

DSP Manual

Summer 2018

TUI Destination Experiences

Operational Excellence
Excursion & Sales

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1) Access: <http://reps.tui-ds.com>

DSP username is your windows username, or the official TUI email address without @tui.com.

The password is your windows/email password.

2) General information

Digital Service Point "DSP" is a web application designed to assist Service Teams to register sales, pre-liquidate tickets and consult guest related information.



DSP is linked in real time to Asterix; TUI Destination Experiences' main operational system.

In the DSP home page, you can review your weekly or monthly sales tracker:

Hotel (Data from 20/08 to 26/08)								YOY SPAG evolution	YOY Uptake evolution
ALCUDIA	0	0	0	0.00	0%	0.0	0%		
Local Excursion sales		26	1,320						
Alcudia Garden	290	26	1,320	4.55	9%	0.0	0%		
Local Excursion sales		2	145						
Astoria Playa Adults Only	44	2	145	3.30	4.5%	0.0	0%		
Local Excursion sales		4	226						
Ancillary sales		1	20						
Botel Alcudiamar	75	5	246	3.28	6.7%	0.0	0%		
Garden Lago by Diamond Resorts	0	0	0	0.00	0%	0.0	0%		
Hostal Calma	0	0	0	0.00	0%	0.0	0%		

Welcome Miryam to PALMA DE MALLORCA office

All selected

Accumulated Month Last week Current week



3) DSP overview: menu options

Rep. Info.

Representative related configurations, such as hotels, ticket book, brands...

Tickets

To register tickets, amend/void tickets or consult any ticket.

Liquidations

To manage pre-liquidations and deposits.

Reports

Useful reports with detail information related to Rep's day-to-day work. EX: bookings, excursions, transfers, pickups, flights...

User

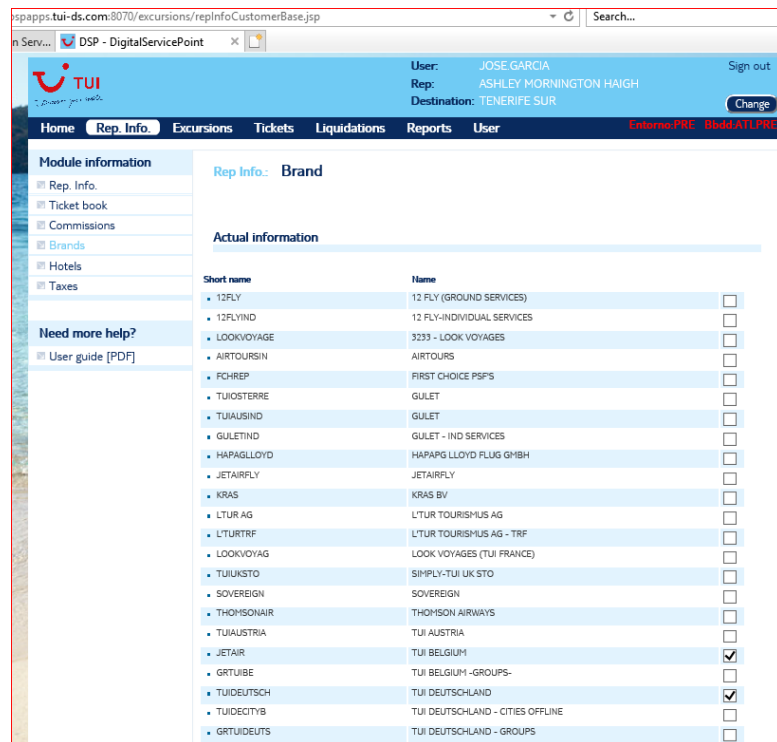
*This menu option is available to Business Support staff that manage DSP user credentials; also available to team managers/leads to manage their team and worklogs.



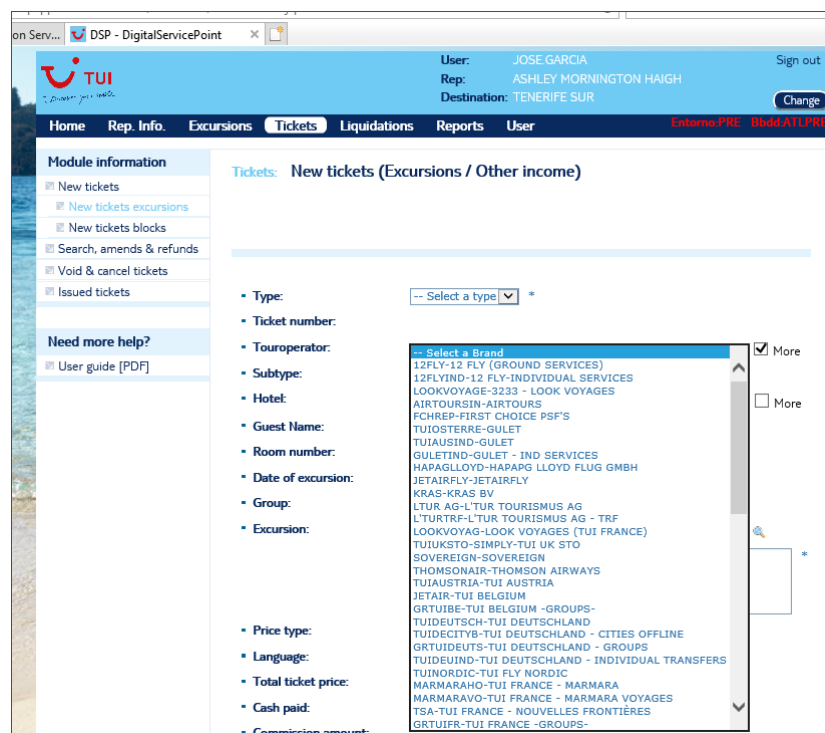
4) Rep. Info.

Each representative's own configuration can be found under "Rep. Info.", such as ticket books, brands and hotels assigned. Please note that this assignation determines which brands and hotels you can register tickets.

Below is an example for Brands (the same applies to hotels):



Regardless of your configuration, you always have the option to select the check box "More", and the full list of brands will be displayed.



5) Tickets

When to use DSP to register sales?

DSP can be used to register sales when (and only when) HHTs/IPads are not available. Please note that DSP doesn't have a payment gate so you must consult with the Operation's team about the set up process for credit card transactions.

What are the benefits of using DSP over manual blocks?

DSP provides information regarding the product portfolio (services, modalities, price, pickups, etc.).

Tickets are instantly integrated into the operational system (Asterix).

How to register tickets in DSP?

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

Module information

- New tickets
 - New tickets excursions
 - New tickets blocks
- Search & amend tickets
- Void & cancel tickets
- Issued tickets

Need more help?

- User guide [PDF]

Tickets: New tickets (Excursions / Other income)

- Type: *
- Ticket number: 3000001
- Touroperator: * ☐ More
- Subtype:
- Hotel: * ☐ More
- Guest Name:
- Room number:
- Date of excursion: *
- Group:
- Excursion:

Service:
 Modality:
- Price type:
- Language: *
- Total ticket price: *
- Cash paid: * *
- Commission amount:
- Holiday booking reference:
- Pick up:
- Comments:

New Ticket Block

With the new ticket block you can register package excursion sales, that is, 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 DSP?

1. Go into Tickets menu and click on "New ticket blocks".
2. Fill in the required information.
3. Just like HHT (except the payment), DSP will generate the ticket number, price, and pickup information.
4. Press **Submit** to confirm the sale.
5. **Accept** the confirmation message.

Search, amend and/or cancel tickets

DSP allows the user to search for issued or cancelled tickets. You can also amend or cancel tickets in DSP. There are two different menu options: one for voids and cancellations, and another to retrieve tickets and do the appropriate action.

Please see below the actions allowed in each ticket scenario:

Not created	Created not liquidated	Pre-liquidated by liquidation not confirmed	Liquidated and confirmed
VOID- Ticket nº can be deleted, without any information, in case of mistake or broken ticket	AMEND - keep same ticket nº but date, pax, excursions, ... can be changed	AMEND (LIMITED)- Only change of name and room nº is possible	CANCEL- This action do a complete refund of the ticket
	CANCEL- Keep original data of the ticket but do a complete refund		REFUND- Partial or total refund of paxes

Refunds

DSP allows refunds of tickets up until 30 days after the service date.



6) Liquidations

DSP is a great tool for Reps to register pre-liquidations.

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

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

By going into the Liquidations menu:

1. The default filter will retrieve all tickets to date. You can also filter by brand or hotel.
2. Press search to see the pending tickets.

Liquidation: Pre - Liquidation Search

Enter Search Criteria

- Ticket from: 169723
- Ticket creation date to: 31 Aug 2018
- Ticket to: 172311

Search

3. Check if your tickets and deposits are correct.
4. Contact Operations team for corrections related to tickets; contact Business Support for any deposit related errors.
5. Use the **Preview** button to get a printable version.

Liquidation: Pre - Liquidation list

Preview

Liquidation details

Detail per currency

Cur.	Gross amount	CASH	Sales (EUR)
EUR	2,808.00	2,050.00	758.00

Ticket	Exc. date	Excursion	Brand	Passes	Pay.Type	Total (EUR)
169723/1 - 3413010016	27/08/18	TRANSFER/ENTRY - AQUATRSF-ENTRY	TUUKEXCURS	0/1/0	CC	-22.00
171053/1 - 3413010283	29/08/18	SPINALONGA Collection - Full Day	TUUKEXCURS	2/0/0	CA	-142.00
170764 - 3413010182	30/08/18	SPINALONGA Collection - Full Day	TUUKEXCURS	2/0/0	CC	142.00
170765 - 3413010193	31/08/18	Pirate Boat - Pirate Boat	TUUKEXCURS	4/0/0	CC	140.00
170782 - 3413010213	31/08/18	Pirate Boat - Pirate Boat	TUUKEXCURS	2/2/0	CA	110.00
170803 - 3413010226	09/09/18	VIP Lounge - VIP Lounge Adult	TUUKEXCURS	2/0/0	CC	80.00
170893 - 3413010241	31/08/18	Pirate Boat - Pirate Boat	TUUKEXCURS	4/1/0	CC	160.00

Refunds

Sales

6. If everything is correct, click on **Details**.
7. "Add Deposits": this option is available for all destinations except for Spain. *In Spain, the system will generate an automatic deposit to match the liquidation.
8. You may already see a list of deposits that the cashier DMC has added throughout the week. Check these first!

Liquidation details (Currency: EUR)

CASH (EUR)	C.C. (EUR)	TOTAL (EUR)
Total: 2,050.00	Total: 758.00	Total: 2,808.00
Liquidation: 2,050.00	Liquidation: 758.00	Liquidation: 2,808.00

Select deposits to liquidate or create new deposits

Dep. Num.	Date	Amount	Cur.	Pay-Type	Bank account
<input checked="" type="checkbox"/> *	31/08/18	758.00	EUR	HHT_CC	

LIQUIDATION (EUR)	Cash payment	Card payment	Total
Total liquidation:	2,050.00	758.00	2,808.00
Less deposits:	0.00	758.00	758.00
Final result:			2,050.00

You cannot liquidate, add new deposits with the following amount: 2,050.00

Back Add Deposit Confirm

9. Add deposits to cover the amount of the liquidation (in all the countries except from Spain).
10. Cash deposit: select office (payment was/will be made to the office's cashbox) or bank and a bank account (if you paid directly into the bank, this options is only available in limited destinations.)

Add new deposit

▪ Amount: *

▪ Currency: *

▪ Payment type: Bank ☒ Office ☐

▪ Bank count: *

▪ Date of deposit:

Accept

11. Card deposit: create one for each card payment or one for the total of all transactions (your DMC cashier will advise, please confirm locally). Not applicable in Spain.
12. Press Accept and then **OK**.
13. A deposit number will be generated.

Liquidation: Add deposit

Actual information

▪ The deposit number: 12976 has been submitted

Ok

Steps to cancel a deposit (Not available in Spain)

1. If you have confirmed a wrong deposit, you can delete it. Go to Search deposits, find it and press **Remove**.

2. Once the corresponding deposits have been created, go back to the liquidation. If everything is correct, press **Confirm**. If it is not correct, you can press **back** instead of Confirm. Check sales and deposits again and see where the problem is. If you cannot find the problem, contact the DMC cashier.

3. Print the liquidation. Now the pre-liquidation has been generated, and a liquidation number has been assigned to it. Click on **Preview** for a printable version of the report. Please print it for your line manager.

Ticket	Excursion Name	Z	ID	Ad.	Chd.	Ad.amt.	Ch.amt.	Total	To liq.	Cur.	To liq.
169723/1 - 3413010016	TRANSFER/ENTRY-AQUATRSF-ENTRY	CENTRAL		0	1	0.00	22.00	-22.00	-22.00	EUR	-22.00
170764- 3413010182	SPINALONGA Co-Full Day	CENTRAL		2	0	71.00	0.00	142.00	142.00	EUR	142.00
170765- 3413010193	Pirate Boat-Pirate Boat	CENTRAL		4	0	35.00	0.00	140.00	140.00	EUR	140.00
170782- 3413010215	Pirate Boat-Pirate Boat	CENTRAL		2	2	35.00	20.00	110.00	110.00	EUR	110.00
170803- 3413010226	VIP Lounge-VIP Lounge Adult	CENTRAL		2	0	40.00	0.00	80.00	80.00	EUR	80.00
170893- 3413010241	Pirate Boat-Pirate Boat	CENTRAL		4	1	35.00	20.00	160.00	160.00	EUR	160.00
170896- 3413010263	SPINALONGA Co-Full Day	CENTRAL		4	1	71.00	38.00	322.00	322.00	EUR	322.00
170897- 3413010274	Landrover saf-Full Day	CENTRAL		4	1	83.00	55.00	387.00	387.00	EUR	387.00

7) Reports

Excursion reports

1. New liquidations report: this report allows you to search and consult past liquidations. The liquidations can be reviewed in detail by clicking on the corresponding line of the list.
2. New Sales report: It provides information regarding the sales of excursions and ancillaries by rep. The information can be issued by Service, Booking or Liquidation's date grouped per Rep, Hotel or brand. The report can be exported in Excel or PDF format. Please note that cancelled sales are not included in this report.

****Team managers can use this report to monitor sales by reps in real time. Please ensure that all your reps are correctly assigned under your team in DSP.**

3. Combined Excursion list: this report is designed to supports last minute sales. Once the operations team have planned next day's excursions, they publish this report in DSP, so reps can easily see the pickup points that the bus will pass by and the seats available.

****Important Note:** the report is posted at a point in time that the operation agent publishes the report, which means that any sales made after the posting time is not updated in that report. Please use this with caution.

4. Online Booking Report: it shows online bookings by hotel. This could be useful for reps to check which guests in their hotel have already booked which excursions. This information can help reps to better understand their target guests and prepare their sales pitch.

Transfer reports

1. Combined Transfer list: is an arrival/departure report for Service Teams, it shows detailed information for each PLANNED transfer service, including detail passenger info and available seats per vehicle.
2. Flight plan: this report can help to calculate the airport staff needed and displays detailed or summarized flight plan view, both allocated and non-allocated.
3. Combined Arr. & Dep.: contains information regarding all guests, both allocated and non-allocated.
4. Booking view: Offers transfer booking information for all source markets in Asterix destinations, with guest details. This tool can help you answer any guest queries related to their bookings. Many filter are available to help locate the guest's booking; via booking reference code, lead guest's name, etc. Both allocated and non-allocated.



8) User

This section is limited to BS and team manager/team leads to manage user accounts.

The BS team can create/modify DSP user account credentials. For user creation please do so from Asterix as validation with Active Directory is required. For detail user management instructions please click [here](#). **Please remember that user accounts for office colleagues (Business Support team) should be created via OEBD regional implementation team.

Team managers/team leaders can manage their team members and their worklog here. For more detail, please click here for the [Rep Commission calculation manual](#). If you would like to learn more about Worklog Management, please click on [this video](#).

