

ORIENT-EXPRESS

# TRANSWORLD USER GUIDELINES

*Orient-Express: Central Marketing Services  
Updated January 2012*

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## INTRODUCTION

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Transworld is the UK warehousing and distribution company. Transworld holds stock of brochures, reservations material, 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 three Transworld ordering sites;

1. Trains and Cruises – Product brochures, reservations and tours collateral
2. Field Sales offices – All hotel collateral
3. Marketing Services – Traveller and Annual reports

**This manual has been created as a guideline of how to use the online ordering facility available with Transworld.**

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 contact:

Contact Amanda Horn when ordering 'Marketing Services' material

**Tel:** +44 (0)20 3117 1353  
**Email:** amanda.horn@orient-express.com

or

If your enquiry is related to 'Trains & Cruises' collateral, please contact Andry Yianni:

**Tel:** +44 (0)20 3117 1398  
**Email:** andry.yianni@orient-express.com

For field sales office (FSO) stock, please contact Danielle de Nervaux.

**Tel:** +44 (0) 20 3117 1478  
**Email:** danielle.denervaux@orient-express.com

## GENERAL GUIDELINES

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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

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### Logging in:

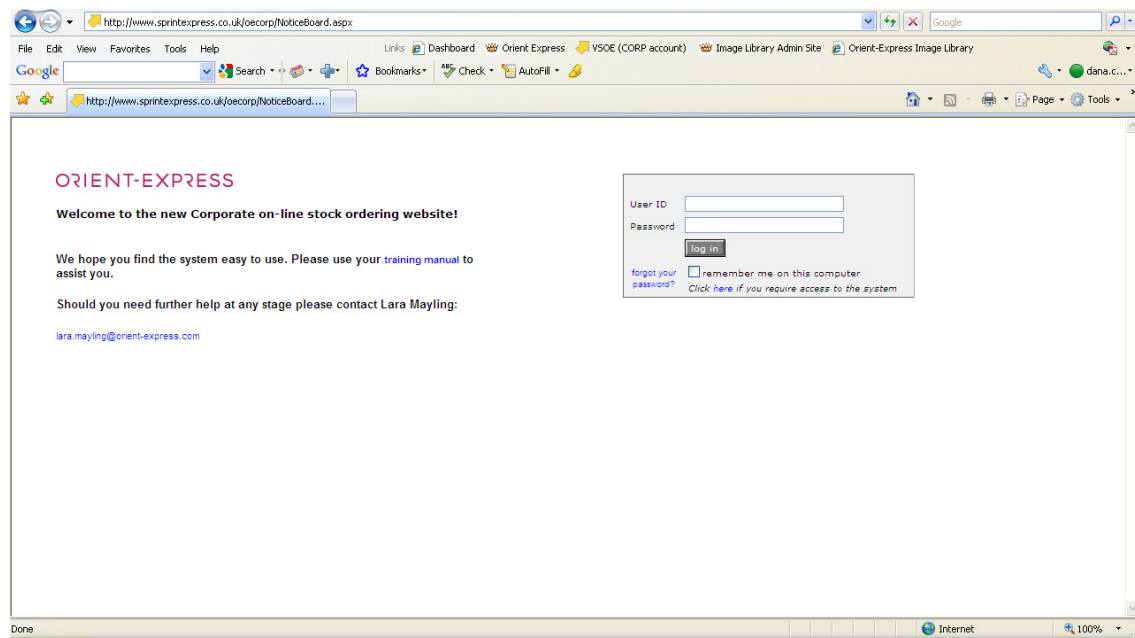
Marketing Services: [www.sprintexpress.co.uk/oecorp](http://www.sprintexpress.co.uk/oecorp)

Trains & Cruises: [www.sprintexpress.co.uk/vsoe](http://www.sprintexpress.co.uk/vsoe)

Field Sales Offices: [www.sprintexpress.co.uk/vsal](http://www.sprintexpress.co.uk/vsal)

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 'Marketing Services' user ID/password, please contact Amanda Horn on Tel: +44 (0)20 3117 1353/ Email: [amanda.horn@orient-express.com](mailto:amanda.horn@orient-express.com)

If you do not remember your 'Trains & Cruises' user ID/password, please contact Andry Yianni on Tel: +44 (0)20 3117 1398/ Email: [andry.yianni@orient-express.com](mailto:andry.yianni@orient-express.com)

If you do not remember your 'Field Sales Office' user ID/password, please contact Danielle de Nervaux on Tel: +44 (0) 20 3117 1478 / Email: [danielle.denervaux@orient-express.com](mailto:danielle.denervaux@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 Transworld 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 [amanda.horn@orient-express.com](mailto:amanda.horn@orient-express.com) (Marketing Services) or [andry.yianni@orient-express.com](mailto:andry.yianni@orient-express.com) (Trains & Cruises) or [danielle.denervaux@orient-express.com](mailto:danielle.denervaux@orient-express.com) (FSO's)*

## **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 (i.e. ticket/postcard/Cipriani) 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.

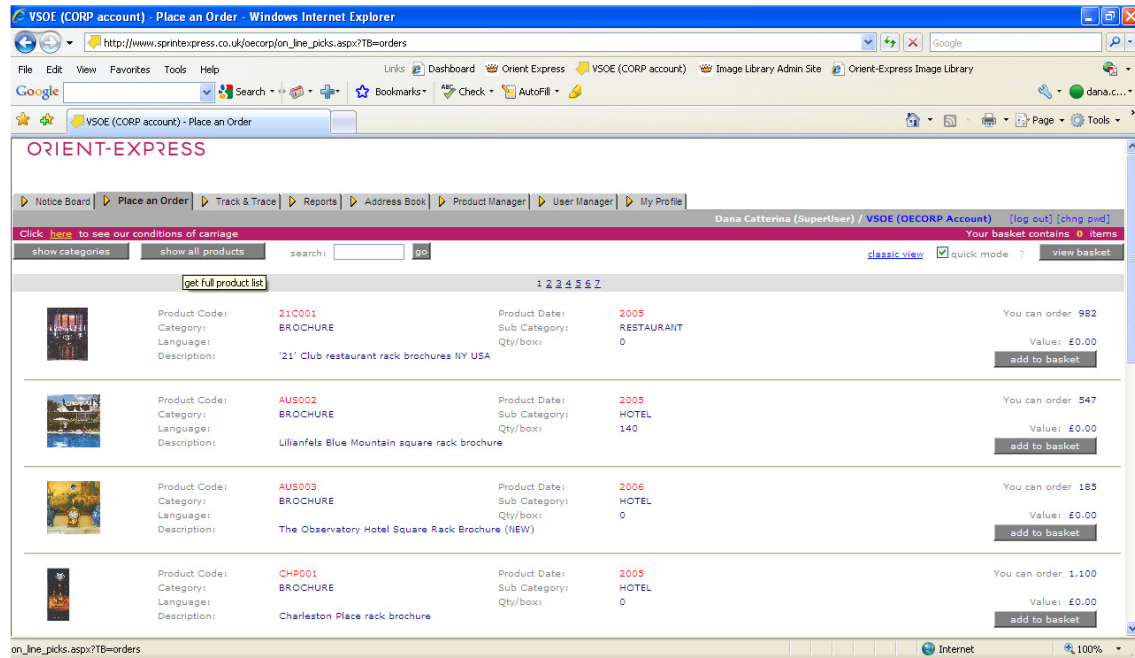
Users are also able to search by the product codes by inputting the relevant code into the search box and then pressing "go".

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

## **Selecting stock (your basket):**

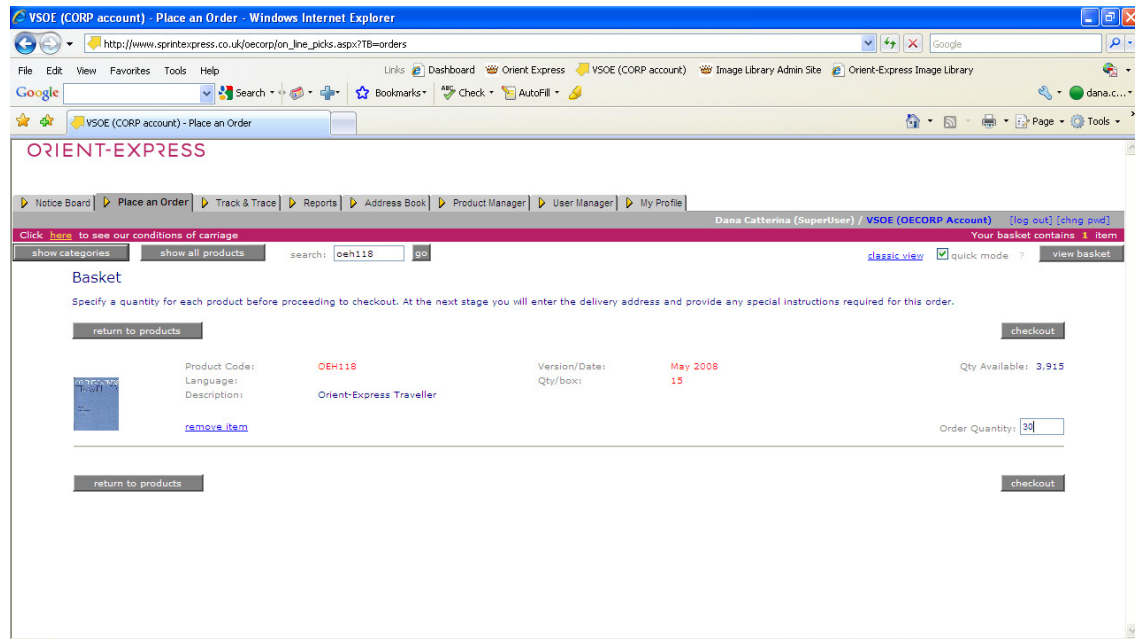
During the search process, select the stock required by clicking on '[Add to basket](#)'. Follow this process for each item you wish to order and when finished click on '[View Basket](#)' in the top right hand corner. You will then be shown your basket.

## Selecting stock



## Your basket

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



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 you have to:

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



## SENDING YOUR ORDER

Click '[checkout](#)' and complete the address details as shown below.

**VSOE (CORP account) - Place an Order**

http://www.sprintexpress.co.uk/ocorp/on\_line\_picks.aspx?TB=orders

**ORIENT-EXPRESS**

Notice Board | Place an Order | Track & Trace | Reports | Address Book | Product Manager | User Manager | My Profile

Dana Caterina (SuperUser) / VSOE (OECORP Account) [log out] [help]

Click [here](#) to see our conditions of carriage

show categories | show all products | search: beh118 | go

[classic view](#) | ☒ quick mode | [view basket](#)

**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:**

**Post Code:**

**Addr 1:**

**Country:**

**Addr 2:**

**Attn of:**

**Addr 3:**

**City:**

**Contact Tel:**

**County:**

**Contact Email:**

**Booking Ref:**

**Additional Customer Ref A:**

**Additional Customer Ref B:**

**Additional Customer Ref C:**

**Service Level:**

**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 '[Final check](#)'.

### 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.

If ordering Trains & Cruises related material, e.g. reservation print, please input your office abbreviation followed by 'T&C'. For example, 'USA T&C'

If ordering corporate material such as Traveller, please input your office or property abbreviation followed by 'CMS'. For example, 'CIP CMS'

If ordering Field Sales Office related material, e.g. hotel rack brochures, please input your office or property abbreviation followed by 'VSAL'. For example, 'US VSAL'

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

Please note that if a hotel requires a stock of another hotel's brochure they should be ordered directly from the property concerned, NOT via the online Transworld system. Field Sales Offices may order hotel brochures from the sales office 'VSAL' account. 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 Transworld 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.

The screenshot shows a web browser window titled "VSOE (CORP account) - Track & Trace - Windows Internet Explorer". The address bar shows the URL "http://www.sprintexpress.co.uk/oeorp/track\_and\_trace.aspx?TB=trackandtrace". The page displays the "ORIENT-EXPRESS" logo and a navigation menu with tabs: Notice Board, Place an Order, Track & Trace, Reports, Address Book, Product Manager, User Manager, and My Profile. The "Track & Trace" tab is active. Below the navigation bar, there is a search bar and a table of tracking information. The table has columns: Consignment, Created On, Booked By, To, City, Country, and P.O.D. The table lists 10 tracking records, each with a "tracking" link and a "print" link. The "P.O.D." column shows delivery dates and times, or is blank for items yet to be delivered.

Consignment	Created On	Booked By	To	City	Country	P.O.D.
3698444	09/06/09 15:41	Yvonne Tudgay	La Residencia	Deia	SPAIN	
3698259	09/06/09 11:40	Viviane Campano	Cla. Hotelis Palace	Rio de Janeiro	BRAZIL	
3698260	09/06/09 11:40	Patty Bastida	Maroma Resort & Spa	Playa del Carmen	MEXICO	
3697240	05/06/09 12:40	Kelly Handscomb	Orient-Express Hotels	London	U.K.	VISAR 14:00 08-Jun-09
3696760	04/06/09 09:41	Lara Mayling	Hotel Ritz Madrid	28014 Madrid	SPAIN	
3696759	04/06/09 09:39	Lara Mayling	La Residence d'Angkor	Siem Reap	CAMBODIA	
3695981	02/06/09 17:00	Jordi Vicens	La Residencia	Deia, Mallorca	SPAIN	
3694180	27/05/09 11:14	Kelly Handscomb	Kentox Network Co. Ltd.,	Tokyo,	JAPAN	TAGAKI 13:44 01-Jun-09
3693370	22/05/09 11:14	Dana Catterina	The Royal Scotsman	Edinburgh	U.K.	C COCHRANE 09:48 26-May-09
3692312	19/05/09 17:25	Dana Catterina	ORIENT EXPRESS HOTELS, TRAINS & CRUISES	Feltham	U.K.	

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 date.

## BROCHURE SUPPLY & DEMAND

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

### Sales

Three warehouses have been set up to respond to the needs of marketing collateral for sales offices worldwide. These are:

- VSAL account at Transworld - covering the European Field Sales Offices
- US FSO account at D3 Logic - covering the American Field Sales Offices
- AU FSO account at Forsters - covering the Asia Pacific Field Sales Offices

These are managed by the Marketing Communications department of the Global Sales team and their purpose is to:

- Become central storing facilities for holding property and corporate brochures to supply the relevant FSO's with basic office stock for routine activities such as sales calls/exhibitions/road shows, whether domestic or international. *(Please note that, in case extensive stock of an individual property was required for an outstanding event, e.g. >100, the property itself is responsible for dispatching this at their own expense to the venue).*

**Responsibility of Hotel properties as follows:**

- Inform the Marketing Communications department of the Global Sales team and Central Marketing Services of new brochures
- Discuss and supply stock accordingly to each of the indicated sales warehouses and Central Marketing Services
- Should a property require another property's brochure they should go directly to the property to discuss their request

**Responsibility of Central Marketing Services:**

- Supply Corporate brochures to each of the indicated sales warehouses 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
- Liaise with the Marketing Communications department to help it supply new FSO's until fully established

**Responsibility of Trains & Cruises Marketing Services:**

- Liaise with the Marketing Communications department of the Global Sales team to supply Trains and Cruises brochures to the relevant warehouse

**Your contacts in relation to the above:**

- Asia Pacific, Sales:  
Danielle De Nervaux, Marketing Communications(with the assistance of Maiko Ishii)
- The Americas, Sales:  
Danielle De Nervaux, Marketing Communications(with the assistance of Katherine Gage)
- Europe, Sales:  
Danielle De Nervaux , Marketing Communications(with the assistance of Maïke Foerster)
- USA (New York and Charleston Central Reservations Office):  
Jessica Chambers
- Central Marketing Services, London:  
Amanda Horn
- Trains & Cruises Marketing Services:  
Andry Yianni

## **IMPROVEMENTS/FEEDBACK**

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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 'Corporate' or 'Trains & Cruises' or 'FSO' online stock ordering facility please email [amanda.horn@orient-express.com](mailto:amanda.horn@orient-express.com) or [andry.yianni@orient-express.com](mailto:andry.yianni@orient-express.com) or [danielle.denervaux@orient-express.com](mailto:danielle.denervaux@orient-express.com)