



Management of Pfizer meeting reservations in TMS

MEETING & EVENTS PROCESSES & PROCEDURES
Business Processes - Operations
March 2024

Responsible parties: any team member managing events/groups / Organizers / Front Office Manager / Reservations department



- When a meeting is requested, Pfizer-Onyx will contact the hotel to request meeting confirmation details.
- If you bill to Pfizer, you must request ad hoc credit for Customer ID 2019320499. Submit the request in a JIRA ticket in category *SAP FI (Finance) → Customers Credit Management → Open New Credit Request*
- Always attach the signed contract to the ticket and indicate who the payer is (agency or company), the payment terms, the payment method (bank transfer or credit card) and the necessary amount.
- Although the payment is done, most of the times by Pfizer, the contract can be signed by the travel agency.



STRICTLY PROHIBITED:

Pay the commission to other company or agency involved in the reservation

TMS_{FOR}HOTELS

A. How to report customer data in the Booking File

Main Client: Travel agency requesting the quotation or Pfizer
Company: Pfizer, customer ID 2019320499
CRS: It is mandatory to inform one of the following IDs, created exclusively for this type of events::

Customer ID 1100035225 Branch 0004766030 Pfizer Meeting – Internal Use Only
Customer ID 1100035225 Branch 0004880554 Cvent and Pfizer Meeting – Internal Use Only *

*If the reservation is coming from Cvent portal, we must inform this branch with this name but never inform Cvent in CRS.

General Info.	Customer data	Commissions	Routing Charges	Actions	Statistics	Additional information	Deposits	Discount
Main Client	1012285404	GLOBAL BUSINESS TRAVEL SPAIN SL	Branch Client	0001287130	GBT BARCELONA - 07533			
Payer			Contact person		Lidia Gutierrez			
Holder			Contact Telephone No		932550055			
Bill-to part			Fax					
			E-mail		lidia.gutierrez@gbtspain.com			
CRS	1100035225	PFIZER MEETING - INTERNAL USE ONLY	Branch of CRS	0004766030	PFIZER MEETING - INTERNAL USE ONLY			
Company	2019320499	PFIZER, INC	Branch company	0001682854	PFIZER, INC			
Branch account owner	0000000179	Mª Carmen Roman Roman	Language	ES	Spanish			

B. Commission management

The commissions tab must have this information.

IMPORTANT! → The commission percentage must be informed in the CRS field only.

If you also inform the commission in the Client, you will pay the commission twice, to Pfizer and to the travel agency.

Booking File:	MB0002324096	Mode:	Client:	1012285404 GLOBAL BUSINESS TRAVEL SPAI	BF autocreated by:	Quotation Tool	Currency:	EUR																														
General Info.	Customer data	Commissions	Routing Charges	Actions	Statistics	Additional information	Deposits	Discount																														
Overall commission																																						
Type <input type="radio"/> Deduction <input checked="" type="radio"/> Commission <input type="radio"/> Exempt																																						
Percentage Commission Client: 0,00 Commission CRS: 10,00																																						
Concepts restrictions																																						
<table><thead><tr><th>Commission Type</th><th>Concept</th><th>Description</th><th>% Mal...</th><th>CRS %</th><th>Destination</th></tr></thead><tbody><tr><td>Concept group</td><td>DDR</td><td>Packages</td><td></td><td></td><td>X Events</td></tr><tr><td>Concept group</td><td>F&B MEALP</td><td>Additional Meal Plans</td><td></td><td></td><td>X Events</td></tr><tr><td>Concept group</td><td>F&B MICE</td><td>F&B Meetings</td><td></td><td></td><td>X Events</td></tr><tr><td>Concept group</td><td>MEETING</td><td>Meetings Room</td><td></td><td></td><td>X Events</td></tr></tbody></table>									Commission Type	Concept	Description	% Mal...	CRS %	Destination	Concept group	DDR	Packages			X Events	Concept group	F&B MEALP	Additional Meal Plans			X Events	Concept group	F&B MICE	F&B Meetings			X Events	Concept group	MEETING	Meetings Room			X Events
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RECOMMENDATION:

Review the commissions in the event (Event Revenue)
and in the convention/family group (Billing and Production Detail).