

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 EHOTELS

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:

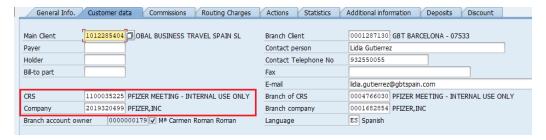
It is mandatory to inform one of the following IDs, created exclusively for this type of events::

Customer ID 1100035225 Customer ID 1100035225 Branch 0004766030 Branch 0004880554 Pfizer Meeting - Internal Use Only

Cvent and Pfizer Meeting - Internal Use Only *

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

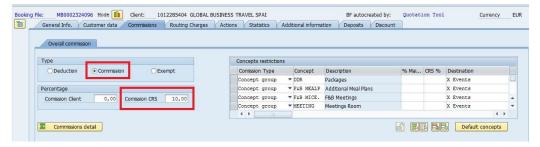


B. Commission management

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.





RECOMMENDATION:

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

