Summary

Carmen CMS is responsible for creating hotel reservations and forecasts. The process and the different reports are described shortly in the following sections.

Change History

Version	Author	Date	Description
1.0	Leo Wentzel	2007-05-02	Added Hotel Reservation documentation.
1.1	Hugo Vazquez	2008-02-15	New description of batch jobs and processes.

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1 Hotel Reports

1.1 Reservation/Forecast generation

Forecasts are generated one time every month after schedule release and cover the next month. Orders are generated automatically every day and cover the following two days. How to run the forecasts and orders manually are described later in this document. Forecasts and reservations are generated for every “preferred” hotel for each SAS region. Hotels with no demand receive a reservation with a message indicating that there is no demand for rooms.

It is possible to generate forecasts, performed list and reservations manually through the studio menu.

1.2 Forecast Reports

Forecasts are generated in PDF format. A hotel forecast contains information of the expected room demand for a hotel for a period. The forecast holds no personal information. The report shows information about the flight that crew is arriving and departing with how many rooms that there are demand for and how many nights crew will stay. An example of the forecast PDF is shown below:

Hotel Reservation Forecast

Hotel		Customer		Forecast Info
Company:	Park Avenue	Company:	SAS	Period: 01MAY2006 31MAY2006
Adress:	The street 22	Region:	Danmark	Local times!
	Postalcode Landvetter	Department:	CPHCS	
Phone:	12-345678	Phone:	45 3232 4639	
Fax:	Fax nr	Fax:		
e-mail:	someemail@hotmail.com	e-mail:	CMOS.SKD@SAS.DK	

Reservations (single rooms)

Arrival	Incoming Flight	Departure	Next Flight	Rooms	Nights
01MAY2006 14:55	SK 0438	02MAY2006 07:35	SK 0433	3	1
01MAY2006 18:20	SK 1632	02MAY2006 08:45	SK 1439	3	1
01MAY2006 20:35	SK 0446	02MAY2006 19:05	SK 1631	3	1
01MAY2006 22:00	SK 1440	02MAY2006 09:20	SK 0435	2	1
01MAY2006 23:25	SK 0448	02MAY2006 18:20	SK 0449	3	1
02MAY2006 14:55	SK 0438	03MAY2006 07:35	SK 0433	3	1
02MAY2006 18:20	SK 1632	03MAY2006 08:45	SK 1439	3	1
02MAY2006 20:35	SK 0446	03MAY2006 19:05	SK 1631	3	1
02MAY2006 22:00	SK 1440	03MAY2006 09:20	SK 0435	2	1
02MAY2006 23:25	SK 0448	03MAY2006 18:20	SK 0449	3	1
03MAY2006 17:45	SK 1444	04MAY2006 08:45	SK 1439	3	1
03MAY2006 18:20	SK 1632	04MAY2006 07:35	SK 0433	3	1
03MAY2006 20:35	SK 0446	04MAY2006 15:30	SK 0439	3	1
03MAY2006 22:00	SK 1440	04MAY2006 09:20	SK 0435	2	1
03MAY2006 23:25	SK 0448	04MAY2006 19:05	SK 1631	3	1
04MAY2006 14:55	SK 0438	05MAY2006 08:45	SK 1439	3	1
04MAY2006 18:20	SK 1632	05MAY2006 07:35	SK 0433	3	1

Picture [1] Forecast Report

1.3 Reservation Reports

Hotel reservations are generated in PDF format. The report contains information of the hotel, the SAS region and the crew that will need a room at the hotel. Details about crew, such as employee number, rank and name is included in the report. The company responsible for the flight, arriving and departing flight details are also shown. If crew has a deadhead flight this is indicated with a ‘P’ after the flight number. The number of rooms is always one for crew assigned on a flight, but if there is a flight with more than one unassigned position this will be presented as one row and the number of rooms will be more than one. The ‘Nights’ column in the report indicates the number of nights crew will stay at the hotel. Below there are two examples of the hotel reservation report PDF, the first shows the first page of report and the next shows how cancelled flights are reported:

Hotel Daily Reservation

Hotel		Customer		Reservation Info
Company:	Park Avenue	Company:	SAS	Check in dates: 01MAY2006
Adress:	The street 22	Region:	Danmark	02MAY2006
	Postalcode Landvetter	Department:	CPHCS	Local times!
Phone:	12-345678	Phone:	45 3232 4639	
Fax:	Fax nr	Fax:		
e-mail:	someemail@hotmail.com	e-mail:	CMOS.SKD@SAS.DK	

New Reservations

No	Emp No	Rank	Name	Company	Incoming Flight	Arrival	Next Flight	Departure	Rooms	Nights
1	25663	AH	BIRCH-JENSEN, KARIN MARIA	SKD	SK 0438	01MAY2006 14:55	SK 0433	02MAY2006 07:35	1	1
2	20271	AH	HVAN, PERNILLE	SKD	SK 0438	02MAY2006 14:55	SK 0433	03MAY2006 07:35	1	1
3	22969	AP	KROGH, MARGIT BLÆSILD	SKD	SK 0438	01MAY2006 14:55	SK 0433	02MAY2006 07:35	1	1
4	24570	AH	KRUSE, JETTE	SKD	SK 0438	01MAY2006 14:55	SK 0433	02MAY2006 07:35	1	1
5	22849	AP	PEDERSEN, BENT BRUUN	SKD	SK 0438	02MAY2006 14:55	SK 0433	03MAY2006 07:35	1	1
6	25939	AH	STEFFENS, VIBEKE	SKD	SK 0438	02MAY2006 14:55	SK 0433	03MAY2006 07:35	1	1
7	20417	AS	DANIELSJÖ, JOHN PETER GÖSTA	SKD	SK 0446	02MAY2006 20:35	SK 1631	03MAY2006 19:05	1	1
8	23627	AH	DELBANCO, CAMILLA ANETTE	SKD	SK 0446	01MAY2006 20:35	SK 1631	02MAY2006 19:05	1	1
9	26511	AH	HANSSON, MARIE CECILIA	SKD	SK 0446	01MAY2006 20:35	SK 1631	02MAY2006 19:05	1	1
10	26082	AP	LILHOLM, KLAUS KVAKU	SKD	SK 0446	01MAY2006 20:35	SK 1631	02MAY2006 19:05	1	1
11	26295	AP	LINDENBERG, CLAUS	SKD	SK 0446	02MAY2006 20:35	SK 1631	03MAY2006 19:05	1	1
12	21173	AH	SVENSSON, BRITT MARIE	SKD	SK 0446	02MAY2006 20:35	SK 1631	03MAY2006 19:05	1	1

Picture [2] Hotel reservation report

Hotel Daily Reservation

27	20717	AS	NYGAARD, NICOLAI SCHIALDEMOSE	SKD	SK 1632	02MAY2006 10:20	SK 1439	02MAY2006 06:45	1	1
28	29081	AH	VAD, CHARLOTTE VAN KLEEF	SKD	SK 1632	01MAY2006 18:20	SK 1439	02MAY2006 06:45	1	1

Cancelled Reservations

No	Emp No	Rank	Name	Company	Incoming Flight	Arrival	Next Flight	Departure	Rooms	Nights
1	29683	AH	BIRCH-JENSEN, KARIN MARIA	SKD	SK 0438	01MAY2006 14:55	SK 0433	02MAY2006 07:35	1	1
2	29627	AH	DELBANCO, CAMILLA ANETTE	SKD	SK 0446	01MAY2006 20:35	SK 1531	02MAY2006 19:05	1	1
3	22351	AF	BERGER, JAN	SKD	SK 0448	01MAY2006 23:25	SK 0439	02MAY2006 15:30	1	1

Picture [3] Hotel reservation report with cancelled reservations

1.4 Performed Reports

Performed reports are generated in PDF format. A hotel performed contains information of the rooms booked for a hotel for a period. The performed report holds no personal information. The report shows information about the flight that crew has arrived and departed with, how many rooms that there were booked and for how many nights. An example of the performed PDF is shown below:

Hotel Reservation Performed

Hotel		Customer		Performed Info
Company:	SAS Royal	Company:	SAS-Braathens AS	Period: 01FEB2007-28FEB2007
Address:	The street 63		c/o Manpower Solutions	Local times!
	Postalcode Stavanger	Department:	A 57	
Phone:	12-345678	Address:	S-971 74 Luleaa	
Fax:	Fax nr		Sweden	
e-mail:	somemail@hotmail.com	Contact:	OSLOP 69097 Tore Halvorsen	

Arrival			No. Of		Departure		
Company	Flight	Local Time	FC	CC	Date	Flight	Local Time	
Thu 01Feb								
SKN	SK 4059	0:19	0	1	Thu 01Feb	SK 4018	12:48	
SKN	SK 4059	0:19	0	3	Thu 01Feb	SK 4026	15:26	
SKN	SK 4059	0:19	2	0	Thu 01Feb	SK 4032	16:04	
SKN	SK 4137	8:22	2	0	Fri 02Feb	SK 4146	7:18	
SKN	SK 4612	11:47	0	3	Fri 02Feb	SK 4611	9:00	
SKN	SK 4019	12:18	0	1	Fri 02Feb	SK 4480	6:15	
SKN	SK 4019	12:18	0	1	Fri 02Feb	SK 4002	6:18	
SKN	SK 4630	14:45	2	0	Fri 02Feb	SK 4002	6:18	
SKN	SK 4630	14:45	0	3	Fri 02Feb	SK 4146	7:18	
SKN	SK 4025	14:53	0	1	Fri 02Feb	SK 4480	6:15	
SKN	SK 4163	16:05	1	0	Fri 02Feb	SK 4026	15:35	
SKN	SK 4035	16:30	2	0	Fri 02Feb	SK 4611	9:00	
SKN	SK 4035	16:30	0	1	Fri 02Feb	SK 4016	11:02	
SKN	SK 4167	16:39	0	1	Fri 02Feb	SK 4611	9:00	
SKN	SK 4616	20:18	0	1	Fri 02Feb	SK 4006	7:27	Airport
SKN	SK 4047	20:22	2	0	Fri 02Feb	SK 4032	15:52	
SKN	SK 4179	20:54	0	3	Fri 02Feb	SK 4008	8:08	Airport
SKN	SK 4179	20:54	2	0	Fri 02Feb	SK 4172	13:13	
SKN	SK 4628	22:24	0	3	Fri 02Feb	SK 4018	13:05	
SKN	SK 4057	22:31	0	2	Fri 02Feb	SK 4026	15:35	
SKN	SK 4187	23:59	0	3	Fri 02Feb	SK 4615	17:20	
SKN	SK 4187	23:59	2	0	Fri 02Feb	SK 4048	21:05	
Fri 02Feb								
SKN	SK 4059	0:21	2	3	Fri 02Feb	SK 4038	17:33	
SKN	SK 4630	14:45	0	1	Sat 03Feb	SK 4002	6:25	
SKN	SK 4630	14:45	2	0	Sat 03Feb	SK 4154	8:04	
SKN	SK 4167	16:46	2	0	Sat 03Feb	SK 4002	6:25	

2 Process

The reservation process is automated. Reservations are sent nightly to the hotels but the reports can also be generated from the Studio Editor.

A hotel reservation is created for each duty that ends away from home base. If connection time between flights is shorter than 8 hours but more than 5 hours reservations will be made at hotel at the airport, also known as day at hotel. This rule is also applied for crew on simulator training away from home base. Hotels used are defined in two tables which lists all the preferred hotels. There it is also possible to mark if a hotel is to be used as a day hotel.

2.1 Hotel Reservation

The hotel reservation process is divided in two phases. First, the demand for rooms is calculated for the entire plan for the coming two days. Second, a hotel reservation report is generated for each hotel and directly sent to the hotels for booking. This process is done automatically by the system each night.

The system takes into consideration all duties with need for hotel rooms in that period, both duties assigned to crew and currently not assigned. The reservation data is also stored in the database to enable updated reservations to be generated.

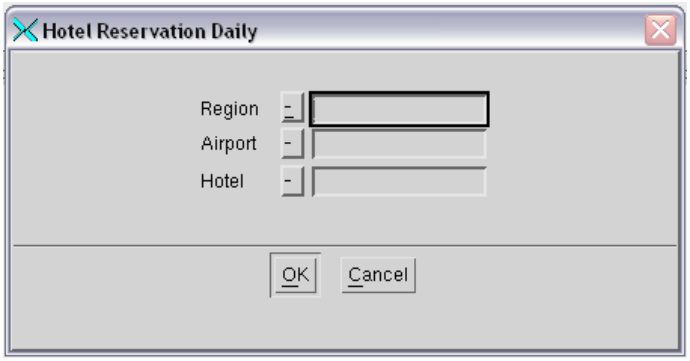
When there has been a change to the plan and the plan is saved an update of hotel reservations is performed. This update process will look at all modified rosters and open trips to see if there are any differences to the currently stored hotel reservations and update the reservations so that they will correspond to the updated plan.

Once every hour, updates will automatically be sent to the hotels if the changes require an update.

2.1.1 Manually create hotel reservations report

Hotel reservation reports can be run manually through the ‘Reports’ menu in Studio. A report can be generated for a SAS region and a hotel for a specific date, which must be in the planning period loaded in Studio.

Select Menu ‘Reports’, and ‘Hotel Reservation Report’. Select Region and Hotel. Enter the date, which must be in the planning period loaded in Studio, and click ’Ok’.



Picture [4] Form for creating hotel reservations manually

2.2 Hotel Forecast

The hotel forecast report is automatically created each month. A forecast is calculated based on the current plan.

2.3 Hotel Performed

Hotel performed report can be created manually. A performed report is calculated based on the performed schedule/plan.

2.3.1 Manually create hotel performed report

The hotel performed report is automatically created at the beginning of each month and covers the last month performed. A performed report is calculated based on the current plan.