SAP - CRM

SAP Manual for finals users

April 2014

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1. Changes control

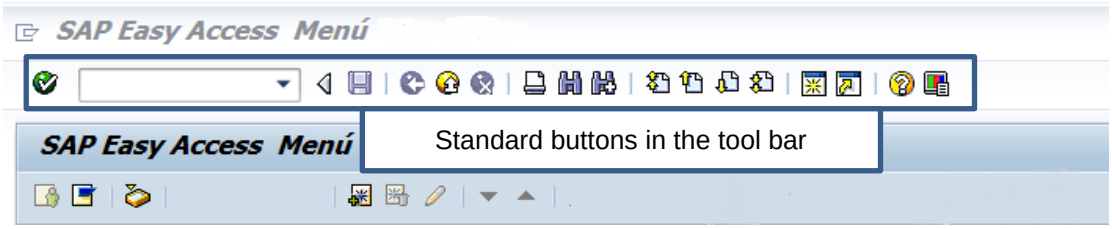
Version	Description	Autor	Creation Date
V01	Creation	NH HQ CRM	01/03/2014
V01	Creation	NH HQ Marketing	01/03/2014

2. Objetive

The objective of this manual is to give the knowledge in SAP tool (CRM module) to the final users.

3. Basic Information

Initial Screen



Main Menu. Allows the access to the different functionalities of the system. Depending on the users, these option can be different. This menu has a submenu

Standard buttons in to tool bar: Allows the user to have a quick access to different operations. If some of this buttons are in grey, it means that the function is not available.

The user will be able to search the transaction in the following window to go directly to that transaction

Standard buttons

	Enter		**First page / Previous page**
	Execute (F8)		**Next page / Last page**
	Save		**Creates new session**
	Back (F3)	F1	**Help**
	Exit		**Customize local layout**
	Cancel		**Sort ascending/descending**
	Print		**Insert / delete line**
	Find		**Export**
	Generate graphic		**Bring variant**

	Send mail		**Multiple selection**
	Set filter		**Place**
	Copy fields		**Open list (matchcode SAP)**
	Select all **Deselect all**		**Multiple selection**
	Other		**Item detail screen**
	Create		**Display / Compress**
	Display document		**Create role**
	SAP Menu		**SAP Business Workplace**
	Display / Change		**Add/ Delete favorites**
	Change		**Move favorites up/down**

NOTE: If you scroll with the mouse over the button you will be able to see an explanation.

Mandatory fields: A field is mandatory when this icon ☑ is shown and must be filled in If the field with this icon is not filled you will not be able to continue and an error message will appear.

Copy the content of a field: By pressing CTRL + Y, we can select the field and we will be able to copy the content using CTRL + C and paste using CTRL + V.

Explanation of each field (F1)

To get the explanation of a screen field, you need to select that field and press F1

List of values in the select field - Match code (F4)

Most of the fields allow the user to press F4 or the to see the list of values you can choose, and the possibility to sort using different criteria.

Grey fields: The fields in grey means that the function / field is are blocked and cannot be filled. The only fields can be filled in are the white ones

Search help: we need to use asterisk (*) as search criteria:

Example:

GIORGIO the system search all the data that **CONTAIN** the word: GIORGIO

GIORGIO* the system search all the data that **BEGIN** by :GIORGIO

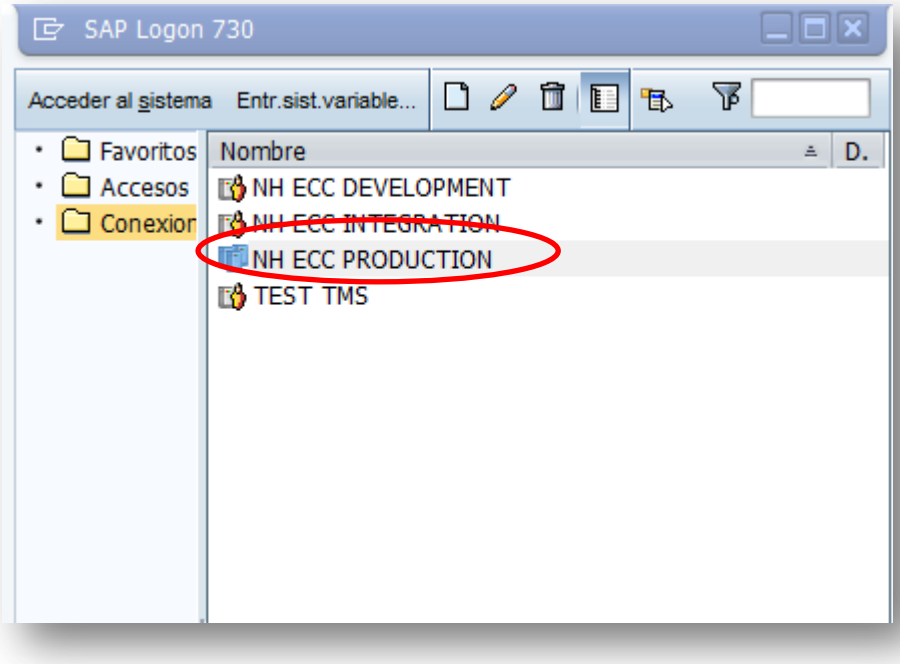
***GIORGIO** the system search all the data that **FINSIH** by: GIORGIO

4. Introduction to Master Data

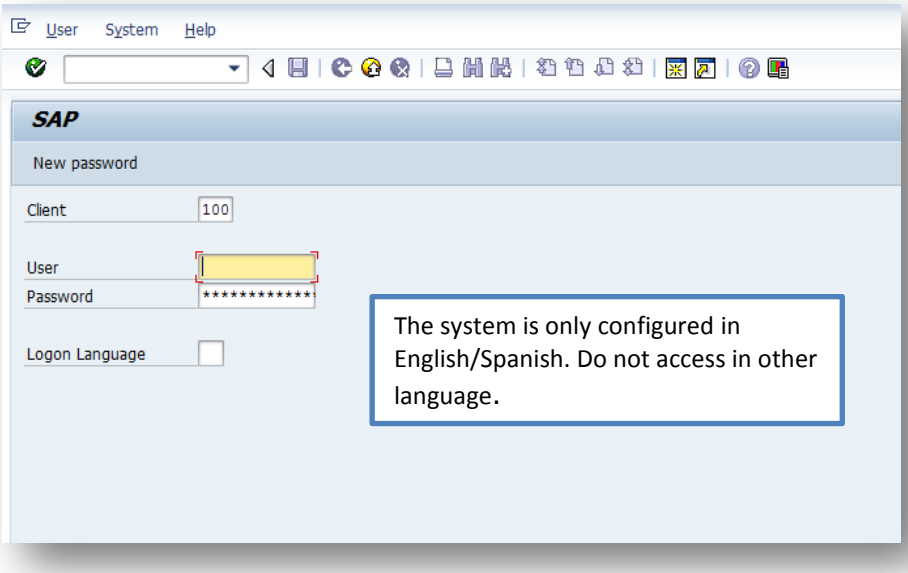
The Clients Master Data have all the information relate to the clients lodged in all the hotels.

It is essential that the Master Data information is loaded as this manual indications to guarantee a good data quality of the data base.

Log in screen



Enter your user and your pasword. In case of hotel users (generic accesses) please share the password with all the staff.

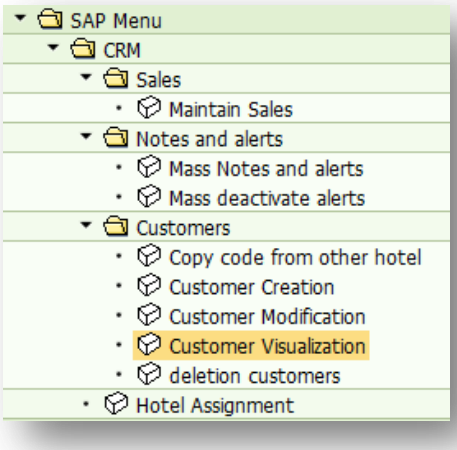


Note: your access user could be locked because different reasons. A special e-mail adreess is enable to support final users in case of locked access users:

- In case the password is wrong typed more than 5 times, the access user will be locked
- In case you the password need to be reseted because you don't remember the correct one

In both cases, send an e-mail to infosec@nh-hotels.com to unlock/reset your access user.

After login the main screen we will have the transactions available depending on the role:



Clients are splitted in different Groups depending on the client type, each group has a different range of numbers:

Description	Numeration
Guests	0 to 999.999.999
Travel Agencies	1.000.000.000 to 1.999.999.999
Companies	2.000.000.000 to 2.999.999.999
Fictitious (NIFS duplicates because of rates)	3.000.000.000 to 3.099.999.999

5. Style Manual

5.1 General

All characters entered in any master client data, in any field, must be written in CAPITAL LETTERS WITHOUT ACCENTS. Mail and URL will be automatically translated into lowercase.

Special care must be taken with German names, Ä is recorded as AE, Ö as OE, Ü as UE, β as SS (e.g.: MÜNCHEN remain as MUENCHEN)

5.2 Mail

In case that no e-mail address is provided, field is not allowed to leave in soft and it must be written as follows: NO E-MAIL

5.3 Numbers

No symbols or separators (+.-*</>…) can be used for those fields requiring numbers (phone, fax, fiscal identification, postal codes, …)

In the case of telephone and fax number, whole numbering will be introduced without spaces or any symbol, maintaining the structure "country code + prefix + telephone number" (e.g.: Buenos Aires telephone number, 11 4124-6700, we will need to register in the following way: 541141246700, without "00" code for international calls)

5.4 **Dates**

Dates will be entered always with the same format DD.MM.YYYY (it exist a calendar available)

5.5 **Text fields**

Length fields for name and last names are limited to 35 characters each of them.

5.6 **Individuals**

In case where the length of the text is longer than the field, we will write UNABBREVIATED (to the extent permitted), as follows::

- LAST NAME 1: ALVAREZ DE CASTANEDA – 20 characters
- LAST NAME 2: FERNANDEZ-JAUREGUI – 18 characters

LAST NAME: ALVAREZ DE CASTANEDA FERNANDEZ-JAUR – 35 characters

We must introduce the name and last name appearing on the identity card. Abbreviations, initials, accents, … shall not be used. It is only allowed to use the '-' or '' in case of specific names or last names (e.g.: Shaquille O'Neal, Scarlett O'Hara, Johan-Friso, Marie-Anne, Jean-François, …)

5.7 **Organizations**

Whenever possible, the whole company name will be written.

In case where the length of the text is longer than the field, abbreviations will be used in order not to sacrifice its ending, as shown:

- INTERNATIONAL BUSINESS & DEVELOPMENT LTD – 40 characters
- INTL. BUSINESS & DEVELOPMENT LTD - 32 characters

The endings indicating the type of societies are MANDATORY and will be also completed in capitals and separated by a space.

Acronyms or contractions for the companies endings will be written without any punctuation marks (SL, LTD, LDA, SAB, NV instead of S.L., LTD., LDA., S.A.B., N.V.)

Although punctuation marks are not allowed or the company name or the company ending, characters '&', '-' y '@' are allowed, e.g.:

- WAL-MART STORES, INC. → WAL-MART STORES INC
- PROCTER & GAMBLE LTD. → PROCTER & GAMBLE LTD

5.8 Tax identification field

To fill the tax identification field, both of individuals and of the companies, the alphanumeric value will be specified following always the general rules, i.e., no spaces, no dashes, no bars,… will be used.

- A-28027944 → A28027944
- X-9757326-R → X9757326R
- 32.947.435-K → 32947435K

5.9 Address fields

"Street" field

In order to fill it correctly, acronyms or abbreviations as appear on the identification cards must be used, omitting punctuation marks:

- AVDA. DA LIBERDADE → AVENIDA DA LIBERDADE
- LEIPZIGER STR. → LEIPZIGER STREET
- PSO. DE LA CASTELLANA → PASEO DE LA CASTELLANA

In case of an official document not be available (that is, we receive the information verbally, via e-mail,…) we will omit the type of road when is not part of the name

- AVENIDA DA LIBERDADE → AVENIDA DA LIBERDADE
- CALLE SANTA ENGRACIA → SANTA ENGRACIA

"Number" field

Shall indicate, if apply, the number, doorway, block, floor, door, … These data are recorded with a spacing between each of them and excluding the ordinal number abbreviation.

- For "second floor, door B, doorway 5, number 117"

  → should write: 117 5 2 B

5.10 Particularities of free text fields

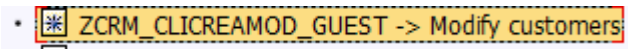
The format must be the same as in text fields, ALWAYS respecting the general rules and taking into consideration data protection regulations of each country.

It will be shared by all BU's, so comments will be written in English.

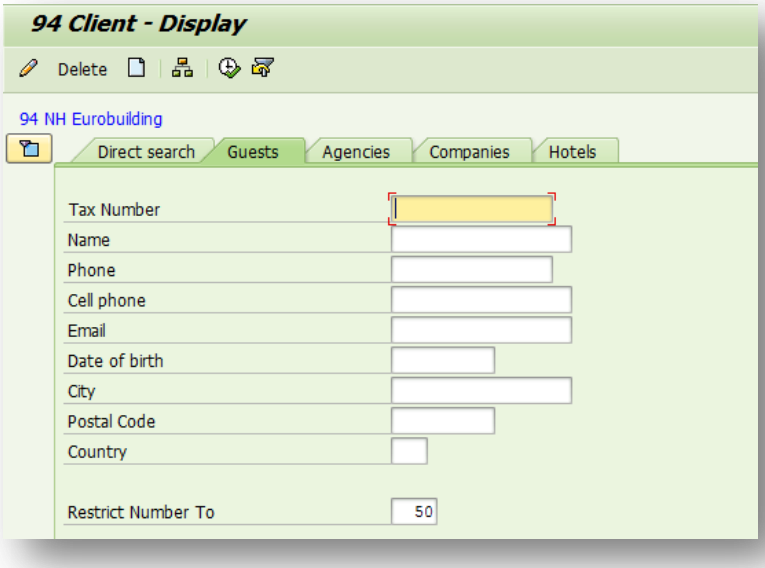
Use contractions is allowed as long as they are clear by everyone; entering derogatory or inappropriate comments is forbidden.

6. Customer creation

First step is to check in SAP if the guest is not already in the system. It is recommended to use "Modify Customer" transaction in order to speed up the process.



This window will open. Click on Guests
A guests can be found by several options. Click ENTER when you have filled in your search criteria



We will include * in the Name to help the search

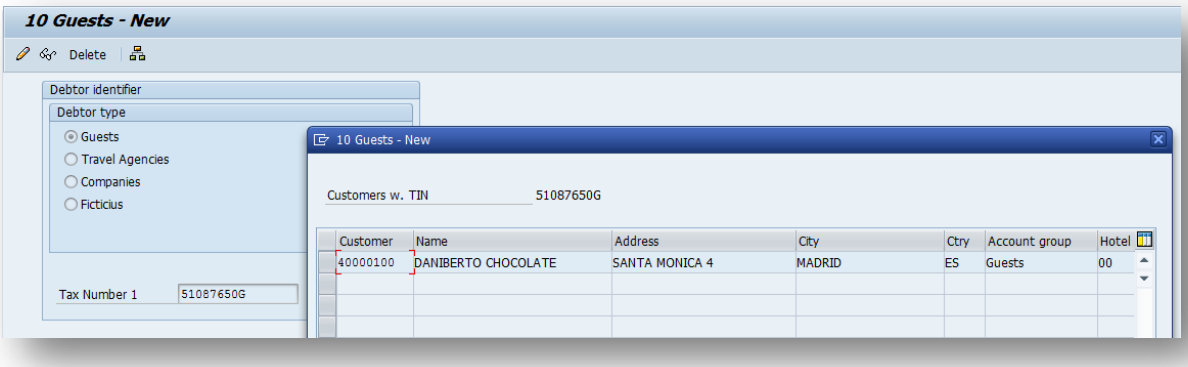
Example:

GIORGIO the system search all the data that **CONTAIN** the word: GIORGIO

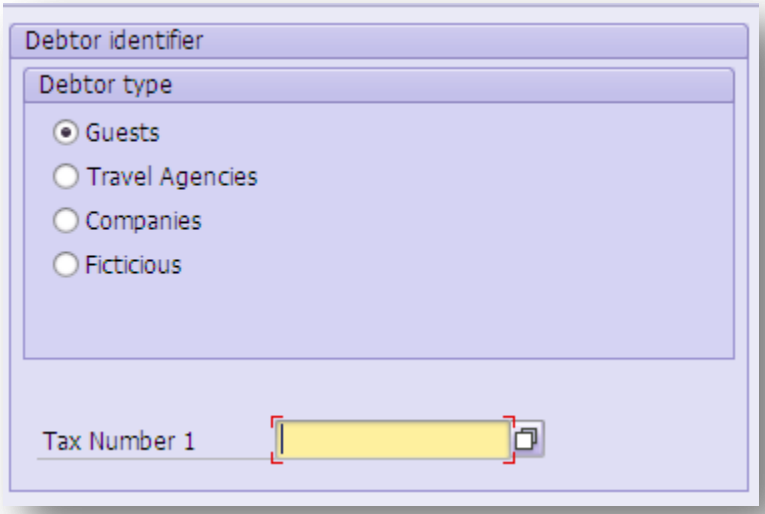
GIORGIO* the system search all the data that **BEGIN** by :GIORGIO

***GIORGIO** the system search all the data that **FINSIH** by: GIORGIO

In case the guest is already in the database a new window will pop up showing a list of coincidences. This window will allow you to access the guest's profile selecting the line and pressing on the binoculars icon.



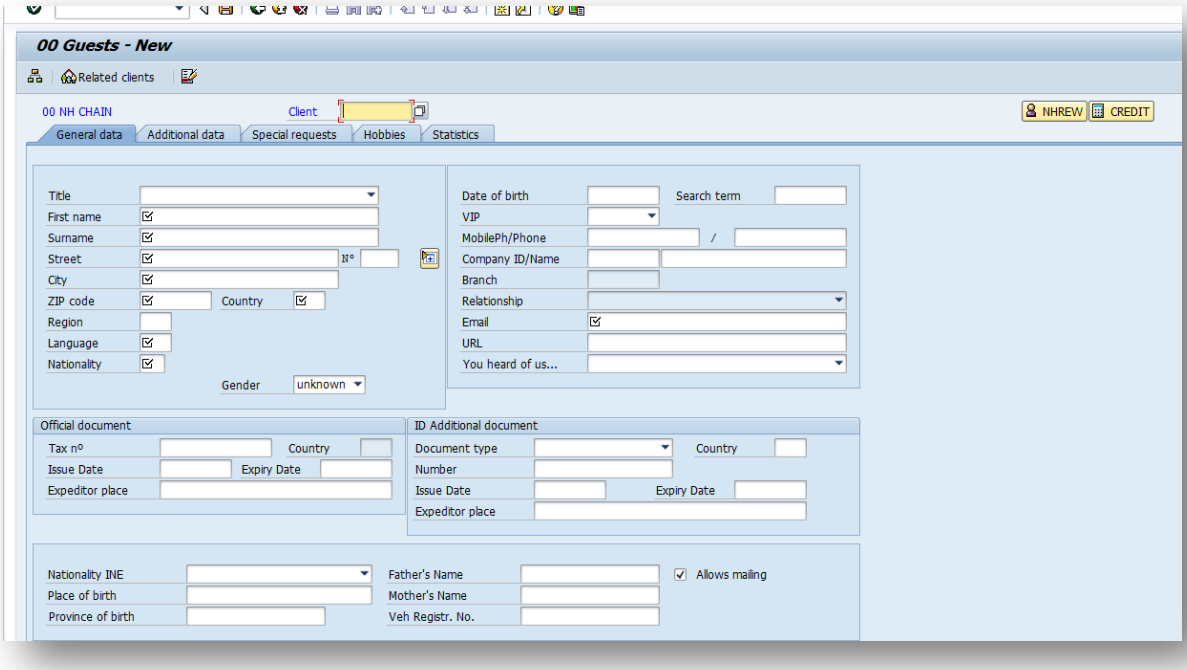
If there are no matches, you must click the "NEW" button



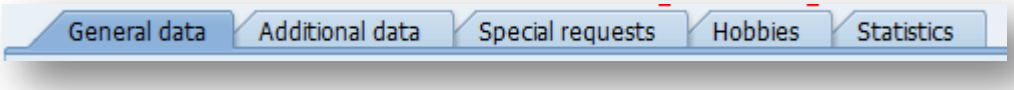
Click on ENTER

6.1 Customer Creation (Guests)

This is the Customer Creation Form used to register new guests

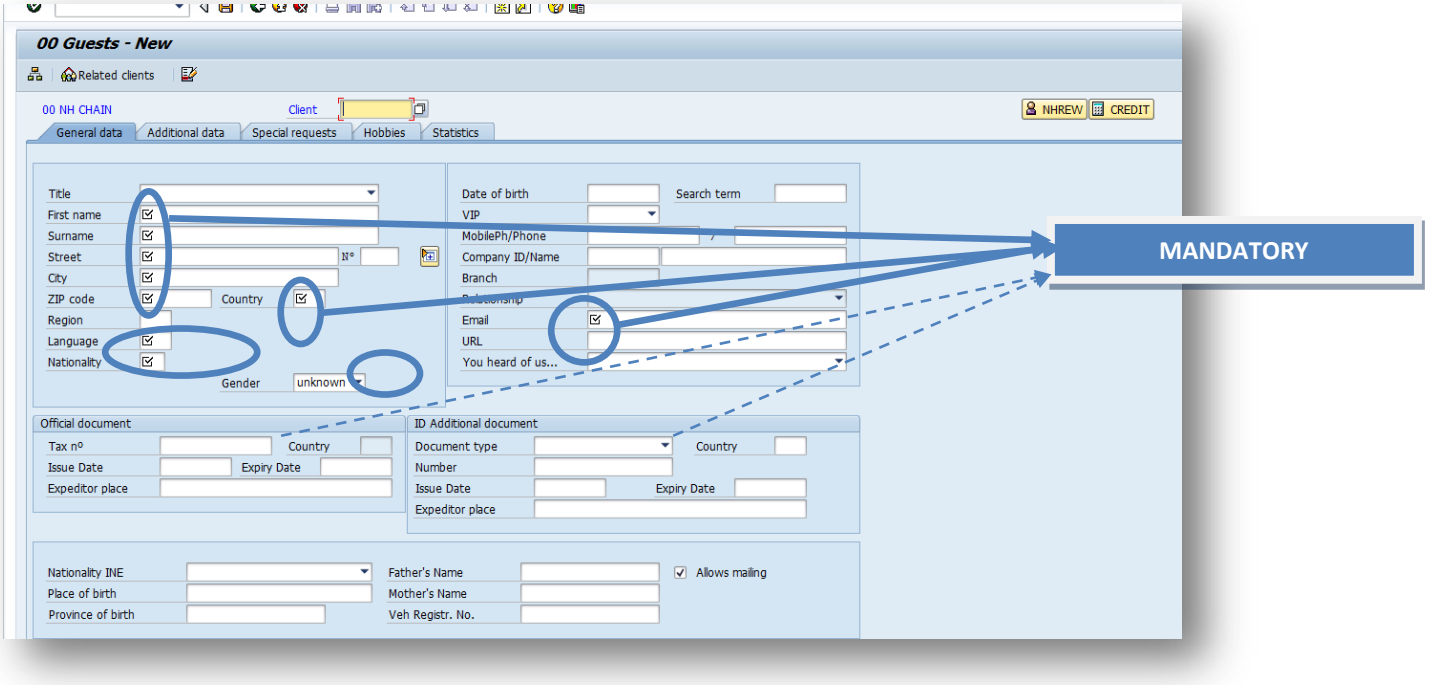


It has 5 tabs to include customer related information:



6.1.1 General Data

It is used to record the guest's personal, professional, fiscal and contact data.



All fields in this form must be filled in CAPITAL LETTERS (E-mail & url will be automatically translated into lowercase)

6.1.2 Personal information

All fields marked with this symbol are mandatory .

Possible titles are stored in a check table. They are language-dependent.

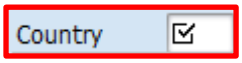
First Name.

Street name as part of the address.

House number as part of an address.

Name of the city as a part of the address.

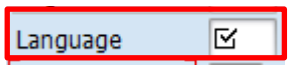
This field contains the postal (zip) code for the house address (street and city).



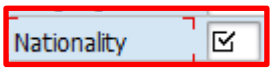
Here you specify the country key for the customer.

Region (State, Province, County). In some countries, the region forms part of the address. The meaning depends on the country.

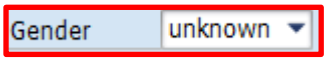
The automatic address formatting function prints the region in addresses in the USA, Canada, Italy, Brazil or Australia, and the county in Great Britain.



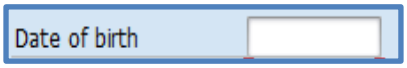
The language key designates the language in which you display texts, Enter texts, Print documents.



Guest Nationality.



Male/Female.

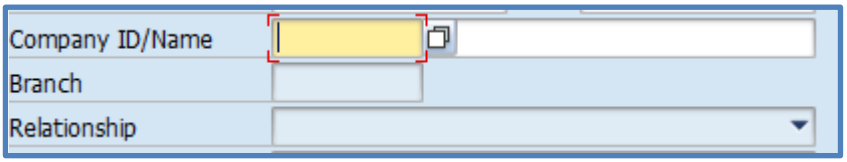


The date of birth is the basic value used to calculate a person's age.

Short name which is used to set up a match code.

6.1.3 Contact and professional information

Telephone number, consisting of country code, dialling code and number.

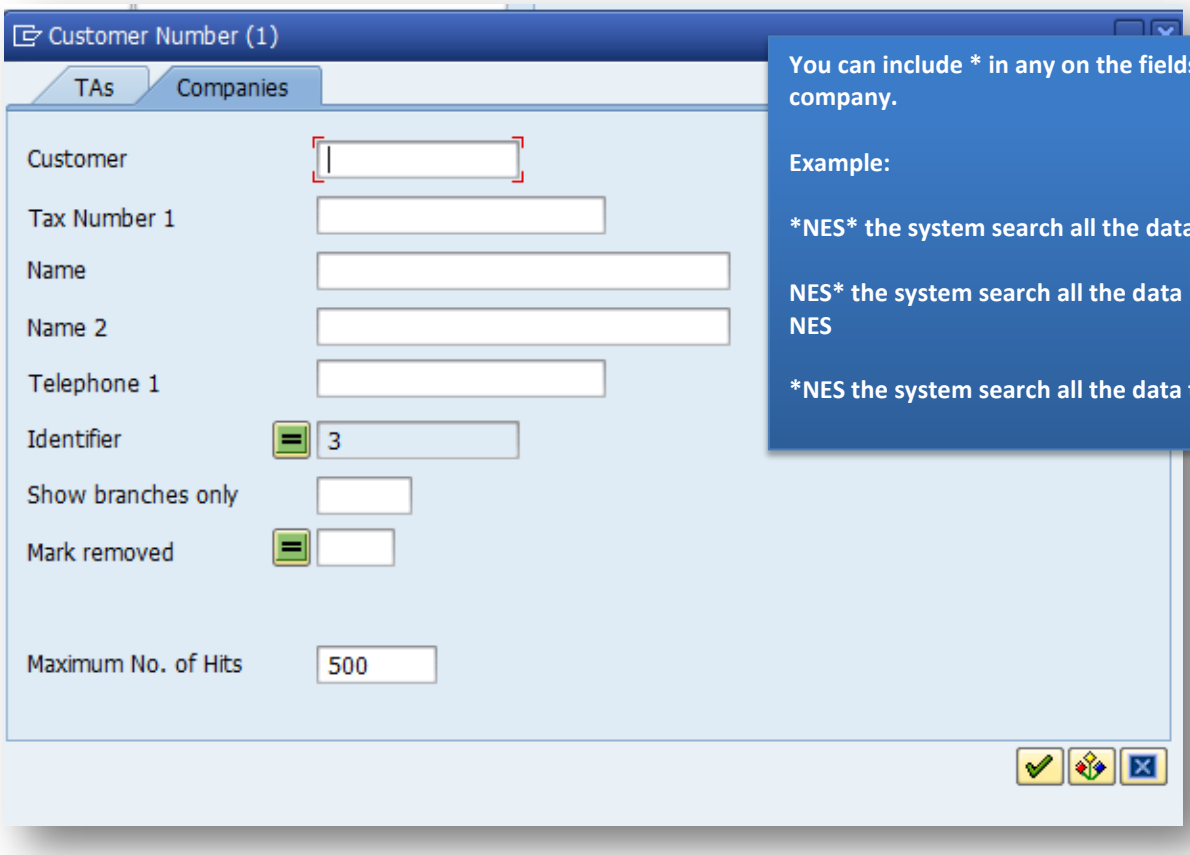


This field allows you to relate the guest to an existing company.

In order to do it you must access the company search window by clicking the “LIST” button . (match code)

A new window will pop up and you will be able to look for the company by: Tax number, Name or Telephone.

After you type the search criteria and hit “ENTER” the system will return a list of companies that match the given data from which you will be able to select the company you want to relate the guest to by double clicking the company name.



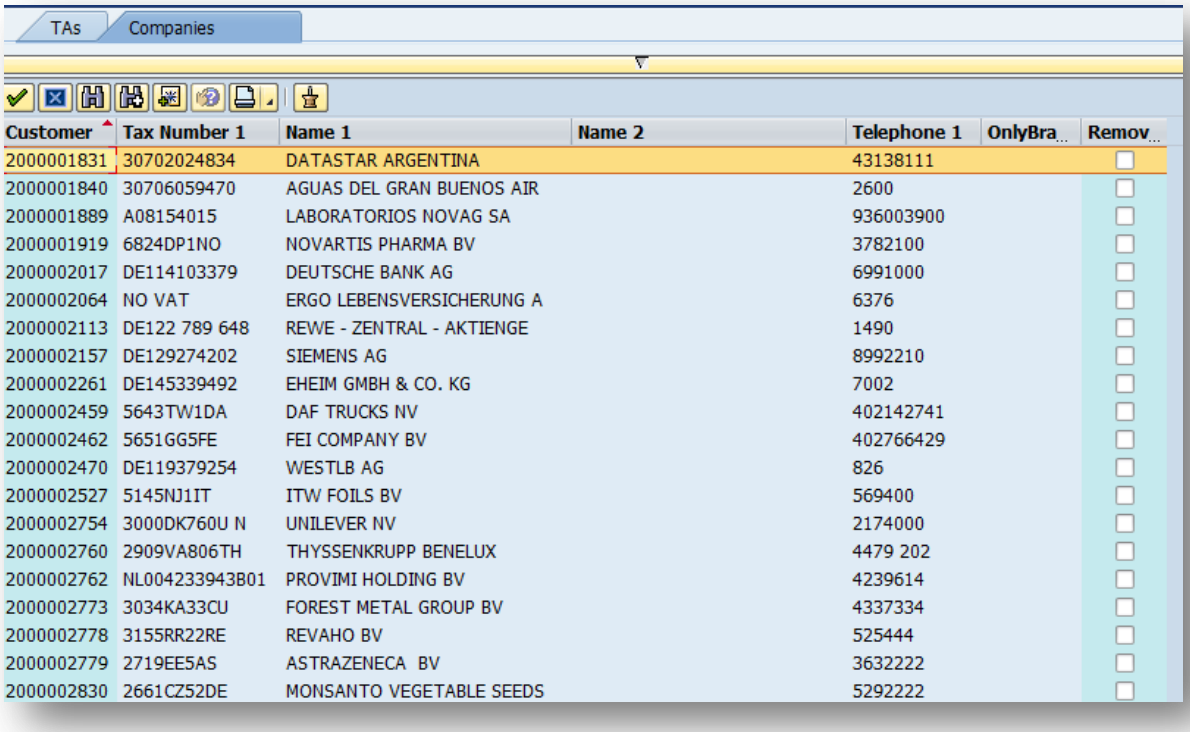
You can include * in any on the fields to search for the company.

Example:

***NES* the system search all the data that CONTAIN: NES**

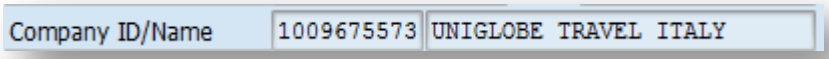
NES* the system search all the data that START with: NES

***NES the system search all the data that END with: NES**



Customer	Tax Number 1	Name 1	Name 2	Telephone 1	OnlyBra...	Remov...
2000001831	30702024834	DATASTAR ARGENTINA		43138111		
2000001840	30706059470	AGUAS DEL GRAN BUENOS AIR		2600		
2000001889	A08154015	LABORATORIOS NOVAG SA		936003900		
2000001919	6824DP1NO	NOVARTIS PHARMA BV		3782100		
2000002017	DE114103379	DEUTSCHE BANK AG		6991000		
2000002064	NO VAT	ERGO LEBENSVERSICHERUNG A		6376		
2000002113	DE122 789 648	REWE - ZENTRAL - AKTIENGE		1490		
2000002157	DE129274202	SIEMENS AG		8992210		
2000002261	DE145339492	EHEIM GMBH & CO. KG		7002		
2000002459	5643TW1DA	DAF TRUCKS NV		402142741		
2000002462	5651GG5FE	FEI COMPANY BV		402766429		
2000002470	DE119379254	WESTLB AG		826		
2000002527	5145NJ1IT	ITW FOILS BV		569400		
2000002754	3000DK760U N	UNILEVER NV		2174000		
2000002760	2909VA806TH	THYSSENKRUPP BENELUX		4479 202		
2000002762	NL004233943B01	PROVIMI HOLDING BV		4239614		
2000002773	3034KA33CU	FOREST METAL GROUP BV		4337334		
2000002778	3155RR22RE	REVAHO BV		525444		
2000002779	2719EE5AS	ASTRAZENECA BV		3632222		
2000002830	2661CZ52DE	MONSANTO VEGETABLE SEEDS		5292222		

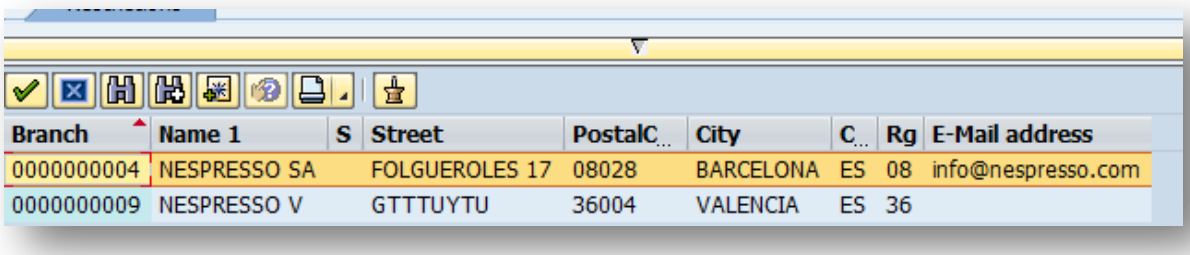
The list will close automatically filling the Company ID and Name fields in the guest's profile.



This field will allow you to relate the customer to an specific branch of the company he is related to.

In order to do it you must click the "LIST" button and the system will display a list of branches of the company from which you can choose. If there are no branches related to the company the list will be empty.

To select a branch you must double click on its name or hit "ENTER".



Branch	Name 1	S	Street	PostalC...	City	C...	Rg	E-Mail address
0000000004	NESPRESSO SA		FOLGUEROLES 17	08028	BARCELONA	ES	08	info@nespresso.com
0000000009	NESPRESSO V		GTTTUYTU	36004	VALENCIA	ES	36	

This will automatically close the list and fill the branch field with its ID in the guest's profile.

Assigned position of the client in the company.

The "E-MAIL" field is the most important one while creating a person CRM profile. It has to be filled out according to the pattern: %@%.%

REMINDER: If a guest does not want to add his e-mail address to his profile please enter: NO E-MAIL.

Bear in mind that this field cannot be left empty.

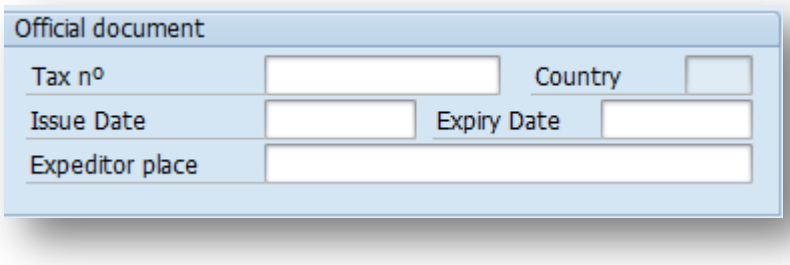
Website / Personal Blog.

references

6.1.4 Tax Information

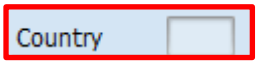
It is mandatory to fill in at least one identification number**

Official Document:



The fields to be completed in relation to the official document are:

Tax Number**



Here you specify the country key for the customer or vendor.

Document issue date.

Document expiry date.

Document expeditor place.

* The **Tax identification number is a unique number by country** and the system validates the format. To find an a description of the field you can access to the detailed list by pressing the F1 key.
** **Exception**: for German guests in Germany hotels it is not mandatory to fulfil this field, but it is highly recommended request an official document.

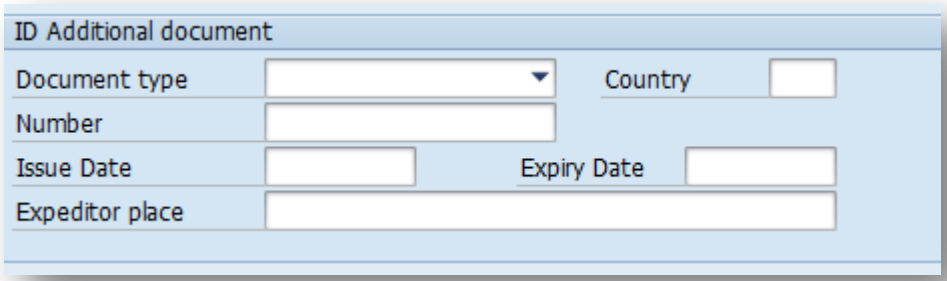
Pressin F1 you will get from SAP the tax identifier detail per country

Use

Enter the appropriate tax number:

Country	Tax Number
Argentina	**CUIT number** or **CUIL number**
Belgium	Enterprise number
Brazil	**CNPJ number**
Bulgaria	**Unified identification code**
Chile	**RUT number**
China	VAT registration number *(shui wu deng ji hao)*
Colombia	**NIT number**
Croatia	Legal persons: company identification number
	Natural persons: **JMBG number**
Czech Republic	**DIC number**
France	**SIRET number**
Greece	**Personal ID**
Hungary	**Tax number**
Italy	**Fiscal code**
Mexico	**RFC number**
Netherlands	SI registration number (Aansluitnummer UWV) of chain- liability vendor
Peru	**RUC number**
Philippines	**Taxpayer identification number** (see below)
Poland	**NIP number**
Portugal	**NIF number**
Romania	Tax number
Russia	INN
Slovakia	**DIC number**
Slovenia	Tax number
South Korea	Natural persons: **Personal identification number**
	Legal persons: **Corporation ID**
Spain	NIF number
Taiwan	**GUI registration number**
Thailand	**Personal ID**
Turkey	Name of business partner's tax office
Ukraine	Taxpayer identification number
United Kingdom	**Company registration number**
United States	Social security number
Venezuela	RIF number

If this customer identification document is other than the one that appears in the above list, this should be registered as an **ID Additional document.**

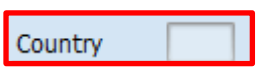


The validation applied by SAP over Tax Identifier are based on guest's country residence. Below you will find a summary per country with official documents to be fulfilled in TAX 1 or Additional Document fields

Customer Type	Country	TAX 1	FORMATS	# charaters	ADITIONAL NUMBER
GUEST	ANDORRA	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	ARGENTINA	**CUIL**	27264019651	11	PASSPORT, DRIVING LICENCE, OTHERS
	AUSTRIA	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	BELGIUM	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	CHILE	**RUN (Rol Único Nacional)**	13430507-K	8-L	PASSPORT, DRIVING LICENCE, OTHERS
	COLOMBIA	**RUT (Registro Único Tributario)**	NO VALIDATION		PASSPORT, DRIVING LICENCE, OTHERS
	CZECH REPUBLIC	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	DOMINICAN REPUBLIC	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	FRANCE	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	GERMANY	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	HAITI	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	HUNGARY	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	ITALY	**CODICE FISCALE**	BNDMRC80L27F704L	ALPHANUMERIC	PASSPORT, CARTA D'IDENTITA, DRIVING LICENCE, OTHERS
	LUXEMBOURG	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	MEXICO	**RFC**	BEBA7804243Q9	ALPHANUMERIC	PASSPORT, DRIVING LICENCE, OTHERS
	NETHERLANDS	ANY (NO DOCUMENT VALIDATED)	NO VALIDATION		PASSPORT, DRIVING LICENCE, OTHERS
	POLAND	**PESEL**	87020156325	11	PASSPORT, DRIVING LICENCE, OTHERS
	PORTUGAL	**NIF**	95549510	8	PASSPORT, DRIVING LICENCE, OTHERS
	ROMANIA	ANY (NO DOCUMENT VALIDATED)	NO VALIDATION		PASSPORT, DRIVING LICENCE, OTHERS
	SLOVAKIA	**ID CARD**	SL423073	2+6	PASSPORT, DRIVING LICENCE, OTHERS
	SPAIN	**NIF / NIE / DNI**	NIE: Y0479884A	1+7+1	PASSPORT, DRIVING LICENCE, OTHERS
			DNI: 12345678Z	8+1	PASSPORT, DRIVING LICENCE, OTHERS
	SWITZERLAND	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	UNITED KINGDOM	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	UNITED STATES	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	URUGUAY	ANY (NO DOCUMENT VALIDATED)			PASSPORT, DRIVING LICENCE, OTHERS
	VENEZUELA	**RIF**	V-12934838-7	1+8+1	PASSPORT, DRIVING LICENCE, OTHERS

The Fields to fill in the additional identification document are:

Identification document type. MANDATORY



Country of residence.

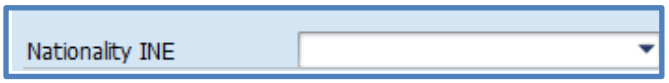
Identification number. MANDATORY

Document issue date.

Document expiry date.

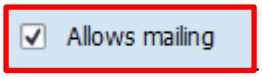
Document expeditor place.

Additional information about the guest profile:



Identifies a particular attribute that applies to the customer for demographic analysis.

Vehicle registration.



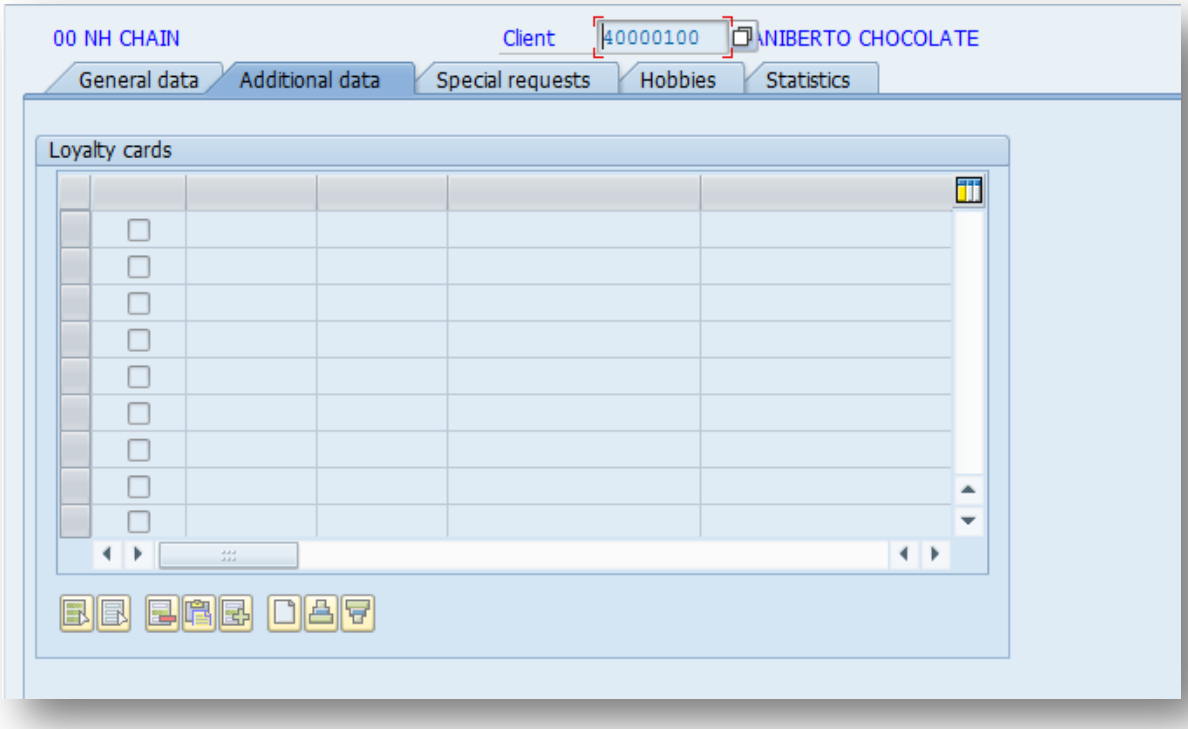
Allows mailing is selected by default . If a guest explicitly indicates via a check-in form that he/she does not want to be contacted by NH Hotels, please unmark this box.

IMPORTANT: You must click the 'Save profile' button in order to save the changes.

6.1.5 Additional Data

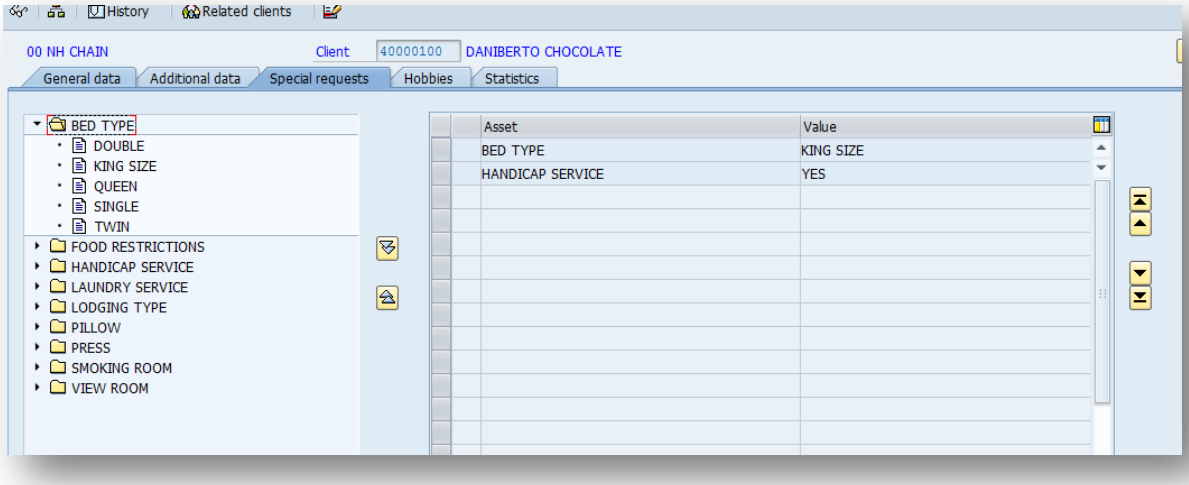
This information is for external loyalty programs of third parties that the client may have.

Currently creation/modification of guest is unavailable in SAP. External loyalty programs will be administered in the PMS.



6.1.6 Special Requests

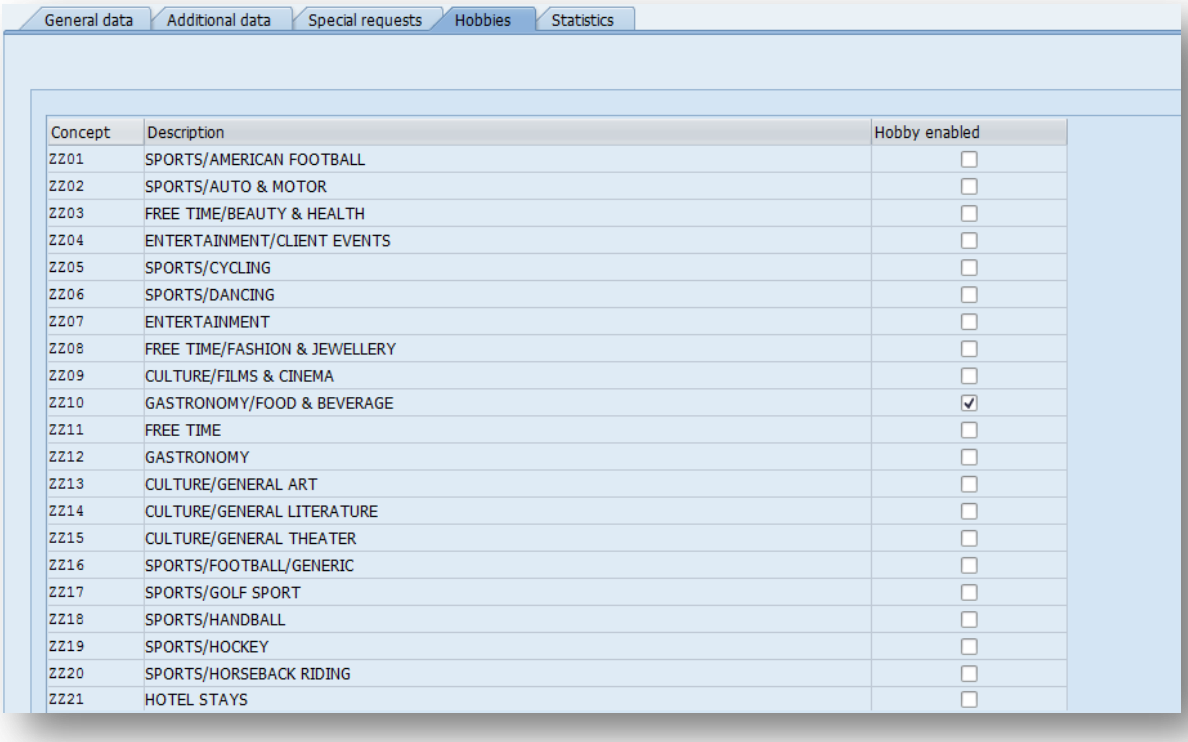
This tab allows you to record guest preferences related to his stay in the NH hotel Group:



IMPORTANT: You must click the 'Save profile' button in order to save the changes.

6.1.7 Hobbies:

This tab allows you to register hobbies and / or interests of the client:



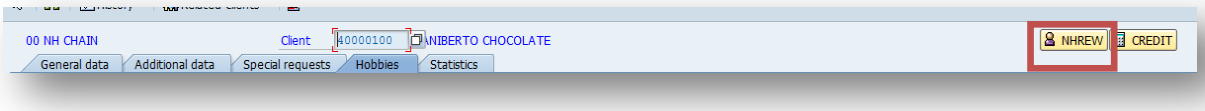
Concept	Description	Hobby enabled
ZZ01	SPORTS/AMERICAN FOOTBALL	☐
ZZ02	SPORTS/AUTO & MOTOR	☐
ZZ03	FREE TIME/BEAUTY & HEALTH	☐
ZZ04	ENTERTAINMENT/CLIENT EVENTS	☐
ZZ05	SPORTS/CYCLING	☐
ZZ06	SPORTS/DANCING	☐
ZZ07	ENTERTAINMENT	☐
ZZ08	FREE TIME/FASHION & JEWELLERY	☐
ZZ09	CULTURE/FILMS & CINEMA	☐
ZZ10	GASTRONOMY/FOOD & BEVERAGE	☑
ZZ11	FREE TIME	☐
ZZ12	GASTRONOMY	☐
ZZ13	CULTURE/GENERAL ART	☐
ZZ14	CULTURE/GENERAL LITERATURE	☐
ZZ15	CULTURE/GENERAL THEATER	☐
ZZ16	SPORTS/FOOTBALL/GENERIC	☐
ZZ17	SPORTS/GOLF SPORT	☐
ZZ18	SPORTS/HANDBALL	☐
ZZ19	SPORTS/HOCKEY	☐
ZZ20	SPORTS/HORSEBACK RIDING	☐
ZZ21	HOTEL STAYS	☐

6.1.8 Statistics:

This tab will be used by HQ to generate statistics on customers. Currently not operational.

6.2 NH REWARDS

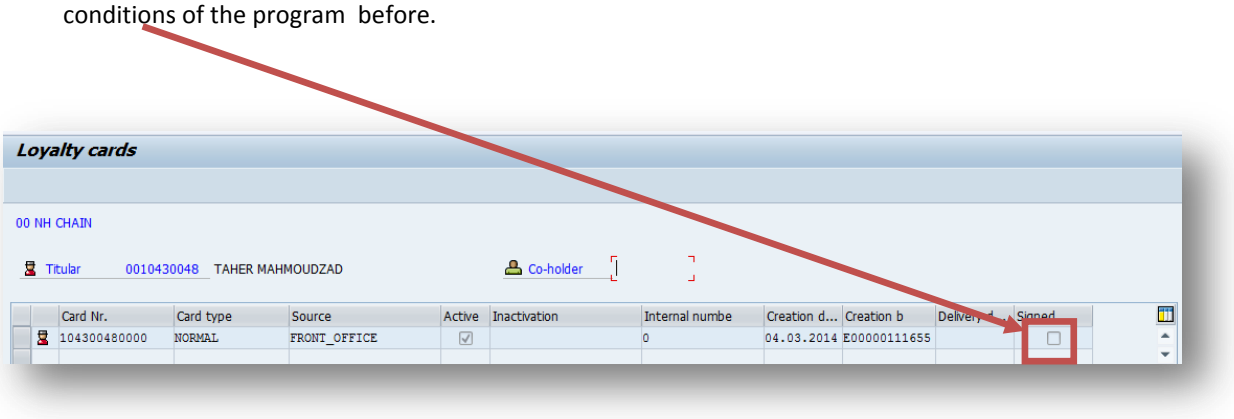
The creation and / or modification of the NH Hotel Group Rewards membership can be done from the new customer's profile after saving the data or from a pre-existing customer's profile by clicking on the button located on the top right corner.



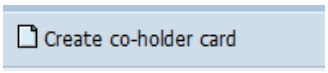
This will open a new window containing the following columns:

- **Card Number:** Corresponds to the guest identifier (debtor) followed by 0000, it is assigned automatically.
- **Card Type:** Corresponds to the customer tier level, BLUE appears by default, but can be changed by accessing the list of options (HQ Responsibility).
- **Source:** Corresponds to the source, FRONT OFFICE appears by default, but can be changed by accessing the list of options(HQ Responsibility).
- **Active:** This is an opt-out field that allows you to inactivate the customer's the NH Hotel Group Rewards membership.

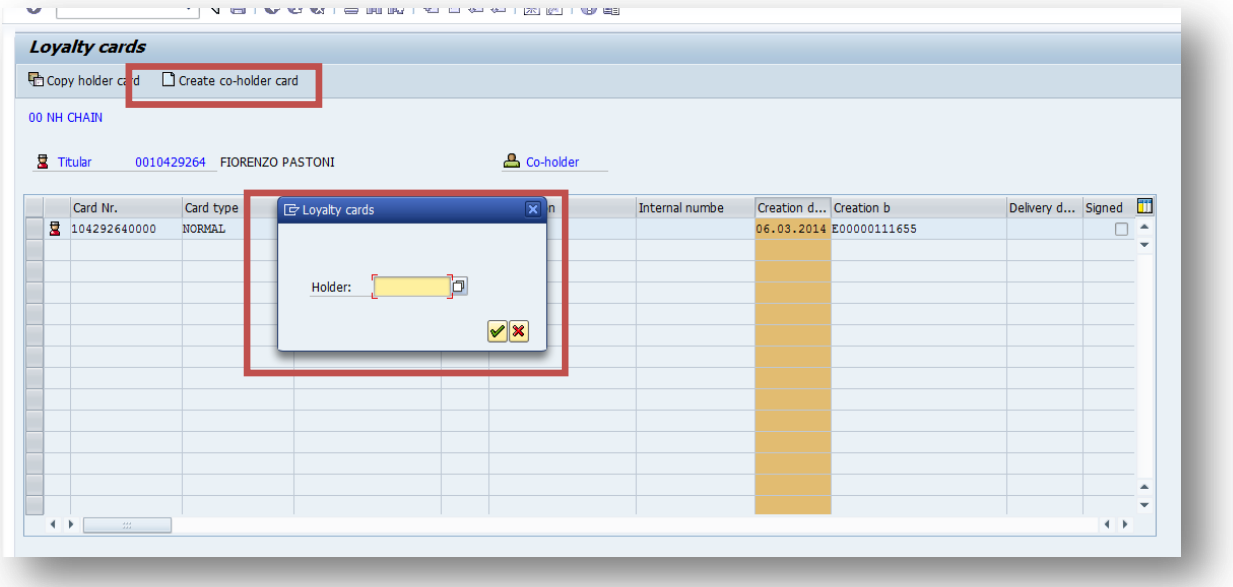
- **Inactivation:** Corresponds to the reason that the customer's relationship with the program is inactive. This is a mandatory field if you want to inactivate the client.
- **Creation date:** Membership creation date. Automatically complete..
- **Created by:** It will appear by default the user who has created the memebership.
- **Delivery Date:** Corresponds to the date of delivery of the card in case you have to deliver a physical card to the customer. (Currently not in use).
- **Signed:** It is an opt-in field that allows you to create the membership. The customer **must sign** the terms and conditions of the program before.



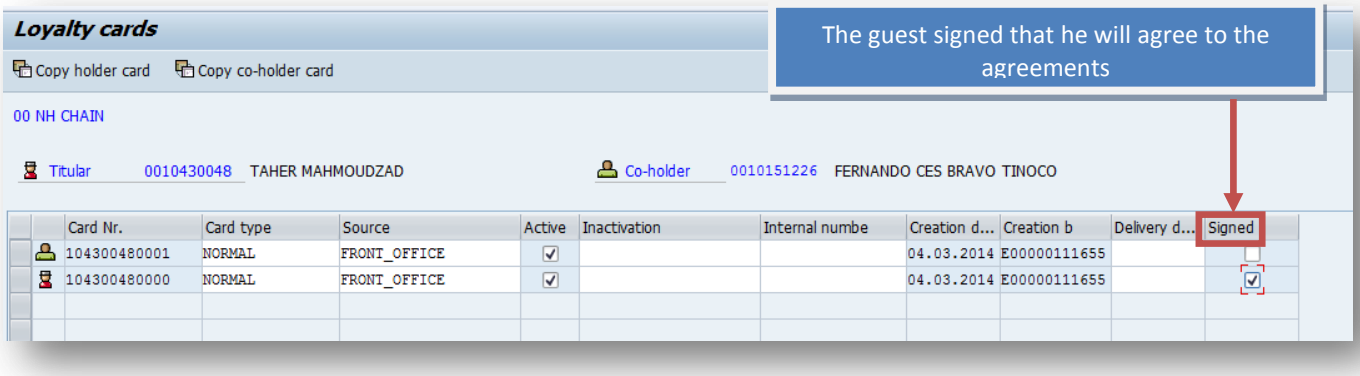
6.2.1 **Co-holder:**



If a guest wants to have a NH Rewards co-holder in his account, you should click on and look for the co-holder profile.



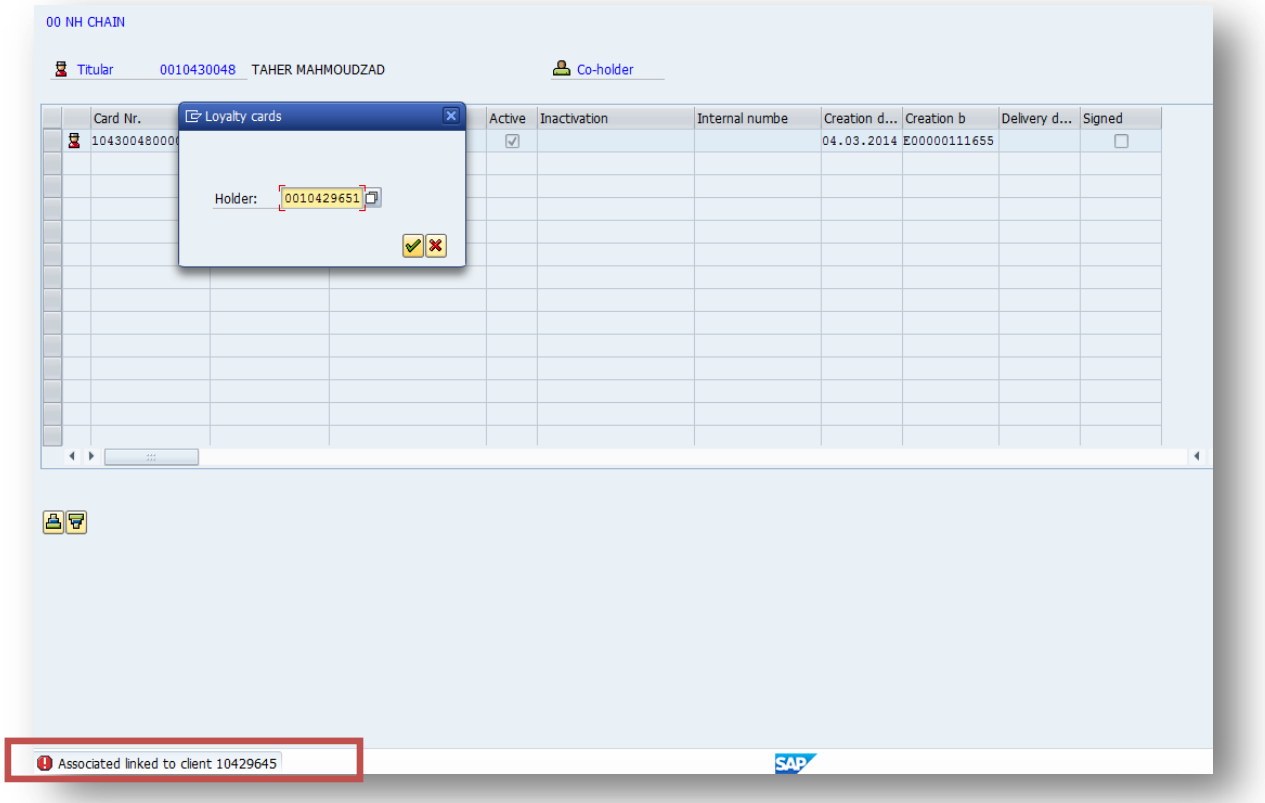
The new NH Hotel Group Rewards member (co-holder) must sing the terms and conditions of the program.



If the client who wants to be a co-holder, but it is a pre-existing holder, an alert message will appear advising that the guest is already NH Rewards member.

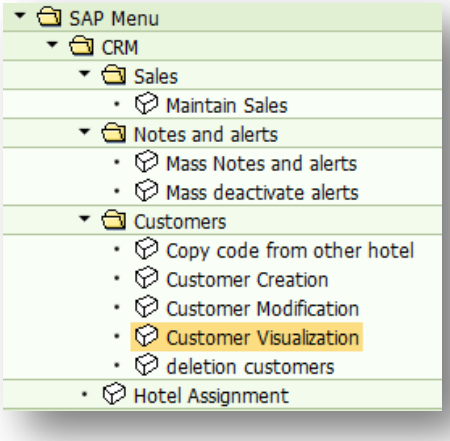
In these cases:

- You must inactivate the customer's original membership, losing his/her tier level.
- Or, if you want to link both guests and it doesn't really matter who's the holder and who's the co-holder, you could link the new guest to the membership of the pre-existing holder, in this way it wouldn't lose his/her tier level.

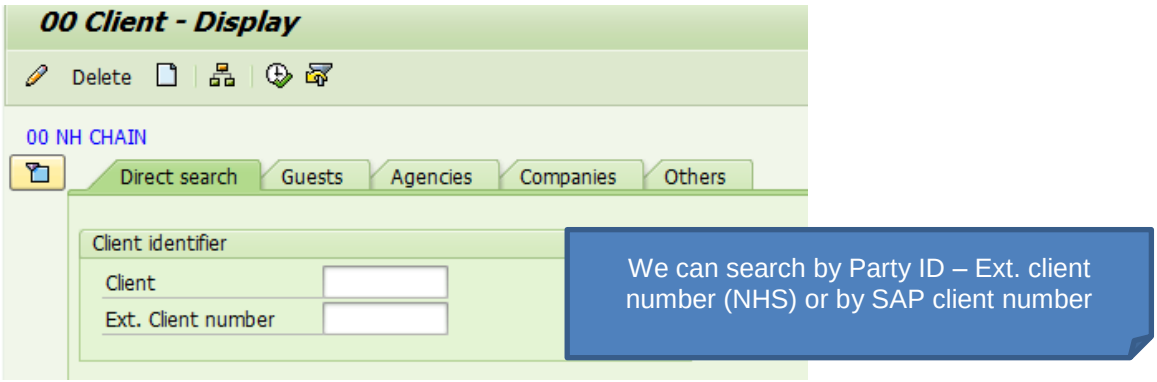


7. Customer visualization

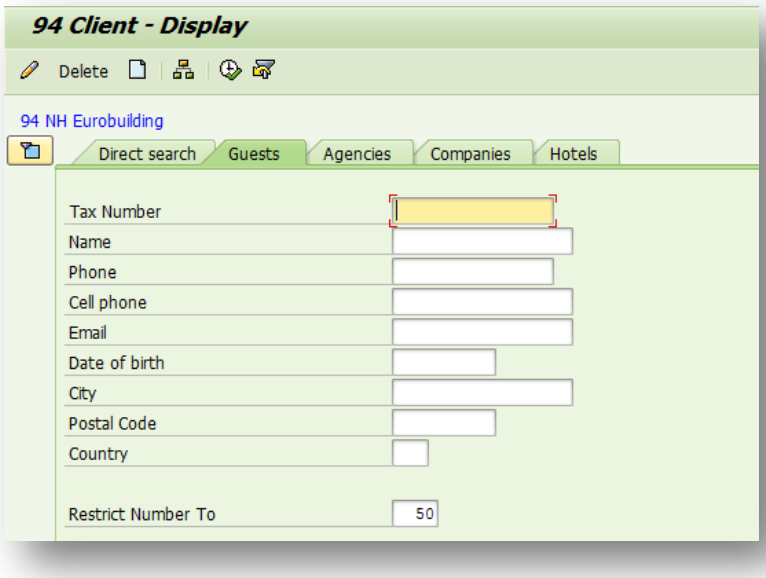
The transaction to see the client information is:



The following screen will follow:
If you know the client ID SAP number you can fill this in this by direct search



There are more criteria to search a guest:



We will include * in the Name to help the search

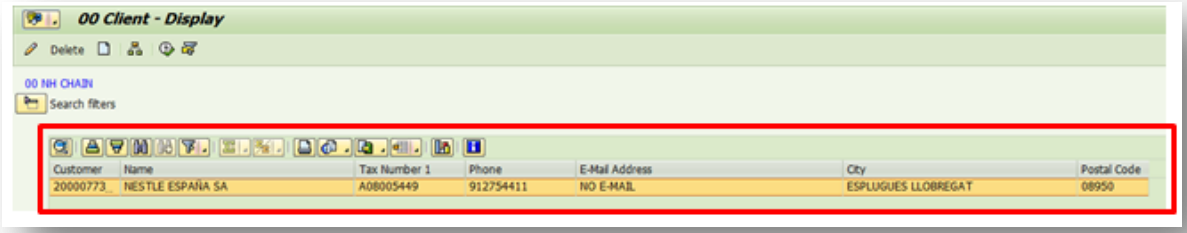
Example:

GIORGIO the system search all the data that **CONTAIN** the word: GIORGIO

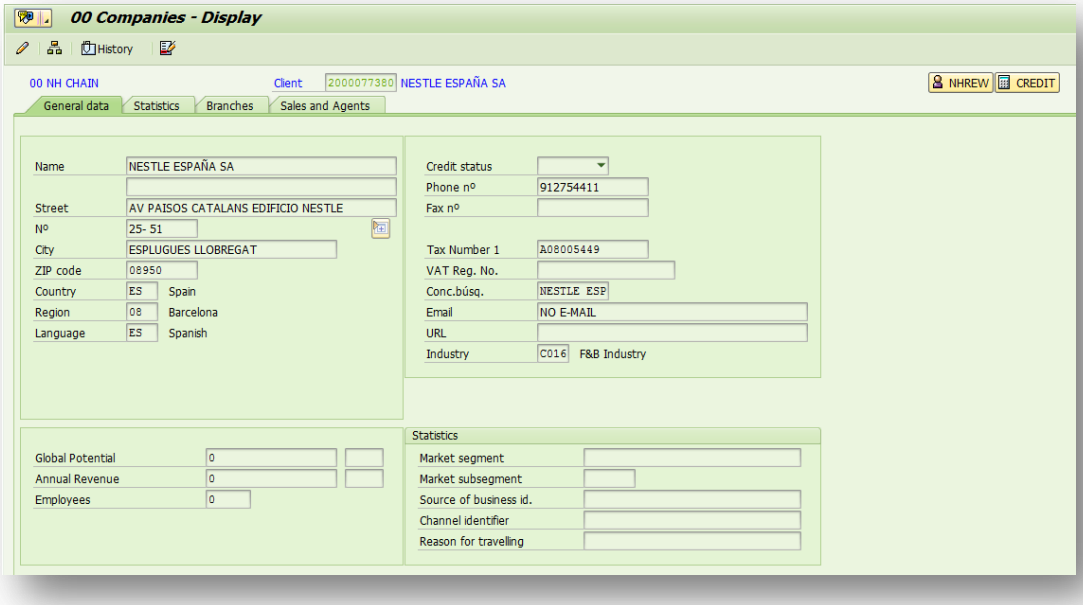
GIORGIO* the system search all the data that **BEGIN** by :GIORGIO

***GIORGIO** the system search all the data that **FINSIH** by: GIORGIO

Once you filled in the field we want to search, click on ENTER to see the results. By clicking in the result you will be able to see the details.



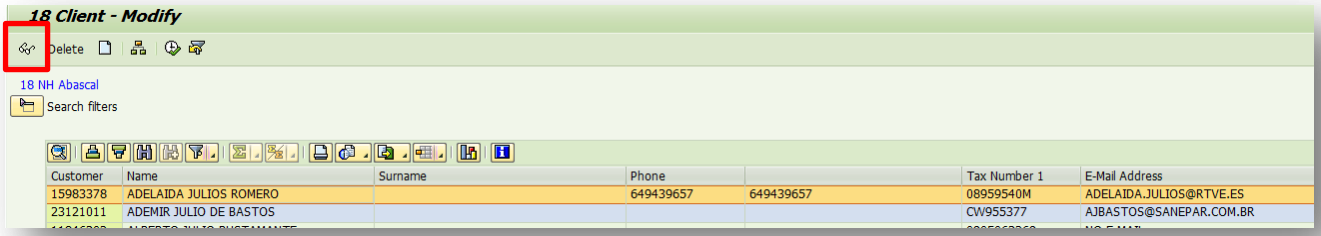
You will enter the guest file and you can modify the guest details



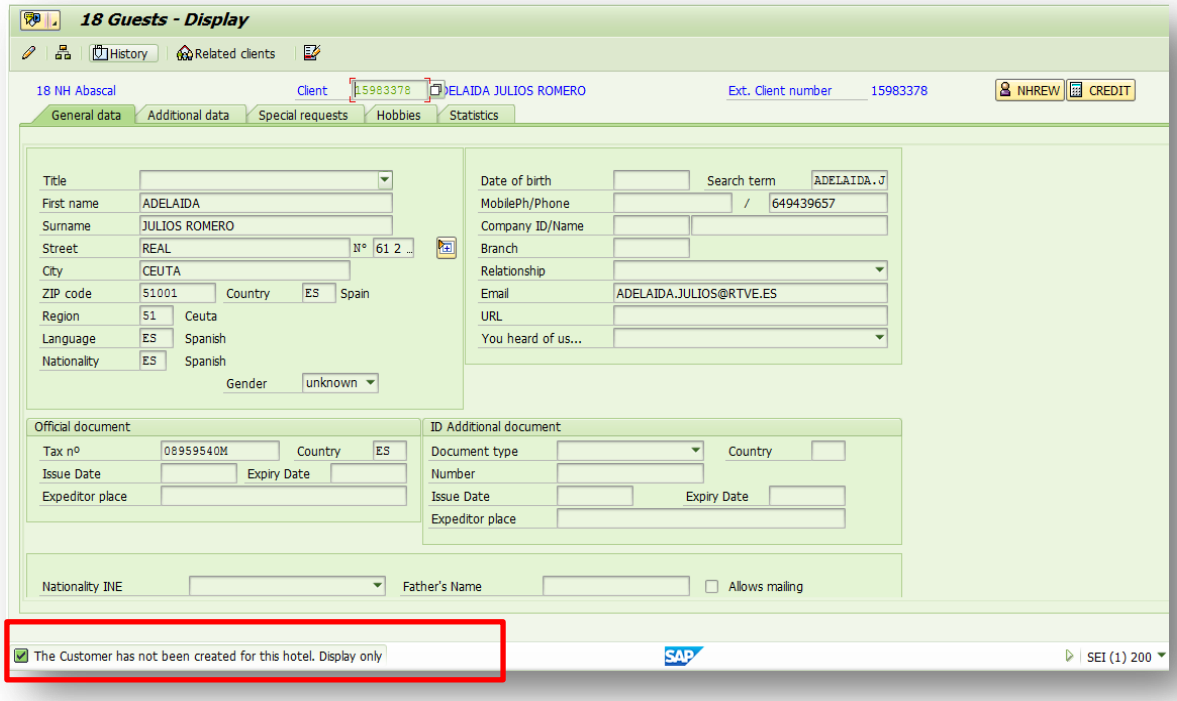
7.1 Copy Data From other hotel

This transaction only applies in those BU where SAP FI is already implemented.

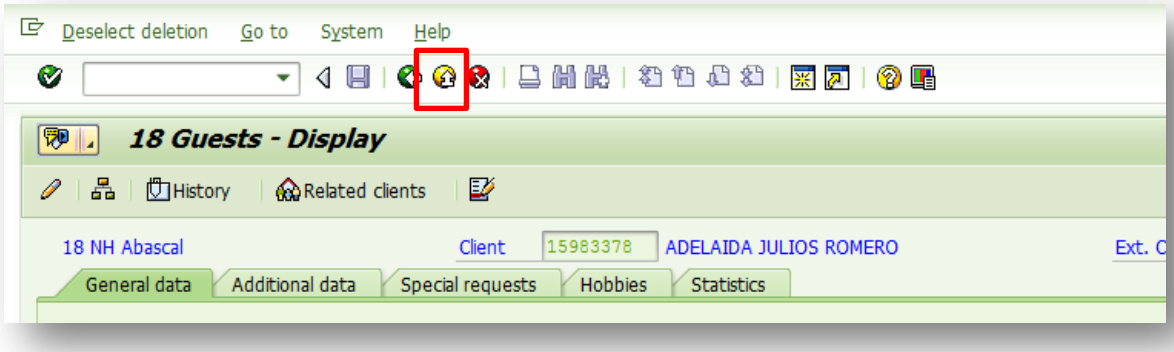
Once you have find the guest/organization you can see the complete profile by clicking on the guest name. In case you need to modify any data the client must be copied in your hotel.

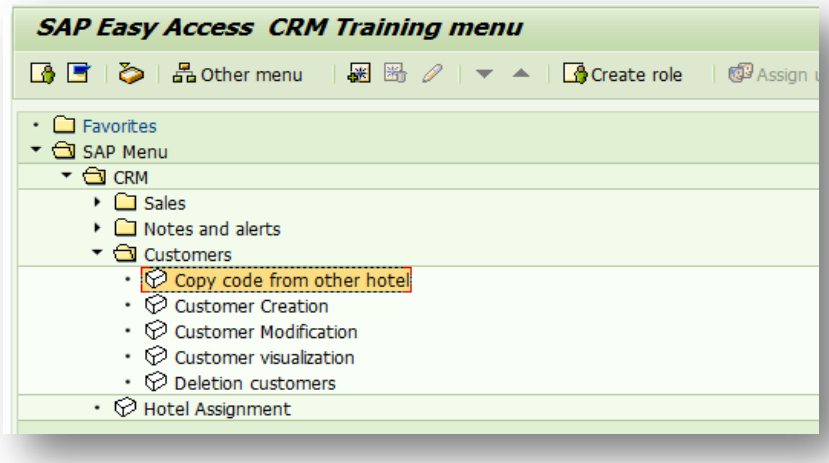


If the client is not copied in your hotel you will see the following error message:



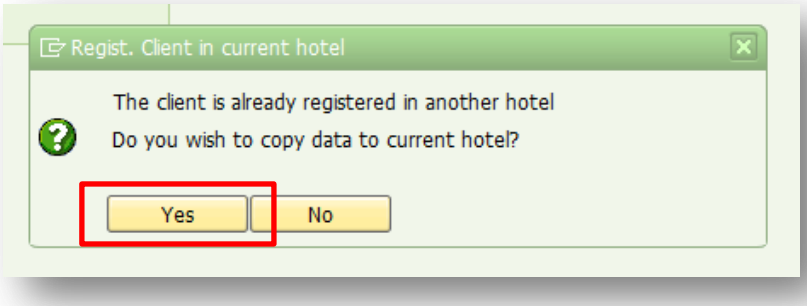
In case you want to modify the profile, go back to the main menu





Client number is automatically filled in search field

Click on ENTER



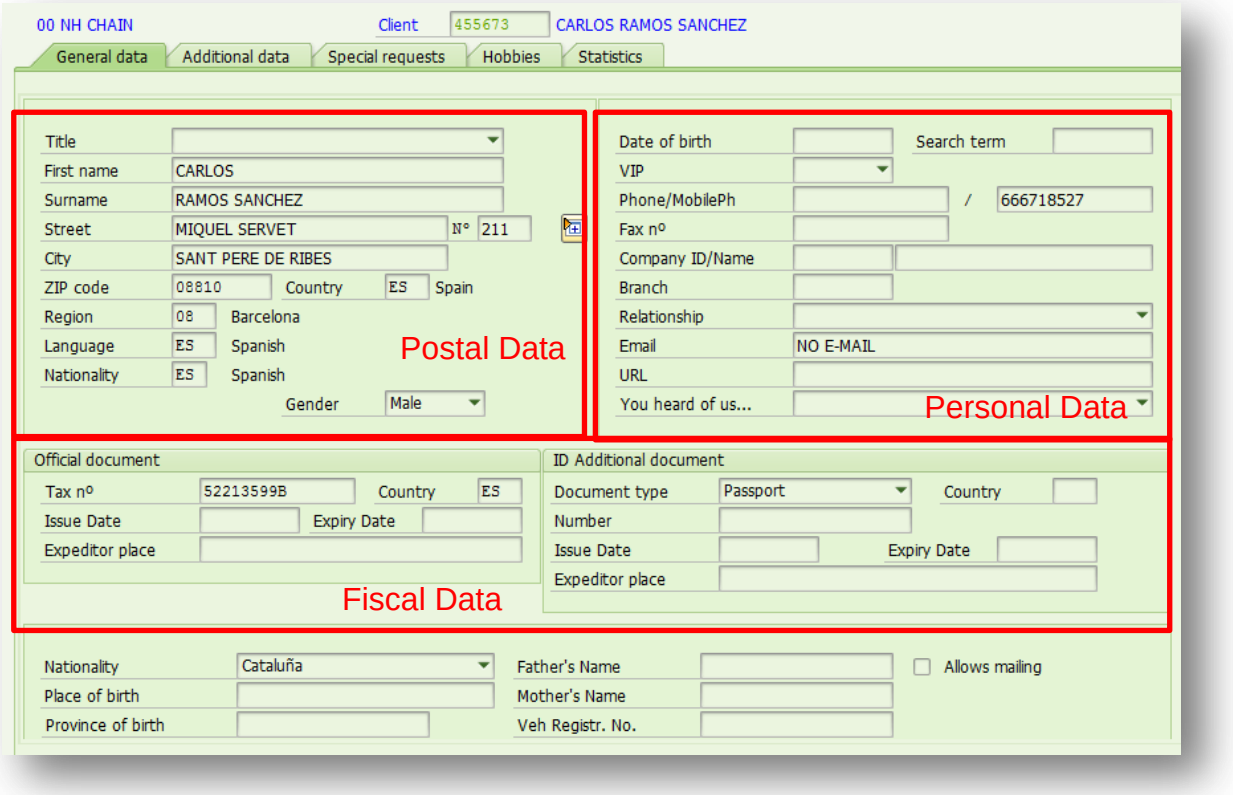
From now on you can modify any data.

7.2 Master Data tabs

We will detail information on each tab:

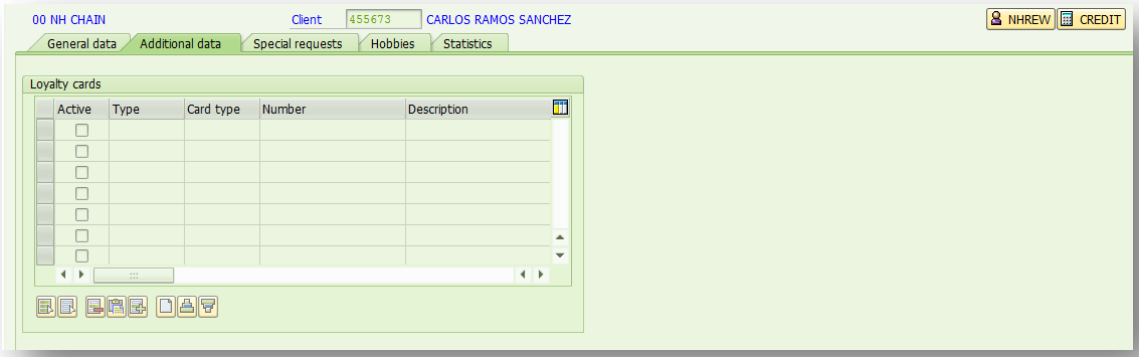
GUEST

General Data



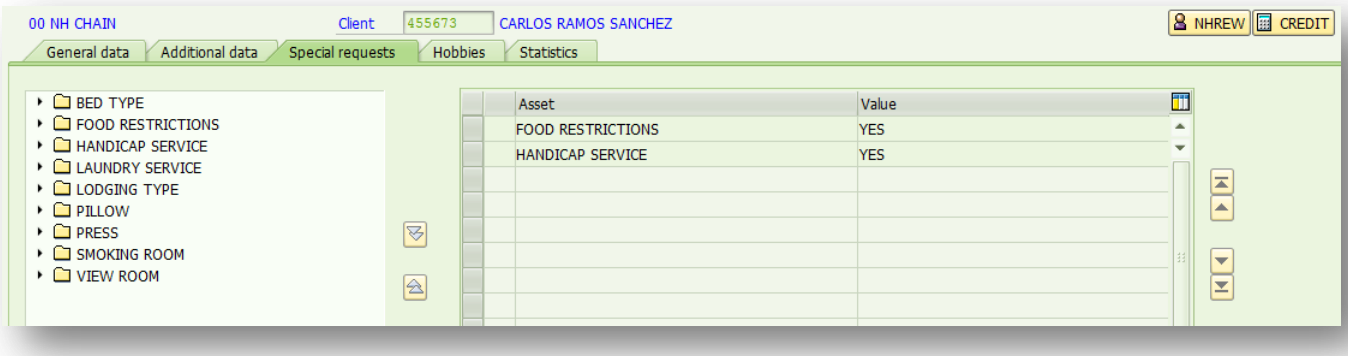
Additional Data

It will be used to inform the external loyalty cards (Iberia Plus…)



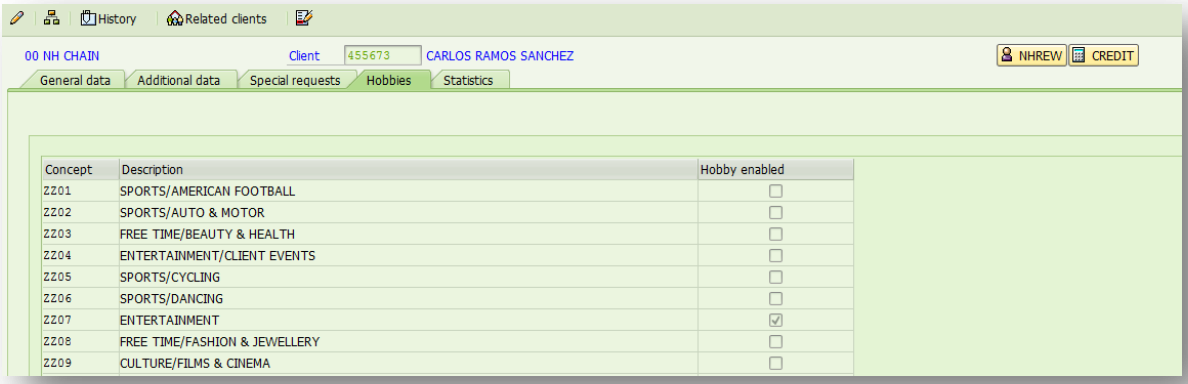
Special requests

This tab is to inform the guest preferences at Corporate level, please DO NOT inform here the preferences at Hotel level



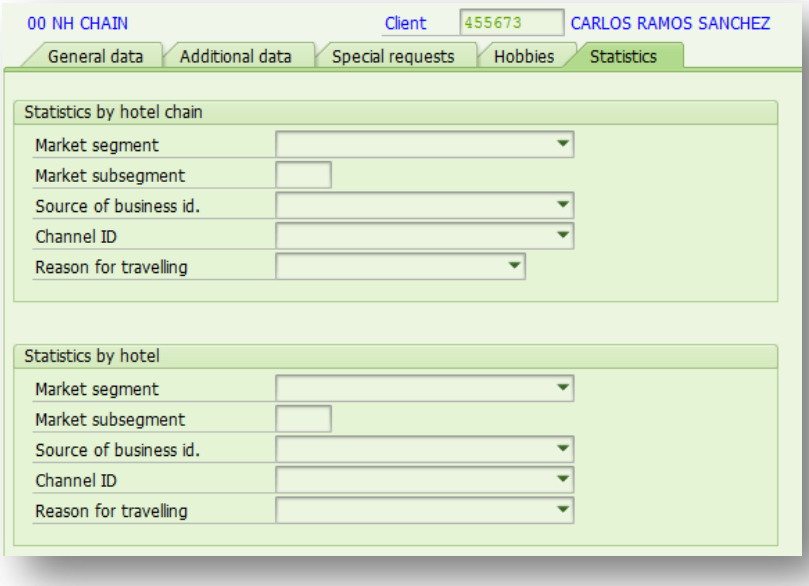
Hobbies

In this tab you will have the option to enter the Guests hobbies. The list has been defined by Corporate Marketing department



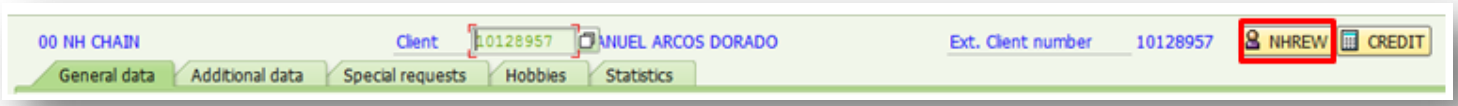
Statistics

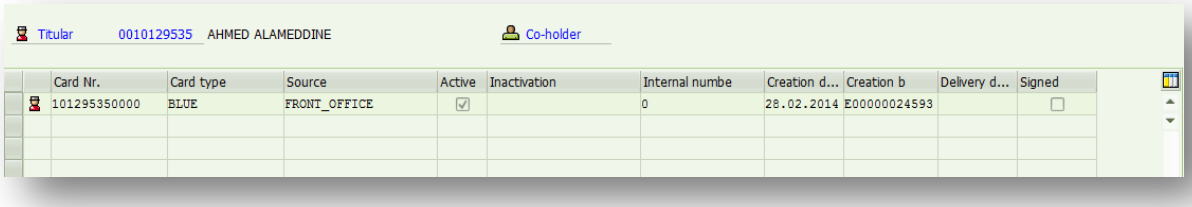
This tab allows you to see the segmentation of the guest.



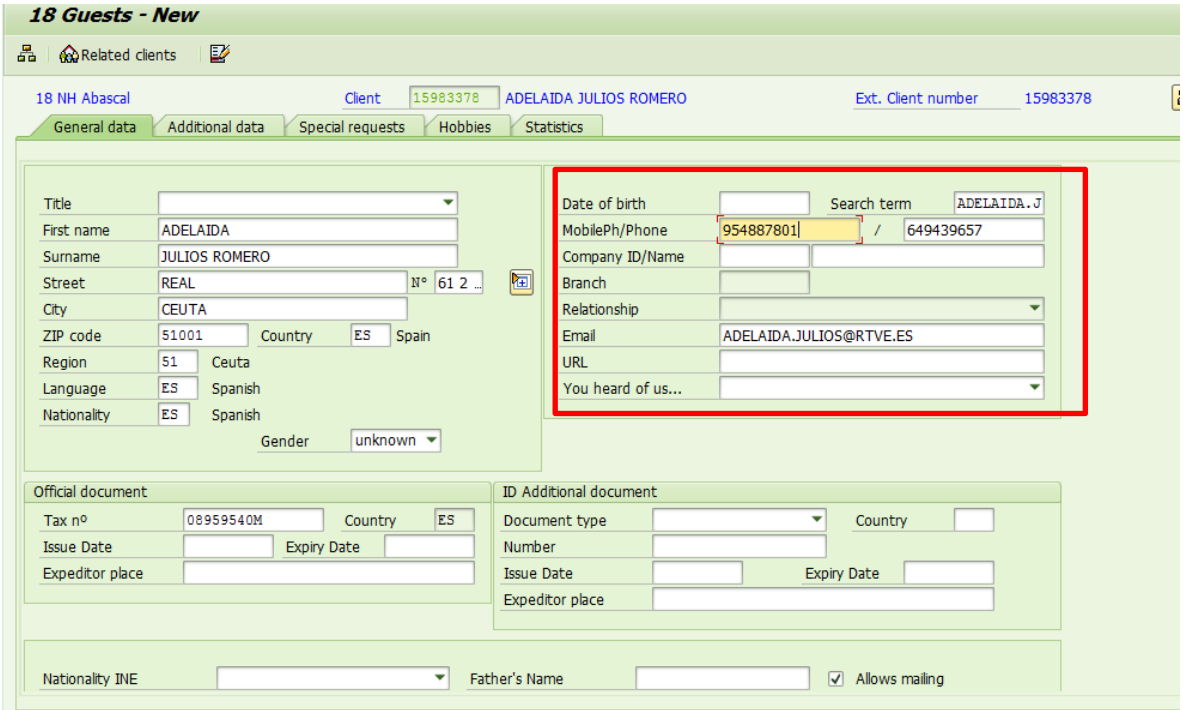
NHREW

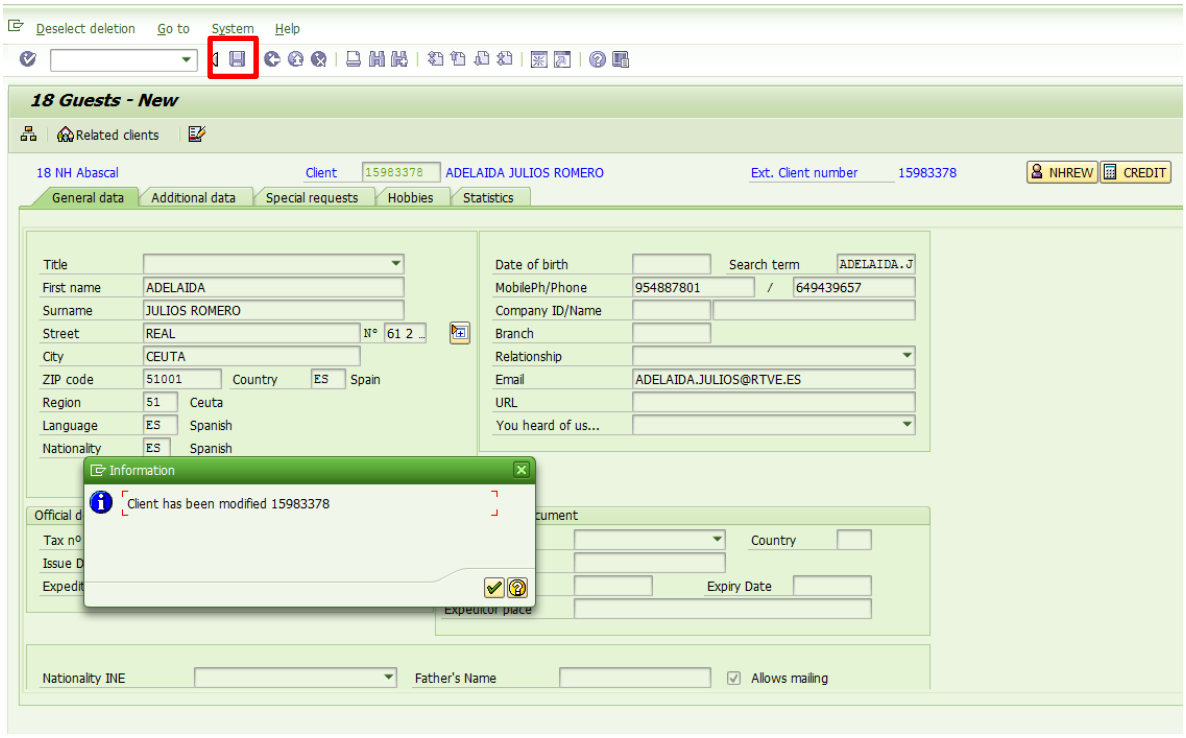
By clicking this button NHREW you will see the Guest and associated NH Reward card information.





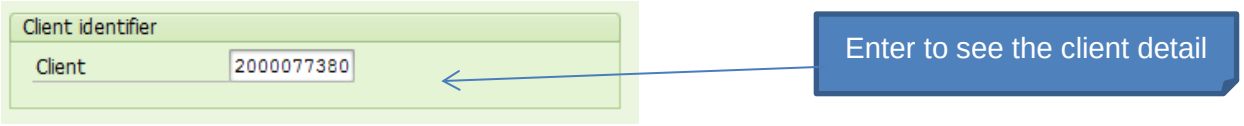
Now you can add/modify any data:





7.3 Complete client profile

If you know the party ID you can introduce in client identifier field



The **NH Rewards** membership is the only field that can be updated if the customer is not copied into the centre of the hotel that is modifying the profile.

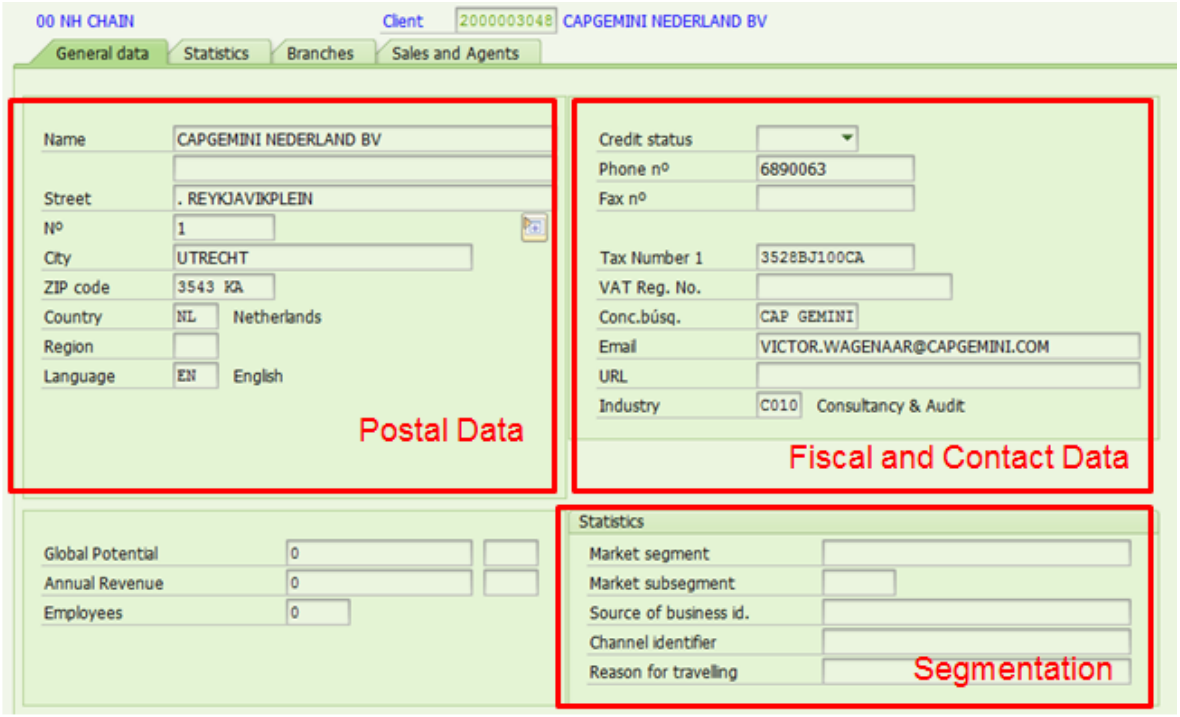
8. Organizations (COMPANIES / AGENCIES)

Remberber sending the template for request for Organization creation to CRM Service *(Template_Party Creation or Update_HOTELS and BO)*. Depending on the Organization's residence send your request to:

crm.service.it@nh-hotels.com
crm.service.ce@nh-hotels.com
crm.service.es@nh-hotels.com
crm.service.blx@nh-hotels.com
crm.service.am@nh-hotels.com

TEMPLATE_Party Creation or Update_H

General data:



Branches

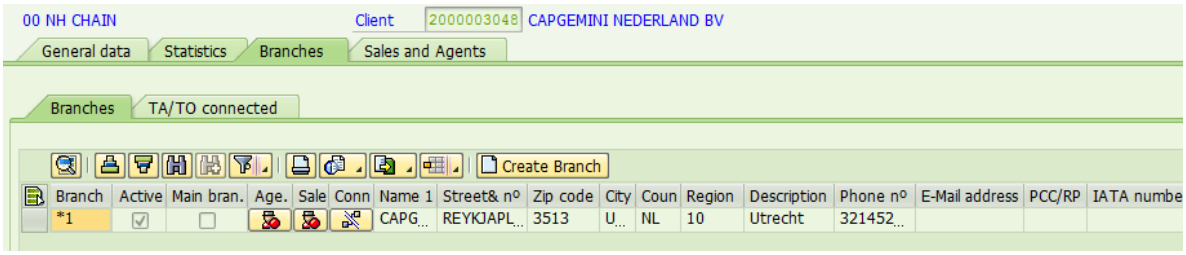
It will show all the branches associated with the customer as well as the Agents (contact person) and Sales.

→ by clicking this icon you will see the Contact person of that Branch

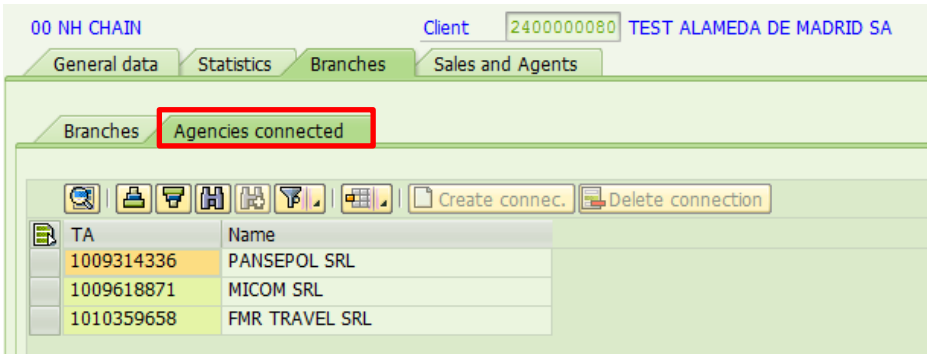
→ by clicking this icon you will see the Account Handler in charge of that branch

→ by clicking this icon you will see the relation between the branch with a company

The address showed in this screen will be the one mark as Office.



In this branch tab you will find a sub tab called Agencies connected where you can see the relationship between Company and Agency .

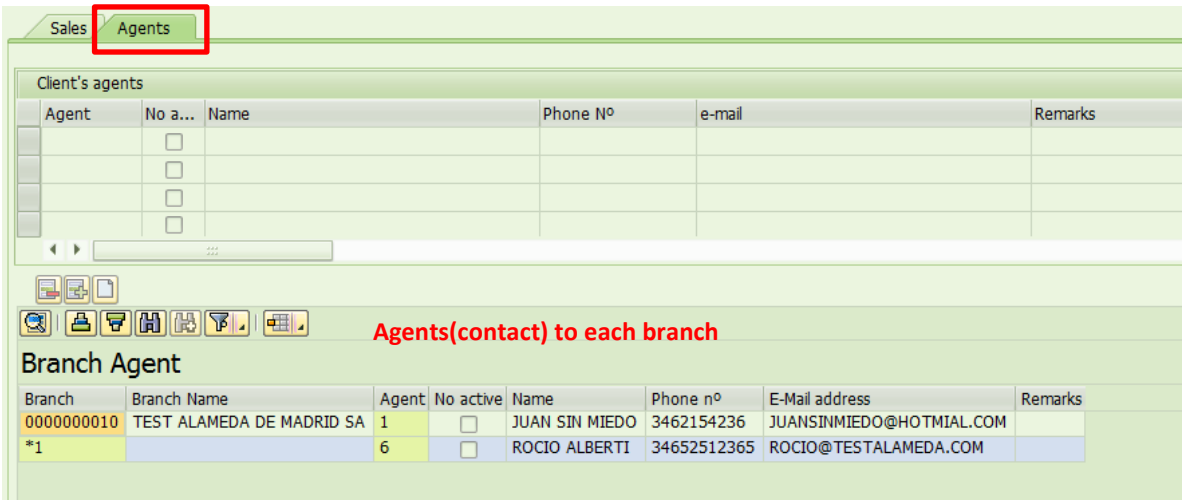


Account Handler / Agents

Here you will see a summary of all the Account Handler and agents (contacts) with their different contact information as well as the branch that is contact.

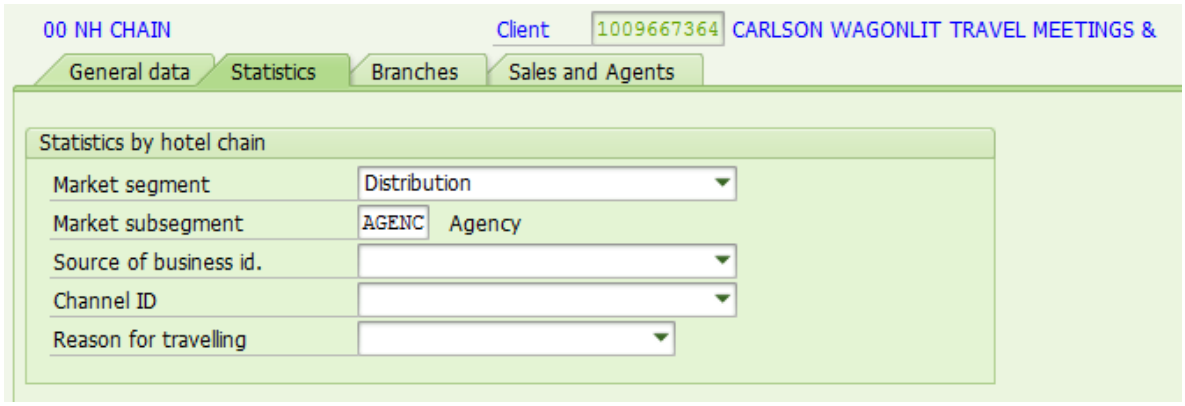
Sales

Agent (Contact)



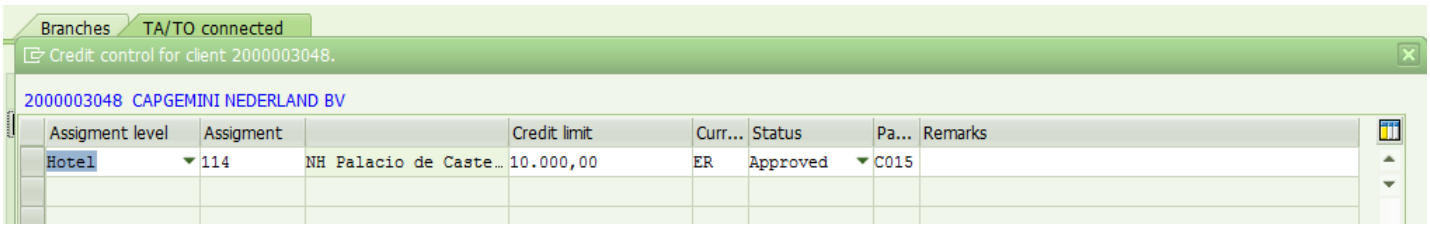
Statistics

This tab allow you to see the segmentation of the Company or Agency.



The corporate segmentation of the account will be:

Airlines	Crew
	Layover
	Cargo
Corporate Accounts	Key (>1.000 employees)
	Large (250 - 1.000 employees)
	Small & Medium (< employees)
	Self-Employed
MICE	MICE Agency
	Event Organizer (when the agency handles different kind of business)
	MICE Consortium
	PCO (Professional Congress Organizer)
	Incentive House
	Training Specialist
	Sport Events Organizer
	Corporate Event Organizer (Specialist)
	DMC (Destination Management Company), ie. Keydm (CWT)
	OTA (Online Travel Agency), ie. Starcite, Cvent..
	Event division (ie. Marcom agency)
Distribution	Agency
	Tour Operator
	Wholesaler
	Incoming
	Consortia, ie. Radius
	TMC (Travel Management Company), ie. CWT
	OTA (Online Travel Agency), ie. Booking.com

Credit

By clicking the button CREDIT you will be able to see the credit information. (only authorized role is allowed to inform the credit limit)