MINOR HOTELS

DISCOVERY GHA RESERVATIONS AND SYNXIS MANAGEMENT

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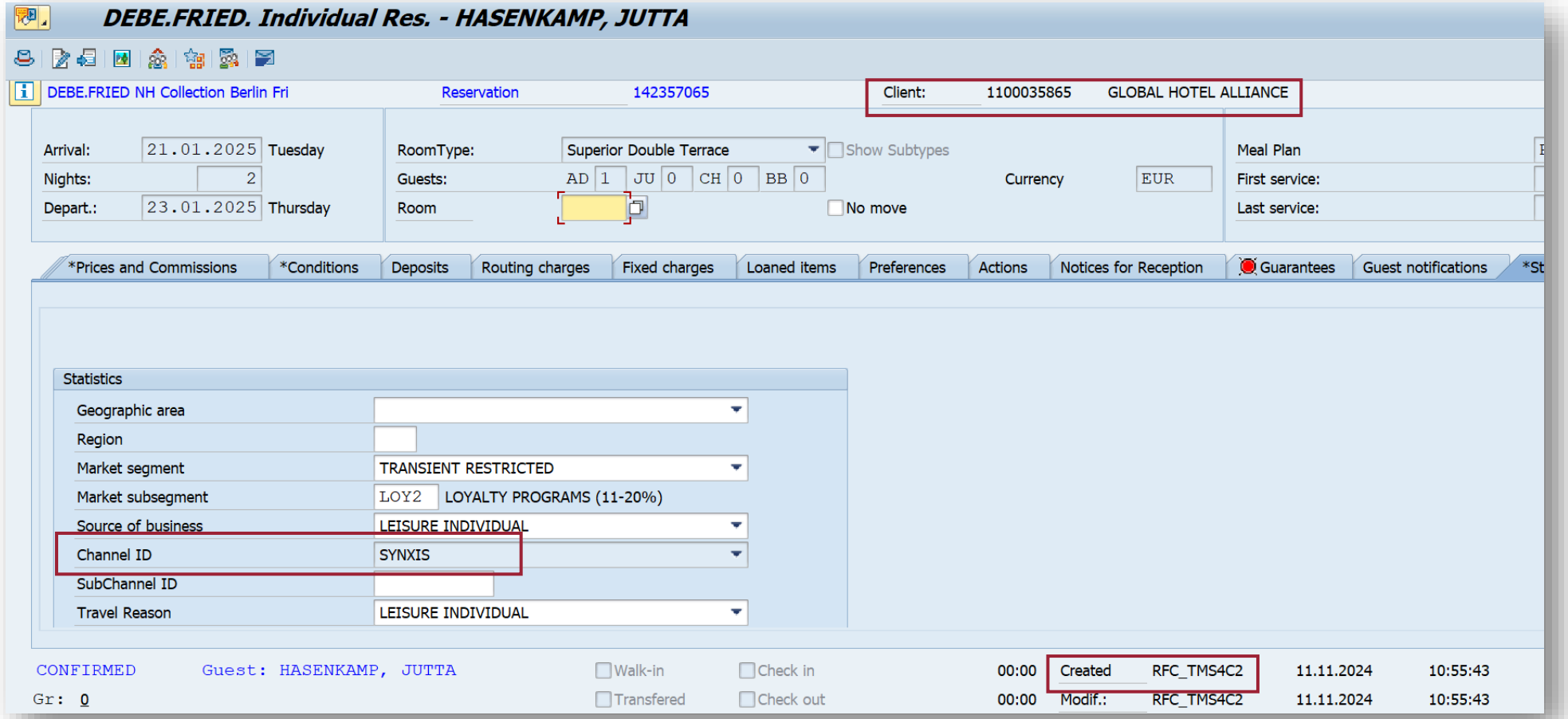
Reservations in TMS

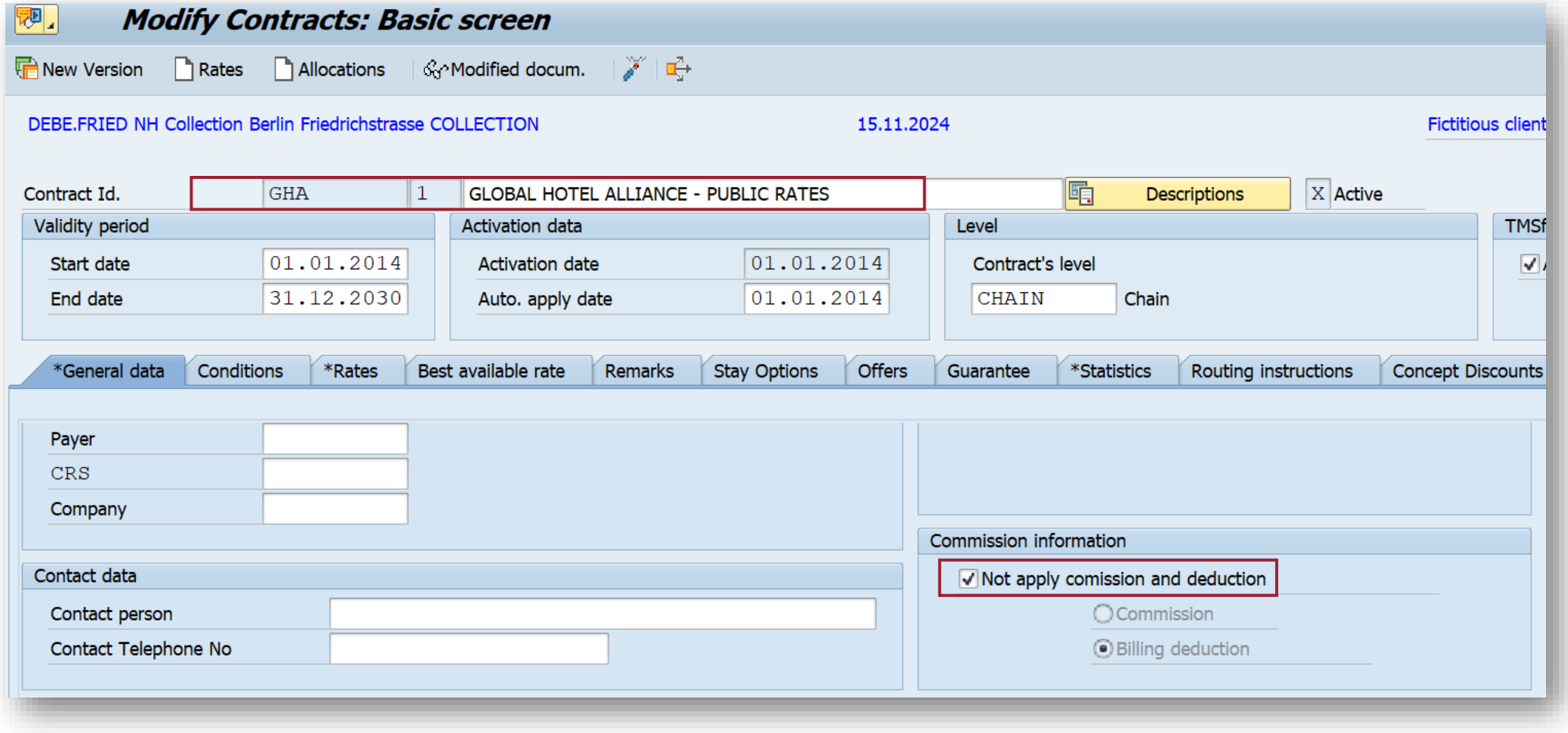
TMS Bookings

GHA Interfaced reservations made through https://www.ghadiscovery.com/ will be automatically created in TMS by the user RFC_TMS4C2 with the channel ID “Synxis”



TMS Bookings

Global Hotel Alliance contract is net of commission and direct payment:



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View Credit Card Data

View CC details in Synxis

GHA is not PCI compliant, so credit card information will NOT travel to our secure TMS PCI Bubble. Therefore, find here the procedure to consult this data.

Synxis → All team members should have access through a shared account with the hotels generic email. Access through this link: https://controlcenter-p1.synxis.com/

- The consult of this data in Synxis must be done only for operational reasons.
- Credit Card data can only be consulted when:
  - We need to make a No-Show charges.
  - The reservation must be guaranteed due to BOD (black out dates) or high occupancy.
  - It is a prepaid rate with T&C of CXL_100%.
- In all situations client is not present at the hotel.
- This procedure must be carried out when the client is not at the Front Office.
- If the client is at the Front Desk, we must obligatorily request the physical credit card at the time of payment.

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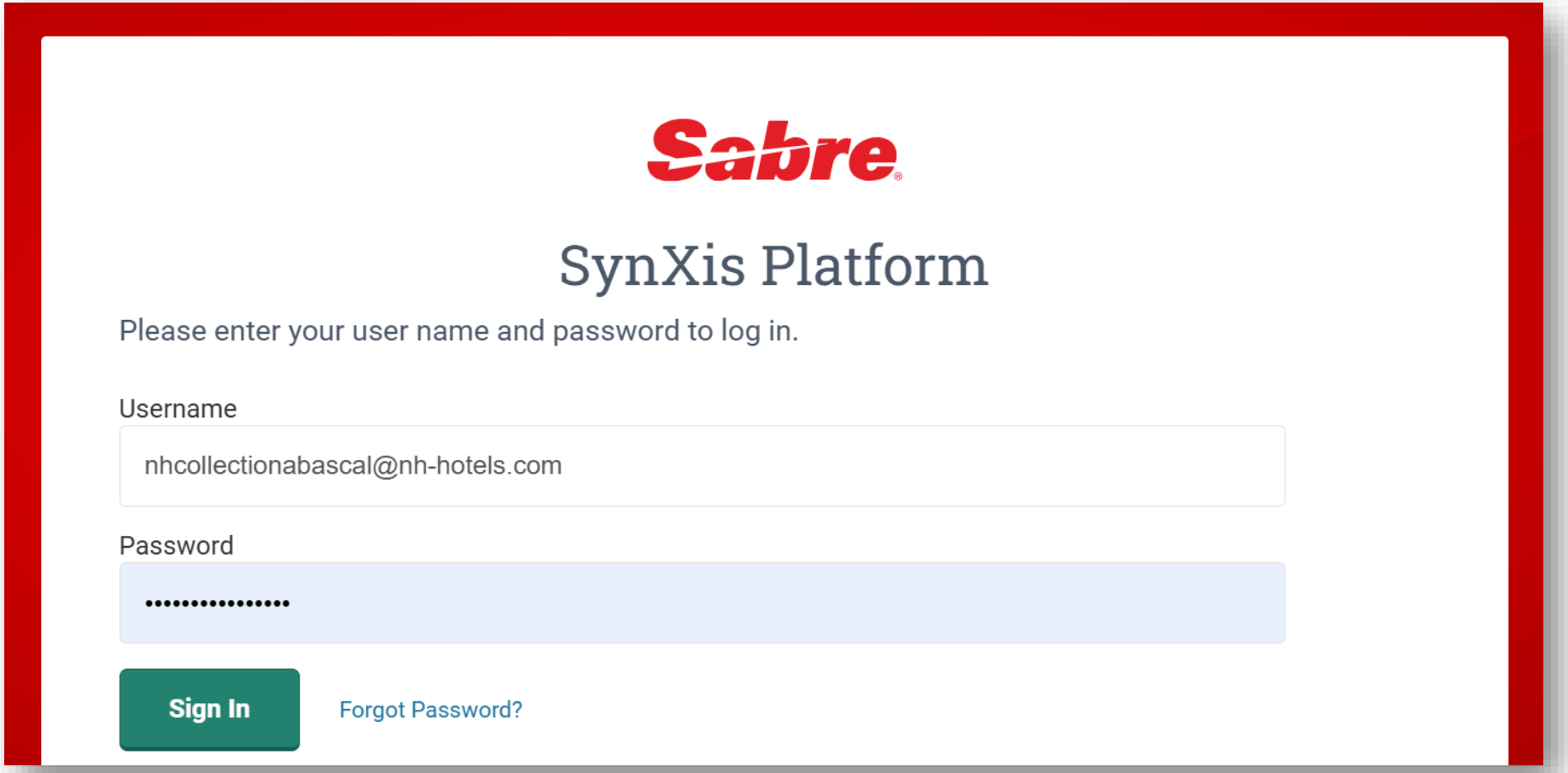
Access to Synxis

Synxis

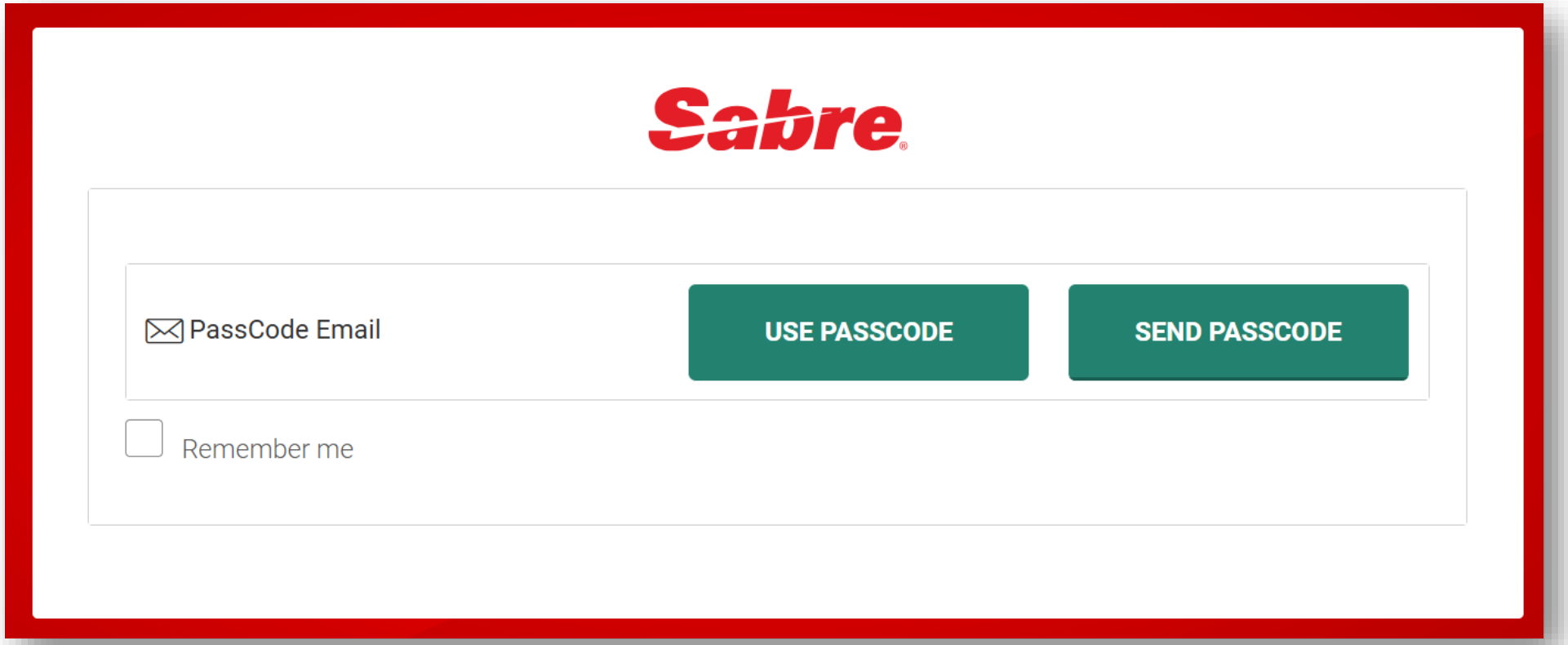
1. Enter to https://controlcenter-p1.synxis.com/ and login with the generic email of your hotel and the password you have choose.



Synxis

2. Select “send passcode” and you will receive a code in your email

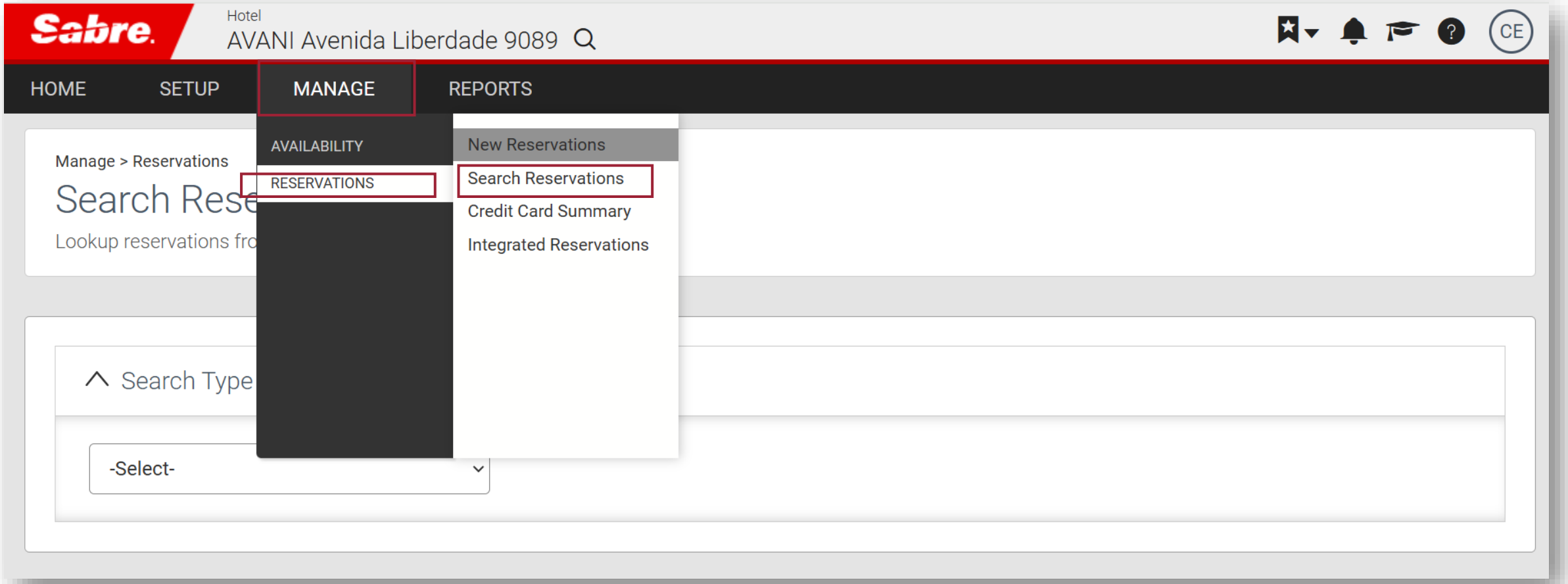
3. Introduce the code in “passcode email” field and select “Log in” after checking the “Remember me” box.



Synxis

4. Once you log in you will find your hotel added at the top of the page by default

5. To check CC details, select “Manage” button → “Reservations” → “Search Reservations”



Synxis

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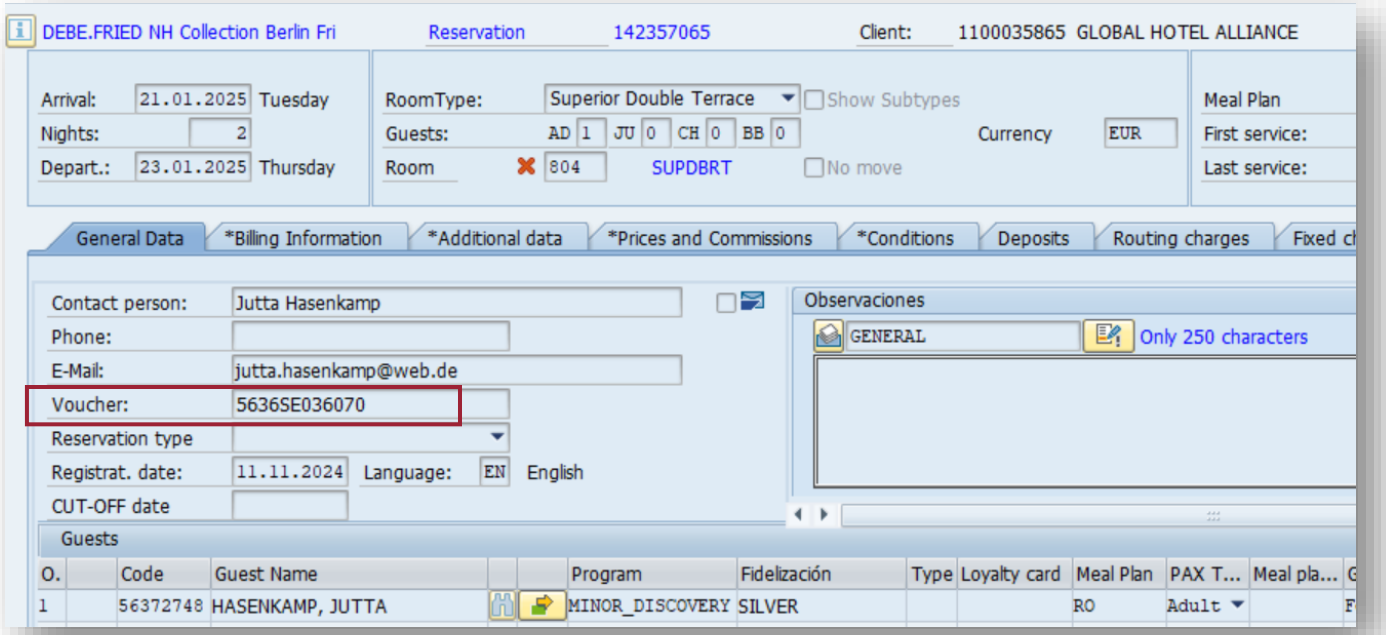
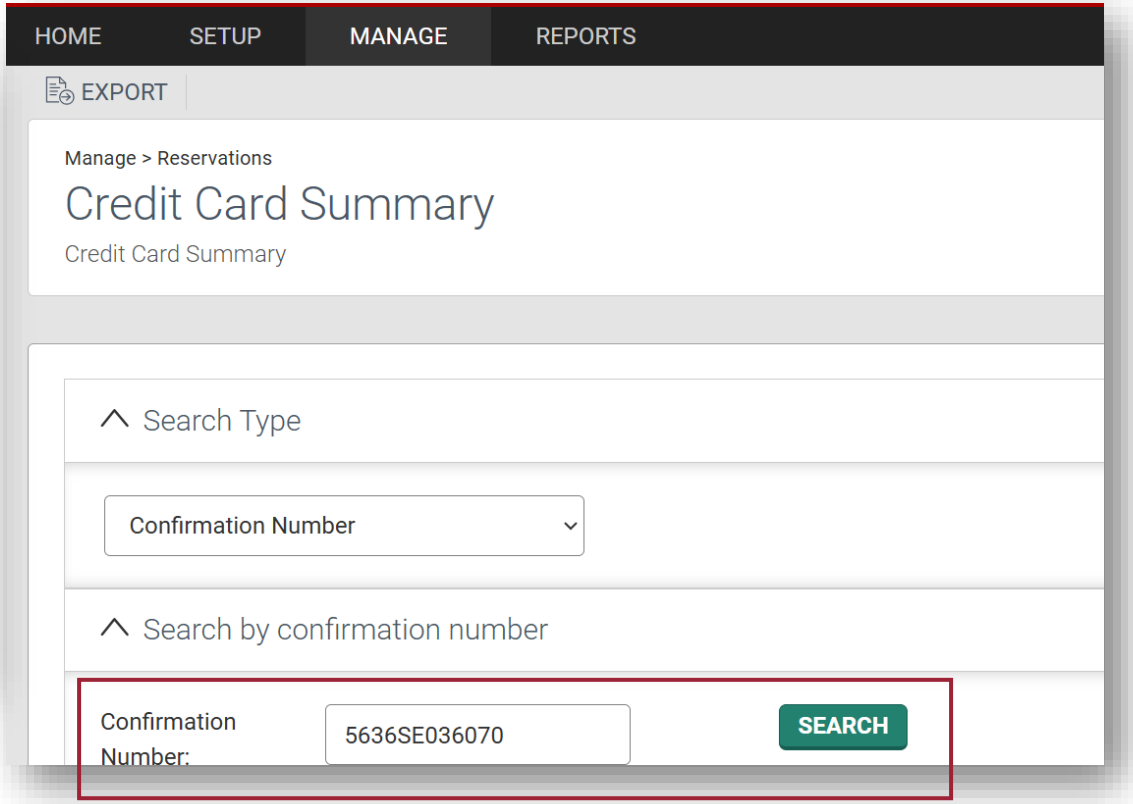
6. Select the way you want to search for the CC of the booking. For Example, through Confirmation number.

NOTE: remember this confirmation number must be the one from the voucher, no the TMS number.

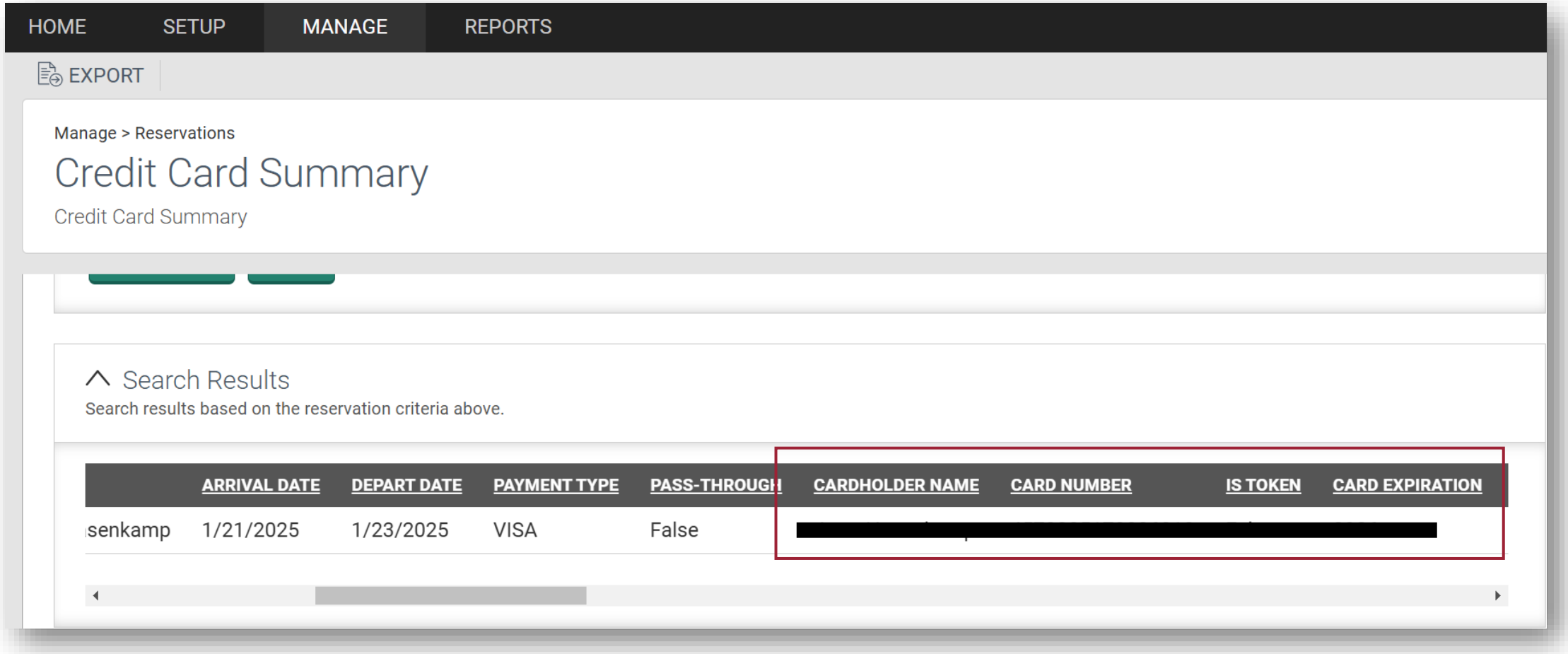




Synxis

6. Once you have the confirmation number press “Search”

7. All CC details data will be displayed below



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