

Raising a Holiday Change Request V1.0

JIRA Guide 2024



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Jira Guide 2024

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Change Request Portal

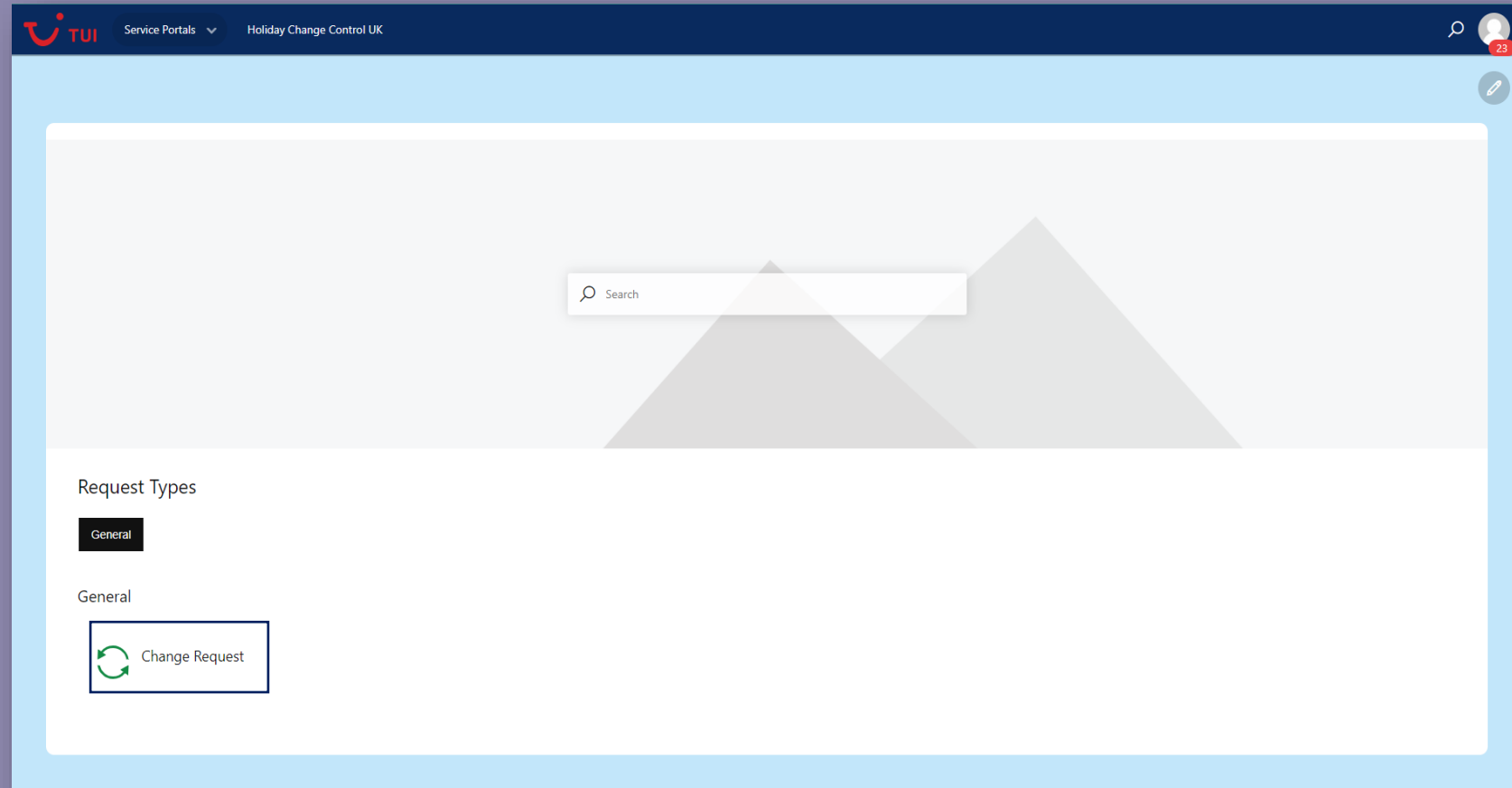
<https://jira.tuigroup.com/plugins/ser/vlet/desk/portal/91/create/3242>

The Change Request portal is where all change raisers will raise a ticket with all required information.

Raising a ticket is the same as adding all information to the trackers, just via a pop-up form in Jira.

Information can be copy & pasted without corrupting any other information and required fields will have an (*) before allowing you to proceed.

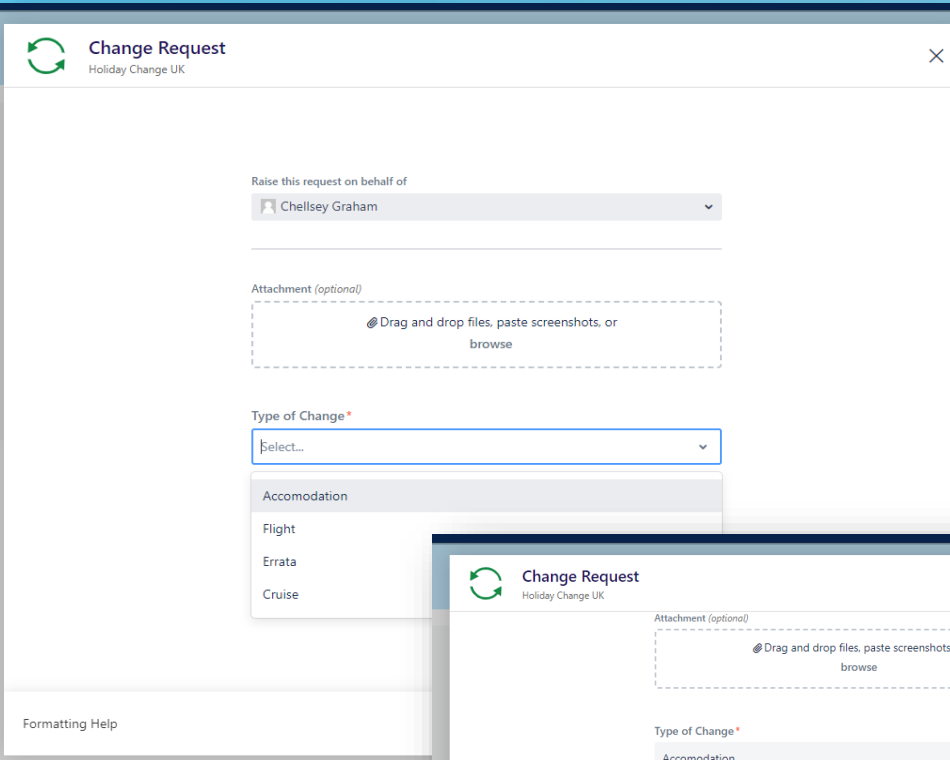
If you think information is missing which you would usually add please contact Stuart.Mcgregor@tui.co.uk or Chellsey.Graham@tui.co.uk



The screenshot displays the TUI Change Request Portal interface. At the top, the TUI logo is on the left, and navigation links for "Service Portals" and "Holiday Change Control UK" are in the center. On the right, there are icons for search, user profile, and a notification badge showing "23". Below the navigation bar is a large light blue header area with a search bar containing the text "Search". The main content area is white and features a "Request Types" section with a "General" button. Below this is a "General" section containing a "Change Request" button with a circular refresh icon.



Completing the Change Form



Change Request
Holiday Change UK

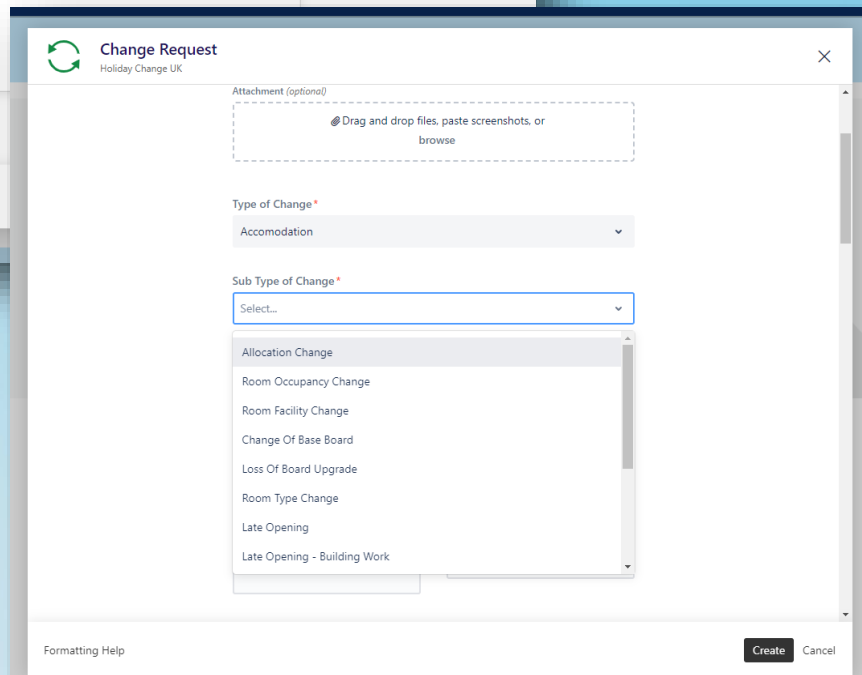
Raise this request on behalf of
Chellsey Graham

Attachment (optional)
Drag and drop files, paste screenshots, or browse

Type of Change*
Select...

- Accommodation
- Flight
- Errata
- Cruise

Formatting Help



Change Request
Holiday Change UK

Attachment (optional)
Drag and drop files, paste screenshots, or browse

Type of Change*
Accommodation

Sub Type of Change*
Select...

- Allocation Change
- Room Occupancy Change
- Room Facility Change
- Change Of Base Board
- Loss Of Board Upgrade
- Room Type Change
- Late Opening
- Late Opening - Building Work

Formatting Help

Create Cancel

Raise Request: The Jira form will always assign to the person raising the change at the time, as this is tied to your TUI AD login. If you are raising on behalf of someone else you can add their name into the box instead by free typing

Attachments: You can upload or Drag&Drop any form of documentation, email chain or excel that you need too. This eliminates the process of adding alternatives into a separate Teams folder.

Type of change: Separated into 4 options will allow the team to pick up efficiently.

Sub Type of Change: Depending on the change type you select you will then receive a second dropdown with related options.





Completing the Change Form

The screenshot shows a web form for reporting a change. At the top, there is a 'Season' dropdown menu with 'S24' selected. Below this are two columns of input fields. The first column contains 'Incident Number' (text input with '1234567') and 'Root Cause' (dropdown menu with 'TUI' selected). The second column contains 'If this ticket is linked please state the HCU number' (text input), 'Is this recoverable' (dropdown menu with 'No' selected), and 'Impact of change' (dropdown menu with 'Major' selected). At the bottom, there are two more text input fields: 'Total Bookings Affected' (with '50') and 'Total Passengers' (with '100').

Season: Select the relevant season affected. If this change affects multiple seasons you will have the option to add them in later on the form.

Incident Number : Relevant incident number

Linked Tickets: If this incident is linked with another please provide the Change request reference e.g. HCU-12

Root Cause: We've added in additional options, please check you are using the correct cause.

Recoverability: For reporting purposes

Impact of change: Minor, Moderate, Major – this helps the HC team prioritise work correctly.

Total bookings affected: This is at the time you raise the change

Total Passengers: This is the amount at the time you raise the change





Completing the Change Form

First Impacted Date	First Affected Date*	Last Affected Date*
01/03/2024	03/03/2024	10/03/2024

Instructions for HC

Amend to alternative room type 1BA0A

Brand*

TUI/FC

Resort Mailbox*

overseascommercialsupportCroatia@tui.co.uk

Does this cover multiple seasons?

No

Which seasons are affected?

S24

1st Impacted Date: If the 1st impacted is different to the 1st affected, please complete this.

First/ Last Affected Date: Please ensure the dates match the bookings raised in your incident number.

Instructions for HC: There is no character limit for this box, please add in any information the HC will need.

Brand: Does this affect both TUI & First Choice or First Choice only?

Resort Mailbox: Relevant for HC to contact if further information is needed

Does this cover multiple seasons?: If the incident crosses seasons, select yes and the add in the additional seasons.

Which season are affected?: Here you can and the add in the additional seasons affected.





Completing the Change Form

Change Request
Holiday Change UK

Country: Jamaica

Airport Code: MBJ

Can stopsales be overridden: Yes

Is this a wedding hotel?*: No

Welfare*: Yes

Rooms held back: Yes

Accommodation Name*: HOLIDAY INN RESORT

Accommodation Code*: JMIM0001

Formatting Help Create Cancel

Country: Please select from the dropdown

Airport code: Please free-type the 3-letter code

Can stopsales be overridden?: adding this helps the HC team work faster and reduces resort contact if they have permission in advance

Is this a wedding hotel?: If this hotel offers weddings please select 'Yes'. This allows the HC team to know to search for impacted weddings.

Welfare: Select 'Yes' If there are specific welfare affected bookings as they are handled by Swansea Assisted Travel, the HC team need to be able to identify them

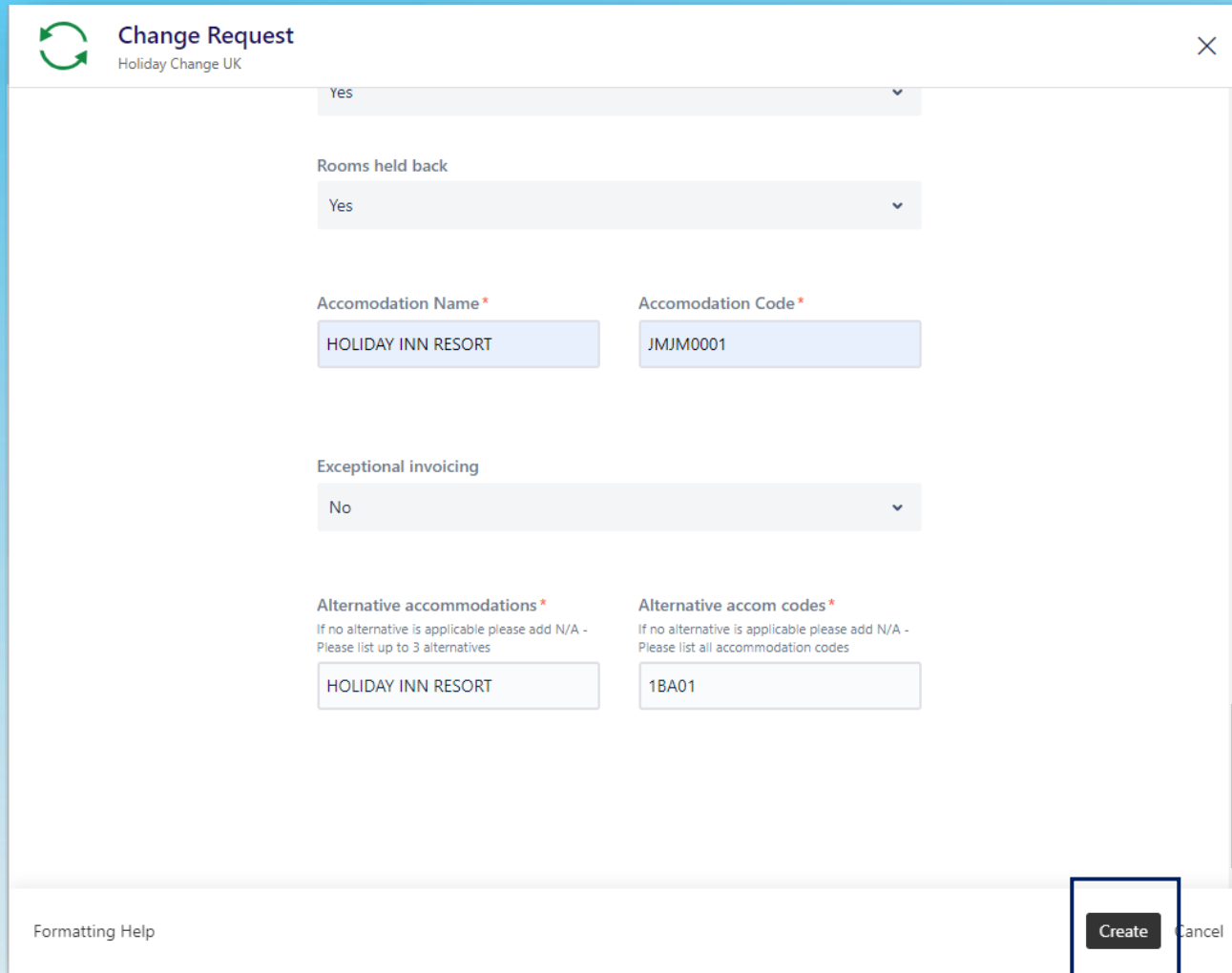
Rooms held back: Helps the HC team identify when they need to contact another area when ready to action.

Accommodation Name: Affected Name as per Atcom

Accommodation Code: Affected Code as per Atcom



Completing the Change Form



Change Request
Holiday Change UK

Yes

Rooms held back
Yes

Accommodation Name*
HOLIDAY INN RESORT

Accommodation Code*
JMJM0001

Exceptional invoicing
No

Alternative accommodations*
If no alternative is applicable please add N/A - Please list up to 3 alternatives
HOLIDAY INN RESORT

Alternative accom codes*
If no alternative is applicable please add N/A - Please list all accommodation codes
1BA01

Formatting Help

Create Cancel

Exceptional Invoicing: If applicable let the team know

Alternative Accommodations: You can free-type in here separated by a (/). Aim to provide 3 alternatives

Alternative Accommodation codes: You can free-type in here separated by a (/). Aim to provide 3 alternatives

Once all information is inputted, Select '**Create**' This will add your change to our Jira tracker and email you a Ticket reference number

HCU-81 Change Request

HU Holiday Change UK <HolidayChange.Jira@tui.co.uk>
To: Graham, Chellsey

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Chellsey Graham.

TUI Help Center, powered by [Jira Service Management](#), sent you this message.



Completing the Change Form



Change Request (HCU-11)

Viewing Form

Holiday Change UK (Portal)

Type of Change *
Accommodation

Sub Type of Change *
Allocation Change

Season *
S24

Incident Number number *
1234567

Please enter the incident

If this ticket is linked please state the HCU number
The HC team will link these

Root Cause *

Is this recoverable *

OPEN

Don't notify me

REQUEST PARTICIPANTS

Share

Chellsey Graham
Creator

You will have the chance to review the form you have submitted and see your ticket status.

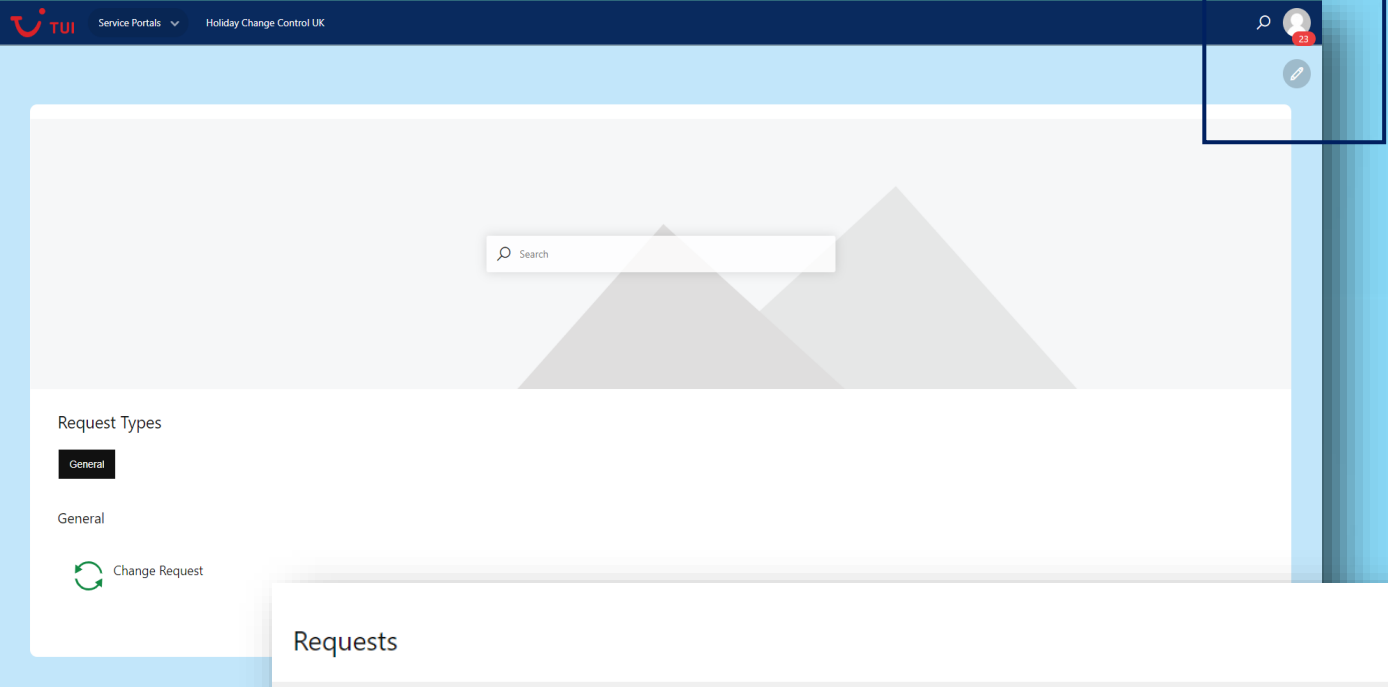
Your ticket number will show as **HCU-##**

If you don't want updates on your ticket you can select **'don't notify me'**

If you want to share your ticket with your team, select share and add in anyone you want to receive notifications



Checking the Ticket Status



If at any time you want to check on the status of your changes, return to the portal and select your icon.

This will show you all tickets open by yourself & tickets which others have shared with you. You can track their progress if you prefer not to be notified via email.

Type	Reference	Summary	Service Project	Reporter	Status
	HCU-76	Change Request	Holiday Change Control UK	Chellsey Graham	IN PROGRESS
	HCU-41	Change Request	Holiday Change Control UK	Chellsey Graham	IN PROGRESS
	HCU-83	Change Request	Holiday Change Control UK	Chellsey Graham	OPEN

