VOXEL

ELECTRONIC INVOICING PROCESS

Voxel – Electronic Invoicing process

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1. TMS Invoice credit granted agreement

2. Voxel receives and verifies the invoice (electronic mailbox)

3. Agency receives the invoice and accounts it

4. Countdown to receive the payment starts (according with credit 30 days...)

5. Agency sends the payment to NH HOTEL GROUP

Therefore Delay in payment

Blocked, the invoice needs to be corrected to pass through voxel validation, ASAP

TMS

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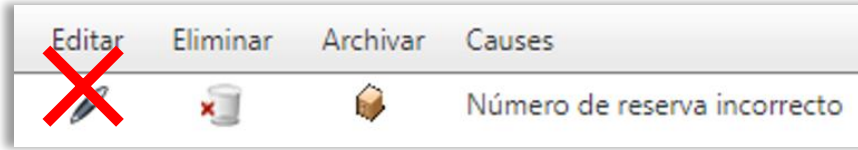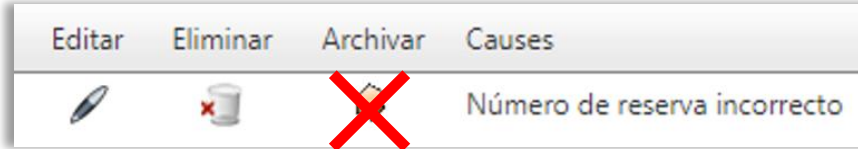| Voucher doesn't fit with format	Voucher empty	Wrong PID	Wrong Global Discount type=Commission
• Check agency voucher format and amend the invoice in TMS	• Go to TMS and amend the invoice including voucher number	• Review agency, and correct invoice details in TMS	• There are "commission" applied and it has to be "deduction". We have to deduct all services and create them again.

Mandatory:

To amend any voxel mistake, it's always mandatory to amend the invoice in TMS
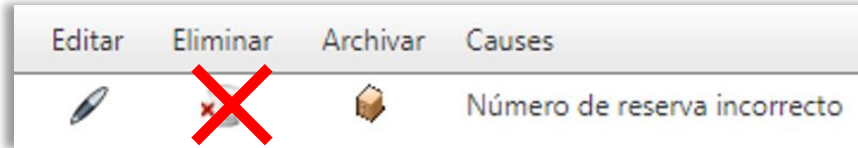
Voxel – Electronic Invoicing process

Editar	Eliminar	Archivar	Causes
✗	✗	🔶	Número de reserva incorrecto

DO NOT USE "Edit" on Voxel. We have to rectify the mistake always in TMS

Editar	Eliminar	Archivar	Causes
✎	✗	✗	Número de reserva incorrecto

DO NOT USE "Archive" on Voxel. The invoice will dissapear and it will never be delivered neitheir paid.

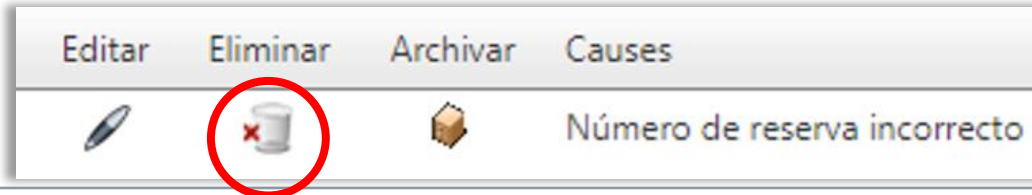| Editar	Eliminar	Archivar	Causes
✎	✗	🔶	Número de reserva incorrecto

DO NOT USE "Delete" before amending the invoice. If you delete it, you can forgot to amend it, so, the invoice will dissapear and it will never be delivered neitheir paid.
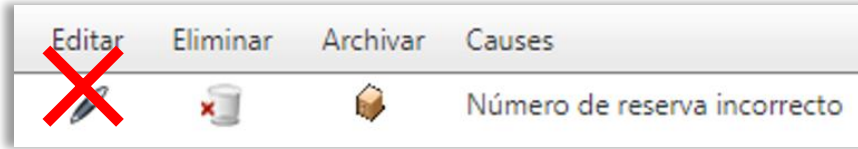
ALWAYS - Rectify the invoice in TMS, it's mandatory. Once done:
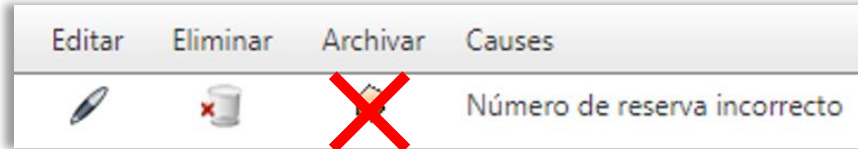- The New Invoice will pass the VOXEL validation and it will be delivered to the agency for paying.
- The credit Note is going to be blocked in VOXEL (with same issue than original)
- Once the new invoice have been issued, you can delete from VOXEL the original and the credit note.

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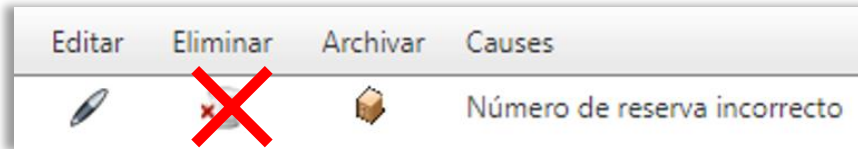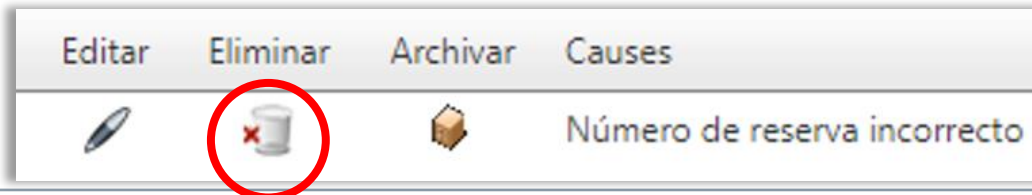
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VIAJES EL CORTE INGLES	Only numbers – between 8 – 13 digits. No letters. GROUPS/EVENTS Always replace AV for 00 – Example: AV123456 will be 00123456
EUROPA TRAVEL	Only numbers - 9 digits. Example if they send us this R-123456 we have to put so many zeros at the beginning to have 9 digits 000123456
CARLSON WAGON LIT	Only numbers, 11 numeric digits (without letters)
BESTOURS	Only numbers, 6 numeric digits (without letters)
HALCÓN	Specific format, must follow this structure: **E81**/123/1234/1-A **DISCOUNT**
SEKAI	Specific format, must follow this structure: **E82**/123/1234/1-A **DISCOUNT**
ECUADOR	Specific format, must follow this structure: **E83**/123/1234/1-A **DISCOUNT**
KEYTEL	Only numbers, 8 Numeric digits (without letters)
HOTELBEDS	XXX-XXXXXXX (without letters) Example 102-11102594

JUMBO	Only numbers, 10 digits
GLOBAL BUSINESS TRAVEL	Specific format, must follow this structure: **E50**/123/1234/1-A **COMMISSION**
AVORIS RETAIL	Specific format, must follow this structure: **E00**/123/1234/1-A **DISCOUNT**
VIAJES INTEROPA	Specific format, must follow this structure: **E04**/123/1234/1-A
B TRAVEL TURISMO ACCESIBLE	Specific format, must follow this structure: **E25**/123/1234/1-A
MIKI TRAVEL	Specific format, must follow this structure: T04082180
KUONI	**3 letters and 9 numbers** *(for example TPE230000255).*

ASK FOR HELP:

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