nH | HOTEL GROUP PART OF MINOR HOTELS

EMERGENCY CLOSING IN SALES CHANNELS

TMSforConnectivity

COMMERCIAL SYSTEMS & SERVICES
COMMERCIAL STRATEGY
JULY 2021

INCIDENCE 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

TMSforConnectivity

- When the incident is in TMS and affects all connectivity, please close all channels manually according to the emergency closings document.
- Open a Jira with all the information necessary to investigate the issue.
- **If the issue is critical and happens outside office hours, please contact the INDRA emergency number: +34 91 082 28 65**

02

Shutdown between a direct connectivity and TMS4C

- When you receive a "Service interruption" notification from channels integrations, update urgent changes manually in the extranet.

03

RTCT

- When the channel manager is affected, please close all the channels connected through it manually according to the emergency closings document.
- Open a Jira for further investigation.

04

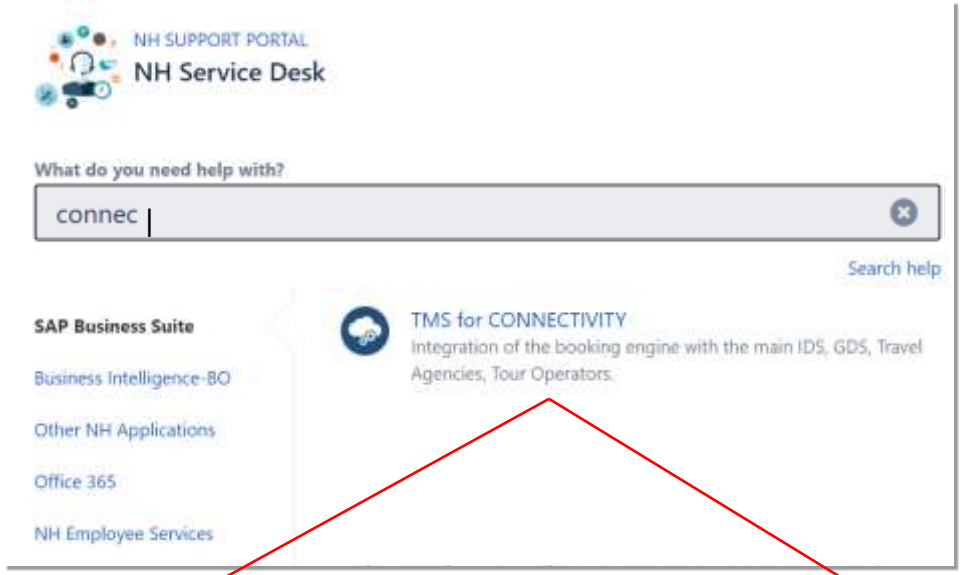
Shutdown between RTCT and a channel

- When you receive a "Service interruption" notification from channels integrations, update urgent changes manually in the extranet.

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.

IMPORTANT INFORMATION TO MANAGE YOUR TICKET IN NH SERVICE DESK:

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



- 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
AGODA	RATE TIGER	5
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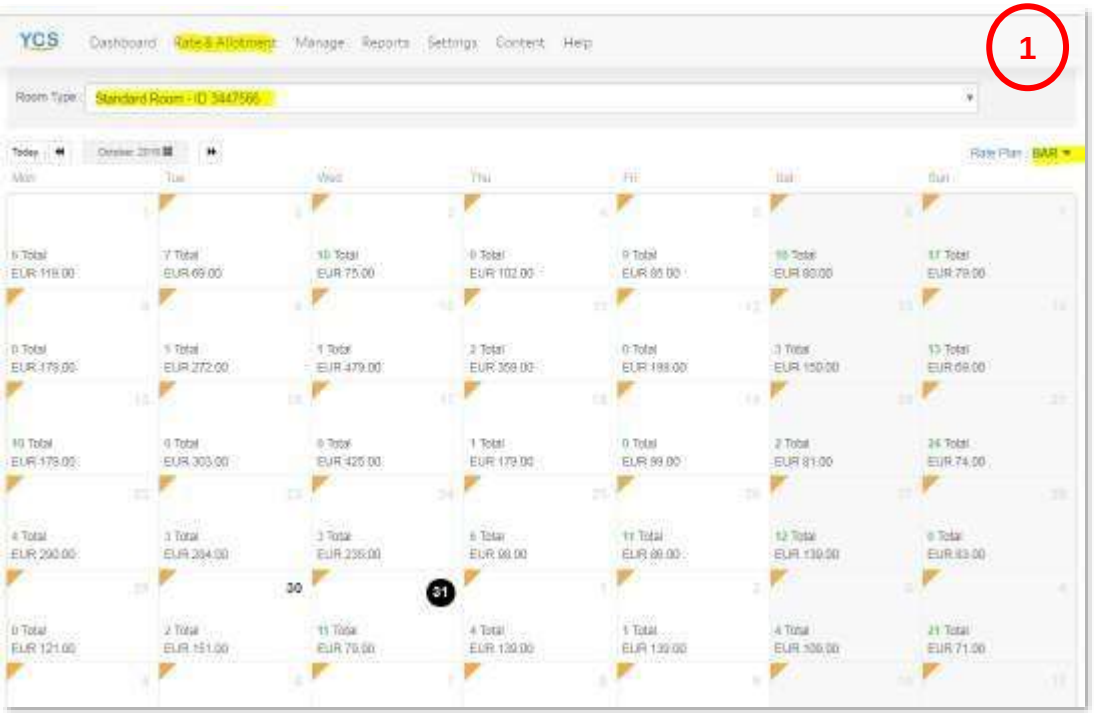
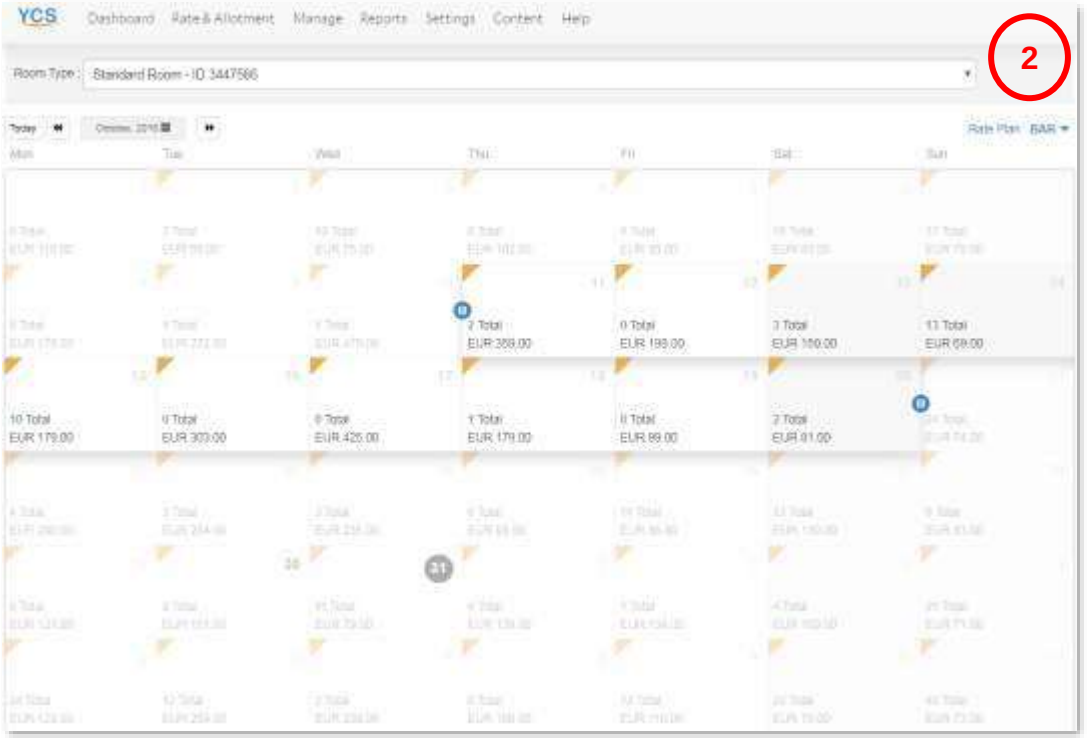
AGODA - CONNECTION TYPE: RATE TIGER

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

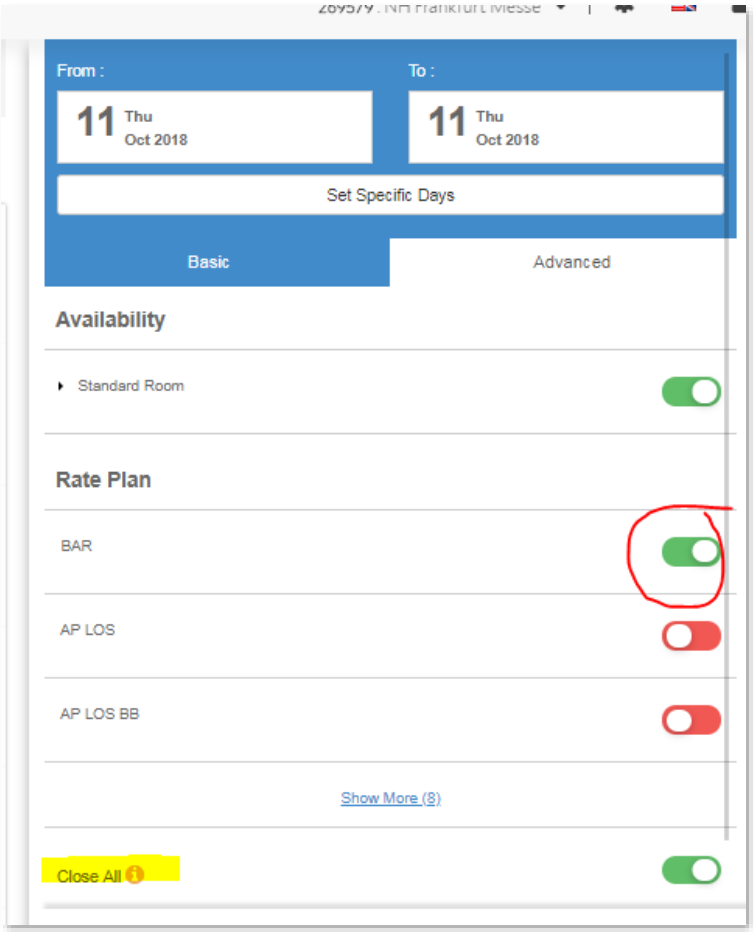
To stop sell a RATE:

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.



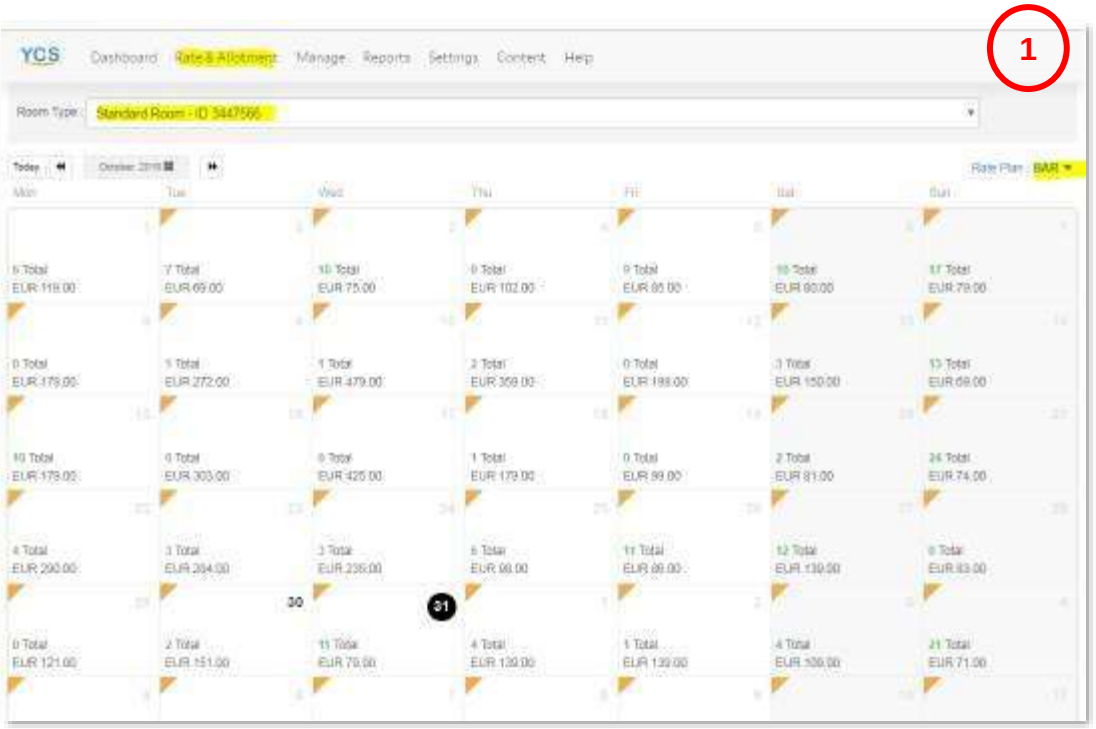


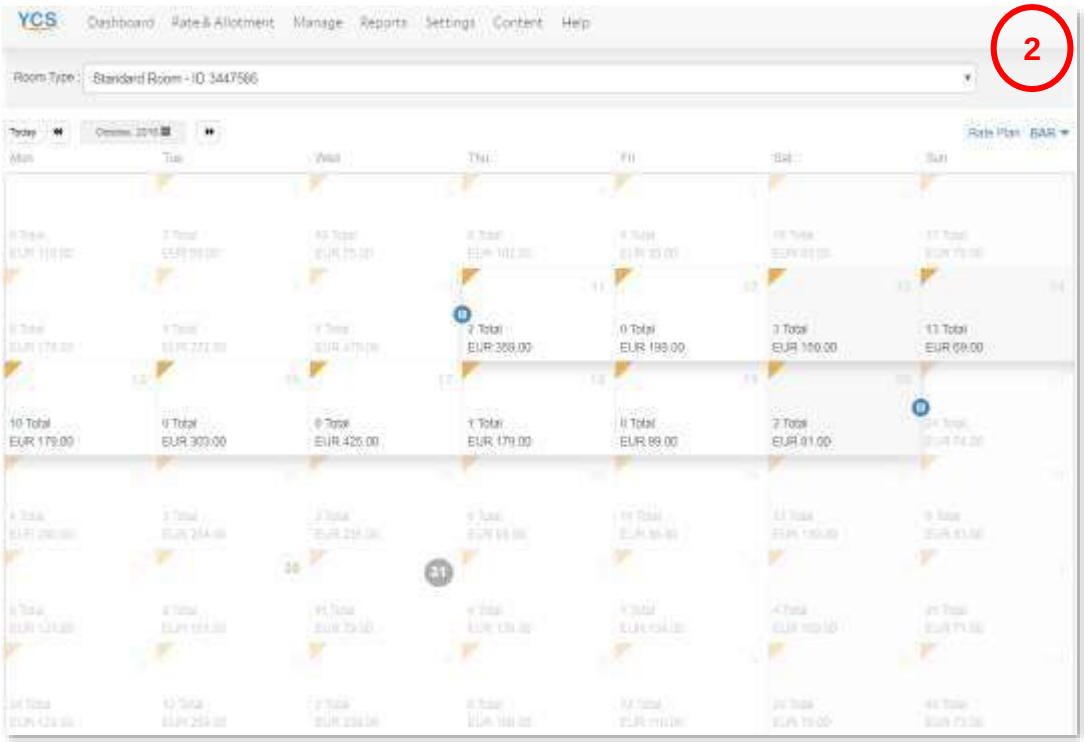
3. Change the toggle for the specific rate plan to red or close all if necessary.
4. Click save.



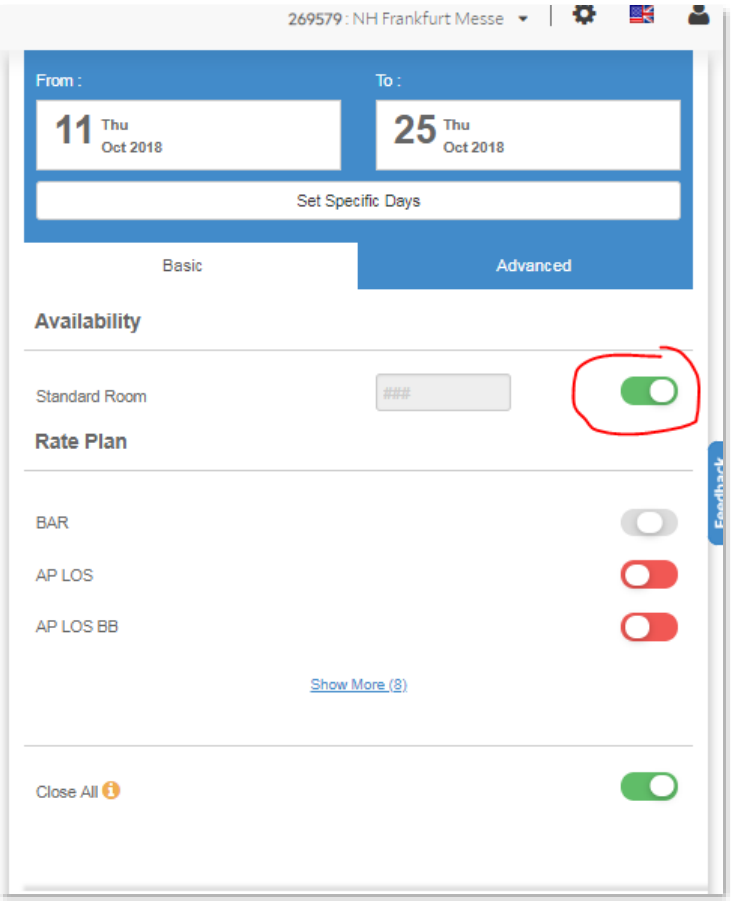
To stop sell a ROOM:

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.



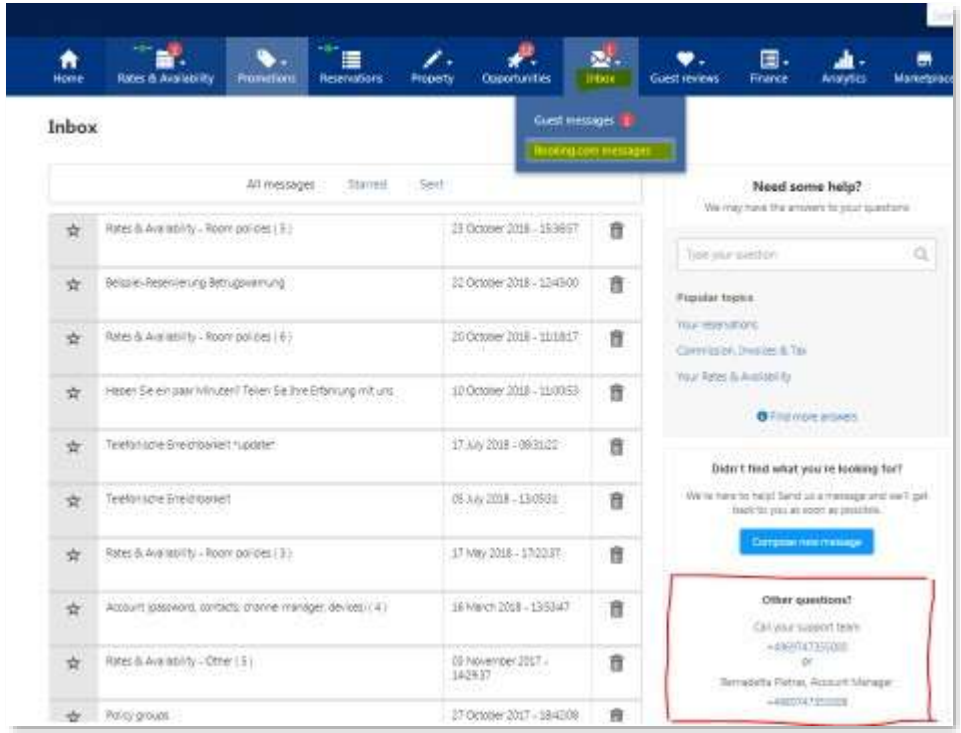
BOOKING - CONNECTION TYPE: DIRECT

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

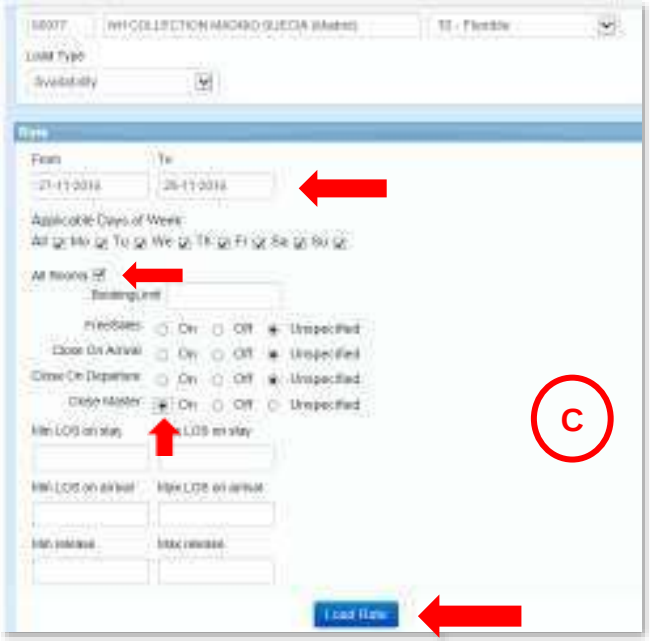


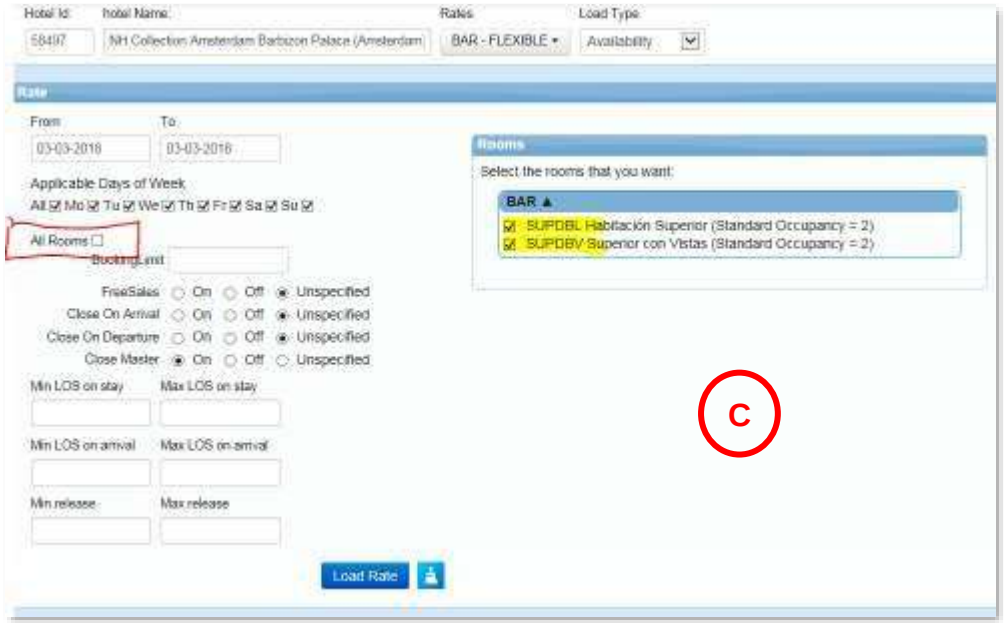
BRITISH AIRWAYS - CONNECTION TYPE: RATE TIGER

A. Select manual load option.

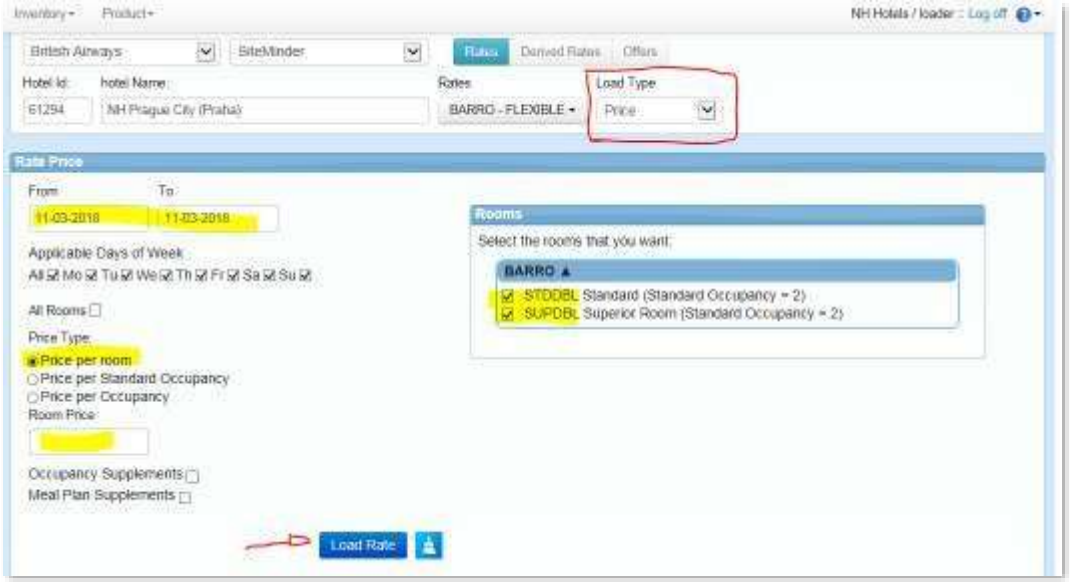
B. Select Ratetiger as provider and the rate plan/rate plans you want to close and the option load type “availability”.

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.





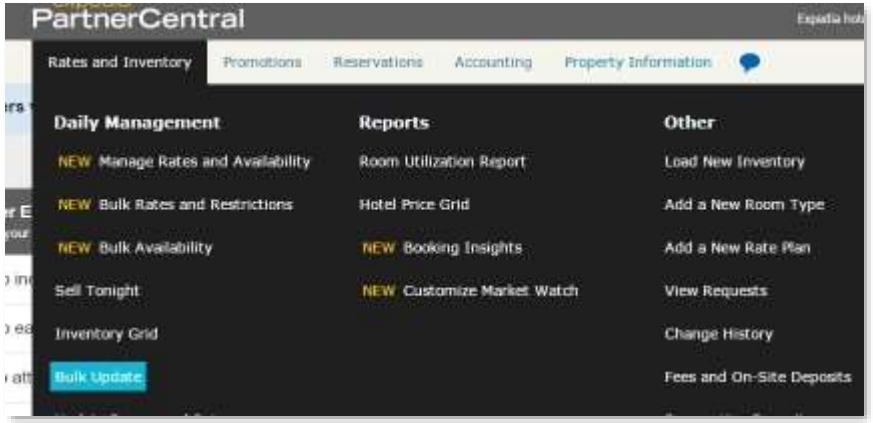
In case prices needs to be updated, chose the rate plan, choose load type “price”, the rate plan, dates and room type. Choose “price per room option”, fil the price and load rate.



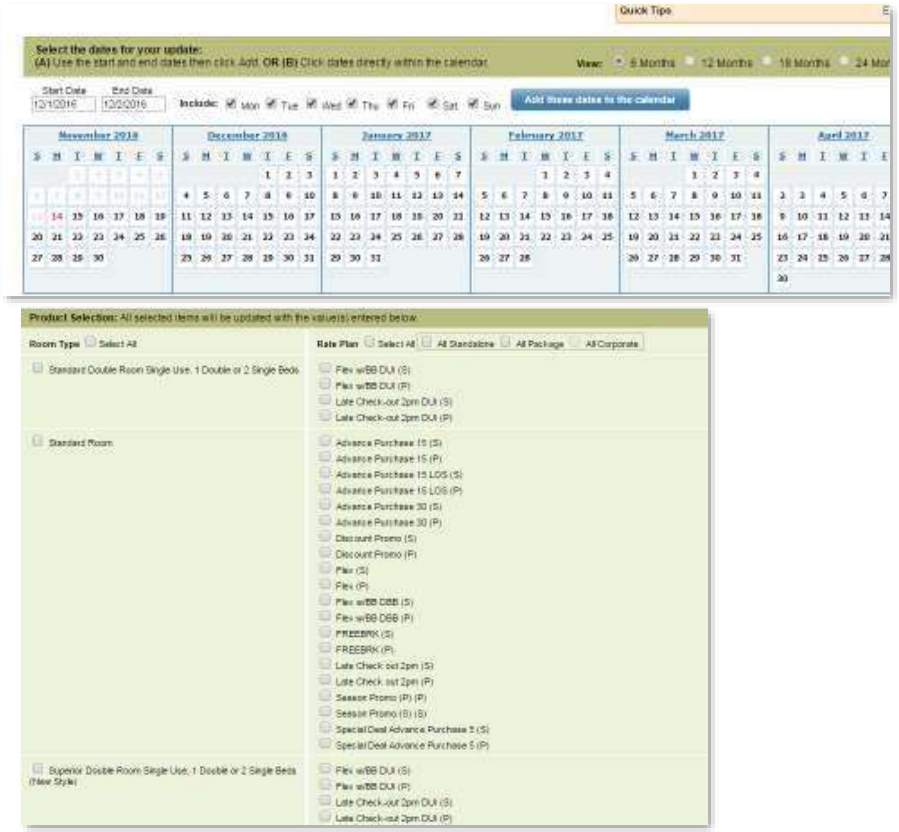
EXPEDIA - CONNECTION TYPE: DIRECT

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.

1



2



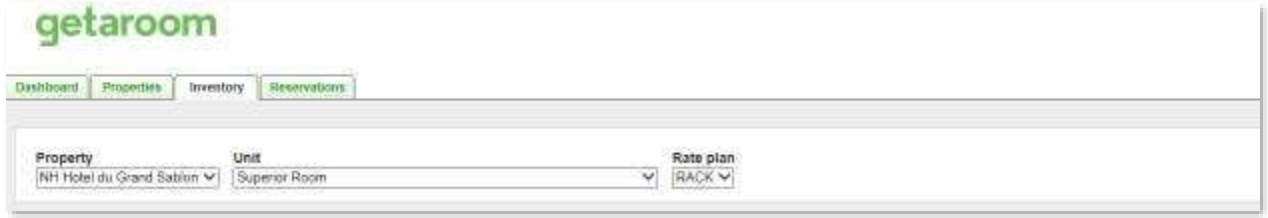
3. Select the option stop sell “off” and close out “on” and summit changes.
4. Check if the closure has been successfully processed.

3

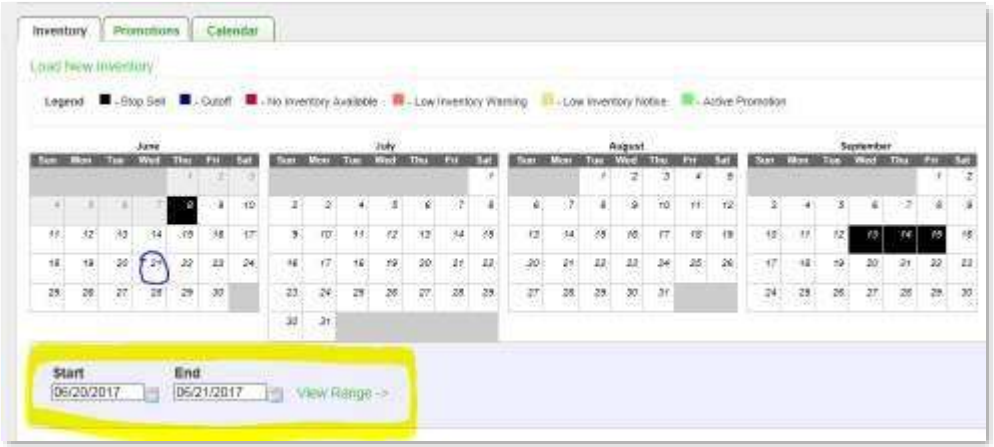
GETAROOM - CONNECTION TYPE: RATE TIGER

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.

1



2



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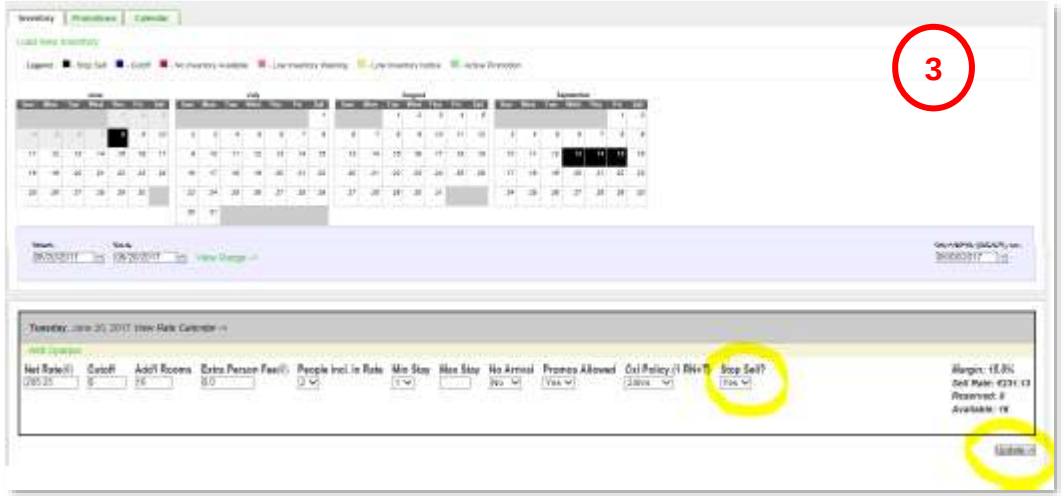
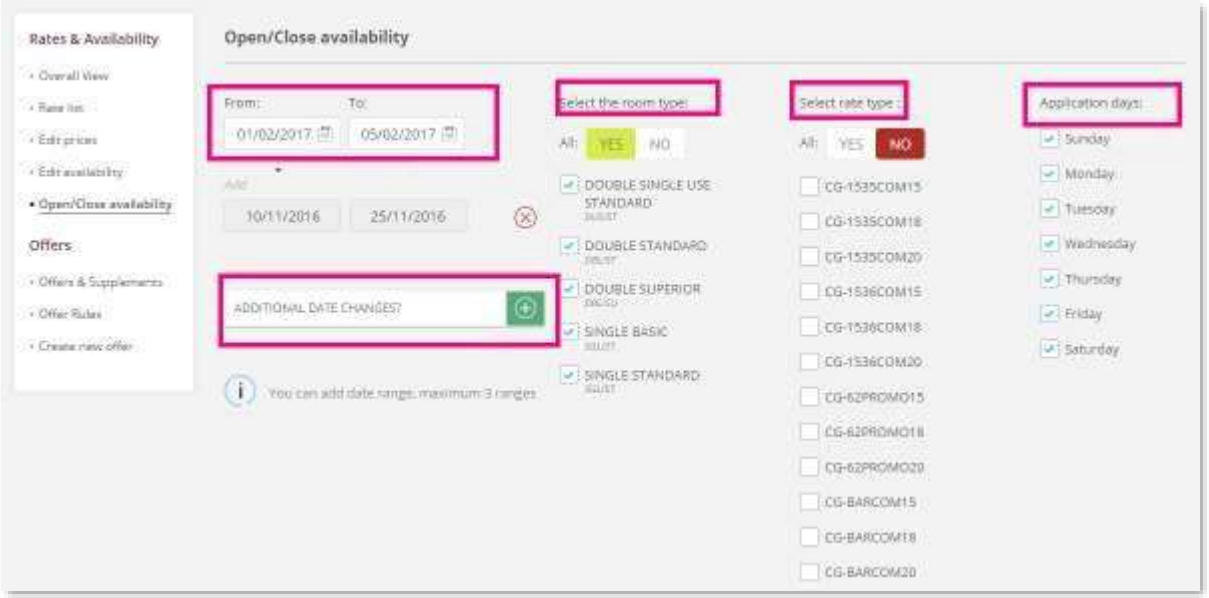


If you select several days, it is possible to update the information at once by selecting the option on the period cell instead of per day and then click update.

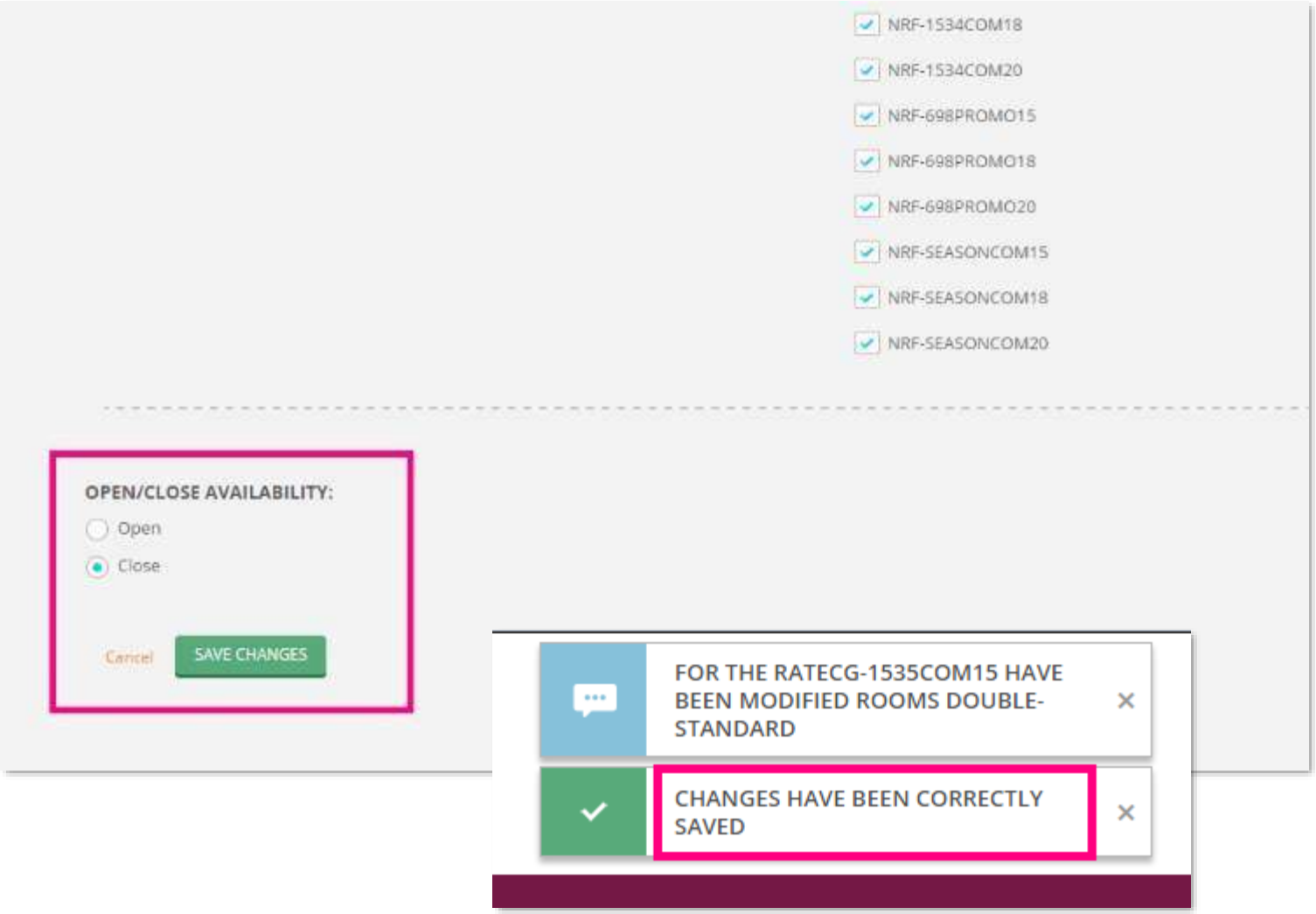
HOTELBEDS - CONNECTION TYPE: DIRECT

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).



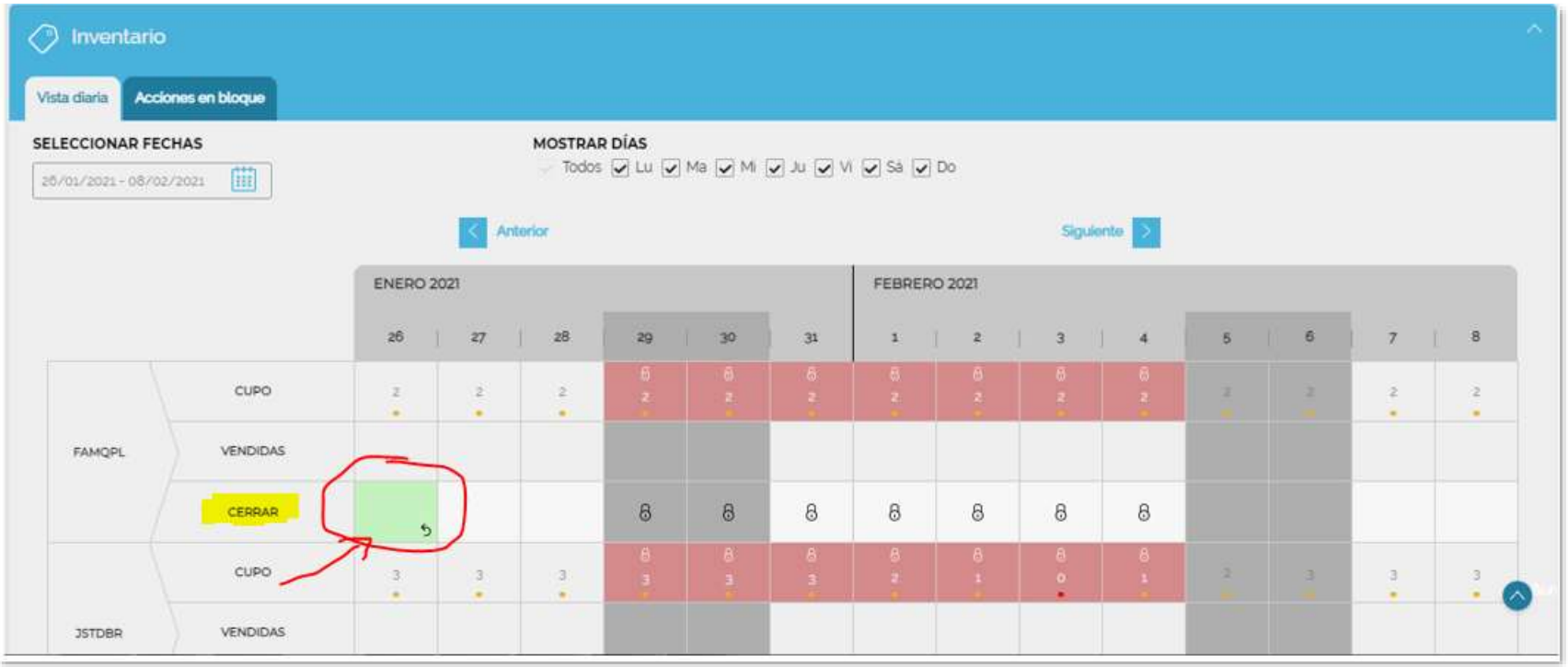
And finally, it is under the screen and mark "Open" or "Close" and "save changes". And you will get the message "the changes were saved correctly.



HOTUSA/KEYTEL - CONNECTION TYPE: DIRECT

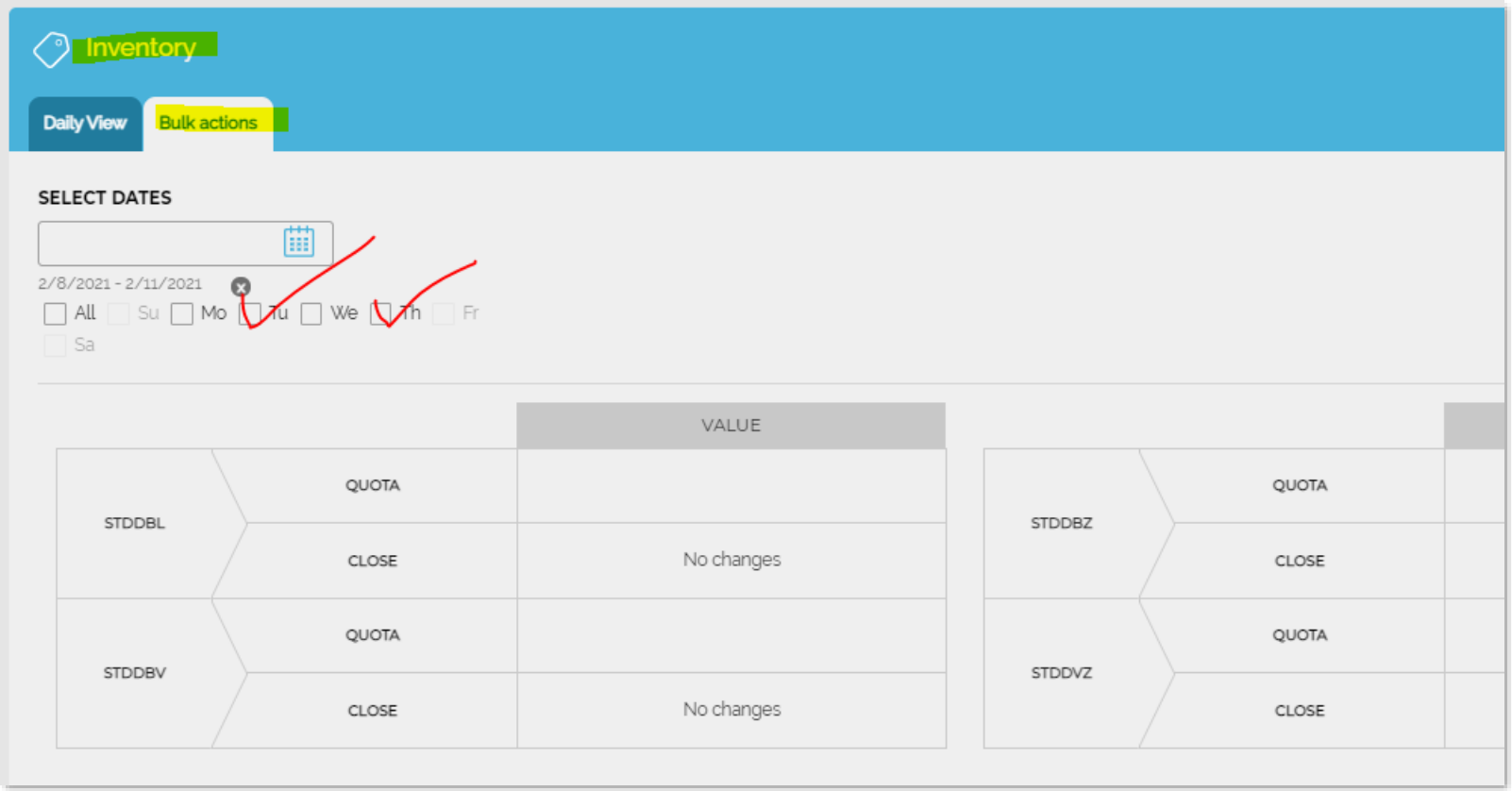
In case of connection downtime between Keytel and our system, you can close manually the urgent dates.

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



If you need to close several dates, rooms you can use the option “Bulk actions”. Select your dates/ days:

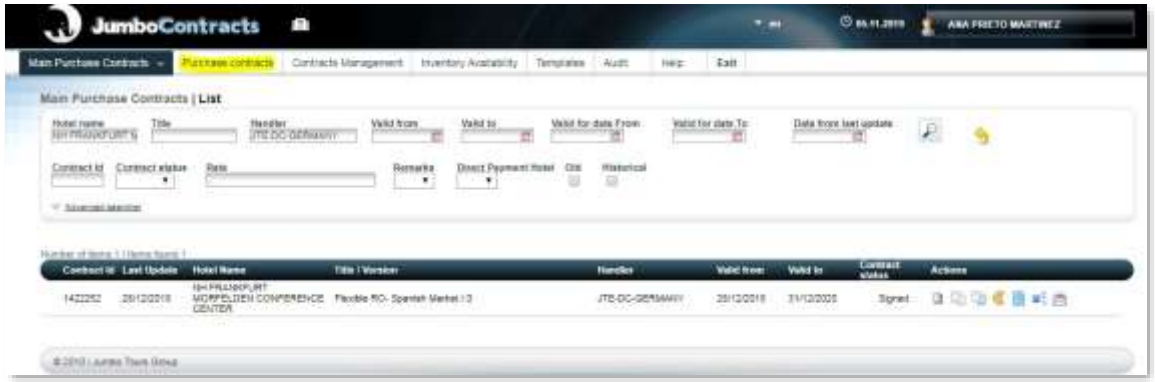
(Please don’t forget to select the rate you need to close at the beginning)



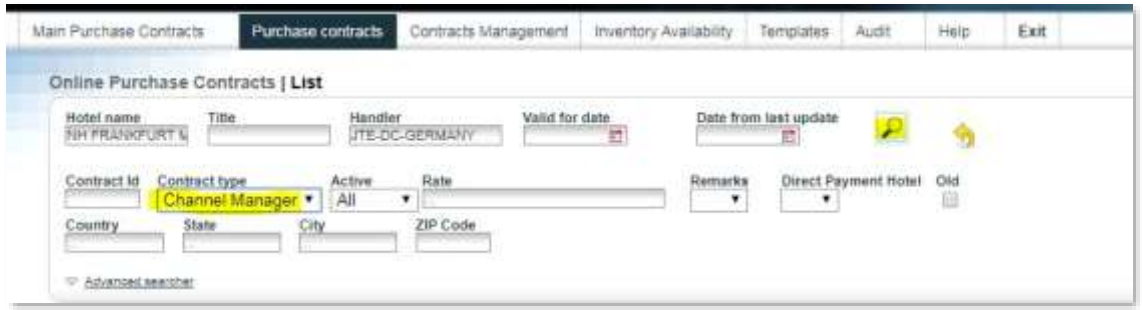
JUMBO TOURS - CONNECTION TYPE: RATE TIGER

1. CLOSURE BY DATES

MAIN MENU → PURCHASE CONTRACTS

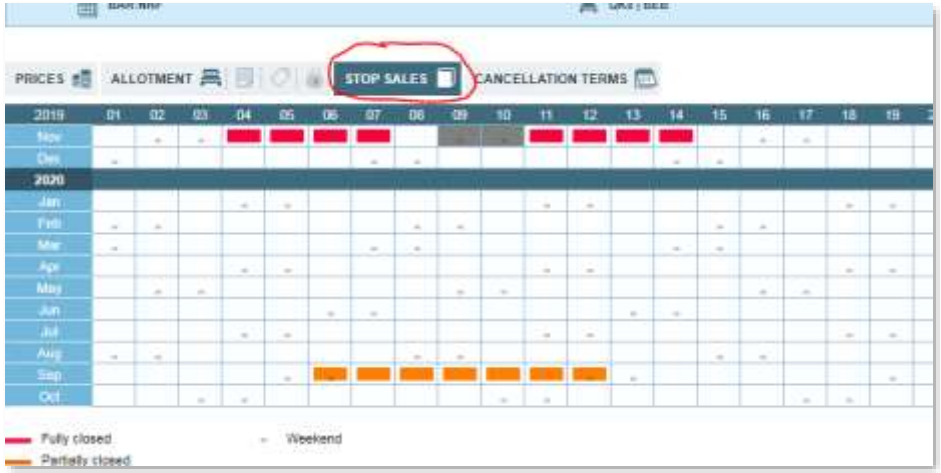


CONTRACT TYPE → CHANNEL MANAGER AND CLICK ON

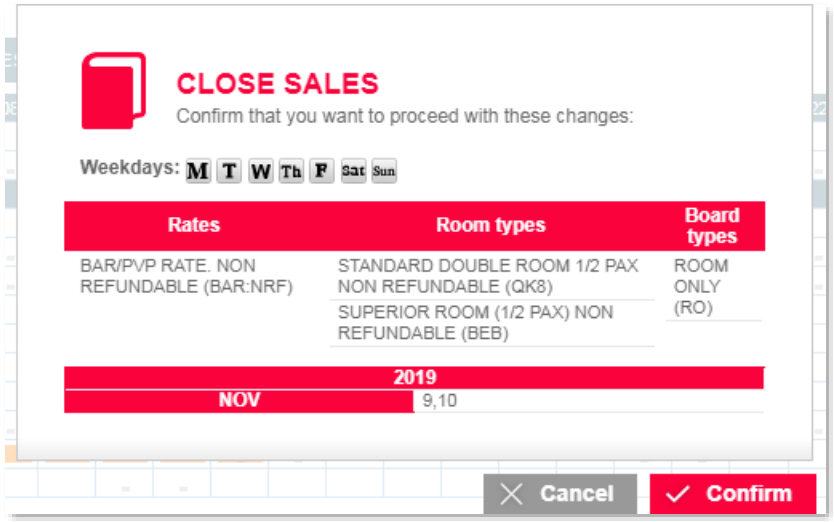


CLICK ON IN ORDER TO MODIFY THE CONTRACT CONFIGURATION

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



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 CLOSED AND CLICK ON THE RIGHT.

2. CLOSURE BY CONTRACT (FOR ALL DATES)

MAIN MENU → CONTRACTS MANAGEMENT AND

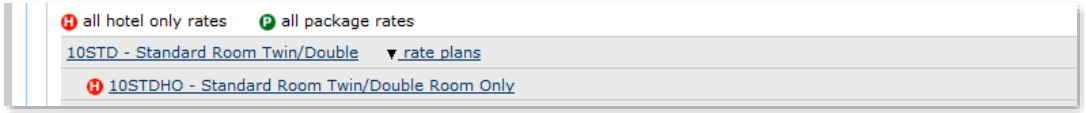
BUILDING → ENTER THE HOTEL NAME

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

SELECT ALL WEEKDAYS IN THE AND CONFIRM. THEN A NEW WINDOW WILL APPEAR IN GREEN WITH THE CLOSURE CONFIRMATION, CLICK THE “X”.

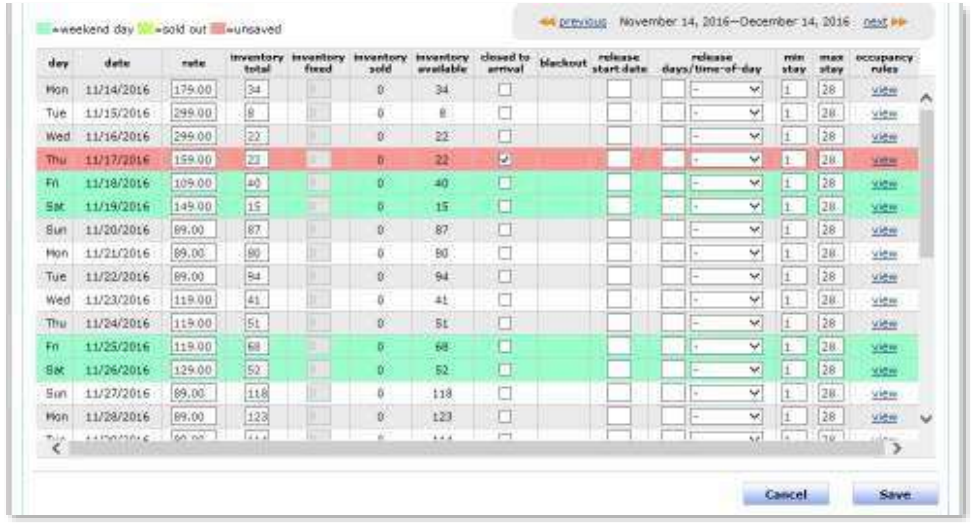
LASTMINUTE - CONNECTION TYPE: RATE TIGER

1. Select the rate plan you want to close.



2. Click on edit rate plan attributes.

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



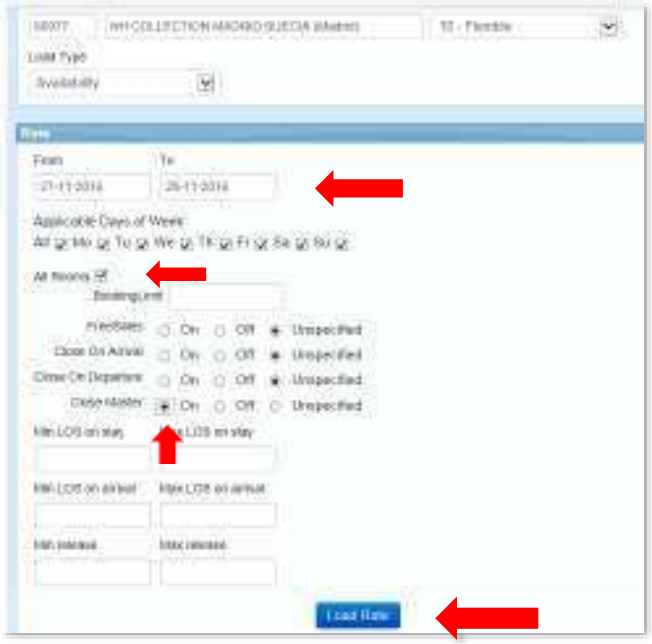
LOGITRAVEL - CONNECTION TYPE: RATE TIGER

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.

1

2

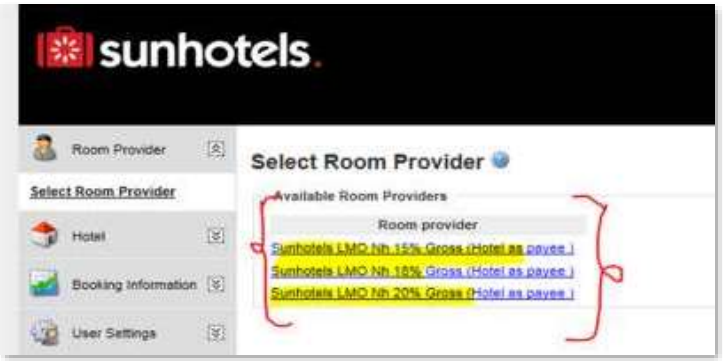
3



SUNHOTELS - CONNECTION TYPE: RATE TIGER

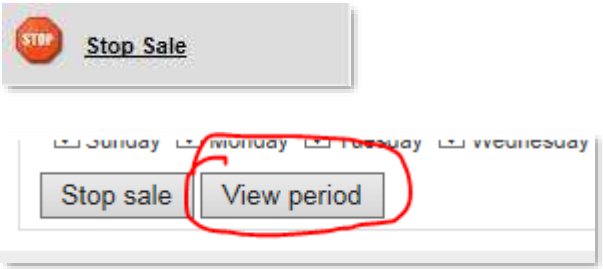
A. Every commission needs to be closed separately.

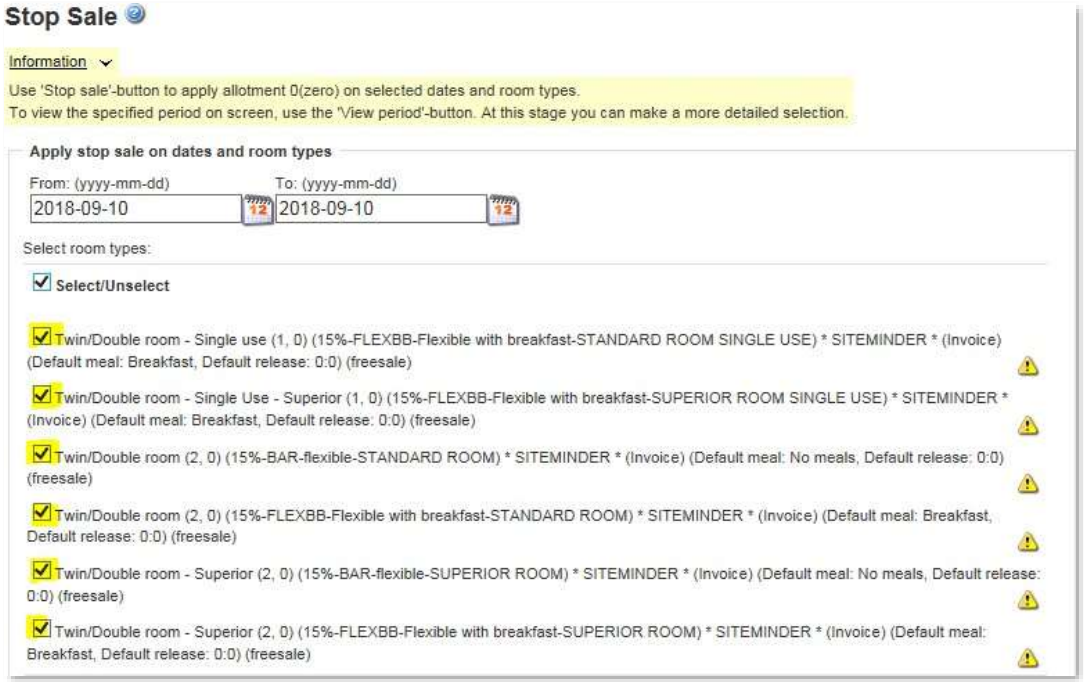
Enter in the commission contract.



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”.





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

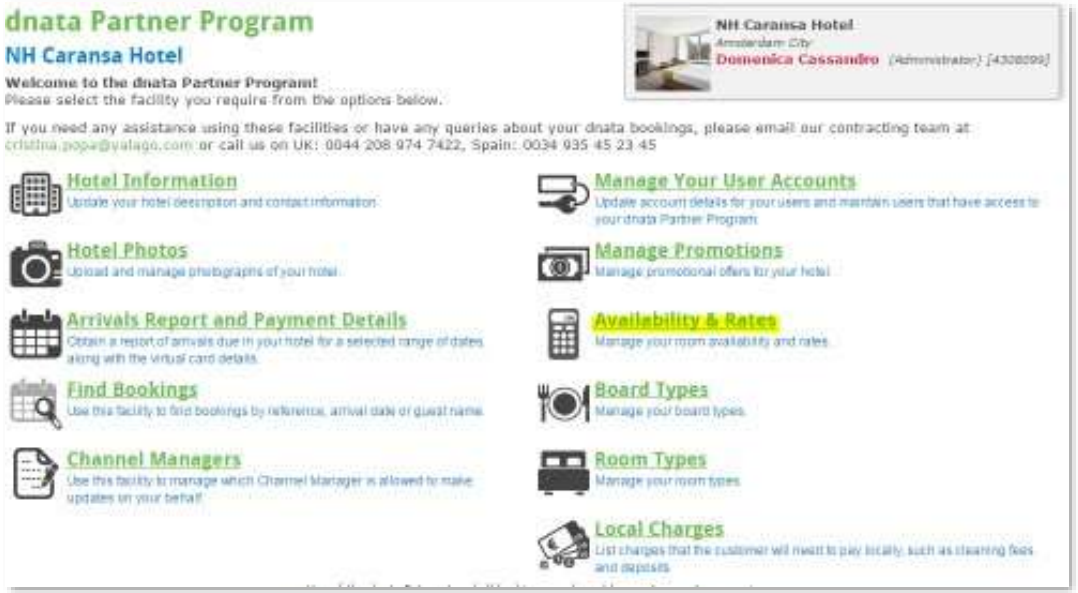
Repeat the same action for the other contracts commissions.

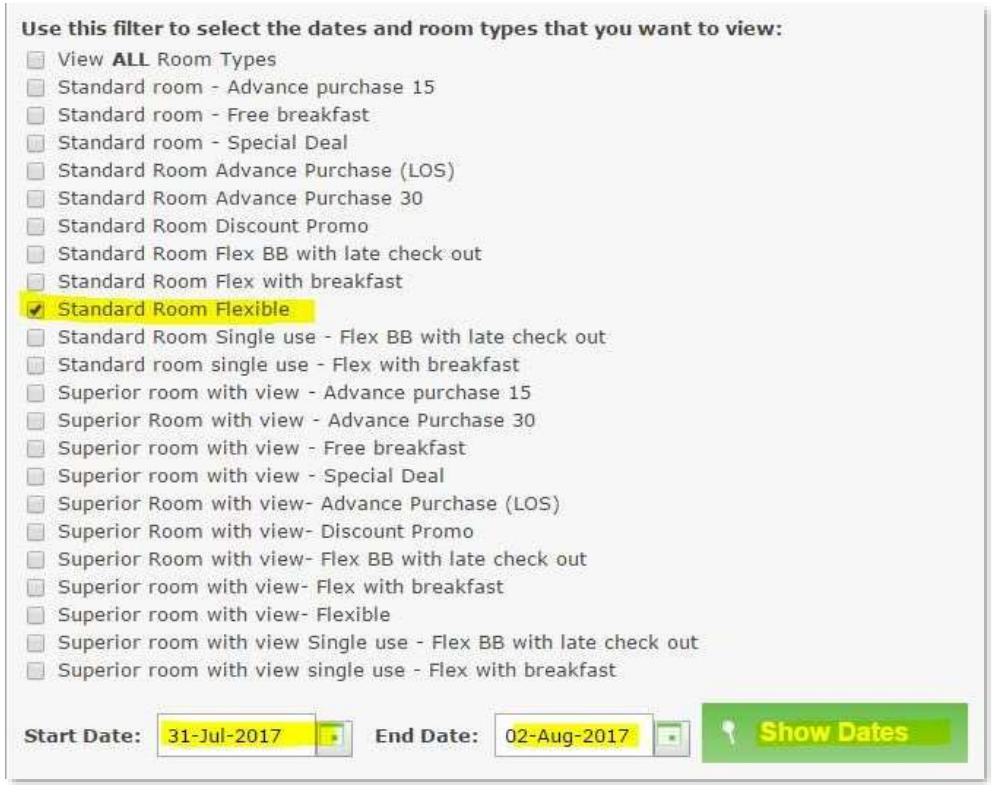
TRAVEL REPUBLIC - CONNECTION TYPE: RATE TIGER

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”.





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

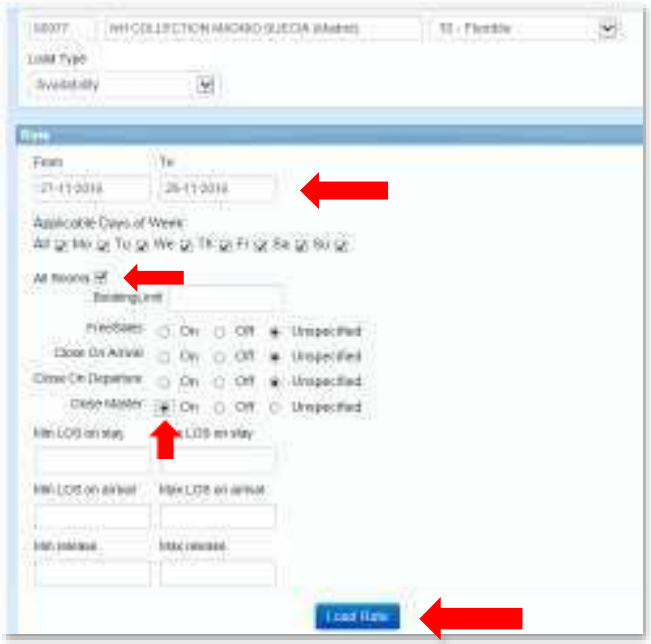
If you need to apply the same update on several dates, click on the arrow beside it and the information will be transferred to all the displayed dates.

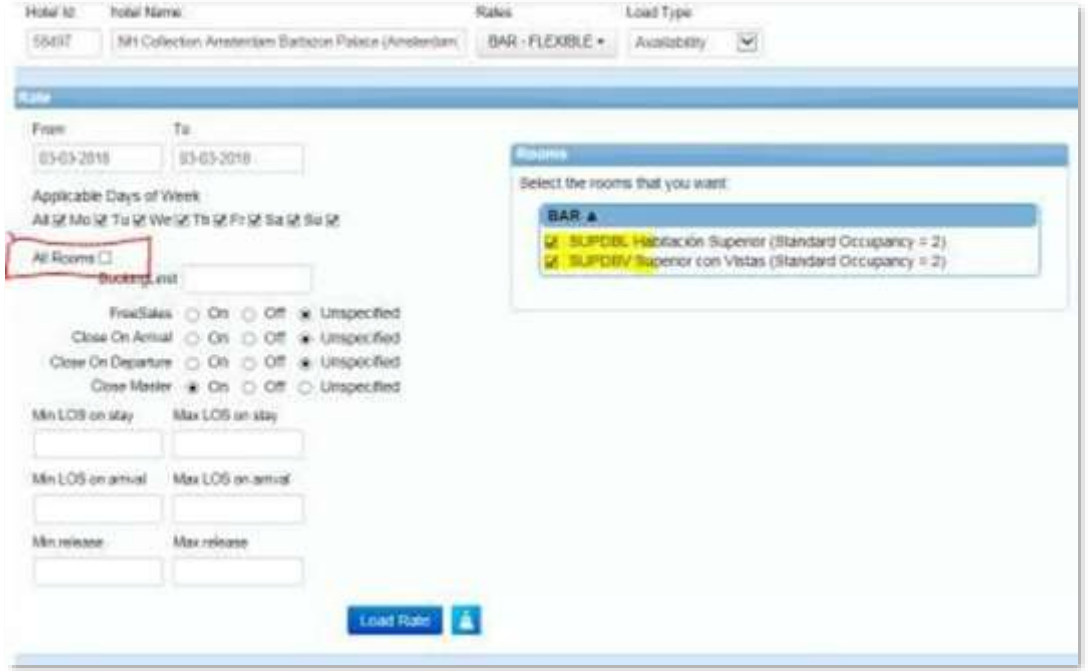
TRAVELSENS/ALISOS - CONNECTION TYPE: RATE TIGER

A

B

C





A. Select manual load option.

B. Select ratetiger as provider and the rateplan/rateplans 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 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”.

FASTPAY - 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.

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.

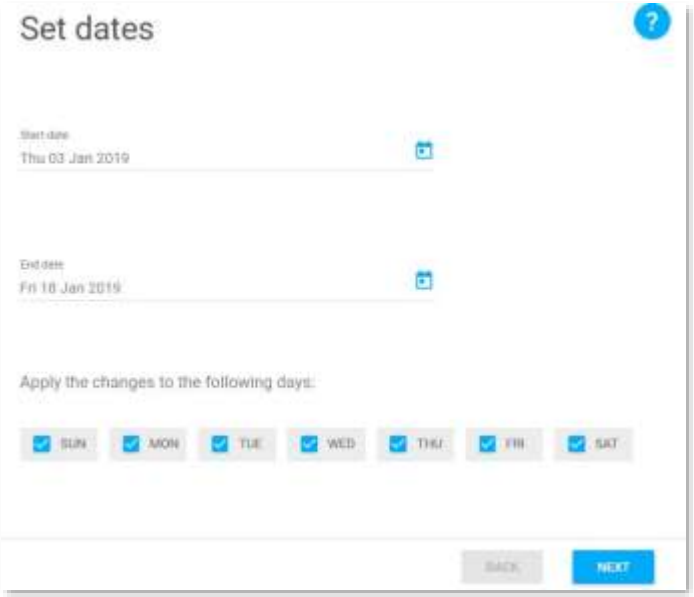
If you don't click on confirm, it will remain in grey, pending and it won't be applied.

ODIGEO - CONNECTION TYPE: RATE TIGER

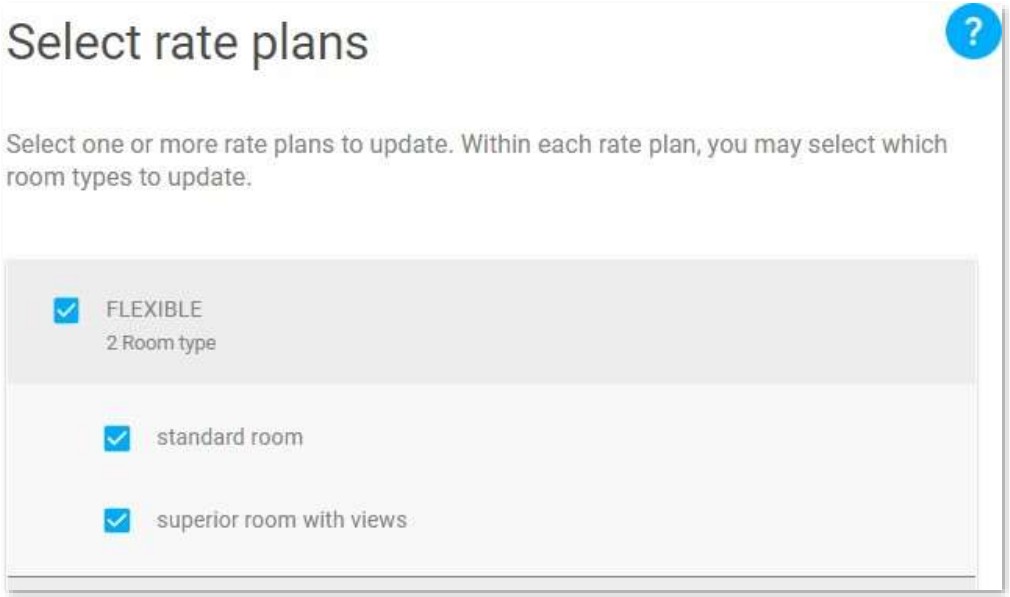
How to close sales in ODIGEO

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.

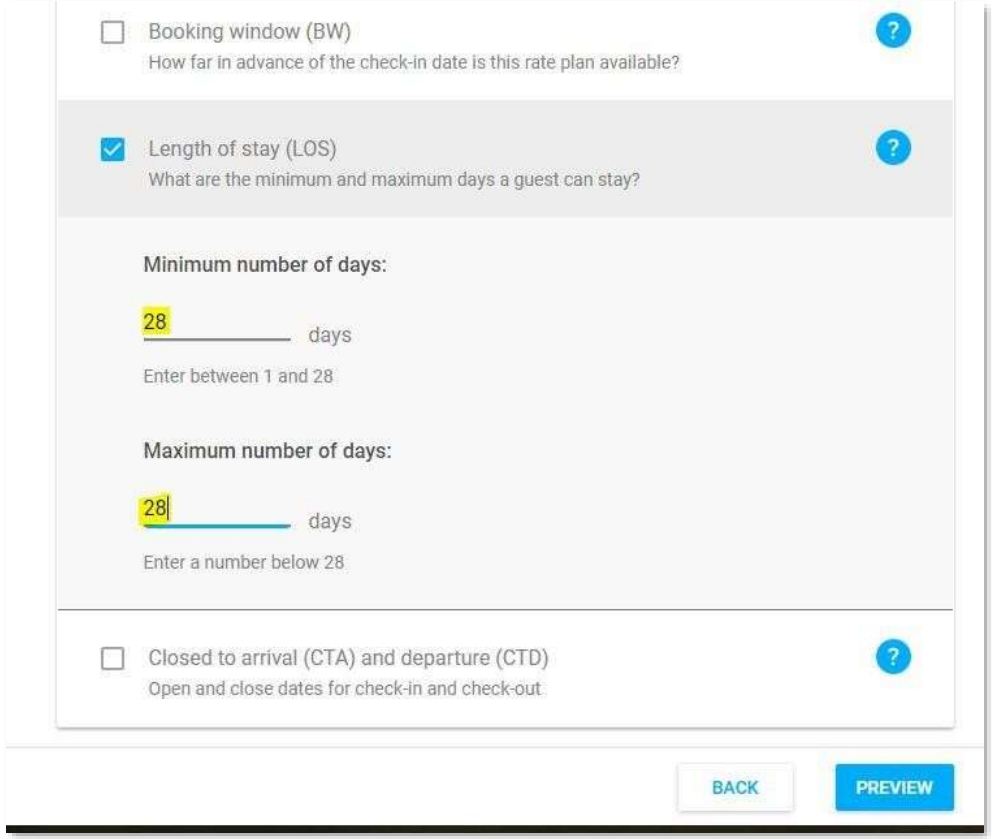
Select **dates** you want to close:



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



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



THANKS!

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