

## UPSELLING OF EXTERNAL TICKETS

# UPSELLING PROCEDURE

This document is an annex to the [Upselling procedure](#) and its objective is to regulate the use of the different types of "upselling tickets" in the affected hotels. Therefore, all other rules and daily controls included in the basic upselling procedure also apply to this document.

Always find the latest version of this procedure and all the related documents in the Business Processes section of the [NH Digital Knowledge Workplace](#).



# Objective and scope




Ticket sales via external companies to NH guests have been included in the Upselling program  
**ONLY for the following hotels** in combination with the approved supplier:

HOTEL NAME	TMS CODE	APPROVED SUPPLIER
Anantara Grand Hotel Krasnapolsky	NLNH.KRASN	TOURS AND TICKETS BV - 12079
NH Amsterdam Leidseplein	NLNH.AMSCE	TOURS AND TICKETS BV - 12079
NH Amsterdam Noord	NLNH.GALAX	TOURS AND TICKETS BV - 12079
NH Amsterdam Schiphol Airport	NLNH.SCHIP	TOURS AND TICKETS BV - 12079
NH Amsterdam Zuid	NLNH.MUSIC	TOURS AND TICKETS BV - 12079
NH Caransa	NLNH.CARAN	TOURS AND TICKETS BV - 12079
NH City Centre Amsterdam	NLNH.CCAMS	TOURS AND TICKETS BV - 12079
NH Collection Amsterdam Flower Market	NLNH.CARLT	TOURS AND TICKETS BV - 12079
NH Collection Barbizon Palace	NLNH.BARBI	TOURS AND TICKETS BV - 12079
NH Museum Quarter	NLNH.MUSEU	TOURS AND TICKETS BV - 12079
NH Schiller	NLNH.SCHIL	TOURS AND TICKETS BV - 12079
nhow Amsterdam RAI	NLNH.WAMST	TOURS AND TICKETS BV – 12079
Tivoli Doelen	NLNH.DOELE	TOURS AND TICKETS BV - 12079

For this, the following stay options were created in TMSforHotels:

1. Upselling Van Gogh & Rijksmuseum
2. Upselling GVB (Public Transport)
3. Upselling Bus & other tours
4. Upselling Museum & Attractions
5. Upselling Canal Tours
6. Upselling COVID Testing



After selecting the correct upselling category, the description needs to be modified to the sold tour or ticket. For example, Upselling Museum & Attractions needs to be modified to 'Ticket Heineken Experience'.

## Prices and commissions

Commissions for the employee	Stay option code (TMS)	Commissionable Upselling
0% - 25%	UPST	Upselling tickets

Prices and commissions' percentages will be monitored by Operations department of the BU and adjusted at least twice a year if required through the local revenue managers.

## When is it allowed to sell them?

	HOTEL
Before the day of arrival	NO
Day of arrival	YES
During the stay	YES
Check out day*	YES

**(\*) Upselling after check out:** if on the departure day a guest wants to buy a tour ticket after checking out, cancel the check out from the transaction /CCSHT/RC\_006 - *Cancel today's check-outs*.

If this is not possible because a new guest has checked in the room, create a "day use" reservation with the same Main Client and Party ID of the guest buying the tour ticket. Check in the reservation in a Virtual Room, add the upselling and collect payment according to the procedure, and check out the room.

## Mandatory tasks

- At the end of the month the revenue of the booked tickets need to be compared to the sold tickets on the Tours & Tickets portal (<https://ticketportal.info/Login>). Discrepancies should be investigated and adjusted where needed before sending the upselling payment request to the HR Department.
- At the end of the month check the commission amount in TMS with the commission amount on the Tours & Tickets portal (<https://ticketportal.info/Login>). If there is a large difference, inform Compensation & Benefit, so the average commission percentages as loaded in TMS can be reviewed and updated when needed.
- At the end of the month a control on all the upselling tickets must be preformed by the FOM and GM to see if they are booked in correct category and adjust accordingly before creating the PO.