

# ADJUSTMENT FOR COMMISSIONS OF BOOKED OUT RESERVATIONS

## Purpose

Business Processes

May 2021

Correct the impact of commissions of booked out reservations to other NH hotels due to high occupancy, closing periods, etc.

These commissions have to be paid to the partner by the hotel responsible for the book out, these will be an expense for the hotel that accepts the book out, the hotel in which the guest finally overnights.

This process only applies to reservations paid directly by the guest because they have to be invoiced from the hotel where the guest finally overnights.

## Key Points

### Hotel that is responsible for the book out

- Reservations have to be canceled in TMS registering the correct cancellation reason CXL\_OVBI CXL Overbooking (internal) and the destination hotel.
- Commissions claims in TMS-Onyx corresponding to these reservations have to be accepted. Please, indicate book out modification reason or complete the comments field with this information.
- The adjustment can be requested only for monthly total amounts over EUR 500.**
- The request should be done by using the template **IC Invoicing request form** before the **25<sup>th</sup> of the month** for the accepted commissions in TMS-Onyx for this month. Please, contact F&A for the last version of the template.
- The IC material to use is 98000751-IC TRAVEL AGENCIES COMM REINVOIC.
- The requester hotel must create a line per partner and hotel, selecting the Type of Invoice “Several line

Material	Type of invoice	Amount	Currency	Description
98000751 - IC TRAVEL AGENCIES COMM REINVOIC.	Several line per client	559,62	EUR	BOOKING COMM APRIL 21
98000751 - IC TRAVEL AGENCIES COMM REINVOIC.	Several line per client	79,54	EUR	BOOKING COMM APRIL 21
98000751 - IC TRAVEL AGENCIES COMM REINVOIC.	Several line per client	43,40	EUR	EXPEDIA COMM APRIL 21

- The code of the BA Origin and BA Target are available at the file **NH Centers & Legal Entities** and the department is SA – Sales for both.

BA origin		Departmentorigin		Cost Centerorigin		BA target* (fill in if a BA is migrated to SAP)		Departmenttarget		Cost Centertarget
18	ES10 NH COLLECTION ABASCAL	SA	Sales Hotel	ES100018SA	ES	71	ES10 NH COLLECTION COLON MADRI	SA	Sales Hotel	ES100071SA
18	ES10 NH COLLECTION ABASCAL	SA	Sales Hotel	ES100018SA	ES	94	ES10NH COLLECTION EUROBUILDING	SA	Sales Hotel	ES100094SA
18	ES10 NH COLLECTION ABASCAL	SA	Sales Hotel	ES100018SA	ES	490	ES10 NH COLLECTION SUECIA	SA	Sales Hotel	ES100490SA

- The template has to be sent to F&A Department, to the hotel Controller or to the generic email address of GL in your country/business unit (for example, [general-ledger.nl.@nh-hotels.com](mailto:general-ledger.nl.@nh-hotels.com)), copying the Hotel General Manager and the Front Office Manager of the hotels included in the template.
- The detail of reservations related to the reinvoiced amounts also must be sent to the affected hotels included in the request template in order to identify accrued commissions to be adjusted. You can use the template **Control of Commissions for Book Out Reservations**, tab Booked Out Reservations for the daily control.

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### Hotel where the guest finally overnights

- Reservations received from another hotel must be registered in TMS with the original data concerning to the Main Client, prices and commissions data.
- With the information received from the hotel responsible for the book out (commissions reinvoiced), identify the automatic TMS accrued commissions to be adjusted and request the F&A department the posting adjustment indicating all available information (reservations numbers, party id, guest, dates, TMS invoice, etc.). You can use the template [Control of Commissions for Book Out Reservations](#), tab Received Reservations for the daily control.
- This request must be sent to F&A Department, to the hotel Controller or to the generic email address of the GL in your country/business unit (for example, [general-ledger.nl.@nh-hotels.com](mailto:general-ledger.nl.@nh-hotels.com)) after realizing the automatic clearing process of the proforma file of Onyx, that is to say, **in the following month after receiving the recharge expense of commissions.**

## Summary of postings and impact on KPI

Where	When	What	Impact on KPI
Hotel where the guest finally overnights	The guest stay is invoiced (month -1)	+ Expense in 62910000 (automatic)	
Hotel that is responsible for the book out	The commission claim is accepted in TMS-ONYX (month)	+ Expense in 62910003 (differences Onyx)	
Hotel that is responsible for the book out	The commission expense is recharged/reinvoiced (month)	- Expense in 62910001 (differences manual)	Commissions differences are balanced. No impact on KPI
Hotel where the guest finally overnights	The commission expense is recharged/reinvoiced (month)	+ Expense in 62910001 (differences manual)	KPI is negatively affected in the month
Hotel where the guest finally overnights	The automatic accrued commission is cleared (month +1)	- Expense in 62910001 (differences manual)	KPI is positively affected. YTD KPI is balanced

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Process

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