

MINOR
HOTELS

DISCOVERY GHA RESERVATIONS AND SYNXIS MANAGEMENT


ANANTARA
HOTELS & RESORTS

AVANI
Hotels & Resorts

elewana
— COLLECTION —

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Reservations in TMS

TMS Bookings

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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”

DEBE.FRIED. Individual Res. - HASENKAMP, JUTTA

DEBE.FRIED NH Collection Berlin Fri Reservation 142357065 Client: 1100035865 GLOBAL HOTEL ALLIANCE

Arrival: 21.01.2025 Tuesday RoomType: Superior Double Terrace ☐ Show Subtypes Meal Plan: B
Nights: 2 Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR First service:
Depart.: 23.01.2025 Thursday Room: ☐ No move Last service:
☐ No move

*Prices and Commissions *Conditions Deposits Routing charges Fixed charges Loaned items Preferences Actions Notices for Reception ☒ Guarantees Guest notifications *St

Statistics

Geographic area:
Region:
Market segment: TRANSIENT RESTRICTED
Market subsegment: LOY2 LOYALTY PROGRAMS (11-20%)
Source of business: LEISURE INDIVIDUAL
Channel ID: SYNXIS
SubChannel ID:
Travel Reason: LEISURE INDIVIDUAL

CONFIRMED Guest: HASENKAMP, JUTTA ☐ Walk-in ☐ Check in 00:00 Created RFC_TMS4C2 11.11.2024 10:55:43
Gr: 0 ☐ Transferred ☐ Check out 00:00 Modif.: RFC_TMS4C2 11.11.2024 10:55:43

TMS Bookings

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

Modify Contracts: Basic screen

New Version Rates Allocations Modified docum.

DEBE.FRIED NH Collection Berlin Friedrichstrasse COLLECTION 15.11.2024 Fictitious client

Contract Id. 1 GLOBAL HOTEL ALLIANCE - PUBLIC RATES ☒ Active

Validity period	Activation data	Level
Start date <input type="text" value="01.01.2014"/>	Activation date <input type="text" value="01.01.2014"/>	Contract's level <input checked="" type="checkbox"/>
End date <input type="text" value="31.12.2030"/>	Auto. apply date <input type="text" value="01.01.2014"/>	<input type="text" value="CHAIN"/> Chain

*General data Conditions *Rates Best available rate Remarks Stay Options Offers Guarantee *Statistics Routing instructions Concept Discounts

Payer <input type="text"/>	
CRS <input type="text"/>	
Company <input type="text"/>	

Contact data

Contact person	<input type="text"/>
Contact Telephone No	<input type="text"/>

Commission information

☒ Not apply comission and deduction

☐ Commission

☒ Billing deduction

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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

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



Sabre

SynXis Platform

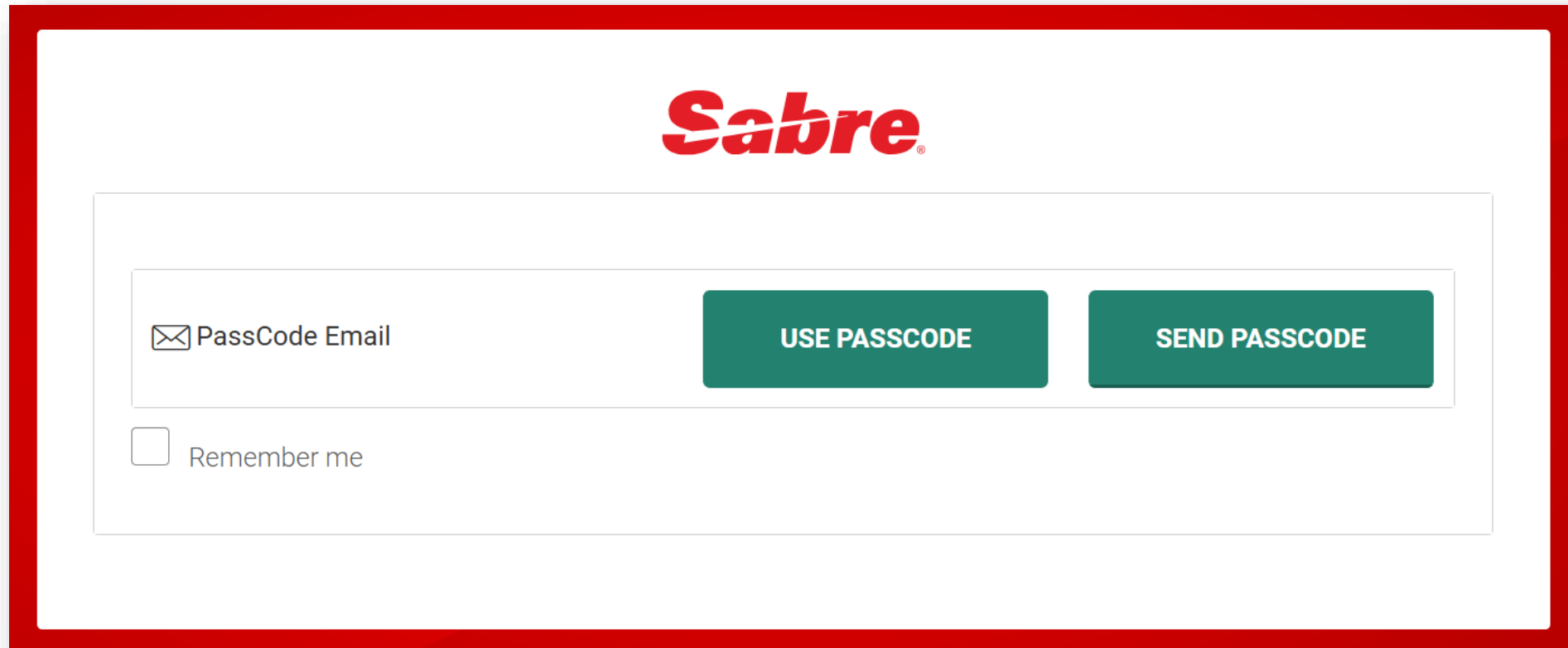
Please enter your user name and password to log in.

Username

Password

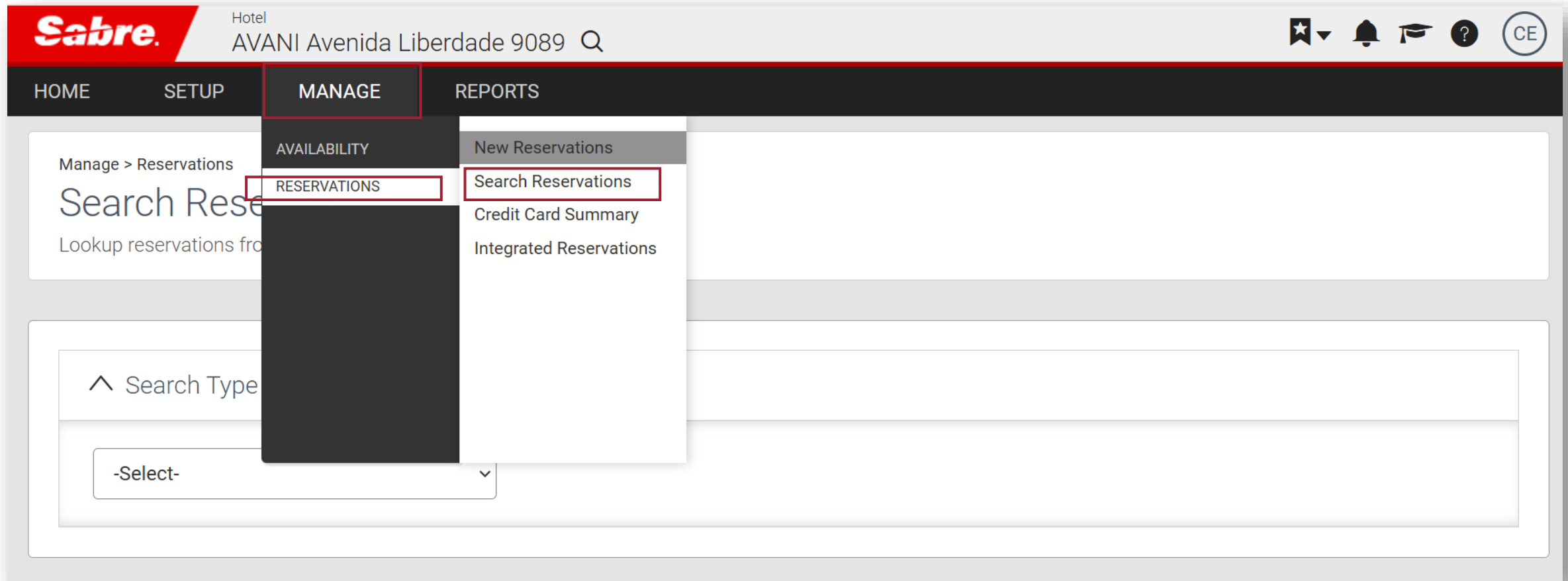
Sign In [Forgot Password?](#)

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.



The image shows a Sabre login interface. At the top center is the Sabre logo in red. Below it is a white rectangular box containing the login form. Inside this box, there is a text input field with a mail icon and the label "PassCode Email". To the right of this field are two green buttons: "USE PASSCODE" and "SEND PASSCODE". Below the input field is a checkbox labeled "Remember me". The entire login form is enclosed in a thick red border.

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”



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.

DEBE.FRIED NH Collection Berlin Fri Reservation 142357065 Client: 1100035865 GLOBAL HOTEL ALLIANCE

Arrival: 21.01.2025 Tuesday
Nights: 2
Depart.: 23.01.2025 Thursday

RoomType: Superior Double Terrace ☐ Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR
Room: 804 SUPDBRT ☐ No move

Meal Plan
First service:
Last service:

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits Routing charges Fixed c

Contact person: Jutta Hasenkamp ☐
Phone:
E-Mail: jutta.hasenkamp@web.de
Voucher: 5636SE036070
Reservation type:
Registrat. date: 11.11.2024 Language: EN English
CUT-OFF date:

Observaciones
GENERAL Only 250 characters

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	G
1	56372748	HASENKAMP, JUTTA	MINOR_DISCOVERY	SILVER			RO	Adult		F

HOME SETUP MANAGE REPORTS

EXPORT

Manage > Reservations

Credit Card Summary

Credit Card Summary

^ Search Type

Confirmation Number

^ Search by confirmation number

Confirmation Number: 5636SE036070 **SEARCH**

- 6. Once you have the confirmation number press “Search”
- 7. All CC details data will be displayed below

HOMESETUPMANAGEREPORTS

EXPORT

Manage > Reservations

Credit Card Summary

Credit Card Summary

^ Search Results

Search results based on the reservation criteria above.

	ARRIVAL DATE	DEPART DATE	PAYMENT TYPE	PASS-THROUGH	CARDHOLDER NAME	CARD NUMBER	IS TOKEN	CARD EXPIRATION
senkamp	1/21/2025	1/23/2025	VISA	False				

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