

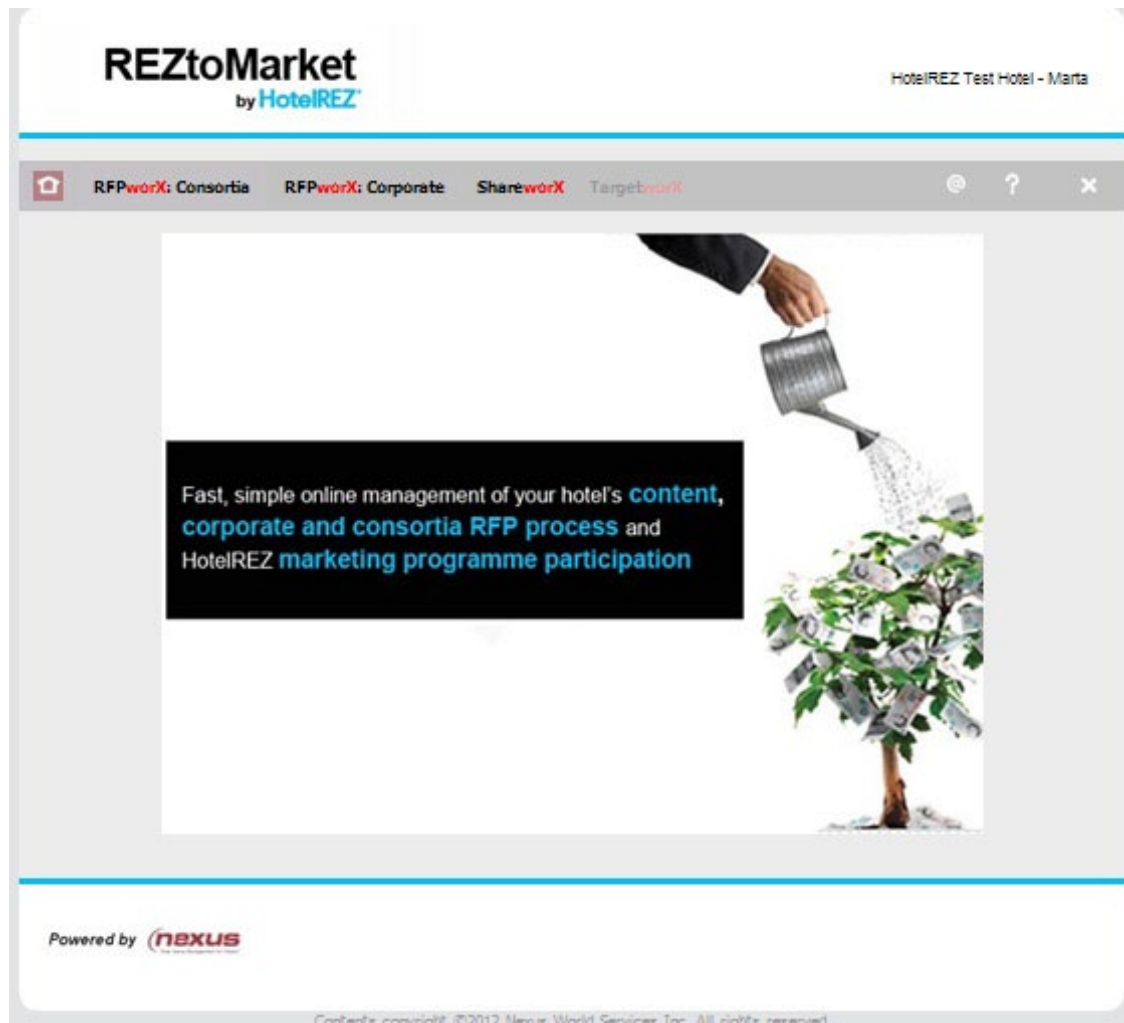


REZtoMarket RFP Tool User Guide

REZtoMarket is the HotelREZ online tool for hotel members to manage their content, Consortia and Corporate RFP processing and HotelREZ marketing programme participation.

Content

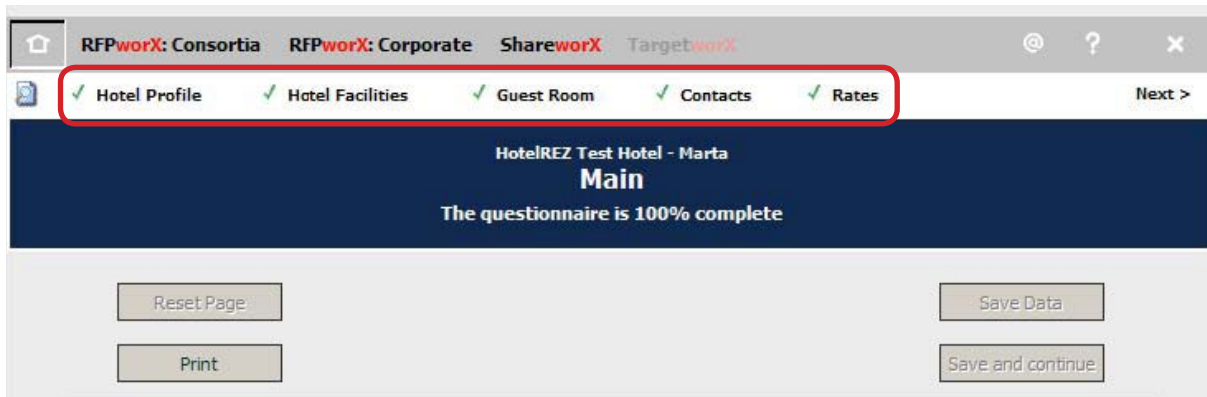
The first step for the user is to complete the hotel content. To access the content area click on the small House icon.



The user will be taken to the Profile and Rate Data screens to begin the completion of the content and rate information for the hotel.

Hotel Menu options to be completed include:

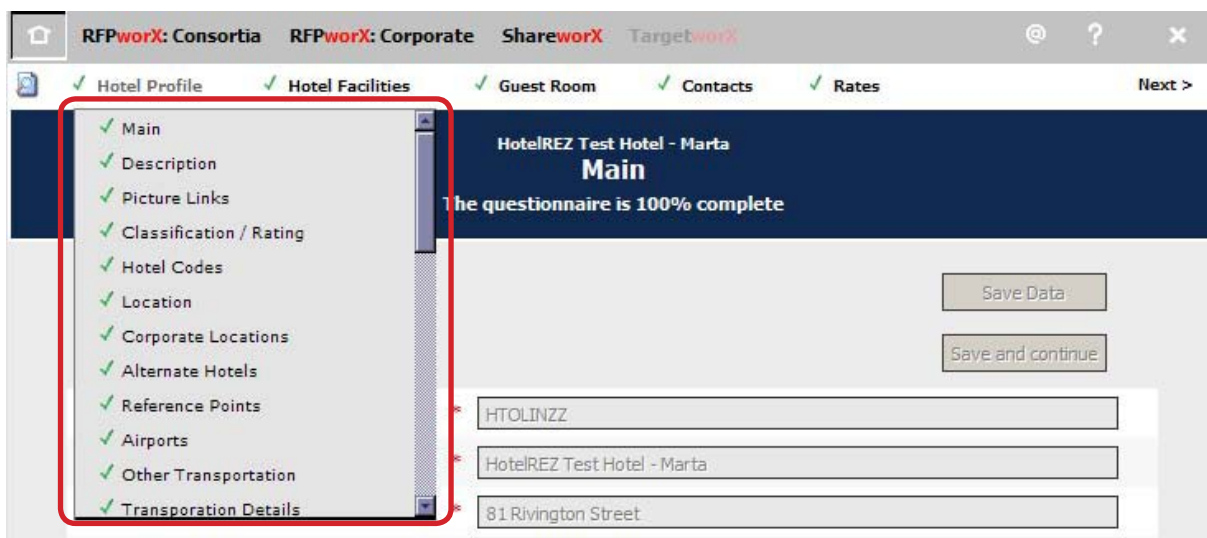
- Hotel Profile
- Hotel Facilities
- Guest Room Data
- Contact Info
- Rates



Contained within each Hotel Menu Option is a drop list of items/pages that the user needs to complete or update for the hotel.

A check mark indicates the pages has been viewed or amended and saved.

ALL items under ALL options must be completed and display the check mark before a hotel can proceed and view RFPs.



This is an example of the menu item “Main”, found under the option “Hotel Profile”

Note that items marked with a red asterisk * are mandatory fields. The user can save completed information and continue without completing these however the user will need to return and complete the missing fields for the check mark to appear on the page.

HotelREZ Test Hotel - Marta
Main
The questionnaire is 100% complete

Reset Page Print Save Data Save and continue

1. Internal hotel code / Property Code	*	HTOLINZZ
2. Hotel name	*	HotelREZ Test Hotel - Marta
3. Hotel street address	*	81 Rvington Street
4. address line 2		Shoreditch
5. Postal code (not zip code)	*	EC2A 3AY
6. City	*	London
7. Province (if applicable)		
8. Zip code	*	
9. Country name	*	United Kingdom
10. Airport City Code for Metropolitan Area	*	MXP

After completing the page (or if there are no changes, click the “Save Data” button to validate your entries.

Navigating to the Next Menu Item

There are three options for navigation between pages:

1. Select another page form the Menu Items list
2. Click “Previous” or “Next”
3. Click “Save and Continue”

HotelREZ Test Hotel - Marta
Airports
The questionnaire is 100% complete

Reset Page Save Data
Print Save and continue

1. Airport bus station at the hotel * Yes: No:
2. Airport bus station near hotel * Yes: No:
3. Distance to Airport Bus Station
4. **Airport 1: three letter IATA code** * MXP Locate Airport
5. Airport 1 name * Malpansa
6. International airport 1 * International and Domestic
7. Hotel provides shuttle service to airport 1 * Yes: No:
8. Shuttle service to airport 1 is complimentary to all guests * Yes: No:
9. Fee for airport 1 shuttle * 100,00

Complete Menu Section Page

Once the user has completed all items on the menu and a check mark is displayed for each menu item, the user then needs to complete and save the “Complete Menu Section” page at the bottom of the section completed.

HotelREZ Test Hotel - Marta
Main
The questionnaire is 100% complete

Save Data
Save and continue

- ✓ Meal Plans
- ✓ Packages
- ✓ Frequent Flyer Programs
- ✓ Hotel Services - Part 1
- ✓ Hotel Services - Part 2
- ✓ Communication Charges 1
- ✓ Communication Charges 2
- ✓ Communication Technology
- ✓ Safety and Security 1
- ✓ Safety and Security 2
- ✓ Booker Description
- ✓ Complete Menu Section**

* HTOLINZZ
* HotelREZ Test Hotel - Marta
* 81 Rivington Street

This provides an audit check and trail confirming the user at the hotel that has completed the data on behalf of the hotel.

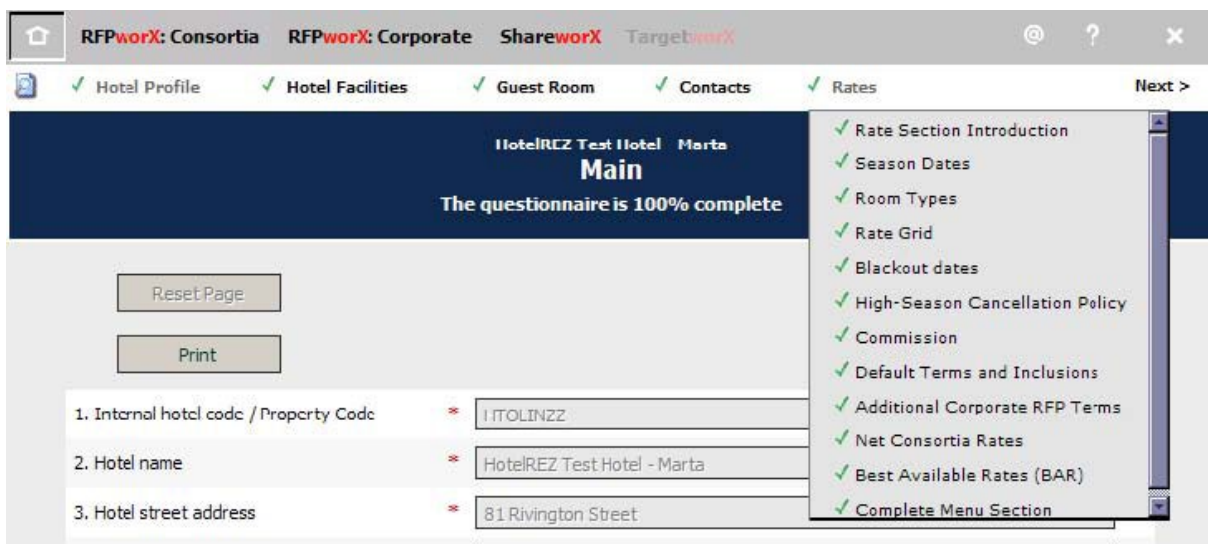
The “Complete Menu Section” page will need to be completed for each of the Menu Groups:

- Hotel Profile
- Hotel Facilities
- Guest Room Data
- Contact Info
- Rates

Rate Menu Items

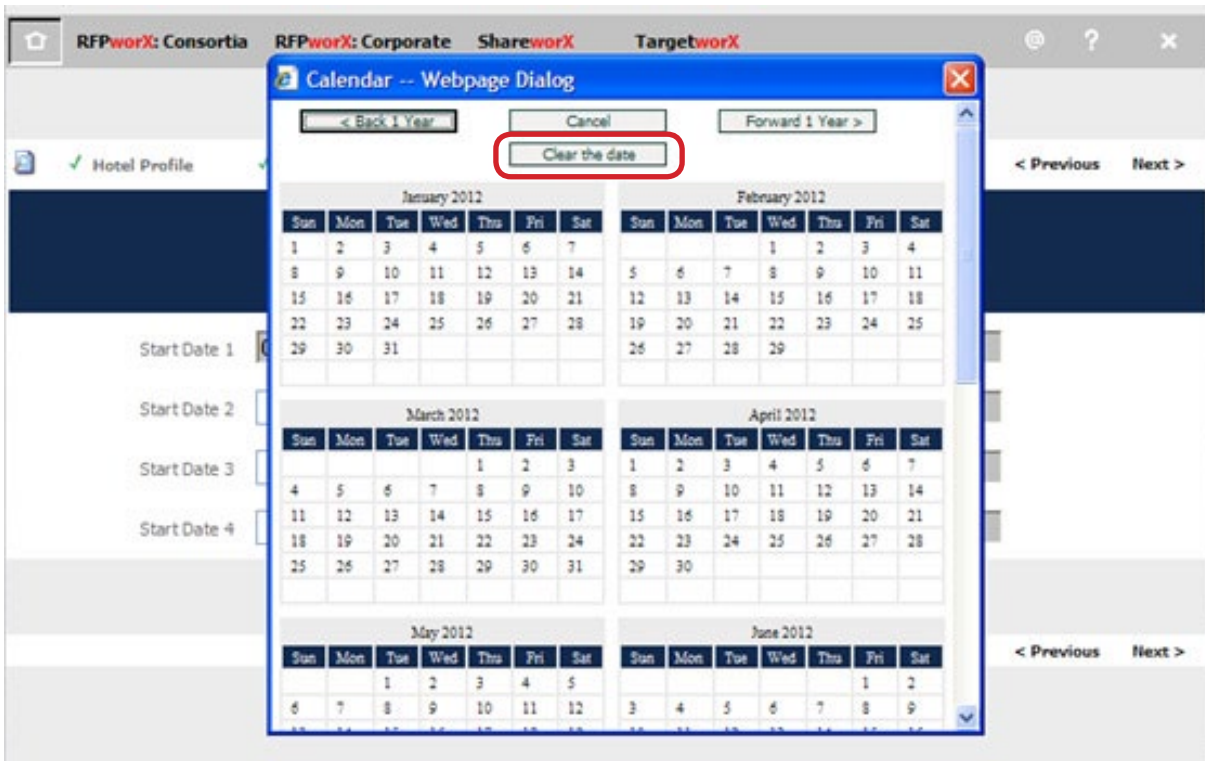
Details entered in the Rates Menu Items will be used to populate future Consortia and Corporate RFPs

- Season Dates
- Room Types
- Rate Grid
- Commission Page
- Blackout Dates



When a date or date range is required REZtoMarket will provide a Calendar window for date selection.

To remove a date, select “Clear the Date” button

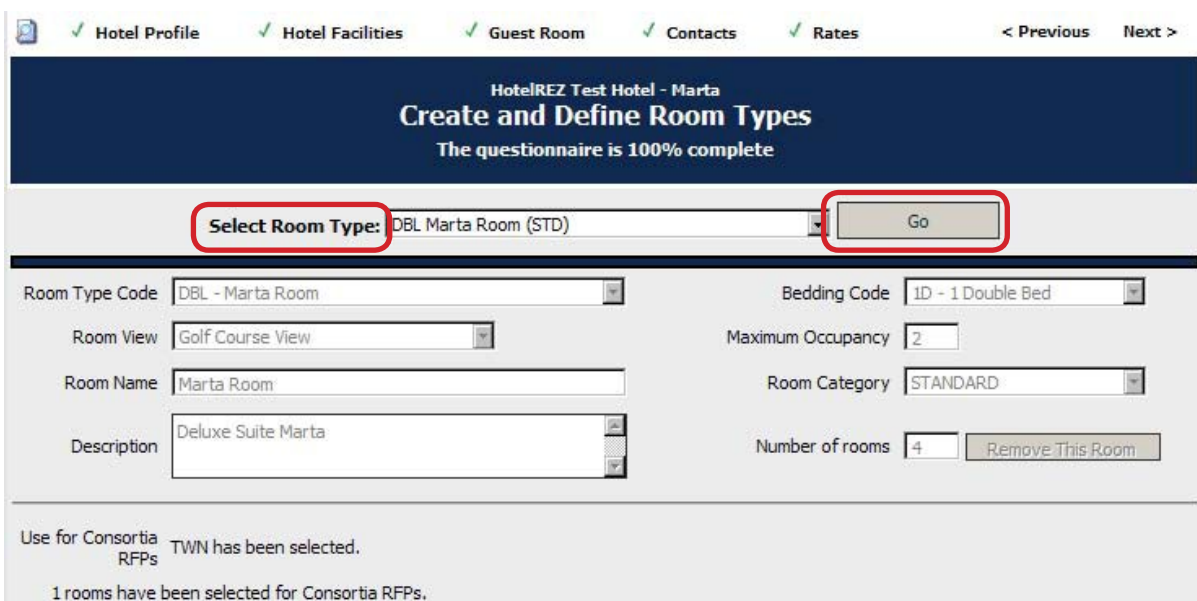


Room Type Creation

To add a room type select the room type from the drop list and click Go

The user must ensure that one room type is assigned for Consortia / Corporate bids.

To delete a room type, choose the type from the list click Go. Once the details of the room type are displayed click Remove this Room.



Rate Grid

Complete the Rate Grid for each Room Type. To move to the next room type click Save and Enter Another Room Type or Save Rates

To navigate between room types choose the applicable room type from the drop list, then click Go

HotelREZ Test Hotel - Marta
Rate Grid
The questionnaire is 100% complete

Select Room Category:

Rates are to be quoted in: Euro (EUR)
Please note that although you can enter decimal values, data for some exports must rounded to whole numbers. In those cases, we will round *up* to the nearest whole number value.
Also, some companies encourage that double rates be equal to single rates for program inclusion.
Consortia Rates entered here are considered Commissionable.

2012	Rack Rate		Published Corporate Rate		Consortia Rate		Gov/Military Rate	
Season 1: 01-Jan-2012 to 31-Dec-2012								
	single	double	single	double	single	double	single	double
DBL: Marta Room	<input type="text" value="100.00"/>	<input type="text" value="100.00"/>	<input type="text" value="100.00"/>	<input type="text" value="100.00"/>	<input type="text" value="100.00"/>	<input type="text" value="100.00"/>	<input type="text" value="100.00"/>	<input type="text" value="1000.00"/>
EDB: EDB	<input type="text" value="300.00"/>	<input type="text" value="350.00"/>	<input type="text" value="250.00"/>	<input type="text" value="280.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>
ETN: ETN	<input type="text" value="300.00"/>	<input type="text" value="350.00"/>	<input type="text" value="250.00"/>	<input type="text" value="280.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>
JSU: JSU	<input type="text" value="300.00"/>	<input type="text" value="350.00"/>	<input type="text" value="250.00"/>	<input type="text" value="280.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>
SGL: SGL	<input type="text" value="300.00"/>	<input type="text" value="SingleOnly"/>	<input type="text" value="250.00"/>	<input type="text" value="SingleOnly"/>	<input type="text" value="120.00"/>	<input type="text" value="SingleOnly"/>	<input type="text" value="120.00"/>	<input type="text" value="SingleOnly"/>
SUI: SUI	<input type="text" value="300.00"/>	<input type="text" value="350.00"/>	<input type="text" value="250.00"/>	<input type="text" value="280.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>	<input type="text" value="120.00"/>	<input type="text" value="140.00"/>
TWN: TWN	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>	<input type="text" value="300.00"/>

Blackout Dates

Blackout Dates entered in the Rates section will be used to populate future Consortia and Corporate RFPs.

Some Consortia/Corporate RFPs limit the number of dates or ranges allowed.

Prioritise your blackout dates by highlighting a date range, and clicking the “Move Up” or “Move Down” buttons. The most important dates should be listed at the top.

HotelREZ Test Hotel - Marta
Blackout (Fair) Dates
 The questionnaire is 100% complete

- Blackout dates may be added as Single Dates or in Date Ranges.
- After the dates are added, you may 'prioritize' them in order of importance.
- Overlapping or duplicate dates will be discarded as necessary.**

Please note that different RFP specifications (Consortia / Corporate) allow different numbers of dates. The maximum number of blackout dates will be submitted on each RFP based on the recipient's policy. However some blackout dates will be omitted depending on the specifications.

- Dates will be exported based on your prioritization.
- The Start Date and End Date are included when calculating the total number of blackout days, i.e. 01-Jan-2008 to 03-Jan-2008 equals 3 days

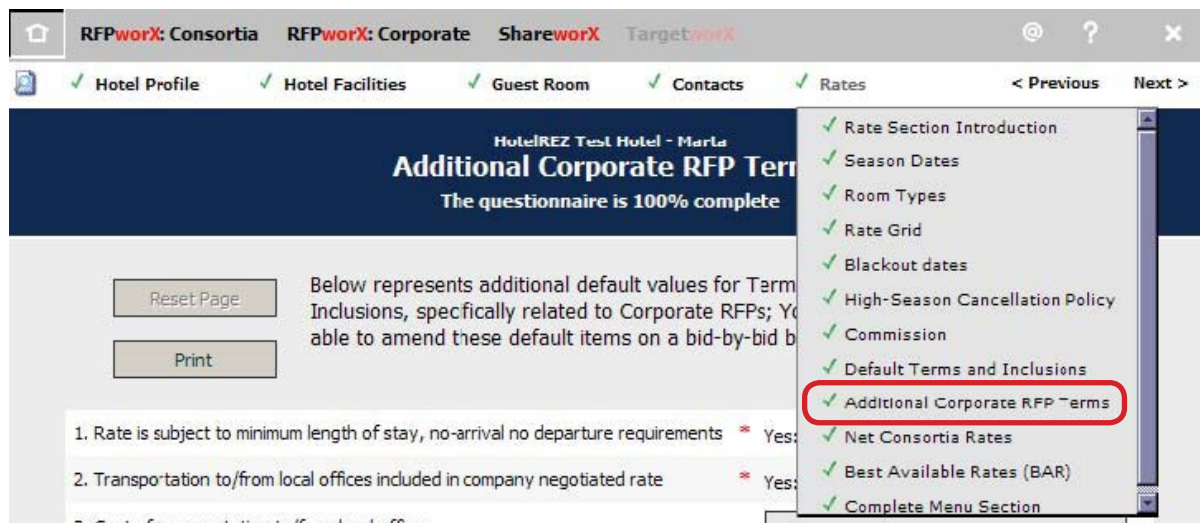
- Number of blackout days you currently have: 40
- Number of blackout date ranges (periods) you currently have: 2

New BlackoutDate: Start Date: End Date (optional):

26-Jan-2012 to 26-Feb-2012
 20-Dec-2012 to 27-Dec-2012

Corporate RFP Rate Terms & Inclusions

Complete this questionnaire to pre-populate Corporate RFP terms and inclusions. These may be modified for a specific client when submitting a bid.



Best Available Rates (BAR)

The user needs to complete the section on Best Available Rates to submit for the majority of the Consortia programmes. Within this section there are mandatory fields requesting information on ceiling rates. If the user does not complete this information the hotel will not be permitted to submit bids for programmes that require a ceiling rate.

Consortia – RFPworX

The user cannot participate in the RFP process until they have successfully completed or updated the data in worXcentral for the year.

Click on RFP Summary to review all the consortia programs the hotel has been invited to participate in. Deadlines are given for each program and each status is also displayed:

- Participation
- Hotel Process
- Acceptance vs. Rejection

The user should ensure that the hotel is not left with a Hotel Process status New or In Process.

HotelREZ Test Hotel - Marta Consortia RFP Summary				
Consortia Name	Participation	Hotel Process	Acceptance	Participation Fee / Notes
★ Preferred Partner + Consortia Information / Free Programs	Unkn Due: 15-Dec-11	New Due: 15-Dec-11	Pending	Test Consortia **Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these charges.**
+ DERhotel.com	Yes Due: 01-Jun-12	Complete	Pending	200.00 EUR

Consortia Programmes – Welcome Page

The Welcome Page should be checked by the user at the beginning of the season and during the RFP season. This page details your companies global participation policies, related to the Consortia RFP process.

HotelREZ Test Hotel - Marta Consortia RFP Summary				
Consortia Name	Participation	Hotel Process	Acceptance	Participation Fee / Notes
★ Preferred Partner + Consortia Information	Unkn Due: 15-Dec-11	New Due: 15-Dec-11	Pending	Test Consortia **Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these

- ✓ Welcome Page
- ✓ RFP Summary
- Free Programmes & Information
- ✓ Free Programmes & Information
- Co DERhotel.com
- ✓ DERhotel.com Sign-Up
- ✓ DERhotel.com Data
- ✓ DERhotel.com Loading Details
- ✓ Complete DERhotel.com
- PMN
- ✓ PMN Sign-Up
- ✓ PMN Data

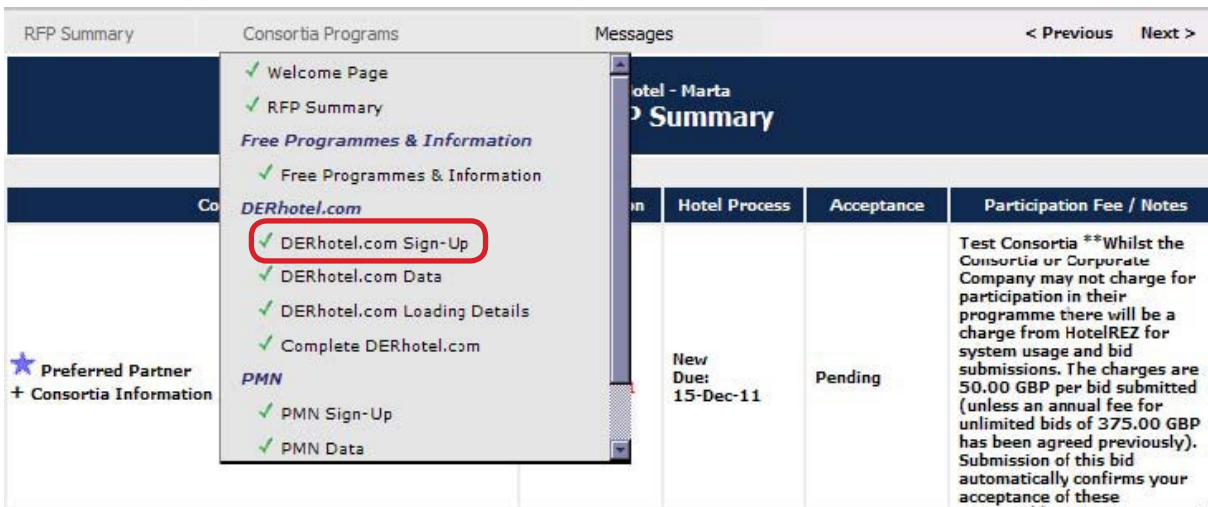
Consortia Sign-up Pages

For each Consortia programme to which the hotel has been invited the user will first need to review and complete the Sign-up page.

Important details are included:

- Program Description
- Criteria for Inclusion
- Attachments
- Projected Participation Fees

The user can access it from 2 different ways.



Or by clicking on the name of the programme within the Consortia Summary page.

Consortia Name	Participation	Hotel Process	Acceptance	Participation Fee / Notes
Preferred Partner + Consortia Information / Free Programs + DERhotel.com	Unkn Due: 15-Dec-11	New Due: 15-Dec-11	Pending	Test Consortia **Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these charges.**
Preferred Partner - Partnership Marketing Network PMN Sign-Up PMN Data PMN Loading Details Complete PMN	Yes Due: 01-Nov-11	Complete	Yes	Free of charge **Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted or an annual system usage fee of 375.00 GBP. Submission of this bid automatically confirms your acceptance of these charges.**

Once the user has reviewed the Consortia detail they are required to acknowledge that the hotel wishes to participate. Once the user selects Yes and completes the page they can then complete additional (consortia specific) questions ...

HotelREZ Test Hotel - Marta
PMN

PMN - Fee / Notes:

Free of charge

******Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted or an annual system usage fee of 375.00 GBP. Submission of this bid automatically confirms your acceptance of these charges.******

Do you wish to participate? No Yes

First Name:	<input type="text" value="Marta"/>	Last Name:	<input type="text" value="Gussago"/>
Title:	<input type="text" value="Test"/>	Date:	<input type="text" value="15-Dec-2011"/>
Email:	<input type="text" value="test@test.it"/>	Phone:	<input type="text" value="30"/> <input type="text" value="02"/> <input type="text" value="212345687"/>

Consortia Data Page

The Consortia Data Page(s) contain questions in addition to previous profile and rate information completed with worXcentral. The content of the page will vary by Consortia.

A red asterisk * marks a mandatory field. Once all questions are completed click Save Data.

RFP Summary	Consortia Programs	Messages	< Previous Next >						
RFP Summary	<ul style="list-style-type: none"> ✓ Welcome Page ✓ RFP Summary Free Programmes & Information ✓ Free Programmes & Information DERhotel.com ✓ DERhotel.com Sign-Up <li style="border: 2px solid red; border-radius: 10px; padding: 2px;">✓ DERhotel.com Data ✓ DERhotel.com Loading Details ✓ Complete DERhotel.com PMN ✓ PMN Sign-Up ✓ PMN Data 	Messages Summary	< Previous Next >						
Co Preferred Partner + Consortia Information	Co DERhotel.com	Summary <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Hotel Process</th> <th style="width: 33%;">Acceptance</th> <th style="width: 34%;">Participation Fee / Notes</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">New Due: 15-Dec-11</td> <td style="text-align: center;">Pending</td> <td> Test Consortia **Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these </td> </tr> </tbody> </table>	Hotel Process	Acceptance	Participation Fee / Notes	New Due: 15-Dec-11	Pending	Test Consortia ** Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these	
Hotel Process	Acceptance	Participation Fee / Notes							
New Due: 15-Dec-11	Pending	Test Consortia ** Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these							

Complete all the items per consortia programme, up to and including the sign-off page where the users signature is required. This will close the submission process.

The user can check its completion on the Summary Page.

HotelREZ Test Hotel - Marta Consortia RFP Summary				
Consortia Name	Participation	Hotel Process	Acceptance	Participation Fee / Notes
★ Preferred Partner + Consortia Information / Free Programs	Unkn Due: 15-Dec-11	New Due: 15-Dec-11	Pending	Test Consortia **Whilst the Consortia or Corporate Company may not charge for participation in their programme there will be a charge from HotelREZ for system usage and bid submissions. The charges are 50.00 GBP per bid submitted (unless an annual fee for unlimited bids of 375.00 GBP has been agreed previously). Submission of this bid automatically confirms your acceptance of these charges.**
+ DERhotel.com	Yes Due: 01-Jun-12	Complete	Pending	200.00 EUR

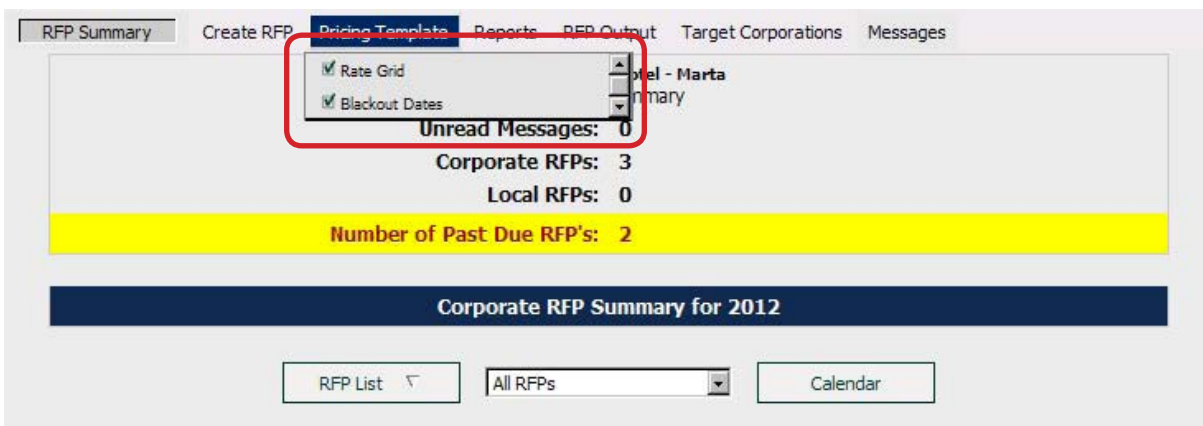
Corporate – RFPworX

The user cannot participate in the RFP process until they have successfully completed or updated the data in worXcentral for the year.

Pricing Template

Complete these details related to all future Corporate RFPs

- Rate Grid
- Blackout Dates



All the room types selected for Corporate bids in worXcentral are shown on the Pricing Template Rate Grid. Complete the various Negotiated Rate Tier options available for pre-population.

When responding to a Corporate RFP the user will select up to two (2) room types to be included in the bid.

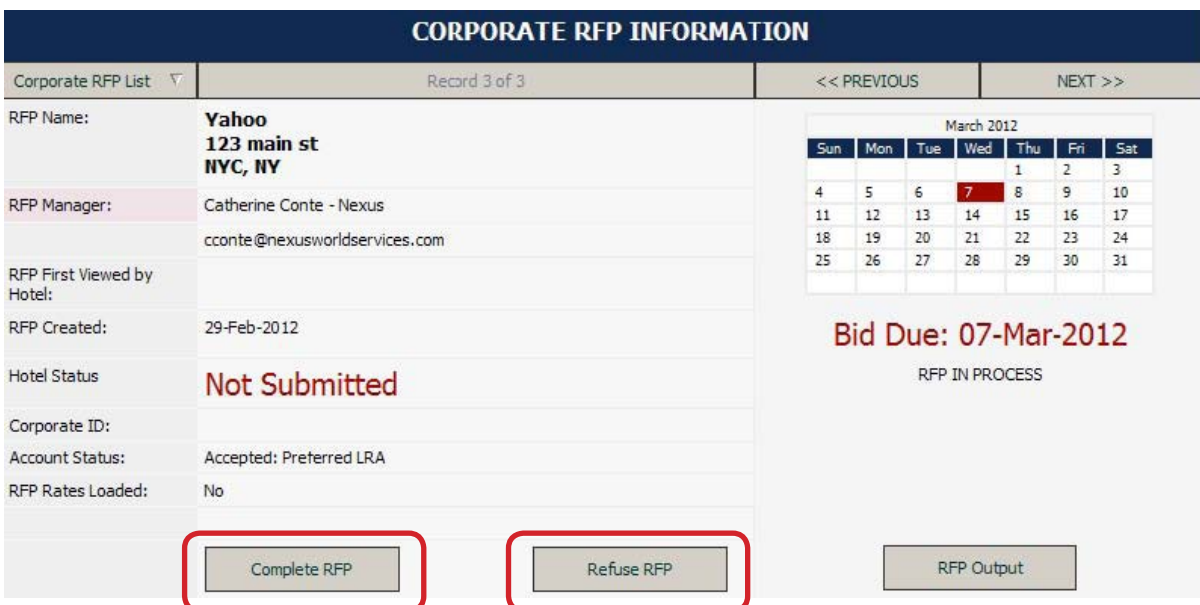
Corporate RFP Search Page

The Corporate RFP Search page lists all solicitations to which the hotel has been invited to bid. As the list becomes longer the user may choose to filter by Hotel Status i.e. New, Submitted or by Calendar Due Date. Each column can also be reordered by clicking on its header. To access a Corporate RFP click on the name to access the bid.



Corporate RFP Information Page

The Corporate RFP Information page provides a quick recap of the client requesting the negotiated rates. The user sure read all the file attachments and client notes. From this page the user chooses to Complete or Refuse the RFP.



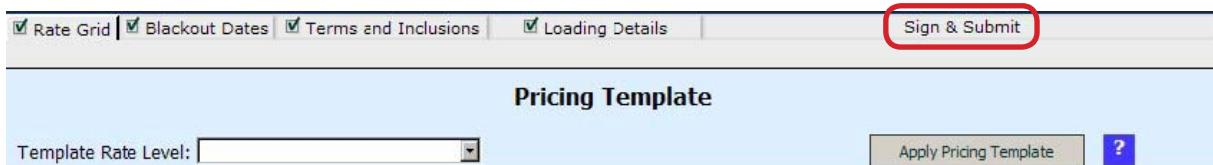
Completing the Corporate RFP

Confirm Room Type 1 (Standard), Room Type 2 (Upgrade), choose a pre-populated Template Rate Level and click Apply Template Pricing.

Next, view, amend and save each of the tabs:

- Blackout Dates
- Terms and Inclusions
- Additional Items

These MUST be completed and saved before the user can sign and submit the RFP.



Renegotiations

Bids in renegotiation are shown on the Summary Page. Click on the ® to complete the renegotiation process.

Colour coding:

Red: pending renegotiation request

Green: renegotiation completed

- Hotel Summary

Unread Messages: **8 ! Urgent Message Detected**

Corporate RFPs: **10**

Local RFPs: **0**

Number of Past Due RFP's: 7

Corporate RFP Summary for 2012

Corporate RFPs	Hotel Status	Due Date	Account Status	Rates Loaded
Alcatel	NEW	30-Apr-2012		
BAYER	IN PROCESS	01-May-2012		
Columbine Courier	IN PROCESS	27-Apr-2012		
Deloitte	SUBMITTED	31-Aug-2011	® Renegotiating RFP	
Kroger Foods	NEW	04-May-2012		
Littleton Cydery	IN PROCESS	07-Oct-2011	® Renegotiating RFP	
Meries Restaurants	SUBMITTED	07-Oct-2011	Pending	
Nature Valley Companies	IN PROCESS	27-Apr-2012		
Siemens Berlin	SUBMITTED	30-Apr-2012	Accepted: Preferred LRA	Yes
The Mill Bakery	NEW	07-May-2012		

Review the bid instructions and complete each tab of the renegotiation process. Tabs with no item in negotiation are already completed with a check mark.

Only the fields in renegotiation are open to be modified. Original, requested and new values are always displayed. New values can be pre-populated, but the user can change the given value if necessary.

For an easier completion, the rate grid can be filled by clicking on “Copy all Request values to New” or “Copy all Original values to New”.

Only the fields in bold are open to be modified. Once all tabs are complete, sign off the renegotiation and add comments to the travel manager if needed.

The process will need to be completed if further negotiation requests are received.

Notifications and Messages

The Summary page gives the user the amount of unread or new messages that are in the system and need attention.

Corporate RFPs	Hotel Status	Due Date	Account Status	Rates Loaded
Test Rfp	IN PROCESS	30-Jun-2012		
Test Rfp	IN PROCESS	31-Oct-2011		
Yahoo	IN PROCESS	07-Mar-2012	Accepted: Preferred LRA	

Click on Messages then choose Inbox.

Unread or New messages are listed in BOLD. Messages may be filtered by Account (client name).

To view the detail of the message the user needs to click on the From details. This will display the text of the message, the subject and which Account Manager sent the message.

To respond, click the Reply button.

Any replied sent will be available to view from your Messages Outbox.

Sending Messages

Click Messages and select Compose Messages from the drop list.

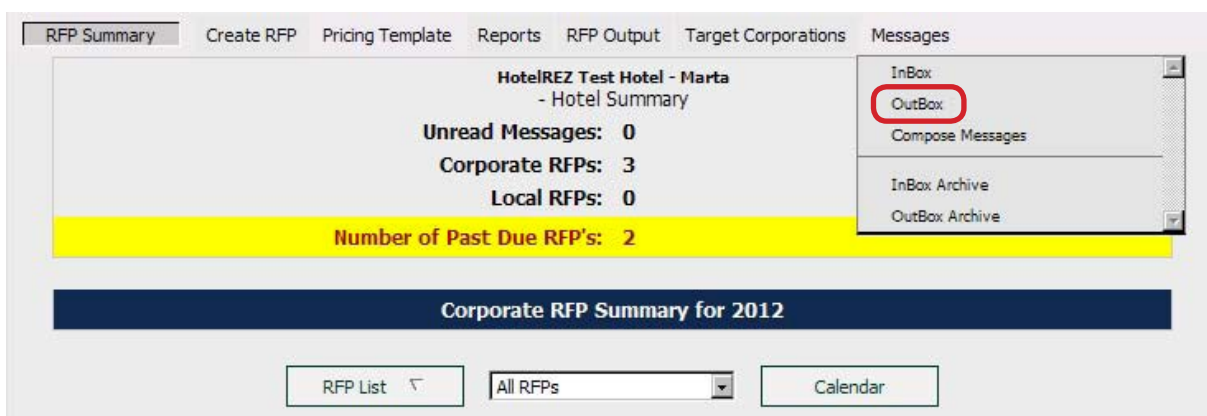


Define the client that is the subject of the message and click Next.

Select the recipient of the message. Type the text of the message and click the Send button.

Outbox

Select Messages and OutBox. A listing of all messages sent from the user's login will be displayed. These messages can be filtered by Client Name (Account).



Viewing all Messages

Click on the @ icon to view an overview of all messages either per Inbox or Outbox. From here the user can view the messages or reply as needed.

The user can also archive messages by clicking on Archive Checked Emails option.



Archived emails are saved in the Archived Inbox and Archived Outbox.

