

Bnetwork process for group reservations

PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Commercial	Carmen Román	January 2023
	Finance	Beatriz Espadas/ Christine Schauermann	
	Tax/Financial	Carmen Hierro/Paul Spee	
	Commercial Services	Magdalena Del Valle	
	Business process	Operations	

Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* <https://nhorganization.nh-hotels.com>

OBJECTIVE AND SCOPE

This document describes the process of the group reservations for the travel agency Bnetwork in TMSforHotels.

SUMMARY

1. Management of reservation
 - 1.1 Convention/family group
 - 1.2 Individual reservation
 - 1.3 Deposits
 - 1.4 Routing
2. Before breakdown
3. Management of the reservations "Main account"
4. No Show
5. CRO
6. Commission for Bnetwork
7. CRM
8. Date to close the reservations: commissions and free rooms
9. Contact

1 INFORM THE RESERVATION

In TMS we will book a convention/family group booking always creating a Booking File:
(very important to be able to validate the commissions in Onyx).

Although we will explain the different types of bookings now, it is very important to highlight that all of them must have **Bnetwork as a main client**.

This information must be in:

- The Booking file
- The event (even it does not have function room nor F&B)
- The convention and/or family group

The following fields must be informed in the bookings:

1.1 CONVENTION/FAMILY GROUP RESERVATION

Main Client: 1007687168 (BNETWORK BARCELONA MANAGEMENT SL)
Main Client Branch: 0001003230 (BNETWORK BARCELONA...)

ESBA.RALLY. Display Conv. Group Res. - MWC 2022 - SUP+STD

ESBA.RALLY NH Barcelona Sta Reserv. 98783055

Client 1007687168 B NETWORK BARCELONA MANAGEMENT SL

General info. *Reception info. *Billing information Deposits Guarantee *Additional info. *Breakdowns Routing Charges Fixed ch

Main Client Branch: 0001003230 (BNETWORK BARCELONA...)

ESBA.RALLY. Display Conv. Group Res. - MWC 2022 - SUP+STD

ESBA.RALLY NH Barcelona Sta Reserv. 98783055

Client 1007687168 B NETWORK BA

General info. *Reception info. *Billing information Deposits Guarantee *Additional info. *Breakdowns

Contact person

Name: ARIADNA

Tel. no: 34935500372

Confirmation Date 21.02.2022 Monday

Deadline 23.02.2022 Wednesday

Follow up Date 06.05.2021 Thursday

Follow Up

Branch and agents management

Branch CC 0001003230 B NETWORK BARCELONA MANAG...

Branch CRS

External Reference

The Branch, although it has the right number, it is not informed properly in TMS if we don't click on "enter".

This print screen shows the Branch is not informed, the before one is informed properly.

1.2 INDIVIDUAL RESERVATION

Main Client: Bnetwork. If we have the company data we can inform in TMS to save time in the check out.

- **Full Prepayment** – Room, breakfast and city tax (If it applies) of all stay paid in advance. Billing information received before.

If we need to inform the company name on the invoice, please add the Customer ID in all folios adding the owner of the folios "Main Guest".

ESBA.RALLY NH Barcelona Stadium ****

Group reserv. 98783055

Main client 1007687168 B NETWORK BARCELONA MANAGEMENT SL

Arrival date 23.02.2022

Departure date 10.04.2022

Reservation status Confirmed

Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Responsible Folio	Holder	Holder name	Branch	Reason f
1	Credit	C030			IND	Main client	1007687168	B NETWORK BARCELON...	0001003230	
2	Credit	C030			DAILY	Main client	1007687168	B NETWORK BARCELON...	0001003230	
3	Credit	C030			IND	Main client	1007687168	B NETWORK BARCELON...	0001003230	
4	On-desk paym...				IND	Main Guest	2200159464	CHEIL GERMANY GMBH	0004170630	

Rate: rate approves by revenue for the congress.

VERY IMPORTANT: in the field “voucher” of every individual reservation, we will write a reference related to the congress and the booking number informed by the travel agency when they send the “rooming list”.

The screenshot shows a reservation form with tabs for 'General Data', '*Billing Information', and '*Additional data'. The 'Voucher' field is highlighted with a red box and contains the text 'WMC-D3196'. Other fields include 'Contact person:', 'Phone:', 'E-Mail:', 'Reservation type' (dropdown), 'Registrat. date:' (10.10.2020), 'Language:' (EN English), and 'CUT-OFF date:'.

Keep in mind, anytime you modify anything in the convention/family group in TMS; when TMS asks about to apply this change to the breakdown, if we click on “YES”, a part of other changes, TMS will overwrite this voucher number by the informed in the Group Reservation.

1.3 DEPOSITS RECEIVED FROM BNETWORK

The signed contract with the intermediate company informs, the invoice must not have informed the agency name, Bnetwork (except the invoice with the deposit(s), which will be cancelled at the end of the congress). But Bnetwork must be informed as a main client.

In TMSforHotels, for the reservations of this travel agency, we will be able to inform in the breakdown, a part of the deposit billed to Bnetwork with the payment method “transfer” in the check-out process.

- ✓ We will inform the deposit with a “prepayment with invoice”. We will apply the payment method “transfer” to Bnetwork (this is the only time we bill to Bnetwork, because we will cancel this invoice at the end of the congress).
- ✓ The check-out day, we will apply the right amount to every individual reservation with payment method “transfer”.
- ✓ Inform this amount in the remarks of the breakdowns.
- ✓ Add a “Notice for reception” with the amount to be applied.**
- ✓ We will balance the invoices with the Payment method “transfer” in the Excel, already sent by administration (Beatriz Espadas in BUSE)
- ✓ We will cancel the original prepayment with VAT billed to Bnetwork.

**During check out process, we will see this a pop up, already informed in the reservation, with the amount to be billed with payment method “transfer”.

The screenshot shows a window titled 'ESBA.NUMAN. Modify items of all folios'. It contains a 'Room:' field with the value '203'. A pop-up window titled 'Notices for Reception' is displayed, showing the text 'BANK TRANSFER 201,30'. The background window also shows 'ESBA.NUMAN NH Sants Barcelona ****'.

- We will inform the two Payment Methods, if the customer has any extra.
- The part billed by Bnetwork will be informed firstly, the second one, extras and/or any night pending to bill which Bnetwork doesn't pay.
- We will never bill to Bnetwork.

ESBA.NUMAN NH Sants Barcelona ****

Till identifier: Reception

Operation Type:

Payment data

Invoice Id: Total Amount:

Reservation: Document currency:

Folio:

Customer: SAMANIEGO NAVARRO, MARIO

Remarks:

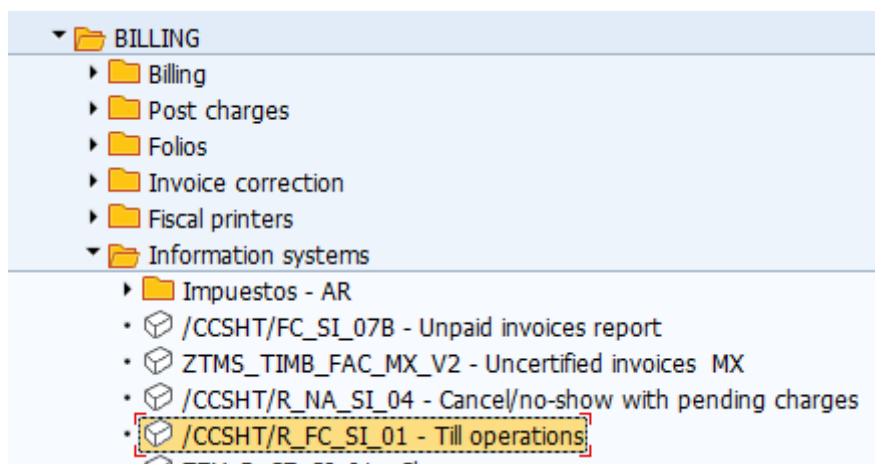
Payment method	Gateway	Curr...	Amount	Voucher t...	Voucher amount	Vouche
BANK TRANSFER		EUR	201,30		0	
CASH		EUR	27,13		0	

Recommendation!!! As Bnetwork is informed as a main client, room and breakfast charges will be applied in folio 2 automatically. .

- Route the city tax to 2.
- Bill the extras in folio 1.
- Folio 2 will be billed a Payment method "transfer"(never bill to Bnetwork)

If the customer wants all the charges in the same folio we won't be able to apply this tip.

To balance the total billing, go to Billing folder --> Information Systems → Till Movements



- ✓ We will click on the yellow arrow "multiple selection", in the field "Reservation identifier"
- ✓ Previously, copy the booking numbers of the breakdowns. (You can do it from the Excel sent to the Administration Department, because you have already informed this information))
- ✓ Paste the booking number with the option "clipboard".

- ✓ Remember to add the booking number of convention group. Thanks to that, you will be able to balance the initial prepayment and their cancellation at the end of the congress..

1.4 ROUTING

By default, the convention group has informed this routing. If we route to the header of the convention group, we will change and inform as this image.

In the individual reservation will route the charges as this way:

- Concept: ROOM y BB
- Cadence: Every day excepts departure day
- Folio: folio 1
- Reminder, don't move the charges before revenue date

2 BEFORE BREAKDOWN

We recommend modify the header of the convention group, to avoid billing invoice with credit as Payment Method for Bnetwork, and avoid the individual reservations don't pay in the check-out moment.

Please modify "Payment method" from "Credit" to "On-desk payment" and the holder of the folios.

We will do it before breakdown and inform the "rooming list" in the convention group.

Folios header

ESBA.CONST NH Collection Constanza COLLECTION

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name
1		On-desk payment		<input type="checkbox"/>	Main Guest	IND	1007687168	B NETWORK BARCELON/
2		Credit	C000	<input type="checkbox"/>	Main client	DAILY	1007687168	B NETWORK BARCELON/
3		On-desk payment		<input type="checkbox"/>	Main Guest	IND	1007687168	B NETWORK BARCELON/
4		On-desk payment		<input type="checkbox"/>	Main Guest	IND	1007687168	B NETWORK BARCELON/

Folio 1 Folio 2



Folios header

ESBA.CONST NH Collection Constanza COLLECTION

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name
1		On-desk payment		<input type="checkbox"/>	Main Guest	IND		
2		On-desk payment		<input type="checkbox"/>	Main Guest	IND		
3		On-desk payment		<input type="checkbox"/>	Main Guest	IND		
4		On-desk payment		<input type="checkbox"/>	Main Guest	IND		

Folio 1 Folio 2

Once customer gives us the data for the invoice, we will add it in the tab "Billing Information" tab and we will inform in the field receiver and holder, the company name.

We recommend to request this information in the check-in moment to easy the check-out process. You can manage this task in the folios but we suggest to do it from here.

General Data ***Billing Information** *Additional data *Statistics ☒ Deposits

Client information

Receiver: 2000079548 SONY ERICSSON MOBILE COMMUNICATIO...

Holder: 2000079548 SONY ERICSSON MOBILE COMMUNICATIONS

Payer:

3 MANAGEMENT OF THE RESEVATIONS "MAIN ACCOUNT"

Main Client: 1007687168 (BNETWORK BARCELONA MANAGEMENT SL)
Main Client Branch: 0001003230 (BNETWORK BARCELONA...)

- **Master Account:** Everything prepaid in the rooming
(PAYER: BNETWORK/ RECEIVER AND HOLDER WHICH WILL BILL THE INVOICE)
Full credit... Extensions (more nights) are paid by the company
No credit..... Extensions (more nights) are paid by the customer

Always ask to Bnetwork by email.

Please review the document sent by Bnetwork about this topic.

- Guarantee Bnetwork (on request) – we don't receive any deposit and everything is paid directly. (Payer must be empty because it is paid directly)
- Standard payment – company pre-pay 3 nights or the nights defined by Bnetwork and every customer the rest of the stay.
 - If there is a partial no show, the total stay will be billed to the customer.
 - Without information of the billing data.
 - The invoice will be given to the customer in the check out. Bnetwork doesn't receive any invoice

When we do the breakdown in TMS will select **"routing header YES"**.

Routing	Routing type	Group/Conc	Description	Cadence	F	Start date	End date	Ext.	Folio	Reserv.
	Concept	BB	Bed & Breakfast	Everyday includ...				Group header	Folio 2	8809064
	Concept	ROOM	Room	Everyday includ...				Group header	Folio 2	8809064
	Concept	TAX	Turistic Tax	Everyday includ...				Group header	Folio 2	8809064

The organization requests four invoices, please keep in mind and add in the four folios the company informed by the organization, never Bnetwork.

The 4 folios of every Reservation can be used:

- Folio 1 – Local Tax, if it applies
- Folio 2 – Room and breakfast
- Folio 3 – No shows & remaining
- Folio 4 – Deposits

We will invoice the group header (master) for the total of the group. It is very important to take into account if it is a Main Account with or without credit and if it is "guarantee Bnetwork". The group invoice has to be with the assigned charges (not with one room per line).

Here is an example of an Ericsson Main Account through MCI Events.

All the folios with the name of Bnetwork and to credit except the last one, where the prepayment is, to immediate payment because we will bill it to transfer.

Remember, as we mentioned on page 5, that the folios must be in direct payment before breaking down the rooming list and we will change them to credit at this moment.

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name
	1	Credit	C000		Main client	IND	1007687168	B NETWORK BARCEL
	2	Credit	C000		Main client	IND	1007687168	B NETWORK BARCEL
	3	Credit	C000		Main client	IND	1007687168	B NETWORK BARCEL
	4	On-desk payment			Main Guest	IND	1007687168	B NETWORK BARCEL

In payer, we will inform Bnetwork so that it lets us to bill the invoice to credit.

We must inform the company in the receiver and holder fields if we want the invoice to appear in its name. In this example it is MCI who must appear on the invoice.

TMS_Bnetwork Process

Business Processes - Operations

We do this task from the "Billing Information" tab.

Unexpected check-out Billing		Central Reservation Office	
<input checked="" type="radio"/> Reservation dates		CRS Nº	<input type="text"/>
<input type="radio"/> Actual dates		CRS:	<input type="text"/>

Client information		Pay
Receiver:	1005212597 MCI SPAIN EVENT SERVICES SA	1
Holder:	1005212597 MCI SPAIN EVENT SERVICES SA	
Payer:	1007687168 B NETWORK BARCELONA MANAGEMENT SL	
Company Resp.:	2000079548 SONY ERICSSON MOBILE COMM	

Card information	Extra credit

- 1) Thanks to this action, the data appears in the folios properly.
- 2) To be able to issue the credit invoice.
- 3) It is necessary to inform the company so that the production of this company is reflected in the hotel.

In this case we will register the deposit that Bnetwork as payment method **"transfer"** at the end of the congress.

4 NO SHOW

EXCEPTIONALLY, we will check-in for no-shows. BNETWORK indicates us that we must keep the reservation the days that are prepaid with the deposit, that is to say, the three nights of minimum stay that begin to count the day of arrival. The rest of the nights are not covered by BNETWORK and in case of arrival the client will have to pay you directly at the departure (please advise at the Check-in).

(*) In case we forgive nights, please notify BNETWORK, in principle nothing should be forgiven.

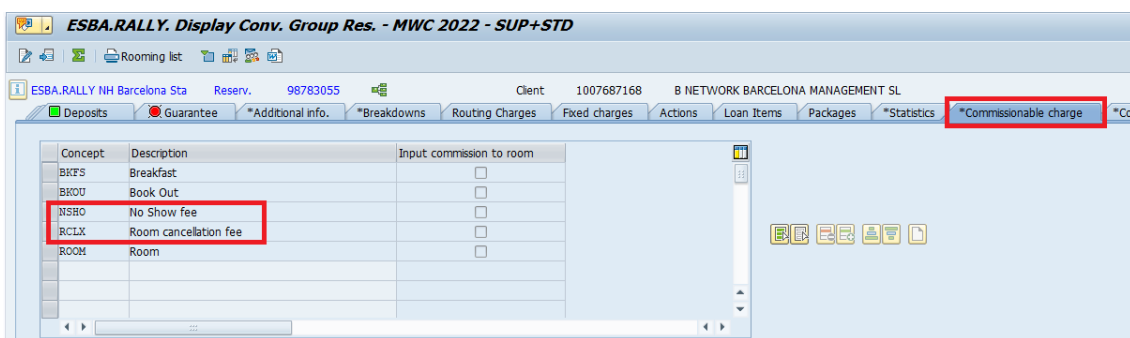
To avoid possible cancellation of charges it is recommended to change the reservation from 2 to 1 pax before check-in of the "no show". Confirm with the organization's document.

Remember that a no show check-in will generate a tourist tax.

In the case of individual reservations, if the client does not come any of the days, we will issue the invoice to the data provided by Bnetwork when you sent us the rooming. In case we do not have them, we will issue the invoice to DIRECT GUEST.

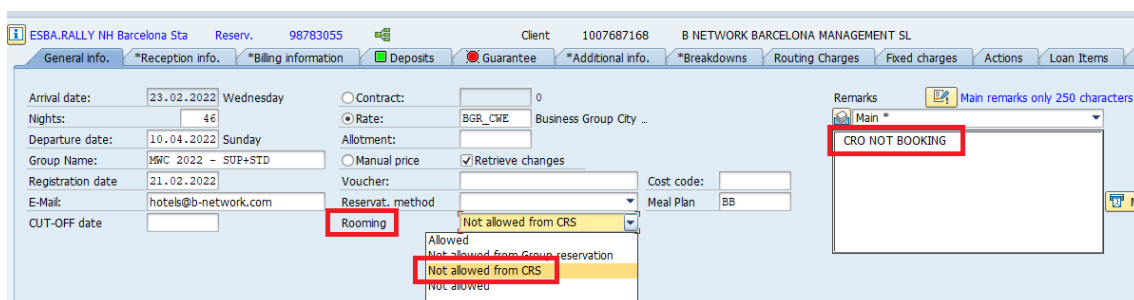
If we do not check-in. Check that the commission will be provisioned if we generate no show or cancellation fees.

Before making any charge, check in the "commissionable charges" tab that these concepts are informed.



5 CRO

To avoid CRO does any breakdown of these groups by mistake. We can write in conference group remarks, CRO - NOT BOOKING, and select in the tab "Rooming": Not allowed from CRS.

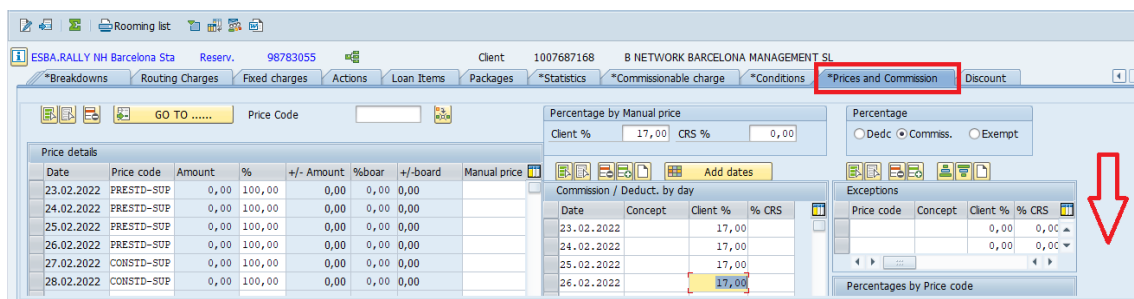


6 COMMISSION FOR B NETWORK

TMS will accrue the commission for Bnetwork. Please inform a % of commission. Depending on the congress, the percentage of commission could change. When you receive the contract you will get this information.

In the reservations

Inform the commission in the convention/family reservations and check it is applied properly in the price codes.



Keep in mind, scrolling down to be sure the percentage of commission is applied all days and in all price codes.

Date	Price code	Amount	%	+/- Amount	%board	+/-board	Manual price
23.02.2022	PRESTD-SUP	0,00	100,00	0,00	0,00	0,00	
24.02.2022	PRESTD-SUP	0,00	100,00	0,00	0,00	0,00	
25.02.2022	PRESTD-SUP	0,00	100,00	0,00	0,00	0,00	
26.02.2022	PRESTD-SUP	0,00	100,00	0,00	0,00	0,00	
27.02.2022	CONSTD-SUP	0,00	100,00	0,00	0,00	0,00	
28.02.2022	CONSTD-SUP	0,00	100,00	0,00	0,00	0,00	
01.03.2022	CONSTD-SUP	0,00	100,00	0,00	0,00	0,00	
02.03.2022	CONSTD-SUP	0,00	100,00	0,00	0,00	0,00	

Date	Concept	Client %	% CRS
23.02.2022		17,00	
24.02.2022		17,00	
25.02.2022		17,00	
26.02.2022		17,00	
27.02.2022		10,00	
28.02.2022		10,00	

Price code	Concept	Client %	% CRS
CONSTD-SUP		17,00	0,00

Price code	Client %	% CRS
CONSTD-SUP	17,00	0,00

We can inform the commission in “commission/deduct by day” option, in the price and commissions tab too.

Date	Price code	Amount	%	+/- Amount	%board	+/-board	Manual price
26.02.2022	PRE-EXE22	0,00	100,00	0,00	100,00	0,00	
27.02.2022	EXE MWC22	0,00	100,00	0,00	100,00	0,00	
28.02.2022	EXE MWC22	0,00	100,00	0,00	100,00	0,00	
01.03.2022	EXE MWC22	0,00	100,00	0,00	100,00	0,00	
02.03.2022	EXE MWC22	0,00	100,00	0,00	100,00	0,00	
03.03.2022	EXE POST22	0,00	100,00	0,00	100,00	0,00	

Date	Concept	Client %	% CRS
26.02.2022		17,00	0,00
27.02.2022		17,00	0,00
28.02.2022		17,00	0,00
01.03.2022		17,00	0,00

Price code	Concept	Client %	% CRS
EXE MWC22		0,00	0,00
EXE POST22		0,00	0,00

Price code	Client %	% CRS
EXE MWC22	17,00	0,00









































Once the commission is applied, please check it is applied properly in:

“Miscellaneous” → Billing & Production detail.

Create Proforma Shift+F7
 Value group F8
Billing & Production detail Ctrl+F2
 Modification History
 Clients
 Change Main Client
 Confirmation Letter
 Mail Confirmation Letter
 Document generation

Nights: 46
 Departure date: 10.04.2022 Sunday
 Group Name: MWC 2022 - SUP+STD
 Registration date: 21.02.2022
 E-Mail: hotels@b-network.com

TMS must show the next information:

Billing and revenue details																						
<div><div></div><div>Show revenues items</div><div>Hide individual reservations</div></div>																						
Booking 0091470189 MWC 2022																						
Status Tentative																						
Charge loc	Reserv. type	Folio	Concept	Concept de	Revenue date	Amount	= Amount	= Tax amount	= Total item	Cuf	I	D/C	% Com	=Commission	=Commission	CRS %	=CRS bas.	=CRS am	Serv.date	PMS status	Holder	Descri
91470189	Group Header	2	ROOM	Room	26.02.2022	2	306,26	30,63	336,89			EUR	17,00	306,26	52,06		306,26		26.02.2022			
91470189	Group Header	2	BB	Bed & Breakfast	26.02.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		26.02.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	26.02.2022	2	6,90	0,69	7,59					6,90			6,90		26.02.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	27.02.2022	2	655,36	65,54	720,90			COM	17,00	655,36	111,41		655,36		27.02.2022			
91470189	Group Header	2	BB	Bed & Breakfast	27.02.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		27.02.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	27.02.2022	2	6,90	0,69	7,59					6,90			6,90		27.02.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	28.02.2022	2	655,36	65,54	720,90			COM	17,00	655,36	111,41		655,36		28.02.2022			
91470189	Group Header	2	BB	Bed & Breakfast	28.02.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		28.02.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	28.02.2022	2	6,90	0,69	7,59					6,90			6,90		28.02.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	01.03.2022	2	655,36	65,54	720,90			COM	17,00	655,36	111,41		655,36		01.03.2022			
91470189	Group Header	2	BB	Bed & Breakfast	01.03.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		01.03.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	01.03.2022	2	6,90	0,69	7,59					6,90			6,90		01.03.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	02.03.2022	2	655,36	65,54	720,90			COM	17,00	655,36	111,41		655,36		02.03.2022			
91470189	Group Header	2	BB	Bed & Breakfast	02.03.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		02.03.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	02.03.2022	2	6,90	0,69	7,59					6,90			6,90		02.03.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	03.03.2022	2	275,36	27,54	302,90			COM	17,00	275,36	46,81		275,36		03.03.2022			
91470189	Group Header	2	BB	Bed & Breakfast	03.03.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		03.03.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	03.03.2022	2	6,90	0,69	7,59					6,90			6,90		03.03.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	04.03.2022	2	275,36	27,54	302,90			COM	17,00	275,36	46,81		275,36		04.03.2022			
91470189	Group Header	2	BB	Bed & Breakfast	04.03.2022	2	21,00	2,10	23,10			COM	17,00	21,00	3,57		21,00		04.03.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	04.03.2022	2	6,90	0,69	7,59					6,90			6,90		04.03.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	26.02.2022	6	918,78	91,88	1.010,66			COM	17,00	918,78	156,19		918,78		26.02.2022			
91470189	Group Header	2	BB	Bed & Breakfast	26.02.2022	6	63,00	6,30	69,30			COM	17,00	63,00	10,71		63,00		26.02.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	26.02.2022	6	20,70	2,07	22,77					20,70			20,70		26.02.2022			pax de grupo
91470189	Group Header	2	ROOM	Room	27.02.2022	6	1.966,08	196,61	2.162,69			COM	17,00	1.966,08	334,23		1.966,08		27.02.2022			
91470189	Group Header	2	BB	Bed & Breakfast	27.02.2022	6	63,00	6,30	69,30			COM	17,00	63,00	10,71		63,00		27.02.2022			pax de grupo
91470189	Group Header	1	TTAX	Turistic Tax	27.02.2022	6	20,70	2,07	22,77					20,70			20,70		27.02.2022			pax de grupo

If we realize the commission column doesn't have any information, please check the commissionable charges, and be sure the concepts ROOM y BKFS are informed.

We can use this option to check the commission is applied in the individual reservations.

In order commissions are properly charged in Onyx:

- 1) All convention or family groups must have a booking file number.
- 2) Try not move charges to Day Guest Billing or repeatedly, move charges.
- 3) Do not change the main client of the reservations.

7 CRM

To create new companies or update some information we must open a jira:

- Category CDM (Customer Data Management) → Party Management → Creation or modification
- Subject: name of the congress
- Participants: add as a participant MAGDALENA DEL VALLE LOSADA GOMEZ mv.losada@nh-hotels.com to prioritize these tickets jiras.

8 DATE TO CLOSE THE CONGRESS: COMMISSIONS AND FREE ROOMS

The commissions will be paid by Onyx, when Bnetwork claims them and they are uploaded in our monitor TMS-Onyx.

We will send all the documentation sent to us by B Network (balance letter, commissions invoice, gratuities invoice) To the attention of Financial contact of the BU copying Beatriz Espadas -- b.espadas@nh-hotels.com for BUSE.

As in previous years, we will ask Accenture that the prepayments that are related to the congress do not request information, but in order to be able to balance it later, you must fill the Excel with the prepayments and the booking numbers to send it to Beatriz Espadas b.espadas@nh-hotels.com for BUSE hotels.

Regarding the Administration part, in order to be able to do the balancing you need:

- The "balance letter" of Bnetwork together with the invoice of commission and gratuities.
- List of invoices issued to transfer and list of invoices to credit. Remember that you have to use the commercial client and payer so that everything is registered in the Bnetwork account and not having to be opening credits.
- Reservation numbers of breakdowns and convention group(s)

Gratuities:

GRATUITIES are not paid by Onyx, but they are treated as a pre-ordered vendor invoice. To do so, you will need to provide the amount of the gratuities taxable base to your hotel's General Services manager so that he/she can place the corresponding order in SAP MM:

- ✓ Vendor: 4149 B NETWORK BARCELONA MANAGEMENT SL
- ✓ Material:
 BUSE 05015364 FREE ROOM NIGHTS REINBURSEMENT/ REEMBOLSO
 BUNE 05015364 FREE ROOM NIGHTS REINBURSEMENT/

Inform amount 1 and total amount.

The invoice must be sent to CSC with the PO number to be saved and paid.

09 CONTACTS

If you have any question before, during or after the congress, please contact to:

- | | |
|-----------------------------|---|
| ✓ Commercial department | Carmen Román (Account owner) |
| ✓ Business Process | NHService Desk (Portal Jira) |
| ✓ Commercial Services (CDM) | NHService Desk (Portal Jira) |
| ✓ Finance Department | Beatriz Espadas BUSE,
Christine Schauermann BUNE |
| ✓ Controller | Aroa Migallon BUSE |
| ✓ Tax Department | Carmen Hierro BUSE
Paul Spee BUNE |