

OSP Manager Manual - ENGLISH

Summer 2018



TUI Destination Services

**Operational Excellence
Excursion & Sales**

OSP Manager Manual

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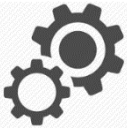


OSP

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.

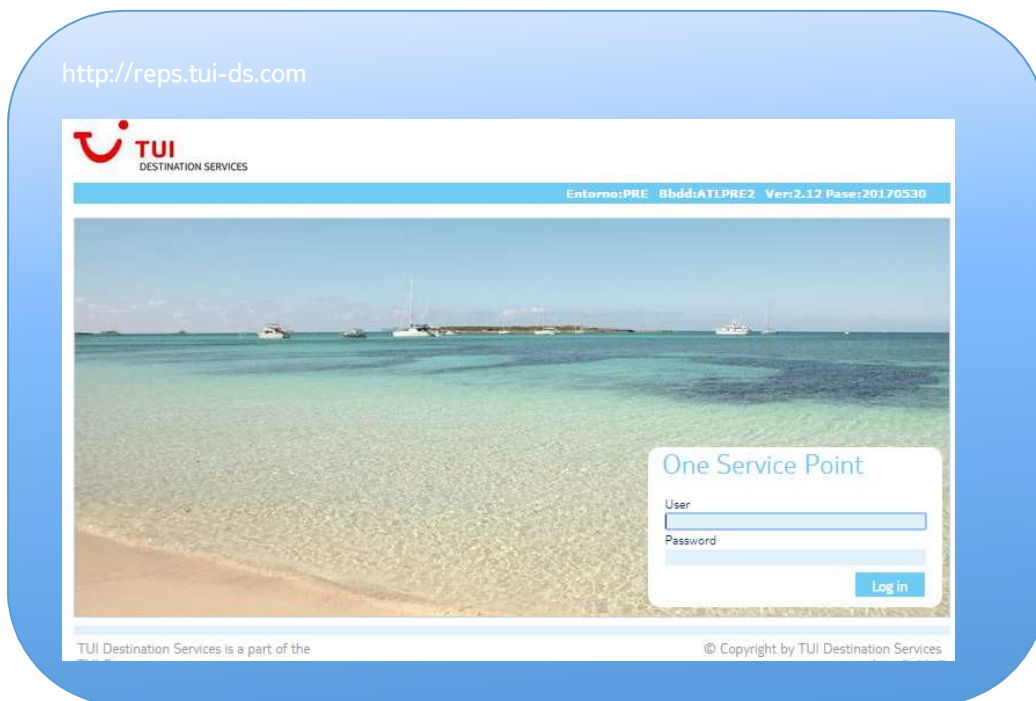
OSP is linked in real time to Asterix, which is currently the TUI Destination system used to manage excursions, transfers and petty cash.



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.

Team manager login

The screenshot shows the TUI Team Manager login interface. At the top, it says 'User: TEAMMANAGER' and 'Sign out:'. Below this, there's a red banner with 'Entorno PRE: BiddiATI/PRE2'. The main heading is 'Select the rep. that you want to work with' and 'Destination: TUI DS-MASPALOMAS'. There's a search bar with 'Search:' and fields for 'Code' and 'Rep'. Below the search bar is a table of team members with columns 'Code' and 'Rep'. The first row is selected, showing '7128' and 'JOAQUIM CEDERMARK, MARIA VICTORIA'. At the bottom right, there is a 'Submit' button.

Code	Rep
7128	JOAQUIM CEDERMARK, MARIA VICTORIA
7127	ABERG, PENNY ELVIRA VICTORIA
7009	AHVENIEMI, ROOSA MARIA
7218	AKERBOOM, NIKKI
6985	ALEMAN, ARNAS, MARI CARHEN
7192	ALLEN, NIKITA KAYLEIGH
7020	ALMINDE, KASPER
6888	AMBERG, SANNA
7336	ANDERSON, EMMA

Team manager login

The screenshot shows the TUI Team Manager login interface after a team member has been selected. At the top, it says 'User: TEAMMANAGER', 'Rep: JOAQUIM CEDERMARK, MARIA', and 'Destination: MASPALOMAS'. There's a red banner with 'Entorno PRE: BiddiATI/PRE2'. Below this, there's a navigation bar with 'Home', 'Rep. Info', 'Tickets', 'Liquidations', 'Reports', and 'User'. The main content area shows a large image of a person in a yellow jacket and a 'welcome teammanager to maspalomas office' message. At the bottom right, there is a 'Change' button. A red arrow points to the 'Change' button.

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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"**.

The screenshot shows the TUI Destination Services interface. The top navigation bar includes Home, Rep. Info., Excursions, Tickets, Liquidations, Reports, and User. The User menu is active. The left sidebar shows Module information (User management, Profiles, User create, Search and modify users) and Need more help? (User guide [PDF]). The main content area is titled 'User: Search and modify users'. Below this is a section 'Enter information' with a form. The form fields are: User (DHALL), Name (Dean), Surname (Hall), Profile (Area Manager - highlighted with a red box and an arrow), Language (English), Department (TOUROPERATION), and Enabled (checked). There is a 'reset password' checkbox.

The screenshot shows the TUI Destination Services interface. The top navigation bar is the same. The left sidebar is the same. The main content area is titled 'User: User management'. Below this is a section 'Enter the information to change' with a form. The form fields are: User (DHALL), Language (English), Current password, New password, and Repeat new password. There is a 'Submit' button. Below this is a section 'Enter information' with a table of columns: Company, Office, Rep, and Name. The table is empty. There is a red box and an arrow pointing to the table.

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)

The screenshot shows the 'Enter information' form with fields for Company, Office, Rep, and Name. The Company field has a red box around the 'loupe' icon, and a red arrow points to it.

The screenshot shows the 'Company - Internet Explorer' search results. The search bar contains 'GR1' and the results show 'TUI HELLAS AE'. A red box highlights the results, and a red arrow points to it.

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

The screenshot shows the 'Enter information' form with fields for Company, Office, Rep, and Name. The Office field has a red box around the 'loupe' icon, and a red arrow points to it.

The screenshot shows the 'office - Internet Explorer' search results. The search bar contains '1' and the results show 'KOS'. A red box highlights the results, and a red arrow points to it.

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

The screenshot shows the 'Enter information' form with fields for Company, Office, Rep, and Name. The Rep field has a red box around the 'loupe' icon, and a red arrow points to it.

The screenshot shows the 'Representants - Internet Explorer' search results. The search bar is empty, and the results list several representatives. 'JET-MANDICA IRINA' is highlighted with a red box, and a red arrow points to it.

4. Use the **"cross"** icon to enter a new Rep



The screenshot shows the 'Enter information' form with the following data:

Company	Office	Rep	Name
GR1	1	204	JET-MANDICA IRINA

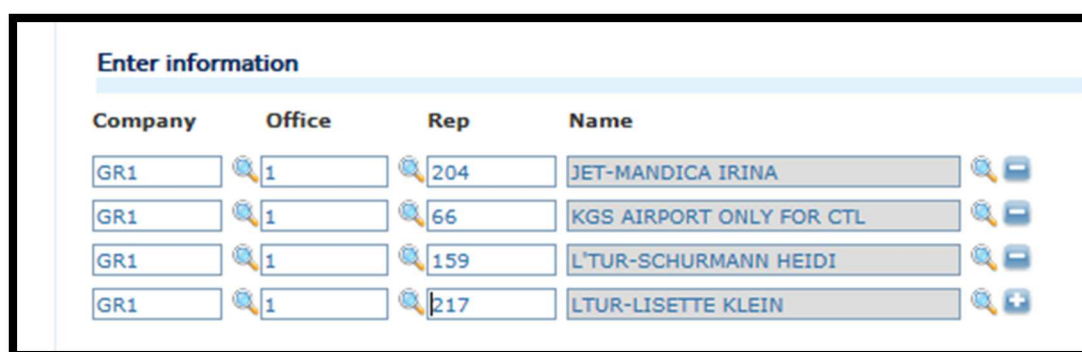
A red box highlights the cross icon at the end of the first row, and a red arrow points to it from the right.

That way a new line appears.



The screenshot shows the 'Enter information' form with two rows. The second row is empty and highlighted with a red box. A red arrow points to it from the right.

Company	Office	Rep	Name
GR1	1	204	JET-MANDICA IRINA



The screenshot shows the 'Enter information' form with a list of four rows. Each row has a search icon and a minus icon on the right.

Company	Office	Rep	Name
GR1	1	204	JET-MANDICA IRINA
GR1	1	66	KGS AIRPORT ONLY FOR CTL
GR1	1	159	L'TUR-SCHURMANN HEIDI
GR1	1	217	LTUR-LISETTE KLEIN

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.

The image shows a screenshot of the 'Register a new ticket' form. The form is divided into several sections: 'Type' (Excursion), 'Ticket number' (447), 'Brand' (TUI UK (EXCURSIONS)), 'Accommodation' (Alux), 'Guest Name' (May), 'Room number' (12563), 'Date of excursion' (19 Jun 2017), 'Group' (All the groups), 'Excursion' (Service: Xcaret - Eco archaeological pa, Modality: ISLA MUJERES CATAMARAN (E), Price type: Without type, Adults number: 2, Children number: 0, Infants number: 0, Language: English, Total ticket price: 281.20, Cash paid: 281.20, Commission amount: 0.005, Holiday booking reference: 256394ff, Pick up: LOBBY HOTEL, Comments:). The form includes buttons for 'Void', 'Clear', and 'Submit'.

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.

Register a package sale

Actual information

- * Ticket number:
- * Block:
- * Price type:
- * Brand:
- * Adults number:
- * Children number:
- * Infants number:
- * Accommodation:
- * Currency:
- * Payment type:
- * Guest Name:
- * Room number:
- * Holiday booking reference:
- * Comments:

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.

Liquidations: Pre Liquidation

Liquidation: Pre - Liquidation Search

Enter Search Criteria

• Brand:

• Type:

• Ticket from:

• Ticket creation date, to:

• Ticket to:

- 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

Confirm the list of sales

Liquidation: Pre - Liquidation list

Liquidation details

Ticket	Exc. date	Excursion	Brand	Ph. T.	Ad. Price (€)	Chd. Price (€)	Chd. Price (€)	Inf.	Pay Type	Total (BGN)
1 - 1121000018	16/07/16	BUKUREST 1 DAY TERPSA - 1 DAY			99.00 BGN	0	0.00 BGN	0	CA	99.00
	05/07/16	BUKUREST 1 DAY TERPSA - 1 DAY			99.00 BGN	0	0.00 BGN	0	CA	-99.00
44 - 1121000694	11/08/16	AQUA PARK FROM OSZOR - 1 DAY			58.00 BGN	0	0.00 BGN	0	CA	58.00
	28/07/16	AQUA PARK FROM OSZOR - 1 DAY			58.00 BGN	0	0.00 BGN	0	CA	-58.00
45 - 1121000790	16/08/16	AQUA PARK FROM OSZOR - 1 DAY			58.00 BGN	0	0.00 BGN	0	CA	58.00
51 - 1121000801	17/08/16	AQUA PARK FROM OSZOR - 1 DAY			58.00 BGN	0	0.00 BGN	0	CC	58.00

(*) Prices in these columns appear in ticket currency

* Block

DESC - Refund with discount

CASH (BGN)		C.C. (BGN)		TOTAL (BGN)	
Total:	58.00	Total:	58.00	Total:	116.00
Liquidation:	58.00	Liquidation:	58.00	Liquidation:	116.00

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

Spain

Liquidation details (Currency: EUR)

CASH (EUR)	C.C. (EUR)	TOTAL (EUR)
Total: 531.70	Total: 401.00	Total: 932.70
Liquidation: 531.70	Liquidation: 401.00	Liquidation: 932.70

Select deposits to liquidate or create new deposits

Message from webpage

Do you want to confirm the operation?
To liquidate, automatic deposits will be created to cover the difference.

OK Cancel

Final result:
527.50

To liquidate, automatic deposits will be created to cover the difference.

Back Confirm

- 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.

Confirm the liquidation

Message from webpage

Do you want to confirm the operation?
To liquidate, automatic deposits will be created to cover the difference.

OK Cancel

Final result:
527.50

To liquidate, automatic deposits will be created to cover the difference.

Back Confirm

- 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.

Add Deposits

CASH (EUR)		C.C. (EUR)		TOTAL (EUR)	
Total:	20.00	Total:	148.50	Total:	168.50
Liquidation:	20.00	Liquidation:	148.50	Liquidation:	168.50

Select deposits to liquidate or create new deposits

Dep. Num.	Date	Amount	Cur.	Pay.Type	Bank account
<input checked="" type="checkbox"/> 925	28/06/17	20.00	EUR	CA	
<input checked="" type="checkbox"/> *	28/06/17	148.50	EUR	HKT_CC	

LIQUIDATION (EUR)		Cash payment	Card payment
Total liquidation:	20.00	20.00	148.50
Less deposits:	20.00	20.00	148.50
Final results:		0.00	0.00

There are sufficient deposits, you can liquidate

[Back](#) [Add Deposit](#) [Confirm](#)

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

Confirm Deposits

User: AKROUSARAKI
Rep: ANNA KROUSARAKI TEST
Destination: Varna

Home Rep. Info Excursions Tickets **Liquidations** Reports User

Module information

- ☒ Liquidation
- ☒ Liquidations
- ☒ Search and confirm liquidations
- ☒ Deposit
- ☒ Search deposits
- ☒ Add deposits

Need more help?

- ☒ User guide [PDF]

Liquidation: Add deposit

Add new deposit

Message from webpage

Do you want to confirm the operation?

Office

1 Accept

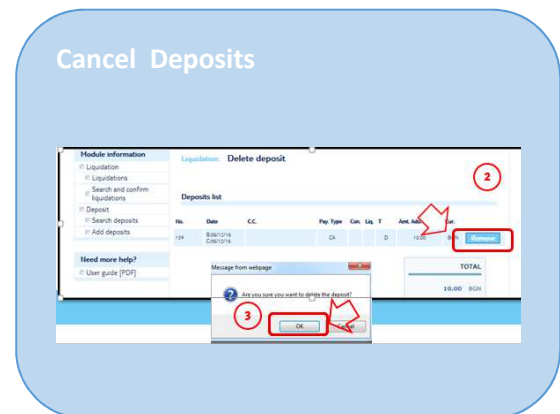
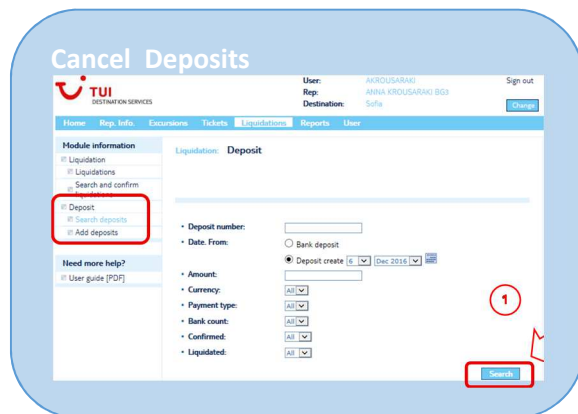
2 OK

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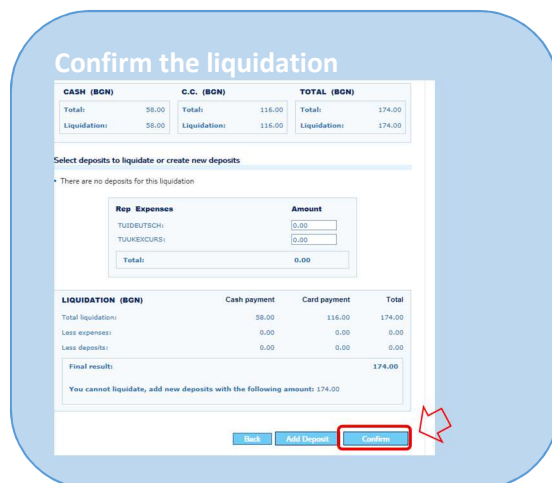
- 11) Make deposits to cover the amount of the liquidation (in all the countries except Spain).
- 12) Cash deposit: select office (payment was/will be made to the office's cashbox) or bank and a bank account (if you paid through the bank, but this option is only available for a limited number of destinations.)
- 13) Card deposit: 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)

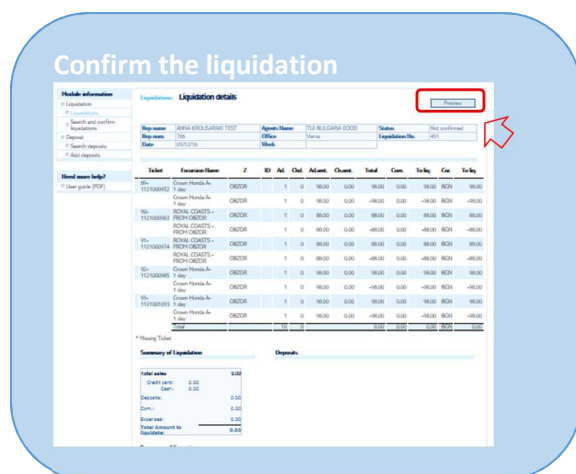
- 1) If a wrong deposit was confirmed, it can be deleted. Go to **Search deposits**, find it by entering the deposit number and click **Remove** to delete it.



- 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

Search & Confirm

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

Search & Confirm

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

Search & Confirm

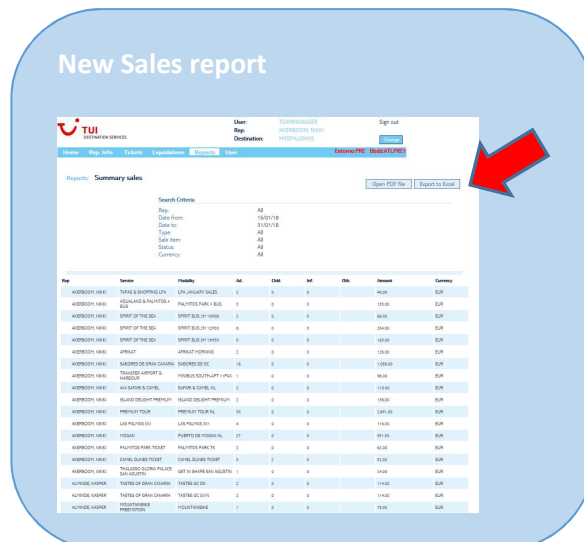
Liq. num.	Rep. num.	Rep. name	Date	Cash payment	Card payment	Cur.	Conf.
1918	7128	JOAQUIM CEDERMARK, MARIA VICTORIA	19/01/18	217.00	240.00	EUR	✓
2043	7128	JOAQUIM CEDERMARK, MARIA VICTORIA	26/01/18	0.00	228.00	EUR	✓

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.

Summary excursions per guide

Summary excursions per guide

Last Name	Hotel	Room	Ad	Chd	Hosting	Time
Siebelink	Sol Barbacon	11	2	0	DIRECT HOTEL	08:00
Kruisman	Sol Barbacon	98	2	0	DIRECT HOTEL	08:00
de Vries	Hotel Naara	21	2	0	DIRECT HOTEL	08:00
van der Werf	Sandy Beach	714	2	0	BUS STOP APARTMENTS NOKIA	12:00
Total:	(6)	0	0			

- 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.

Agent Summary Excursions

Agent Summary Excursions

Ticket number	Excursion	Excursion date	Ad	Chd	Hf	Rep	Hotel
26106	PREMIUM TOUR	31/01/18	2	0	0	AKERBOOM, NIKKI	Hotel Naara
26098	SABORES DE GRAN CAVERA	24/01/18	2	0	0	AKERBOOM, NIKKI	Sandy Beach
27624	YOGAN	26/01/18	2	0	0	AKERBOOM, NIKKI	Naturum
26071	YOGAN	19/01/18	2	0	0	AKERBOOM, NIKKI	Sol Barbacon
26014	YOGAN	19/01/18	2	0	0	AKERBOOM, NIKKI	Hotel Naara
27193	PREMIUM TOUR	27/01/18	2	0	0	AKERBOOM, NIKKI	Naturum
26423	PREMIUM TOUR	24/01/18	2	0	0	AKERBOOM, NIKKI	Hotel Naara
26423	PREMIUM TOUR	24/01/18	2	0	0	AKERBOOM, NIKKI	Hotel Naara
26178	PREMIUM TOUR	24/01/18	2	0	0	AKERBOOM, NIKKI	Sol Barbacon
26128	PREMIUM TOUR	21/01/18	2	0	0	AKERBOOM, NIKKI	Sol Barbacon
20557	SPRIT OF THE SEA	31/01/18	2	0	0	AKERBOOM, NIKKI	Sandy Beach
21466	SPRIT OF THE SEA	26/01/18	3	0	0	AKERBOOM, NIKKI	Sol Barbacon
20575	CHILE DUNES TOUR	30/01/18	2	0	0	AKERBOOM, NIKKI	Sol Barbacon
26613	LAS PALMAS SHI	22/01/18	2	0	0	AKERBOOM, NIKKI	Hotel Naara
27610	SABORES DE GRAN CAVERA	24/01/18	2	0	0	AKERBOOM, NIKKI	Naturum
26796	YOGAN	22/01/18	2	0	0	AKERBOOM, NIKKI	Sandy Beach
26707	PREMIUM TOUR	26/01/18	2	0	0	AKERBOOM, NIKKI	Sol Barbacon
26813	PREMIUM TOUR	21/01/18	2	0	0	AKERBOOM, NIKKI	Sol Barbacon
20187	ALHENDRO EN FLOR	03/02/18	3	0	0	AKERBOOM, NIKKI	Sol Barbacon



- 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.

Important note: 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.

Combined excursion list

Combined excursion list

Actual information

SEVERAL LANGUAGES 31-JAN-18 Date: 31-Jan-18
MASPALOMAS Time: 15:01

Legend

Coach	Capacity	Plate	Driver	Guide	Meeting point/Time	Avail Pax	Total Pax
F4-	55					AVAIL: 44	TOTAL: 11
08:50				4X4 SAFARI & CAMEL	SAFARI & CAMEL GER		
RIU Gran Canaria	T_2058009122		ALE	1134	TU/DEUTSCH	BÄHRD, MICHAEL- JOACHIM	11/10/0
F5-	55					AVAIL: 53	TOTAL: 2
08:30				4X4 SAFARI & CAMEL	SAFARI & CAMEL ENG		
RIU Vitamar	T_2105002922		Thomsen	DAN	FRITZGIES	SENNERBLADH, RASHUS ERIC NILS	2/0/0
F6-	55					AVAIL: 53	TOTAL: 2
08:30				DORADO FISHING	DORADO FISHING		
PARADISE VALLE	T_2118000045		Boyer	ENG	TU/KEY/CRS	GOODWIN, CATHERINE	2/0/0

- 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.

Online booking

Online booking

Actual information (23 bookings)

Ref. Atomic	Customer name	Pax	Brand	Branch	Lang	Service date	Service	Modality	Pick up point	Time
132789	EDUARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139186	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139187	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139188	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139189	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139190	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139191	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139192	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139193	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139194	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139195	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139196	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139197	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139198	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139199	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139200	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139201	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139202	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139203	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139204	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139205	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139206	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139207	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139208	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139209	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139210	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139211	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139212	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30
139213	BERNARDO RODRIGUEZ	2/0/0	RTU/DEUTSCH	TUO RETAL	ALE	01/02/2018	RTU/DEUTSCH	RTU/DEUTSCH	RTU/DEUTSCH	08:30



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

Booking view

Reports: Booking view [Open PDF file](#)

Actual information

Overview Section [Open all](#)

Customer name	GERHARD LUDWIG	Booking Date	22/01/2018 19:12
Destination	LPA	Booking Ref.	35652943
Accommodation	Tabaiba Princess	Booking Status	Booked
Brand	RTUIDESIOX	Arrival Date	02/02/2018
Num. Pax	2	Departure Date	02/02/2018

Other Service Segment

Service	Mogan by boat	Service type	Excursion
Modality	Guided in German	Service date	02/02/2018
Hotel	Tabaiba Princess	Exc. language	ALE
Pick up point	MASPALOMAS PRINCESS MAIN GATE	Pick up time	08:25
Description	20180202-20180202 [X] LPA6	Num. Pax	2

Customer details

Pax Name	Ludwig, Gerhard	Type	adult
Pax Name	Ludwig, Kerstin	Type	adult

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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.

Combined transfer list

Destination:

Report type: ☒ Summarized ☐ Detailed

Transfers Type: ☒ Arrivals ☐ Departures

Date: ☒ Transfer Date ☐ Flight Date

Flight time: From to

Flight:

Terminal:

Grouping areas:

Area:

Hotel:

0 Deselecteds 0 Selected

Combined transfer list

Terminal	Transfer Plan	Flight time	Date	Statement	Total Passes	Total Available
Supplier	Sign - Vehicle	Service type	Rate type	Client	Flight	B.Pax
Cancun, Cancun Int. Airport	Transfer Plan 2623805	Flight time 13:45	03/07/2017			
AVENTOUR INT1	80 - VAN 6	Shared	one way	5066 P:129984	TOTAL: 6	AVAIL:8
Almond	2 Almond Bay Beach & Wellness			TU/DEUTSCH	13:45-DUS-AB7416-3	2/0
	4 Luxury Bahia Principe Açu			TU/DEUTSCH	13:45-DUS-AB7416-3	4/0
TRANSFER HOLBOX	48 - Shared 4	Shared	one way	5066 P:129982	TOTAL: 3	AVAIL:1
Holbox	3 Villa Penasco del Mar Jr			TU/DEUTSCH	13:45-VIE-AB7416-3	3/0
AVENTOUR INT1	51 - CRAFT 13	Shared	one way	5066 P:129985	TOTAL: 9	AVAIL:4
Holbox Zone Cancun	2 R30 Cancun			TU/DEUTSCH	13:45-DUS-AB7416-3	2/0
	7 R30 Cancun			TU/DEUTSCH	13:45-DUS-AB7416-3	7/0
Cancun, Cancun Int. Airport	Transfer Plan 2623514	Flight time 13:50	03/07/2017			
AVENTOUR INT1	844 - CRAFT 13	Private	one way	5066 P:129971	TOTAL: 11	AVAIL:2
Holbox Zone Cancun	11 Four Peaks by Shantini C			THOMSONAIR	13:50-MEX-TOM514-2	11/0

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

Flight plan

Reports: Flight Plan Report

Enter Search Criteria

- Destination:
- Report type: ☒ Daily ☐ Weekly ☐ Summarized ☐ Detailed
- Transfers type: ☒ Arrivals ☐ Departures
- Flight Date: From to
- Flight time: From to
- Terminal:
- Group / Source Market:
- Brand:
- Transfers Service: ☒ Shared ☐ Private ☐ Without Transfer
- View / Print: ☒ Open PDF file ☐ Screen ☐ Export to Excel

0 Deselected 11 Selected

Search

Flight plan

Cancun, Cancun Int. Airport 29/06/17		
04:07 LEJ AM 0583	3	12FLY
13:20 LGW TOM092	343	THOMSONAIR
14:10 AMS ORA337	122	TUUKTRANSF
14:10 NCL TOM524	295	THOMSONAIR
16:40 FRA AC 1882	2	12FLY
16:40 FRA DE 2114	20	12FLY
16:40 HEL DE 2114	2	TUIDEUTSCH

- 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.

Combined Arrival & Departure

Enter Search Criteria

- Destination:
- Report type: ☒ Per Flight ☐ Per Hotel ☐ Summarized ☐ Detailed
- Type: ☒ Arrivals ☐ Departures
- Date: From to
- Flight:
- Group / Source Market:
- Brand:
- Area:
- Hotel:

0 Deselected 15 Selected

Search

Combined Arrival & Departure

Legend					
Date	Type				
Hotel					
Flight	Time	Client	Service type	N° Pax	
29/06/17 Departure					
Dorado Royale & Sección Sensimar					
18:35-FRA-DE 2115	15:15	TUIDEUTSCH	Shared	2/0/0	
Grand Riviera Princess					
18:35-OSL-DE 2115	14:50	FRITIDSTR	Shared	4/0/0	
			Private	2/0/0	
Luxury Bahia Principe Akumal					
18:35-FRA-DE 2115	14:20	TUIDEUTSCH	Shared	2/0/0	
RIU Cancun					
18:35-FRA-DE 2115	15:00	TUIDEUTSCH	Shared	2/0/0	
RIU Caribe					
18:35-FRA-DE 2115	15:15	TUIDEUTSCH	Shared	4/0/0	
RIU Las Americas					
18:35-FRA-DE 2115	15:05	TUIDEUTSCH	Shared	2/0/0	
RIU Mexico (DUPLICATED)					
18:35-HEL-DE 2115	14:35	FRITIDSTR	Shared	3/0/0	
		TUIDEUTSCH	Shared	8/0/0	

- 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.

Booking view

Enter Search Criteria

- Company:
- Brand:
- Booking reference:
- Date: ☐ Arrival date ☒ Departure date
- From: to
- Destination:
- Hotel:
- Customer name:
- Arrival flight:
- Departure flight:
- Booking status:

0 Deselected 456 Selected

Search

Booking view

Reports: Booking list

Search Criteria

Company:
 Destination:
 Brand:
 Hotel:
 Departure date: To:
 Booking status:

Actual information (3 bookings)

Arrival date	Departure date	Booking Ref	Status	Brand	Customer name	Hotel
29/06/2017	29/06/2017	3179888	Booked	IMHOLZ	CHRISTOPH BACHORNER	Secrets Maroma Beach Riviera Cancun
29/06/2017	29/06/2017	3181966	Booked	IMHOLZ	HECTOR COMPAIGNON	Platinum Vacation Princess All Suites & Spa Resorts
29/06/2017	29/06/2017	3288740	Booked	IMHOLZ	TATIANA ROTH	Secrets The Vine

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