



AVIOS/BRITISH AIRWAYS PROCEDURE

Standard OPERating Procedure	Last Revised
PHSOPF12	08th December 2014 by Heike Nel
Module	Applies to
FRONT DESK	Hotels
Objective / Description	Tools Used
Correctly attach AVIOS/British Airways membership details to GUEST profiles, assists with the correct calculation of membership point allocation that a member earns.	PMS
	Departments Affected
	Sales, Reservations, Front Office
Execution	

- AVIOS/British Airways members have partnered with Protea therefore AVIOS/British Airways members will qualify for point earnings on qualifying market codes.
- If the GUEST has previously stayed at a Protea Hotel or African Pride hotel, the AVIOS/British Airways membership will be stored in ORS.
Refer to PHSOPP01 Lookup Procedure

Please Note:

- PROKARD cardholders will need to choose between earning PROKARD RANDS or AVIOS. If the member elects to earn AVIOS, then this will be at the same rate as current i.e. 1 AVIOS for every R10 spent on accommodation when staying at our hotels in South Africa.
- The ability to earn AVIOS will only be applicable to **Prokard Silver / Gold / Platinum** cardholders as **Prokard Bronze members will no longer be eligible to earn Avios**.

How to capture a New AVIOS/British Airways Membership

- Navigate to profile Options – Membership or Member Red Indicator Lamp – Select New
- With the PROKARD membership attached to the profile the AVIOS/British Airways membership type will be available for selection.
- Ensure to capture the card number carefully to prevent AVIOS/British Airways queries being sent back for correction.

The screenshot shows a software interface titled "PHSEA - Memberships". It contains several input fields and dropdown menus. The "Type" field is circled in red and contains the value "AVIOS". Other fields include "Member Name" (Hailstone, Jessica), "Card Number" (3081 471 01 0440385), "Name on Card" (HAILSTONE JESSICA), "Level" (AVIOS), "Expiration" (11/2020), and "Member Since" (27/11/12). There are also checkboxes for "Inactive" and "Preferred Card", and a "Comments" text area at the bottom.



Or

PHSEA - Memberships

Member Name: Swart, Ruan

Type: BAEC

Card Number: 110425652

Name on Card: SWART RUAN

Sequence: 2

Level: [dropdown]

Expiration: [text box]

Enrollment Code: [dropdown]

Member Since: 10/01/13

Inactive

Preferred Card

Comments: [text area]

OK Close

- Select OK and save the profile.
- If you are unable to complete the above steps please contact your Superuser to check your membership permissions.
- If a member has an AVIOS and British Airways membership the member needs to choose 1 membership. **Please do not capture both British Airways and AVIOS on the member profile.**

AVIOS / PROKARD Membership

PHSEA - Profile Membership List

Member Name: Hailstone, Jessica Show Inactive

Seq.	Type	Card No.	Description	Expiration	Level	Class
1	PRO	20154896	Prokard Member	12/2015	BRO	PROK
3	AVIOS	3081471010440385	Avios	11/2020	AVIOS	FLY

British Airways (BAEC) / PROKARD Membership

PHSEA - Profile Membership List

Member Name: Swart, Ruan Show Inactive

Seq.	Type	Card No.	Description	Expiration	Level	Class
1	PRO	20589777	Prokard Member	12/2049	BRO	PROK
2	BAEC	10425652	BAEC			FLY



Attach AVIOS/British Airways membership details to Reservation

- When completing a reservation for a PROKARD and AVIOS/British Airways member the GUEST will need to choose which membership (Silver, Gold or Platinum membership level) he would like to have linked to his reservation in order to earn points on it – PROKARD, AVIOS or BAEC. This membership will then need to be linked to the reservation.
- **Bronze Members are not eligible to earn Avios points.**
Refer to PHSOPP01 Lookup Procedure
Refer to PHSOPR01 Individual Direct Reservation Procedure
- If the GUEST member wishes to earn points on AVIOS/British Airways instead of PROKARD points:

Edit the reservation Screen and click on the Drop down arrow next to the membership Type field

Form fields: Name Bernstein, Communication 0027832810055, Agent, First Name Careena, Title Mrs, Member Type PRO, Company, Language E, Country ZA, Member No. 00814975, Group, SGI Last Name, Member Lvl. PRG, Source, SGI First Name, Last Stay, Room New Guest, Rate, Party.

The Membership screen will display with the current primary memberships ticked with an 'X'

X	Type	Host	Card Number	Description	Expiration	Level	Class
X	PRO		00814975	Prokard	05/15	PRG	FGP
X	AVIOS		30814722224446	Avios			FFP
	BA		12345678	British Airways			FFP

Buttons: Host, New, Edit, View, OK, Close

Untick all irrelevant memberships and ensure the membership to earn points for this reservation is marked with an 'X'
Click on 'OK'

The reservation screen updates, showing the membership that will earn points for this reservation.

Form fields: Name Bernstein, Communication 0027832810055, Agent, First Name Careena, Title Mrs, Member Type AVIOS, Company, Language E, Country ZA, Member No. 30814722224446, Group, SGI Last Name, Member Lvl., Source, SGI First Name, Last Stay, Room New Guest, Rate, Party.



AVIOS/British Airways Point Queries

- Please direct AVIOS/British Airways point queries to avios@proteahotels.com

- When logging a query please provide the following information.
 1. Members First and Last Name
 2. PROKARD, AVIOS or British Airways membership details
 3. Preferred Card (indicates which membership type is to earn points)
 4. Mobile Number
 6. Reservation Number
 7. Arrival Date
 8. Details of the query