TMS Guide for Revenue Management

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0.- Introduction

A.-Let us start taking a look to Quick Buttons that make navigation through TMS easier:

	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) F4
	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

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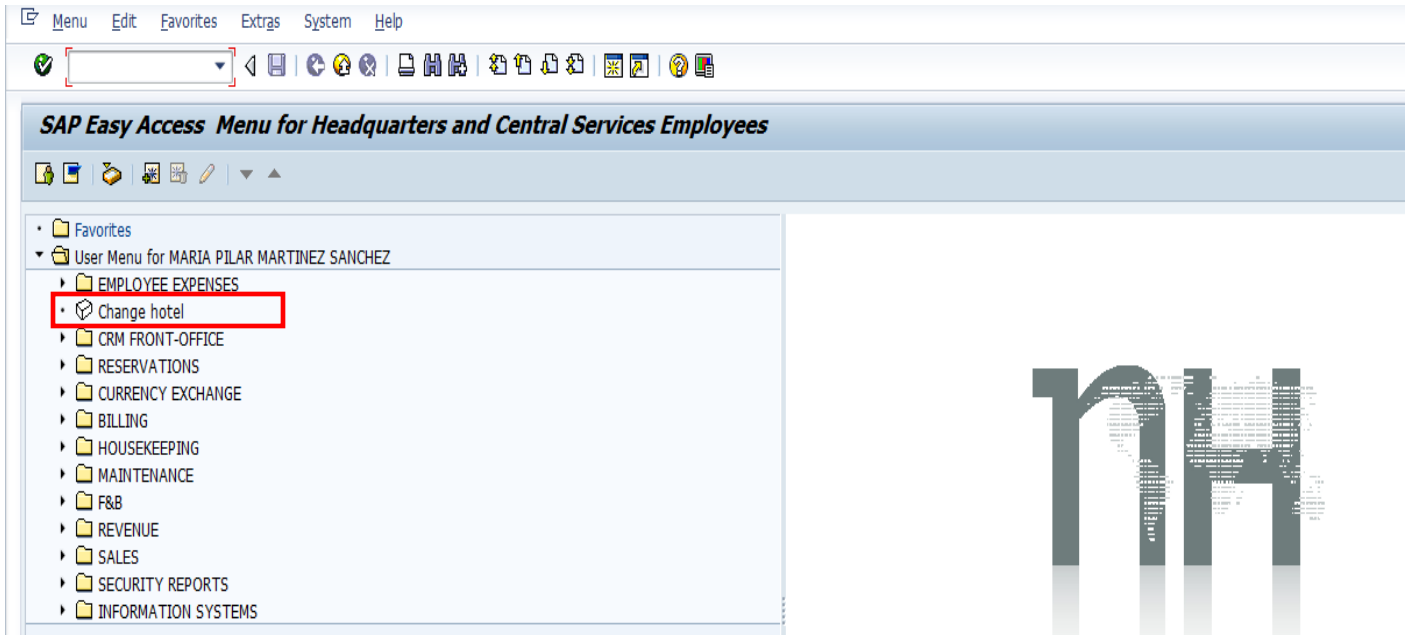
B.- User menu presents topics from all departments. However, we are just allowed to access certain modules.

***NH Collection Eurobuilding appears by default**, therefore we have to select the hotel we want to work with. Go to "Change Hotel":*



Depending on if we know or not the hotel name we will:

1.- Introduce hotel code:

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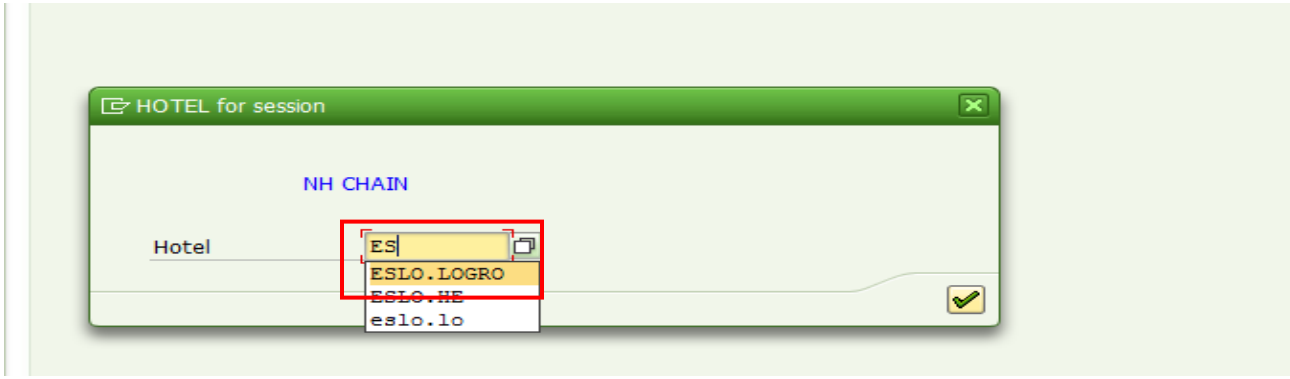
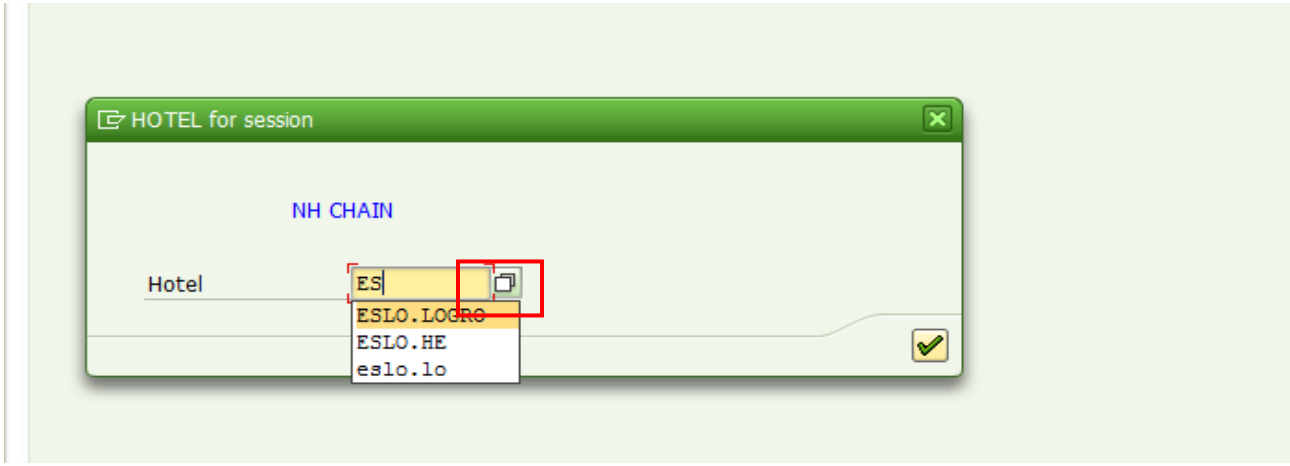


*****The order to find the hotel is: country (ES) + city (LO) +name-nemo (LOGRO) in our example***

2.- By clicking the double page all NH hotels will appear:



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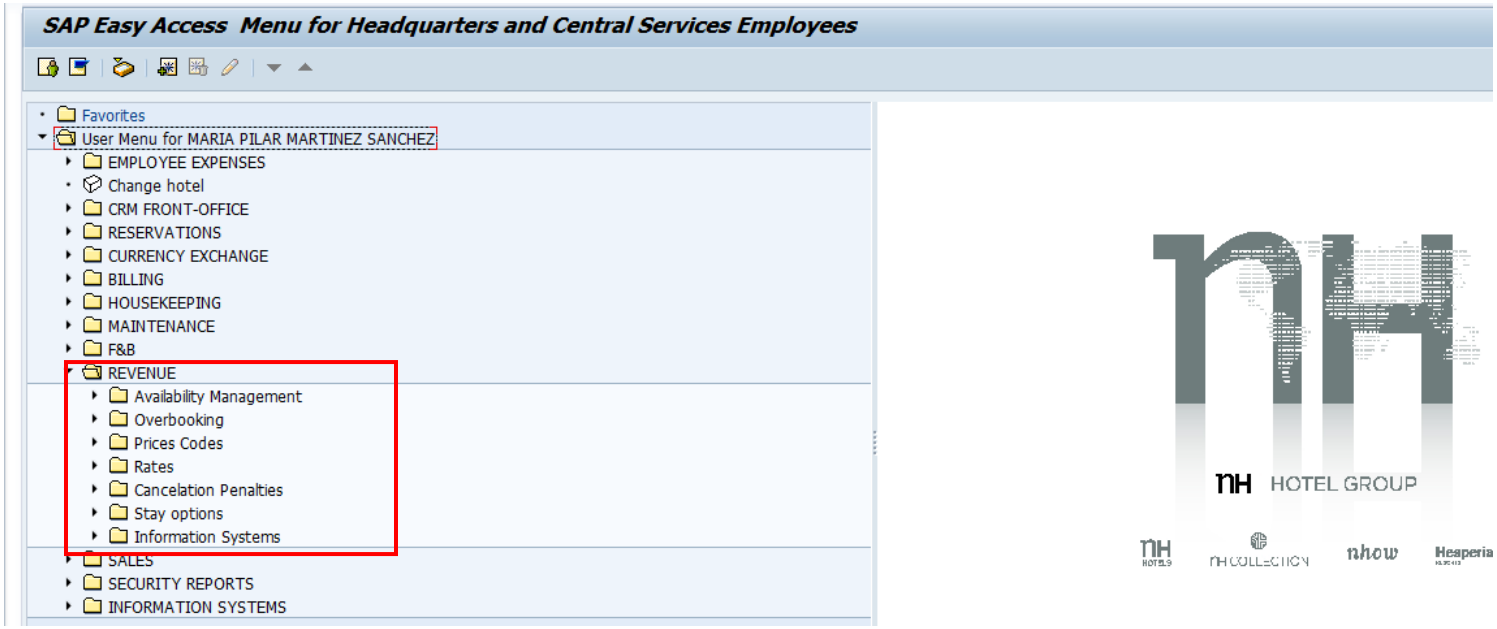
C.- First, to display the folder “Revenue” where we will work on:



The following subjects will be discussed throughout this guide (not in the same order):

1.- Cancellation Penalties
2.- Stay Options
3.- Price Codes
4.- Rates
5.- Overbooking
6.- Availability Management

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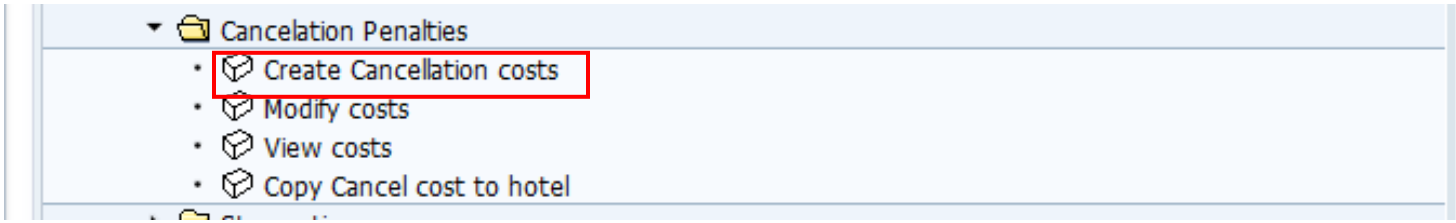
1.- Cancellation Penalties

General cancellation costs have to be uploaded:



General cancellation costs have been standarized for all BUs:

Description	***Code***
BAR CXL	CXL_BAR
Total Stay	CXL_100%
1st Night	CXL_1STNT
50% of Stay	CXL_50%
70% of Stay	CXL_70%
90% of Stay	CXL_90%

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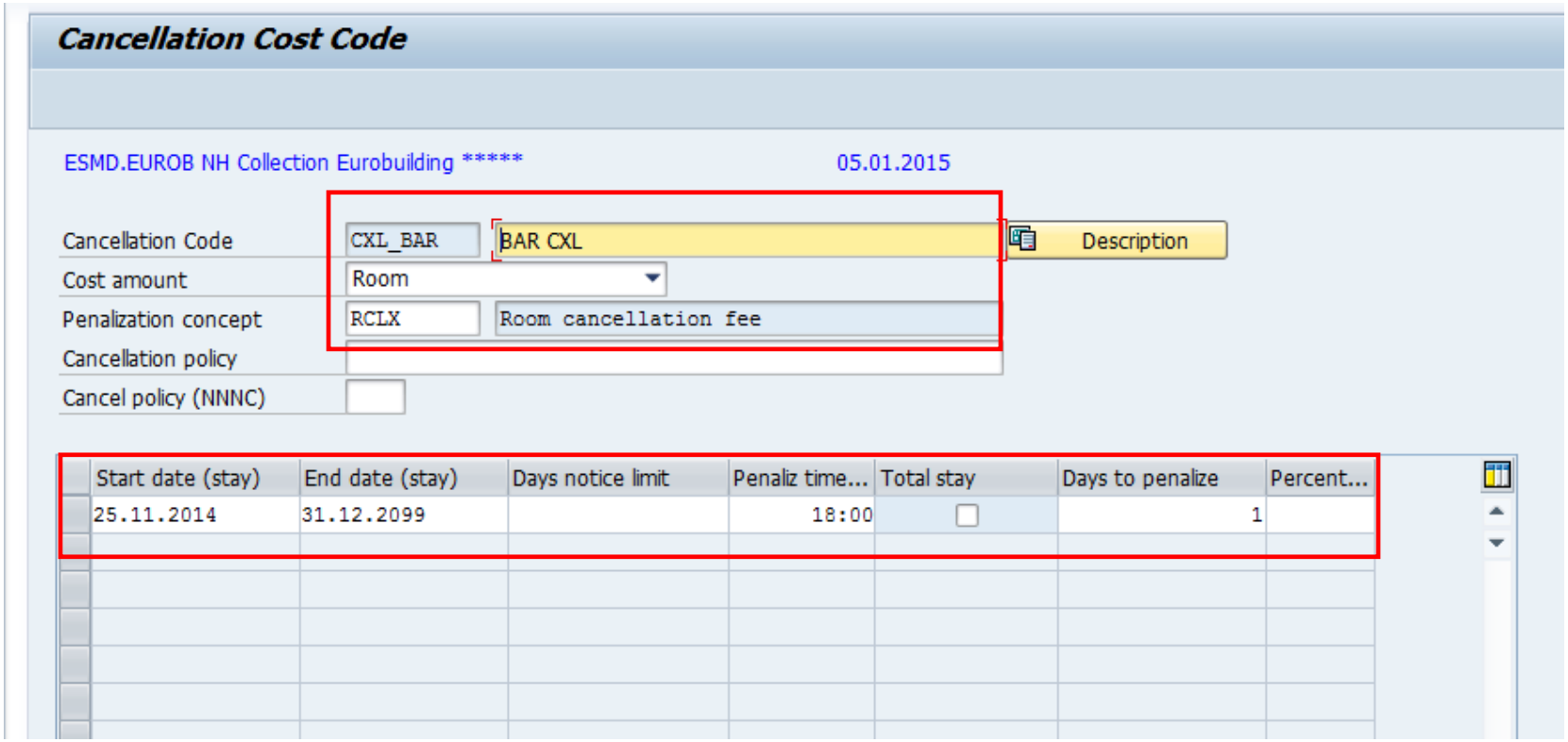
- ***BAR CXL =>*** Hotel general policy (i.e., in Spain BU is 18:00 hours):



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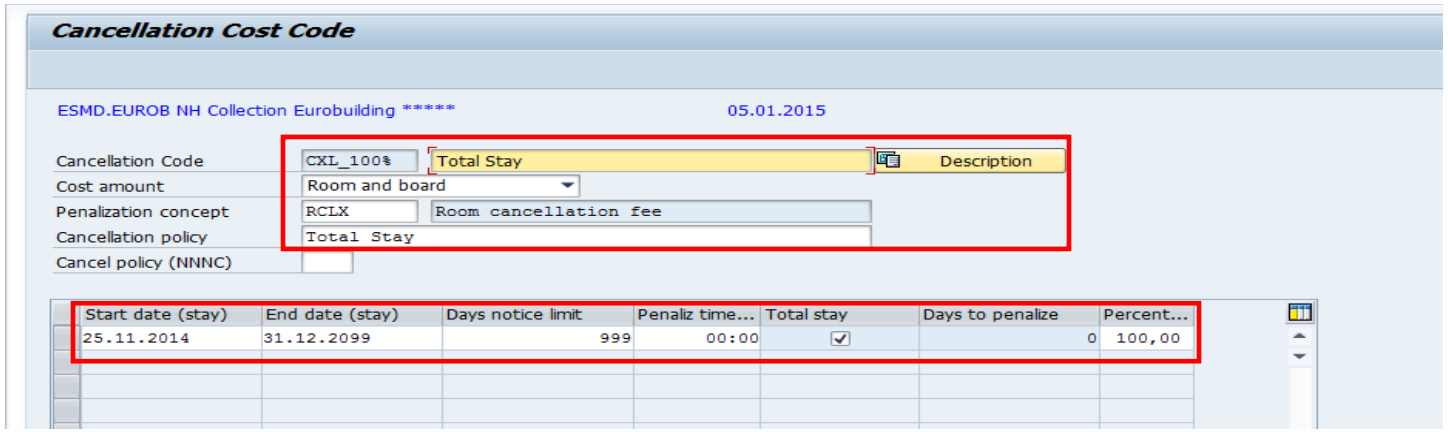
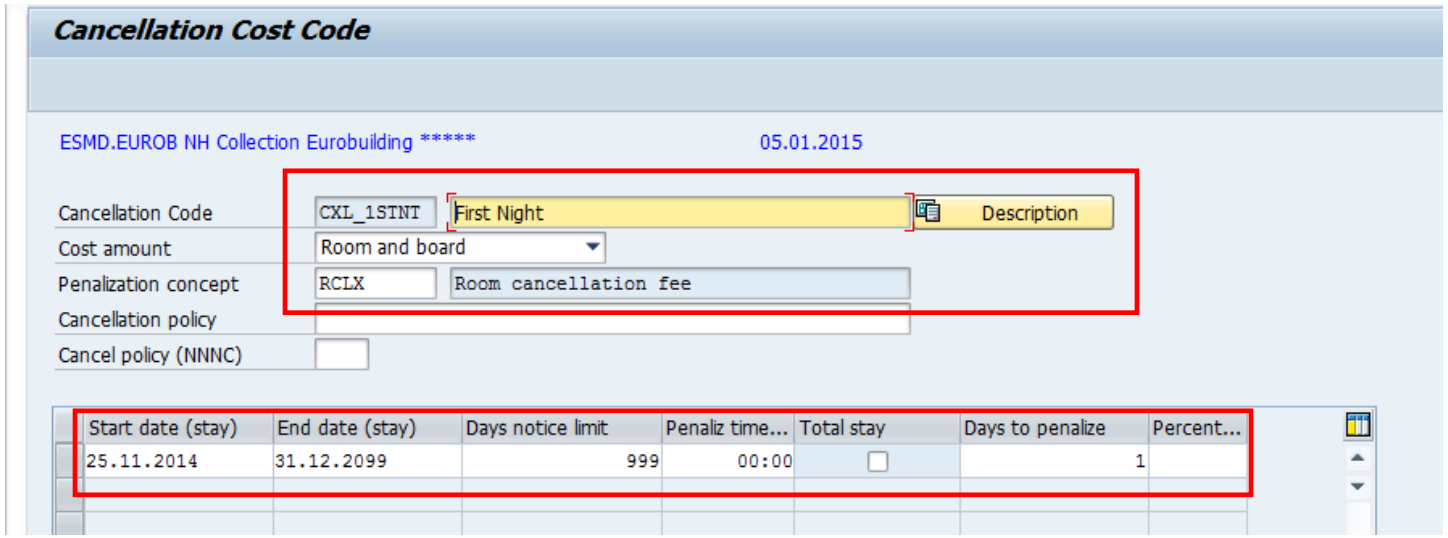
- ***TOTAL STAY =>*** It would generate 100% cancellation costs over the full value of the reservation:



- ***FIRST NIGHT =>*** Cancellation costs first night:



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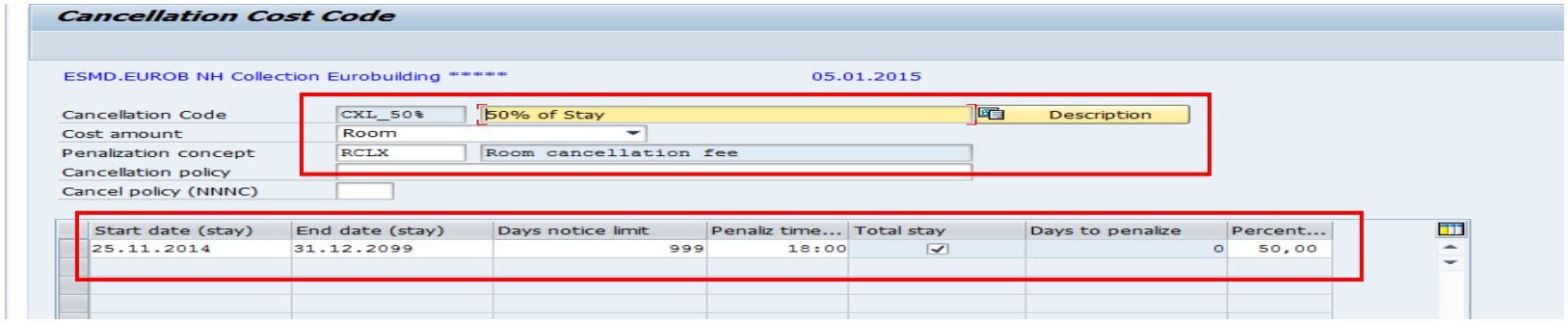
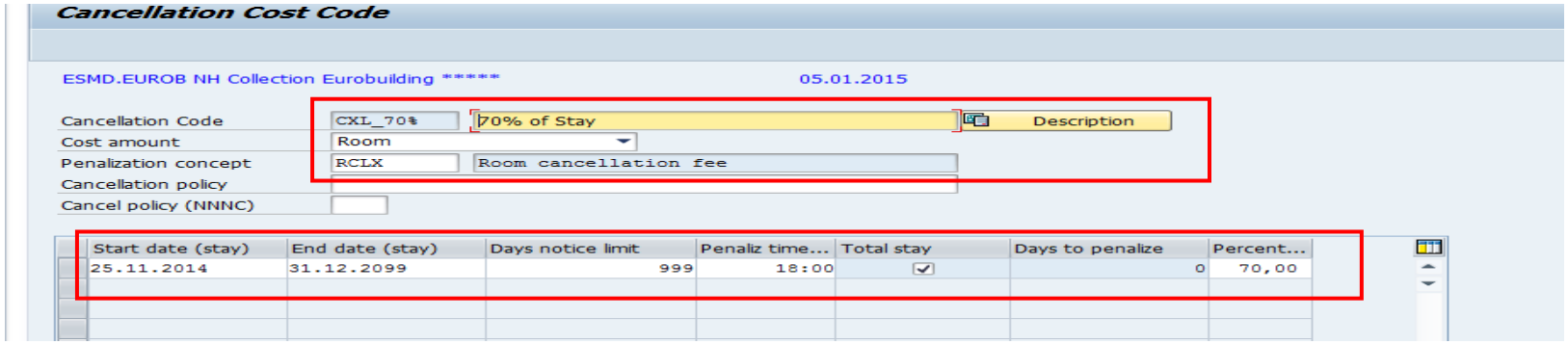
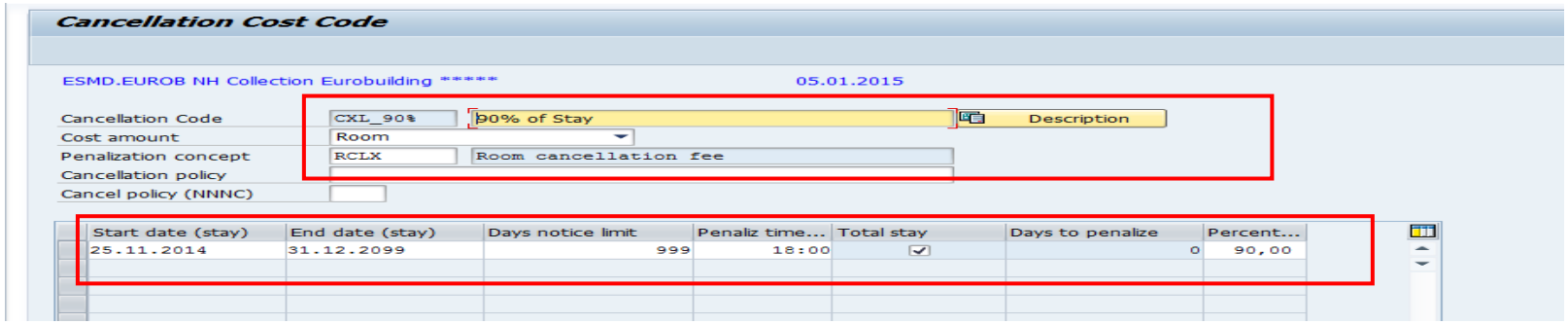
- ***50%-70%-90% OF STAY=>*** Cancellation costs of 50% - 70% - 90% over the full value of the reservation (same configuration for the three cases, with the exception of the percentage):







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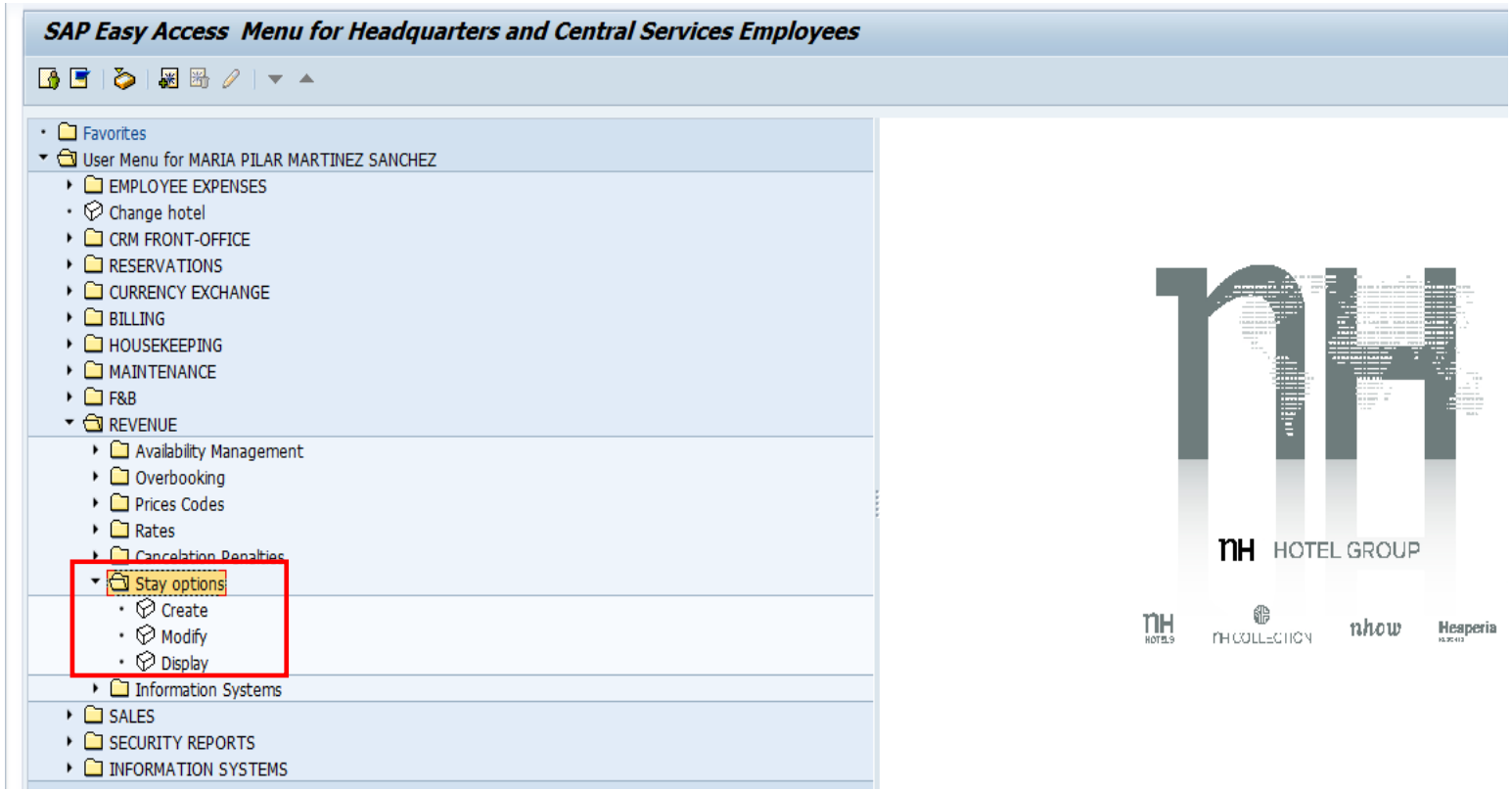
2.- Stay Options

In our case, we just need to upload the Late check-out free to link it later with the rate Flexible BB Late check-out:



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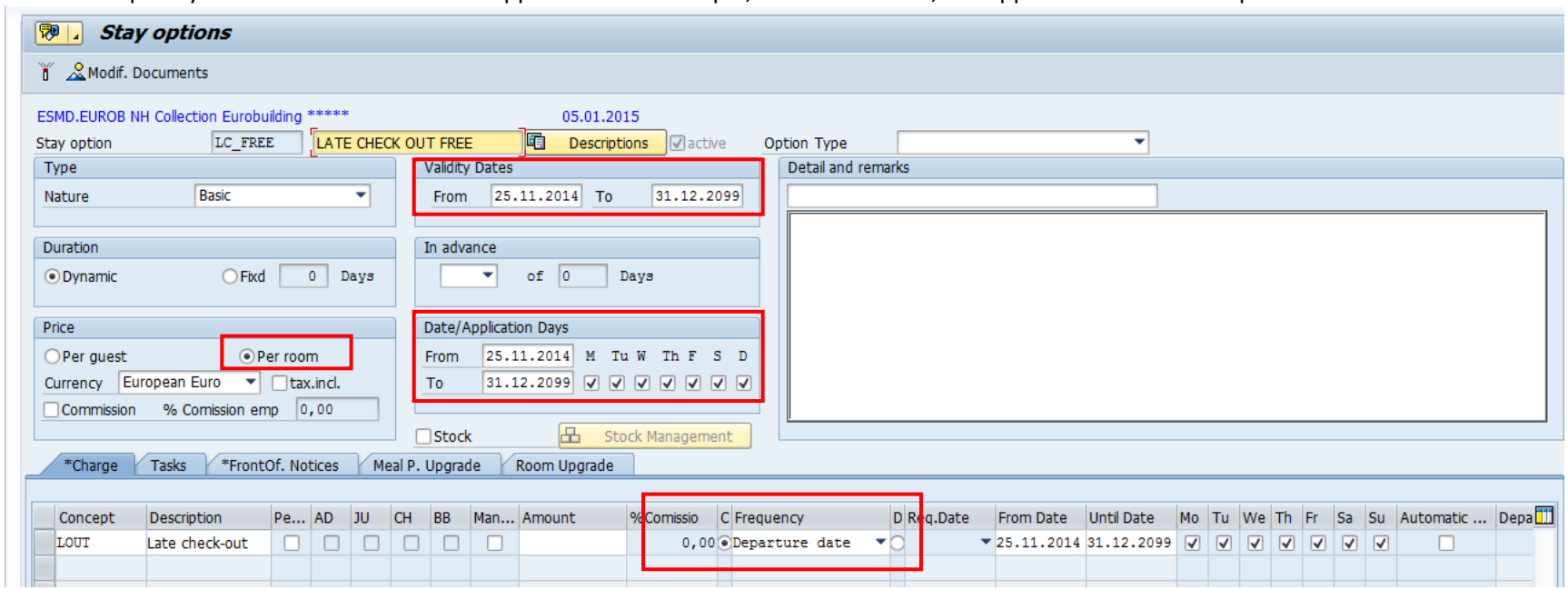
We set the information that needs to be uploaded:

- ⇨ Validity dates and Application Days will coincide since stay option is a feature applied to a certain rate
- ⇨ Stay option will be applied over the room, not the guest. Therefore we mark “Per room”
- ⇨ In “Frequency” field we set when will be applied. In our example, a late check-out, the application is on the departure date.



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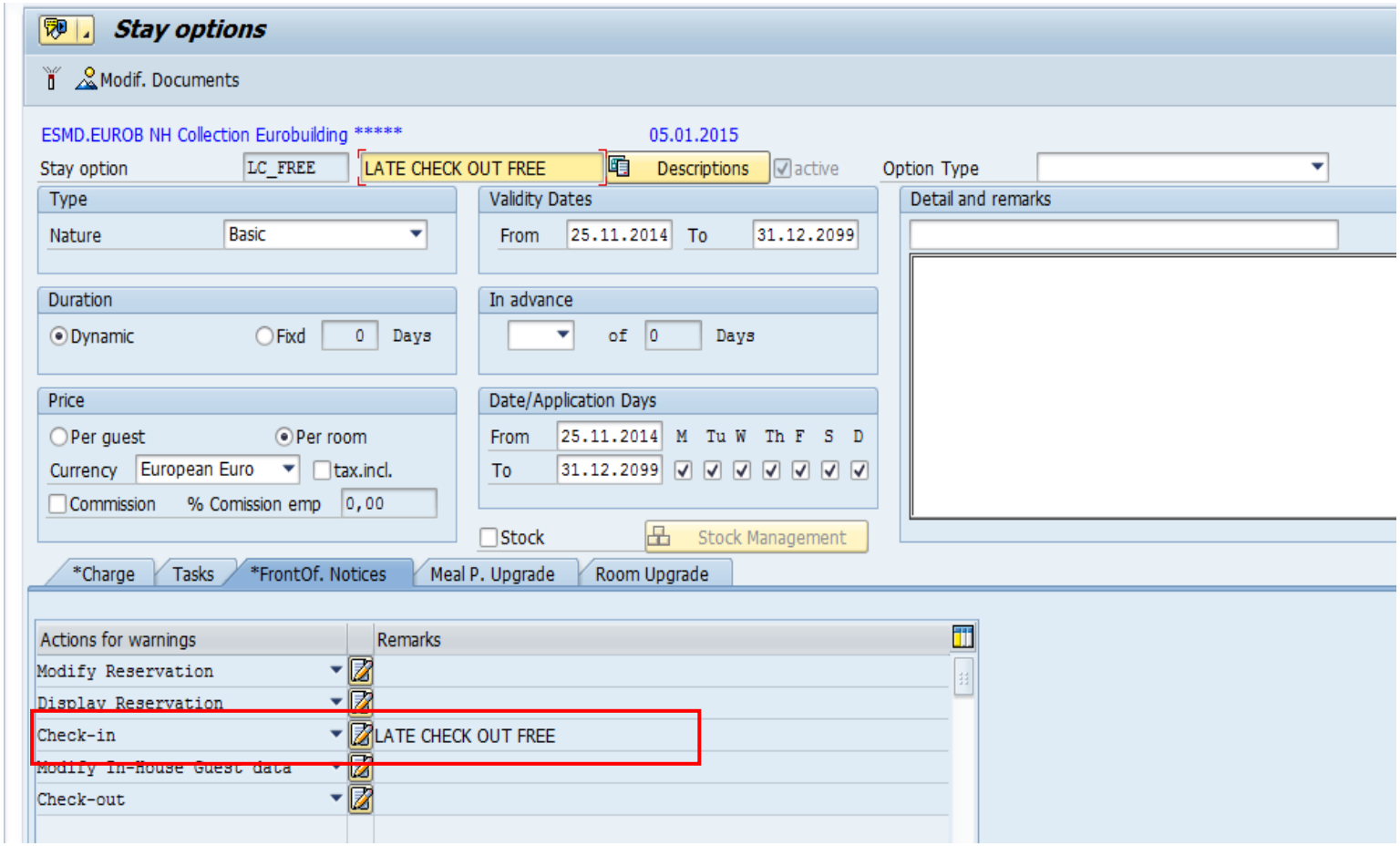
⇨ In the tab “FrontOffice Notices” we can setup an alarm that will be activated when the receptionist makes the check-in, to remember the special feature of the rate.



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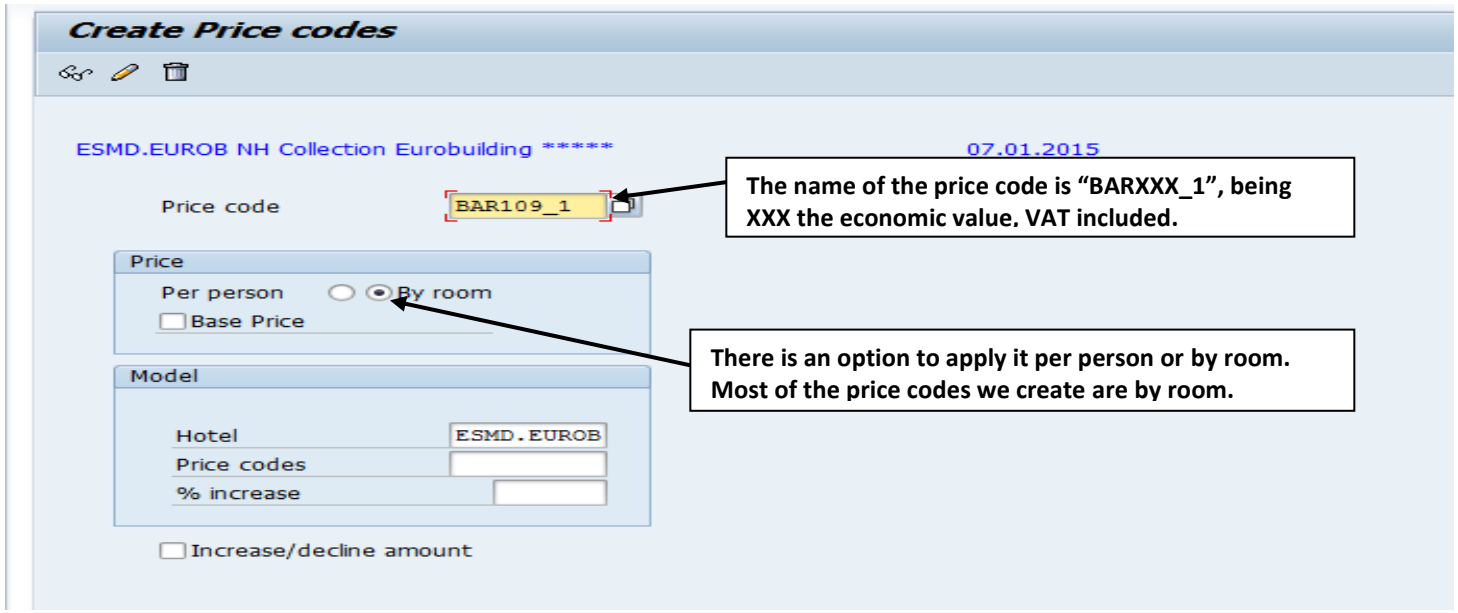
3.- Price Code

Price Codes are economic values, not linked to any product. Rate codes stock up on price codes to lanuch the product.

In example => For rate 42 (employee), Price code is 36 €.-

1.- To create a new price code.-

1.- The following information will be setup:



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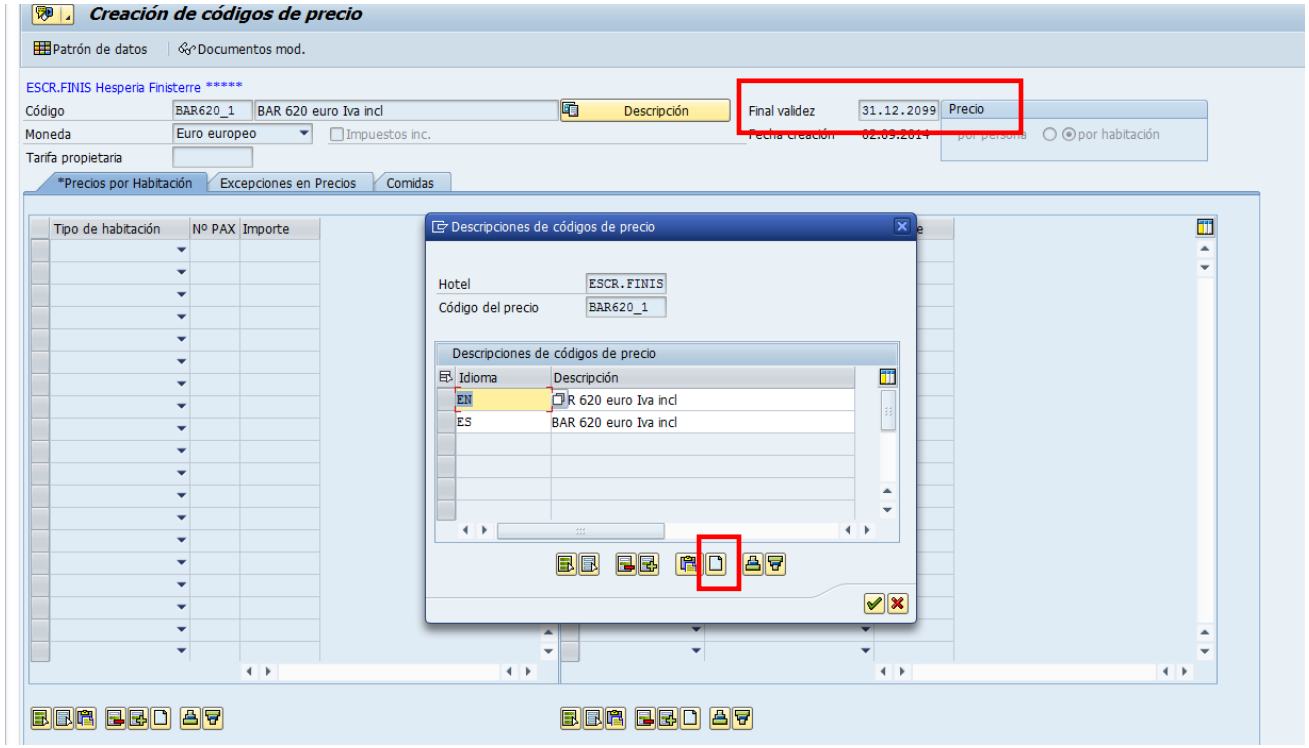
2.- In this step the configuration will be done in Spanish and English. First, we indicate the final validity and the description. Then, press “Description” button and a pop-up window will appear. By clicking the double page in this new window the configuration will change to the non-default language. Finally, we set up again the final validity and description:



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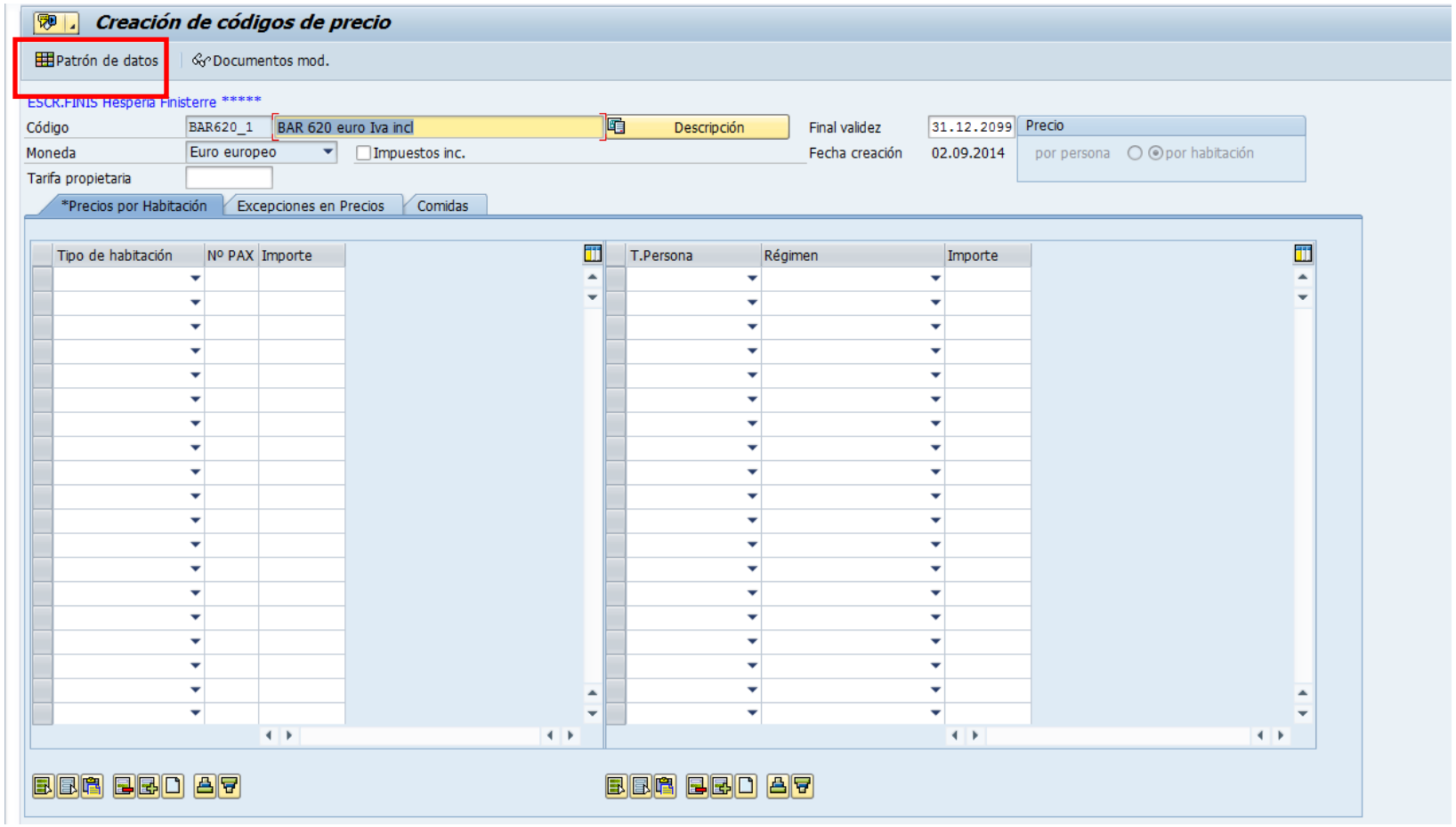
3.- In the bottom the fields are empty to be filled with the hotel information. To avoid forgetting some room typology, there is an option called “Template” or “Patrón de datos” that will show all hotel information:



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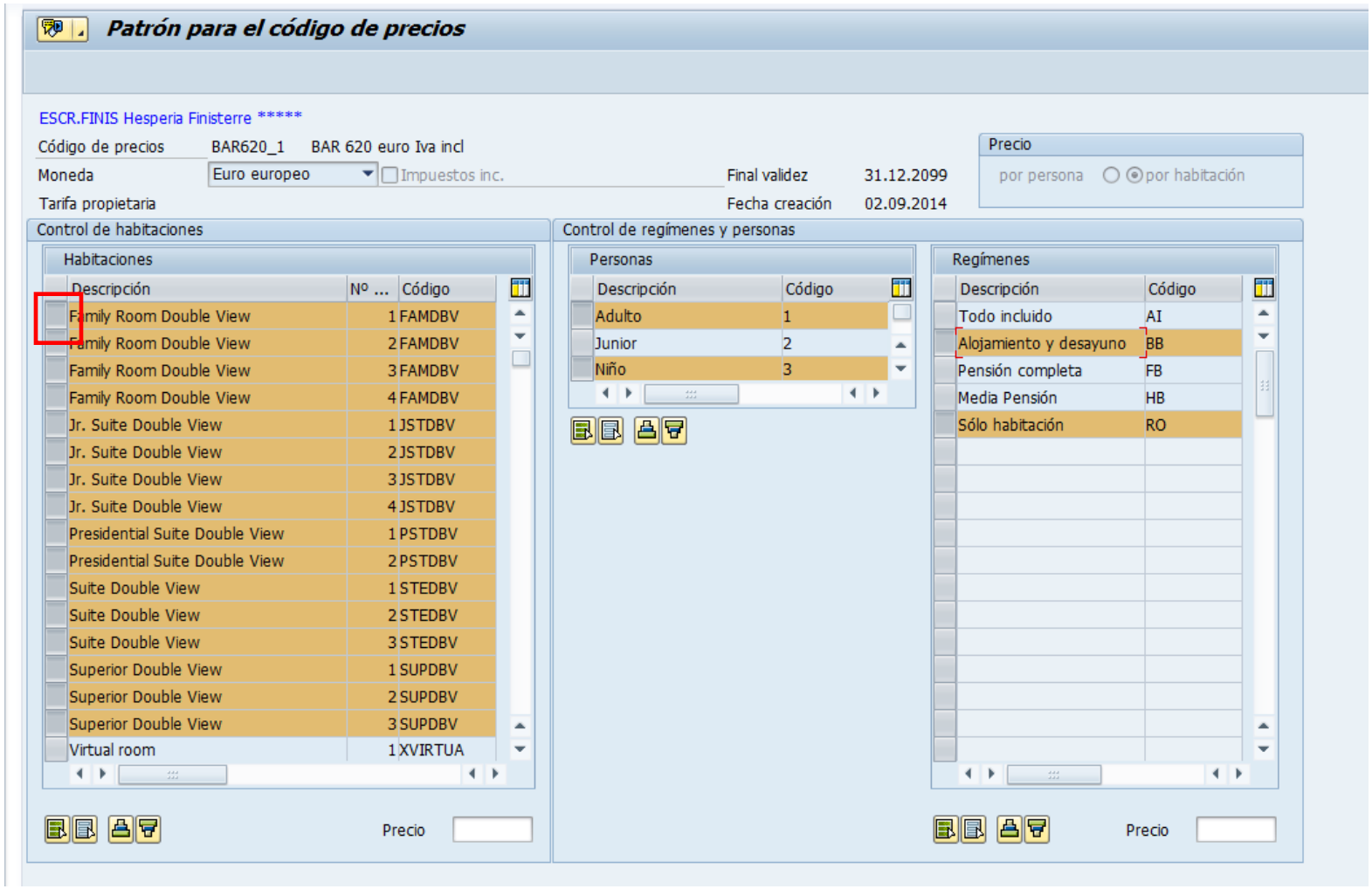
4.- To select the room types we need, we would click in the left margin (the colour line will change):



*****At the end of the room information field "Virtual room" appears. Do not select it!***

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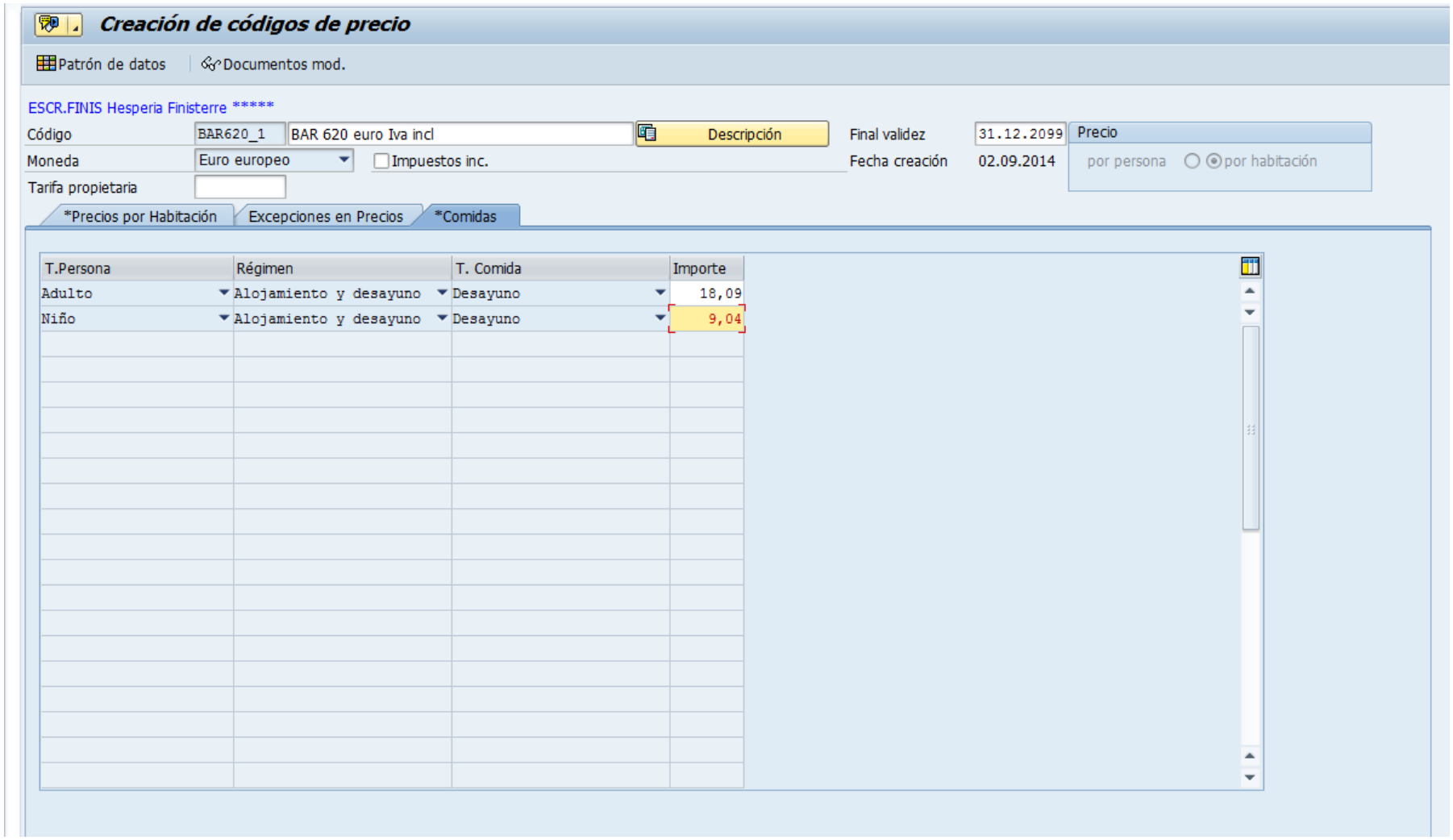
5.- There will be an error because the system do not understand a different value for the breakfast of adults and children. We press “Enter” and the system redirect us to the tab “Comidas” or “Meals”, where price can be modified:



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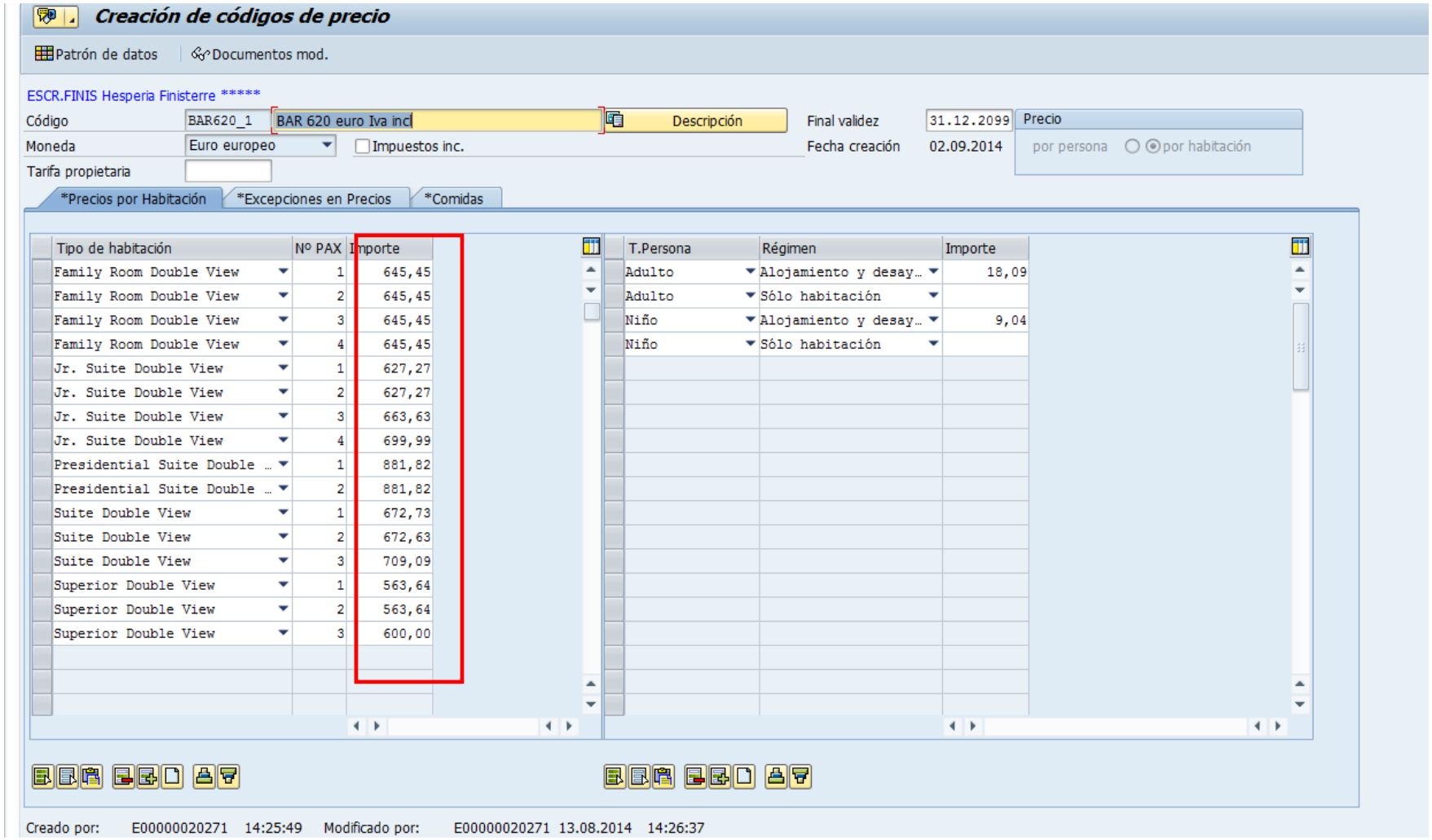
6.- We modify the values:



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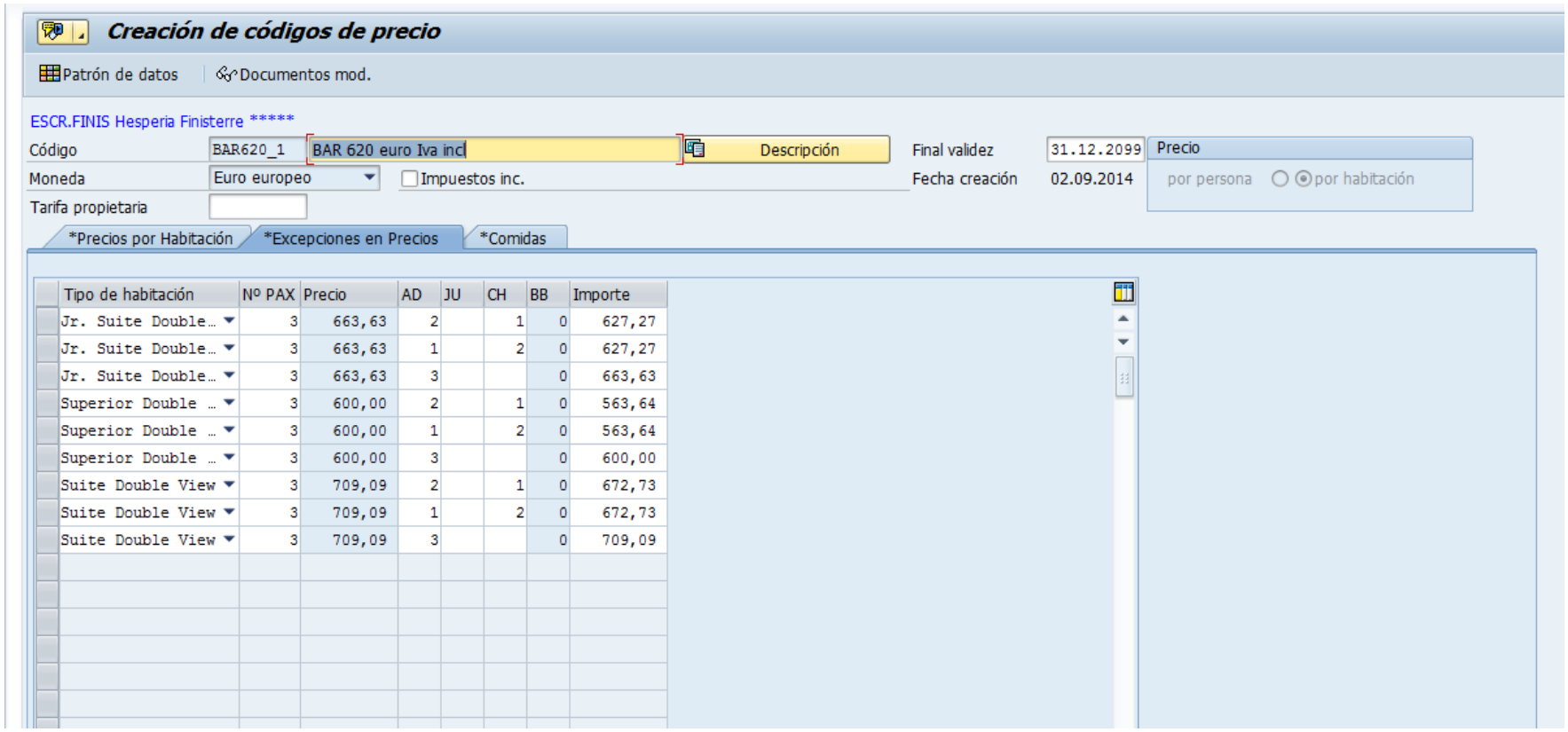
7.- We also modify the values of "Price Exceptions"**



Tipo de habitación	Nº PAX	Precio	AD	JU	CH	BB	Importe
Jr. Suite Double…	3	663,63	2		1	0	627,27
Jr. Suite Double…	3	663,63	1		2	0	627,27
Jr. Suite Double…	3	663,63	3			0	663,63
Superior Double …	3	600,00	2		1	0	563,64
Superior Double …	3	600,00	1		2	0	563,64
Superior Double …	3	600,00	3			0	600,00
Suite Double View	3	709,09	2		1	0	672,73
Suite Double View	3	709,09	1		2	0	672,73
Suite Double View	3	709,09	3			0	709,09

***** "Price Exceptions" are used to upload the price of triple rooms with children, because if we do not modify it the system would take the value with adult supplement. If a quadruple room has been set with a different value from what was set in the tab "Prices per room", it must be indicated here.***

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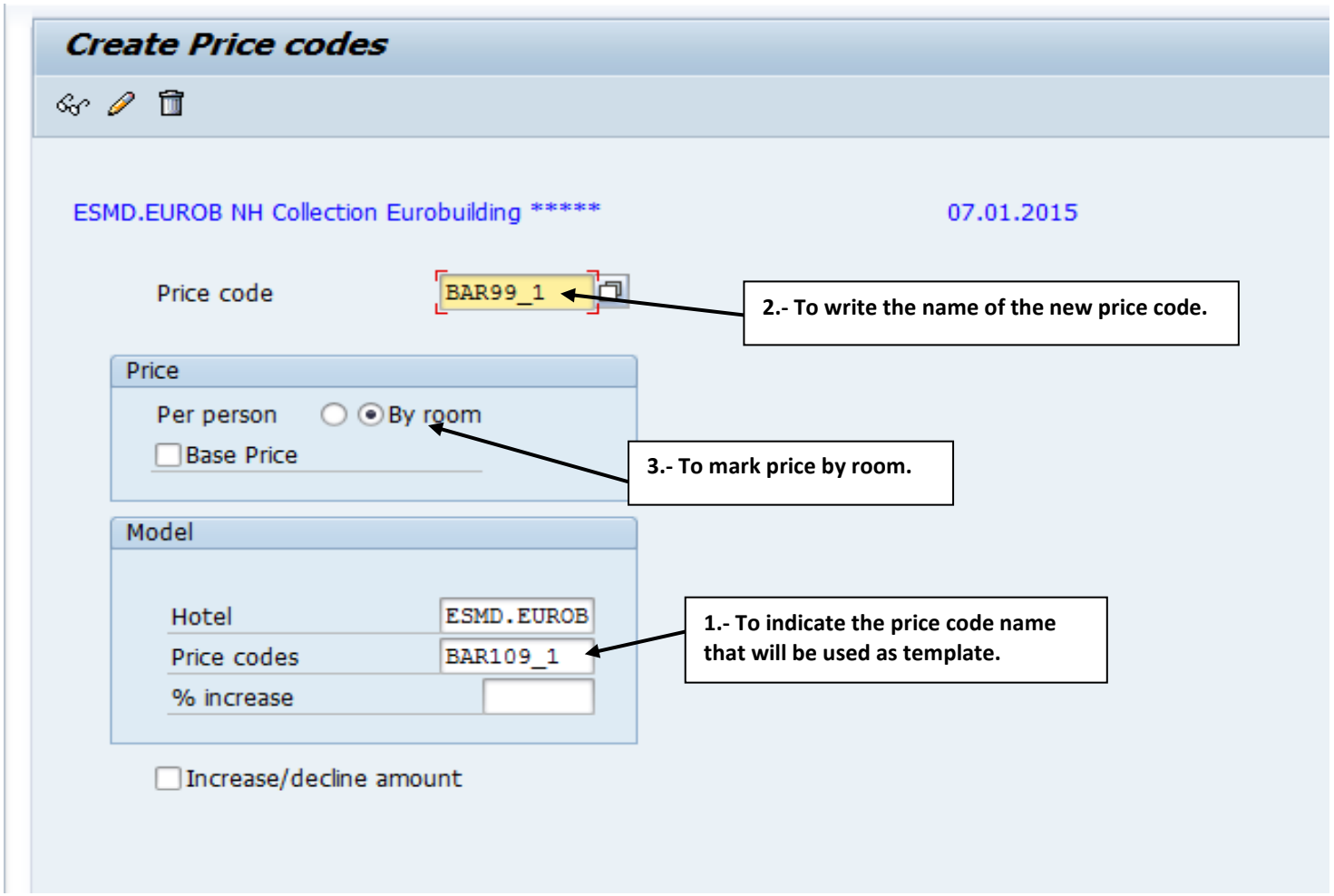
2.- To create a new price code from an already created one.-

1.- Let us follow the next steps and press “Enter”:



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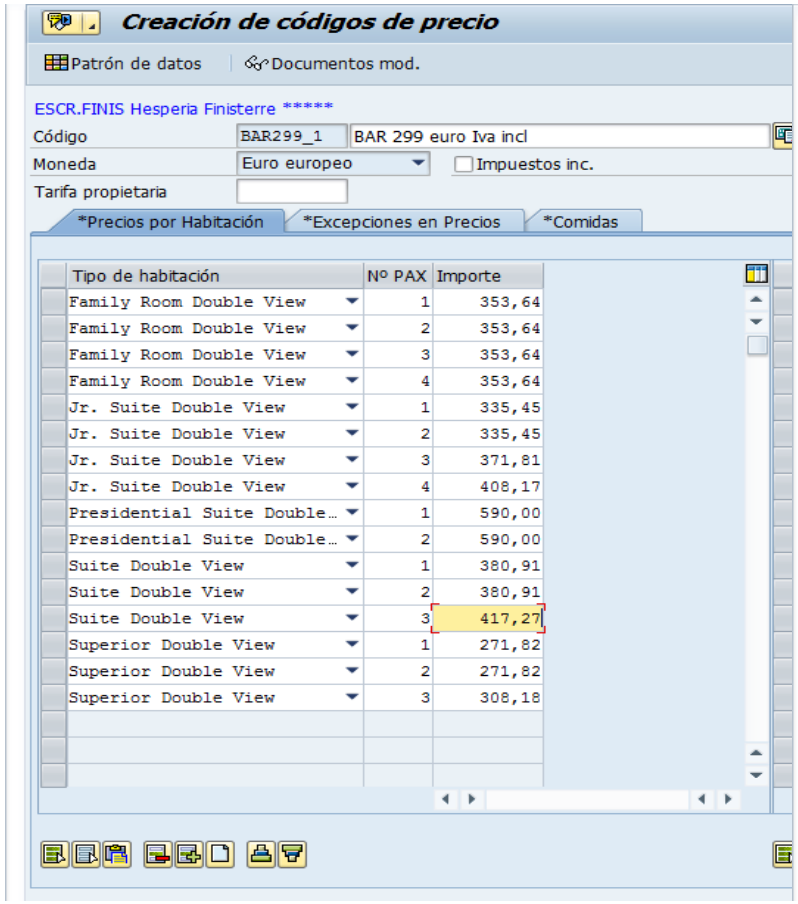
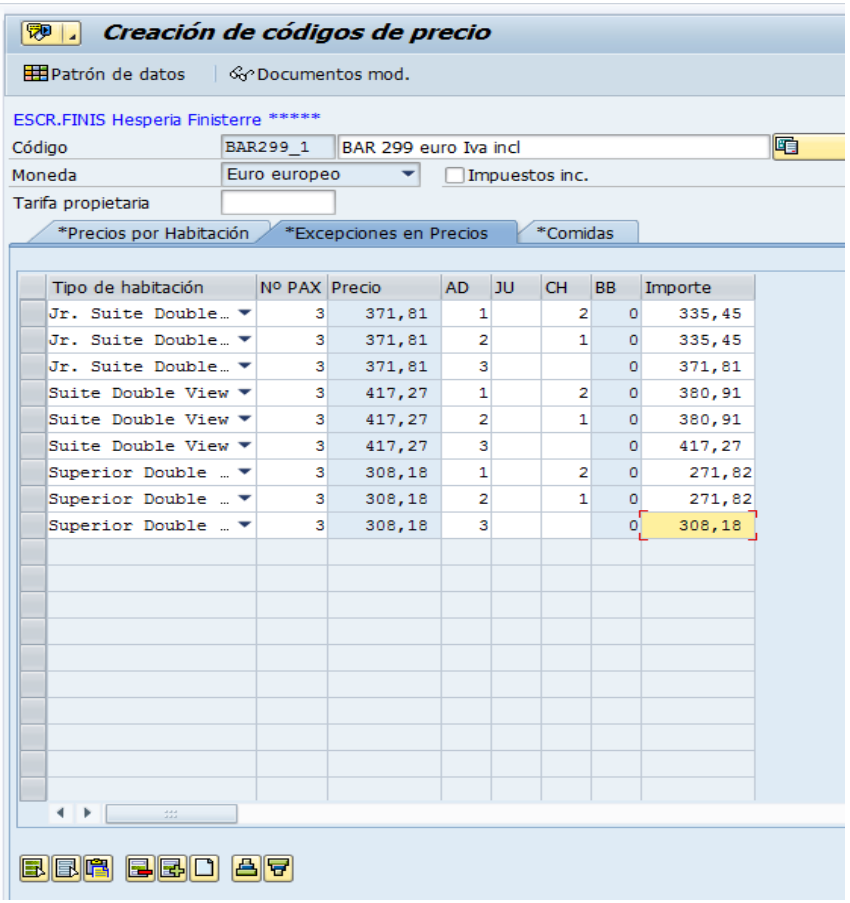
2.- Next steps will be the same than creating a new price code:

- To change “Description”
- New prices are modified in the tab “Priced per room”
- To adapt the values in “Prices exceptions”



Tipo de habitación	Nº PAX	Importe
Family Room Double View	1	353,64
Family Room Double View	2	353,64
Family Room Double View	3	353,64
Family Room Double View	4	353,64
Jr. Suite Double View	1	335,45
Jr. Suite Double View	2	335,45
Jr. Suite Double View	3	371,81
Jr. Suite Double View	4	408,17
Presidential Suite Double…	1	590,00
Presidential Suite Double…	2	590,00
Suite Double View	1	380,91
Suite Double View	2	380,91
Suite Double View	3	417,27
Superior Double View	1	271,82
Superior Double View	2	271,82
Superior Double View	3	308,18



Tipo de habitación	Nº PAX	Precio	AD	JU	CH	BB	Importe
Jr. Suite Double…	3	371,81	1		2	0	335,45
Jr. Suite Double…	3	371,81	2		1	0	335,45
Jr. Suite Double…	3	371,81	3			0	371,81
Suite Double View	3	417,27	1		2	0	380,91
Suite Double View	3	417,27	2		1	0	380,91
Suite Double View	3	417,27	3			0	417,27
Superior Double …	3	308,18	1		2	0	271,82
Superior Double …	3	308,18	2		1	0	271,82
Superior Double …	3	308,18	3			0	308,18

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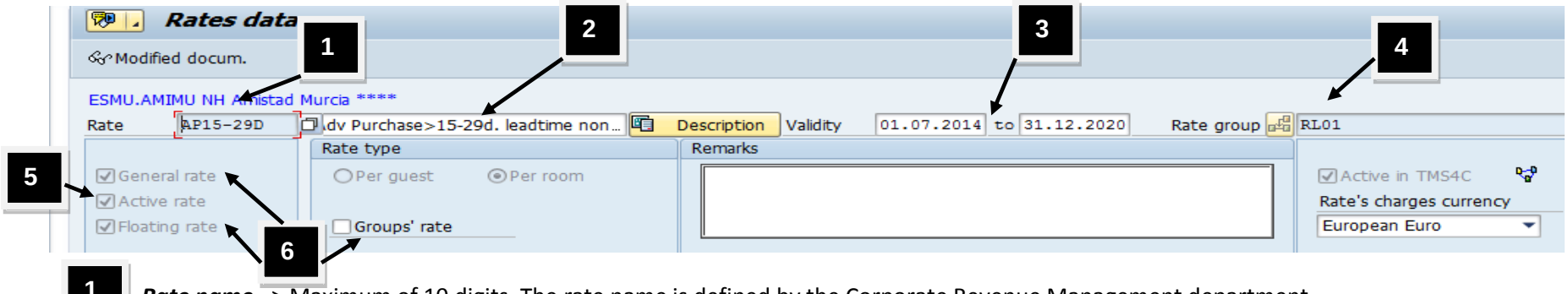
4.- Rates

In the top of the "Rates data" window there is some information that needs to be explained:



1 ***Rate name*** => Maximum of 10 digits. The rate name is defined by the Corporate Revenue Management department.

2 ***Description*** => Explanation of the rate code conditions.

3 ***Validity date*** => It is established as the initial date July 1st 2014 to guarantee a prior date to hotel migration. The final validity date is December 31st 2020 for public rates to make it coincide with what is created in CRS.

4 ***Rate Group*** => Here we rank rate codes in the corresponding Rate Level, that cannot be modified. If it needs to be corrected because an error or a change of the rate hierarchization, request it to IT.

5 ***Active Rate*** => In opposite to CRS, when we create a rate code in TMS it has to be activated (the symbol is a "match" where we have to click to activate it).

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6 ***General Rate // Rate Type // Floating Rate*** => The meaning of each one is:

1.- *General Rate* => By setting a rate as General Rate we make it visible to be uploaded by CRM in the contracts.

Example of a General Rate => An employee of Iberdrola could make a reservation with the company rate, but also with a BAR rate, advance purchase rate or even a package with museum tickets.

Example of a non-General Rate => An employee of Iberdrola cannot make a reservation with our Employee rate.

2.- Rate Type => It appears the information that was setup when the rate was created (it is shown in grey). In our case, the rate codes created by Revenue Management are configured by room. Moreover, we wpuld mark if it is a Group rate or not.

3.- *Floating Rate* => This rate depends on other main rate (while CRS is alive, it only can be linked to a BAR rate). It is indicated in the rate code creation and will define rate configuration.

1		Rate codes		Price codes						
2	CRS rate Code	Rate Code (max 10 digits)	Description (max 40)	Price Code (max 10 digits)	Description (max 40)	General Rate	Group Rate	Floating ra	Mandatory	Rate Level (Rat Group in TMS
3	10	BAR	BAR Flexible easy cancellation	BAR100_1	BAR 100 euro	YES		NO	CHAIN	RL00
4	1535	FLEXBB	Flexible with Breakfast 15d leadtime	N/A	N/A	YES		YES	CHAIN	RL00
5	1536	FLEXBB_LC	Flexible premium BB & Late Check-out	N/A	N/A	YES		YES	CHAIN	RL00
6	1530	AP15-29D	Adv Purchase > 15-29 d.leadtime non ref	N/A	N/A	YES		YES	CHAIN	Depending %, RL1 c
7	1531	AP30D	Adv Purchase > 30 d.leadtime non ref	N/A	N/A	YES		YES	CHAIN	Depending %, RL1 c
8	1534	AP15dMLOS	Adv Purchase > 15dleadtime non ref MLOS X	N/A	N/A	YES		YES	CHAIN	Depending %, RL1 or 2
9	1533	SD1_7-14d	Special Deal > 7-15 d.leadtime non ref	N/A	N/A	YES		YES	CHAIN	RL01
10	695	PRO_SEASON	Seasonal Promotion	PRO_xxxRO	Promotional Rate Euro 69	YES	NO	NO	Only participating hotels	RL03
11	1570	NHR_BAR	NHR BAR Flexible easy cancellation	N/A	N/A	NO		YES	CHAIN	RL00
12	1574	NHR_FLEXBB	NHR Flexible with Breakfast 15 leadtime	N/A	N/A	NO		YES	CHAIN	RL00
13	1575	NHR_FLBBLC	NHR Flexible premium BB & Late Check-out	N/A	N/A	NO		YES	CHAIN	RL00

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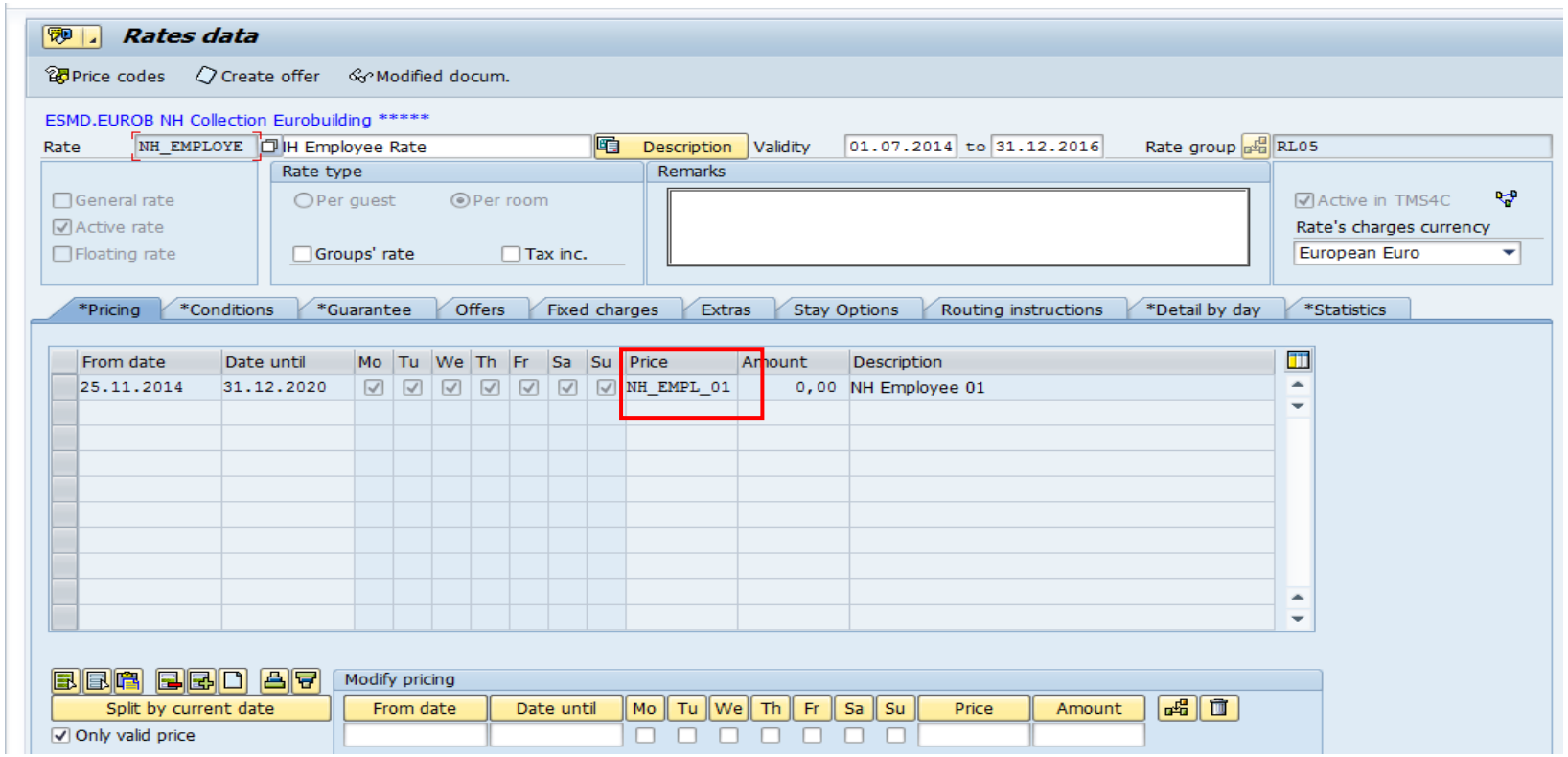
These rates are the “products” we launch. Configuration can be:

1.- Fixed price => with its own price code designated:

In example, for Employee rate, we link the Price code NH_EMPL_01 (where we have configured a value of 36 €.-)



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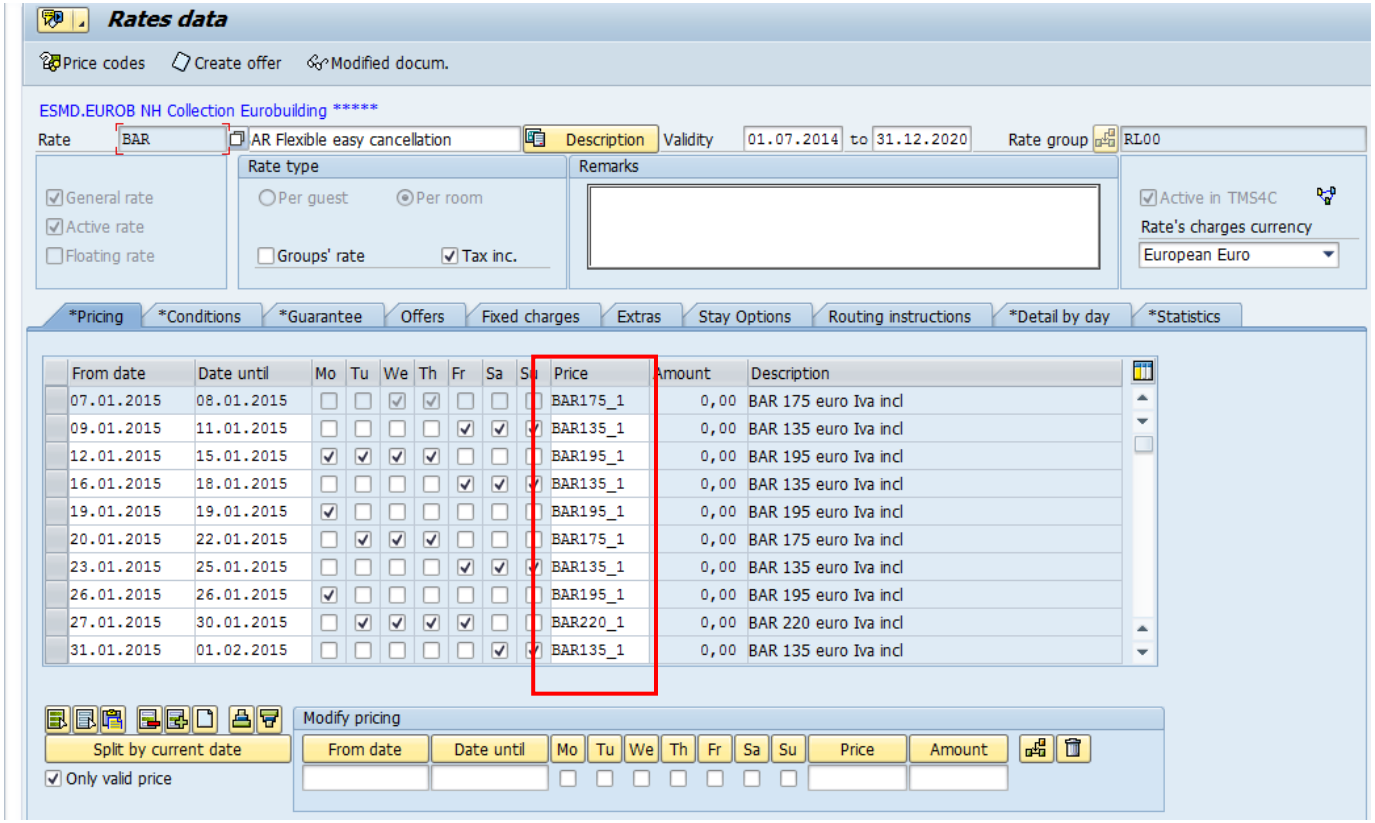
We will make a special mention to BAR that, in the same way than CRS, needs a setup of the daily value. In TMS it is done in “Rates”, however in CRS was done in “Closed”:



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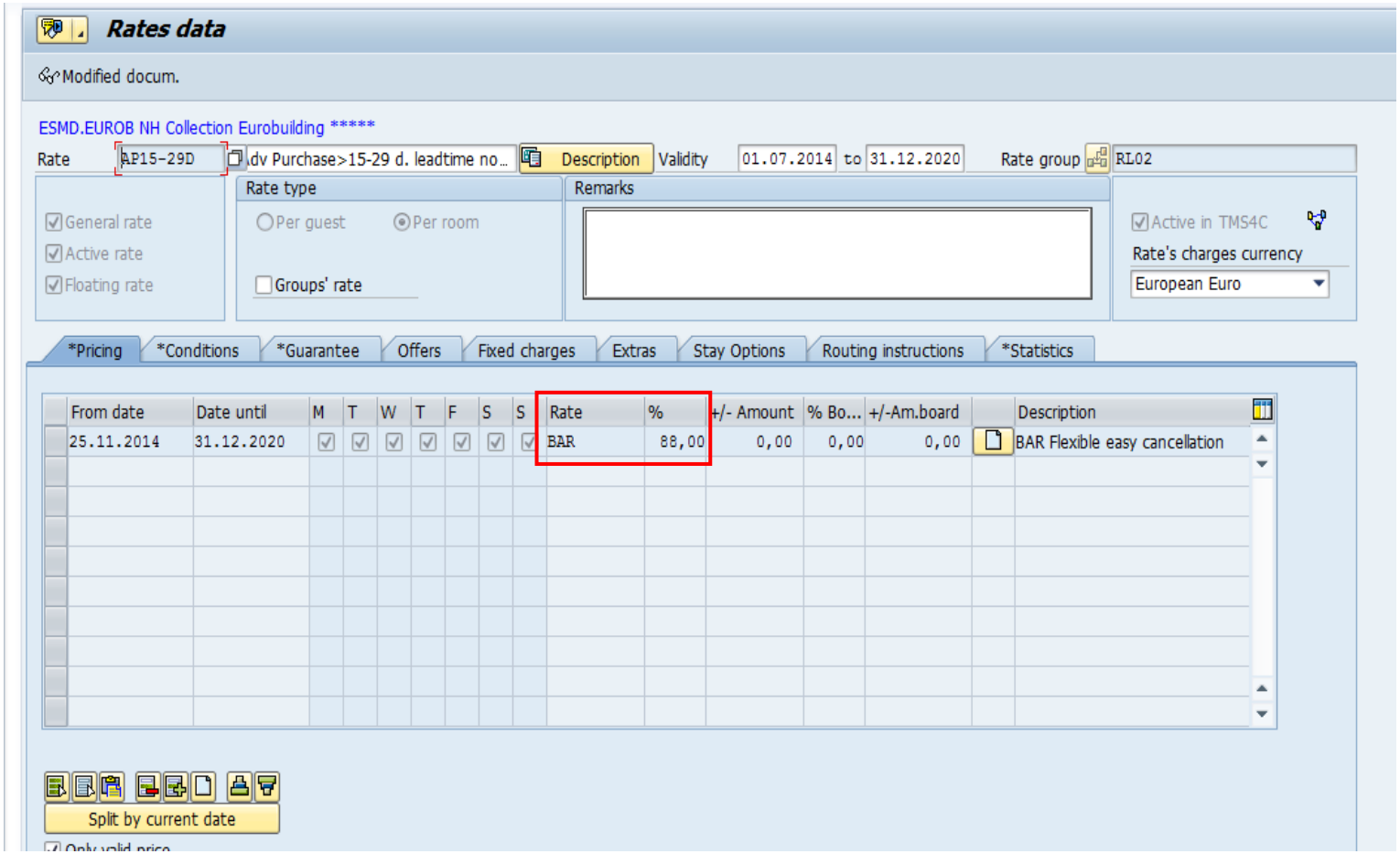
2.- Floating rate => Linked to other rate (currently just to BAR, while CRS is alive)

In example => this rate Advance Purchase presents a 12% discount over the BAR rate.



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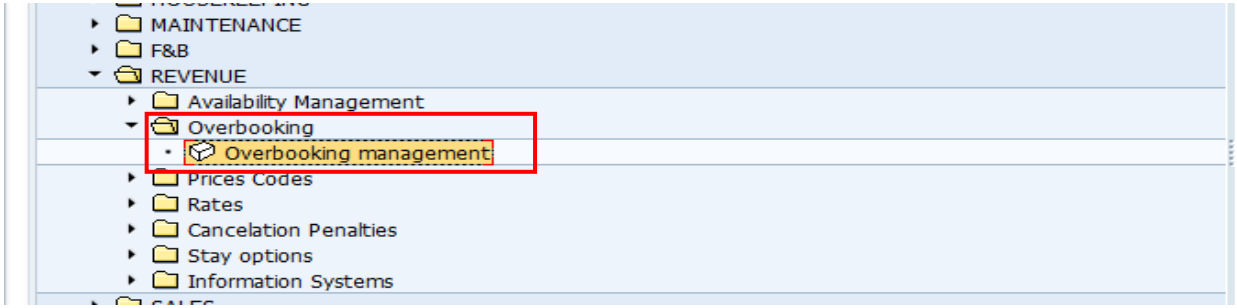
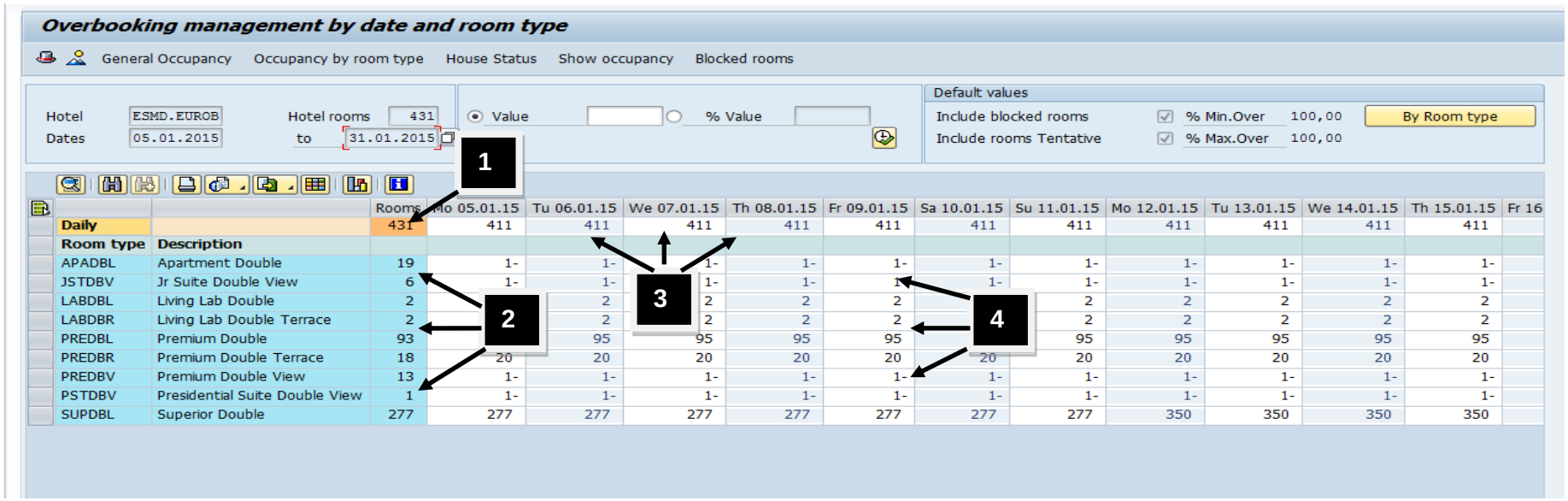
5.- Overbooking

In this tab it is managed the opening and/or closing of hotels total sales (level 1) or sales by room type (level 2):



When we access to this window a time period is requested. After that, the following information will appear:



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1 ⇨ Hotel total inventory.

2 ⇨ Inventory by room type.

3 ⇨ Total rooms that are put up for sale daily.

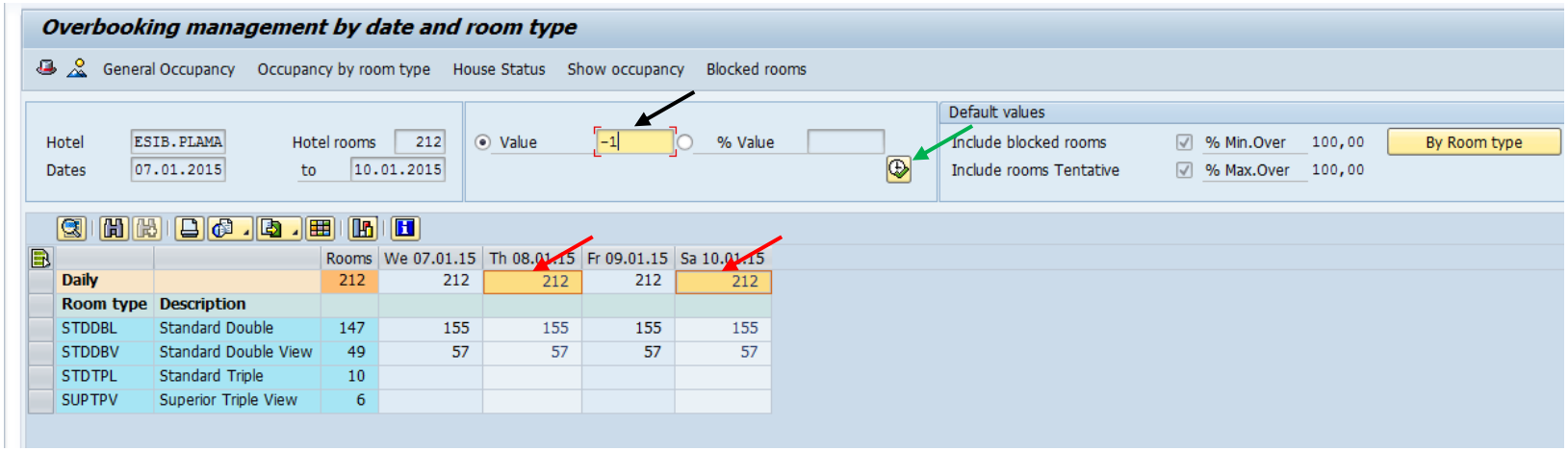
4 ⇨ Total rooms by typology that are put up for sale daily.

For both levels (opening/closing of total sales or by room type), to close sales we must write -1 and a positive number to open sales.

1.- ¿How to manage overbooking? We have two options. Depending on what we want to do we will choose the most useful one:

A.- If we use the option "Value"=> We click on the cell that needs to be modified and write the number of rooms we want to move. To select multiple cells press Control button and select the cells needed.

In example => We have selected days 8 and 10 (red arrows) to close sales (black arrow). To set this information and therefore move the rooms, we press "modify values" (green arrow).



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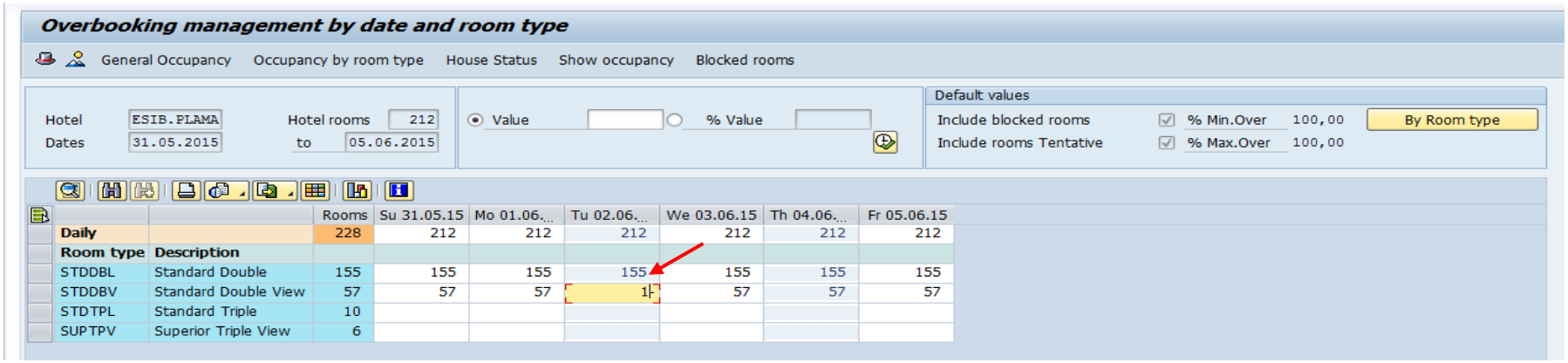
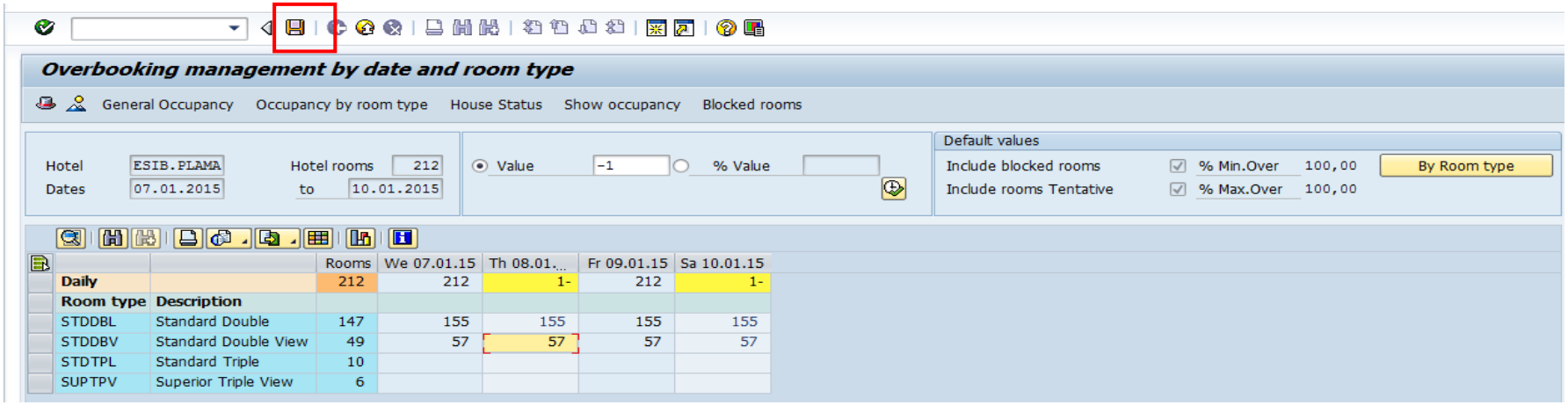
B.- If we use the cells => We click on the cell we want to modify and the value is changed directly in the cell.
In example => We want to close sales for room type Standard Double View the 2nd June. We wrote -1 in its cell (red arrow):

In both cases the changes made are marked in yellow. We have to save the changes (red box):





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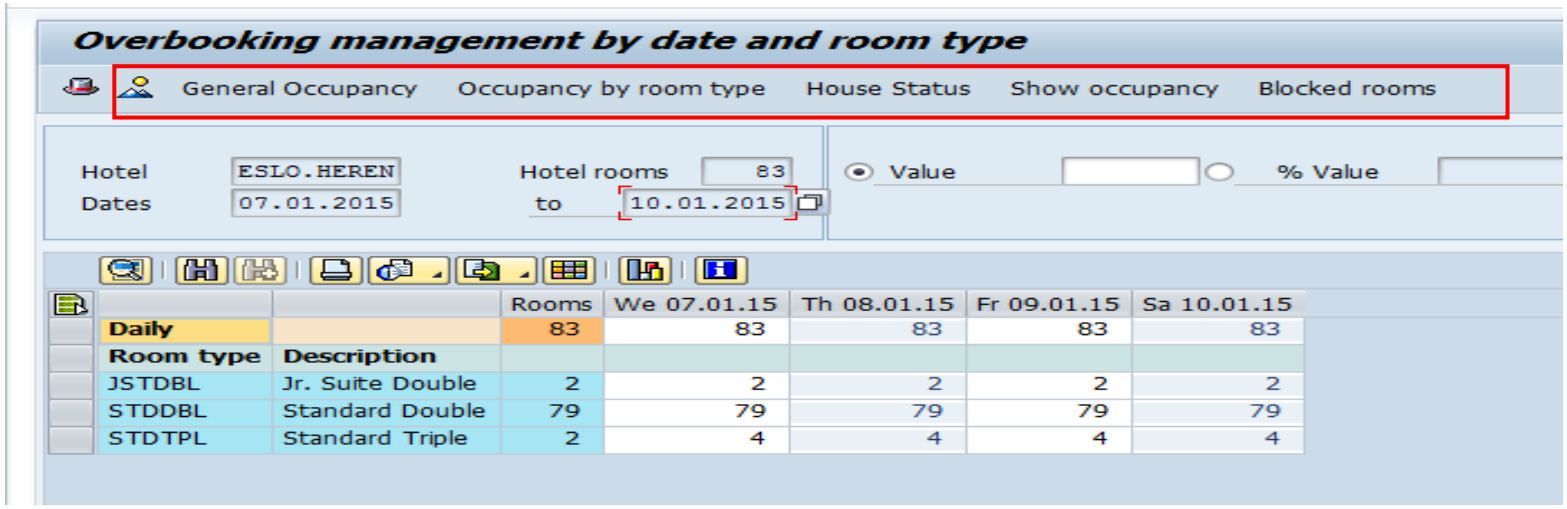
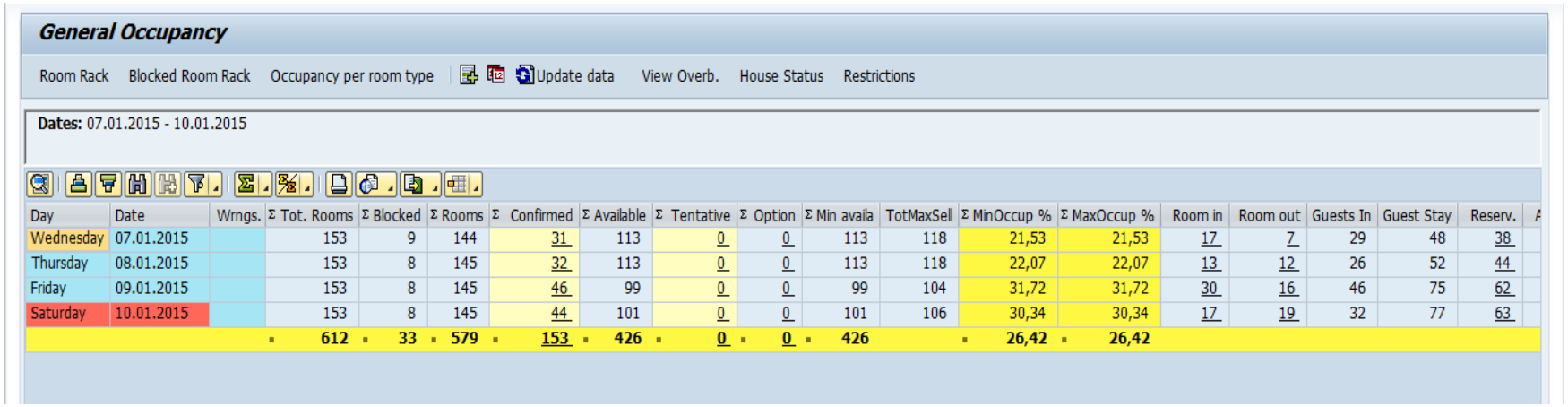
2.- ¿What additional information appears in this window? The system offers an horizontal menu where we can navigate and find information related to general occupancy level, by room typology…



		Rooms	We 07.01.15	Th 08.01.15	Fr 09.01.15	Sa 10.01.15
Daily		83	83	83	83	83
Room type	Description					
JSTDBL	Jr. Suite Double	2	2	2	2	2
STDDBL	Standard Double	79	79	79	79	79
STDTPL	Standard Triple	2	4	4	4	4

A.- General Occupancy => To see the reservation status:



Day	Date	Wrngs.	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Option	Σ Min availa	TotMaxSell	Σ MinOccup %	Σ MaxOccup %	Room in	Room out	Guests In	Guest Stay	Reserv.
Wednesday	07.01.2015		153	9	144	31	113	0	0	113	118	21,53	21,53	17	7	29	48	38
Thursday	08.01.2015		153	8	145	32	113	0	0	113	118	22,07	22,07	13	12	26	52	44
Friday	09.01.2015		153	8	145	46	99	0	0	99	104	31,72	31,72	30	16	46	75	62
Saturday	10.01.2015		153	8	145	44	101	0	0	101	106	30,34	30,34	17	19	32	77	63
			612	33	579	153	426	0	0	426		26,42	26,42					

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General Occupancy

Room Rack | Blocked Room Rack | Occupancy per room type | Update data | View Overb. | House Status | Restrictions

Dates: 07.01.2015 - 10.01.2015

Day	Date	Wrngs.	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Option	Σ Min availa	TotMaxSell	Σ MinOccup %	Σ MaxOccup %	Room in	Room out	Guests In	Guest Stay	Reserv.
Wednesday	07.01.2015		431	29	402	252	150	0	0	150	130	62,69	62,69	184	36	234	315	305
Thursday	08.01.2015		431	23	408	250	158	0	0	158	138	61,27	61,27	88	90	97	308	357
Friday	09.01.2015		431	23	408	141	267	0	0	267	247	34,56	34,56	102	211	137	187	369
Saturday	10.01.2015		431	23	408	106	302	0	0	302	282	25,98	25,98	53	88	79	151	211
			1.724	**98**	**1.626**	**749**	**877**	**0**	**0**	**877**		**46,13**	**46,13**					

- ⇨ Total rooms => Total hotel inventory
- ⇨ Blocked => Blocked rooms
- ⇨ Rooms => Confirmed + Disposable rooms
- ⇨ Confirmed => Reservation with confirmed status
- ⇨ Available => Rooms – Confirmed
- ⇨ Tentatives => Reservations with tentative status
- ⇨ Option => Reservations with option status
- ⇨ Min Availa => Total rooms - Confirmed
- ⇨ Total Max Sell=> Total rooms - Confirmed – Tentative
- ⇨ % Ocup Min => Real occupancy
- ⇨ % Ocup Max => Occupancy adding confirmed and/or tentatives
- ⇨ Room in /Room out /… => They are stayovers, check-in, check-out, pax in the hotel,…

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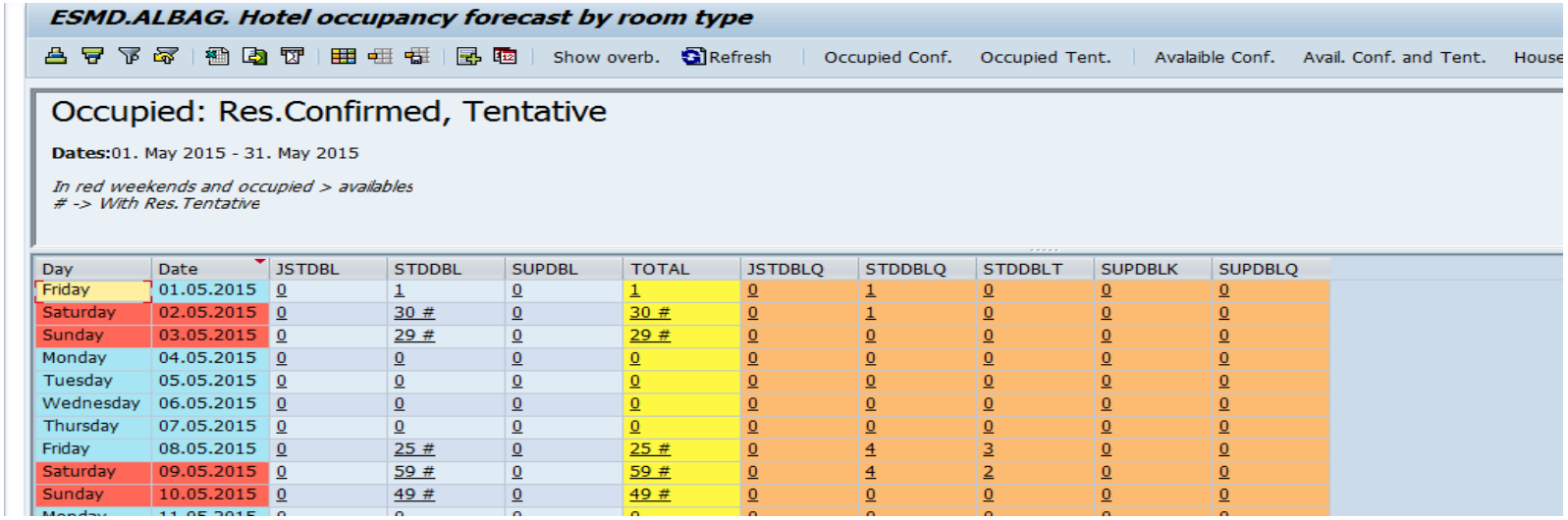
B.- Occupancy by room type => It is shown the reservation status by room type (grey columns) and by room subtype (orange columns). The "TOTAL" column in yellow is the sum by room type. ***The "#"points out that there is tentative rooms.***



Day	Date	JSTDBL	STDDBL	SUPDBL	TOTAL	JSTDBLQ	STDDBLQ	STDDBLT	SUPDBLK	SUPDBLQ
Friday	01.05.2015	0	1	0	1	0	1	0	0	0
Saturday	02.05.2015	0	30 #	0	30 #	0	1	0	0	0
Sunday	03.05.2015	0	29 #	0	29 #	0	0	0	0	0
Monday	04.05.2015	0	0	0	0	0	0	0	0	0
Tuesday	05.05.2015	0	0	0	0	0	0	0	0	0
Wednesday	06.05.2015	0	0	0	0	0	0	0	0	0
Thursday	07.05.2015	0	0	0	0	0	0	0	0	0
Friday	08.05.2015	0	25 #	0	25 #	0	4	3	0	0
Saturday	09.05.2015	0	59 #	0	59 #	0	4	2	0	0
Sunday	10.05.2015	0	49 #	0	49 #	0	0	0	0	0

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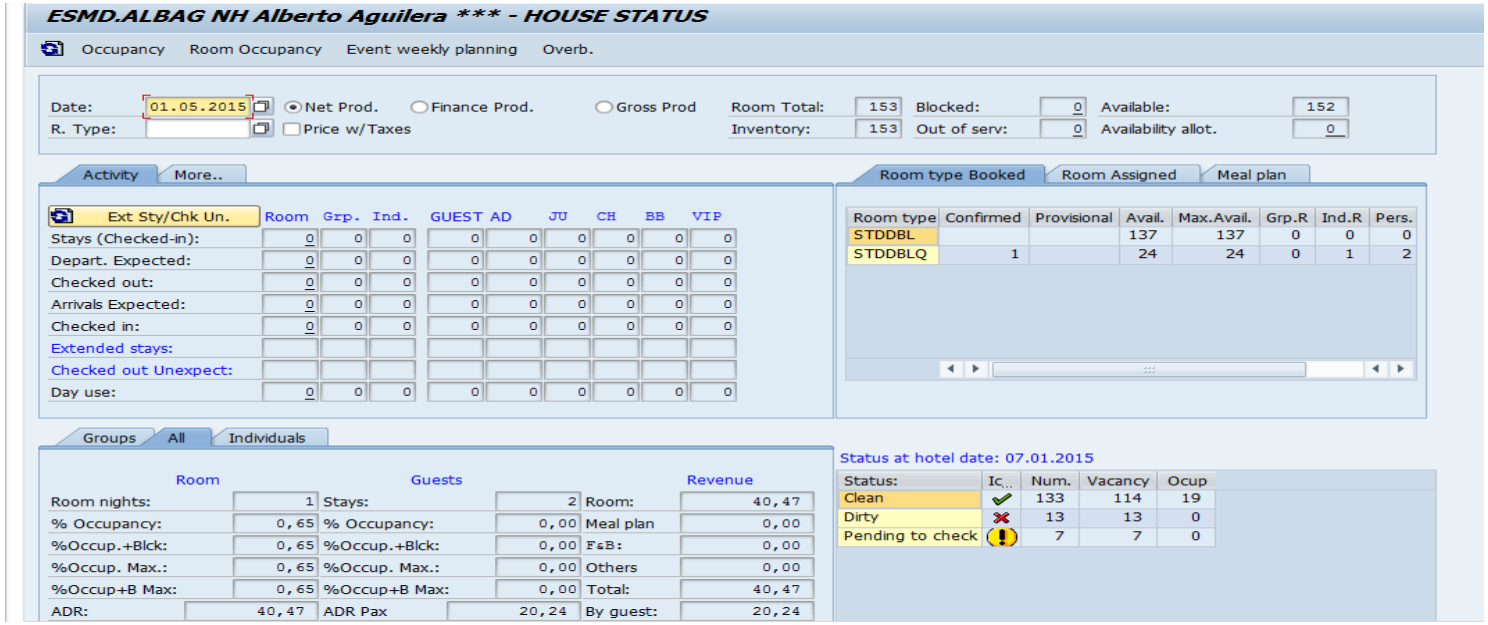
C.- House Status => The hotel status for a certain date is presented (disposable rooms, ADR, pending check-out…)



ESMD.ALBAG NH Alberto Aguilera *** - HOUSE STATUS

Occupancy | Room Occupancy | Event weekly planning | Overb.

Date: 01.05.2015 | R. Type: | Net Prod. | Finance Prod. | Gross Prod | Price w/Taxes

Room Total: 153 | Inventory: 153 | Blocked: 0 | Out of serv: 0 | Available: 152 | Availability allot. 0

Activity | More..

Ext Sty/Chk Un.	Room	Grp.	Ind.	GUEST	AD	JU	CH	BB	VIP
Stays (Checked-in):	0	0	0	0	0	0	0	0	0
Depart. Expected:	0	0	0	0	0	0	0	0	0
Checked out:	0	0	0	0	0	0	0	0	0
Arrivals Expected:	0	0	0	0	0	0	0	0	0
Checked in:	0	0	0	0	0	0	0	0	0
Extended stays:									
Checked out Unexpect:									
Day use:	0	0	0	0	0	0	0	0	0

Room type Booked | Room Assigned | Meal plan

Room type	Confirmed	Provisional	Avail.	Max.Avail.	Grp.R	Ind.R	Pers.
STDDBL			137	137	0	0	0
STDDBLQ	1		24	24	0	1	2

Groups | All | Individuals

Room		Guests		Revenue	
Room nights:	1	Stays:	2	Room:	40,47
% Occupancy:	0,65	% Occupancy:	0,00	Meal plan	0,00
%Occup.+Blck:	0,65	%Occup.+Blck:	0,00	F&B:	0,00
%Occup. Max.:	0,65	%Occup. Max.:	0,00	Others	0,00
%Occup+B Max:	0,65	%Occup+B Max:	0,00	Total:	40,47
ADR:	40,47	ADR Pax	20,24	By guest:	20,24

Status at hotel date: 07.01.2015

Status:	Ic..	Num.	Vacancy	Ocup
Clean	✔	133	114	19
Dirty	✖	13	13	0
Pending to check	!	7	7	0

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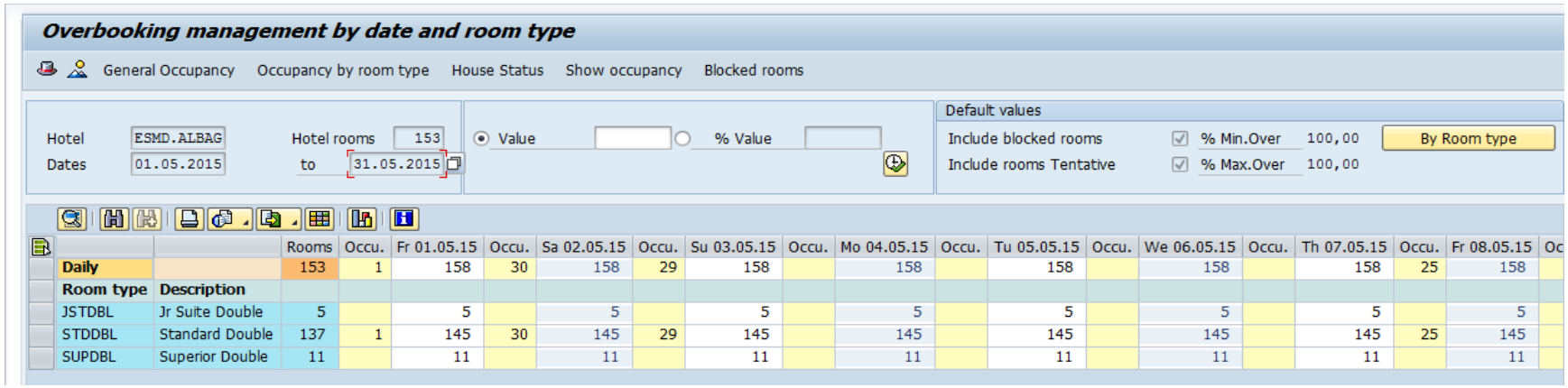
D.- Show Occupancy => In this window we can see reservations at level 1 and 2:



		Rooms	Occu.	Fr 01.05.15	Occu.	Sa 02.05.15	Occu.	Su 03.05.15	Occu.	Mo 04.05.15	Occu.	Tu 05.05.15	Occu.	We 06.05.15	Occu.	Th 07.05.15	Occu.	Fr 08.05.15	Oc
Daily		153	1	158	30	158	29	158		158		158		158		158	25	158	
Room type	Description																		
JSTDBL	Jr Suite Double	5		5		5		5		5		5		5		5		5	
STDDBL	Standard Double	137	1	145	30	145	29	145		145		145		145		145	25	145	
SUPDBL	Superior Double	11		11		11		11		11		11		11		11		11	

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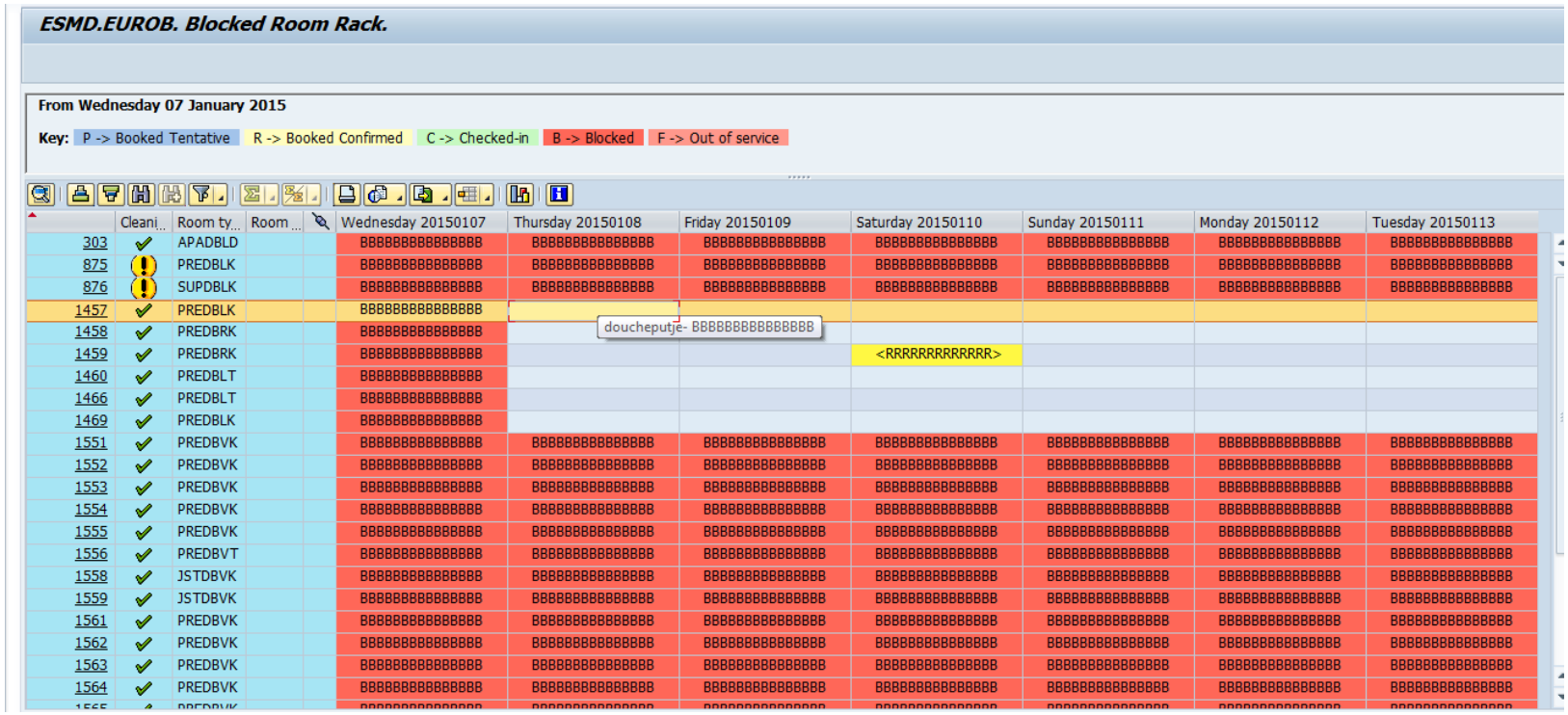
E.- Blocked rooms => Blocked rooms and/or out of order rooms are shown. Also we can see the cause of them.



	Cleani...	Room ty...	Room ...	Wednesday 20150107	Thursday 20150108	Friday 20150109	Saturday 20150110	Sunday 20150111	Monday 20150112	Tuesday 20150113
303	✓	APADBLD		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
875	!	PREDBLK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
876	!	SUPDBLK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1457	✓	PREDBLK		BBBBBBBBBBBBBBB						
1458	✓	PREDBRK		BBBBBBBBBBBBBBB						
1459	✓	PREDBRK		BBBBBBBBBBBBBBB			<RRRRRRRRRRRRR>			
1460	✓	PREDBLT		BBBBBBBBBBBBBBB						
1466	✓	PREDBLT		BBBBBBBBBBBBBBB						
1469	✓	PREDBLK		BBBBBBBBBBBBBBB						
1551	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1552	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1553	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1554	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1555	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1556	✓	PREDBVT		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1558	✓	JSTDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1559	✓	JSTDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1561	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1562	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1563	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB
1564	✓	PREDBVK		BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB	BBBBBBBBBBBBBBB

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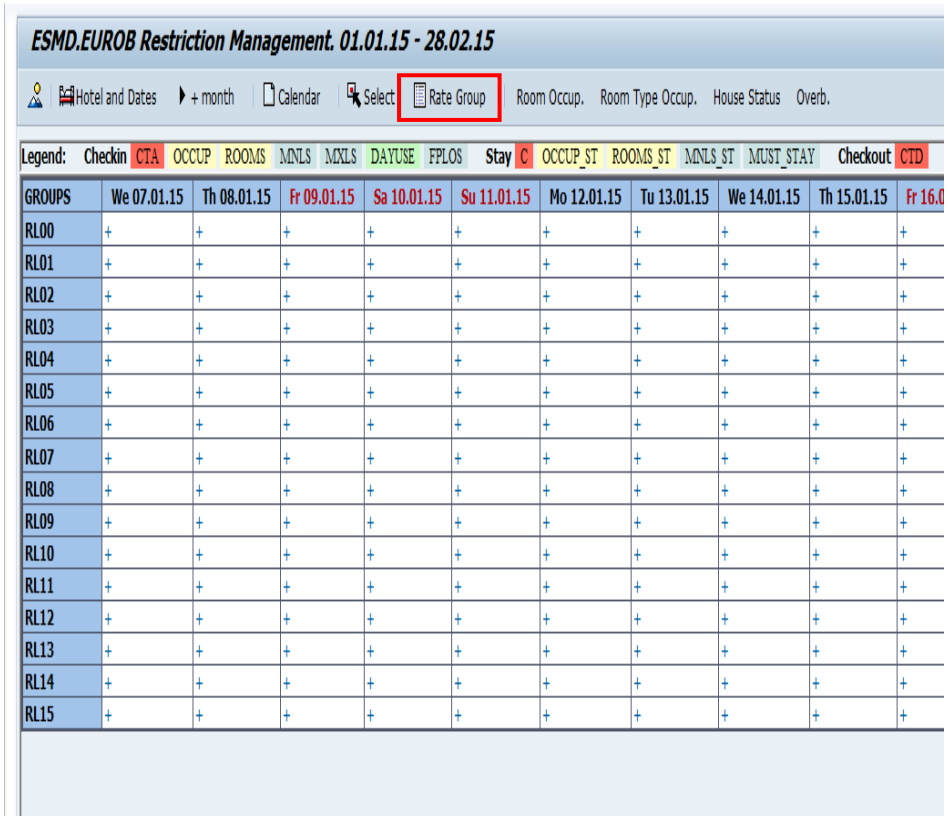
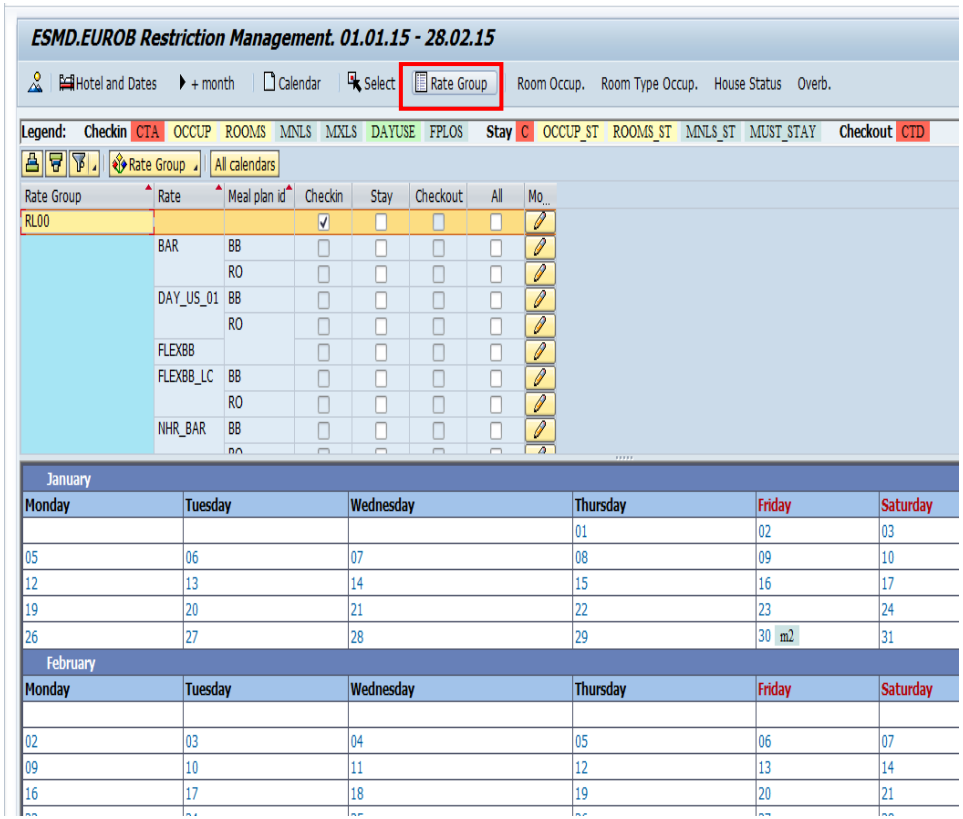
6.- Restriction Management

Depending on what we want to do we will stay in the general vision of Restriction Management or we will click in “Rate Group” in the horizontal menu:





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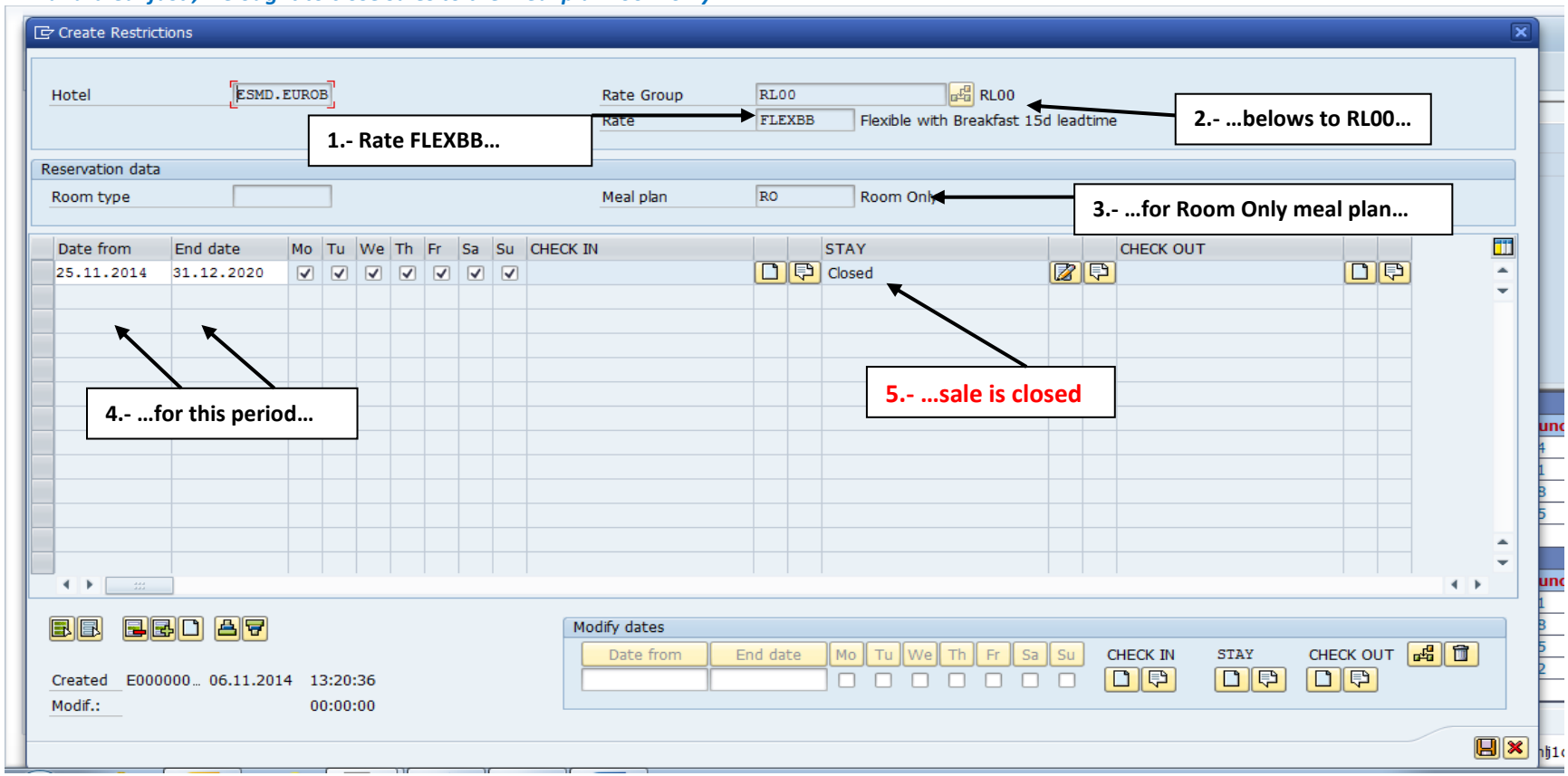
In this window we will manage the following information:

- ✓ *Closings over meal plan =>*
- ✓ *Ceilings*
- ✓ *Yield restrictions*
- ✓ ***Closings over meal plan =>*** In CRS we configured the meal plan in the rate and in TMS the meal plan is restricted closing the sale of the meal plans we are not interested in.

In example => In CRS rate 1535 was configured as meal plan HD and set as compulsory compliance. In TMS the rate is configured with all the specific information (guarantee ,linked to a BAR rate,…), but nothing related to the meal plan. To configure that this rate is booked only with the meal plan bed and breakfast , we ought to close sales to the meal plan room only.



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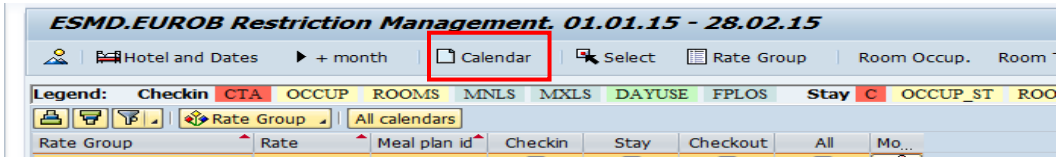
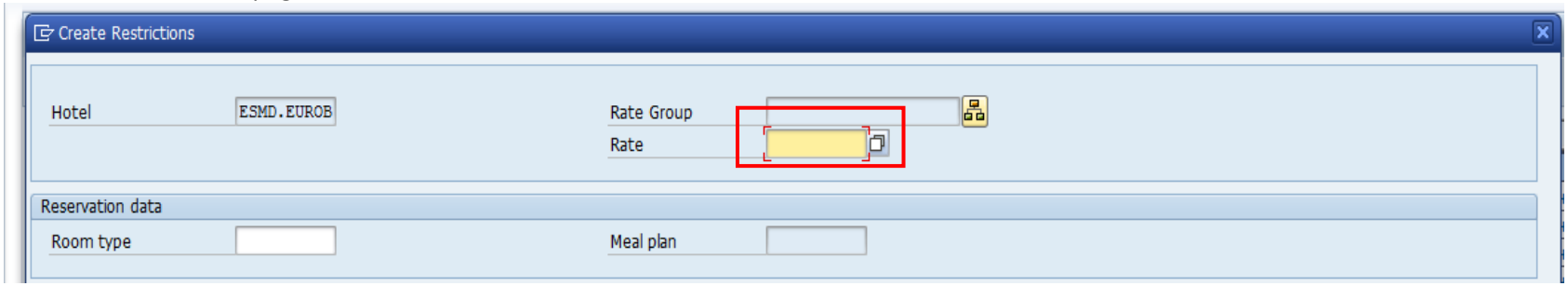
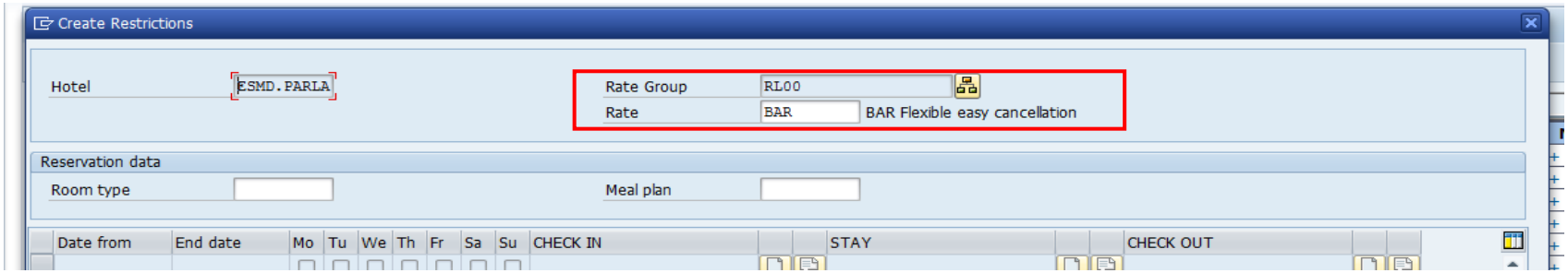
¿How to create a restriction?

⇨ Go to "Calendar" in the horizontal menu:



⇨ Click in the double page button to select the rate we want to restrict:





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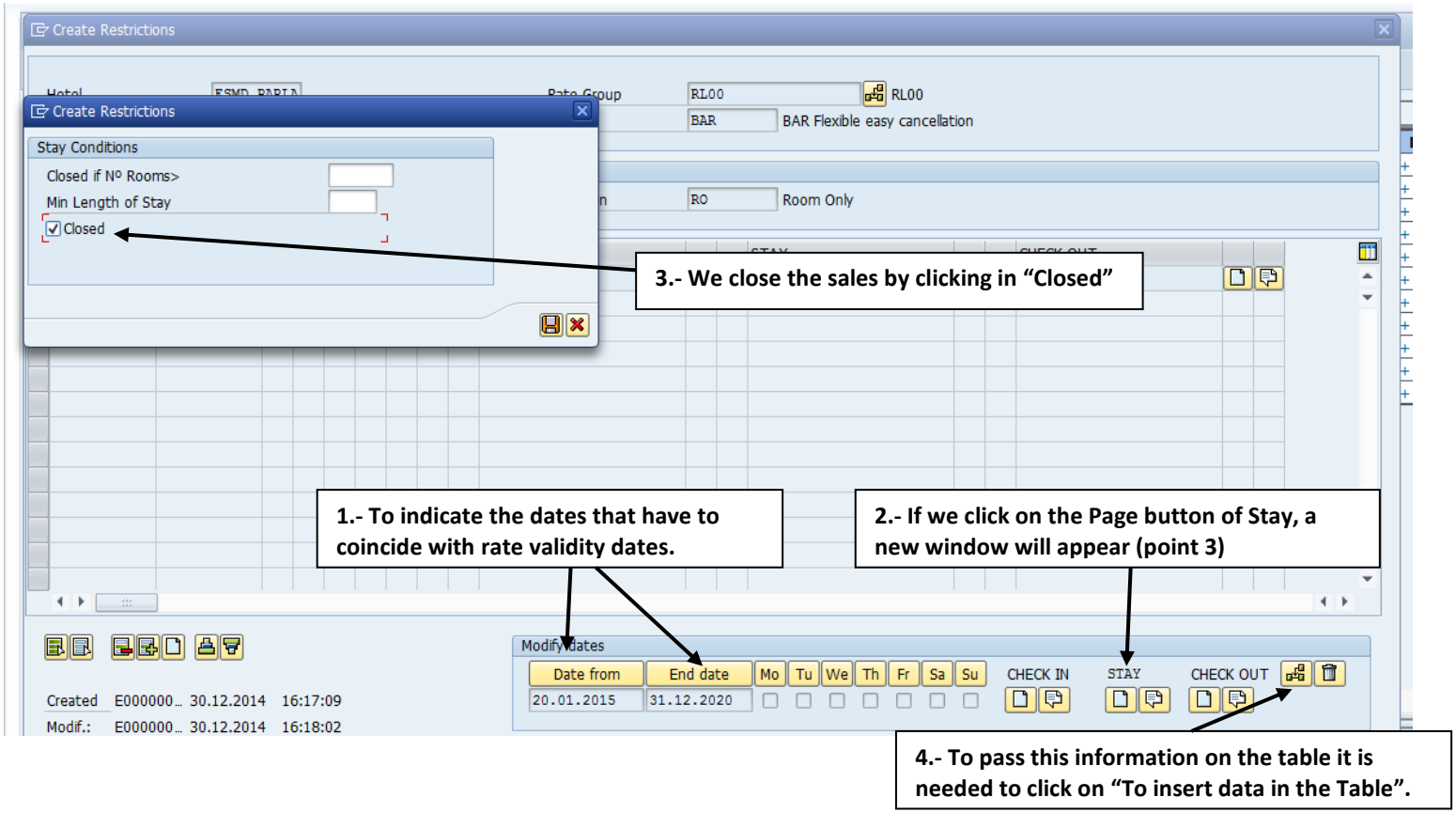
We carry out the same operation in Meal plan

⇨ We select the meal plan where we want to restrict the reservation:



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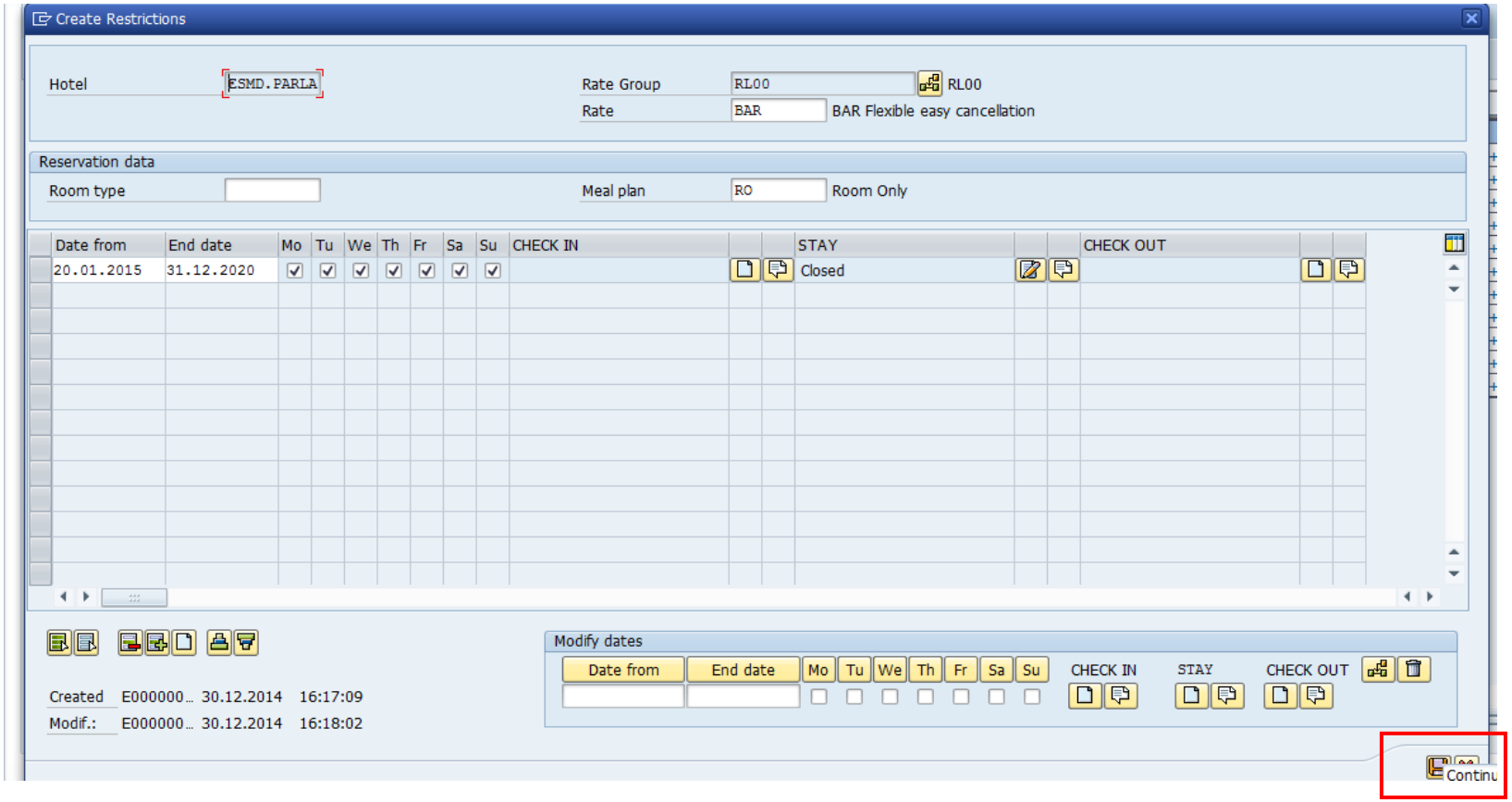
⇨ Finaly we save the data:



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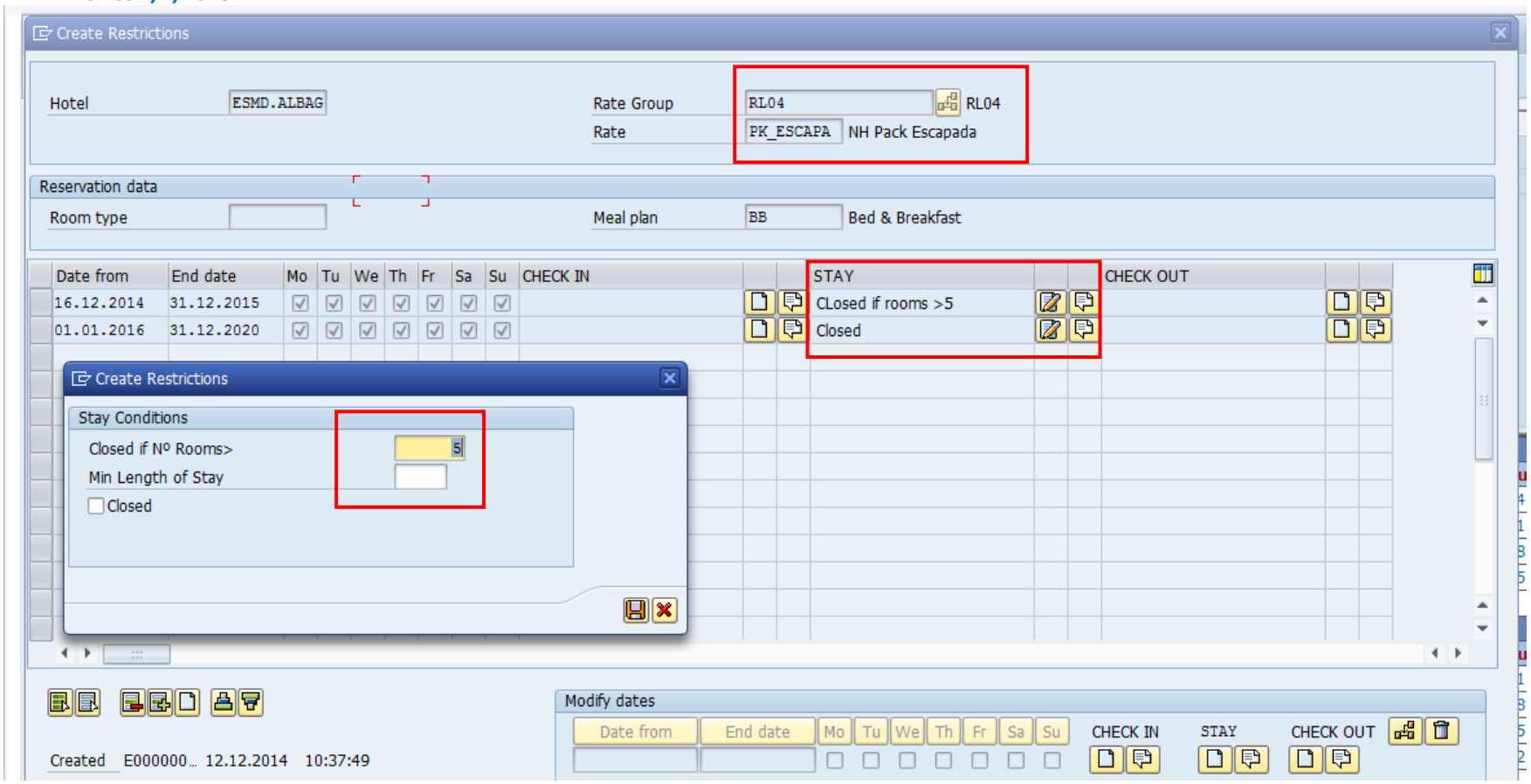
- ✓ ***Ceilings =>*** Rooms we want to put up for sale by each rate and/or Rate Level. In CRS it would correspond with tab "Groups" in "Closing". The operation is the same with the exception that we do not mark "Closed", we indicate the number of rooms we want to put up for sale. ***In example => For the rate of the Pack Escapada from 16/12/2014 to 31/12/2015, we want to put up for sale 5 rooms in "STAY" option and close it since 1/1/2016.***



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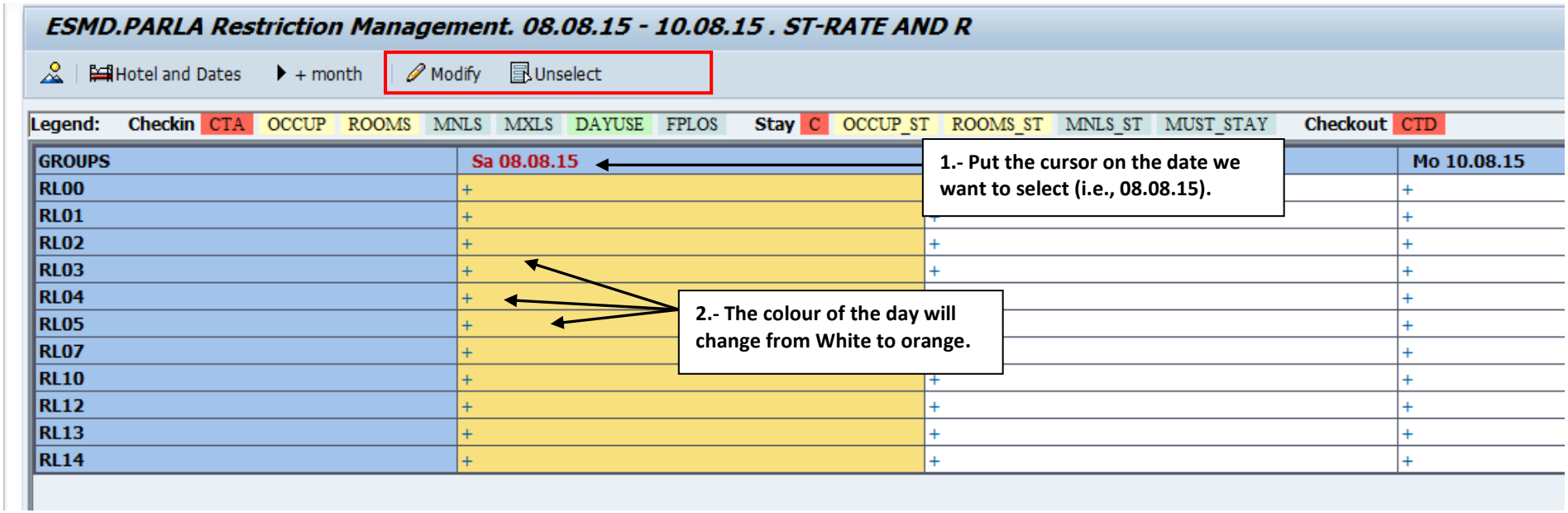
- ✓ ***Yield restrictions =>*** Restrictions invisible for the guest that do not allow to make a reservation, optimizing in this way the sales in opportunity moments. Can be applied over a date, Rate Level or rate:

  - *Over a date*



Important!!! => horizontal menu has ben modified. Go to "Modify" to show the window and insert the information.

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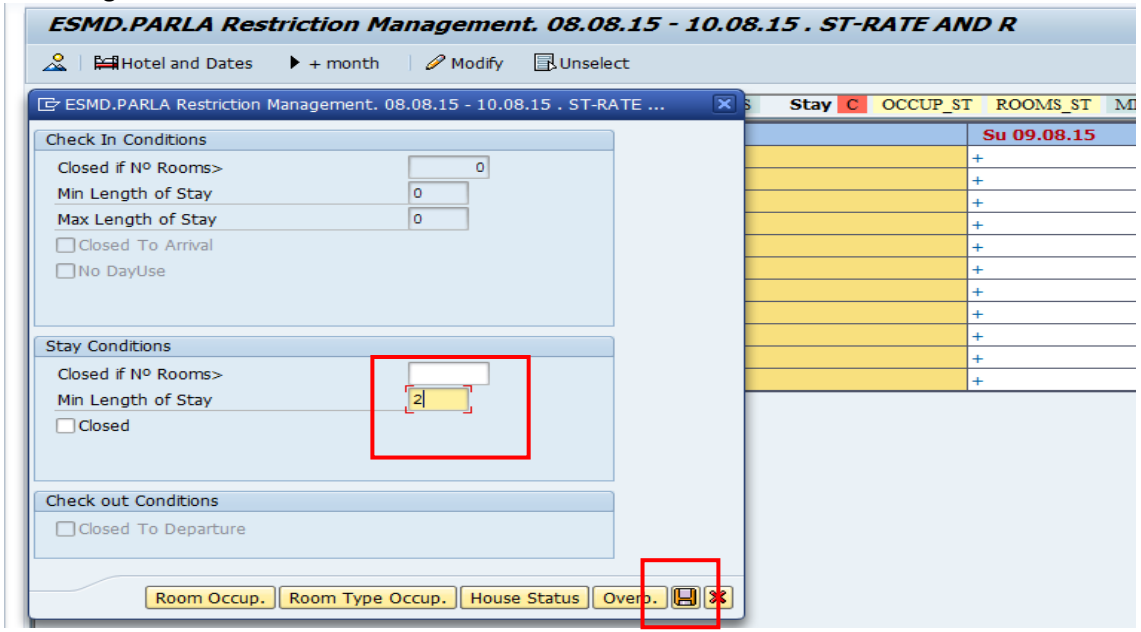
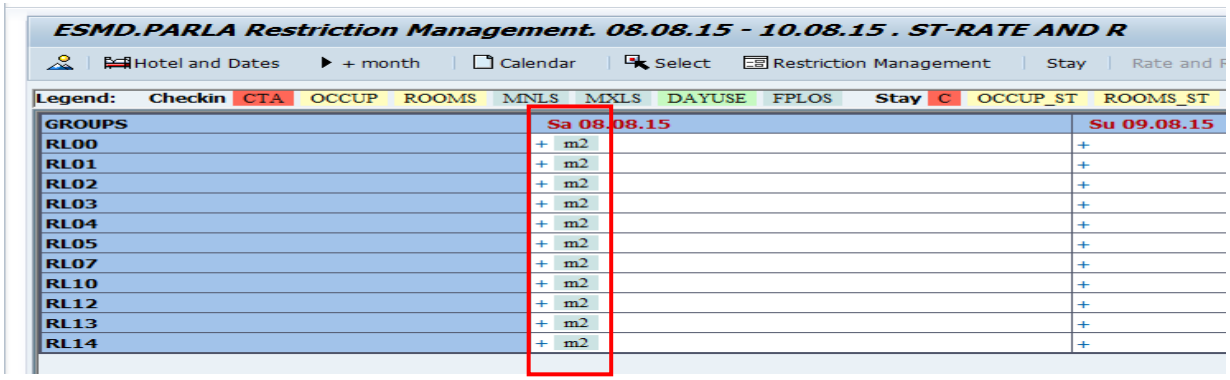
We set the number of nights we want to restrict and we save the information:





Important!!! => In the same way than CRS, in TMS to delete a restriction of minimum stay we must to select minimum stay of 1 nights instead of 0 nights.

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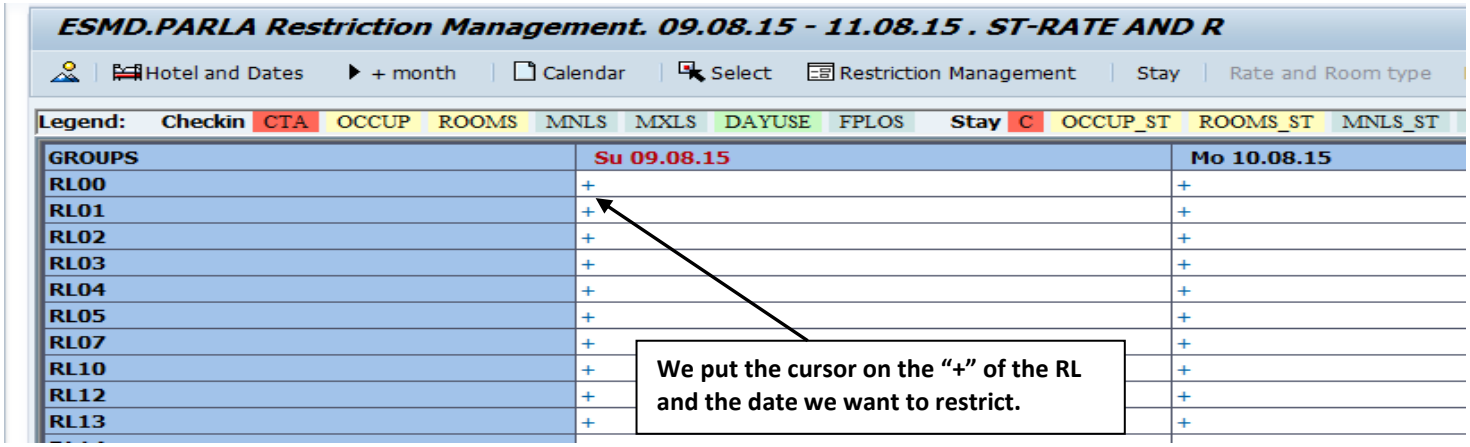
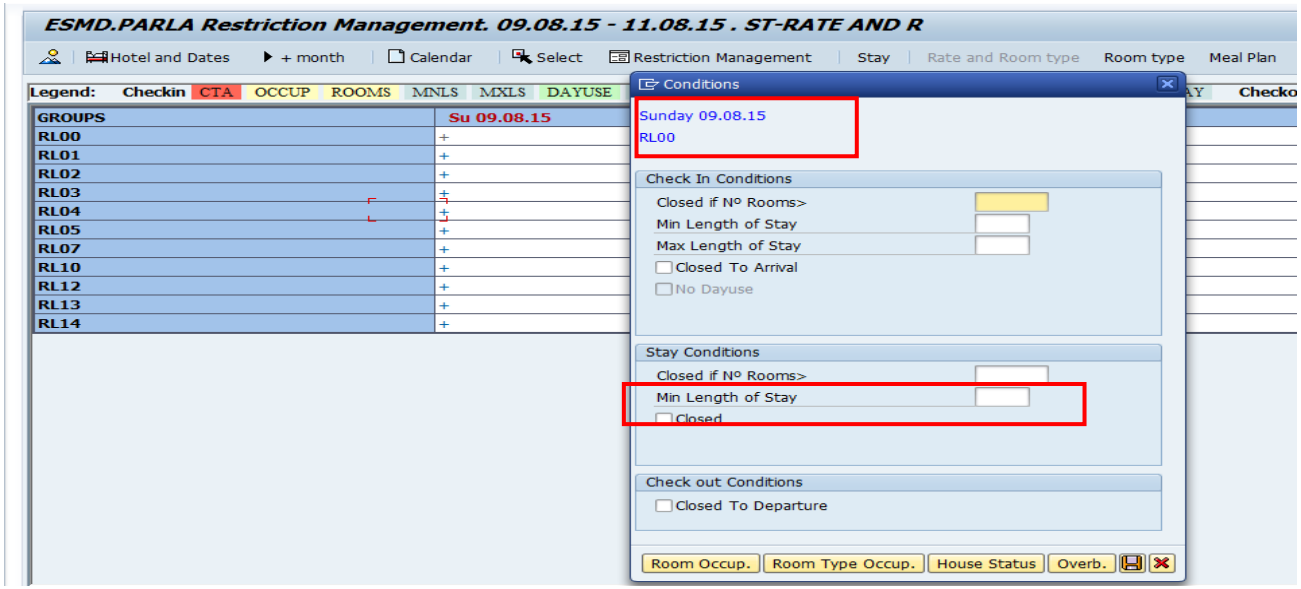
- *Over Rate Level*





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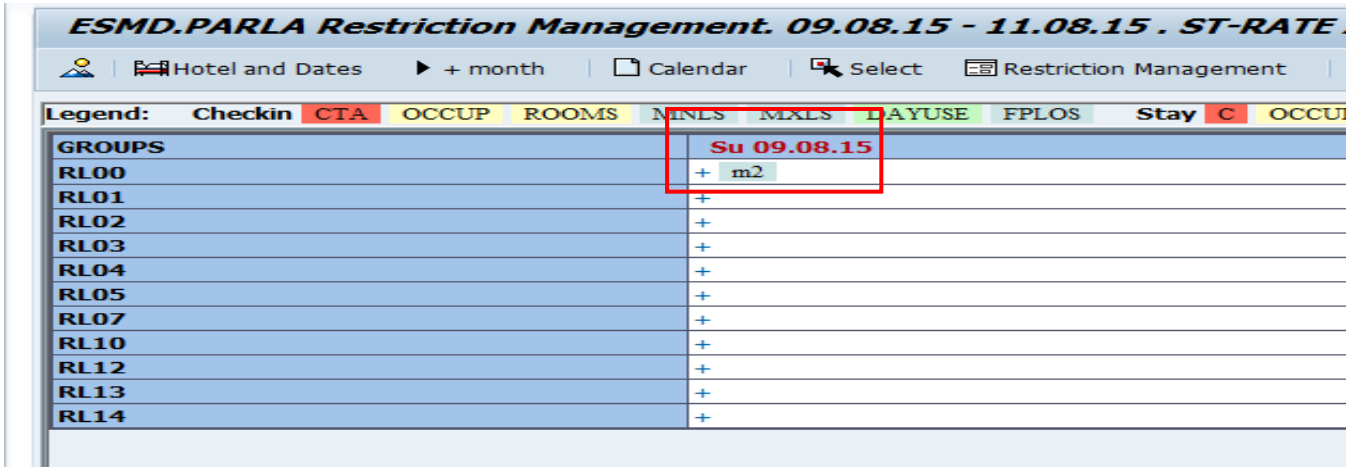

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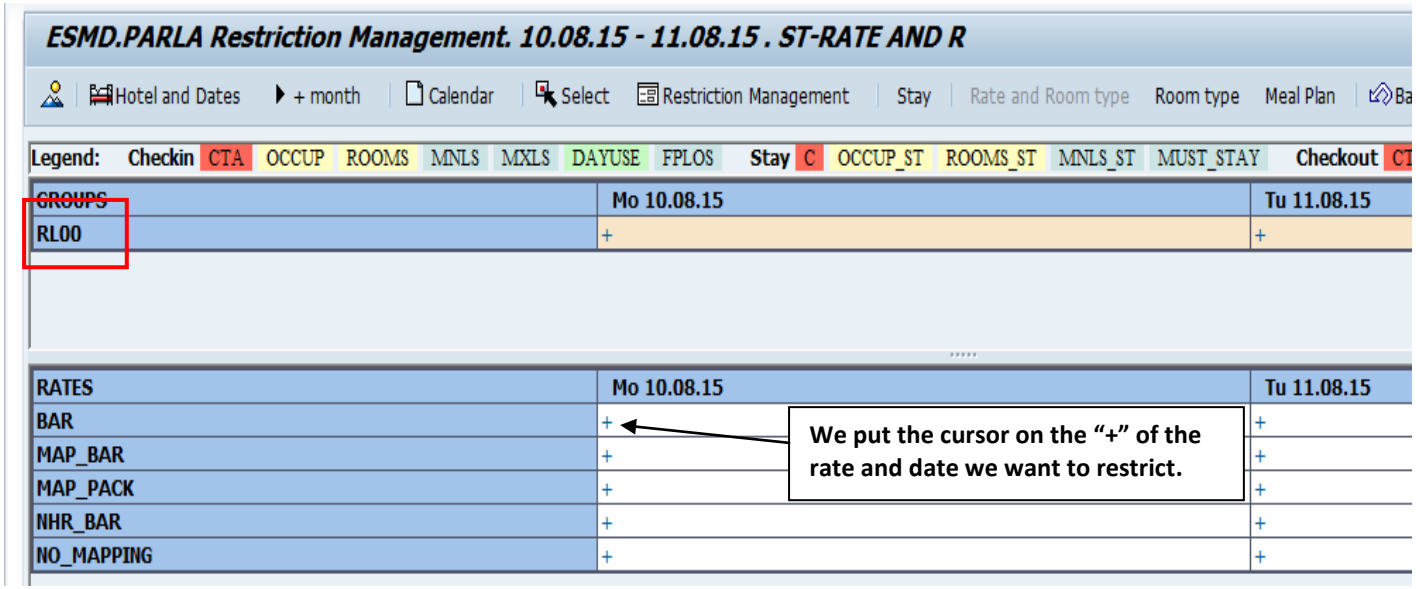
- *Over rate* => We will select Rate Level where is the rate we want to restrict:



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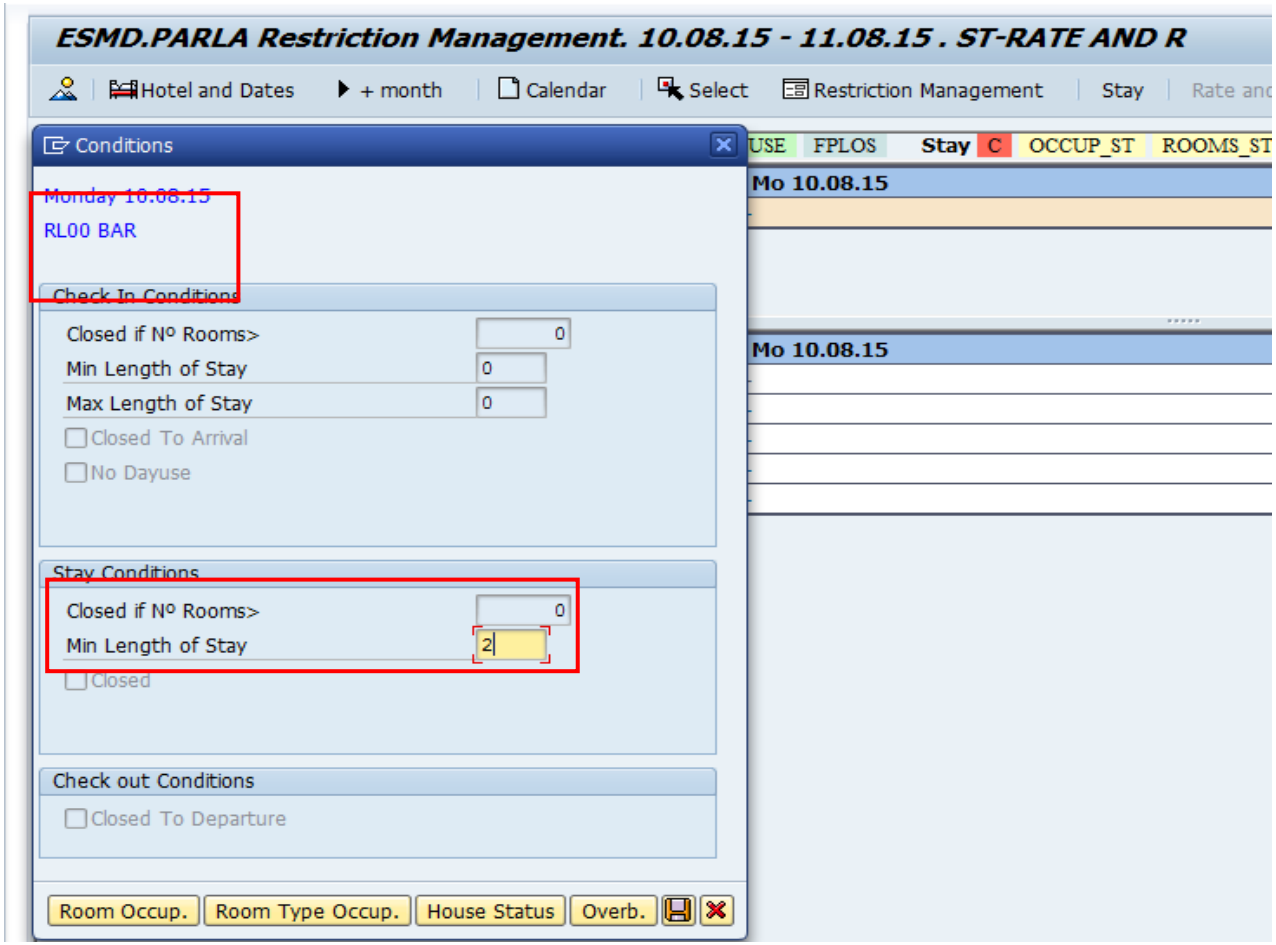

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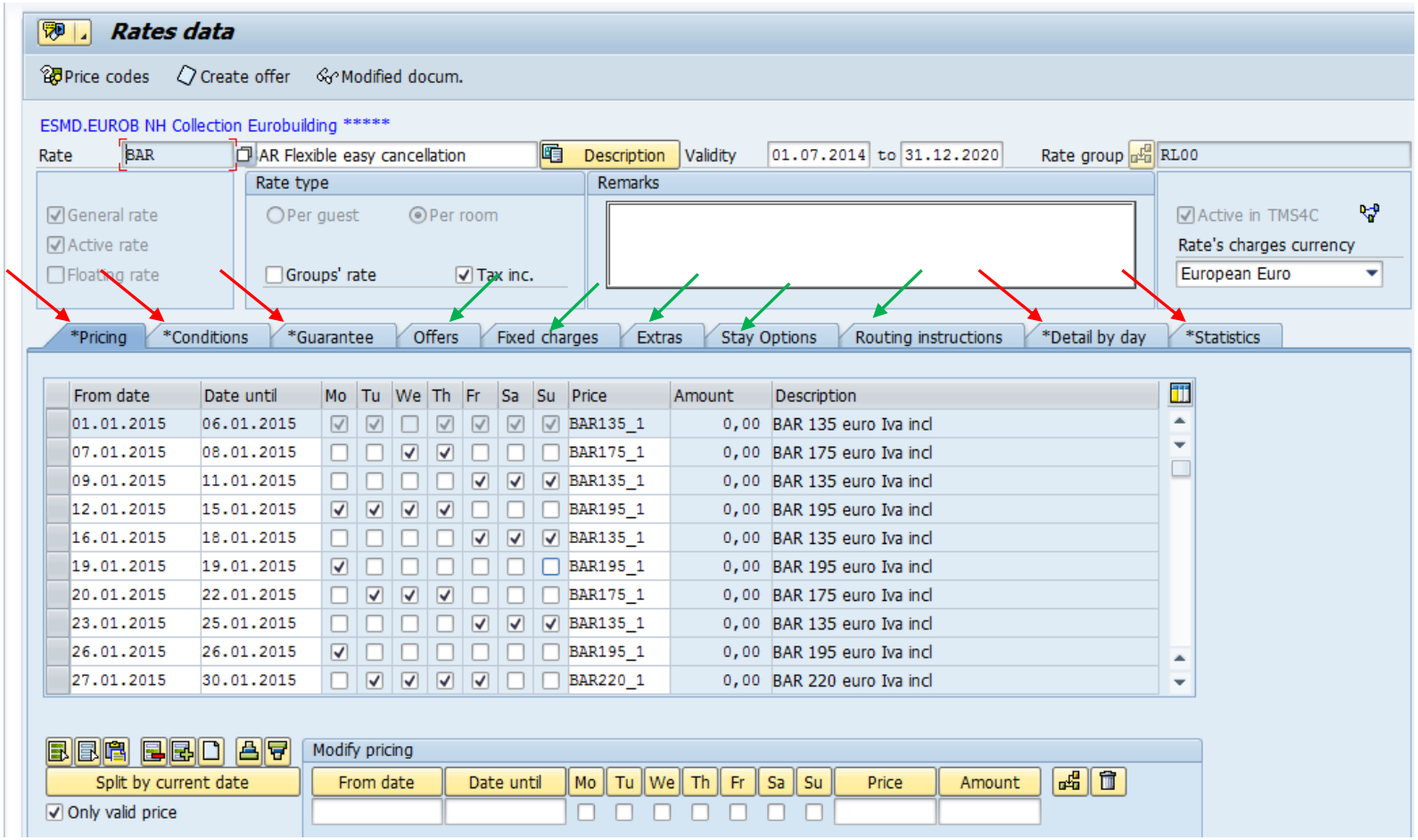
7.- FAQs

- ***¿What does "*" of the tabs mean?*** => The tabs with asterisk mean that there is some information uploaded in it. If we are looking for certain information, we can avoid the tabs without the asterisk.



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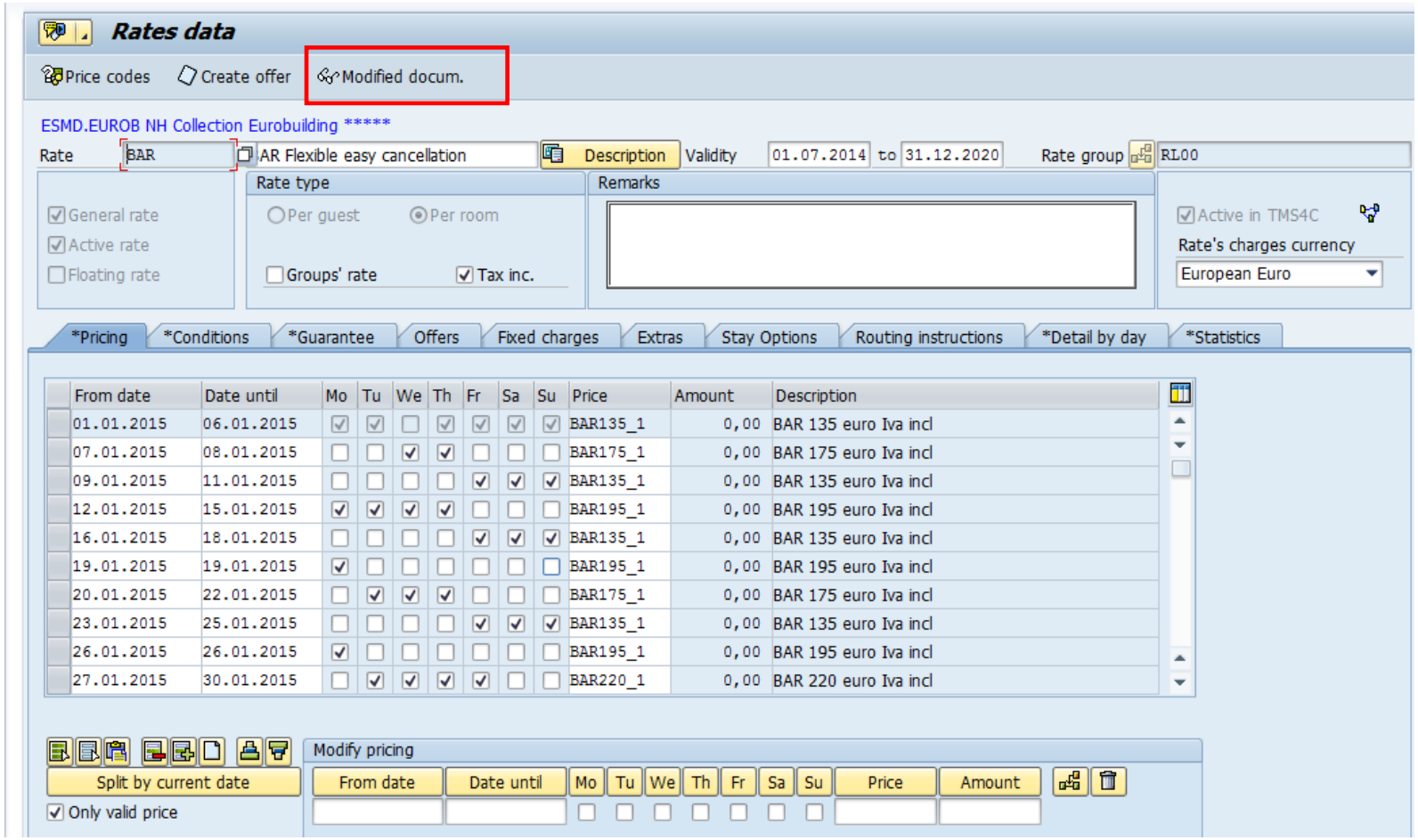
- ***¿How to see the audits of changes made on a rate?*** => To see the audit of changes we have to select “Modified Docum.”



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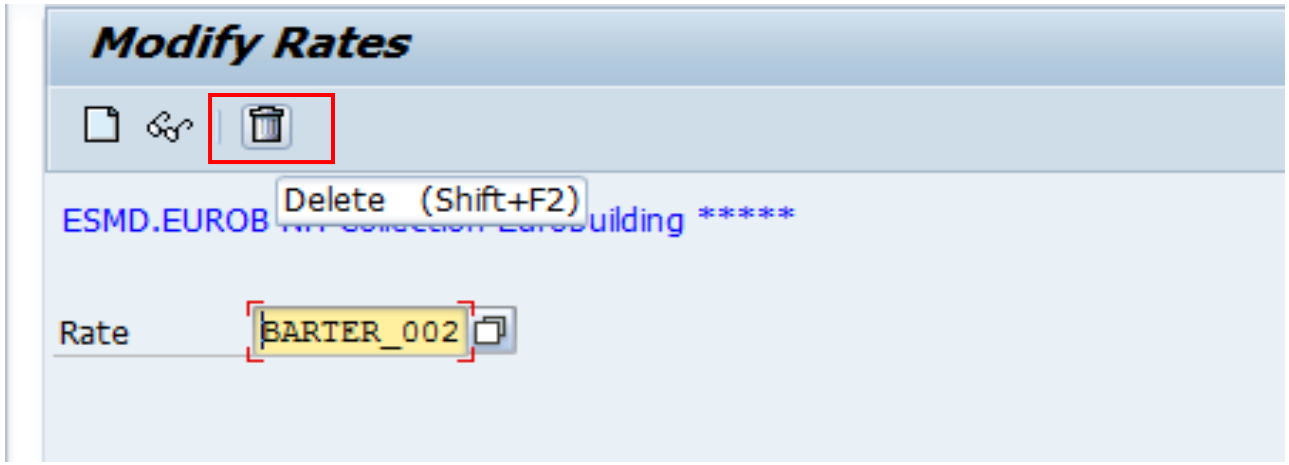
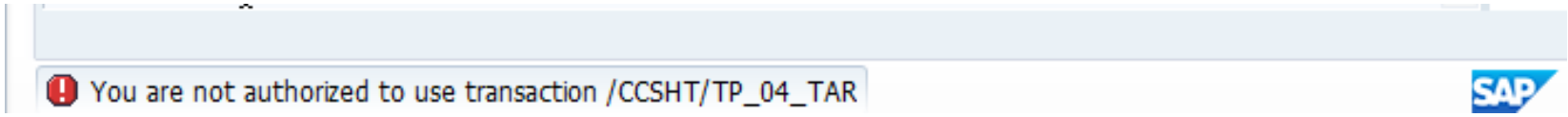
- ***¿Can we delete a Price Code or a Rate?*** => There is a button to delete them, but it is <u>not available</u>.



It would get us back to the main menu. At the bottom of the screen this error message will appear:



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- ***¿How many BAR Price Codes can we create?*** => In TMS there is no limit, but in EzRMS the maximum BAR codes it can be managed is 20.

Season price identifier (1) 500 Entries found

Price codes | Applicable price codes

Hotel: ESMD.EUROB

Price code	Description	End date	Ra...	Date	P.X.Gue...	Curren...	Tax in...	Base
BAR120_1	BAR 120 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR135_1	BAR 135 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR150_1	BAR 150 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR160_1	BAR 160 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR170_1	BAR 170 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR175_1	BAR 175 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR180_1	BAR 180 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR190_1	BAR 190 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR195_1	BAR 195 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR220_1	BAR 220 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR250_1	BAR 250 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR270_1	BAR 270 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR285_1	BAR 285 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR310_1	BAR 310 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR350_1	BAR 350 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR410_1	BAR 410 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR470_1	BAR 470 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR500_1	BAR 500 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR575_1	BAR 575 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BAR650_1	BAR 650 euro Iva incl	31.12.2099		25.11.2014	☐	EUR	☐	☐
BARTER_001	Barter 001	31.12.2099		25.11.2014	☐	EUR	☐	☐
BARTER_002	Barter 002	31.12.2099		25.11.2014	☐	EUR	☐	☐
BGR_SP_001	BGR Sport Neg 38 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐
BGR_SP_002	BGR Sport Neg 36 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐
BGR_SP_003	BGR Sport Neg 31 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐
BGR_SP_004	BGR Sport Neg 37 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐
BGR_SP_005	BGR Sport Neg 41 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐
BGR_SP_006	BGR Sport Neg 40 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐
BGR_SP_007	BGR Sport Neg 39 RO	31.12.2099		25.11.2014	☑	EUR	☐	☐

BAR

31 January 2013

Rate Details *Validities*

Rate Code	Rate (EUR)			Default
	Suite	Standard Scenic	Standard	
10	295.00	265.00	255.00	
11	280.00	265.00	240.00	
110	270.00	240.00	230.00	
111	245.00	215.00	205.00	
112	219.00	189.00	179.00	
113	210.00	180.00	170.00	
114	190.00	160.00	150.00	
115	180.00	150.00	140.00	
116	170.00	140.00	130.00	
117	160.00	130.00	120.00	
118	155.00	125.00	115.01	
119	147.00	117.00	107.00	
120	142.00	112.00	102.00	
121	137.00	107.00	97.00	
122	132.00	102.00	92.00	
123	127.00	97.00	87.00	
124	122.00	92.00	82.01	Current
125	117.00	87.00	77.00	
126	112.00	82.01	72.00	
127	107.00	77.00	67.00	
128	102.00	72.00	62.00	

Rate Details *Validities*

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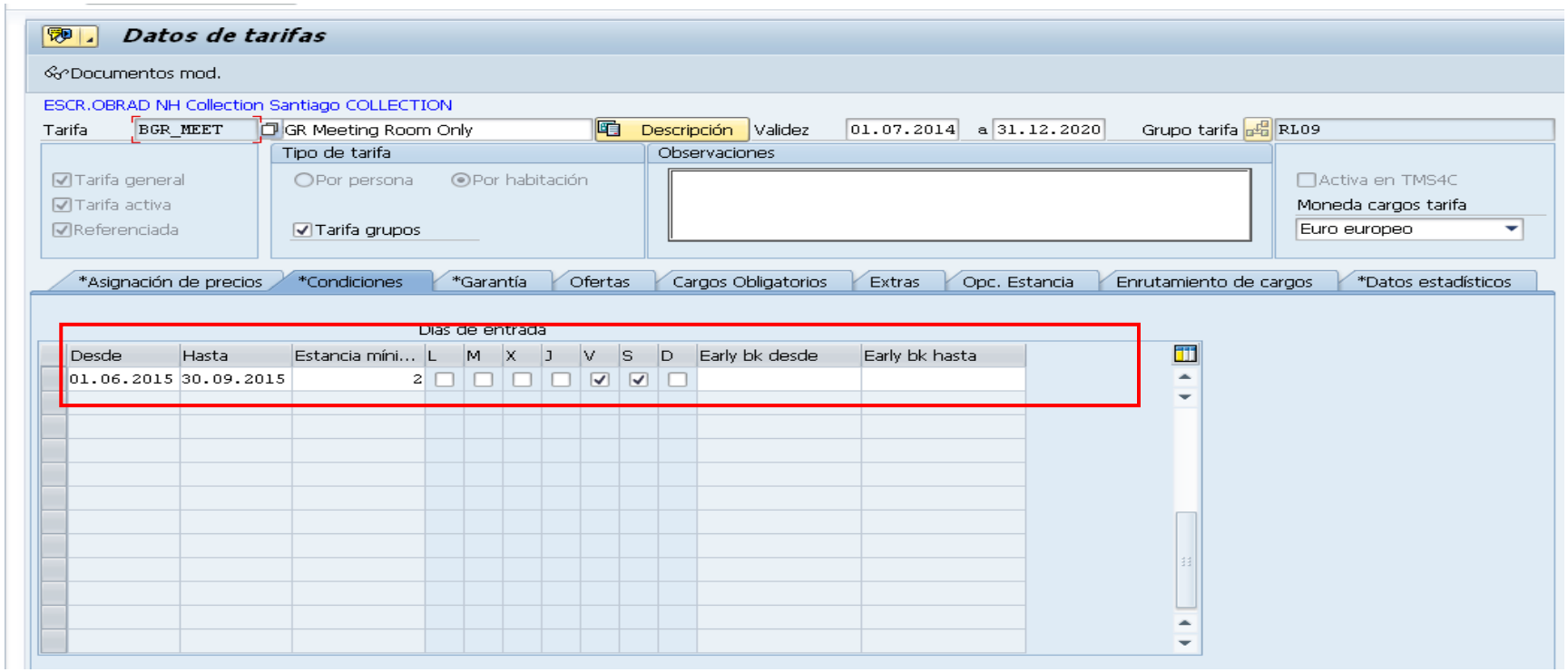
- ***In the tab "Conditions" there is information that I did not upload*** => There is an incidence that is produced the dates of downloading of reservations (Thursday) and/or hotel migration (Tuesday). It appears in some rates and in most of the hotels. We must to send a mail to our Key User to create an incidence in Landesk because it is still in process to be solved by IT.



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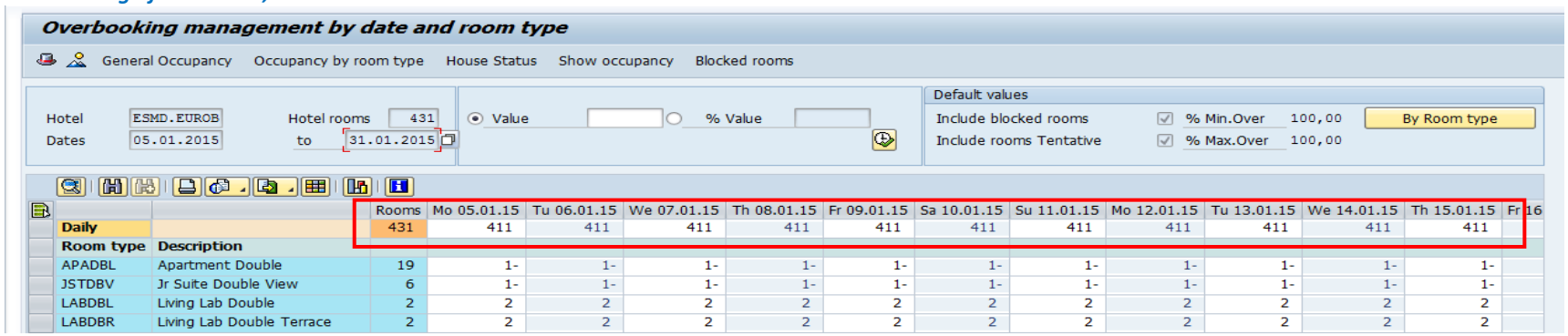
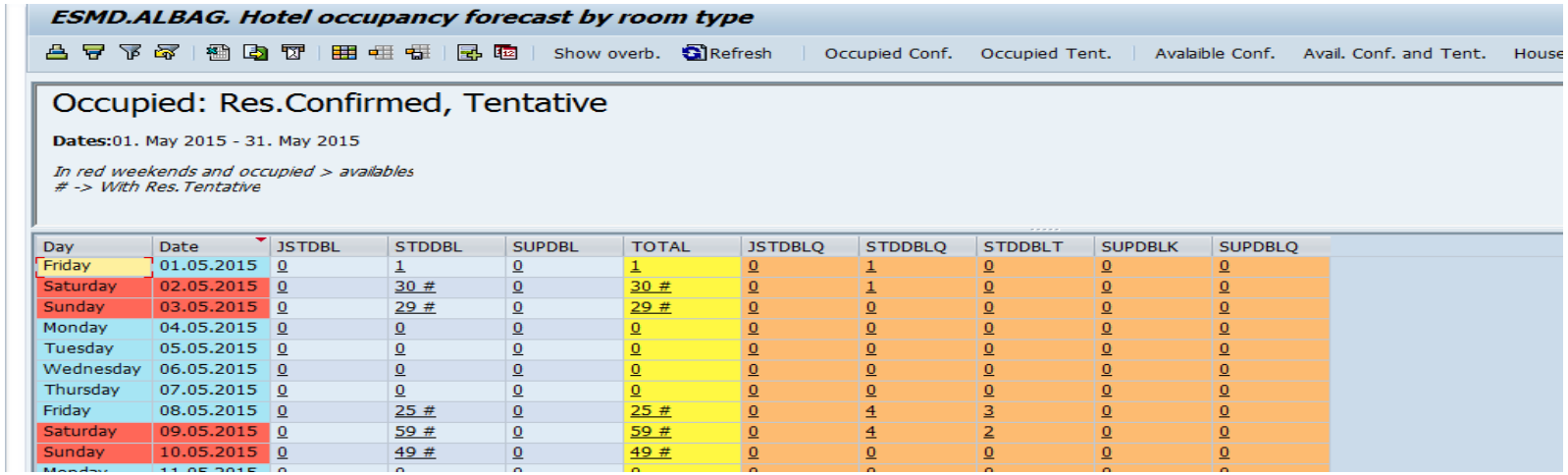
- ***¿Are the blocked rooms discounted of the total inventory?*** => No, we will have to take it into account and adjust the number of rooms charged.
  In example => In the hotel NH Collection Eurobuilding, with an inventory of 431 rooms, there are 20 rooms blocked because a refurbishment. To avoid an overbooking of -20 rooms, we have to set 411 rooms.



		Rooms	Mo 05.01.15	Tu 06.01.15	We 07.01.15	Th 08.01.15	Fr 09.01.15	Sa 10.01.15	Su 11.01.15	Mo 12.01.15	Tu 13.01.15	We 14.01.15	Th 15.01.15	Fr 16
Daily		431	411	411	411	411	411	411	411	411	411	411	411	
Room type	Description													
APADBL	Apartment Double	19	1-	1-	1-	1-	1-	1-	1-	1-	1-	1-	1-	
JSTDBV	Jr Suite Double View	6	1-	1-	1-	1-	1-	1-	1-	1-	1-	1-	1-	
LABDBL	Living Lab Double	2	2	2	2	2	2	2	2	2	2	2	2	
LABDBR	Living Lab Double Terrace	2	2	2	2	2	2	2	2	2	2	2	2	

- ***¿Can we close sales by room subtype?*** => It is not possible, but could be done by room type. We can see reservations by room subtype, but we cannot manage closings.



Day	Date	JSTDBL	STDDBL	SUPDBL	TOTAL	JSTDBLQ	STDDBLQ	STDDBLT	SUPDBLK	SUPDBLQ
Friday	01.05.2015	0	1	0	1	0	1	0	0	0
Saturday	02.05.2015	0	30 #	0	30 #	0	1	0	0	0
Sunday	03.05.2015	0	29 #	0	29 #	0	0	0	0	0
Monday	04.05.2015	0	0	0	0	0	0	0	0	0
Tuesday	05.05.2015	0	0	0	0	0	0	0	0	0
Wednesday	06.05.2015	0	0	0	0	0	0	0	0	0
Thursday	07.05.2015	0	0	0	0	0	0	0	0	0
Friday	08.05.2015	0	25 #	0	25 #	0	4	3	0	0
Saturday	09.05.2015	0	59 #	0	59 #	0	4	2	0	0
Sunday	10.05.2015	0	49 #	0	49 #	0	0	0	0	0

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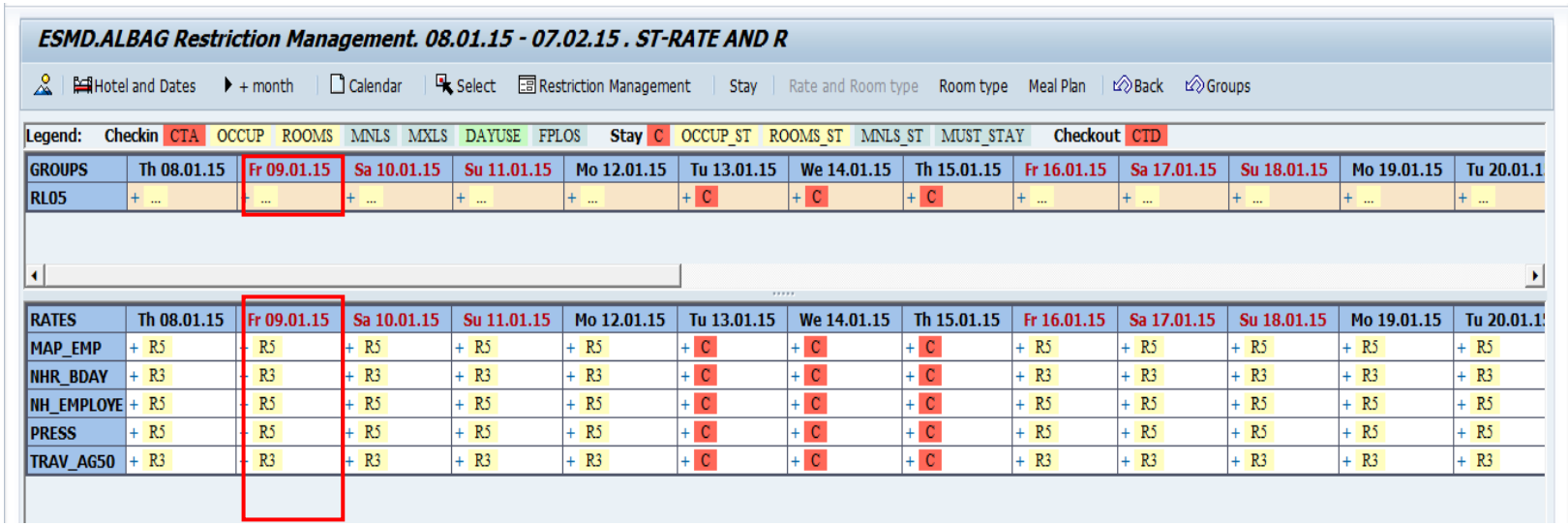
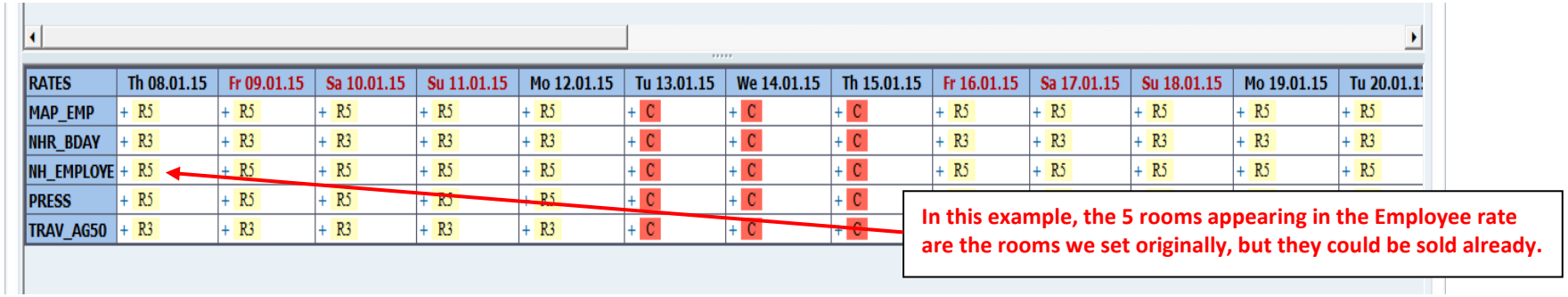
- ***¿What does "…" in a RL?¿and why sometimes it is yellow and others red?***=> The rates that depends on this RL present different ceillings. The red colour means that some rates are closed, but the yellow colour implies that any rate is closed.



- ***¿What does "C" means in Rate level or rate?. If a number appears in RL or a rate, ¿does it mean sale is open?*** => The "C" is closed and it means that sales of the rate level or rate is closed. **!!!** If there is a number ***does not mean that the sale is open***, it indicates the original number we set. ***In opposite to CRS, TMS does not discount the allotment.***



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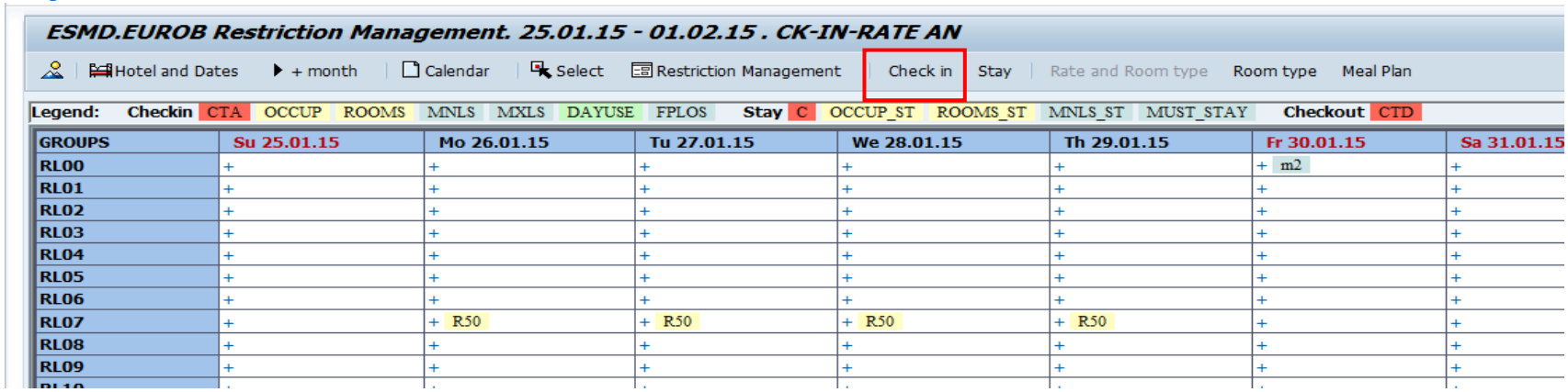
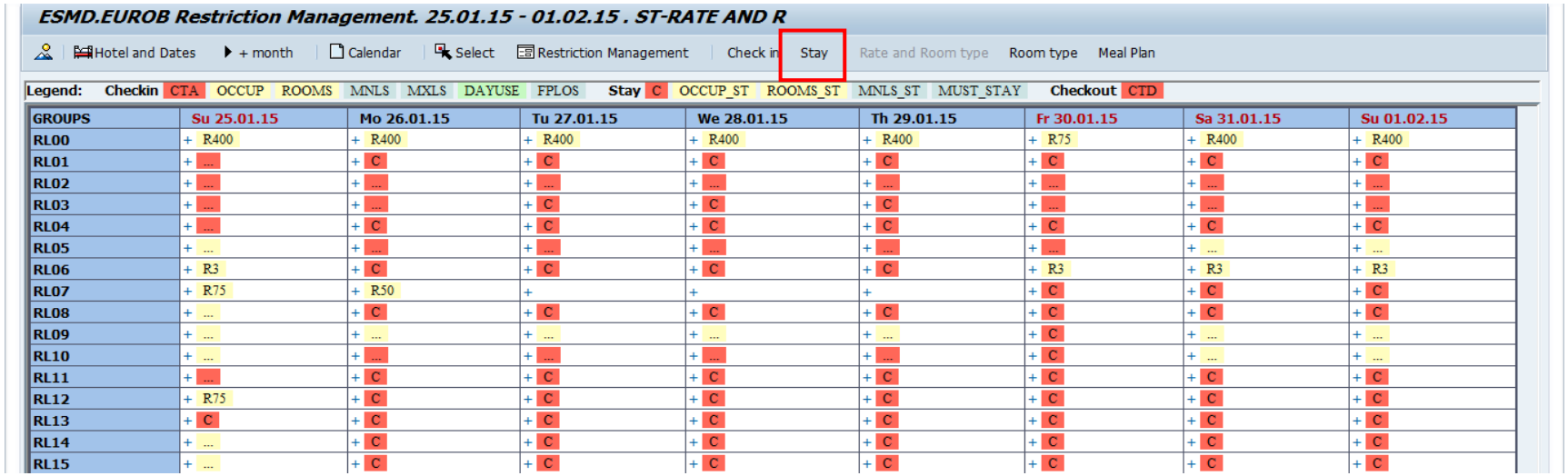
- ***I have uploaded a ceiling but I cannot see it ¿where can I search for it?*** => Depending on where we uploaded the information (Check-in or Stay) we will navigate in one or the other to find it.

In example => In the hotel NH Collection Eurobuilding we go to restriction management. By the information shown in this window it seems there is no ceilings charged. But we have entered into Check-in…



…If we Access to Stay the ceilings will come out…



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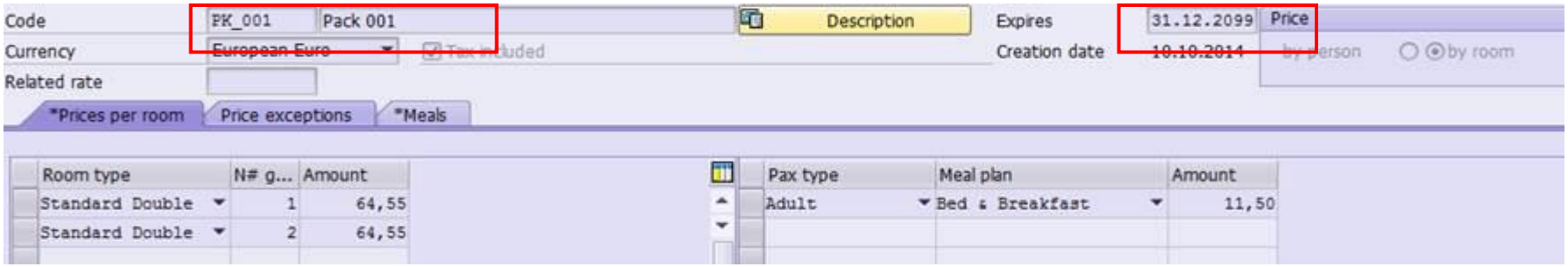
- ***¿How to create packages?*** => The steps needed to create a package are the following:

1. We have to create a rate by package.
2. Codification:
   a. ***Price*** => PK_001 / PK_002 / PK_003… => Including meal plan
   b. ***Rate***=> PK_XXXXX –> PK_MUSEUM / PK_ROMANT
3. Creation of the specific products of the package as Stay Option:
   a. Codification => Similarly to what we did in the rate, we would create: PK_XXXXX –> PK_MUSEUM / PK_ROMANT
   b. If the concept does not exist, we would have to request it to the Organization Department, indicating its description/content.
4. To inform CRM to add the "PK_XXXXX" to the contracts of public rates for Direct Guest and, if it is necessary. For WEB contracts.

In example =>Let us see step by step:

1.- Price Code



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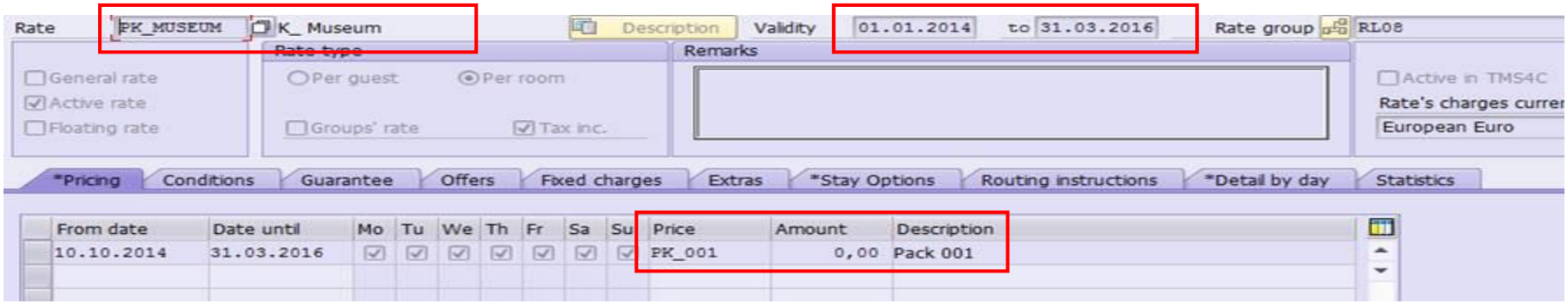
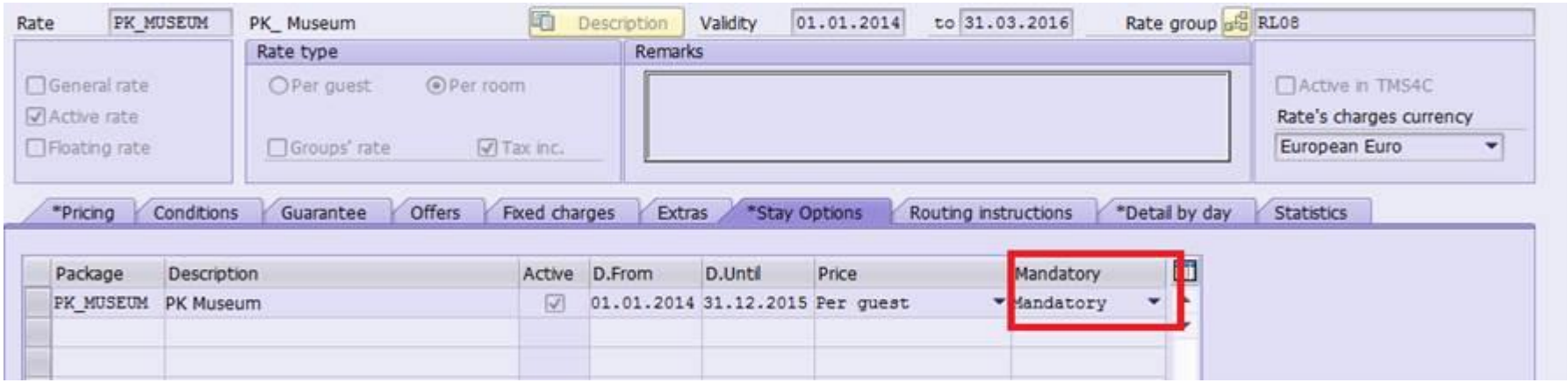
2.- Rate Code





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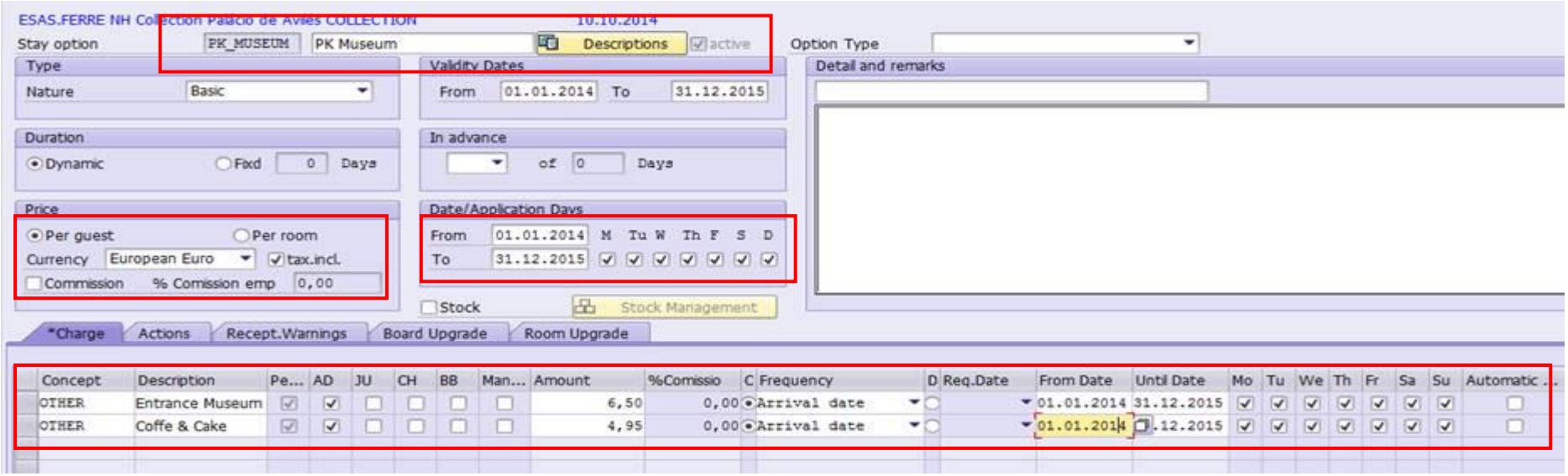
2.- Stay Option



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3.- Contract

ESAS.FERRE NH Collection Palácio de Avilés COLLECTION 10.10.2014

Contract Id. PUBLIC 1 Direct Guest Descriptions [X] Active Fictitious client:

Validity period		Activation data		Level		TMSforConnectivity
Start date	01.01.2014	Activation date	01.01.2014	Contract's level		[✓] Active in TMS4C
End date	31.12.2015	Auto. apply date	01.01.2014	CHAIN	Chain	

*General data | Conditions | *Rates | Best available rate | Remarks | *Stay Options | Offers | Guarantee | *Statistics | Routing instructions | Con..

Order	Rate	Description	Allotment	Description	Cost	Description	Rate	No Yieldable
1	BAR	BAR Flexible easy cancella			CXL_BAR	CXL_BAR		[ ]
2	FLEXBB	Flexible with Breakfast			CXL_BAR	CXL_BAR		[ ]
3	FLEXBB_LC	Flexible premium B&B & Lat			CXL_BAR	CXL_BAR		[ ]
4	AP>15-30D	Ad Purchase >15-30 d.leadt			CXL_100%	CXL_100%		[ ]
5	[illegible]	Ad Purchase >15d.leadtime			CXL_100%	CXL_100%		[ ]
6	AP>30D	Ad Purchase >30 d.leadtime			CXL_100%	CXL_100%		[ ]
7	PK_MUSEUM	_ Museum						[ ]

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