OSP Manager Manual – ENGLISH

Summer 2018

TUI Destination Services

**Operational Excellence
Excursion & Sales**

OSP Manager Manual

OSP

1) General information

One Service point is a web application designed to assist Service Teams to register sales, pre-liquidate tickets and consult guest related information and will provide you information detailed about your team sales numbers.
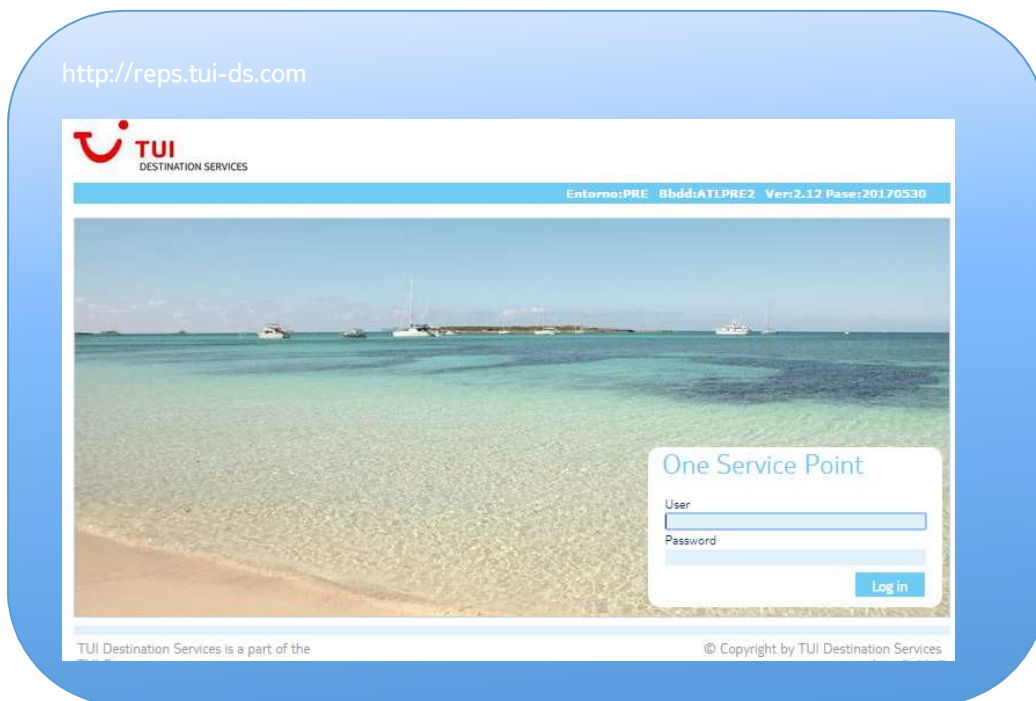
OSP is linked in real time to Asterix, which is currently the TUI Destination system used to manage excursions, transfers and petty cash.
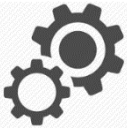
2) Access

User login is required in order to access OSP.

- OE Regional provides user IDs to destinations
- Business Support provides user IDs to Reps and team managers

- In order to access OSP you need your own User ID and password.
- Your ID and password will be provided by your BS team and was sent to your tui.com email address. If you have not received it please contact your BS team.
- Enter the following web address in your browser:
- http://reps.tui-ds.com
- and type in your **User ID** and **Password**

- as Team Manager you have to select one of your team members and click **Submit** to finalize the login process
- You can see now the rep you have selected on the top of the screen.
- By using the **Change** button you can switch between reps any time.

3) User

In the User menu you can change your **password** and **add reps to your team or delete them**.

- On your first login you will be required to change the password
- Access the **User** menu and click on **User management**
- Enter your TUI email address, your current password and a new password
- Click on **Submit** to save changes
- **Confirm** the operation by clicking **OK.** Your password has been changed!

As a team managers you need to assign your team members to your user in OSP. To be able to do that, you need to make sure that your user is set up with the attribute "**Area Manager**".

1. To add a rep to your team enter the information regarding Company, Office and Rep in the fields. Use the **"loupe"** icon to enter information about the company (or type the company code)

2. Use the **"loupe"** icon to enter information about the office (or type the office code)

3. Use the **"loupe"** icon to enter information about the Rep

4. Use the "**cross**" icon to enter a new Rep
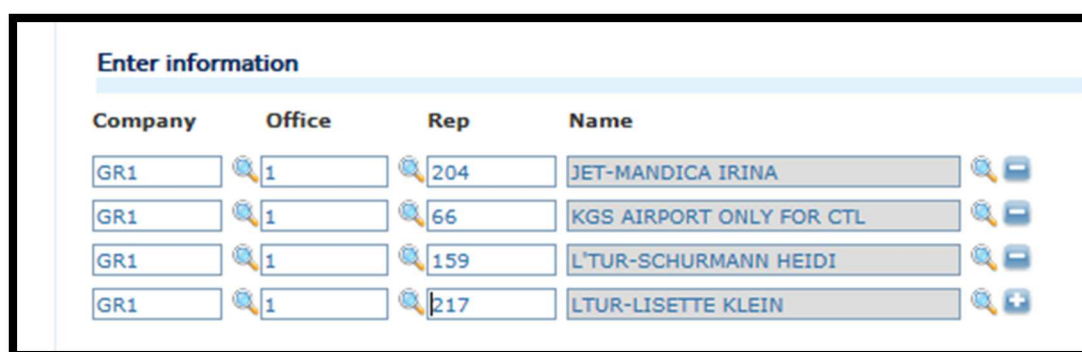
That way a new line appears.

5. To remove a rep click the **"minus"** icon next to the rep.

4) OSP overview

Once you are in OSP you will find the following menu on the top:

Main Menu
Home   Rep. Info.   Tickets   Liquidations   Reports   User

Here you can find the information about the rep you have selected (e.g. ticket book, hotels assigned etc.) and make changes.

Rep. Info.

Here you can manage the sales (register sales, amend or void a ticket) and consult any ticket.

Tickets

Here you can make, search and confirm liquidations as well as deposits for reps.

Liquidations

You can find various reports to assist you with managing the sales and liquidations of your team members.

Reports

User management, such as password change, add or delete team members..

User

5) Rep. Info.

Find information about the rep you have selected, such as ticket books, brands and hotels assigned. Please note that the brands and hotels assigned to the rep determine the brands and hotels that the rep can register tickets for in OSP.

6) Tickets

When to use OSP to register sales?

- OSP can be used to register sales when HHTs/IPads are not available. Please note that OSP doesn't have a payment gate so all payments have to be in cash.

What are the benefits of using OSP over manual blocks?

- OSP provides all the necessary information regarding the services (price, pickups, etc.).
- Tickets are instantly integrated into the operational system (Asterix).

How to register tickets in OSP?

1) Go into **Tickets menu** and click on "**New tickets excursions**".
2) Fill in all mandatory fields.
3) Just like with the IPAD APP (except the payment), OSP will generate the ticket number, price, and pickup information.
4) Press **Submit** to confirm the sale.
5) **Accept** the confirmation message.

New Ticket Block

- With the new ticket block you can register package excursion sales. These are those excursions bundled together to be sold as a package. Please consult locally if your destination offers package products and the process for credit card transactions.

How to register ticket blocks in OSP?

- Go into **Tickets** menu and click on "**New ticket blocks**".
- Fill in all mandatory fields.
- Just like with the IPAD APP (except the payment), OSP will generate the ticket number, price, and pickup information.
- Press **Submit** to confirm the sale.
- **Accept** the confirmation message.

Search, amend and/or cancel tickets

- OSP allows the user to search for issued or cancelled tickets.
- You can enter either the ticket number or the
- When you have found the ticket you can amend it and/or cancel it in OSP.

7) Liquidations

OSP is a great tool for you to check pre-liquidations or past liquidations for your reps.

What are the benefits of using OSP to pre-liquidate?

- Easy access to review all sales.
- Check if sales, amendments and cancellations are correctly registered in the system.

By going into the Liquidations' menu:

1) The default filter will retrieve all tickets until today that need to be liquidated. If needed, select a brand or date to filter.

2) Click **Search** to see pending tickets.

3) Check if the tickets and deposits are correct.
4) Contact the Operations team for corrections related to tickets and/or Business Support for any deposit related errors.
5) Use the **Preview** button to get a printable version.
6) Click on **Details** to receive a summary page and check that everything is correct

7) Click **Confirm** to finalize the Pre-Liquidation.

8) Now the pre-liquidation has been generated, and a liquidation number has been assigned. Click on **Preview** for a printable version of the report.

9) The option to **add Deposits** is available for all destinations **except** Spain.
In Spain, the system will generate an automatic deposit to match the liquidation.

10) You may already see a list of deposits that the BS Cashier has added throughout the week. Check these first!

11) Make deposits to cover the amount of the liquidation (in all the countries except Spain).
12) <u>Cash deposit</u>: select office (payment was/will be made to the office's cashbox) or bank and a bank account (if you paid through the bank, but this option is only available for a limited number of destinations.)
13) <u>Card deposit</u>: create one for each card payment or one for the total of all your transactions (your BS cashier will advise, please confirm with the cashier). Not applicable in Spain.
14) Press **Accept** and then **OK**.
15) A deposit number will be generated.

Steps to cancel a deposit (Not available in Spain)

1) If a wrong deposit was confirmed, it can be deleted. Go to **Search deposits**, find it by entering the deposit number and click **Remove** to delete it.
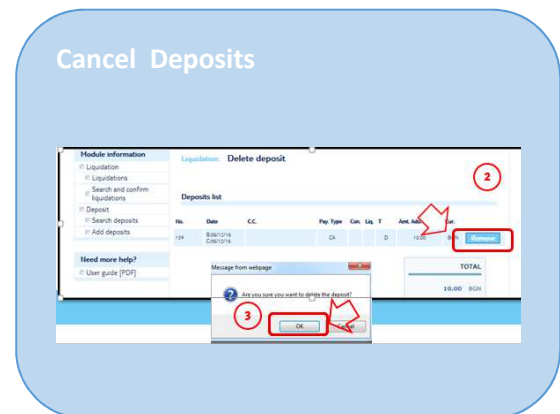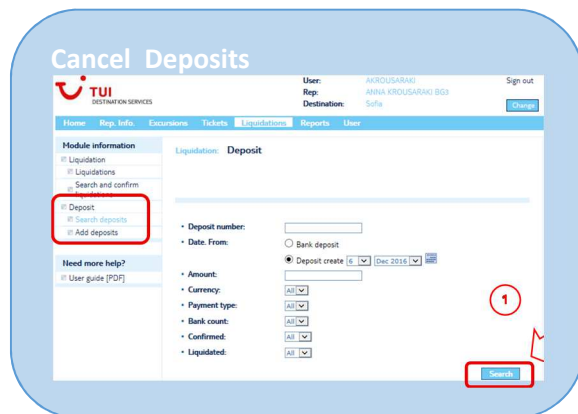
2) Once the corresponding deposits have been created, go back to liquidation and click **Confirm** if everything is correct. If it's not correct you can click **Back** instead. Check sales and deposits again to see where the problem is. If you cannot find the problem, contact your BS cashier.
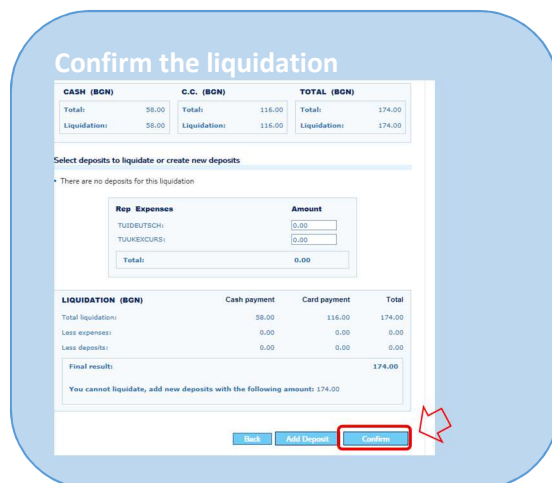
3) Print the liquidation. Now the pre-liquidation has been generated, and a liquidation number has been assigned. Click on **Preview** for a printable version of the report.
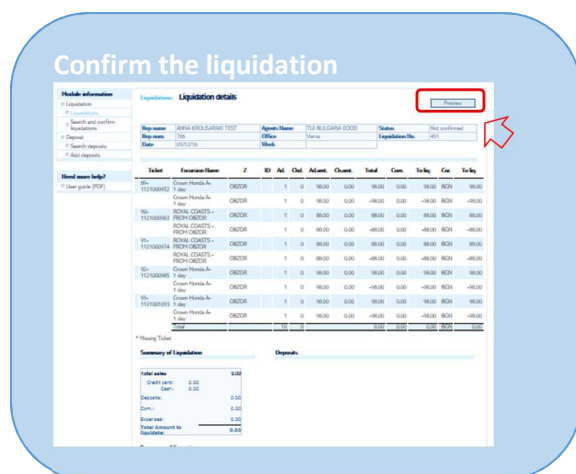
16) Search for and/or confirm liquidations for a rep

17) If you don't know the liquidation number click on **Advanced Search** to adjust the search criteria

18) Now you can see all liquidations that have been done. Click on the **liquidation number** to see details of the liquidation

8) Reports

1) **New Liquidations Report**: This report allows you to search and consult past liquidations from all your team members as well as different destinations. The details of each liquidation can be viewed by clicking on the corresponding liquidation number.

2) **New Sales report:** This report provides information regarding the sales of excursions and ancillaries. However it doesn't show cancelled sales. It is an excellent tool to see trends, sales numbers of each rep or compare figures to adjust processes and tactics to increase sales numbers.
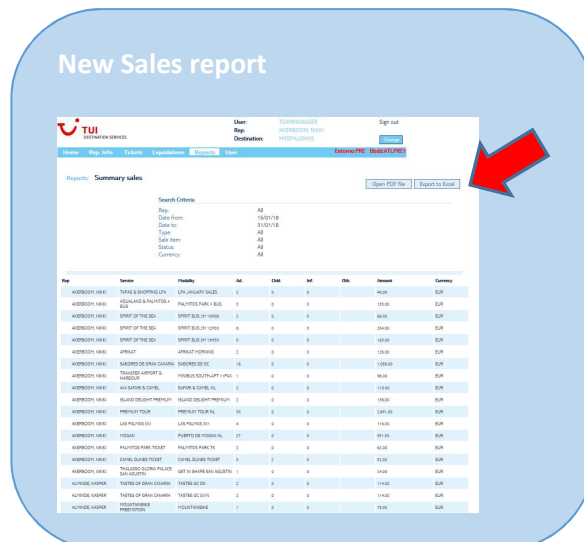
a) It is possible to choose one, multiple or all reps for the report
b) You can run the report by either the Service, Booking or Liquidation's date
c) And choose how to sort the results (Hotel, Rep or Brand).
d) You can **export** the report in **Excel** to use the data to analyze it in more detail or as PDF.

3) **Summary excursions per guide:** This report offers the possibility to see all sales for the rep you have chosen. You can change the rep by clicking on the **Change** button on the top of the page.

4) **Agent Summary Excursions:** This report offers the possibility to see all sales (ability to select excursions and ancillaries separately or together). The report can be sorted by excursion date or date of booking for one, multiple or all reps within a certain time range.

5) **Combined Excursion list**: This report is designed to support last minute sales. Once the operations team has finalized the planning of next day's excursions, it will publish this report in OSP, so you can easily see for a certain date and excursion, the seats available and the pickup points where the bus will pass by to pick up guests.

<u>Important note</u>: the report is up to date until the operation agent publishes the report, which means that any sales made after the upload of the report will not be considered. Please use the report with caution.

6) **Online booking**: This is a report that provides information about excursion bookings which were made through the www.gotui.com website. It includes all details about the excursion as well as pickup time and location.

To see more details about a specific booking you can **click** on the booking number.

Transfer reports

1) **Combined Transfer list**: This is an arrival/departure report for Service Teams and shows detailed information for each **PLANNED** transfer service, including detailed passenger info, vehicle type and number as well as available seats per vehicle. The departure report is sent to hotels to inform the guests about their pickup times.

2) **Flight plan**: This report can help to calculate the airport staff needed and displays a detailed or summarized flight plan view.

3) **Combined Arr. & Dep**.: This report contains information regarding **all** guest transfers, both allocated and non-allocated to a vehicle and provides an overview of flights. It does not show any detailed information about transfer vehicles.

4) **Booking view**: This is a report that provides transfer booking information for all source markets in Asterix destinations, with guest details. This tool can help you to answer any guest queries related to their bookings. Many filters are available to help locate the guest's booking; via booking reference code, lead guest's name, etc.