万豪集团系统权限申请指引

* **EID**

**申请：**

事业部员工，向HR提交申请创建帐号，HR向Jacky Du和Vincent Khor申请帐号开通

酒店员工向GM申请，GM通过EID Provisioning Tool创建

**权限分配：**

每个需要使用万豪集团系统的员工必须申请个人EID，不允许多人共享EID使用

对于离职员工，需在员工离职后，立即申请删除该员工的EID以便同时删除所有系统权限。

* Request Center

访问Request Center可在点击MGS首页左侧的Request Center，或通过以下链接直达Request Center首页

https://extranet.marriott.com/sdm/RequestCenter/docs/QuickLinksView.html

* GM在Request Center批准申请

访问Request Center首页点击Approve a requisition – 左侧栏 All Queues

* Phase I Packet提交

Phase 1 documents collect basic information about the hotel in order to create the hotel in our reservations systems. The Phase 1 takes 2-3 weeks to load and can take longer if clarification is needed on the room pools. These should be submitted 6-12 months prior to opening.

酒店开业前6个月或GM到岗后提交Phase I Packet申请。

在HDX+下载最新的Phase I Packet申请表（PDF）填写，填写完成后邮件联系GRMRS REV MGMT-HQ<GRMRSREVMGMT-HQ@marriott.com> ，保持沟通直到确认Phase I申请完毕

注：需下载新版Adobe Reader以编辑填写Phase I内容

* Phase II Packet提交

Phase 2 documents collect all of the hotel’s pricing information to load into High Performance Pricing (HPP). The Phase 2 takes 2 weeks to load (sometimes up to 3 if the pricing is complex or unclear), plus several days for my team to audit. Once One Yield v2 is rolled-out world wide, an additional 3 weeks will be added to the process for a total of 5-6 weeks. These documents should be submitted 4-6 months prior to opening.

Phase I Packet申请完毕后，会收到万豪提供的Phase II 表格进行填写（\*详情需待万豪相关部门指引，后续再更新此指引步骤）

* MARSHA

申请EID后自动获得MARSHA权限

* HPP与MarRFP

**MarRFP** is a web-based data collection tool for both Managed and Franchised properties that houses Marriott’s BT Centralized Pricing Process, Strategic Account Pricing Profile (SAPP), Wholesaler and Formatted Room/Rate Descriptions. For more information on MarRFP, go to MGS and search for MarRFP.

**High Performance Pricing(HPP)** streamlines the process of setting up and maintaining transient rates through a web-based user interface which integrates with MARSHA. For more information, go to MGS and search for High Performance Pricing.

**申请：**

HPP与MarRFP的申请是在同一个request中申请的。

在Request Center -- ”Order a service for yourself”中填入关键字MarRFP，然后按照指引提交申请。申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

**权限分配：**

General Manager, Director of Sales, Online Distribution Manager

* MRDW

**Marriott Reservations Data Warehouse (MRDW)** is a system that is dedicated to providing enhanced revenue management tools which contain additional reporting for reservations data from MARSHA. The system will assist in analyzing data to help evaluate trends and maximize revenue.

**申请：**

通过以下链接直达franchised hotels申请MRDW页面

https://extranet.marriott.com/marrforms/auth/useraccess/MRDW/MRDWFRAN/defaultf.asp

申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

**权限分配：**

General Manager, Director of Sales, Online Distribution Manager, Front Office Manager

* EPIC

**Marriott's Enterprise Property Information Center (EPIC)** is a business system within Marriott International that enables property information to be defined, collected, managed, stored, and distributed in a timely and cost effective manner. The EPIC web tool allows each registered property representative to update data at any time and have that data flow to the internal and external systems to which EPIC sends data.

**申请：**

通过链接epic.marriott.com，点击“To Register for EPIC Access”栏目的“click here” 直达申请页面，然后按照指引提交申请。申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

**权限分配：**

General Manager, Online Distribution Manager

* MainframeID/IMS/OSCAR

**申请：**

在Request Center -- ”Order a service for yourself”中填入关键字IMS，Mainframe Logon ID Access Request，然后按照指引提交申请。申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

**权限分配：**

General Manager, Front Office Manager, Assistant Manager, Director of Sales, Online Distribution Manager

* IMS/ARS

可用于酒店处理积分兑换房晚，以及处理万豪补贴积分住房的成本

**申请：**

在Request Center -- ”Order a service for yourself”中填入关键字IMS，Mainframe Logon ID Access Request， 然后按照指引提交申请，在Applications Requested中选择Marriott Rewards (Honored Guests)**（可与申请MainframeID步骤合并）**。申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

申请完Marriott Rewards (Honored Guests)权限后，必须通过GM邮件发送MR security form申请表到HGASL Technical Support<Technical.Support@marriott.com> 申请开通系统权限。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

**权限分配：**

General Manager, Finance Manager

* MRW/VCS

**申请：**

在Request Center -- ”Order a service for yourself”中填入关键字IMS，Mainframe Logon ID Access Request， 然后按照指引提交申请，在Applications Requested中选择Marriott Rewards (Honored Guests)**（可与申请MainframeID步骤合并）**。申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

注2：MRW 权限会在上述MID流程提交并申请完成后自动开通，无需额外申请步骤。

**权限分配：**

General Manager, Front Office Manager, Assistant Manager, Guest Service Associate

* eBonus

The eBonus tool allows front office staff to automatically post bonus Rewards points or frequent flyer miles to a Rewards member account. Whether it is from a property promotion or service recovery for a member, the process helps drive customer satisfaction and property productivity.

**申请：**

用户必须:

1. 完成eBonus 在线培训

https://mgscloud.marriott.com/common/sales-mktg-and-rev-mgmt/marriott-rewards/training/modules/ebonus-tool.html

1. 完成证书
2. 在Marriott Request Center 申请eBonus 权限

**权限分配：**

General Manager, Front Office Manager, Assistant Manager, Guest Service Associate

* eFast

eFAST is a centralized, online system that hosts numerous tools for use by hotels and associates in regards to eCommerce activities.

**申请：**

1. 从MGS进入eFast

2) 系统提示第一次进入，未注册，点击“Create a new eFast Account”填写资料进行注册

3) 等待系统/邮件通知获得权限

**权限分配：**

General Manager, Online Distribution Manager

* CTAC

Marriott’s **Centralized Travel Agency Commission (CTAC)** System facilitates consolidated commission payments to travel agencies for all participating hotels.

**申请：**

在Request Center -- ”Order a service for yourself”中填入关键字IMS，Mainframe Logon ID Access Request， 然后按照指引提交申请，在Applications Requested中选择Central Travel Agency Commission (CTAC)**（可与申请MainframeID步骤合并）**。申请后的1小时内会收到系统自动发送的邮件与Request No# . 通过邮件形式向上级申请审核开通系统权限，并把包含Request No#的系统邮件加到附件中。

注：事业部员工Send To Yvonne Yang, CC: Jonathan Zhang

酒店员工Send To GM, CC: Hotel HR

**权限分配：**

General Manager, Finance Manager, Director of Sales, Online Distribution Manager

* myPDR

**申请：**

伴随EID创建而拥有权限

参考https://mgscloud.marriott.com/IF/business-resources/travel/explore-program.html

**权限分配：**

所有EID用户且是正式员工

* HDX+

提供下载各种酒店信息修改的申请表，伴随MGS权限开通，无需额外申请

https://hdxplus.marriott.com/sdcxuser/asp/frameset.asp

* M-DAM

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**申请：**

首次进入M-DAM按要求填写在线申请表。申请成功将会收到系统发来的邮件。

**权限分配：**

General Manager, Online Distribution Manager

* **其他新系统**

如需申请上述系统以外的万豪集团系统，酒店员工需经过GM批准并提交申请到万枫事业部HR审核；事业部员工直接提交给Yvonne, CC Jonathan，然后再提交申请给Jacky Du审核批准新系统权限的申请并注明新系统收费标准及申请原因。