



**nh** | HOTEL GROUP PART OF MINOR  
HOTELS



EMERGENCY CLOSING IN SALES CHANNELS

TMSforConnectivity

COMMERCIAL SYSTEMS & SERVICES  
COMMERCIAL STRATEGY

JULY 2021

## INCIDENT SCENARIOS

If an external provider is facing connectivity incidents and the channel is not updated properly, the Revenue Management teams of the Business Units will be informed to make the urgent changes manually in the affected extranet.

Here is a summary of the different scenarios and the steps to follow:

01	02	03	04
<b>TMSforConnectivity</b> <ul style="list-style-type: none"><li>• When the incident is in TMS and affects all connectivity, please close all channels manually according to the emergency closings document.</li><li>• Open a Jira with all the information necessary to investigate the issue.</li><li>• <b>If the issue is critical and happens outside office hours, please contact the INDRA emergency number: +34 91 082 28 65</b></li></ul>	<b>Shutdown between a direct connectivity and TMS4C</b> <ul style="list-style-type: none"><li>• When you receive a “Service interruption” notification from channels integrations, update urgent changes manually in the extranet.</li></ul>	<b>RTCT</b> <ul style="list-style-type: none"><li>• When the channel manager is affected, please close all the channels connected through it manually according to the emergency closings document.</li><li>• Open a Jira for further investigation.</li></ul>	<b>Shutdown between RTCT and a channel</b> <ul style="list-style-type: none"><li>• When you receive a “Service interruption” notification from channels integrations, update urgent changes manually in the extranet.</li></ul>

If the hotel's RM is not available, because the incident occurs outside office hours, the hotels will be notified to carry out these manual changes following the indications for each channel as detailed below.

## Emergency closing in sales channels

IMPORTANT INFORMATION TO MANAGE YOUR TICKET IN NH SERVICE DESK:

<https://nhservicedesk.nh-hotels.com/servicedesk/customer/portal/1>

NH SUPPORT PORTAL  
NH Service Desk

What do you need help with?

connec

Search help

SAP Business Suite

Business Intelligence-BO

Other NH Applications

Office 365

NH Employee Services

TMS for CONNECTIVITY  
Integration of the booking engine with the main IDS, GDS, Travel Agencies, Tour Operators.

- Describe the issue clearly and include, if possible, screenshots of TMS, the extranet and/or website of the channel/s affected.

- **Mandatory information:**

- ✓ Hotel name
- ✓ Dates affected
- ✓ Channels affected
- ✓ TMS screenshot of the time of the change
- ✓ Extranets' screenshot

- If the support group that manages your ticket asks you for more information and you do not respond to them within 48 hours, they will close your ticket.

- It is very important to create the ticket in the **correct subcategory**, otherwise the corresponding support team will not be notified.

a) Problems With Rates And Availability:

for errors in updates or extranet information.

Category TMS for Connectivity

Problems With Rates And Availability

External Channel

Booking

Summary

NH BINGEN: FAILURE UPDATES ON BAR 28-08

b) Problems With Reservations:

if the reservation has not entered TMS or is wrong.

Category TMS for Connectivity

Problems With Reservations

External Channel

Booking

Summary

NH BINGEN: WRONG PRICE IN BOOKING XXXX



In case the hotel is overbooked, and the channels are open, please proceed with the manual closing and then open a Jira with all the above information.

## MANUAL CLOSINGS PER CHANNEL

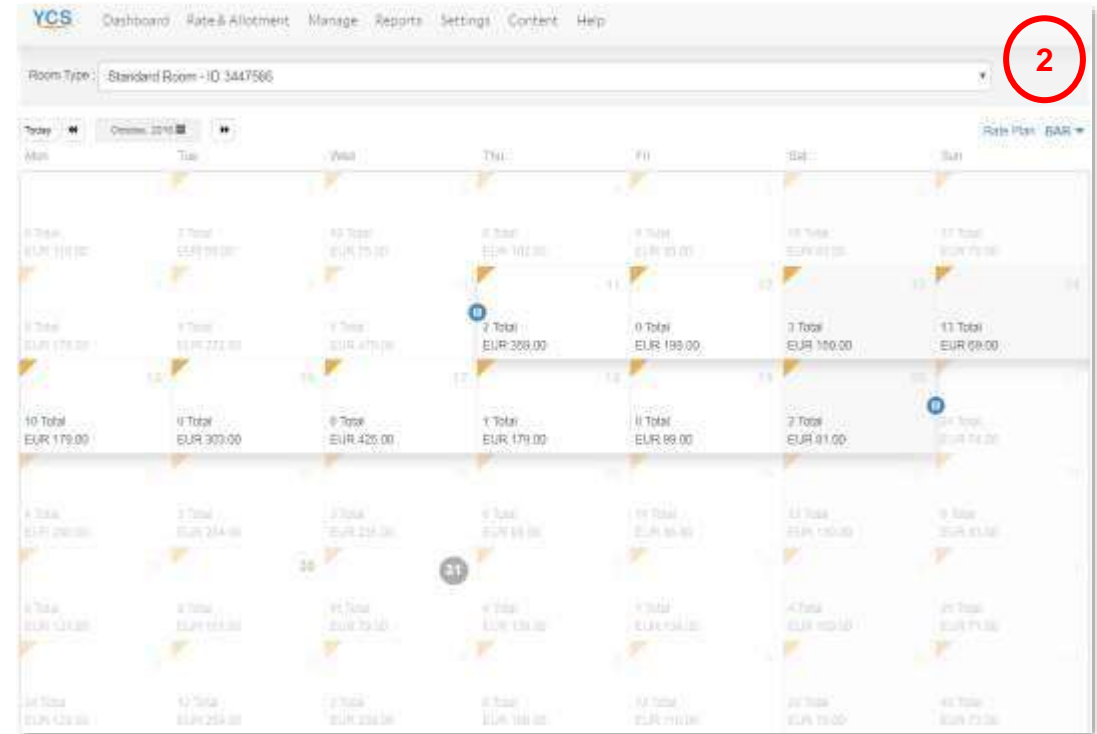
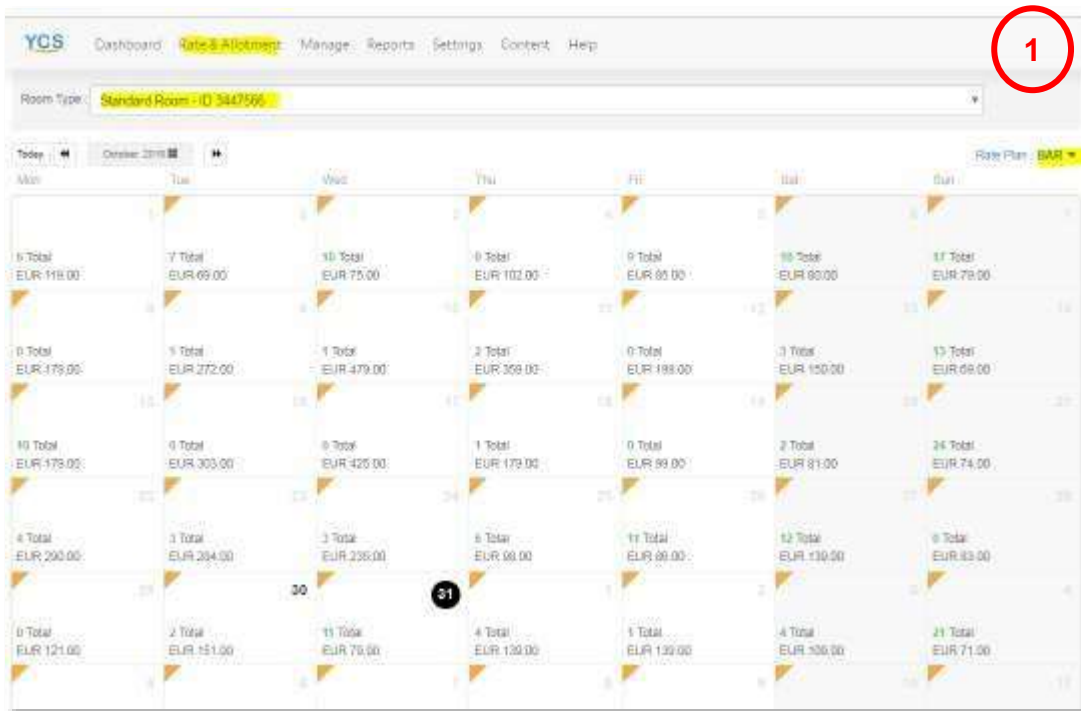
CHANNEL	CONNECTION TYPE	INDEX PAGES
<a href="#">AGODA</a>	RATE TIGER	5
<a href="#">BOOKING</a>	DIRECT	9
<a href="#">BRITISH AIRWAYS</a>	RATE TIGER	10
<a href="#">EXPEDIA</a>	DIRECT	12
<a href="#">GETAROOM</a>	RATE TIGER	13
<a href="#">HOTELBEDS</a>	DIRECT	15
<a href="#">HOTUSA/KEYTEL</a>	Direct	17
<a href="#">JUMBO</a>	RATE TIGER	19
<a href="#">LASTMINUTE</a>	RATE TIGER	24
<a href="#">LOGITRAVEL</a>	RATE TIGER	25
<a href="#">SUNHOTELS</a>	RATE TIGER	26
<a href="#">TRAVEL REPUBLIC</a>	RATE TIGER	28
<a href="#">TRAVELSENS/ALISIOS</a>	RATE TIGER	30
<a href="#">WIHP</a>	DIRECT	31
<a href="#">Abreu</a>	RATE TIGER	31
<a href="#">Fastpay</a>	RATE TIGER	32
<a href="#">W2M</a>	RATE TIGER	33
hotels.nl	RATE TIGER	
Hotespecials	RATE TIGER	
<a href="#">Odigeo</a>	RATE TIGER	34

## AGODA - CONNECTION TYPE: RATE TIGER

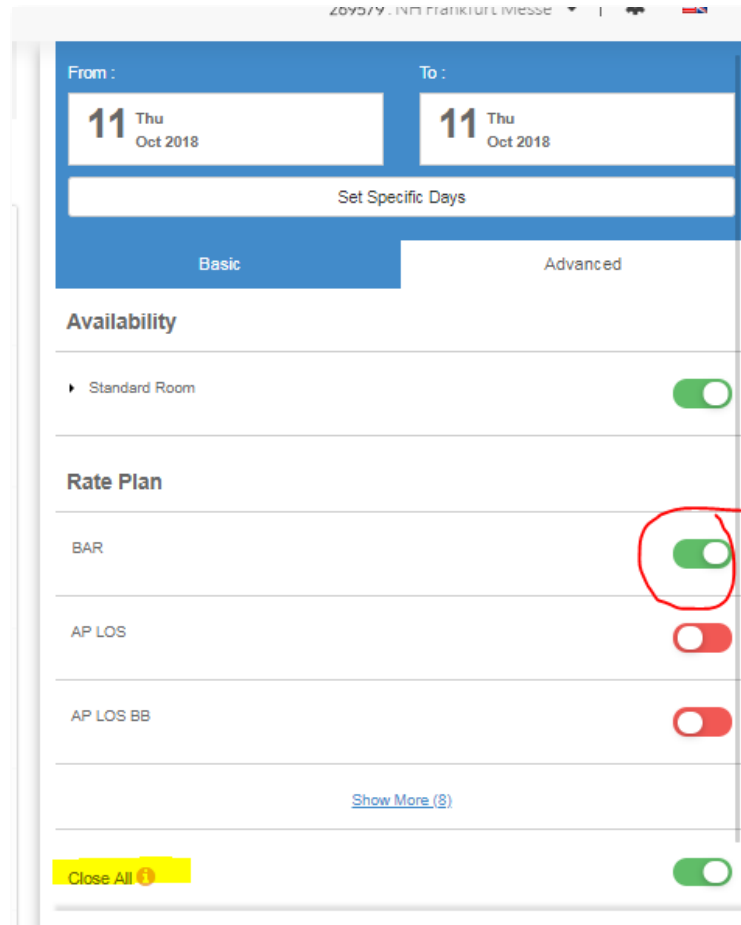
The stop sell can be done both on basic and advanced mode.

To stop sell a RATE:

1. Go to Rate & Allotment and select the room and rate you wish to close.
2. Select the date or date range on the calendar.



3. Change the toggle for the specific rate plan to red or close all if necessary.
4. Click save.



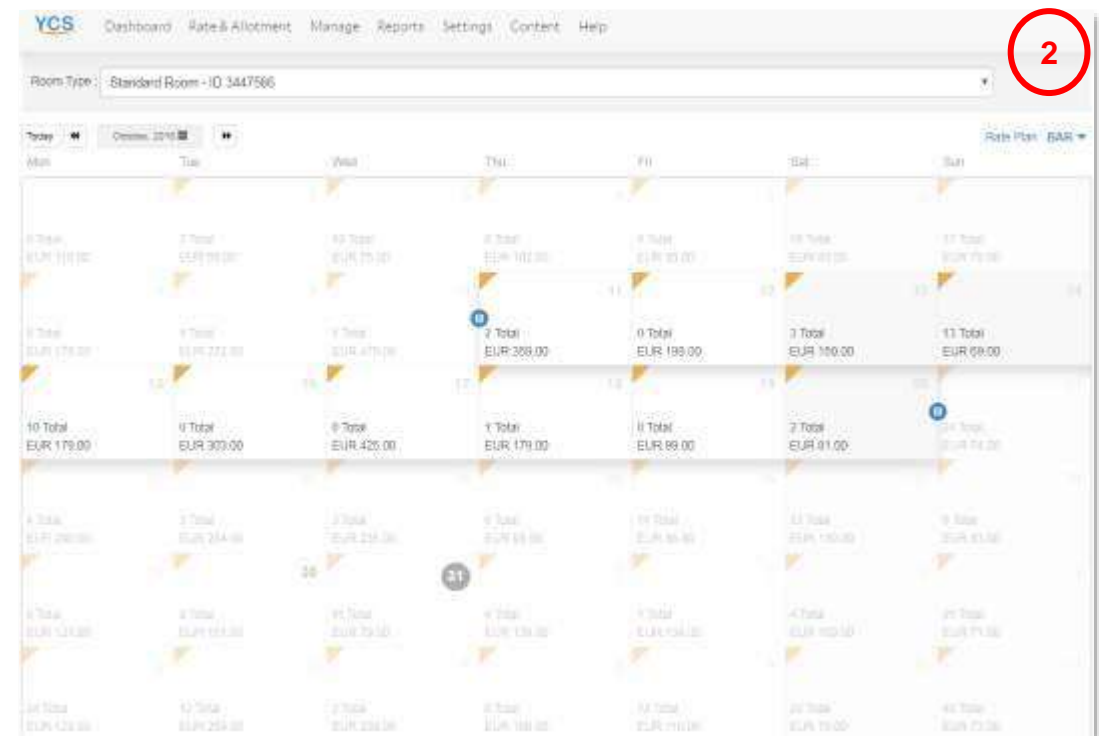
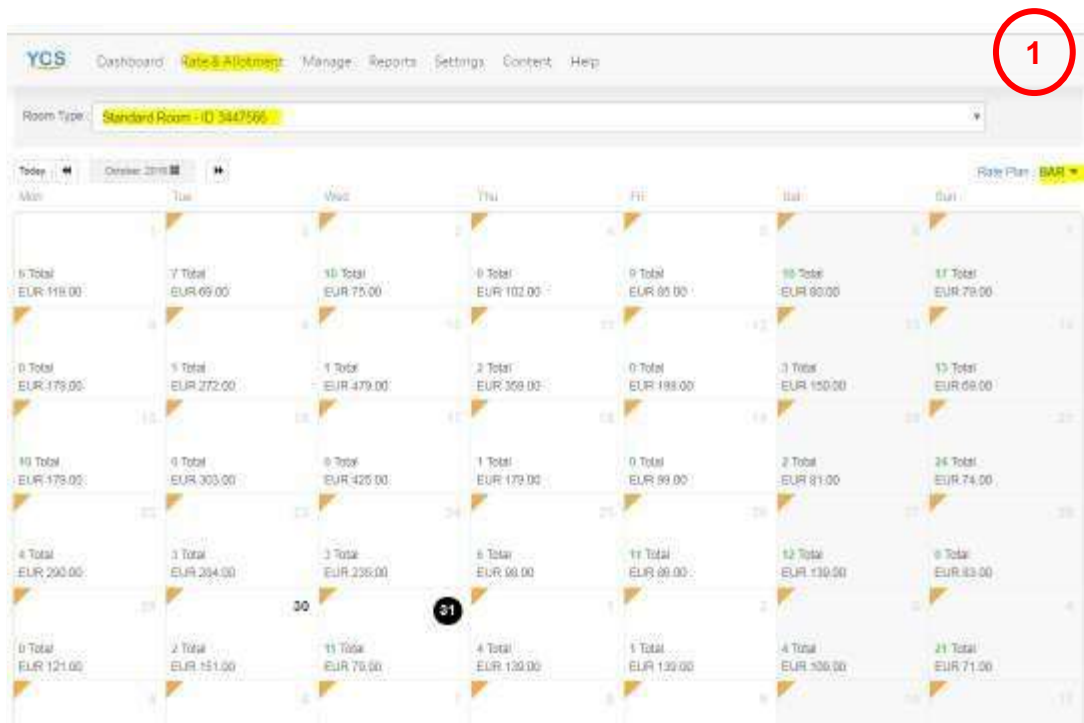
The screenshot shows a web interface for managing hotel rates. At the top, there are date pickers for 'From' and 'To', both set to '11 Thu Oct 2018'. Below these is a 'Set Specific Days' button. The interface is divided into 'Basic' and 'Advanced' tabs, with 'Basic' currently selected. Under the 'Availability' section, there is a toggle for 'Standard Room' which is currently green (on). The 'Rate Plan' section lists several options: 'BAR' (green toggle, circled in red), 'AP LOS' (red toggle), 'AP LOS BB' (red toggle), and a 'Close All' button (yellow) with a green toggle. A 'Show More (8)' link is also visible.

Section	Item	Status
Availability	Standard Room	Green (On)
Rate Plan	BAR	Green (On) - Circled in Red
	AP LOS	Red (Off)
	AP LOS BB	Red (Off)
	Close All	Green (On)

## EMERGENCY CLOSING IN SALES CHANNELS

To stop sell a ROOM:

1. Go to Rate & Allotment and select the room you wish to close.
2. Select the date or date range on the calendar.



3. Change the toggle for the specific rate plan to red.
4. Click save.

269579 : NH Frankfurt Messe

From : 11 Thu Oct 2018 To : 25 Thu Oct 2018

Set Specific Days

Basic Advanced

**Availability**

Standard Room ### ☒


**Rate Plan**

BAR ☐

AP LOS ☒

AP LOS BB ☒

[Show More \(8\)](#)

Close All  ☒

Feedback



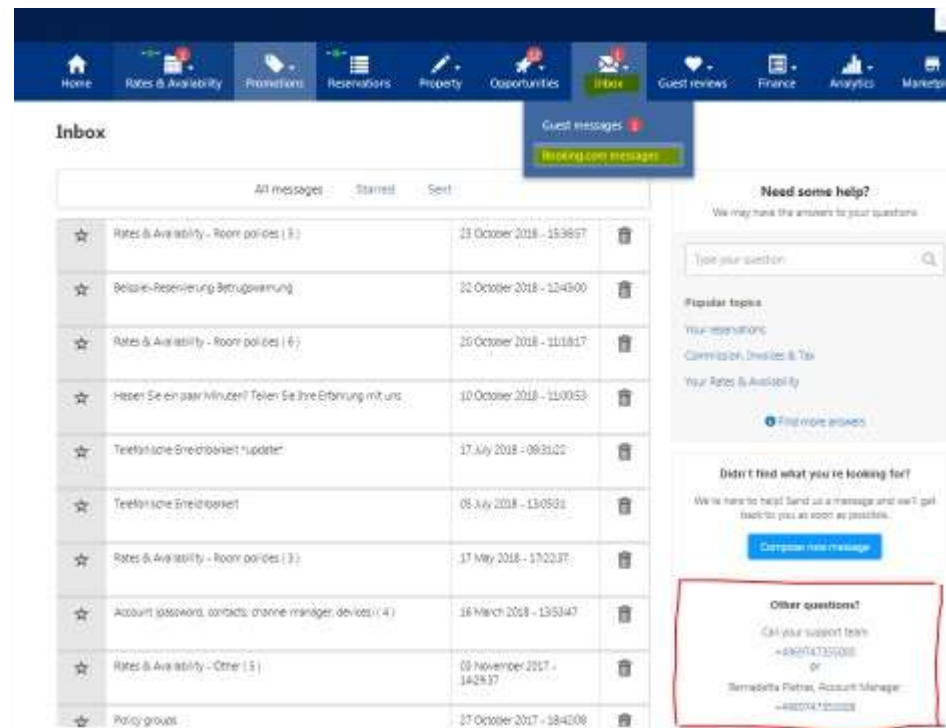
## BOOKING - CONNECTION TYPE: DIRECT

Contact the Support team or the Account Manager.

You can find the contact details on the extranet going to → Inbox tab → Booking messages

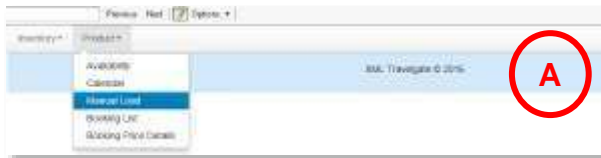
You could also reach the local office. You can find the phone numbers on this link:

<https://partnerhelp.booking.com/hc/en-gb/articles/360001427727-Where-you-can-reach-us>

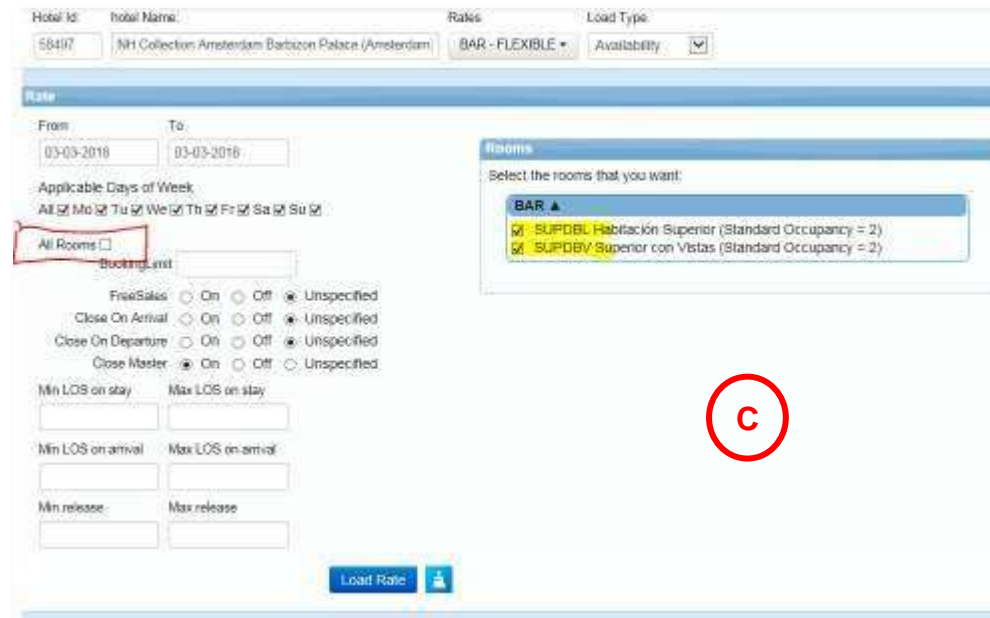
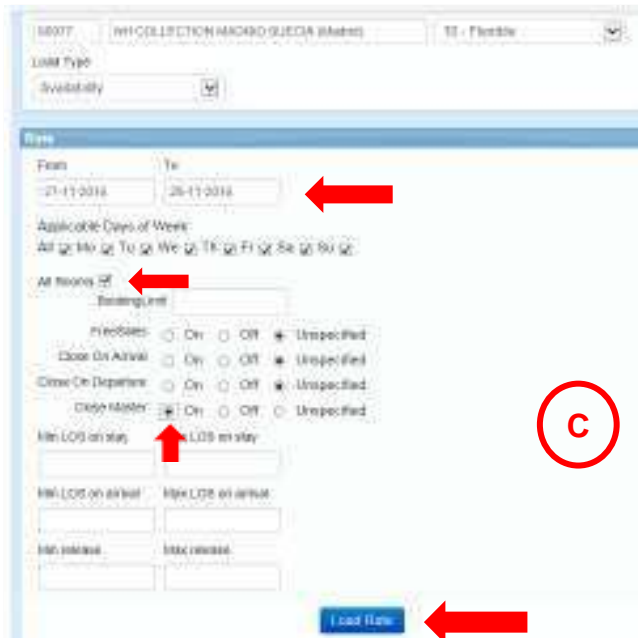


## BRITISH AIRWAYS - CONNECTION TYPE: RATE TIGER

- A. Select manual load option.
- B. Select Ratetiger as provider and the rate plan/rate plans you want to close and the option load type “availability”.



- C. Select the dates you want to close in the calendar. Select all rooms or unclick “all rooms” and select the room types you want to close. Click on close master and then load rate.



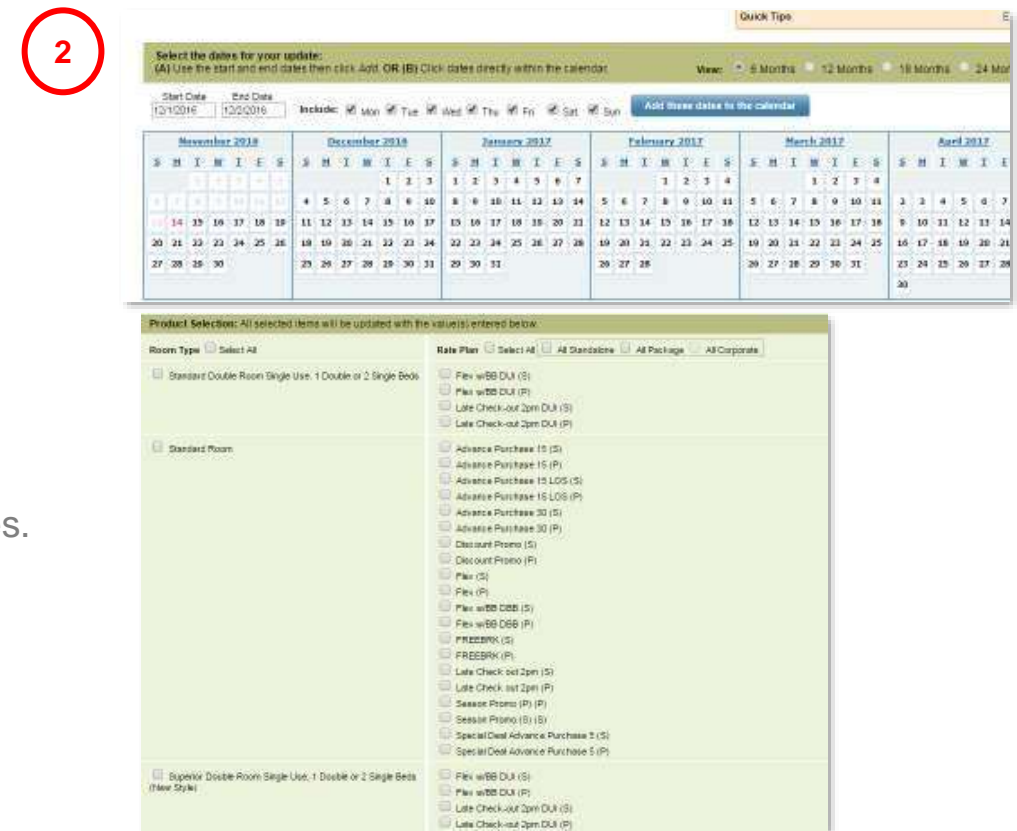
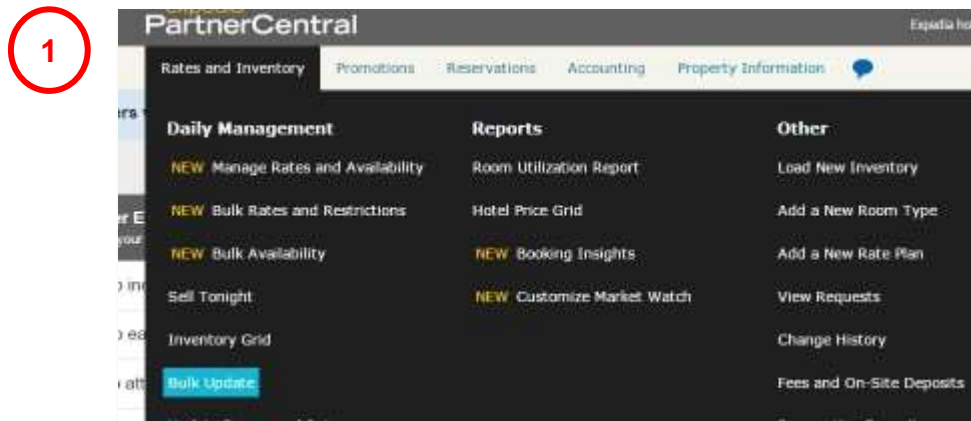
In case prices need to be updated, choose the rate plan, choose load type “price”, the rate plan, dates and room type. Choose “price per room option”, fill the price and load rate.

The screenshot shows the 'Rate Price' configuration screen in the NH Hotels / loader application. The interface includes the following elements:

- Header:** 'Inventory' and 'Product' tabs, and a user profile 'NH Hotels / loader - Log off'.
- Filters:** 'British Airways' and 'SiteMinder' dropdowns, and 'Rates', 'Derived Rates', and 'Offers' tabs.
- Form Fields:**
  - Hotel ID:** 61294
  - Hotel Name:** NH Prague City (Praha)
  - Rate Plan:** BARRO - FLEXIBLE
  - Load Type:** Price (highlighted with a red box)
- Rate Price Section:**
  - From:** 11-03-2018
  - To:** 11-03-2018
  - Applicable Days of Week:** All (Mo, Tu, We, Th, Fr, Sa, Su)
  - All Rooms:** ☐
  - Price Type:**
    - ☒ Price per room (highlighted with a yellow box)
    - ☐ Price per Standard Occupancy
    - ☐ Price per Occupancy
  - Room Price:** (highlighted with a yellow box)
  - Occupancy Supplements:** ☐
  - Meal Plan Supplements:** ☐
- Rooms Section:**
  - BARRO** (highlighted with a yellow box)
  - ☒ ST00BL Standard (Standard Occupancy = 2)
  - ☒ SUP0BL Superior Room (Standard Occupancy = 2)
- Buttons:** 'Load Rate' (highlighted with a red box) and a blue button with a plus icon.

## EXPEDIA - CONNECTION TYPE: DIRECT

1. Select bulk update option from the rates and inventory tab.
2. Select the dates you want to close and click on “add these dates to the calendar. Select the rate plans/room types you want to close.

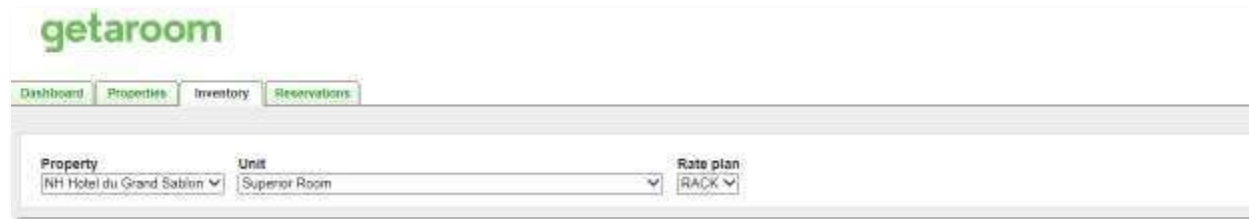


3. Select the option stop sell “off” and close out “on” and submit changes.
4. Check if the closure has been successfully processed.



## GETAROOM - CONNECTION TYPE: RATE TIGER

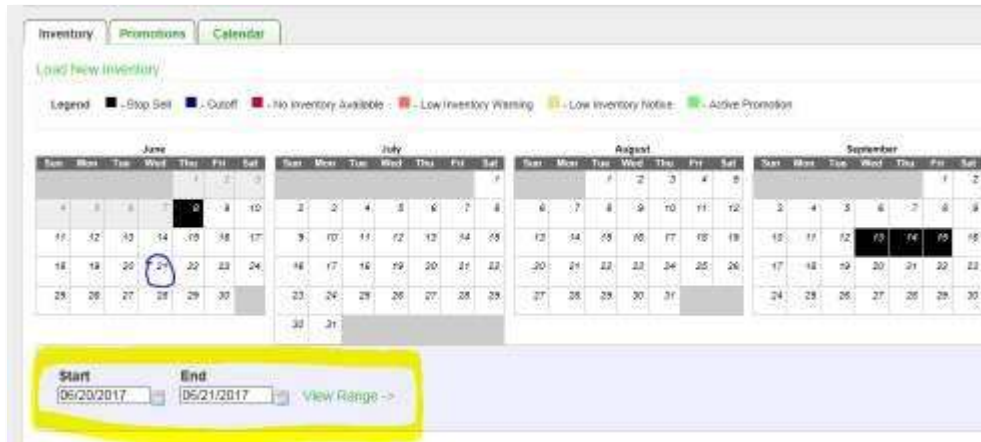
1. Go to inventory tab and select the rate plan that needs to be closed.
2. On inventory subtab click on the day in the calendar or choose a start and end date. Then click on view range.
3. Change stop sell option to yes and update the information.



getaroom

Dashboard Properties **Inventory** Reservations

Property: NH Hotel du Grand Sablon Unit: Superior Room Rate plan: RACK

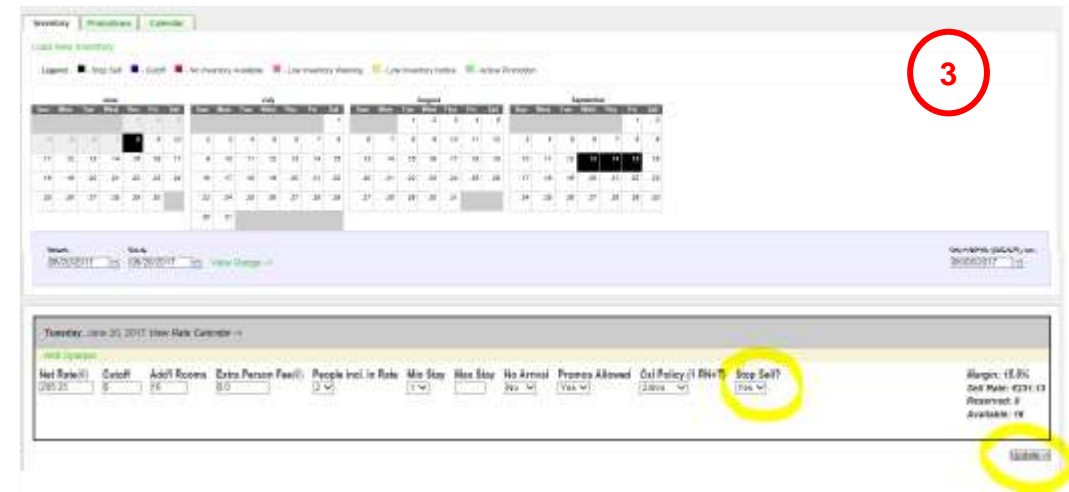


Inventory Promotions **Calendar**

Load New Inventory

Legend: Stop Sell, Out of, No inventory available, Low Inventory Warning, Low Inventory Notice, Active Promotions

Start: 06/20/2017 End: 06/21/2017 View Range ->



Inventory Promotions **Calendar**

Load New Inventory

Legend: Stop Sell, Out of, No inventory available, Low Inventory Warning, Low Inventory Notice, Active Promotions

View Range ->

Stop Sell? Yes

Margin: 15.0%  
Bed Rate: \$231.13  
Room: 16

If you select several days, it is possible to update the information at once by selecting the option on the period cell instead of per day and then click update.

Tuesday, June 20, 2017 - Thursday, June 22, 2017

Opaque Net Rate (€)    Opaque Apportionment

Net Rate(€)    Cutoff    Add'l Rooms    Extra Person Fee(€)    People Incl. In Rate    Min Stay    Max Stay    Close To Arrival    Promos Allowed    Cxl Policy (1 RN+T)    Stop Sell?

☒ Sun    ☒ Mon    ☒ Tue    ☒ Wed    ☒ Thu    ☒ Fri    ☒ Sat   

---

Tuesday, June 20, 2017 View Rate Calendar ->

Add Opaque

Net Rate(€)    Cutoff    Add'l Rooms    Extra Person Fee(€)    People Incl. In Rate    Min Stay    Max Stay    No Arrival    Promos Allowed    Cxl Policy (1 RN+T)    Stop Sell?

208.25    0    16    0.0    2    1       No    Yes    24hrs    No

Margin: 15.0%  
Sell Rate: €231.13  
Reserved: 0  
Available: 16

---

Wednesday, June 21, 2017 View Rate Calendar ->

Add Opaque

Net Rate(€)    Cutoff    Add'l Rooms    Extra Person Fee(€)    People Incl. In Rate    Min Stay    Max Stay    No Arrival    Promos Allowed    Cxl Policy (1 RN+T)    Stop Sell?

195.5    0    17    0.0    2    1       No    Yes    24hrs    No

Margin: 15.0%  
Sell Rate: €216.98  
Reserved: 0  
Available: 17



## HOTELBEDS - CONNECTION TYPE: DIRECT

In Maxiroom enter the Inventory section and give the tab "Open and close availability".

In this section you have the option to make up to 3 closure date cuts, choose to close only one or several typologies or all at the same time, as in contracts, you can also choose one, several or all at once and even Choose the days that you want the closures to apply (for example, mark the whole month of December but only close on Sundays).

The screenshot displays the NH Hotel Group inventory management interface. The top navigation bar includes 'INVENTORY', 'HOTEL INFO', 'BOOKINGS', and 'FINANCE'. The 'INVENTORY' section is active, showing a calendar view for November 2016. The 'Rates & Availability' sidebar on the left has 'Open/Close availability' selected. The main area shows a table of room rates for 'DOUBLE STANDARD' rooms, with columns for dates from 10/11/2016 to 24/11/2016. Below this, the 'Open/Close availability' section is shown, with fields for 'From' (01/02/2017) and 'To' (05/02/2017). The 'Select the room type' dropdown is set to 'DOUBLE STANDARD'. The 'Select rate type' dropdown is set to 'CG-1535COM15'. The 'Application days' dropdown is set to 'Sunday'. The 'Additional date changes' field is empty. The interface also includes a 'You can add date ranges, maximum 3 ranges' message.

And finally, it is under the screen and mark "Open" or "Close" and "save changes". And you will get the message "the changes were saved correctly".

The screenshot displays a web interface for managing emergency closing. At the top, a list of items is shown, each with a green checkmark icon and a text label:

- NRF-1534COM18
- NRF-1534COM20
- NRF-698PROMO15
- NRF-698PROMO18
- NRF-698PROMO20
- NRF-SEASONCOM15
- NRF-SEASONCOM18
- NRF-SEASONCOM20

Below this list, a dashed horizontal line separates it from the "OPEN/CLOSE AVAILABILITY:" section. This section contains two radio buttons: "Open" (unselected) and "Close" (selected). Below the radio buttons are two buttons: "Cancel" (orange) and "SAVE CHANGES" (green). The "SAVE CHANGES" button is highlighted with a red rectangular border.

At the bottom of the interface, there are two stacked notification messages, each with a close button (X) on the right:

- The top message has a blue speech bubble icon and the text: "FOR THE RATECG-1535COM15 HAVE BEEN MODIFIED ROOMS DOUBLE-STANDARD".
- The bottom message has a green checkmark icon and the text: "CHANGES HAVE BEEN CORRECTLY SAVED". This message is highlighted with a red rectangular border.



## HOTUSA/KEYTEL - CONNECTION TYPE: DIRECT

In case of connection downtime between Keytel and our system, you can close manually the urgent dates.

In the main menu select “INVENTORY” and then press on the date/room select:

**Inventario**

Vista diaria Acciones en bloque

SELECCIONAR FECHAS 26/01/2021 - 08/02/2021

MOSTRAR DÍAS  
☒ Todos ☒ Lu ☒ Ma ☒ Mi ☒ Ju ☒ Vi ☒ Sá ☒ Do

< Anterior Siguiete >

		ENERO 2021					FEBRERO 2021								
		26	27	28	29	30	31	1	2	3	4	5	6	7	8
FAMQPL	CUPO	2	2	2	5	5	5	5	5	5	5	2	2	2	2
	VENDIDAS														
JSTDOR	CUPO	3	3	3	8	8	8	8	8	8	8	2	3	3	3
	VENDIDAS														

A red circle highlights a green cell in the 'CUPO' row for FAMQPL on January 29th, indicating a manual closing action.

If you need to close several dates, rooms you can use the option “Bulk actions”. Select your dates/ days:  
(Please don’t forget to select the rate you need to close at the beginning)

**Inventory**

**Daily View** **Bulk actions**

**SELECT DATES**

2/8/2021 - 2/11/2021

☐ All ☐ Su ☐ Mo ☒ Tu ☐ We ☒ Th ☐ Fr ☐ Sa

		VALUE
STDDBL	QUOTA	
	CLOSE	No changes
STDDBV	QUOTA	
	CLOSE	No changes

STDDBZ	QUOTA	
	CLOSE	
STDDVZ	QUOTA	
	CLOSE	

## JUMBO TOURS - CONNECTION TYPE: RATE TIGER

1. CLOSURE BY DATES

MAIN MENU → PURCHASE CONTRACTS

CONTRACT TYPE → CHANNEL MANAGER AND CLICK ON

CLICK ON IN ORDER TO MODIFY THE CONTRACT CONFIGURATION

Number of items: 15 / Items found: 22


Contract id	Last Update	Hotel Name	Title	Handler	Valid from	Valid to	Actions
CMR141565	04/11/2019	NH FRANKFURT MORFELDEN CONFERENCE CENTER	Flexible RO- Spanish Market	JTE-OC-GERMANY	21/12/2018	31/12/2020	

SELECT **STOP SALES** AND THE DATES THAT NEED TO BE CLOSED (THEY WILL BECOME GREY)



THEN, YOU NEED TO SELECT THE ICON  ON THE RIGHT AND CHOOSE ALL WEEKDAYS IN THE NEXT PAGE AND CONFIRM




**CLOSE SALES**  
 Confirm that you want to proceed with these changes:

Weekdays: **M T W Th F Sat Sun**


Rates	Room types	Board types
BAR/PVP RATE. NON REFUNDABLE (BAR:NRF)	STANDARD DOUBLE ROOM 1/2 PAX NON REFUNDABLE (QK8)	ROOM ONLY (RO)
	SUPERIOR ROOM (1/2 PAX) NON REFUNDABLE (BEB)	

2019

NOV

9,10

Cancel Confirm


IN ORDER TO SAVE THE CHANGES, YOU NEED TO GO AT THE BEGINNING OF THE PAGE AND CLICK ON THE BLUE ARROW ON THE RIGHT 



## 2. CLOSURE BY CONTRACT (FOR ALL DATES)

MAIN MENU → CONTRACTS MANAGEMENT AND  
 BUILDING → ENTER THE HOTEL NAME

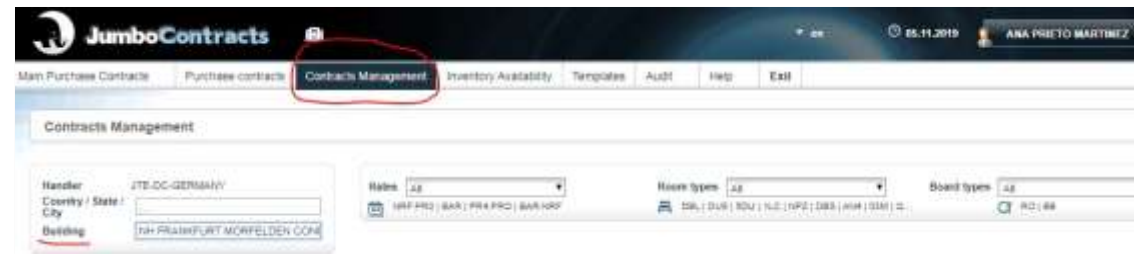


THEN, ALL CONTRACTS WILL APPEAR IN THE LEFT SIDE OF THE PAGE. CHOOSE THE ONES THAT NEED TO BE CLOSED AND CLICK  ON THE RIGHT.




## 2. CLOSURE BY CONTRACT **(FOR ALL DATES)**

MAIN MENU → CONTRACTS MANAGEMENT AND  
 BUILDING → ENTER THE HOTEL NAME



THEN, ALL CONTRACTS WILL APPEAR IN THE LEFT SIDE OF THE PAGE. CHOOSE THE ONES THAT NEED TO CLOSED AND CLICK  ON THE RIGHT






## CLOSE SALES


Confirm that you want to proceed with these changes:


Weekdays: **M T W T F S S**

### Contracts

- Flexible RO- Spanish Market (id: CMP141563)
- Flexible RO- Rest of Markets (id: CMP141564)
- Flexible BB- Spanish Market (id: CMP141565)
- Flexible BB- Rest of Markets (id: CMP141566)
- Free Breakfast- Spanish market (id: CMP141567)
- Free Breakfast- Rest of Markets (id: CMP141568)
- Special Deal RO- Spanish Market (id: CMP141569)
- Special Deal RO- Rest of Markets (id: CMP141570)
- Long Stay Deal RO- Spanish Market (id: CMP141571)
- Long Stay Deal RO- Rest of Markets (id: CMP141572)
- Discount Promo RO- Spanish Market (id: CMP141573)
- Discount Promo RO- Rest of Markets (id: CMP141574)
- Special Deal BB- Spanish Market (id: CMP141575)
- Special Deal BB- Rest of Markets (id: CMP141576)
- Long Stay Deal BB- Spanish Market (id: CMP141577)
- Long Stay Deal BB- Rest of Markets (id: CMP141578)
- Special Breakfast Offer- Spanish Market (id: CMP141579)
- Special Breakfast Offer- Rest of Markets (id: CMP141580)
- Promo 3x2 BB- Spanish Market (id: CMP143856)


Cancel


Confirm



### OPERATION COMPLETED!

CONTRACTS	DATES	WEEKDAYS	RATES	ROOMS	BOARDS	OPERATION
CMP141563	20/11/2019 - 31/12/2020	AB	BAR	ADJ. VAY	RO	CLOSE SALES



## LASTMINUTE - CONNECTION TYPE: RATE TIGER

1. Select the rate plan you want to close.

☒ all hotel only rates   ☐ all package rates  
[10STD - Standard Room Twin/Double](#)   [▼ rate plans](#)  
☒ [10STDHO - Standard Room Twin/Double Room Only](#)

2. Click on edit rate plan attributes.

PROPERTY SEARCH   PRICING & INVENTORY   BOOKING INFORMATION   CONTENT MANAGEMENT  
**Rate Plan Selection** | [Property](#) > [Room Category](#) > [Rate Plan](#) |  
 Property ID: 1000000617   Property name: NH AMSTERDAM ZUID  
 Room category: 10STD - STANDARD ROOM TWIN/DOUBLE  
 Rate plan: [10STDHO - Standard Room Twin/Double Room Only](#)   Base rate plan: NA  
 Rate type: Hotel Only Rate   Board basis: Room Only   Smoking: Not specified   Top  
 Room extras: none   Pricing method: per room  
 \* = required information  
[+ Inventory, Rate & Rule Grid](#)   [Rate Plan](#)   [edit rate plan attributes](#)

3. Click closed to arrival on the dates you want to close and save

← weekend day   sold out   unsaved   [← PREVIOUS](#)   November 14, 2016–December 14, 2016   [next](#) →

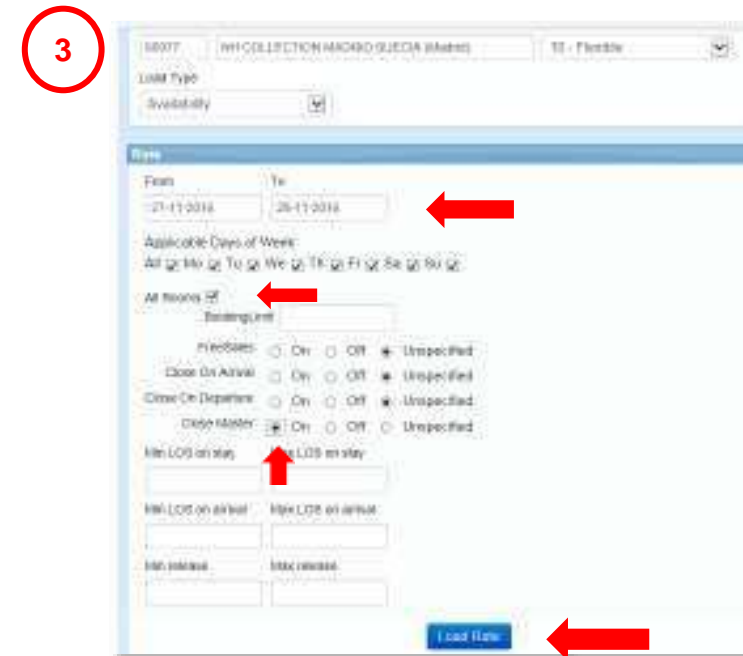
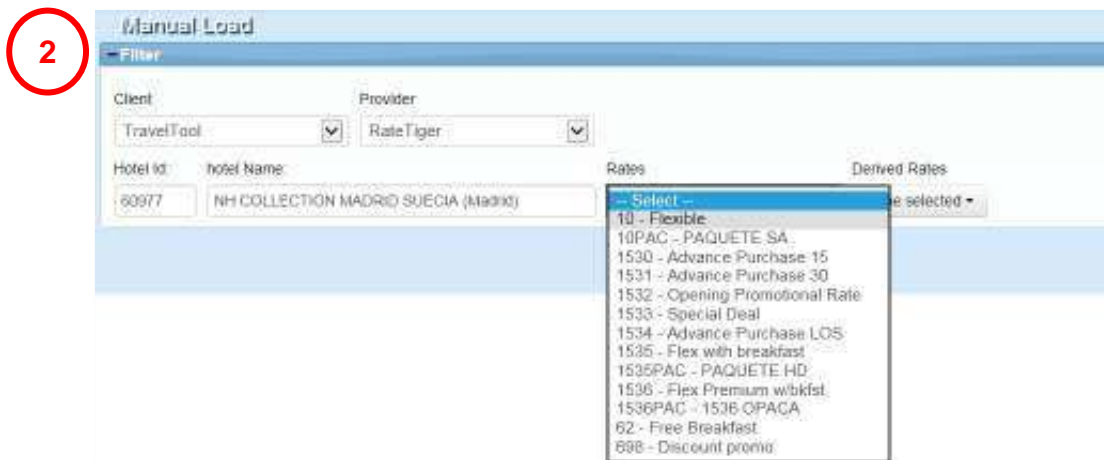
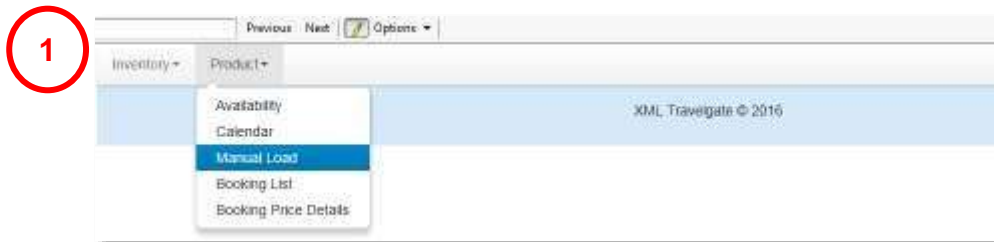
day	date	rate	inventory total	inventory fixed	inventory sold	inventory available	closed to arrival	blackout	release start date	release days/time-of-day	min stay	max stay	occupancy rules
Mon	11/14/2016	179.00	34		0	34	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Tue	11/15/2016	299.00	8		0	8	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Wed	11/16/2016	299.00	22		0	22	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Thu	11/17/2016	159.00	23		0	22	<input checked="" type="checkbox"/>			-	1	28	<a href="#">view</a>
Fri	11/18/2016	109.00	40		0	40	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Sat	11/19/2016	149.00	15		0	15	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Sun	11/20/2016	89.00	87		0	87	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Mon	11/21/2016	89.00	90		0	90	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Tue	11/22/2016	89.00	94		0	94	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Wed	11/23/2016	119.00	41		0	41	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Thu	11/24/2016	119.00	51		0	51	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Fri	11/25/2016	119.00	68		0	68	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Sat	11/26/2016	129.00	52		0	52	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Sun	11/27/2016	89.00	118		0	118	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Mon	11/28/2016	89.00	123		0	123	<input type="checkbox"/>			-	1	28	<a href="#">view</a>
Tue	11/29/2016	89.00	111		0	111	<input type="checkbox"/>			-	1	28	<a href="#">view</a>

Cancel   Save



## LOGITRAVEL - CONNECTION TYPE: RATE TIGER

1. Select manual load option.
2. Select ratetiger as provider and the rate plan you want to close.
3. Select the dates you want to close in the calendar. Select all rooms or unclick “all rooms” and select the room types you want to close. Click on close master and then load rate.



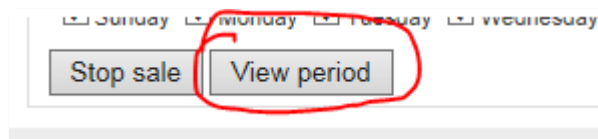
## SUNHOTELS - CONNECTION TYPE: RATE TIGER

- A. Every commission needs to be closed separately.  
 Enter in the commission contract.



- B. Click on stop sale option, select the dates on the calendar you want to close.

Click on the contracts needed and click on “view period”.



### Stop Sale

#### Information

Use 'Stop sale'-button to apply allotment 0(zero) on selected dates and room types.

To view the specified period on screen, use the 'View period'-button. At this stage you can make a more detailed selection.

#### Apply stop sale on dates and room types

From: (yyyy-mm-dd) To: (yyyy-mm-dd)  
 2018-09-10 2018-09-10

Select room types:

☒ Select/Unselect

☒ Twin/Double room - Single use (1, 0) (15%-FLEXBB-Flexible with breakfast-STANDARD ROOM SINGLE USE) \* SITEMINDER \* (Invoice) (Default meal: Breakfast, Default release: 0:0) (freesale)

☒ Twin/Double room - Single Use - Superior (1, 0) (15%-FLEXBB-Flexible with breakfast-SUPERIOR ROOM SINGLE USE) \* SITEMINDER \* (Invoice) (Default meal: Breakfast, Default release: 0:0) (freesale)

☒ Twin/Double room (2, 0) (15%-BAR-flexible-STANDARD ROOM) \* SITEMINDER \* (Invoice) (Default meal: No meals, Default release: 0:0) (freesale)

☒ Twin/Double room (2, 0) (15%-FLEXBB-Flexible with breakfast-STANDARD ROOM) \* SITEMINDER \* (Invoice) (Default meal: Breakfast, Default release: 0:0) (freesale)

☒ Twin/Double room - Superior (2, 0) (15%-BAR-flexible-SUPERIOR ROOM) \* SITEMINDER \* (Invoice) (Default meal: No meals, Default release: 0:0) (freesale)

☒ Twin/Double room - Superior (2, 0) (15%-FLEXBB-Flexible with breakfast-SUPERIOR ROOM) \* SITEMINDER \* (Invoice) (Default meal: Breakfast, Default release: 0:0) (freesale)

Select all the contracts and click on “stop sale all selected rows”.

Date period

Agreement and rates    Contract text

[Selected](#) / [Cancel all](#)

Twin/Double room - Single use (1, 0) (15% FLEXBB-Flexible with breakfast-STANDARD ROOM SINGLE USE) \* SITE/MINDER \* (invoice) (Push defaults) (Free sale)

Commissionable Rates (15%) 

	Date	SPO	Allot	Sold	Avail.	15% Commission Contr. price (EUR)	Rel. days	Rel. hour	Min. days	Max. days	Board
<input checked="" type="checkbox"/>	2018-06-10		76	0	76	153.91	0	0	1		Breakfast

Stop sale all selected rows

Twin/Double room - Single Use - Superior (1, 0) (15% FLEXBB-Flexible with breakfast-SUPERIOR ROOM SINGLE USE) \* SITE/MINDER \* (invoice) (Push defaults) (Free sale)

Commissionable Rates (15%) 

	Date	SPO	Allot	Sold	Avail.	15% Commission Contr. price (EUR)	Rel. days	Rel. hour	Min. days	Max. days	Board
<input checked="" type="checkbox"/>	2018-06-10		10	0	10	188.91	0	0	1		Breakfast

Stop sale all selected rows

Repeat the same action for the other contracts commissions.

## TRAVEL REPUBLIC - CONNECTION TYPE: RATE TIGER

In case of connection downtime between ratetiger and Travelrepublic, you can close manually the urgent dates.

Go to “Availability & Rates”.


Select the room type and dates to update. Click on “Show dates”.

### dnata Partner Program


#### NH Caransa Hotel

Welcome to the dnata Partner Program!  
Please select the facility you require from the options below.


If you need any assistance using these facilities or have any queries about your dnata bookings, please email our contracting team at: [christina.popa@yalago.com](mailto:christina.popa@yalago.com) or call us on UK: 0044 208 974 7422, Spain: 0034 935 45 23 45




**NH Caransa Hotel**  
Amsterdam City  
**Domenica Cassandro** (Administrator) [4308099]




**Hotel Information**  
Update your hotel description and contact information.




**Hotel Photos**  
Upload and manage photographs of your hotel.



**Arrivals Report and Payment Details**  
Obtain a report of arrivals due in your hotel for a selected range of dates along with the Virtual card details.




**Find Bookings**  
Use this facility to find bookings by reference, arrival date or guest name.




**Channel Managers**  
Use this facility to manage which Channel Manager is allowed to make updates on your behalf.




**Manage Your User Accounts**  
Update account details for your users and maintain users that have access to your dnata Partner Program.




**Manage Promotions**  
Manage promotional offers for your hotel.




**Availability & Rates**  
Manage your room availability and rates.



**Board Types**  
Manage your board types.



**Room Types**  
Manage your room types.



**Local Charges**  
List charges that the customer will need to pay locally, such as cleaning fees and deposits.

Use this filter to select the dates and room types that you want to view:

- ☐ View **ALL** Room Types
- ☐ Standard room - Advance purchase 15
- ☐ Standard room - Free breakfast
- ☐ Standard room - Special Deal
- ☐ Standard Room Advance Purchase (LOS)
- ☐ Standard Room Advance Purchase 30
- ☐ Standard Room Discount Promo
- ☐ Standard Room Flex BB with late check out
- ☐ Standard Room Flex with breakfast
- ☒ **Standard Room Flexible**
- ☐ Standard Room Single use - Flex BB with late check out
- ☐ Standard room single use - Flex with breakfast
- ☐ Superior room with view - Advance purchase 15
- ☐ Superior Room with view - Advance Purchase 30
- ☐ Superior room with view - Free breakfast
- ☐ Superior room with view - Special Deal
- ☐ Superior Room with view- Advance Purchase (LOS)
- ☐ Superior Room with view- Discount Promo
- ☐ Superior Room with view- Flex BB with late check out
- ☐ Superior room with view- Flex with breakfast
- ☐ Superior room with view- Flexible
- ☐ Superior room with view Single use - Flex BB with late check out
- ☐ Superior room with view single use - Flex with breakfast

Start Date: 31-Jul-2017

End Date: 02-Aug-2017

Show Dates

Stop sell can be done by selecting the date on the X column and save.

If you need to apply the same update on several dates, click on the arrow beside it and the information will be transferred to all the displayed dates.

**Standard Room Flexible**

Max Adults	Max Children	Max Total	Rack Rate
2	1	2	€700.00

Rate inclusive of 15% commission  
Prices will be rounded down to the nearest €

Day of Week	S	M	T	W	T	F	S
Min Nights	1	1	1	1	1	1	1
Release	0	0	0	0	0	0	0

Date	Gross Rate	Allocation	Min	Release
M, 31-Jul-2017	189.00	5	1	0
T, 01-Aug-2017	189.00	5	1	0
W, 02-Aug-2017	199.00	5	1	0

« 5 Weeks

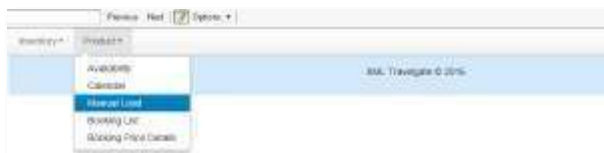
5 Weeks »

✓ Save

✕ Cancel

## TRAVELSENS/ALISOS - CONNECTION TYPE: RATE TIGER

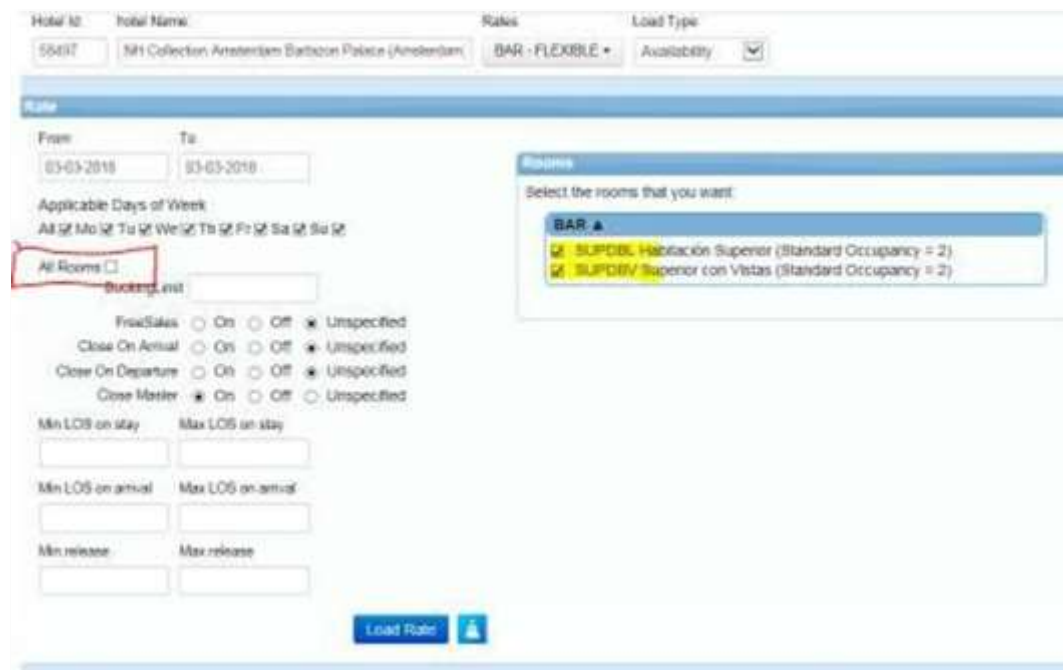
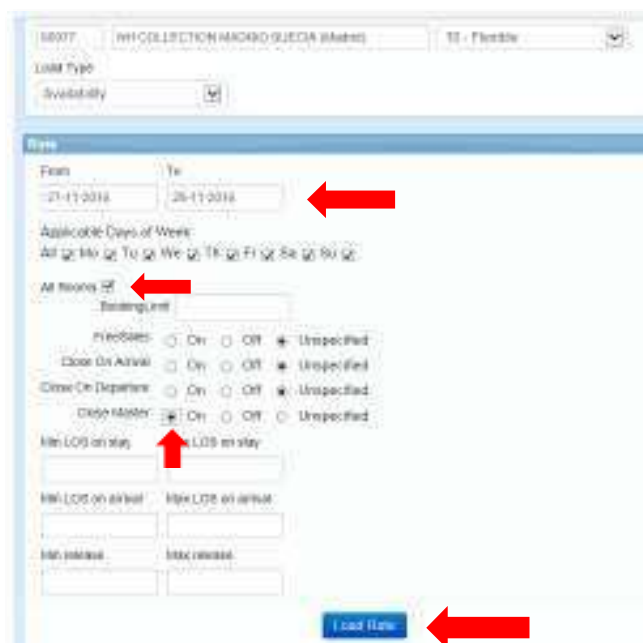
A



B



C



- Select manual load option.
- Select ratetiger as provider and the rateplan/rateplans you want to close and the option load type "availability"
- Select the dates you want to close in the calendar. Select all rooms or unclick "all rooms" and select the roomtypes you want to close. Click on close master and then load rate



## WIHP - CONNECTION TYPE: DIRECT

As it's not possible to book through Wihp, you can avoid checking it.

## ABREU - CONNECTION TYPE: RATE TIGER

How to close sales in ABREU

At the main menu click on the “Room Control” field, choose the room type, select “Closed Dates” and at the end click on “Show”. Insert the period or date you want to stop sales, select “Close” and click “Update Calendar”.

To close all room types loaded, after you select the dates, you should click on “Update All Rooms”.

The screenshot displays the 'Room Control' interface for NH Madrid Zurbano. At the top, it shows 'Closed Dates' and 'Room: Standard Room - Non Refundable - Special Deal'. Below this, there are tabs for '2019', '2020', 'Saturdays/Sundays', and 'Today'. The main area is a calendar grid for 2019, with months from Jan to Dec and days from 1 to 31. A red box highlights the 'Update Calendar' and 'Update All Rooms' buttons at the bottom right. The interface also includes a 'Go Back' button and a 'Room Control of' dropdown menu.





## W2M - CONNECTION TYPE: RATE TIGER

## EMERGENCY CLOSINGS

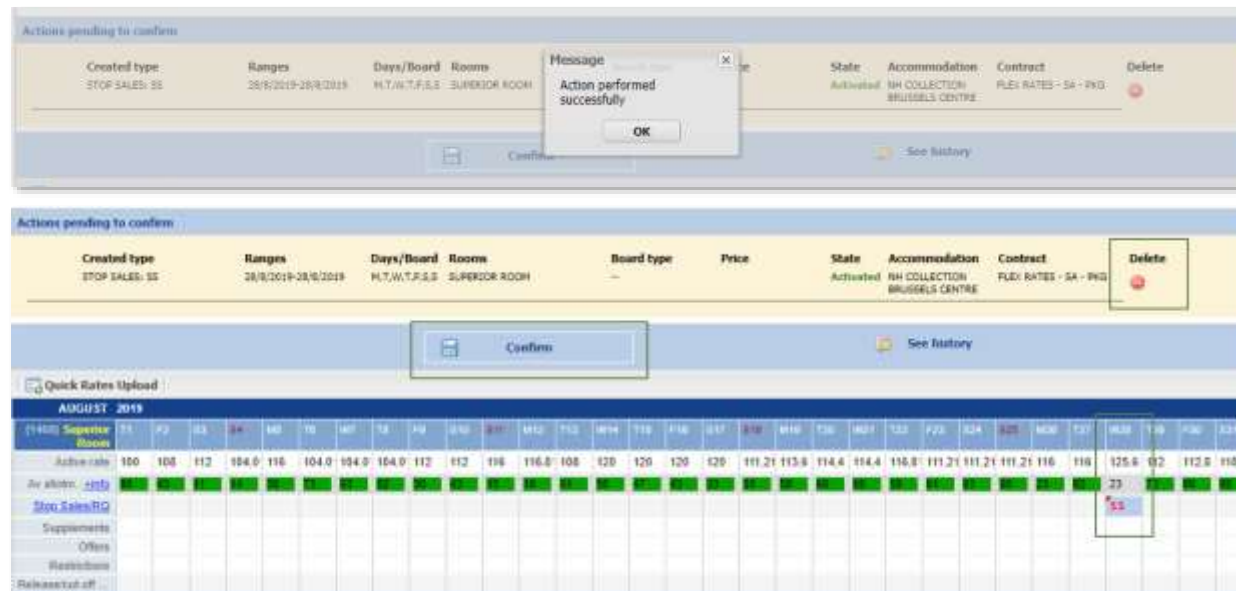
In case the connection with RATETIGER fails, you can close directly on the extranet.

Click on the line of *Stop sell* and the date to update and you will see a display to choose the action:



Once selected the stop sell, right above the calendar you will see the action pending to be confirmed.

If you don't click on confirm, it will remain in grey, pending and it won't be applied.



## ODIGEO - CONNECTION TYPE: RATE TIGER

### How to close sales in ODIGEO

Odigeo extranet has no option to close sales, the way we are going to “close” is applying MIN and MAX LOS of 28 days. This restriction only accept reservations for 28 days. To apply restriction, click on SET RESTRICTIONS in Calendar window.



Select **dates** you want to close:

### Set dates

Start date  
Thu 03 Jan 2019

End date  
Fri 18 Jan 2019

Apply the changes to the following days:

☒ SUN ☒ MON ☒ TUE ☒ WED ☒ THU ☒ FRI ☒ SAT

BACK NEXT

Select **rate plans** you want to close:

### Select rate plans

Select one or more rate plans to update. Within each rate plan, you may select which room types to update.

- ☒ FLEXIBLE  
2 Room type
- ☒ standard room
- ☒ superior room with views

And Length of stay restriction. Remember, 28 Min and 28 Max.

☐ Booking window (BW)  
How far in advance of the check-in date is this rate plan available?

☒ Length of stay (LOS)  
What are the minimum and maximum days a guest can stay?

Minimum number of days:  

28

days

Enter between 1 and 28

Maximum number of days:  

28

days

Enter a number below 28

☐ Closed to arrival (CTA) and departure (CTD)  
Open and close dates for check-in and check-out.

BACK

PREVIEW

# THANKS!

**nh** | HOTEL GROUP PART OF **MINOR**  
HOTELS



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