



SPRINT EXPRESS 'CORPORATE' USER GUIDELINES

*Orient-Express: Central Marketing Services
Updated July 2008*

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INTRODUCTION

Sprint International Express is the UK warehousing and distribution company. Sprint holds stocks of brochures, sales collateral and other promotional items. Stock can be ordered online by selected users, mainly those from Regional Sales Offices, those on property and of course Marketing Services, who each have their own personal log on details. This online distribution service means that orders can be easily tracked and delivered to various worldwide locations.

There are two Sprint ordering sites; one managing the fulfilment of '*Trains & Cruises*' collateral, such as product brochures, reservations and tours collateral, while the other site manages the distribution of '*Corporate*' material, including items such as "Traveller", "Business with Vision", and "Academy Awards" brochures.

This manual has been created as a guideline of how to use the online ordering facility for corporate material available through Sprint International Express.

It is recommended that you use this manual as a step by step guide when placing initial orders, or until you become more familiar with the system. However, if you need assistance please contact Lara Mayling **Tel:** +44 (0)20 7921 4072; **Email:** lara.mayling@orient-express.com

GENERAL GUIDELINES

Should you need to send items to different addresses; one order will need to be placed per address.

All orders will automatically be sent on an economy service, the delivery timeline will depend on the weight and destination of the order.

Transit standard timeline for economy service:

Europe: 2-7 working days

Eastern Europe: 3-8 working days

USA/Canada: 2-5 working days

South America & Caribbean: 3-7 working days

Far East / Asia: 3-8 working days

Middle East: 3-8 working days

Africa: 5-12 working days

Transit standard times for express service vary from 1 to 4 days according to the distance and location of the recipient.

Heavy items are sent via sea or road freight which can take a number of weeks depending on the destination.

If some items are required more urgently than others, again two orders will need to be placed one for the *economy* delivery and another for the *express* delivery.

If circumstances do arise when you need to place an urgent order, please specify the date the item is required by.

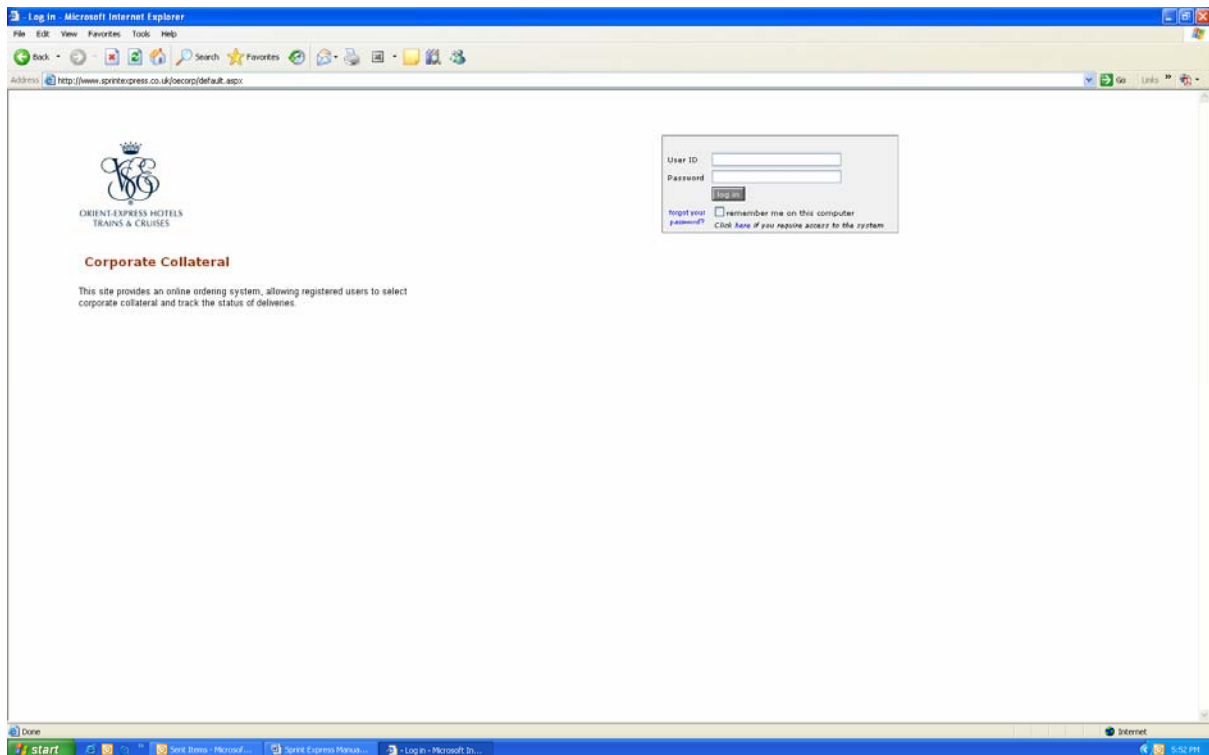
GETTING STARTED

Logging in:

www.sprintexpress.co.uk/oecorp

It is recommended that you save the site to your 'Favourites' for quick reference in the future.

The first screen will ask you to log-in to access the stock. Type your user ID and password into the appropriate fields, and click 'Logon'.



If you do not have a user ID and password, click “click here” and complete the User Application form.

Each user is given a unique user ID and password which is confirmed via email. Please remember these details, or write them in the space below (NB: they are case sensitive)

User ID:

Password:

If you do not remember your user ID/password, please contact Lara Mayling

Tel: +44 (0)20 7921 4072 / Email: lara.mayling@orient-express.com

Important - Terms of ordering:

Each office/property should endeavour to keep the number of orders to the minimum. Therefore it is very important that you plan what stock is required for the upcoming period (Month/Quarter/Year). The Sprint Express system is not to be used to send small quantities of brochures to clients; these should be sent directly from your office.

The system has been designed to show each user only the items that their office may require, the maximum order quantities allowed for these items, and the quantity per box of items.

NB: If there are items that you cannot view but use regularly or if you require more stock than is permitted please contact lara.mayling@orient-express.com

Ordering stock/Stock booking:

The home page displays different options along the top of the screen. In order to place an order, please select 'Place an Order'.

Searching for stock:

To search for the item you want to order you can click:

'Show all products' displaying all the stock that is available to you

or 'Show categories' displaying a function related choice of items

or use the "Search box" where users can search for items by typing in a keyword(s) into the 'filter' box provided (e.g. Cipriani, Traveller) then click 'go'. This will bring up all the items available to the user, where the keyword is used in the product description, category or sub-category.

Users are also able to search by the product codes by inputting the relevant code into the search box and then pressing "go".

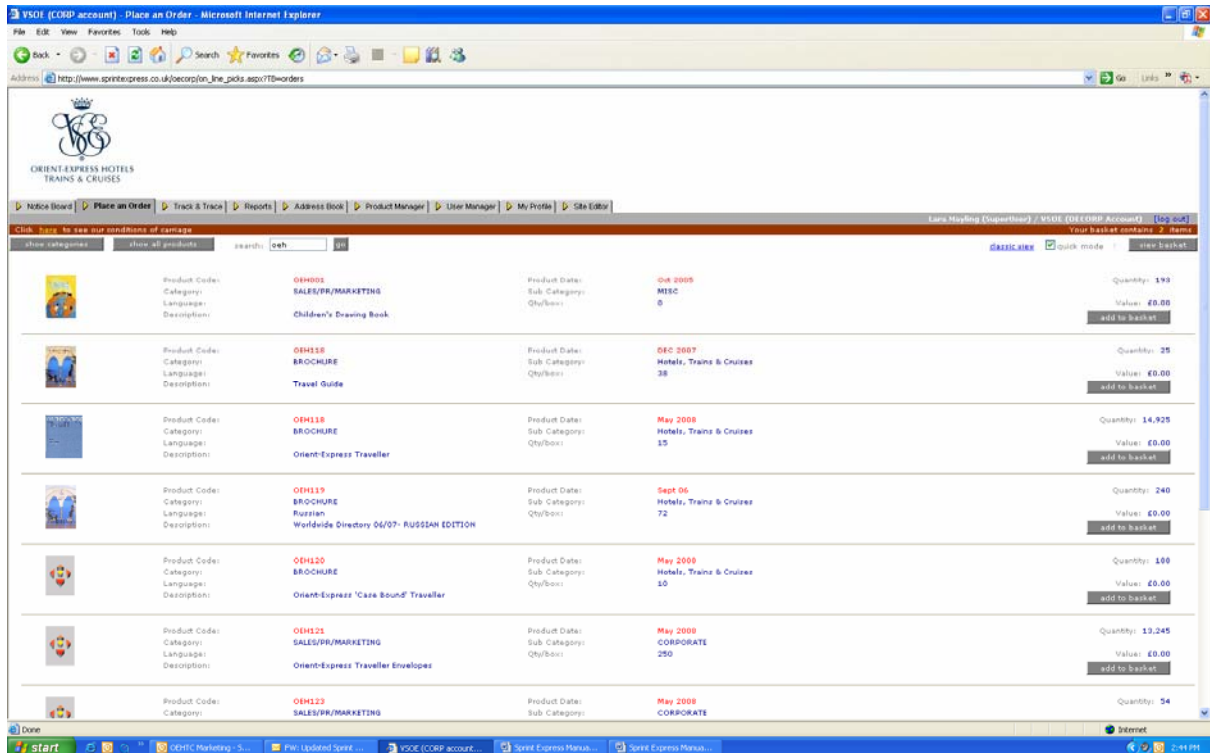
Images of most stock items are available on the far left hand side making the items easily recognizable.

Selecting stock (your basket):

During the search process, select the stock required by clicking on 'Add to basket'. Follow this process for each item you wish to order and when finished click on 'View Basket' in the top right hand corner. You will then be shown your basket.

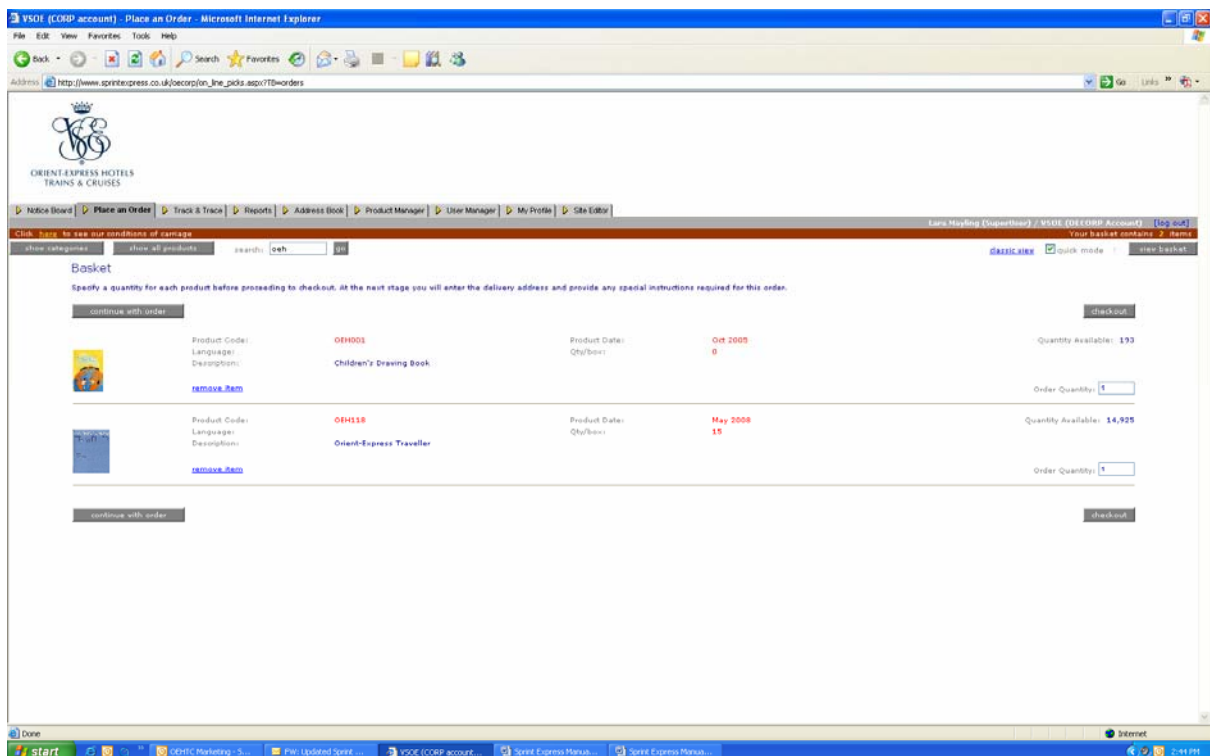
SPRINT EXPRESS ONLINE

Selecting stock



Your basket

After clicking on “view basket” the following page will be displayed.



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When your basket is displayed select the quantity required for each item. On this page the quantity per box is also shown therefore please try and order by box quantity if possible (e.g. if the box quantity is 68 please type in 68 in the order quantity for 1 box, 136 for 2 boxes and so on). However, if you only require a small supply of an item, please confirm this in the “Special Instructions” at check out.

NB: The ‘quantity available’ shows the stock that is available for you to order, not the total amount of stock held in the warehouse.

If you wish to add another item to your basket from the main list please select “Continue with order”.

If you need to remove items, click ‘remove item’ against the relevant item.

When you are happy with your stock pick and requested quantities please click on ‘Checkout’ in order to process the order.

NB: Please note if the quantity available in the warehouse is lower than the quantity you order, an alert message will advise that the item is unavailable.

In brief:

1. Select the item(s) by adding them to basket
2. View your basket
3. Select a quantity
4. Check out

SENDING YOUR ORDER

Click 'checkout' and complete the address details as shown below.

Instructions

Please tell us where to deliver your order. When delivering to a company we need a contact name to prevent the consignment being refused on security grounds. Also, please note that we cannot deliver to a P.O. Box and so a full delivery address is essential.

Delivery address: [view shared address book](#) [view personal address book](#)

Company:

Address:

Address 2:

Address 3:

City:

Country:

Post Code:

Country:

Attn of:

Contact Tel:

Contact Email:

Booking Ref:

Additional Customer Ref B:

Service Level:

Additional Customer Ref A:

Additional Customer Ref C:

Instructions:

Packing Note Text:

Address book:

The 'view shared address book' function enables you to access a collection of global addresses. Please click 'select' by the appropriate address once you have found it and this will be inputted automatically.

If the address you are sending to does not show in the shared book please input manually. Also available is the option of saving addresses to your 'personal address book'. This is accessible once you have clicked 'checkout'.

Attention of:

Please remember to insert the recipient's details and a valid telephone contact number.

Booking reference:

Entering a 'Booking ref' is mandatory, this information is detailed on incoming invoices and helps the administration process to check and authorise these costs.

When ordering please input your office or property abbreviation followed by 'CMS'. For example, 'CIP CMS'

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The only exception to the rule is 'CVSOE' if ordering the Academy Awards brochure or Gift catalogue.

Please note that hotel brochures should be ordered directly from a property, NOT via the online Sprint system. Please see page 12 for more detailed information regarding property and corporate brochure supply and demand.

Service Level:

Please specify economy unless the order is urgent and should go on an express delivery.

Special instructions:

This section is for any special delivery instructions. If delivery is urgent please specify the date the items are required by, please note express orders should be kept to the minimum, regular express orders will be queried. If you have no special instructions please put a dash or N/A in this field as this is a mandatory field.

NB: If one item is required more urgently than another please send this on a separate 'Express' order.

Packing Note Text:

To be completed if you would like to enter a message for the recipient, this will be displayed as a note on the box.

Finished?

Click 'final check', you will then see a summary of the order, please check the details before you 'confirm order'.

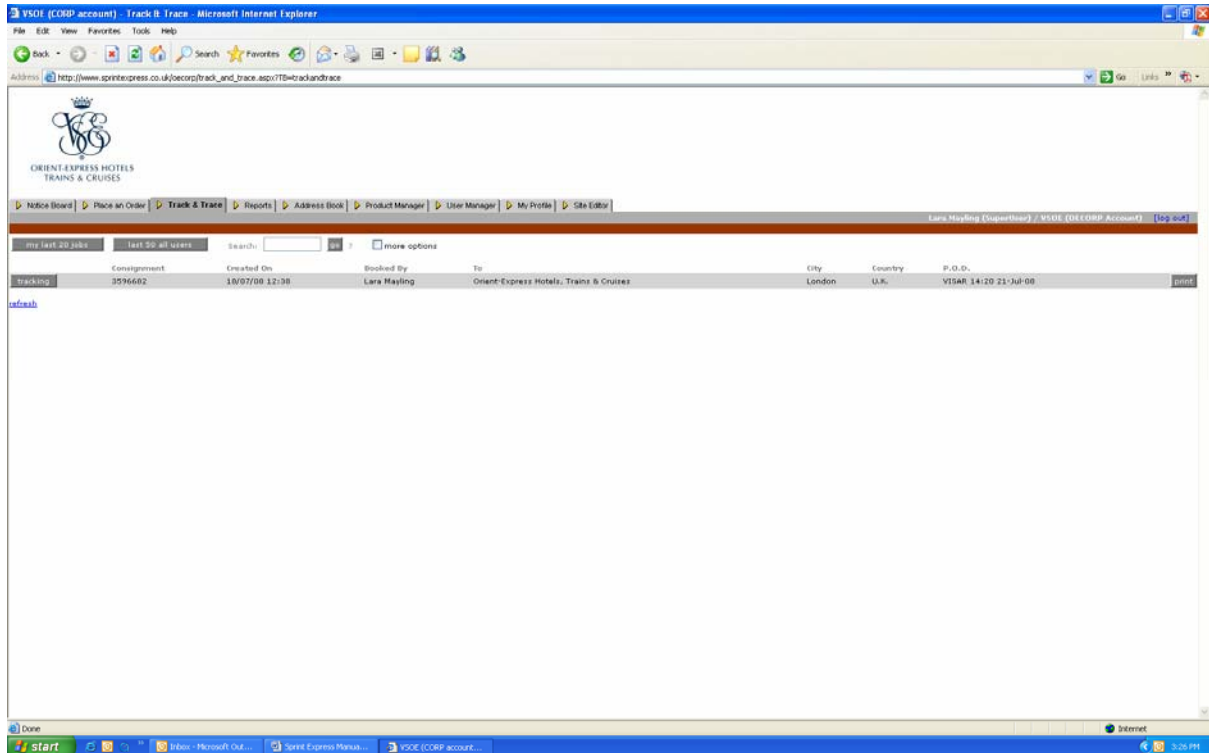
If any information or details are incorrect please click 'go back' which will take you to the previous page.

You will receive a notification via email, including the booking number which is useful for tracking the delivery, confirming Sprint have received your order and will despatch it within 24 hours. It is advisable to create an Outlook folder to include all receipt notifications.

TRACKING DELIVERIES

To track the status of delivery you must have your booking number (automatically sent to you via email on receipt of the order).

Click on Track & Trace tab after logging in.



This will automatically show you the last 20 orders you have placed. On the far right the column 'P.O.D.' shows you when they were delivered and who signed for them. If it is blank the items are yet to be delivered.

There is also a search facility available which enables you to search for a consignment not only by the booking number, but by the consignee name/address, or by date.

BROCHURE SUPPLY & DEMAND

The following arrangements for ordering/supply of **property** and **corporate** brochures are currently in place.

UK, France, Germany, Italy, New York, Providence, Australia, Singapore Regional Sales Offices (and **Charleston** Reservations Office) are to:

- become central offices for holding property and corporate brochures to supply *their* sales calls/exhibitions/road shows, whether domestic or international
- supply these brochures to respective sub offices, e.g. Charleston Reservation Office to supply New York and Providence, France to supply Spain
- contact hotels, as necessary, if and when brochure stock needs replenishing

Responsibility of Hotel properties as follows:

- inform all Regional Sales Offices and Central Marketing Services of new brochures
- discuss and supply stock accordingly to each Regional Sales Office and Central Marketing Services
- should a property require another property's brochure go directly to the property to discuss their request.

Responsibility of Central Marketing Services:

- supply Corporate brochures to RSO's and properties. In the case of North American properties, additional stocks of Traveller will be supplied through Charleston Reservations Office.
- provide continued support in resolving demand and supply problems.
- supply all new RSO's until fully established, as well as those with limited storage space

Responsibility of Trains & Cruises Marketing Services:

- supply Trains & Cruises brochures to the respective RSO's.

Your contacts in relation to the above:

- Australia, Sydney – Charlie Turnbull
- Brazil, Sao Paulo – Jiovana Alves Neves
- France, Paris – Hélène Buhannic
- Germany, Köln – Martina Huesen
- Italy, Milan – Francesca Triscornia
- Japan, Tokyo - Maiko Ishii
- Russia, Moscow – Victoria Marinina
- Spain, Madrid – Pablo Fernandez Arnaiz
- Switzerland, Zurich – Kevin Seiwert

SPRINT EXPRESS ONLINE

- UK, London – Manisha Rathod
- USA, New York, Charleston and Providence – Jessica Chambers
- Central Marketing Services, London – Lara Mayling
- Trains & Cruises Marketing Services – Andry Yianni

IMPROVEMENTS/FEEDBACK

We would like to continue to develop this system, but will need to hear your feedback on how to make it more user-friendly.

General Feedback:

If you have any comments regarding the online stock ordering facility please email lara.mayling@orient-express.com