel availability. Search panel. Columns





9. Check hotel availability. Search panel. Columns

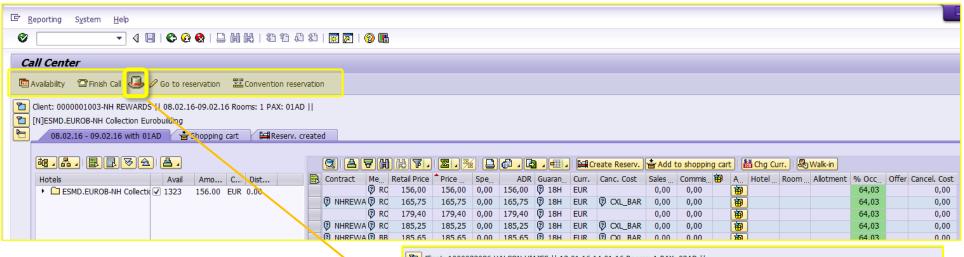




9. Check hotel availability. Search panel. Columns Check if the rate includes any Stay Options. Commission amount for agencies with net invoicing contract H.. 🕞 W A... Hotel 🔭 Room Type Targ room Rooms Rate Contract Meal Plan Retail Price Price ... Spe... Add-ons % Occ Hotel Room ADR Guaran Curr. Canc. Cost 61 @ ESMD.EUR @ SUPDBL Superior Double 1 @ DAY\_US\_01 156,00 156,00 0,00 156,00 @ 18H 0,00 19,57 68,74 195,00 🛭 18H 🛮 EUR 0,00 21,27 AD 1 JU 0 CH 0 BB 0 Board EUR EUR ② CXL\_BAR 25,36 @ CXL\_BAR 26,69 Early check-in from 9H **EARL CHECK** EARLY CHECK-IN ② CXL\_BAR 28,39 68,74 EXT LATOUT Extensión LCO Late Check Out 14h 0 Late Check Out 16h 0,00 27,74 0.00 28.08 68,74 ② CXL\_BAR 32,01 0,00 🙀 68,74 Sto Price type Price Cur. Tax... Data Ma... Ap... Ref.Opt. 68,74 % Occupancy 68,74 Package identifier additional information 68,74 785,64 ② 18H EUR ② CXL\_BAR 97,39 0,00 68,74 826,97 @ 18H EUR @ CXL\_BAR 102,... 0,00 🙀 Reserv.price 213,04 Legend: Contracted Mandatory Required Optional Not contractib Stay option price 0,00 ✓ X Bee Stock Commission amount for agencies with commissionafter-payment contract Add-ons: add Stay Options



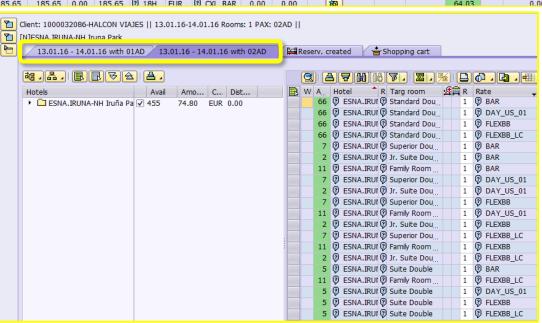
9. Check hotel availability. Search panel. Modify header



Possibility to perform a new search without losing the results of a previous search.



= Modify header

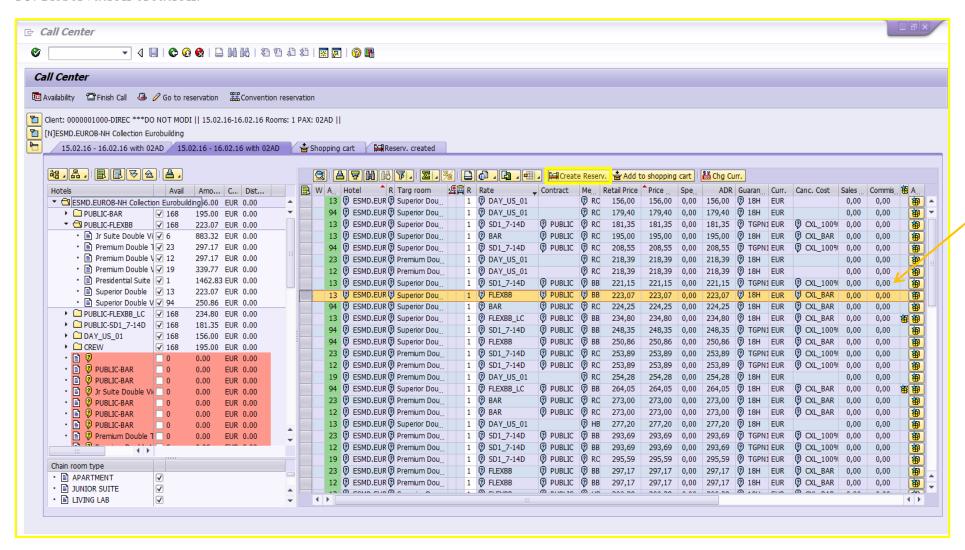


# RESERVATION CREATION





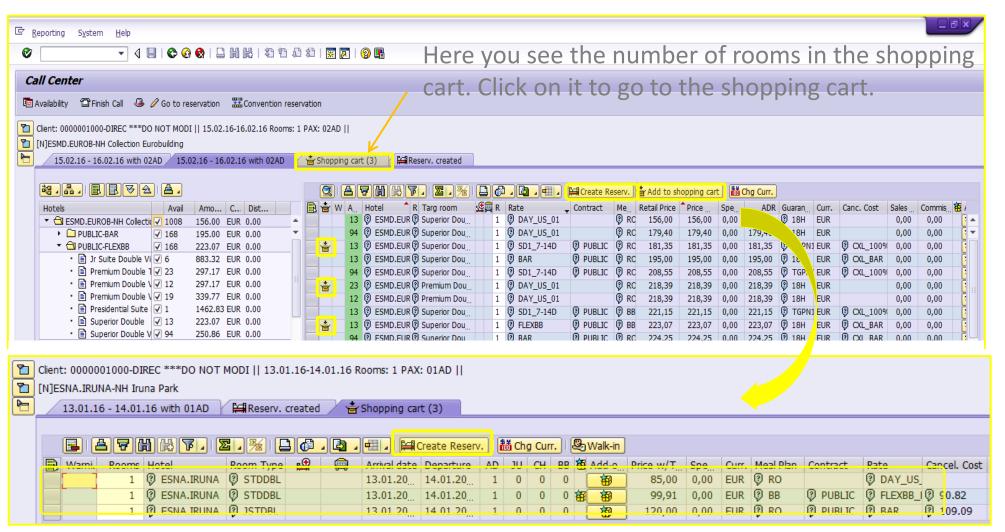
#### 10. Reservation creation.



Click on the line to select the **rate** and **room** you want to book.



#### 10. Reservation creation.

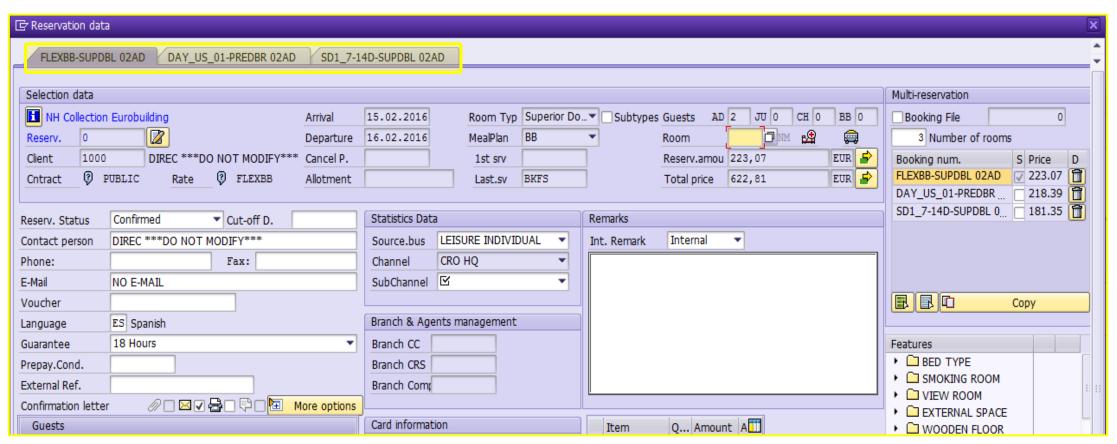


Add different rooms to the shopping cart; first choose the line and then select "add to shopping cart".

Click on "Create Reserv." on this screen or on the Shopping Cart screen to create the reservation.



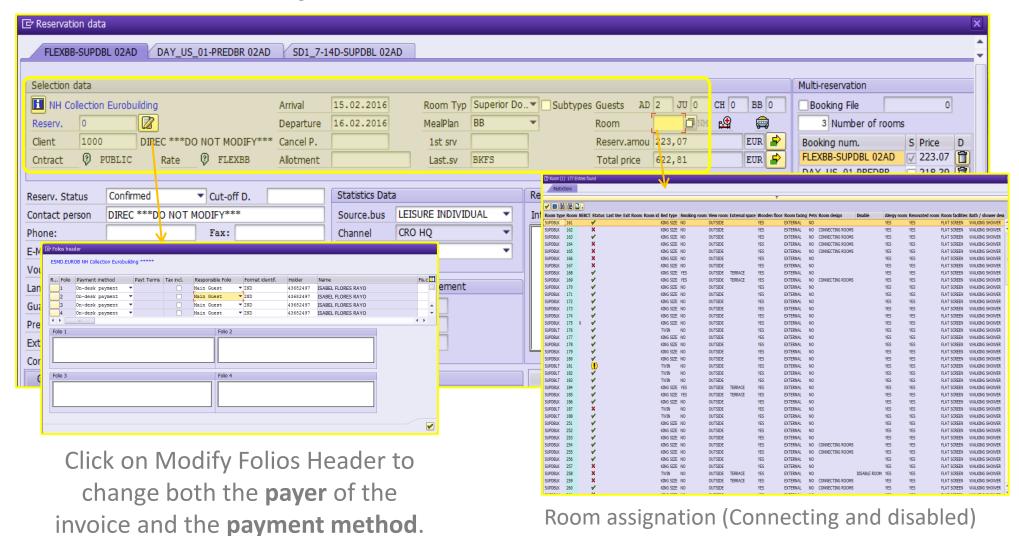
11. Reservation data. Number of rooms.



Create one reservation, or more than one at the same time with different rates and occupation; in these tabs you can check the details for each room.



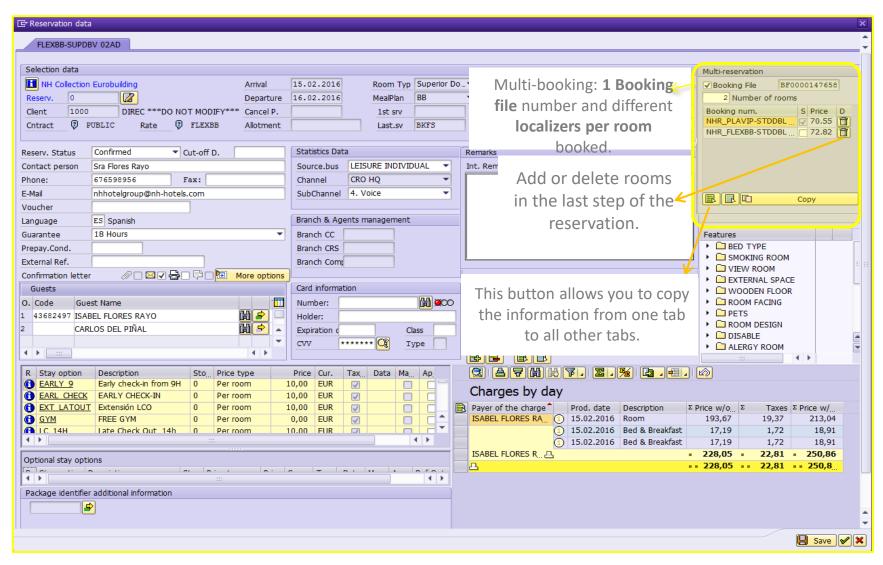
11. Reservation data. Reconfirmation panel.



34



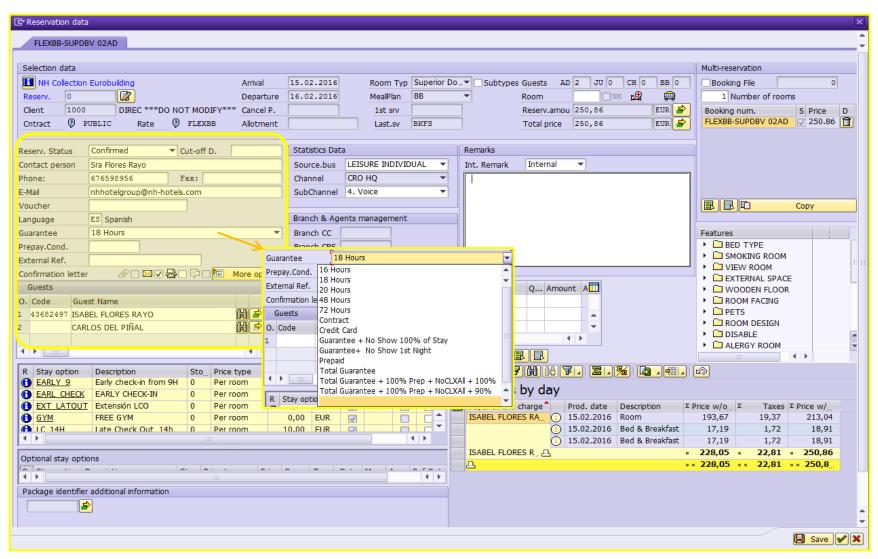
#### 11. Reservation data. Multi-reservation.



Click "Copy" to copy the information from one reservation to all the other reservations.



#### 11. Reservation data. Guest information + Guarantee



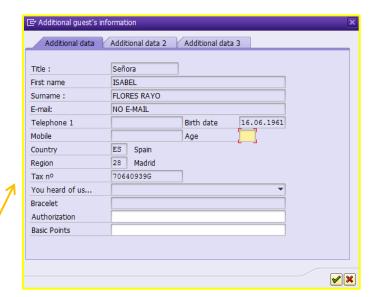
Add contact details (name, telephone number and e-mail address), guest names, modify the language of the confirmation e-mail, add remarks & room preferences, modify payer information, etc...



#### 11. Reservation data. Guest information

Reserv. Status	Confirmed ▼ Cut-off D.			
Contact person	DIREC ***DO NOT MODIFY***			
Phone:	Fax:			
E-Mail	NO E-MAIL			
Voucher				
Language	ES Spanish			
Guarantee	18 Hours ▼			
Prepay.Cond.	<u> </u>			
External Ref.				
Confirmation letter 🖉 🗆 🖾 🗸 🛱 🗆 🍽 More options				
Guests				
O. Code Gue	st Name			
1 43682497 SAE	SEL FLORES RAYO			
<b>↑</b>   :::				

Check the guest profile.



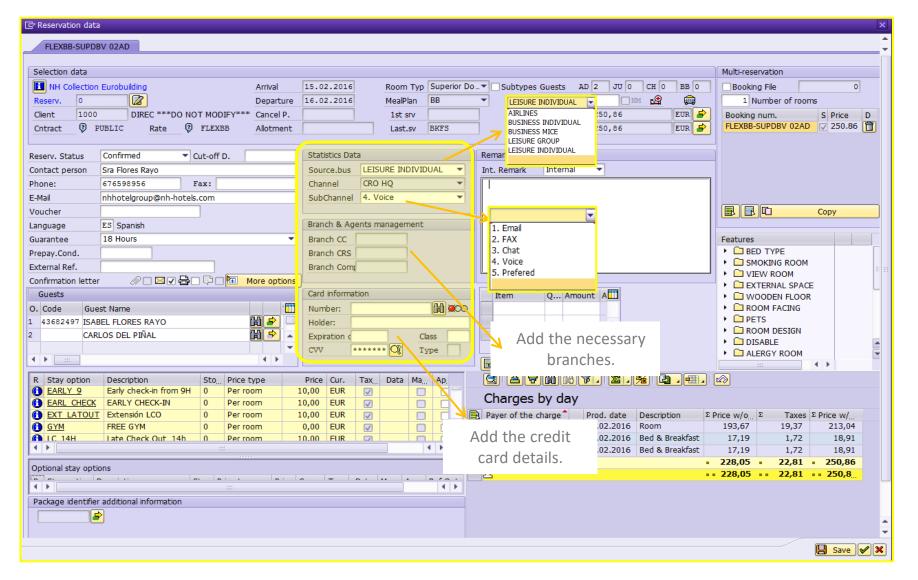
ESTALLOW GUESTS DISPLAY					
History	Related clients				
ESNA.IRUNA NH	Iruña Park **** Cient 43682497 ISABEL FLORES	RAYO Ext. Client number 4368249			
General data	Additional data Special requests Hobbies Statistics				
Salutation First name Surname Street City ZIP code Region	Mrs.  SABEL FLORES RAYO  POLIVORANCA ALCORCON ALCORCON 228000 Country ES Spah  Erail URL URL	Phone / / ny ID/Name			
Language	ES Spanish You he	eard of us			
Nationality ES Spanish Gender Female					
Official document ID Additional document					
Tax no	70640939G Country ES Document type	▼ Country			
Issue Date	03.08.2013 Expiry Date Number				
Expeditor place MADRID Issue Date Expiry Date		Expiry Date			
Expeditor place					
Nationality INE Madrid ▼ Father's Name					
Place of birth	Mother's Name				
Province of birth	h Veh Registr. No.				

Add the information of all the guests to the reservation.

Always ask for complete contact details (contact person, telephone number and e-mail address).



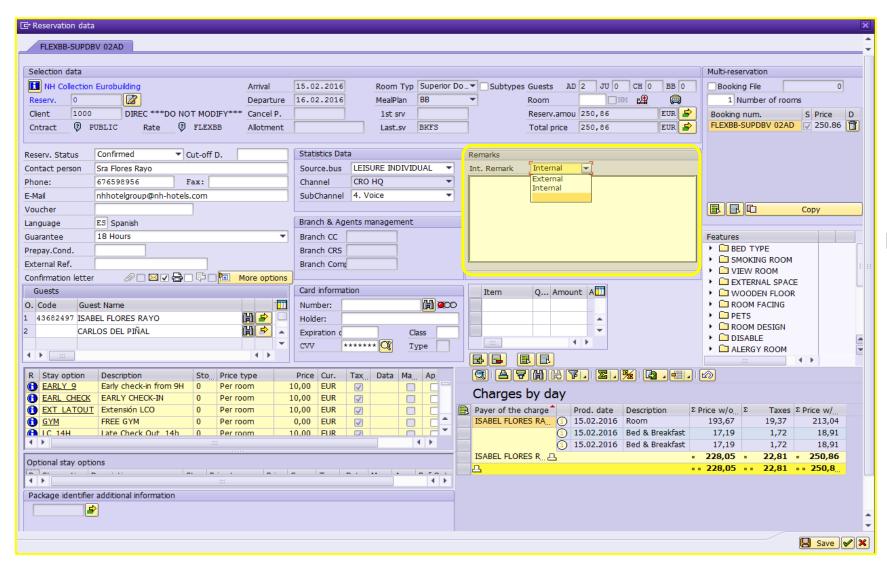
#### 11. Reservation data. Statistics & Branch and Credit Card info



Complete the Statistics, add the Branches and fill out the credit card details.



#### 11. Reservation data. Remarks



Leave a remark in the reservation.

The most frequently used remarks are:

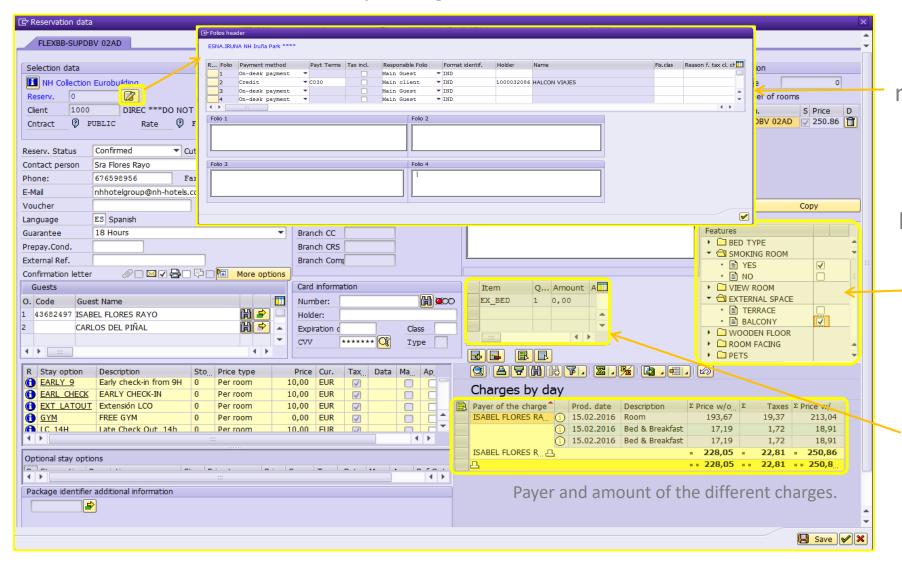
Main: Can be seen by the hotel and CRO.

**External:** Can be seen by the guest, hotel and CRO.

Internal: Can be seen by the hotel and CRO.



#### 11. Reservation data. Features, Items summary & Charges



Change the payment method and the payer of the invoice in "Modify Folios Header".

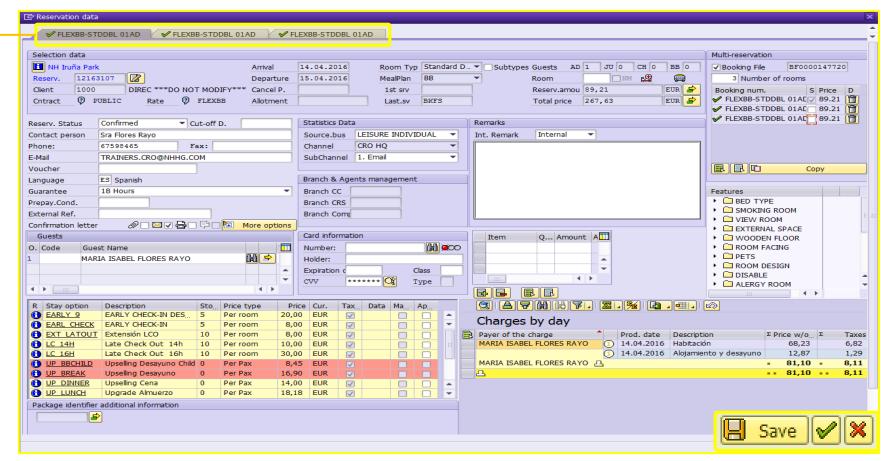
Folio 1 → City tax
Folio 2 → Room & Breakfast

Add specific guest preferences in "Features".

Summary of items requested in the reservation.



#### 11. Reservation data. Save, Cancel or Reject reservation





Save the reservation and continue to work on it.



Accept the reservation and close the reservation window.



Reject the reservation without saving.

→ Check that every tab has been saved 🗹 before accepting the reservations.



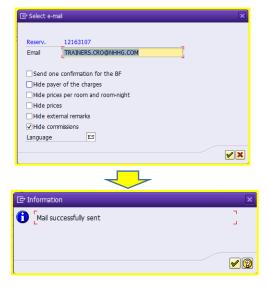


#### 11. Reservation data. Reservation confirmation

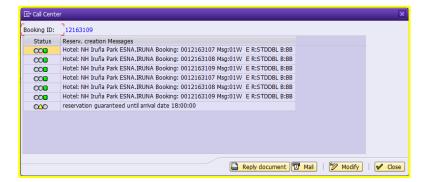
After accepting the reservation , you see the following:



1. E-mail confirmation:



2. Reservations summary:

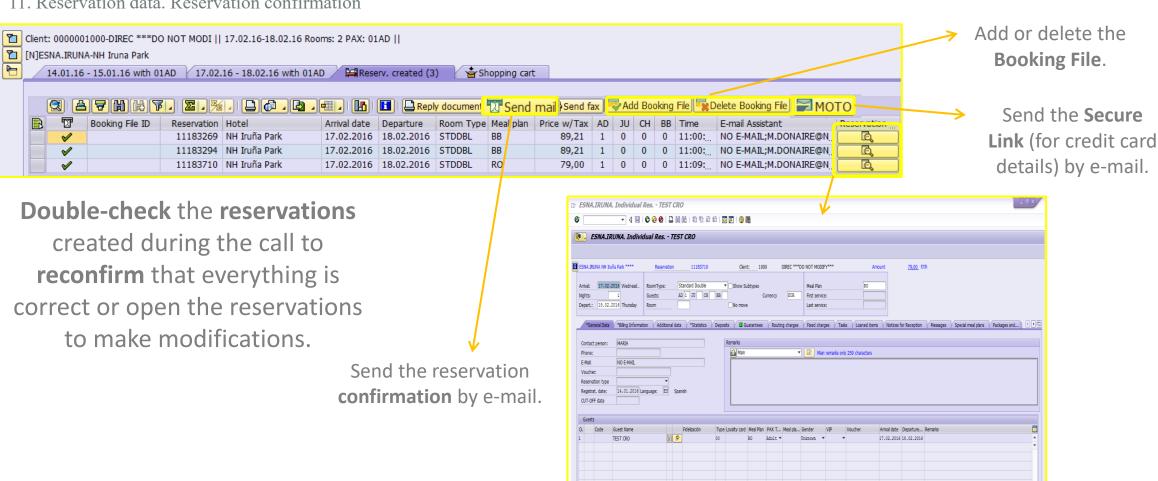


3. Reservations created:





#### 11. Reservation data. Reservation confirmation

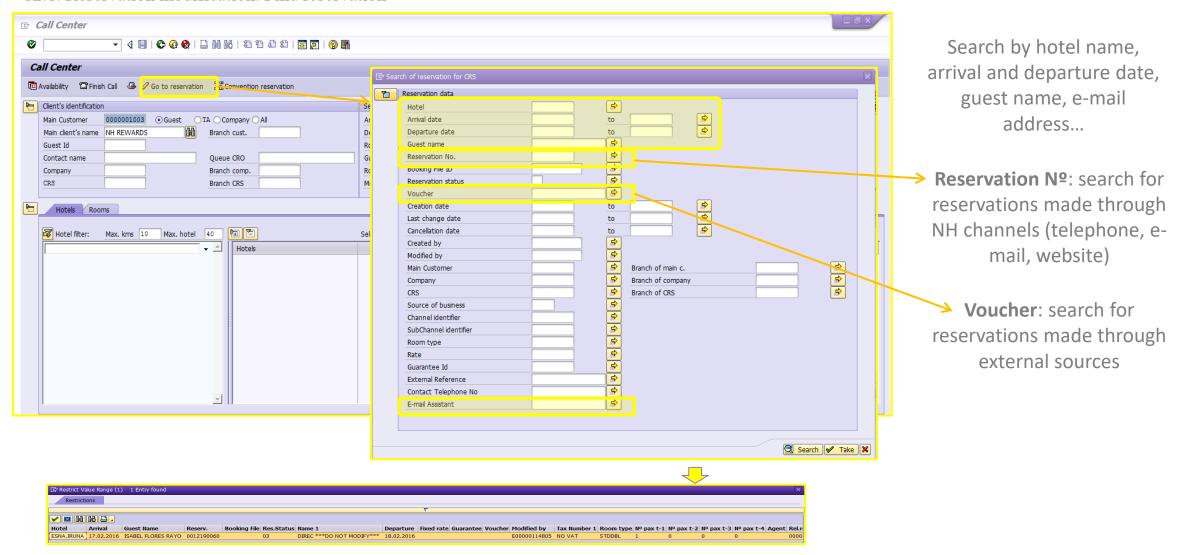


# RESERVATION MODIFICATION



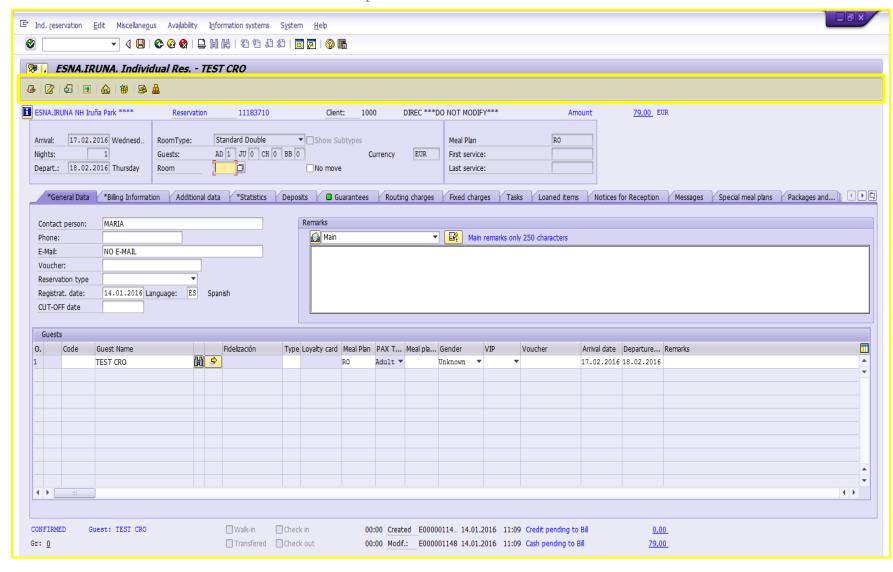


#### 12.1. Reservation modification. Find reservation





#### 12.2. Reservation modification. Modification panel



Always check the

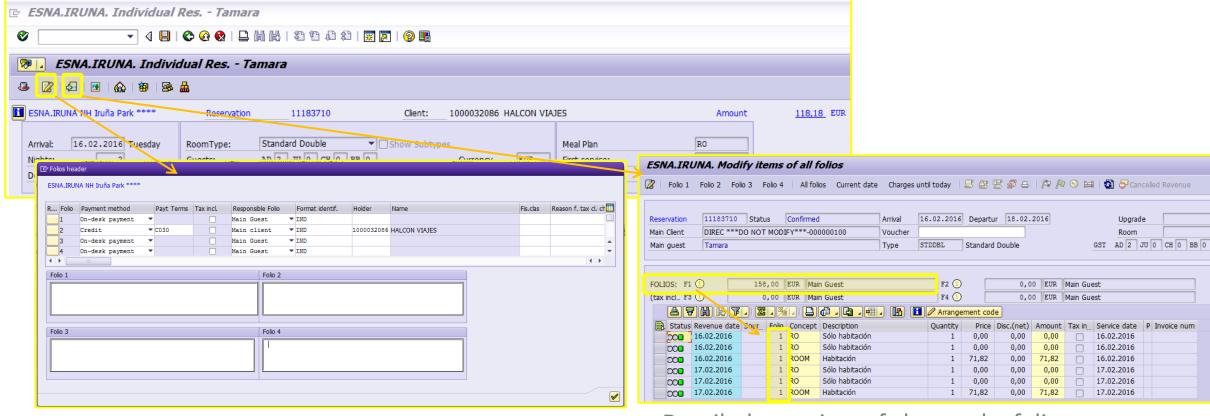
Cancellation Policy
before proceeding with a

modification or

cancellation



12.2. Reservation modification. Modification panel. Payer modification and Folios access

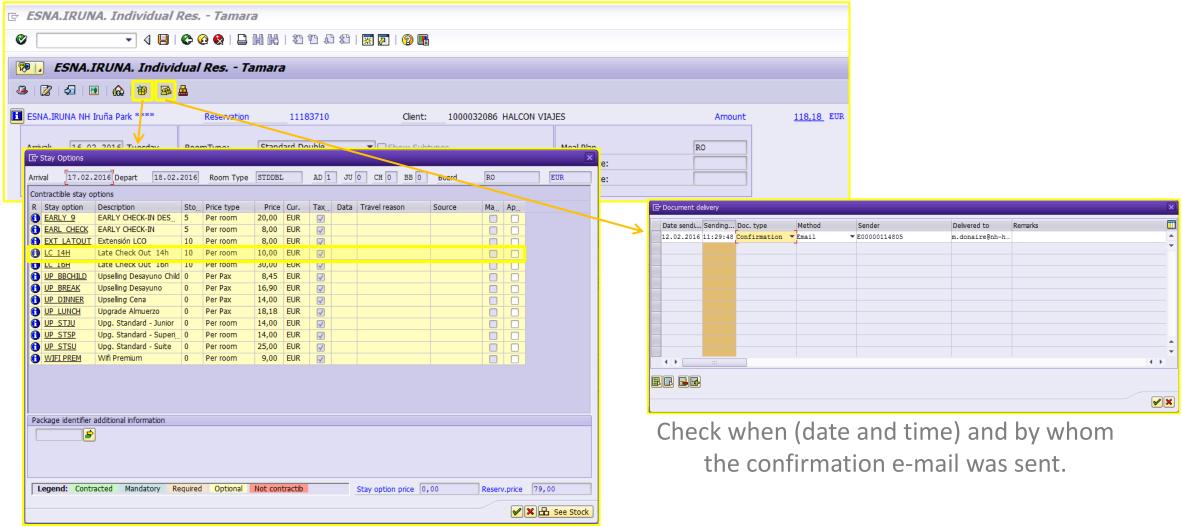


Check who is paying and modify the Folios
Folio 1 = City tax
Folio 2 = Room & Breakfast

Detailed overview of charges by folio



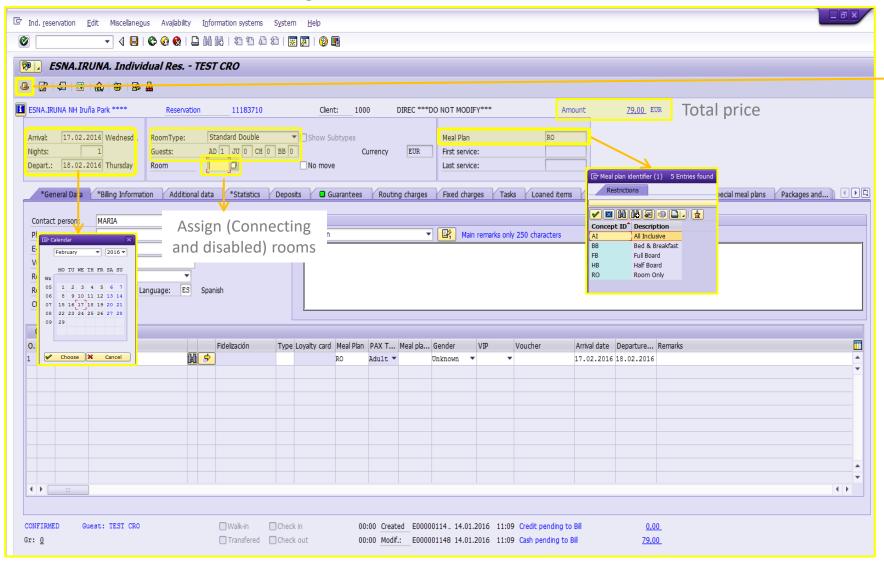
#### 12.2. Reservation modification. Modification panel. Stay options and Document Delivery



**Add Stay Options** 



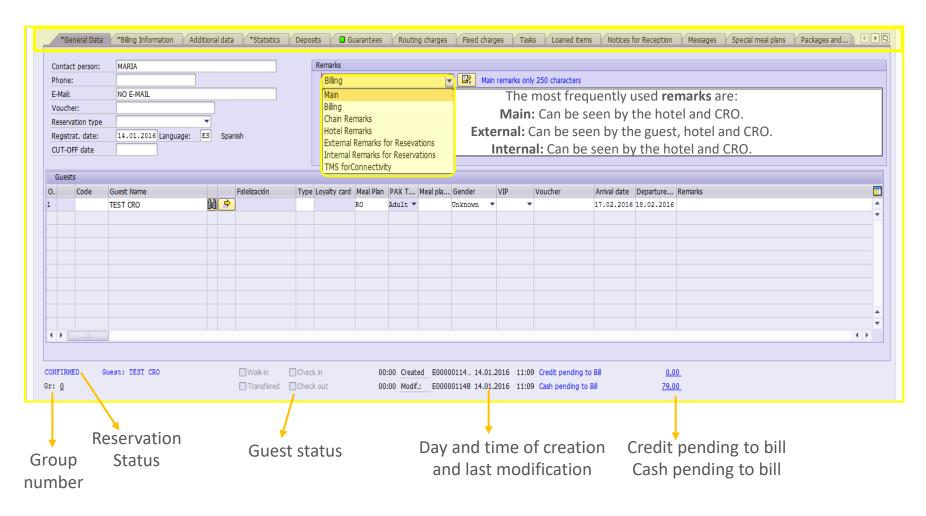
#### 12.3. Reservation modification. Search parameters modification



- → Press or F5 (Update header) to modify:
- Date & number of nights
  - Room type
  - Number of guests
    - Meal plan



#### 12.4. Reservation modification. Modification panel tabs. General Data

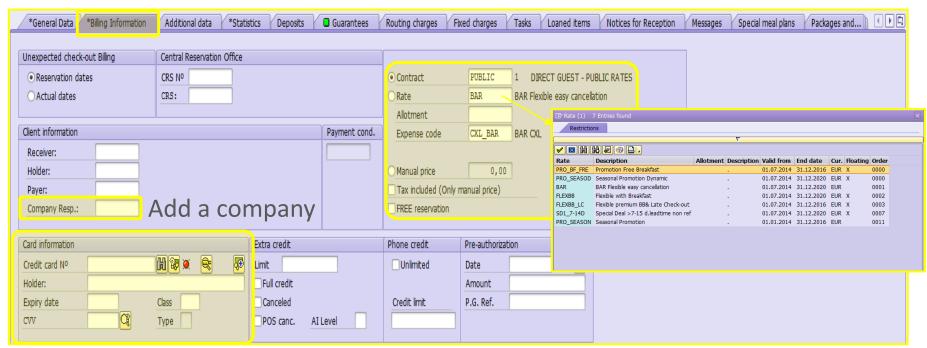


Modify guest name and contact person details.

Add remarks.



#### 12.4. Reservation modification. Modification panel tabs. Billing information



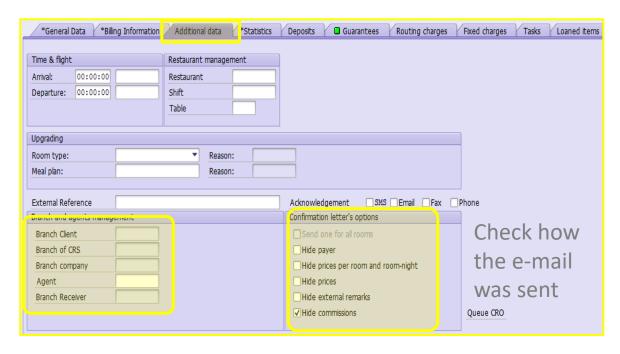
Modify:

- Contract
- Rate
- Price

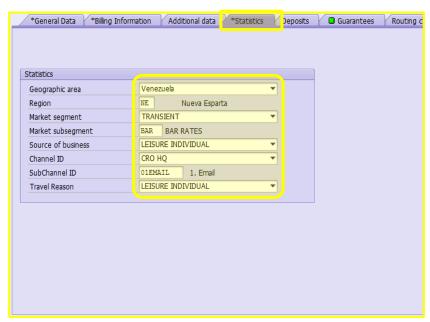
Log in to PCI to add the Credit Card details



#### 12.4. Reservation modification. Modification panel tabs. Additional data and Statistics



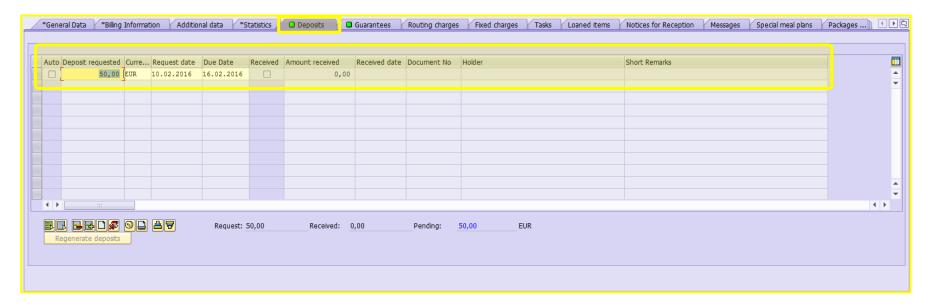
Add Branches



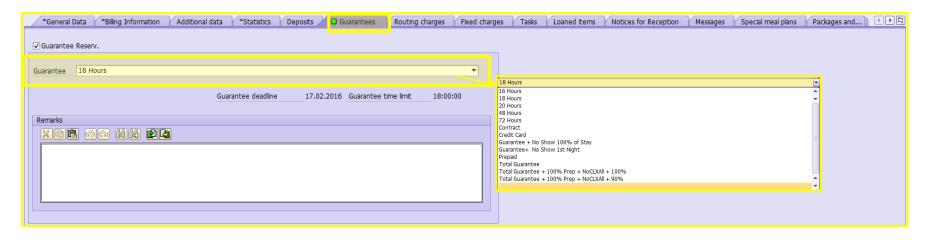
Check and complete the reservation statistics



#### 12.4. Reservation modification. Modification panel tabs. Deposits and Guarantees



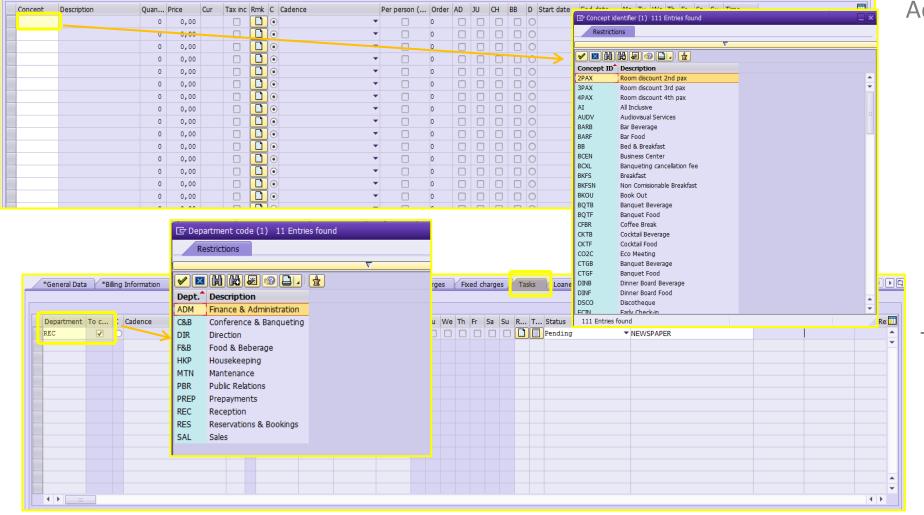
See if the reservation has any deposit requested



Check the guarantee deadline and time limit, or modify the guarantee policy.



#### 12.4. Reservation modification. Modification panel tabs. Fixed charges and Tasks



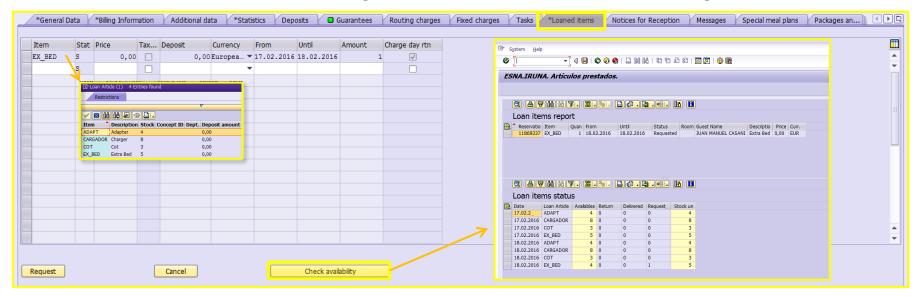
\*General Data | \*Billing Information | Additional data | \*Statistics | Deposits | © Guarantees | Routing charges | Fixed charges | Fixed charges | Care | Charges | Care | Charges | Care | Car

Add additional charges to the reservation.

Add, modify or cancel Tasks (traces) for other departments.

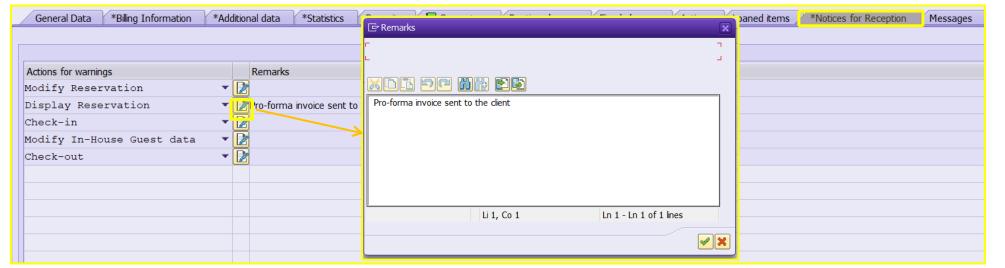


#### 12.4. Reservation modification. Modification panel tabs. Loaned items and Notices for reception



Add different items to the reservation.

Check real-time availability of loaned items.

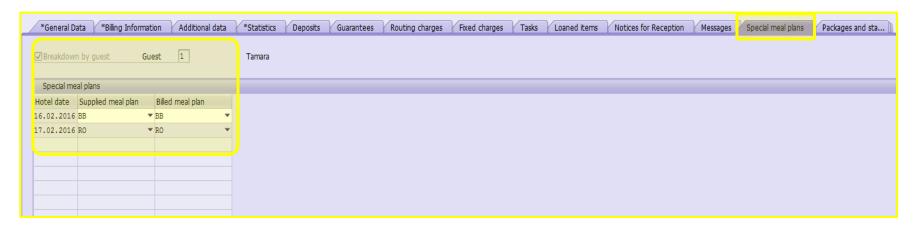


Click to add a note for reception.

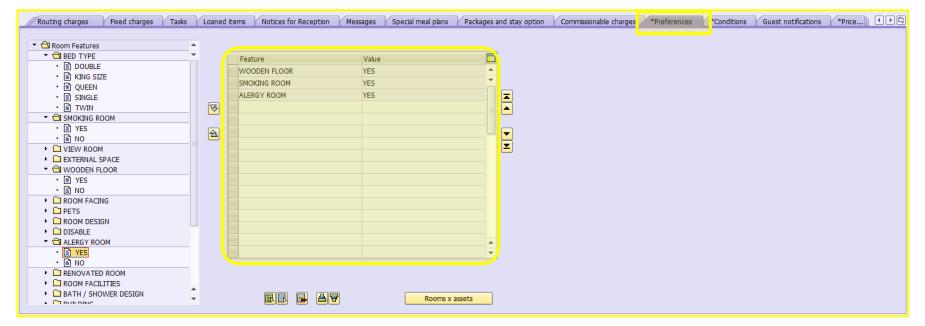
The pop-up will automatically show in the reservation.



#### 12.4. Reservation modification. Modification panel tabs. Special meal plans and Preferences



Modify the meal plan per day and/or person.



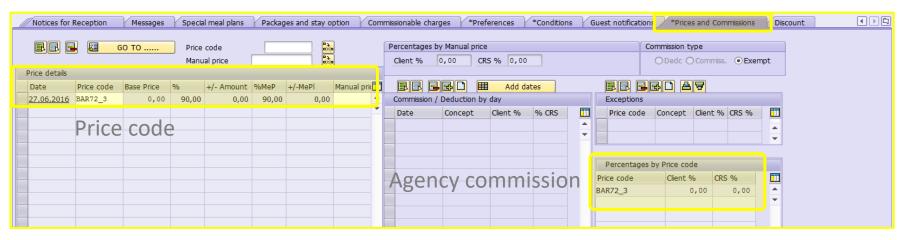
Add, modify or cancel room preferences.



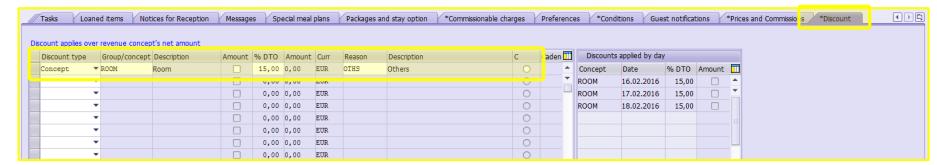
#### 12.4. Reservation modification. Modification panel tabs. Conditions, Prices & Commissions and Discount



Don't verify sales closing (DVSC) to overbook room or rate.



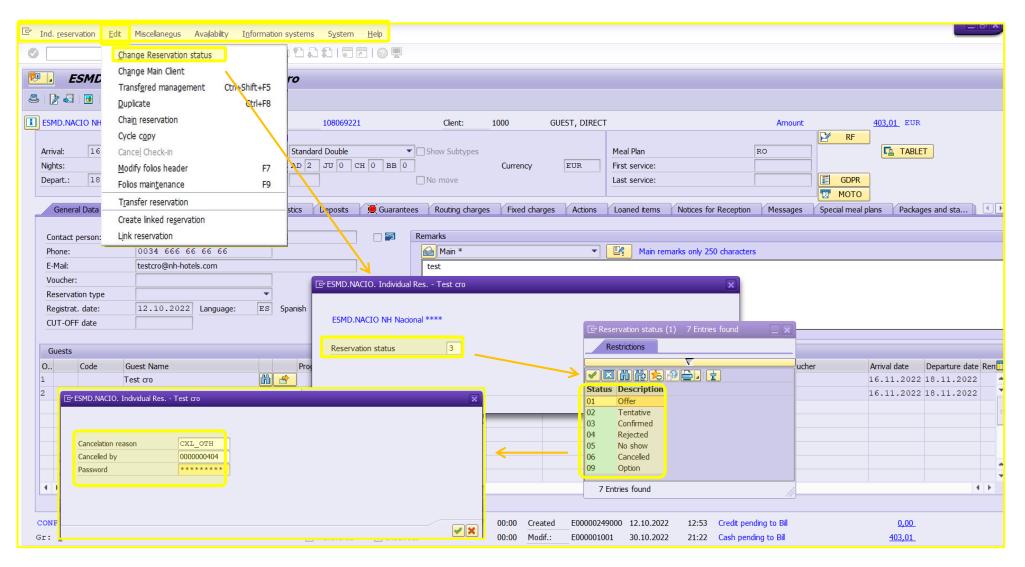
Check or modify the Price code, add a Manual Price and check the agency commission.



Apply a manual discount on the price.



#### 12.5. Reservation modification. Menu. Edit - Change reservation status

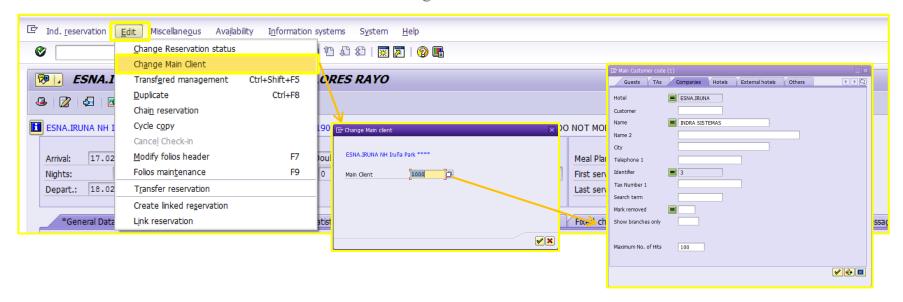


Change the reservation from Confirmed (3) to Cancelled (6).

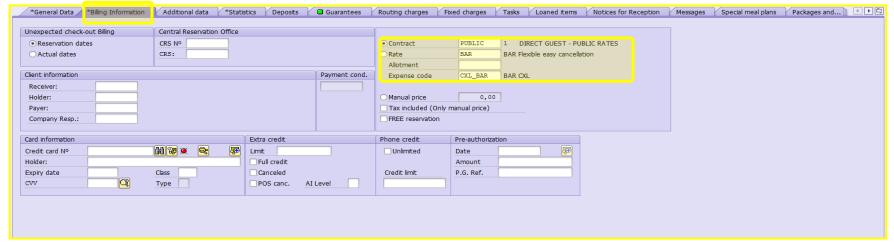
Choose the Cancellation reason, and enter your user and password.



#### 12.5. Reservation modification. Menu. Edit - Change main client



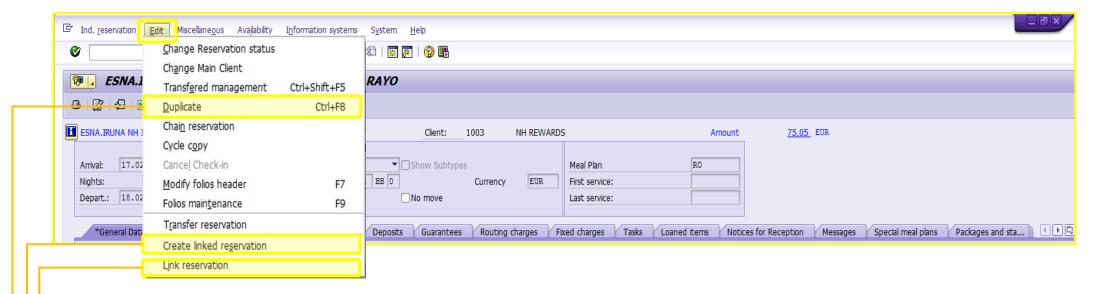
Change the main client of the reservation.



After changing the main client, you must select the correct contract and rate for the new main client in the Billing information tab.



12.5. Reservation modification. Menu. Edit - Duplicate, Created linked reservation and Link reservation



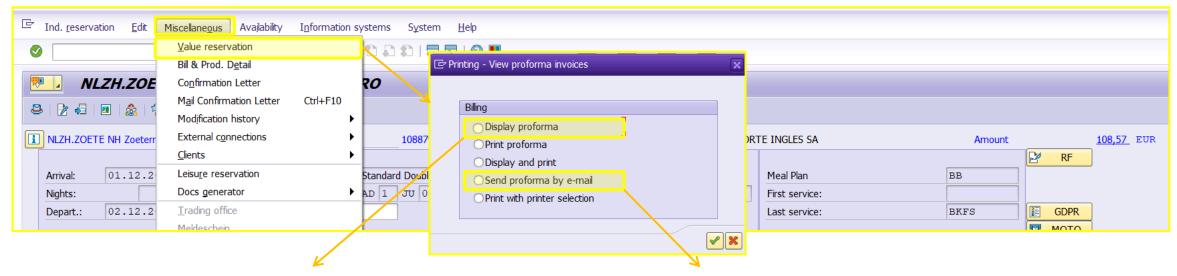
**Link reservation**: link two reservations that were created separately.

Create linked reservation: make a copy of a reservation. The new reservation will be linked to the original reservation.

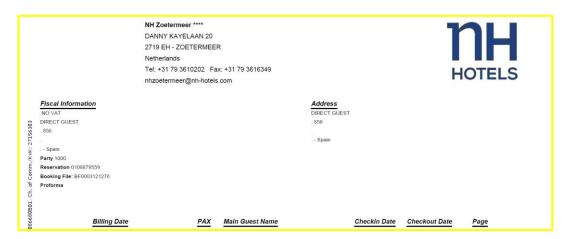
**Duplicate**: make a copy of a reservation. The new reservation is not linked to the original reservation. If the original reservation is part of a Booking File, the new reservation will be added to the Booking File.



#### 12.5. Reservation modification. Menu. Miscellaneous – Proforma invoice (one payer)



#### **Display proforma**: View, save to desktop and attach to e-mail

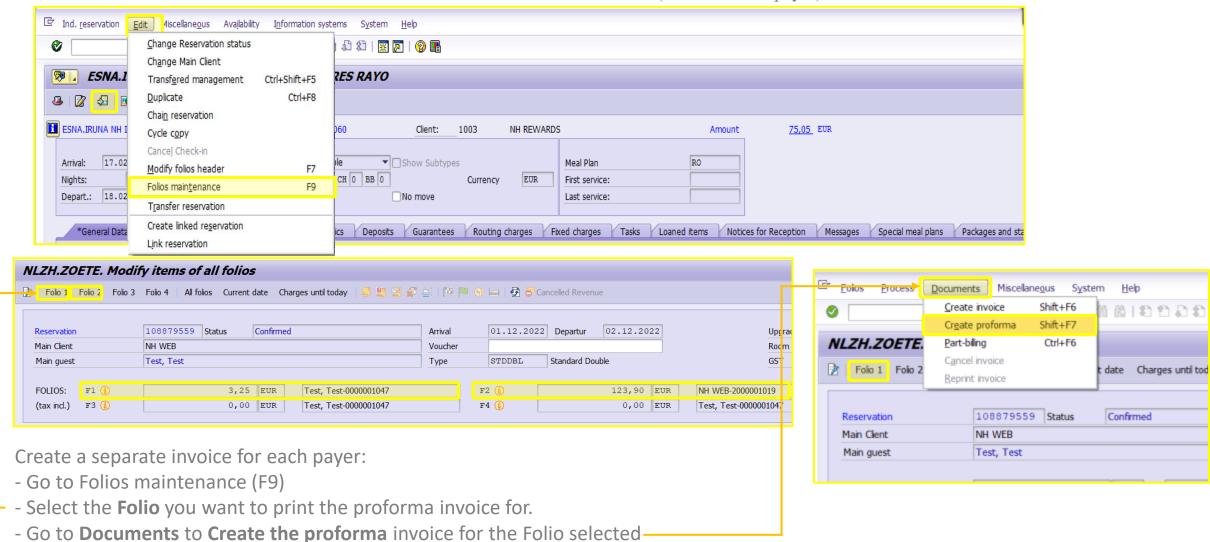


Send proforma by e-mail: Send by e-mail from SAP

Send invoice by e-ma	1	×
Invoice number	9605731318	
E-mail	testcro@nh-hotels.com	
ETHUI	costa o grill Hotels.com	
		×



12.5. Reservation modification. Menu. Edit – Folios maintenance. Proforma invoice (more than one payer)

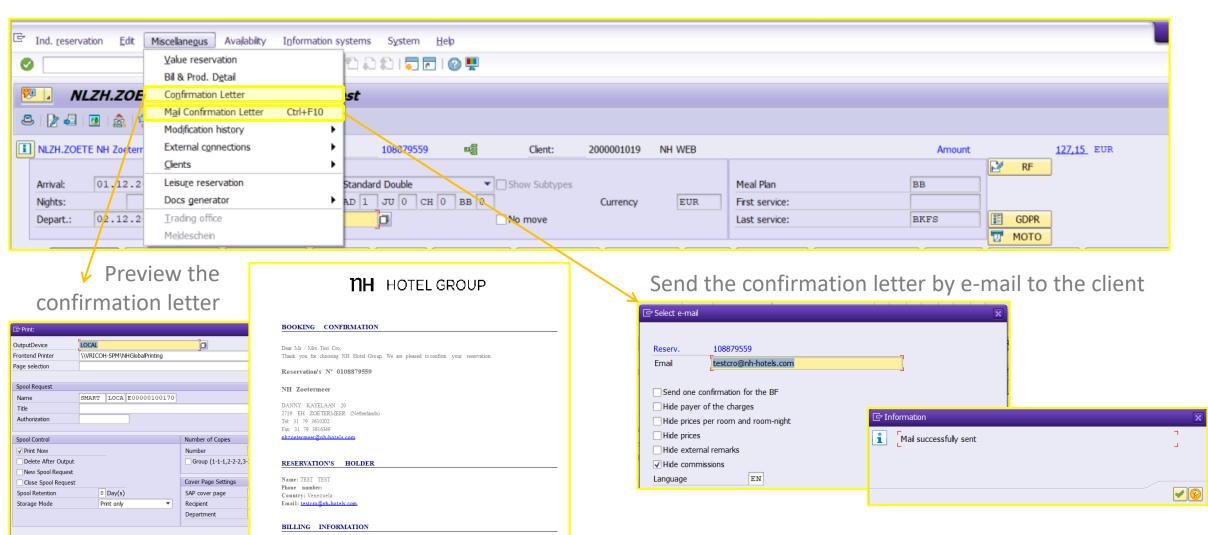


- Go to the next Folio and repeat the process to create the proforma invoice for a different payer



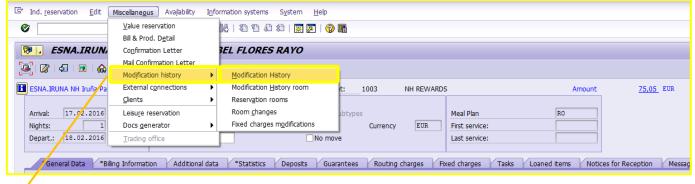
12.5. Reservation modification. Menu. Miscellaneous – Confirmation Letter and Mail Confirmation Letter

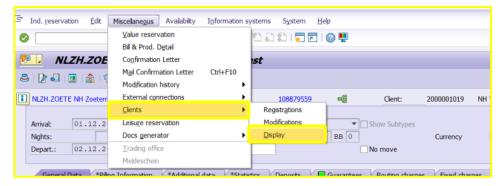
Name: NH WEB



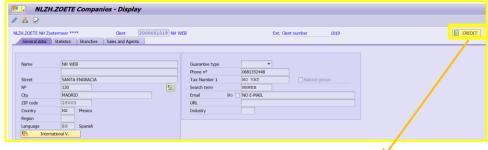


#### 12.5. Reservation modification. Menu. Miscellaneous – Modification History and Clients Display



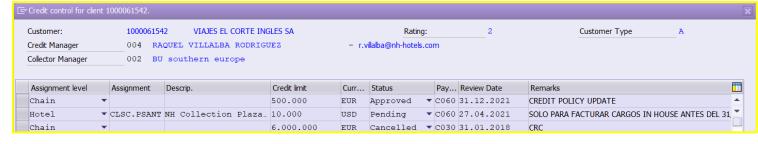


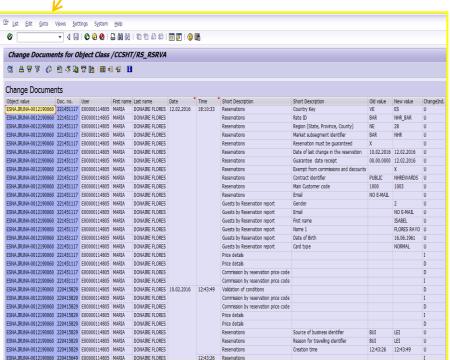
#### Access the Main Client profile and check the **credit line**.



Detailed overview of the modifications made in the reservation (user, date & time, old & new value and short description).

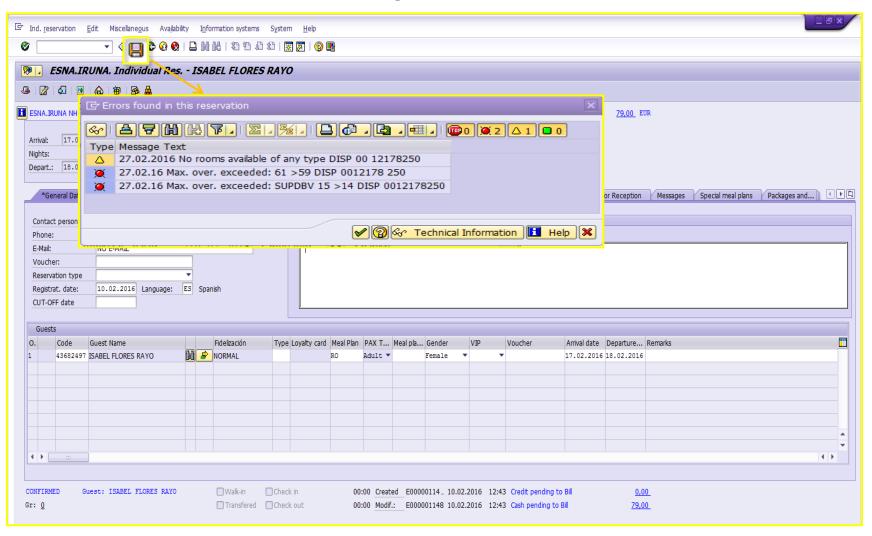
Check the Assignment level (hotel, country, chain) / Credit limit / Status (Approved, Pending, Cancelled)







#### 12.5. Reservation modification. Menu. Save – Accept modifications



When you save the changes, check the errors found in the reservation:

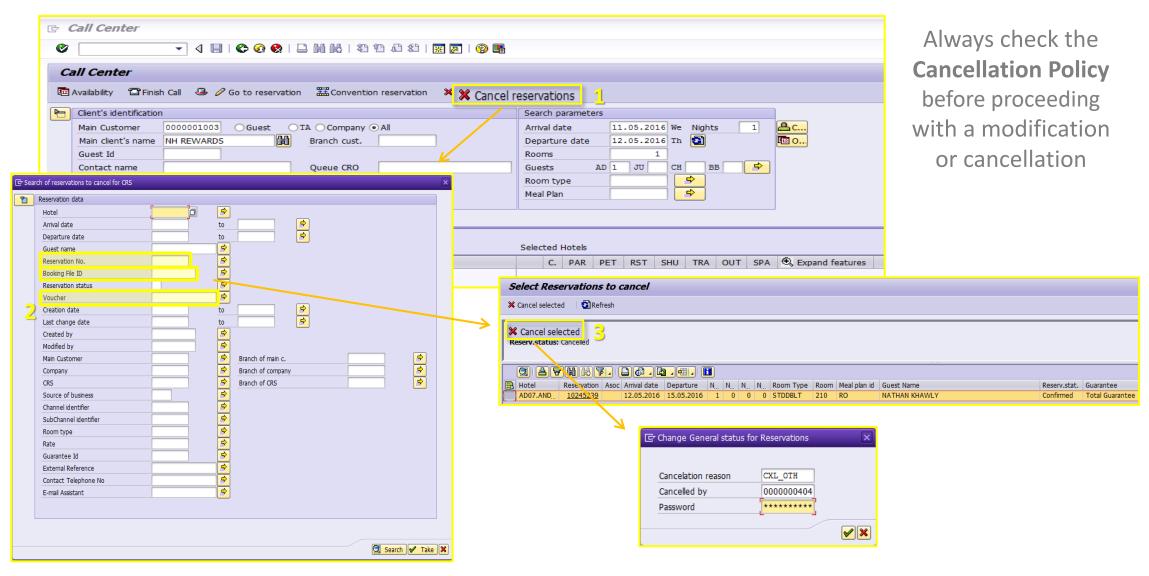
- Your changes are confirmed.
- Your changes are confirmed, but there are important alerts.
- Your changes are NOT confirmed. The modifications HAVE NOT been saved.

# RESERVATION CANCELLATION



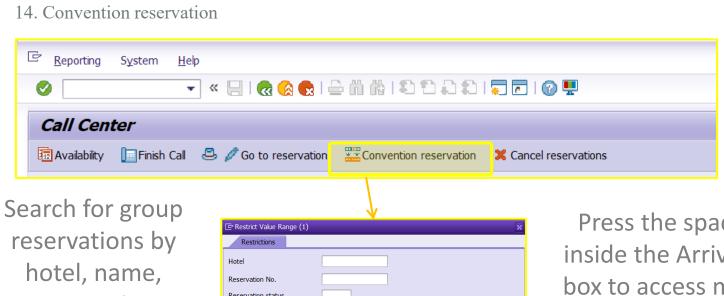


#### 13. Reservation cancellation



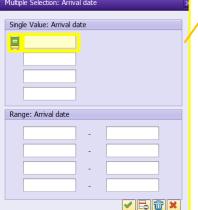
## CONVENTION RESERVATION





reservations by reservation number or dates. Reservation status Name of group Arrival date ± Voucher Multiple Selection: Arrival date Departure date Single Value: Arrival date Modified by Main Customer Agent Event code Hotel name Range: Arrival date Reserv. type (group) Maximum No. of Hits 500 

Press the space bar inside the Arrival date box to access multiple date selection .



Selection Options: One Value Refine your ■ Include Not Equal To date search ▶ Include Greater Than ≥ Include Greater Than or Equa. Include Less Than or Equal To parameters.

■ Include Single Value

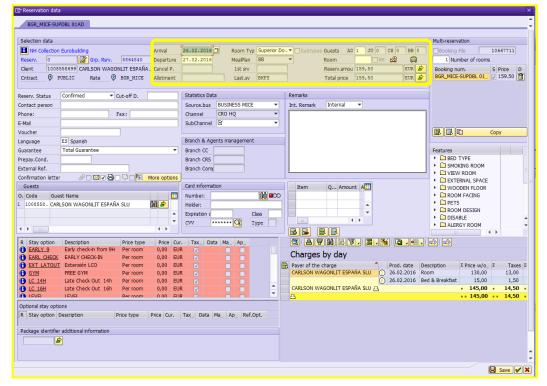
☑ Include Less Than

✓ <a>□</a> ×

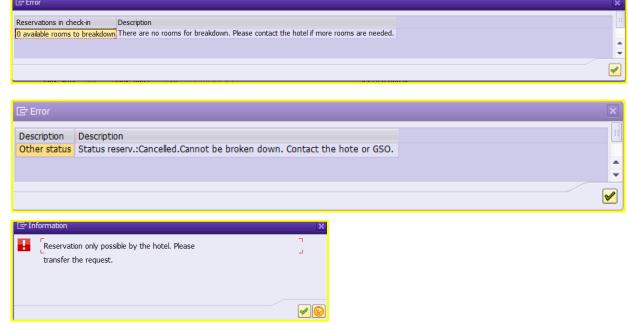


#### 14. Convention reservation





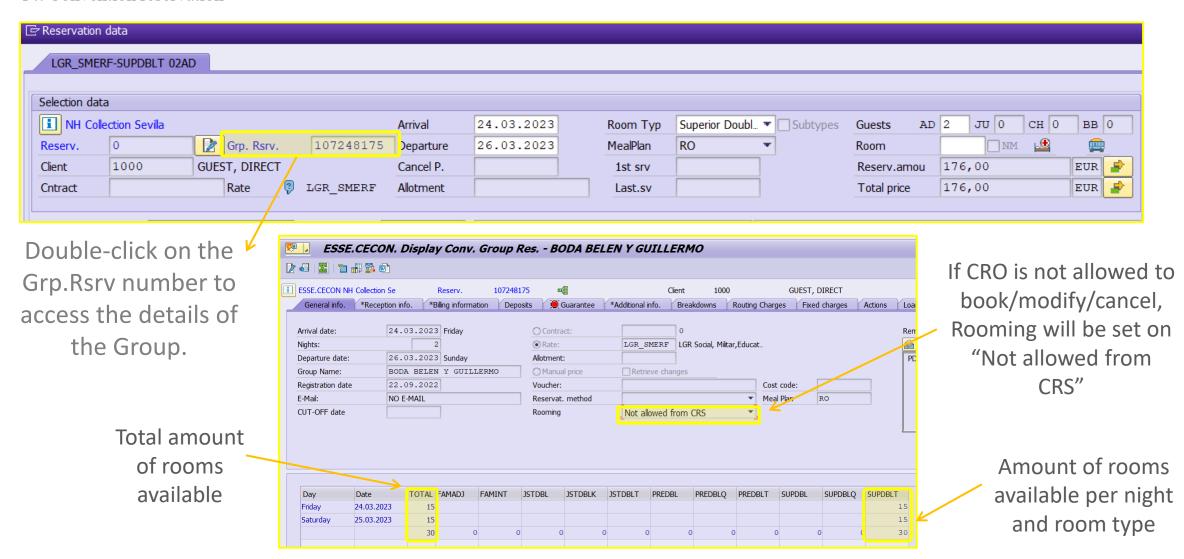
If there are no rooms available in the Group or if CRO is not allowed to book, an error message will show:



Enter the Group reservation and fill out the Reservation data.

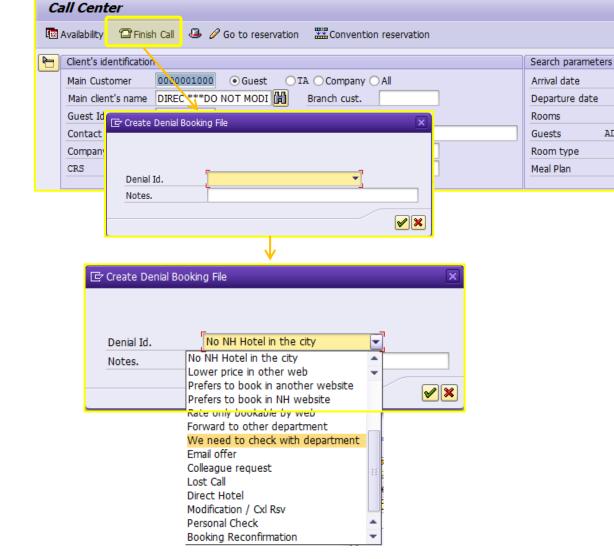


#### 14. Convention reservation





#### 15. Finish call



If you have made a new booking, press "Finish call".

21.09.2016 We Nights

CH

⇔

BB

↔

23.09.2016 Fr

AD 1 JU

If **no reservation** was made, select the **reason** why you finish the call.



### TH | HOTEL GROUP MINOR HOTELS

















### THANKS!

















