



Due to the 6.3 patch upload in TMS forHotels, the search process has been optimized (Customers, Companies and Agencies) in different matters, with the aim to make this process easier.

All these improvements will impact in a key process in the Hotel daily operative and will affect to other related processes like billing issues or Customer duplicities in our Data Base.



These are the main improvements:

- Search criteria unification in different transactions. The logic used in the “Call Center” transaction has been applied since it was the most complete.
- Now it is possible to review all the fiscal information of the customer from the “Folio Header” in a reservation.
- Now it is not necessary to use asterisks for not full name searches.
- Name search extension up to 35 characters. Before, maximum was 25.
- Branch search correction.
- Document Readers search improvements.

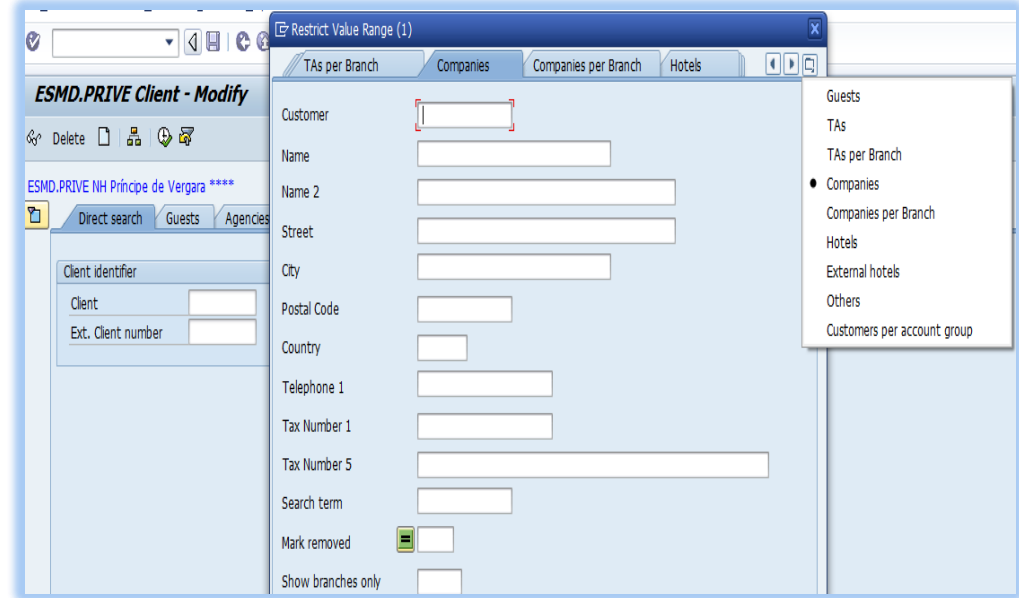


Search criteria unification

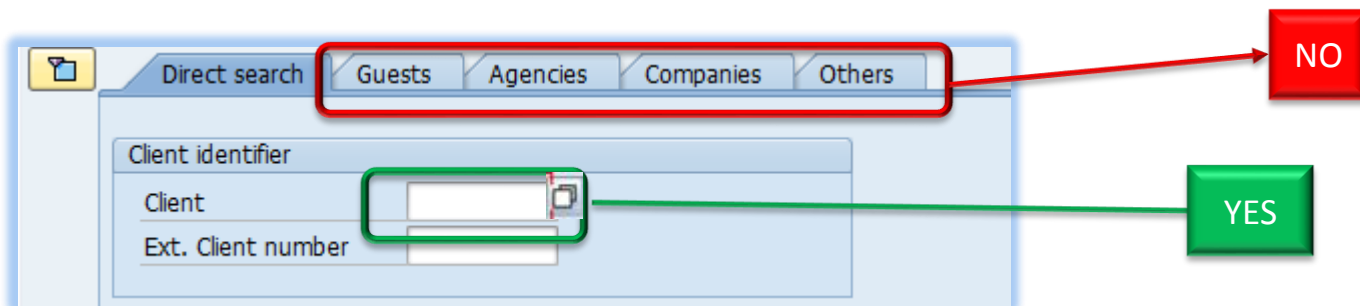
Previously, search criteria available was different depending on the transaction used for this search. With this improvement, search criteria available in the Call Center transaction have been replicated since it is the one that allows more possibilities for these searches.

Transactions affected in the CRM module:

- /CCSHT/MT03_HU – Display
- /CCSHT/MT02_HU – Modify



In this case and to make the search process more efficient, it is highly recommended not to use the menu tabs and use the “Matchcode” from the “Client identifier” search to use the new options available.



Search criteria unification

Transactions affected in the RESERVATIONS module:

- /CCSHT/RS01_IN – Create
- /CCSHT/RS01_GR – Create Group reservation
- /CCSHT/RS01_GR_CONV – Create conference group
- /CCSHT/SB_EVENT01 – Create event
- /CCSHT/FC_FMAN – Day-guest billing

Transactions affected in the Check-in, Check-out and Day-guest Billing modules:

- /CCSHT/RS_CHECKIN_HU – Guest search
- /CCSHT/RS_WALKIN - Walk-in
- /CCSHT/RS_RSRV_IN_02 – In-house management
- /CCSHT/RC_CHECK_OUT - Check-out

Fiscal information review from the “Folio Header”

Previously, if you wanted to review the fiscal information of one Customer or one Branch it was necessary to print a proforma invoice or make a new search before issuing the final invoice.

To improve this process now it is possible to check this information from the “Folio Header” so it is possible to review the fiscal information of the customer without need of making additional searches.

ESMD,PRIVE NH Príncipe de Vergara ****

Folio	Payment method	P...	Ta...	Responsible Folio	Format ide...	Holder	Name	B Branch Name	Street	Postal Code	City	C..
1	On-desk payment		<input type="checkbox"/>	Main Guest	IND	26058005	MARIA BELEN TORRES GARCIA		AVDA DE ESPAÑA	41700	SEVILLA	ES
2	Credit	CO...	<input type="checkbox"/>	Main client	DAILY	1000061542	VIAJES EL CORTE INGLES SA	CORTE INGLES V (...	CANTABRIA	28042	MADRID	ES
3	On-desk payment		<input type="checkbox"/>	Main Guest	IND	26058005	MARIA BELEN TORRES GARCIA		AVDA DE ESPAÑA	41700	SEVILLA	ES
4	On-desk payment		<input type="checkbox"/>	Main Guest	IND	26058005	MARIA BELEN TORRES GARCIA		AVDA DE ESPAÑA	41700	SEVILLA	ES

New information available

Searches without asterisks

Due to this improvement, now it is not necessary to use asterisks for searches, unless in cases for searches when it is used only a part of a name and without using additional filters to that search.

If we have to make a search using only the “name” filter and we do not use asterisks, only the results that matches with that partial name will be displayed.

Customer	Name 1	Street	City	PostalCode	Cty	Telephone 1	Tax Number 1	Tax Number 5	Removed	Birth date	E-mail
8090765	CRISTINA LIEBAN BLANCO										
9284380	LUIS CARLOS RANZ LIEBAN										
17641418	LIEBAN WENDY LIESBETH										
46445696	JAIME REGUERO RODRIGUEZ D										
46894715	LIEBAN HEIKO										
47181361	LYDIA LIEBAN										

Nevertheless, if we introduce a part of a name and we also use “birth date” filter, this search will display all the coincidences with the same birth date and name which matches totally or partially.

Customer	Name 1	Street	City	PostalCode	Cty	Telephone 1	Tax Number 1	Tax Number 5	Removed	Birth date	E-mail
188612	ALVARO LIEBANA GARCIA										
41565110	MIRIAM SUAREZ LIEBANA										

Searches without asterisks

If we only use the “name” filter to make the search and we are not sure if it is a part or the full name, it is necessary to use the asterisks as it is done at the moment.

If we use the asterisk at the end of the name, all the coincidences which have no information before the name, but information after the asterisk will be displayed

The screenshot shows the search interface with the 'Name' field containing 'lieba*'. The search results are as follows:

Customer	Name 1	Street	City	PostalCode	Cty	Telephone 1	Tax Number 1	Tax Number 5	Removed	Birth date	E-mail
4611405	LIEBANA ZAFRA, FCO. JAVIE										
6382565	LIEBANA ALCANTARILLA JOSE										
7350214	LIEBANA VIDAL GARRIDO										
12520308	LIEBANA MERCADO										
17261347	LIEBANA SANCHEZ JOSE LUIS										
17641418	LIEBAN WENDY LIESBETH										
24656722	LIEBANA RAMIREZ DE VERGER										
41332789	LIEBAU KLAUS										
44188530	LIEBAU ANDREAS										
46212097	LIEBAL TORSTEN										
46663892	LIEBAU ROBBY										
46894715	LIEBAN HEIKO										

On the other hand, if the asterisk is used at the beginning of the name, only coincidences with information before the name but not behind will be displayed

The screenshot shows the search interface with the 'Name' field containing '*lieba'. The search results are as follows:

Customer	Name 1	Street	City	PostalCode
3273062	MARIA CARMEN CORTES LIEBA			
5510357	SUSANA RODRIGUEZ DE LIEBA			
7276387	NATIVIDAD CONTRERAS LIEBA			
7698187	JUAN CARLOS LIEBANA LIEBA			
10330228	MIGUEL ANGEL LOZANO LIEBA			
10612418	MARIA DEL MAR OCANA LIEBA			
11041934	MARIA TERESA GARCIA LIEBA			
12675491	ANA MARIA RODRIGUEZ LIEBA			
14032333	ENCARNACION LIEBANA LIEBA			
14410171	MARIA ARANCHA VIEJO LIEBA			
15316282	JOSE ENRIQUE VILLAR LIEBA			
15548828	MARIA MARGARITA MON LIEBA			
15584390	GUILLERMO RODRIGUEZ LIEBA			

Searches without asterisks

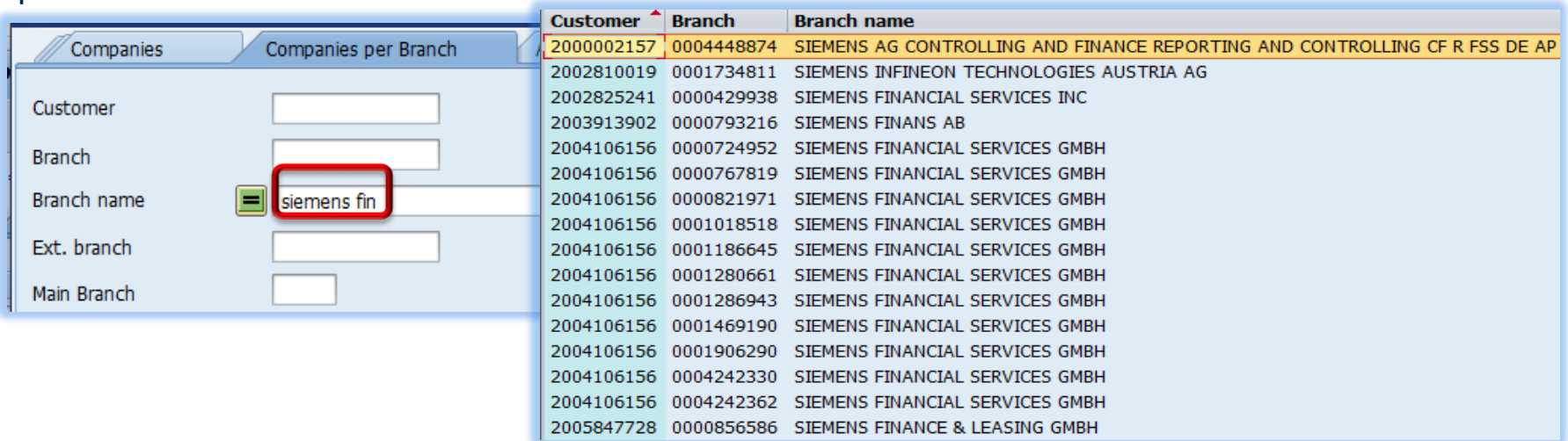
If we are not sure if the name could contain information before or after, it is necessary to include asterisks before and after the name to proceed with this search.



Customers search results:

Customer	Name 1	Street	City	PostalCode
130783	ANTONIO LIEBANA CANADA			
6382565	LIEBANA ALCANTARILLA JOSE			
6387879	MARIA JESUS LIEBANERENA			
8442609	ANTONIO JESUS LIEBANA NAV			
8554642	ALBERTO OSORIO LIEBANA			
10038026	FRANCISCO DIAZ LIEBANA			
10039722	SERGIO LIEBANA OLMO			
10095511	EDUARDO LIEBANA PRIANES			
11424338	TATIANA DOMINGO LIEBANA			
11541593	PABLO JIMENEZ LIEBANA			

For Branch searches (Company or Agency), **it is not necessary to use asterisks for the name searches**, CRM will make searches which matches totally or partially (before and after) with the information provided in the “Name” filter.



Branches search results:

Customer	Branch	Branch name
2000002157	0004448874	SIEMENS AG CONTROLLING AND FINANCE REPORTING AND CONTROLLING CF R FSS DE AP
2002810019	0001734811	SIEMENS INFINEON TECHNOLOGIES AUSTRIA AG
2002825241	0000429938	SIEMENS FINANCIAL SERVICES INC
2003913902	0000793216	SIEMENS FINANS AB
2004106156	0000724952	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0000767819	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0000821971	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0001018518	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0001186645	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0001280661	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0001286943	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0001469190	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0001906290	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0004242330	SIEMENS FINANCIAL SERVICES GMBH
2004106156	0004242362	SIEMENS FINANCIAL SERVICES GMBH
2005847728	0000856586	SIEMENS FINANCE & LEASING GMBH

Extension up to 35 characters in searches of names

Before applying this improvement, if you made a search by name using this filter and in the Customer's profile the fields "Name" and "Surname" had more than 25 characters, results could not be correct as this search shortens customer's name through the surname to comply with the requirement of 25 characters limitation.

As displayed in this example, we use full surname in this search but in the coincidences displayed the second part of the surname was shortened up to 25 characters. Despite this, this search provides the correct result.

The screenshot shows a software interface with tabs for 'Guests', 'TAs', 'TAs per Branch', 'Companies', and 'Companies per ...'. The 'Guests' tab is active. Below the tabs, there is a 'Customer' label and an empty text box. Below that, a 'Name' label is followed by a green icon and a text box containing 'marmol ruiz'. Below the search fields is a table with the following columns: 'Customer', 'Name 1', 'Street', 'City', and 'PostalCo'. The table contains the following data:

Customer	Name 1	Street	City	PostalCo
189001	FRANCISCO JAVIER MARMOL R			
5375984	TOMAS MARMOL RUIZ			
5722530	JUSTO FRANCISCO MARMOL RU			
7089574	MARIA INMACULADA MARMOL R			
8872572	MARIA RUIZ MARMOL			
12236844	JOSE LUIS MARMOL RUIZ			
20018316	PEDRO ANTONIO RUIZ MARMOL			
22295046	MARIA DEL CARMEN MARMOL R			

And we can check that fields "name" and "surname" are correctly fulfilled in customer's profile.

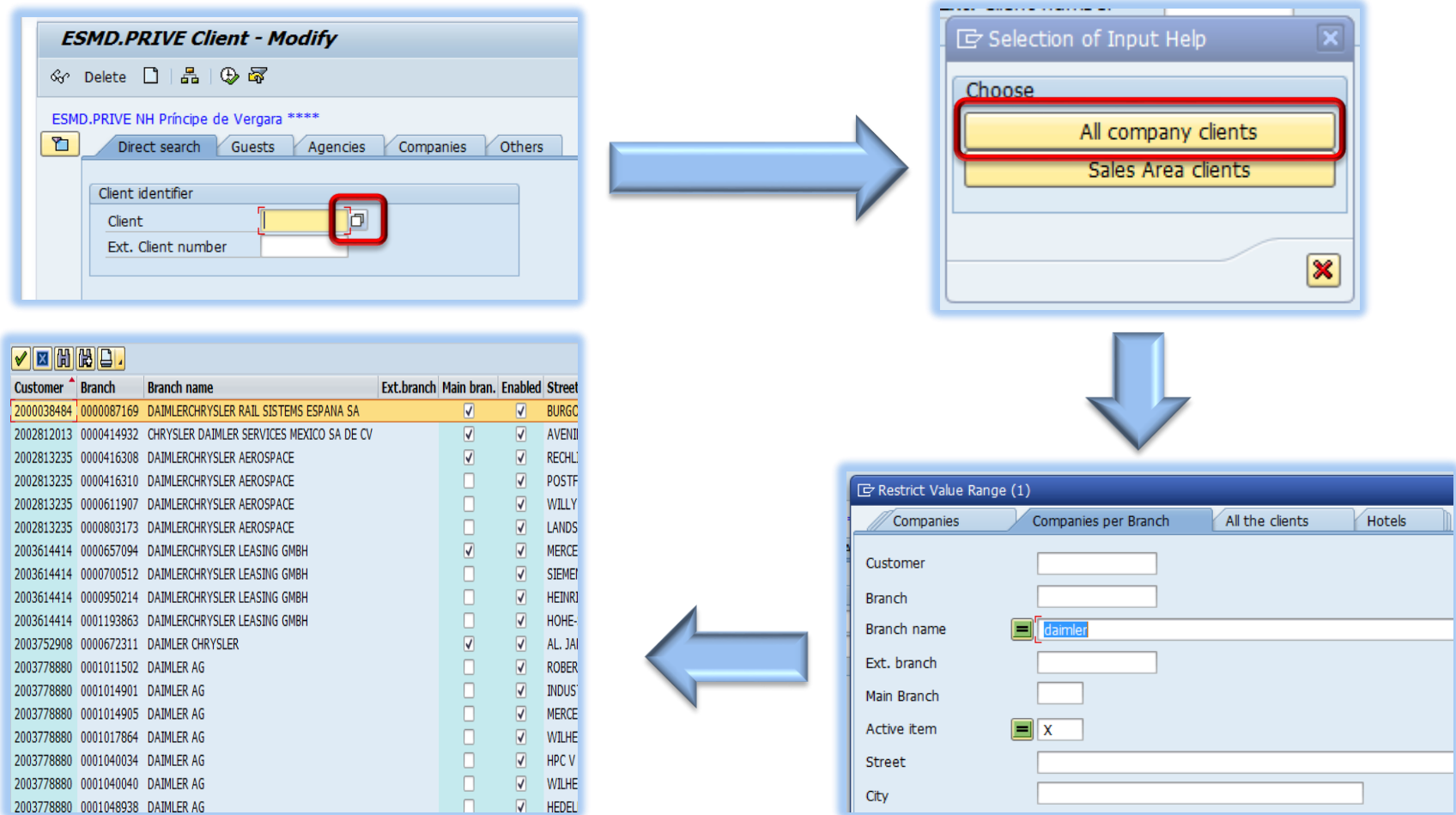
The screenshot shows a customer profile form with the following fields:

Salutation	Mr.
First name	FRANCISCO JAVIER
Surname	MARMOL RUIZ

Branch searches for Companies and Agencies

Previously, if you tried to make a Branch search from any transaction in the CRM module, only the main branch was displayed. Nevertheless, if you made this search from the “Call Center” transaction it was working correctly.

It is now working correctly from all the search processes available in TMS forHotels.



In Hotels with Document Readers available, the search process previous to this improvement was done just using Fiscal Identification number to search for coincidences. If this ID number was not previously informed in CRM, Customer's Profile was created. This process was generating duplicities in countries where the ID number is not compulsory, where this ID number does not match with the one informed in the Profile of the Customer (I.e. Passport searches when Customer's Profile was already created with an ID number) or in cases when document number can change due to its renewal.

Due to this change, search criteria have been modified to make this process easier and avoid duplicities.

These are the new search criteria by priority order:

- Official document
- Additional document
- Name and Surname
- Nationality
- Date of Birth

It is necessary that one of the three first criteria matches. The other two will filter the existing coincidences.

E.g. Customer provides an Identification Number that has been recently renewed and this number has not been updated in her/his Profile yet. However, "Name" and "Surname" criteria will match, so all the coincidences with the same Nationality and/or Date of Birth will be displayed.

Practical case:

Data received from document reader

ESMD.EUROB NH Collection Eurobuilding COLLECTION Device ID Client type

Document Type

Id. number

Issued In

Country

Nacionality Dutch

Name

Surname

Address

Street

City

Region

Postal Code

Birthplace

Birth Region

Gender

Born date

Issue date

Expiry Date

Father's Name

Mother's Name

Landline

Mobile

E-Mail

You heard of us...

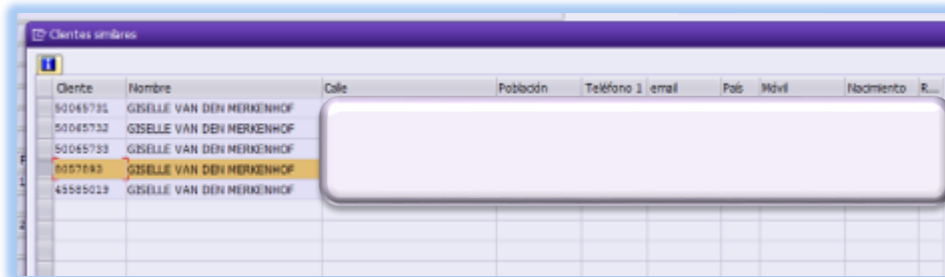
1: We make the search of the Customer using Document Readers and no coincidences are displayed.



2: Once we click the “Create Client” button Document Reader makes a new search and “similar” coincidences are displayed

Cientes similares

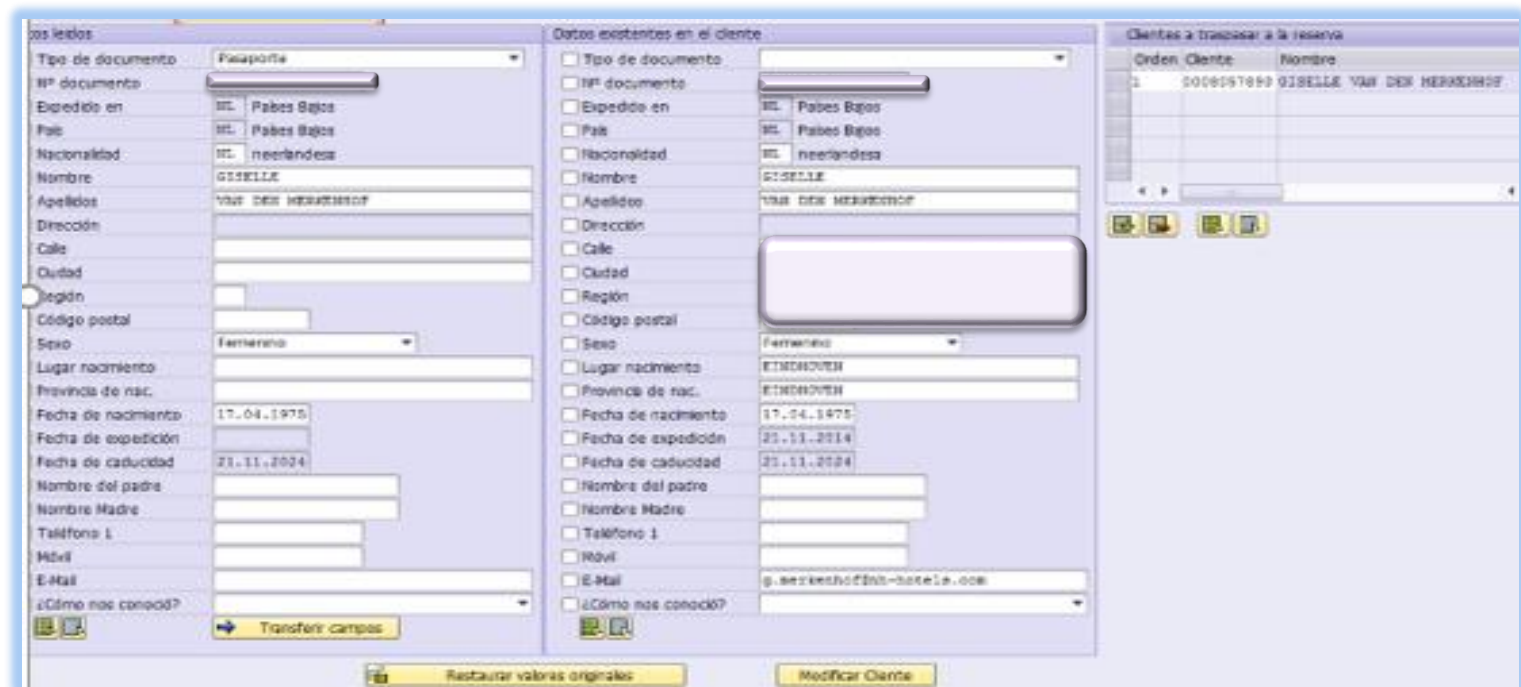
Cliente	Nombre	Calle	Población	Teléfono 1	email	País	Móvil	Nacimiento	R...
50065731	GISELLE VAN DEN MERKENHOF								
50065732	GISELLE VAN DEN MERKENHOF								
50065733	GISELLE VAN DEN MERKENHOF								
8057893	GISELLE VAN DEN MERKENHOF								
45585019	GISELLE VAN DEN MERKENHOF								



Clientes similares

Cliente	Nombre	Calle	Pobladn	Teléfono	email	País	Móvil	Nacimiento	R...
50045731	GISELLE VAN DEN MERKENHOF								
50045732	GISELLE VAN DEN MERKENHOF								
50045733	GISELLE VAN DEN MERKENHOF								
5057193	GISELLE VAN DEN MERKENHOF								
45585023	GISELLE VAN DEN MERKENHOF								

3: We select the appropriated option included in the list.



Los leídos

Tipo de documento: Pasaporte

W* documento: [dropdown]

Expedido en: NL Países Bajos

País: NL Países Bajos

Nacionalidad: NL neerlandesa

Nombre: GISELLE

Apellidos: VAN DEN MERKENHOF

Dirección: [empty]

Calle: [empty]

Ciudad: [empty]

Región: [empty]

Código postal: [empty]

Sexo: Femenino

Lugar nacimiento: [empty]

Provincia de nac.: Eindhoven

Fecha de nacimiento: 17.04.1975

Fecha de expedición: 21.11.2014

Fecha de caducidad: 21.11.2024

Nombre del padre: [empty]

Nombre Madre: [empty]

Teléfono f.: [empty]

Móvil: [empty]

E-Mail: g.vandenhof@nh-hotels.com

¿Cómo nos conoció? [dropdown]

Transferir campos

Datos existentes en el cliente

Tipo de documento: [dropdown]

W* documento: [dropdown]

Expedido en: NL Países Bajos

País: NL Países Bajos

Nacionalidad: NL neerlandesa

Nombre: GISELLE

Apellidos: VAN DEN MERKENHOF

Dirección: [empty]

Calle: [empty]

Ciudad: [empty]

Región: [empty]

Código postal: [empty]

Sexo: Femenino

Lugar nacimiento: Eindhoven

Provincia de nac.: Eindhoven

Fecha de nacimiento: 17.04.1975

Fecha de expedición: 21.11.2014

Fecha de caducidad: 21.11.2024

Nombre del padre: [empty]

Nombre Madre: [empty]

Teléfono f.: [empty]

Móvil: [empty]

E-Mail: g.vandenhof@nh-hotels.com

¿Cómo nos conoció? [dropdown]

Restaurar valores originales

Modificar Cliente

Clientes a transferir a la reserva

Orden	Cliente	Nombre
1	50045733	GISELLE VAN DEN MERKENHOF

4: All the Data from the selected Profile will be transferred and we select the fields that have to be modified from the old Profile. Finally, we click the “Modify Customer” button.

THANKS!

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RESORTS

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