



# Actions, notices and remarks by hotel BUSINESS PROCESSES – OPERATIONS December 2025





# Actions, notices and remarks

To enhance the customer experience, it is important that all departments are aware of the benefits of the programs contracted with MINOR, DISCOVERY tier and the different VIP levels.

Creating actions, notices for reception, and remarks involves a significant amount of manual and repetitive work. This development aims to automate these processes by creating them once and applying them automatically to reservations.



# First step: application criteria

- ✓ Establish a clear criterion for the creation of a new rule.
- ✓ You can apply conditions using a single variable or multiple variables that must be fulfilled at the same time.
- ✓ It should be noted that the logics of several lines should not contradict each other.

**Actions, notices and remarks by hotel - Anantara Villa Padierna Palace**

Hotel	Apply from	Apply to	C-in from	C-in to	C-out from	C-out to	Main client	Guest	Contract	Rate	Room type	Vip Level	Loyalty level	Actio...	Notif	Remark apply	Remarks
ESMA.VILPA												VIP 01 VIP 02 VIP 03 VIP 04 VIP 05 VIP 06	GOLD PLATINUM RED SILVER TITANIUM				

Period to be applied

Check-in dates to be applied

Check-out dates to be applied

Main client and/or guest to which the task will be applied

Contract and/or rate where the task will be applied

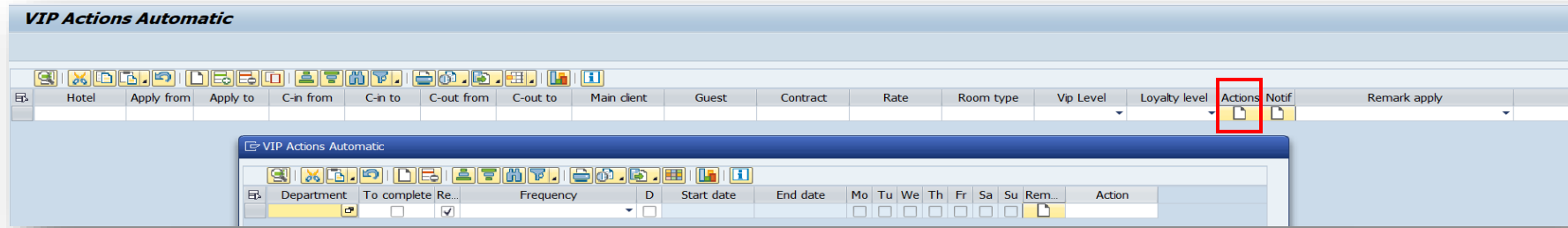
By room type

By VIP number

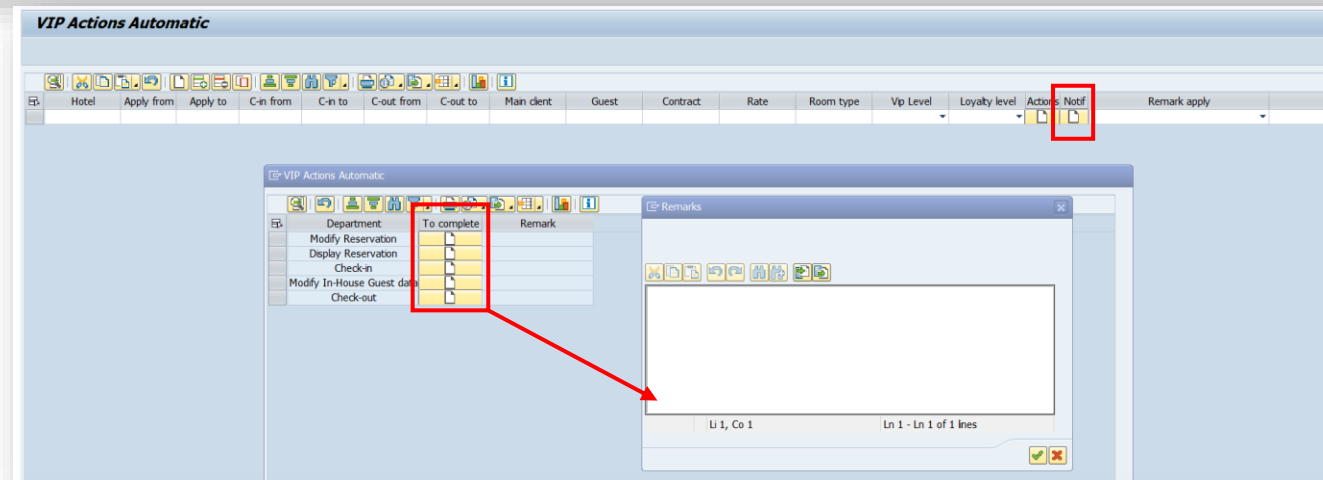
By Loyalty tier

# Second step: tasks for the reservations

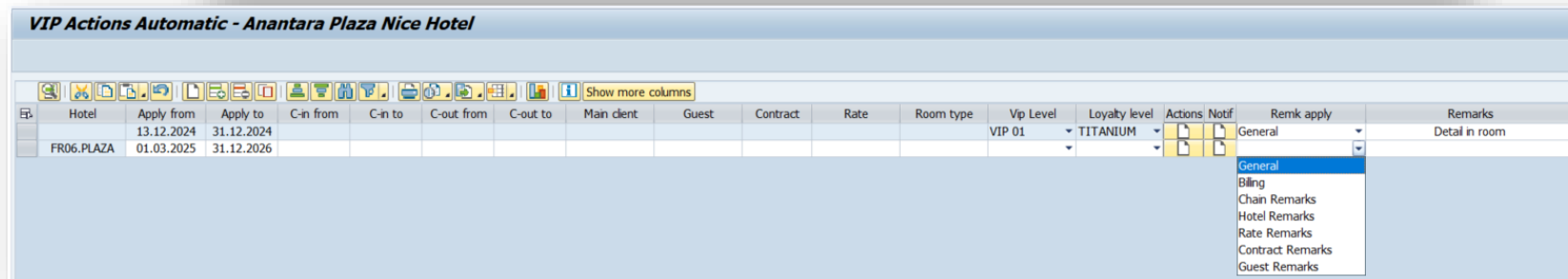
Actions



Notice for reception



Remarks



You can add one, two or even three of these types of notifications, if necessary, on the same line.

# Key considerations

- Once the line is created in the Actions tab, only the tasks (actions, receipt notifications, and observations) can be modified. TMS will create a new line with the modification, and the original one will be kept. The application criteria cannot be modified.
- If the application criteria need to be changed, the best option is to delete the line and create a new one.
- Example:
  - Action informed “Titanium”.
  - We add a comment “test”
  - A new line with the modification is created

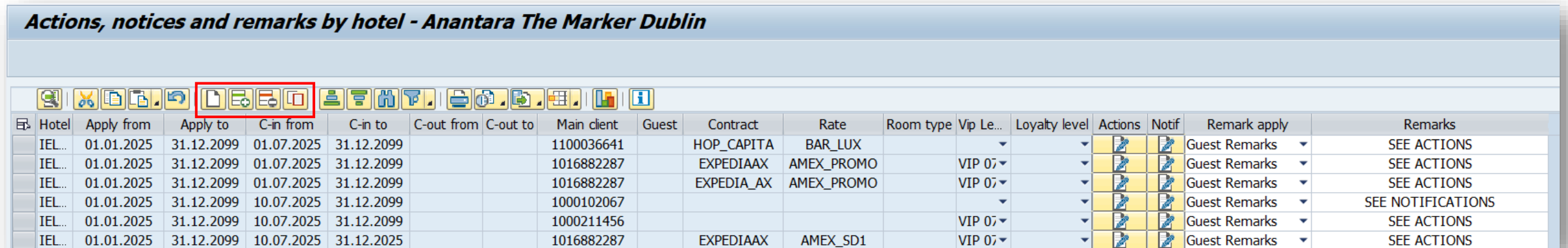
The screenshot displays the SAP TMS interface for 'Actions, notices and remarks by hotel - NH Collection Gran Hotel'. The main table lists hotel reservations with columns for Hotel, Apply from, Apply to, C-in from, C-in to, C-out from, C-out to, Main client, Guest, Contract, Rate, Room type, Vip Level, Loyalty level, Actions, Notif, Remark apply, and Remarks. Two rows are visible, both for hotel 'ESZZ.GRAHO' with dates from 01.01.2025 to 31.12.2099. The first row has a loyalty level of 'TITANIUM' and a 'General' remark. The second row has a loyalty level of 'PLATINUM' and a 'General' remark. The 'Actions' column for both rows contains icons for adding or editing actions.













Below the main table, the 'Actions' tab is selected, showing a detailed view of the actions. The table has columns for C, Cadence, Depa, D, Start date, Start time, End date, End time, Mo, Tu, We, Th, Fr, Sa, Su, R..., A..., Status, Action, Cancel D, and Cancel by. Two rows are shown, both with a status of 'Pending'. The first row has an action of 'TITANIUM TEST' and a yellow warning icon. The second row has an action of 'TITANIUM' and a yellow warning icon. The 'Action' column for both rows is highlighted with a red box.

# Key considerations

- There is the option to duplicate the line, for example, to execute the previous point more quickly.

**Actions, notices and remarks by hotel - Anantara The Marker Dublin**



Hotel	Apply from	Apply to	C-in from	C-in to	C-out from	C-out to	Main client	Guest	Contract	Rate	Room type	Vip Le...	Loyalty level	Actions	Notif	Remark apply	Remarks
IEL...	01.01.2025	31.12.2099	01.07.2025	31.12.2099			1100036641		HOP_CAPITA	BAR_LUX		▼	▼			Guest Remarks ▼	SEE ACTIONS
IEL...	01.01.2025	31.12.2099	01.07.2025	31.12.2099			1016882287		EXPEDIAAX	AMEX_PROMO		VIP 07 ▼	▼			Guest Remarks ▼	SEE ACTIONS
IEL...	01.01.2025	31.12.2099	01.07.2025	31.12.2099			1016882287		EXPEDIA_AX	AMEX_PROMO		VIP 07 ▼	▼			Guest Remarks ▼	SEE ACTIONS
IEL...	01.01.2025	31.12.2099	10.07.2025	31.12.2099			1000102067					▼	▼			Guest Remarks ▼	SEE NOTIFICATIONS
IEL...	01.01.2025	31.12.2099	10.07.2025	31.12.2099			1000211456					VIP 07 ▼	▼			Guest Remarks ▼	SEE ACTIONS
IEL...	01.01.2025	31.12.2099	10.07.2025	31.12.2025			1016882287		EXPEDIAAX	AMEX_SD1		VIP 07 ▼	▼			Guest Remarks ▼	SEE ACTIONS

- The functionality will be available only at hotel level.



# Reservation example

**Actions, notices and remarks by hotel - Anantara The Marker Dublin**

Hotel	Apply from	Apply to	C-in from	C-in to	C-out from	C-out to	Main client	Guest	Contract	Rate	Room type	Vip Level	Loyalty level	Actions	Notif	Remark apply	Remarks
IELD...	01.07.2025	31.12.2099	10.07.2025	31.12.2099			1016882287		EXPEDIA_AX	AMEX_BAR		VIP 07				Guest Remarks	SEE ACTIONS

Application criteria

Tasks for the reservations

Result:

**IEL Individual Res. - FIC**

Reservation: 156793377 Client: 1016882287 EXPEDIA INTERNACIONAL Amount: 283,50 EUR

Arrival: 01.09.2025 Sunday  
Nights: 1  
Depart.: 02.09.2025 Tuesday

RoomType: Deluxe Room  
Guests: AD 2 JU 0 CH 0 BB 0  
Room: 312

Upgrade: PREDBVK  
Meal Plan: BB  
First service: BKFS  
Last service: BKFS

Contract: EXPEDIA\_AX EXPEDIA INTERNACIONAL - AMEX FHR  
Rate: AMEX\_BAR AMEX\_BAR  
Expense code: CXL\_PUBLIC Apples - 1d - 100,00%

Manual price: 0,00  
Tax included (Only manual price)  
FREE reservation

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**Thank You**

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