

Title: SOP on Hotel Arrangements for EMEA Delegates		
PUBLIC		Document no.: SOP/CN/6006
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Signature: « On File »	Signature: « On File »	Supersedes: SOP/T/6006
Date: 24- JAN-08	Date: 01- FEB - 08	

1. Purpose

The purpose of this SOP is to establish the procedure for the electronic organisation of hotel reservations for EMEA delegates.

2. Scope

This SOP applies to the Meeting Management and Conferences (MM&C) Sector.

3. Responsibilities

It is the responsibility of the Head of Sector of MM&C to ensure that this procedure is adhered to within the Sector. The responsibility for the execution of a particular part of this procedure is identified in the right-hand column of the procedure table.

4. Changes since last revision

Changed WIN into SOP.
Lead author and minor procedure changes.
New flow chart.

5. Documents needed for this SOP

Delegates confirmations.

6. Related documents

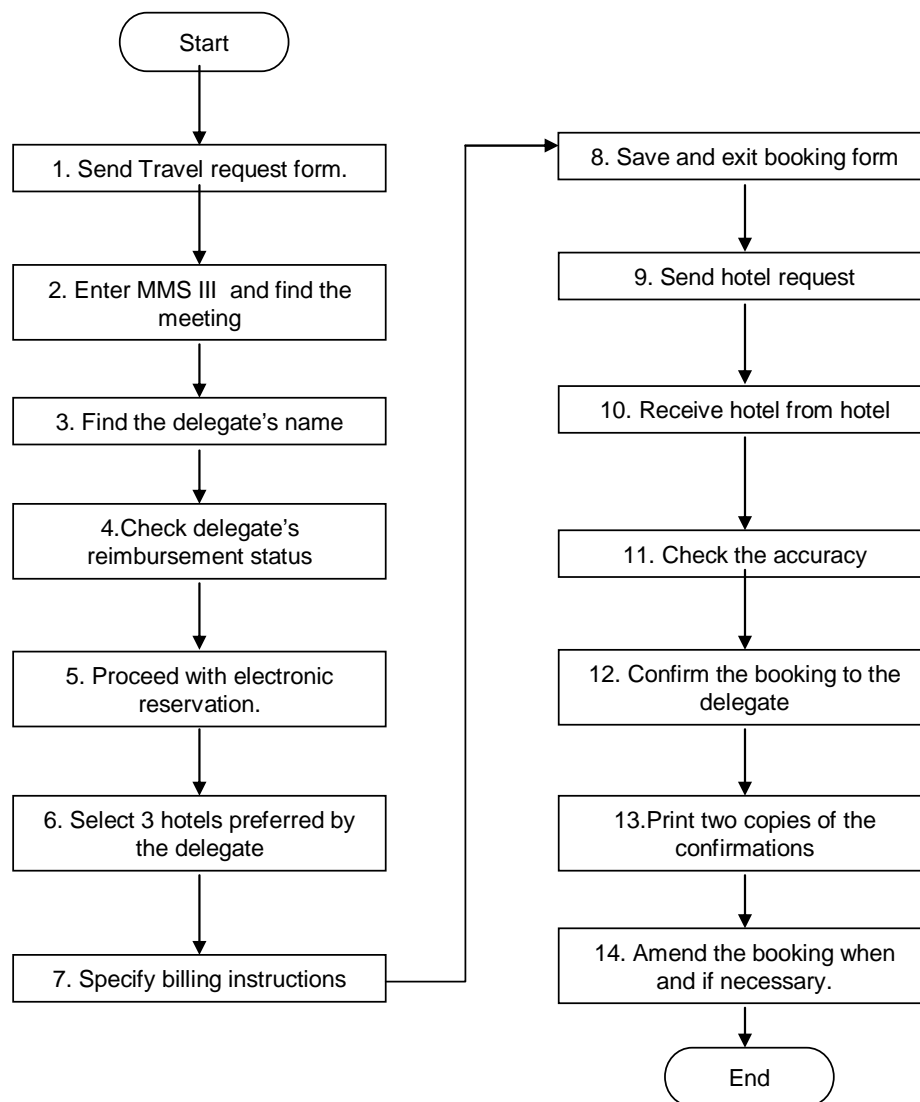
SOP/CN/6000: SOP on Meeting Preparation
SOP/CN/6001: SOP on Meeting Requests

7. Definitions

Hotel request form: protected form sent to the delegates together with the invitation by the meeting secretary. This form is automatically displayed by processing a reimbursed meeting in MMS III.

Meeting Management System (MMS III): electronic database that contains participants' details and is used by MM&C to create the reimbursement documentation according to the information provided by the meeting secretary.

8. Process Map(s)/ Flow Chart(s)



9. Procedure

Step	Action	Responsibility
	Start of Procedure	
1.0	Send hotel request by fax or email to MM&C	Delegate
2.0	Enter MMS III system and find the meeting via search function (by meeting code or name)	MM&C
3.0	Check that delegate is indicated in participant list (MMS III)	MM&C
4.0	Check reimbursement status under “Status column”	MM&C
5.0	Select in MMS III view booking form - option and proceed with electronic reservation .	MM&C
6.0	Indicate 3 hotel choices from drop down list and provide information about any special requirements.	MM&C
7.0	Specify whether EMEA pays for accommodation or if delegate settles own account, by ticking the appropriate box in electronic request form.	MM&C
8.0	Save details and exit booking form	MM&C
9.0	Open hotel & travel details and send details to hotel partner or Expotel. (a copy is automatically send to Chrono MM&C).	MM&C
10.0	The hotel reservation agency is to provide MM&C with the hotel booking details via email (functional email address: bookings@emea.europa.eu)	Hotel Reservation Agency
11.0	Check accuracy of the booking details provided by the hotel reservation agency	MM&C
12.00	Confirm the reservation details to the delegate by email	MM&C
13.00	Print two confirmations (one for filing, the other one to be attached to the reimbursement form).	MM&C
14.0	Amend arrangements if necessary	MM&C
	End of process	

10. Records

When completed, approved and numbered, the retention of the hard copy will be the responsibility of MM&C