

NH REWARDS IS NOW

NH | DISCOVERY

ULTIMATE LOYALTY PROGRAM

A closer look to the procedures

All the information you need only a click away!

Welcome to NH DISCOVERY

Presentation video

Captions



Click the blue boxes to enter the section on this document.



Click the white boxes to access related documents in the NH Digital Knowledge Workplace or DISCOVERY in a Box.



Home

This button takes you back to this cover.

NH Benefits

New members
acquisition procedure

DISCOVERY Enrolment from TMS
+DD view (video)

DISCOVERY Loyalty Profiles
Merge and Deduplication

Reservation

In room courtesy
for special customer &
Customer Personalization

Pre-check-in & Check-in

DISCOVERY Guest search
& Sync in TMS (video)

DISCOVERY GHA reservations and
OCM management

Pre- check-out

Redemption process
on check-out

DISCOVERY Eligibility Logic
D\$ Earning and Redemption

DISCOVERY Redemption process
(video)

Invoice correction
after night audit

Live Local Reservations

Downtime Discovery
System Scenario

Support

JIRA DISCOVERY Structure

Claims

Latest update: October 2023

Contents

1.	Welcome to NH DISCOVERY	2
1.1.	The main novelties of the programme	3
1.2.	GHA Training	4
1.3.	The Hotel Champion	4
1.4.	My GHA applications.....	4
1.5.	Transfer from NH Rewards to NH DISCOVERY & compatibility of loyalty programs.....	5
2.	NH benefits.....	6
2.1.	Web Bonus benefits	7
3.	New members acquisition procedure	9
4.	Reservation	11
4.1.	Eligibility logic.....	14
5.	Pre-check-in and check in	16
5.1.	Registration Form (GDPR).....	20
5.2.	View credit cards & No-Show status in OCM.....	21
5.3.	Pre-check-out	22
6.	Redemption process on Check-out.....	24
6.1.	Particularities of the eligibility logic.....	24
6.2.	Redemption process	28
6.3.	Redemption in multicurrency scenario	31
6.4.	Redemption process video	32
6.5.	Redemption cancelation	32
7.	Invoice correction after night audit.....	34
8.	Downtime DISCOVERY system scenario	35
9.	Support	36
10.	Claims	37

1. Welcome to NH DISCOVERY

Customer loyalty is the willingness to do repeat business with a brand. A loyal customer will associate favourable experiences with a brand, therefore increasing their likelihood to make repeat purchases with that business.

On average 65% of a brand's business comes from existing customers and since it's 5 x easier to retain a customer than acquire a new one, it is essential then that we do what we can to create greater guest loyalty.

For that reason, we, at NH, have joined a Global Alliance (GHA) of hotels to offer an improved loyalty programme, turning our NH Rewards model into NH DISCOVERY.

GHA stands for **Global Hotel Alliance**. It is an Alliance of 40+ hotel brands united under the umbrella of common loyalty program – GHA DISCOVERY.

NH DISCOVERY is part of it. Minor and NH brands join GHA, but also other independent hotel brands globally.

As a result, we share a loyalty programme with over 800 hotels spread across 100 countries and 21 million members.



That is the reason why we are joining this Alliance:

1. Being part of GHA.
2. NH Rewards covered 353 hotels, NH DISCOVERY 770.
3. NH Rewards had +55.000 rooms; NH DISCOVERY offers benefits in more than 135.000.
4. If NH Rewards was available in 28 countries, DISCOVERY is available in more than 100.

The benefits of such a loyalty programme are many, including:

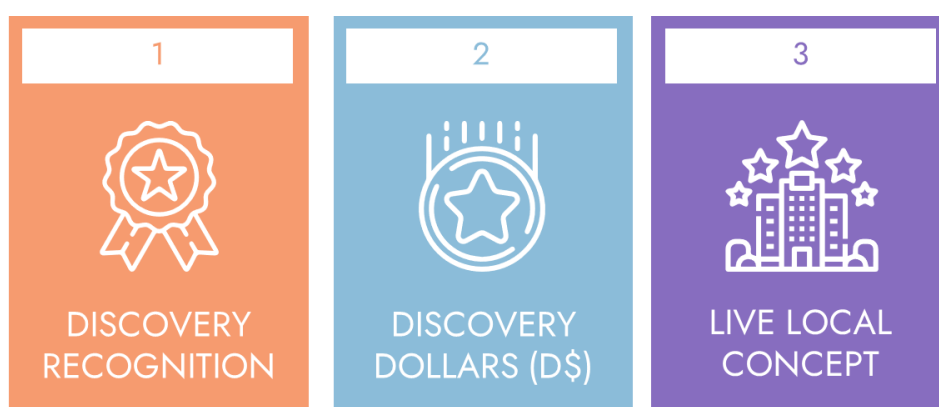
- Driving revenue and stays.
- Creating greater customer loyalty through member recognition, benefits, and rewards for spending time and money with us.
- Loyalty offers significant business potential for our brand and is one of our most important marketing strategies.
- We all have a responsibility for delivering the benefits of GHA DISCOVERY to our members, thereby increasing loyalty to our brand.

DISCOVERY is an evolution of NH Rewards and replaces NH Rewards in NH Hotels, NH Collection and nhow.

DISCOVERY maintains NH Rewards philosophy regarding customer loyalty. We are now part of something more international, and that comes with many benefits, but our essence remains. This also applies to the processes and how we work: the system has evolved but the essence of the processes is the same. This guide aims at helping you to familiarize yourself with the small changes that this change implies in daily operations.

1.1. The main novelties of the programme

Novelties consist of three main pillars:



1. DISCOVERY RECOGNITION

In **DISCOVERY RECOGNITION** the program allows us to know better our guests and offer them personalized services, exclusive benefits, and rewards.

Members join the programme from day 1 and are recognized by all the brands of the Alliance and we also will do the same for GHA DISCOVERY members from other brands.

2. DISCOVERY DOLLARS

Points are now **DISCOVERY Dollars**, which members earn on all eligible purchases.

1 DISCOVERY Dollar (D\$) equals 1 US Dollar. Keep in mind that it is not a payment method (except in Argentina) but a DISCOUNT.

3. LIVE LOCAL CONCEPT

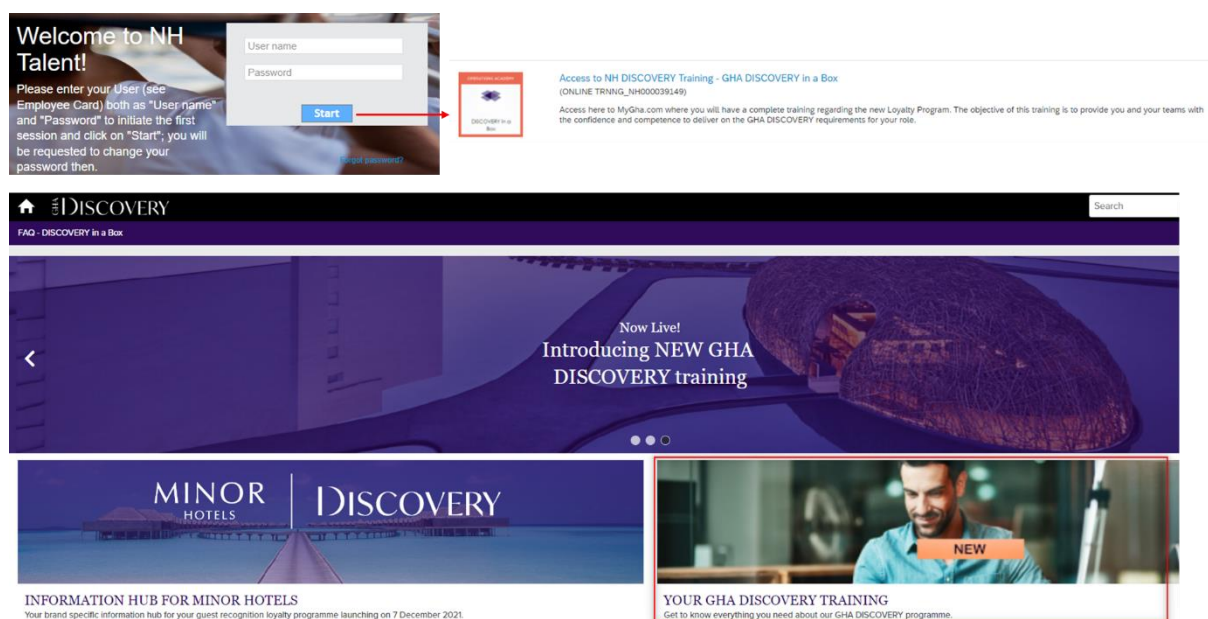
And the third major novelty is the Live Local concept, that offers members the opportunity to enjoy new experiences without having to travel and without a stay. Live Local includes:

- Curated **Experiences** to connect the members with authentic activities in a destination.
- and **Local Offers** which are member-only promotions that entitle our members to make our hotel facilities and services part of their lives even when they are not traveling.

1.2. GHA Training

Remember that you have a whole GHA training programme available at NH Talent.

It is very important for the whole team to take these trainings to get to know the programme and its features. If you haven't done the training yet, please come to NH Talent and take the courses as soon as possible, it won't take you long.



1.3. The Hotel Champion

Hotel Champions are the face of GHA & NH DISCOVERY to all the Hotel staff, so, the Hotel Champion is a person with excellent communication and problem-solving skills who operates with a customer-first mentality. In this role, the Hotel Champion will lead GHA & NH DISCOVERY for their hotel, providing exceptional communication, support, guidance, and training for both existing and new hotel staff. This fantastic opportunity also means the Hotel Champion will work with our Brand Champion and the network of Hotel Champions to lead the success of GHA & NH DISCOVERY.

You will find a summary of their responsibilities and tasks in the following documents:

- [DISCOVERY Hotel Champion job description](#)
- [DISCOVERY Sign up MYGHA and Hotel Champion activities](#)

1.4. My.gha.com applications

Remember that you have access to several useful applications via my.gha.com. My.gha.com is the web to access GHA DISCOVERY applications, with a single log-in.

The main applications are:

- **DISCOVERY Dashboard:** Was developed to give hotels and corporate offices the ability to perform operational tasks for the GHA DISCOVERY loyalty program (we will use it only in specific cases to lookup information on membership profiles).
- **DISCOVERY in a Box:** The place that collects GHA DISCOVERY knowledge and online training (training courses).
- **POWER BI:** Contains a variety of content in the form of dashboards and reports. Remember that this reporting tool should be accessed via Powerbi.com and not my.gha.com.
- **OCM is the** Opera Channel Manager to obtain the information of the guest's credit card in case of no-show reservations or if you need to guarantee bookings.

1.5. Transfer from NH Rewards to NH DISCOVERY & compatibility of loyalty programs

NH continues with NH Programs, and all of them will have NH DISCOVERY category and benefits and will be topped by additional NH benefits and recognition.

Team members and NH Programs always have associated NH DISCOVERY category and should have member treatment accordingly to it.

- NH Programs: VIP, Corporate, Travel Partner, Shareholder, Media, Owner. Each program will have a tier in NH DISCOVERY.
- Employee: all the team members will have GOLD tier by default. The benefits will be the same as for the rest of NH DISCOVERY Gold members. No downgrades to Silver.

2. NH benefits

We are now going to see what specific benefits NH DISCOVERY members have.

In the case of the discounts, you must take into consideration that the 5% to 10%, depending on the tier, discount in accommodation applies to all bookings from:

- NH Hotel Group direct channels:
 - nh-hotels.com and other NH branded websites
 - CRO
 - Hotel
- Minor Hotels direct channels:
 - Tivolihotels.com, Anantara.com, Avanihotels.com websites
 - CROs
- ghadiscovery.com website

For now, the discount applies only to meal plan & accommodation, but not to F&B extras.

This table summarizes the benefits for members depending on the group or tier they belong to:

	(B)asic	(BB)etter	(BBB)est	(V)IP
In hotel benefits group	Silver	Gold	Platinum, LHW Club & Sterling, Public Persons (Celebrities, Personalities, Influencers, Politicians)	Titanium LHW Aurelian Red
Complimentary Wi-Fi	●	●	●	●
Warm welcome treatment	●	●	●	●
Welcome Letter in Room	●	●		
Amenity Card			●	●
Free Bottled Water		1st day	Platinum & LHW: 1st day Platinum & LHW: 3pm	Daily 4pm 6pm Double Suite
Late Check-out*			Public Persons: Daily Public Persons: 6pm	
Free Room Upgrade*			Platinum & LHW: Type 1 Celebrities, Personalities, Influencers: Type 2 Politicians: Type 3	Type 3 Daily 11am 10am
In Room Courtesy			Public Persons: 10 am	
Free Early Check-in*			Public Persons	●
Welcome by GM			Public Persons	●
Free Premium Wi-Fi			Public Persons	●
Priority Check-in			Public Persons	●
Guaranteed Room Availability 48hrs prior				●

*Upon availability

Employees and NH Programs - VIP, Corporate, Shareholder, Media, Travel Partner and Owner - always have associated NH DISCOVERY tier visible at TMS CRM profile and they should be treated accordingly to this category

nhdiscovery.com

(B)asic: NH DISCOVERY Silver

(BB)etter: NH DISCOVERY Gold

(BBB)est: NH DISCOVERY Platinum, LHW Club & Sterling, Public Persons (Celebrities, Personalities, Influencers, Politicians)

(V)IP: NH DISCOVERY Titanium, Red, LHW Aurelian

Whenever there are several customers entitled to free room upgrade benefit, you must consider assignation & priorities rules.

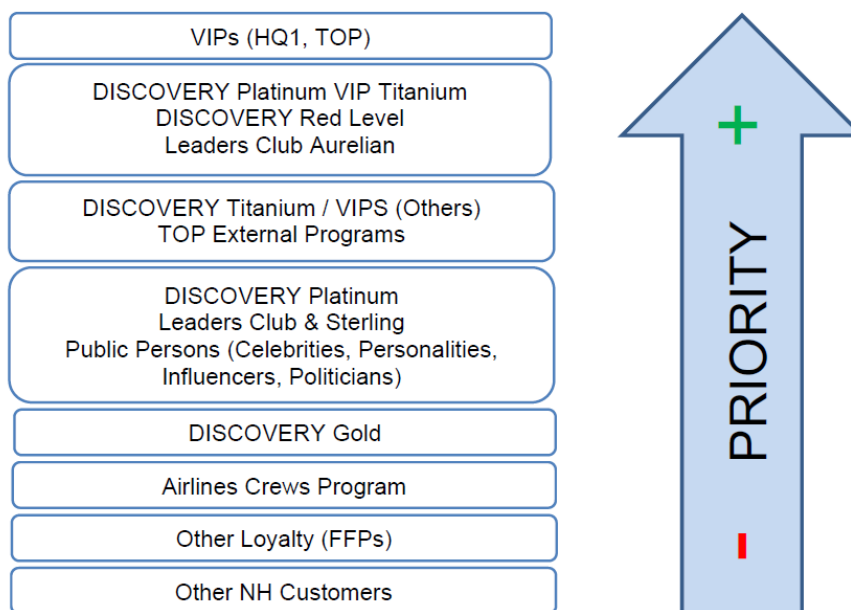
If at any EXCEPTIONAL situation the guaranteed room upgrade cannot be granted, the client must be notified that they will be assigned the best available room within the category they had reserved, highlighting the benefits of the room (quiet, spacious, better views, others...) and you will also be offered any alternative benefit by the hotel or brand.

Remember that when dealing with VIP customers you must apply the **In Room Courtesy for Special Customer** and deliver **VIP Element** as appropriate in each case according to VIP level.

Should the customer be a member of several loyalty programs (DISCOVERY, Leaders Club or Frequent Flyer Programs applying in the hotel), each guest can only benefit from one of them per stay.

The DISCOVERY program will be always set by default in the reservation in TMS. Any other loyalty program must be previously informed in the reservation in the Loyalty card field for every new stay if it has already been added in the guest ID.

Should several guests be entitled to the same in stay benefit, the priority to receive the best available room applies as shown in the following graph:



2.1. Web Bonus benefits

The WEB BONUS is a package of online booking benefits for NH DISCOVERY members, which includes:

- NH DISCOVERY discounted price at least 5%
- D\$ 5 rewards
- Flexible cancellation until day of arrival
- Free late check-out on Sundays upon request

This is one of the initiatives that are helping the company to improve the sales through our direct channels.

As a relevant part of the Web Bonus, the **LAZY SUNDAYS'** benefit is communicated to customers as **UNDER AVAILABILITY**. This benefit consists of a free late check-out on Sundays **until 3 or 5 pm**.

To confirm whether a guest is entitled to this benefit, please check the **TMS forConnectivity** remarks:

Remarks

TMS forConnectivity *

Main remarks only 250 characters

-- LATE CHECKOUT INCLUDED UNTIL 3:00 pm -- | |

This benefit applies to all hotel brands in TMS (NH Hotels, NH Collection, nhow, Tivoli, AVANI and Anantara). Late check out time varies per hotel. Check [here](#) the hotels that are excluded.

3. New members acquisition procedure

Customer loyalty is essential to our business: on average, 65% of business comes for loyal customers. And loyalty programmes are a highly effective retention tool. It is therefore important that everyone in Front Office and/or Guest Relations is proactive in offering guests enrolling in the NH DISCOVERY loyalty program and explaining its benefits.

Front Office Team:

There are different ways to deliver the registration information to the client at check-in, but the main channel should be the Registration Form for NH Hotels, NH Collection and nhow.

Other ways are:

- A guest can scan QR code placed on different marketing materials in the hotel.
- Fill out a brochure manually.

If the enrolment occurs during the Check In process by using the Registration Form, all the information included in the document will be signed at the Front Desk.

Únete hoy y disfruta ya de tus beneficios
Join today to unlock your first rewards

Regístrate online o entrega este formulario en la recepción.
Sign up online or return this application to the front desk.

Escribir en MAYÚSCULAS / Write in CAPITAL LETTERS:

Email: _____

Nombre / Name: _____

Apellidos / Surname: _____

Teléfono / Telephone: _____

Ciudad / City: _____

Código Postal / Postal Code: _____

País / Country: _____

Idioma* / Language*: _____

*Preferencia de idioma para las comunicaciones impresas y por email cuando sea posible.
El inglés es el idioma estándar de NH DISCOVERY.
*Language preference for email and print communications where available.
English is the standard programme language.

☐ Al enviar este formulario, confirmo que deseo registrarme en NH DISCOVERY. He leído y acepto las Condiciones y Condiciones, la Política de Privacidad y acepto recibir comunicaciones relevantes de NH Hotel Group sobre ofertas y promociones especiales. Si no desea recibir comunicaciones, envíe un correo electrónico a discovery@nh-hotels.com. By submitting this form I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant NH Hotel Group communications on special offers and promotions. If you do not wish to receive communications, please send an email to discovery@nh-hotels.com.

Beneficios desde el primer día
Rewarding you from Day One

Únete gratis y gana D\$ con tu primera estancia
Join for free and get D\$ starting with this stay

Acumula hasta un 7% en DISCOVERY Dollars
y úsalos como un futuro descuento
Earn up to 7% back in DISCOVERY Dollars rewards
and spend them towards your next bill

Upgrade de habitación, early check-in, late check-out,
y mucho más
Room upgrades, flexible check-in and check-out, and more

Acceso solo para miembros a Ofertas Locales
y Experiencias, con o sin estancia
Member-only access to Local Offers and Experiences,
with or without a stay

Disfruta tus beneficios en más de 800 hoteles en 100 países
Membership recognized at 800+ hotels in 100 countries

DSI = USD 1

Sube de categoría conforme acumules noches alojadas,
gasto o marcas visitadas, ¡lo que primero suceda!
Level up once you accomplish nights, or spend or brands visited,
what happens first!

SILVER	Al unirse. Acumula D\$ desde el primer día Upon joining. Earn D\$ from Day One!
GOLD	2 estancias, o USD 1.000 2 stays, or USD 1,000
PLATINUM	10 noches, o USD 5.000, o 2 marcas 10 nights, or USD 5,000, or 2 brands
TITANIUM	30 noches, o USD 15.000, o 3 marcas 30 nights, or USD 15,000, or 3 brands

NH Hotels, NH Collection y nhow se consideran como una única marca para las subidas de categoría.
NH Hotels, NH Collection and nhow are considered as one brand for tier progression.

Información relacionada con la Protección de Datos
Responsible party: NH HOTEL GROUP, S.A. Finalidad: gestionar el Programa de Fidelización, tu área privada online y permitirte acumular y redimir tus puntos. Envío de comunicaciones comerciales personalizadas a través de email. Puede ejercer los derechos escribiendo a la siguiente dirección de email: discovery@nh-hotels.com Consulte las Condiciones y condiciones de NH DISCOVERY y más información sobre nuestra Política de protección de datos aquí: nh-hotels.com/termsandconditions

Information related to Data Protection:
Responsible party: NH HOTEL GROUP, S.A. Purpose: to manage the Loyalty Program, your private area online and to allow you to earn and redeem your points. To send customized commercial communications via email. You can exercise the rights by writing to the following email address: discovery@nh-hotels.com Refer to NH DISCOVERY Terms & Conditions and more information about our Data Protection Policy here: nh-hotels.com/termsandconditions

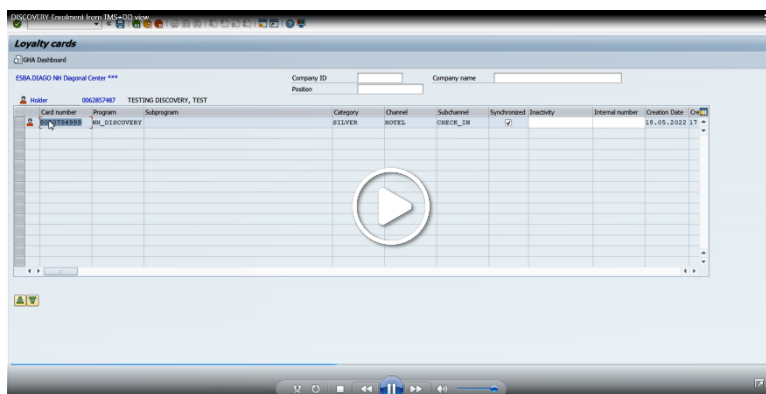
Firma / Signature

NH | DISCOVERY

For MINOR Hotels brands (Tivoli, Anantara and AVANI), there will be 2 separated documents (Registration Form with the Tivoli/Anantara/AVANI DISCOVERY accommodation contract conditions and the enrollment brochure).

Enroll new members is as critical task, so make sure the marketing materials are visible for the costumers and, if you don't have installed the scannable registration form, you can download hard copies of the corresponding DISCOVERY enrollment Registration Form from our Brand Center [MHZone](#).

In the following video, we will see the manual enrolment from SAP CRM to new members (click on the picture):



This process is interfaced automatically in mygha.com and is very quick: once created, GHA will send the updates to SAP TMS such as tier progression or downgrading or even the program cancellation.

From now on, the **Membership ID will not match with the SAP CRM ID**.

Generally, this membership number will have **from 10 to 16 digits and begin with a number** (although there may be some exceptions, as members enrolled in Rydges Hotels: R2446367).

Should the guest ask you to change any data in their GHA profile, you can explain them that they can request it directly in their DISCOVERY Dashboard.

Be persuasive! Find the right argument

Do not be afraid to insist, you just need to find the right argument and be prepared to deal with objections.

Here you have arguments you can use to overcome resistance:

- ✓ It's free to join!
- ✓ Benefits from Day One: even if the first stay is non-eligible (booked through Booking.com, Expedia, etc.), new member will earn 4% over its net bill right away from this stay.
- ✓ Members can earn D\$ for eligible spend at all GHA DISCOVERY hotels worldwide (800+ hotels, 100+ countries).
- ✓ We can more easily personalize your stay with considering your preferences.
- ✓ Members have access to exclusive stay benefits, Local Brand benefits, D\$ rewards system.
- ✓ Members qualify for membership progression based upon spend OR nights OR stays in other GHA brands within the Global Hotel Alliance.
- ✓ Enjoy Live Local (Local Offers & Experiences) even without stay at any of GHA collection brands and earn & redeem D\$ with them.



4. Reservation

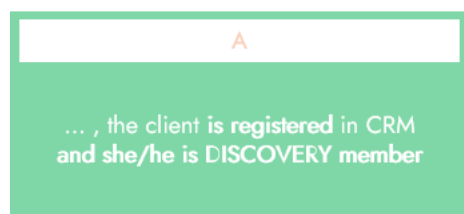
Direct Guest Bookings for DISCOVERY members can be created mainly in two different ways:

1. Through direct online channels, where customers can manage it themselves and are interfaced with TMS*:
 - Web nh-hotels.com > Main Client: 1003 // CRS: 2000001019
 - Web MINOR (anantara.com / tivolihotels.com / avanihotels.com) > Main Client: 1003 // CRS: 2000001019
 - Web ghadiscovery.com > Main Client: 1100035865
2. Or through Reservations Department of the hotel and/or Front Office and/or CRO, which are managed manually in TMS.

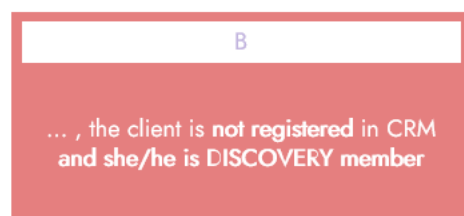
(*) If there is a connectivity failure between the ghadiscovery.com website and TMS, the reservations will arrive by email to the CRO so that they can create them manually. In case the failure is due to other causes, a failover notification will also be sent to the CRO.

Whenever a new reservation is made, the client will be asked if they are a member of the DISCOVERY loyalty programme: *“Are you a member of DISCOVERY loyalty?”*

If the answer is **YES**:



1. Main Client: 1003 (DISCOVERY) to create the reservation
2. Offer DISCOVERY special rates (discounts from 5%)
3. Look for the customer ID of the member in CRM:
 - If the CRM ID already has the DISCOVERY membership number associated, the information appears directly in the reservation.
 - If the CRM ID does NOT have the DISCOVERY membership number associated, you must sync the client by clicking on the GHA button (see link process on the next page).



1. Main Client: 1003 (DISCOVERY) to create the reservation
2. Offer DISCOVERY special rates (discounts from 5%).
3. Different options:
 - If CRO or the FO Teams (for a Walk-in) make the reservation: Create ID in CRM + click on GHA button to synchronize it with the DISCOVERY Membership ID. *
 - If FO makes the reservation before the Check In: write the DISCOVERY Membership ID in the Remarks of the reservation.

IMPORTANT

(*) This step can only be done by the CRO through a recording of acceptance of the Terms & Conditions by the client. The Front Office can do it with the client's signature of the Registration Form or Brochure whenever the guest is present at Reception.

Please note that all the new DISCOVERY rates will have the same NHR Code, as before (rate codes "NHR_XX". E.g.: NHR_BAR, NHR_FLEXBB...), but the description will change. See an example below:

Contract Id. **NHWEB_NHR** 1 **NH WEB - NH DISCOVERY RATES**

Validity period: Start date 01.01.2014, End date 31.12.2030

Activation data: Activation date 01.01.2014, Auto. apply date 01.01.2014

Level: CHAIN

Link process DISCOVERY → SAP CRM ID:

To link a DISCOVERY member with an SAP CRM ID, we must click on the new **GHA** button that will perform an automatic search by e-mail. If it finds it, we will only have to select it and click on the **Sync** button.

As of today, the default automatic search is only e-mail, the matches that exist in DISCOVERY Dashboard with the client's data will appear in the results and will be selected so that the data of the category and member number are passed to the client's CRM.

ESBA.DIAGO NH Diagonal Center *** Client: 20827489 DAVILA ARANDA, NOELIA Ext. Client number: 20827489

Buttons: **GHA**, LOYALTY, GO

Program: Subprogram: Category: Points: 0,00

Salutation: First name: NOELIA Surname: DAVILA ARANDA Street: City: ZIP code: 45700 Country: ES Region: 45 Toledo Language: ES Spanish Nationality: ES Spanish Gender: Fe

Official document: Tax n°: Issue Date: Expiry Date: Expitor place: ES Document type: Passport Number: AAU119604 Country: ES Issue Date: Expiry Date: Expitor place:

Nationality INE: Castilla la Mancha Place of birth: TOLEDO Province of birth: TOLEDO Veh Registr. No.:

Search results table:

Sync	Membership ID	Program	Category	Name	Surname	Email
<input checked="" type="checkbox"/>	8961933042	DISCOVERY	GOLD	Noelia	Davila Aranda	noelia_da18-TEST-TE

Buttons: Create, **Sync**

This is how reservation looks like after the link process:

ESBA.DIAGO NH Diagonal Center *** Reservation: 85683674 Client: 1003 DISCOVERY Amount: 621,24 EUR

Arrival: 18.05.2022 Wednesday Room Type: Standard Double Show Subtypes: Guests: AD 2 JU CH BB Currency: EUR Meal Plan: BB First service: Last service: BKF8

Depart.: 19.05.2022 Thursday No move

General Data: *Billing Information: *Additional data: *Statistics: Deposits: Guarantees: Routing charges: Fixed charges: Actions: Loaned items: Notices for Reception: Messages: Special meal plans: Packages and stay o...

Contact person: Phone: E-Mail: NO E-MAIL Voucher: Reservation type: Registrat. date: 18.05.2022 Language: ES Spanish CUT-OFF date:

Remarks: Main

Guests:

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type	Meal plan...	Gender	VIP	Voucher	Arrival date	Departure date
1	TEST TESTING DISCOVERY						BB	Adult		Unknown			18.05.2022	19.05.2022
2	62857487	TESTING DISCOVERY, TEST	NH_DISCOVERY	SILVER			BB	Adult		Unknown			18.05.2022	19.05.2022

4.1. Duplicate profiles: merge process

After the migration of loyal customer profiles to NH DISCOVERY, it is possible that some members have duplicate profiles (>3%).

As it is only possible to sync one Membership ID to the reservation, please make sure during check-in that the card linked to the CRM profile is the one preferred by the member. *

Keep in mind the following process to de-duplicate/merge profiles according to each situation:

CASE 1 – DUPLICATE: NH DISCOVERY - NH DISCOVERY (both Enrollment Codes start with NH).

- Hotel opens a JIRA ticket in category: 01 SAP Business Suite > SAP CRM (Customer Relationship Management) > Duplicated ID > NH DISCOVERY vs NH DISCOVERY.
- Customer Care manages the request with GHA.
- Once completed, Customer Care resolves the case.

Loyalty cards

GHA Dashboard

ESCR.OBRAD NH Collection Santiago COLLECTION

Company ID: Company name:

Holder: 00000000000000000000

Internal ID: 00000000000000000000

Card number	Program	Subprogram	Category	Channel	Subchannel	Enrollment Code	Enrollment Bra...	Synchronized	Inactivity	Creation Date	Creation h...	Created by
864000000000	NH_DISCOVERY		TANIUM			NHMIGRATE	NH	<input checked="" type="checkbox"/>		23.01.2023	15:53:04	E0000020
828000000000	NH_DISCOVERY		SILVER	HOTEL	CHECK_IN	NHMIGRATE	NH	<input type="checkbox"/>	ERROR	06.02.2016	00:00:00	HESPARA

CASE 2 – MERGE: NH DISCOVERY - GHA DISCOVERY (different Enrollment Code).

- Important!** IT MUST ALWAYS BE THE CUSTOMER WHO REQUESTS ON THE GHA "Merge Your Accounts" WEBSITE WHICH DISCOVERY ACCOUNT THEY WANT TO KEEP.
- The hotel must inform the member: *“According to data protection law, only the guest personally can request this merge. So, we invite you to choose which profile you would like to keep through the following link <https://www.ghadiscovery.com/member/gha-nh-discovery-profile-merge> or you may scan this QR Code. You will be asked to enter your membership details for both profiles and then select the card you would like to keep. Once this is complete, you will be able to access all your stays, D\$ balance and membership benefits through one unique account”.*
- The QR code should not be visible in Front Desk, have it on hand to show it to the member only when necessary.

Loyalty cards

GHA Dashboard

ESCR.OBRAD NH Collection Santiago COLLECTION

Company ID: Company name:

Holder: 00000000000000000000

Internal ID: 00000000000000000000

Card number	Program	Subprogram	Category	Channel	Subchannel	Enrollment Code	Enrollment Bra...	Synchronized	Inactivity	Creation Date	Creation h...	Created by
840000000000	GHA_DISCOVERY		GOLD			KIAQJ1W	OTHERS	<input checked="" type="checkbox"/>		06.10.2023	13:01:52	E0000022
842000000000	NH_DISCOVERY		SILVER	WEB	EXPRESS	NHMIGRATE	NH	<input type="checkbox"/>	DUPLICATED	01.05.2019	00:00:00	REMOTE_PC

(*) If the synchronized card is wrong, while the ticket is solved (case 1) or the member requests the de-duplication/merge (case 2), you can request to sync the correct one via Jira in category: SAP TMS (Tourism Management Suite) > Loyalty > Synchronized/Desynchronized profiles.

"Are you a member of DISCOVERY loyalty?"

If the answer is **NO**:

A

... and the client is **not** registered in CRM,
but wants to enrol in DISCOVERY
loyalty program

1. Main Client: 1003 (DISCOVERY) to create the reservation
2. Offer DISCOVERY special rates (discounts from 5%)
3. Different options:
 - If CRO or the FO Teams (for a Walk-in) make the reservation: Create ID in CRM + click on the GHA button to create the DISCOVERY member profile. *
 - If FO makes the reservation before the Check In: the client should be redirected to the website or CRO.

B

... and she/he **DOES NOT** want to enroll
in DISCOVERY
loyalty program at that time

1. Please follow the individual reservations execution procedure:
 - Main Client: 1000 (Direct Guest or any other applicable) to create the reservation.

IMPORTANT

(*) This step can only be done by the CRO through a recording of acceptance of the Terms & Conditions by the client. The Front Office can do it with the client's signature of the Registration Form or Brochure whenever the guest is present at Reception.

4.2. Eligibility logic

When making a reservation, the customer can request to use their DISCOVERY Dollars (D\$) at check-out.

Although this information is automated in the system, it is important that you are aware of the eligibility criteria and that you have available a consultation document with all the information.

The document is available at the Business Processes section of the [NH Digital Knowledge Workplace](#), which we will see in detail later in the Redemption process.

Remember that eligibility will depend on several criteria:

- Type of customer: OTA (Online Travel Agency), TA (Travel Agency), direct channels...
- Segment (statistics)
- Concepts
- Payment methods

5. Pre-check-in, check-in and pre-check-out

Situations we might encounter in the pre-check-in:

A) The client is NOT identified in the reservation (no ID is assigned) and has a DISCOVERY special rate:

1. The Main Client can be: 1003 (DISCOVERY) or 1100035865 (GLOBAL HOTEL ALLIANCE).
2. Rates can be type NHR_XX / MIN_XX / GHA_XX.
3. Then you must look for the DISCOVERY membership number in the DISCOVERY Dashboard and write down the DISCOVERY membership ID and the tier in Remarks and Notices for Reception, so it is considered during the checking in.

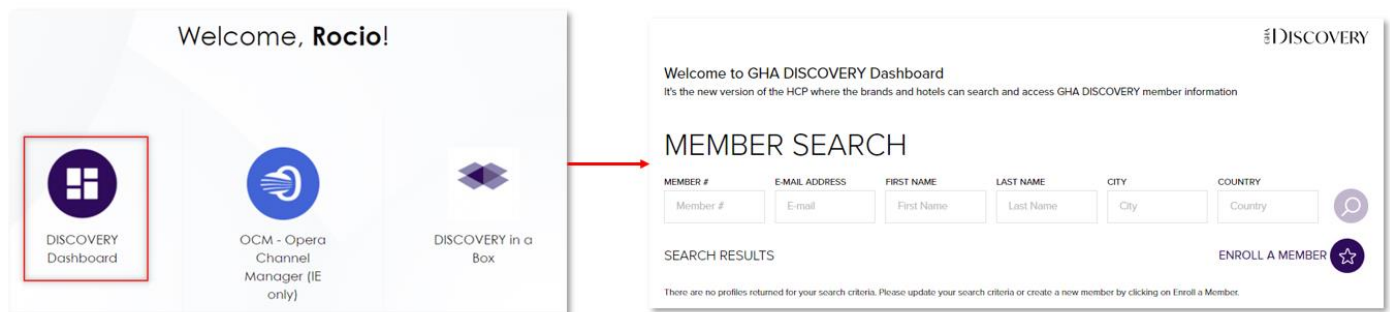
The search will be interfaced in TMS (if the ID is previously informed).

If the Guest ID is not informed in the reservation and CRM profile cannot be identified, you must search it directly in DISCOVERY Dashboard by membership number OR e-mail OR first name & last name (both written complete).

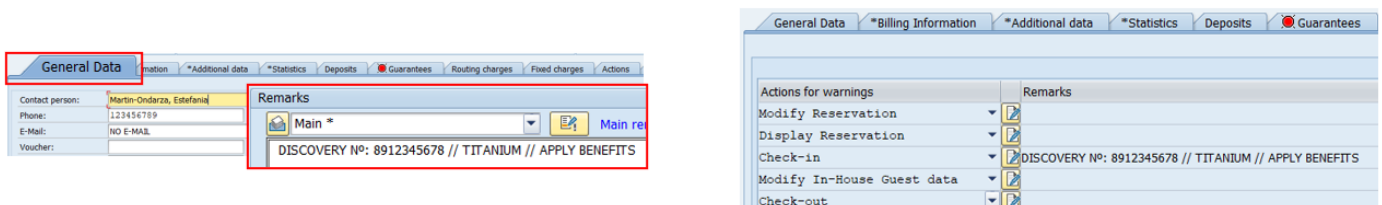
Remind to write the DISCOVERY Membership ID and tier in the Main Remarks of the reservation and in Notices for Reception.

See the steps of this process in the images below:

Search in DISCOVERY Dashboard:



Inform in TMS reservation:



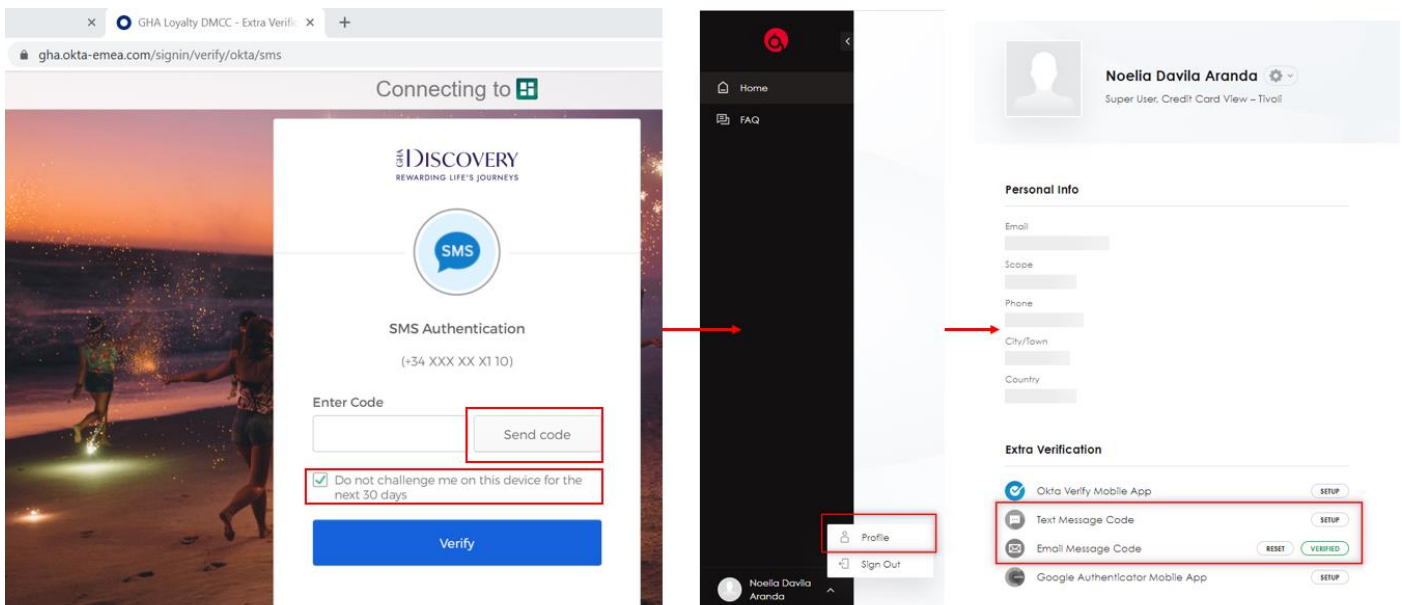
REMEMBER

To access the DISCOVERY Dashboard, the Front Office Team must sign up in My.gha.com with a not shared email account or a Hotel Champion user.

The first thing that should appear when accessing DISCOVERY Dashboard is the OKTA authenticity check for the my.gha.com user.

You must access to the associated cell phone / e-mail to be able to see the code that will be sent when you click the **"Send code"** button. Do not forget to click on "Do not challenge me on this device for the next 30 days".

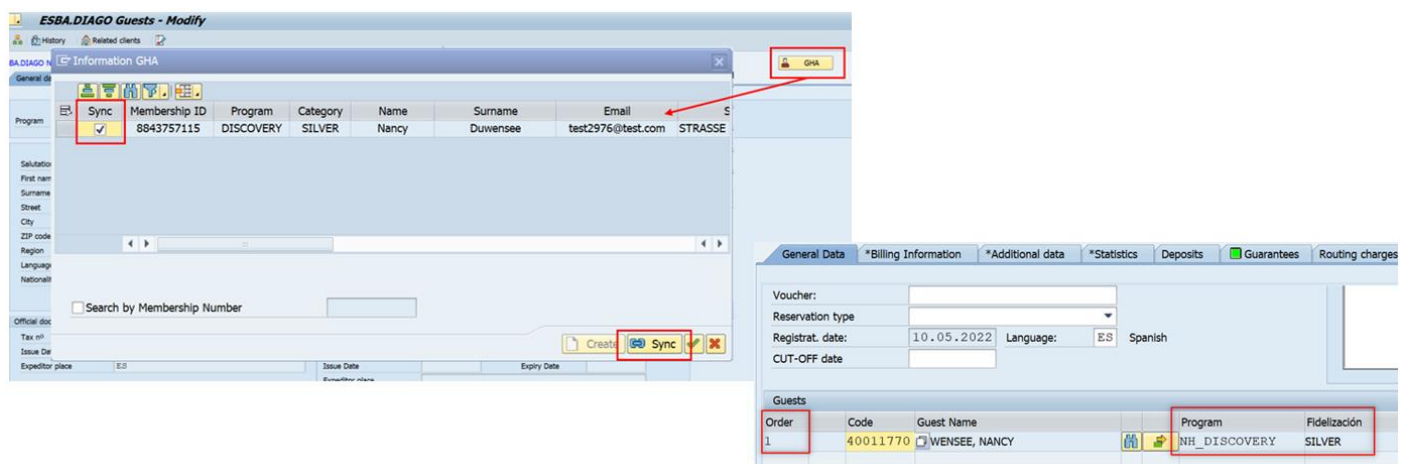
You can change this verification in your GHA profile as you prefer:



B) The client IS identified in the reservation and has a DISCOVERY special rate:

If this is the case, you will have to check the membership details and preferences in DISCOVERY Dashboard through the GHA button in the CRM profile.

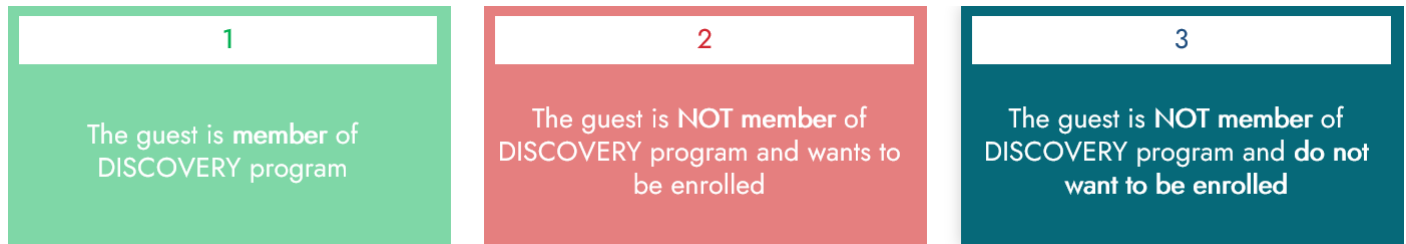
Prepare the delivery of the client's benefits, to assign the corresponding room and set the corresponding comment in General Data → Main Remarks in the reservation, to facilitate the work of colleagues who review the booking.



REMEMBER

Check the In Room Courtesy for Special Customer process and keep it in mind when doing this step.

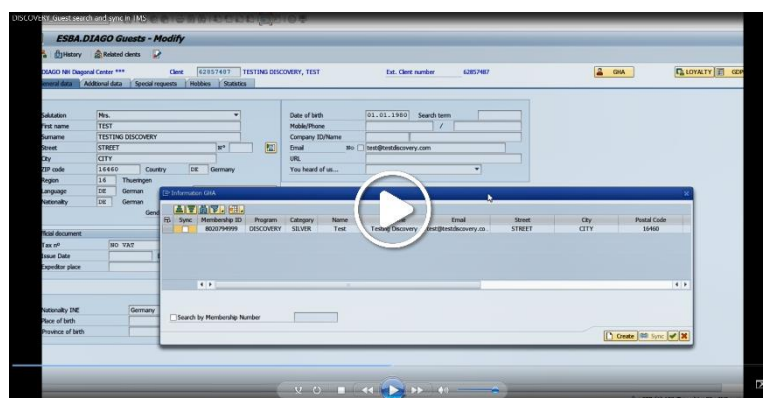
During the **check-in process**, when the guest is at Front Desk and we look for the SAP CRM ID, we can find 3 possible scenarios:



- 1) The first is that the guest **is member** of DISCOVERY program: if the client is not registered in CRM yet, please scan the identity document (IC / Passport) to create a CRM profile and then the client's membership number will be searched by pressing the GHA button so that the system searches directly in the DISCOVERY Dashboard Database.
- 2) In the second scenario, the guest is **NOT a member** of DISCOVERY, but she/he wants to be enrolled so we will use the GHA button, and the option "Create". We will see these steps below.
- 3) Finally, if the guest is not a member and do not want to be enrolled, we will simply follow the usual check-in procedure.

And, if applicable, you would have to prepare the corresponding benefits according to tier defined in procedures *"In Room Courtesy for Special Customer"* and *"Customer Personalization"*.

The following video shows how to **search for a guest and synchronize in TMS**, in **scenario number 1** explained above (click on the picture).



As you can see, in this case the guest ID is already created so we only search & sync accordingly.

If for some reason, there is some **mistake in the linking process** and we need to unlink the Membership ID in SAP CRM, we should **open a JIRA** (SAP TMS → Loyalty → Synchronized / Desynchronized profiles) to request it to prevent fraud. The last modification date will be saved in the modification history.

In case of the guest wants to **unsubscribe from the program**, check the **enrollment code** and inform the guest accordingly:

- GHA DISCOVERY members must request it by writing to contact@discoveryloyalty.com
- NH DISCOVERY members must contact unsubscribehdiscovery@nh-hotels.com

Members have the right to access to their Personal Data held by us so they can exercise this by writing to dataprotection@nh-hotels.com

In the **scenario number 2**, when customer delivers the completed brochure or Registration Form at Reception, the Front Office agent must **register the new member in the CRM profile**.

Since the client accepts the benefits of the program and accepts the Terms & Conditions (T&C), press the GHA button and then the option "Create" to enroll the client in the DISCOVERY program.

ESBA.DIAGO Guests - Modify

Client: 16295170 GARCIA LOISA, ALEJANDRO MANUEL Ext. Client number: 16295170

General data Additional data Special requests Hobbies Statistics

Program: Subprogram: Category: BLUE Points: 0,00

Salutation: Mr. Date of birth: Search term: /

First name: ALEJANDRO MANUEL Mobile/Phone: /

Surname: GARCIA LOISA Company ID/Name:

Street: City: OURENSE

ZIP code: 32002 Country: ES

Region: 32 Ourense

Language: ES Spanish

Nationality: ES Spanish Gender: Male

Official document: ID: 48000000000000000000000000000000

Information GHA

No results were found. Create new GHA client?

☐ Search by Membership Number

Create

Loyalty cards

Create new card GHA Dashboard

ESBA.DIAGO NH Diagonal Center ***

Holder: 0016295170 GARCIA LOISA, ALEJANDRO MANUEL

GHA ID: 306173596

Card number	Program	Subprogram	Category	Channel	Subchannel	Synchronized	Inactivity	Internal number	Creation Date	Cre
8844270480	NH_DISCOVERY		SILVER	HOTEL	CHECK_IN	✓			10.05.2022	14

The member creation is immediate as you can see in the screenshot below, we get the Membership number ID and tier, the rest of fields will be synchronized later.

WELCOME TO GHA DISCOVERY DASHBOARD

It's the new version of the HCP where the brands and hotels can search and access GHA DISCOVERY member information

MEMBER SEARCH

MEMBER # E-MAIL ADDRESS FIRST NAME LAST NAME CITY COUNTRY

Member # E-mail First Name GARCIA LOISA City Country

SEARCH RESULTS

ENROLL A MEMBER

LAST NAME, FIRST NAME	ADDRESS	E-MAIL ADDRESS	MEMBER # / LEVEL	ENROLLMENT DATE	ENROLLMENT CODE
Garcia Loisa, Alejandro Manuel	OURENSE, 32, ES 32002		8844270480 SILVER	10-MAY-2022	NHESBADIAG

5.1. Registration Form (GDPR)


Remember that the client must sign the T&C of the program, either in the Registration Form or in the DISCOVERY Brochure to grant consent to the accommodation contract and accept the use of data protection.

They must also check YES/NO to accept receiving commercial communications and promotions from NH Hotel Group and MINOR hotels and this document must be kept for as long as the law of each country determines, in compliance with the GDPR.

Regarding the DISCOVERY program, if the client signs the corresponding T&C in the DISCOVERY program, the Front Office team needs to insert the mandatory email address in the SAP ID, enrol the guest in the loyalty program and click "YES" in the loyalty clauses since they are consenting to receive the corresponding brand communications.

In cases where the Registration Form is automatically scanned, the corresponding clauses will be automatically marked.

If the Registration Form cannot be scanned, the Front Office team must manually tick the appropriate boxes as marked by the client:

 **GDPR**

GDPR

Change Document

Client: 0021916569 **Guest**
Name: TEST TESTA **Tax Number 1:** 29051957TE
Phone Number: 34132503
E-mail Address: s.mulders@nh-hotel.com

Consent Type	Question	Yes	No
Marketing Consents	1.I consent to receive personalised marketing communications by any means, including electronic, from NH HOTEL GROUP, S.A. and	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	2.I consent to receive personalised marketing communications about services from NH Group Partners, on behalf of NH Hotel Group,	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	6.I would like to receive personalized promotions and special offers via email from Minor Hotel Group Limited and NH Hotel Group	<input type="checkbox"/>	<input type="checkbox"/>
Loyalty Consents	3.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, of my points balance and	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loyalty Consents	4.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, services offered by our NH	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loyalty Consents	5.By enrolling as GHA DISCOVERY Member, I agree to the GHA DISCOVERY Programme Terms & Conditions. For more information about	<input type="checkbox"/>	<input type="checkbox"/>

Marketing consents (accommodation clauses) activated and managed by brand:

- N. 1 + 2: NH Hotel Group (NH, NHC & nhov) and partners
- N. 6: MINOR Hotel Group (Anantara, Tivoli & AVANI)

Loyalty consents (DISCOVERY program) activated and managed by brand:

- N. 3 + 4: NH Hotel Group (NH, NHC & nhov) and partners
- N. 5: MINOR Hotel Group (Anantara, Tivoli & AVANI)

The consents activated to be managed in each hotel will be in white, the rest will remain deactivated, no changes allowed (for example, NH vs. Tivoli).

Finally, if customers do not have a reservation but is at the hotel and wants to join the DISCOVERY program, they can do it in the ways mentioned before:

- Registration Form and brochure (preferred channels for enrolment since these enrolments will be assigned directly to the hotel).
- Brand website or GHA website.

5.2. View credit cards & No-Show status in OCM

OCM (Opera Channel Manager) is the hotel management platform that GHA uses to integrate reservations made through <https://www.ghadiscovery.com/> into TMSforHotels.

GHA is not PCI compliant, so credit card information will NOT travel to our secure TMS PCI Bubble. In the following link you can find the procedure on how to consult this data:

[DISCOVERY GHA reservations and OCM management](#)

Credit card data can only be consulted in the following cases:

- The reservation must be guaranteed due to BOD or high occupancy.
- It is a prepaid rate with T&C of CXL_100%.
- We need to make a No-Show charge.

IMPORTANT

This consultation process should be carried out only in these cases when the client is not present at the hotel. If the client is at the Front Desk, we must obligatorily request the physical credit card for payment.

How to proceed with no-show reservations?

Once you have saved the credit card information in TMS, go to the main RESERVATIONS search screen in OCM and cancel the reservation:

The screenshot shows the OPERA Information System [Version 5.5.0.26] interface. The main window is titled "Reservations" and contains a search form with fields for Property, Conf. No., Name, Alt Id, Rec. Locator, Cancel No., Arrival From, Arrival To, Channel, Chain, and Status. The "Arrival From" and "Arrival To" fields are highlighted with a red box. Below the search form is a table of reservations with columns: Property, Conf No, Guest Name, Arrival, Departure, Status, Rate Code, Room Type, Travel/Source, and Group/Company. The table contains three rows of data. To the right of the table is a sidebar with buttons: Details, Deliver H..., Changes, Comments, Cancel, and Synchroni... The "Cancel" button is highlighted with a red box.

Below the main window are two smaller dialog boxes. The first dialog box is titled "Cancellation" and shows a list of cancellation reasons. The second dialog box is also titled "Cancellation" and shows a form for entering a reason and description for cancellation.

To do this, highlight the relevant record and select the Cancel button on the right. Then select a reason and enter a description (free text) and click OK to confirm cancellation.

You have **up to 48 hours after the check-out date to cancel your no-show reservation at OCM**. If this process is not done, the hotel will have to pay the **reservation fees (2 USD per booking)**.

OCM works like any other OTA (such as Booking.com, Expedia...), so in case of receiving any cancellation request by phone, we should ask the members to do it themselves at the GHA website directly.

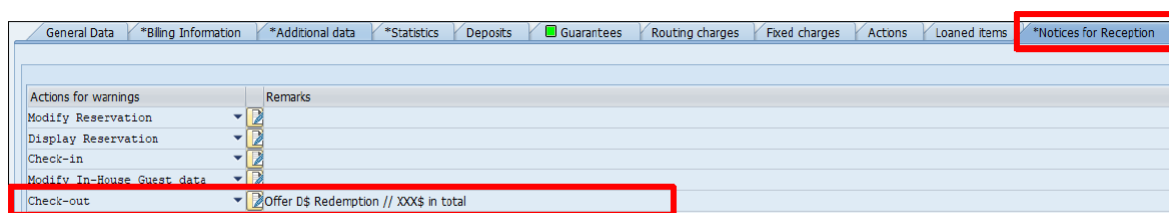
5.3. Pre-check-out

It is recommended to carry out this task ahead (during the night shift, for example, once all the daily customers ID have been collected). This will streamline and help redemption process at the check-out.

We recommend you identify the guests with departure the next day who meet the conditions to redeem their D\$. By doing so, the Check Out process will be faster.

Remember that to qualify for redeeming their D\$, the guest must have a minimum of 10D\$ accrued.

Once the reservation is identified as redeemable, we can insert a message in the tab "*Notices for Reception*" with the D\$ accrued to facilitate this action at the check-out. This way, we make sure that when we offer the redemption to the client, we have previously checked that this action is possible.



6. Redemption process on Check-out

The redemption process and check-out include how to identify the type of booking and the linked benefits and eligibility.

These are the earning percentages over the total net eligible spend of the stays, according to each category:



Membership Tiers	SILVER	GOLD	PLATINUM	TITANIUM	RED (Unpublished) (by invitation VIP)
Earn D\$ on Eligible Spend	4%	5%	6%	7%	7%
D\$ Expiration (months)	6	18	24	24	24

1 D\$ = 1 USD

% earning D\$: net eligible spending.

Minimum earning of D\$ 5 per stay.

D\$ redemption: discount on eligible net spent at Check-Out.

Minimum redemption from D\$ 10

The earning will be reflected in the DISCOVERY Dashboard DISCOVERY Dollars Balance (D\$) automatically between 2-5 days after departure. Therefore, the client should be informed that the amount of D\$ can be seen in their profile approximately 48 hours after the Check Out date.

Regardless the amount of the final invoice, the guest will always earn a minimum of 5 D\$ per eligible stay.

6.1. Particularities of the eligibility logic

The logic of eligibility would be like that of NHR programme, with these particularities:

1) There will be no mixed eligibility:

- if the redemption is allowed, consequently the accrual will be also allowed. There will be no cases where only one of the processes is allowed.
- if the reservation is eligible, it will be for room and extra concepts and vice versa. The limited method as we had in NH Rewards will not be used any more.

E.g.: If the reservation is not eligible, the client will not be able to pay the extras with D\$

Loyalty reservation billing data

Payment with points Cancel redemption

ESBA.DIAGO NH Diagonal Center ***

Reservation 85684427 Room 111 Main Cust. BOOKING.COM B.V.-1000211361 Arrival date 23.05.2022

Type STDBL Main Custom. PLATINUM 1, TEST Depart. date 24.05.2022

Reservation state Folio holder PAX AD 2 JU 0 CH 0 BB 0

Redeemable	Status	Date	Folio	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
		23.05.2022	2ROOM	Room		1	590,00	590,00	0,00	<input checked="" type="checkbox"/>	EUR	590,00	590,00	0,00	EUR	23.05.2022
		23.05.2022	2BB	Bed & Breakfast		1	14,91	14,91	0,00	<input checked="" type="checkbox"/>	EUR	14,91	14,91	0,00	EUR	23.05.2022
		23.05.2022	2BB	Bed & Breakfast		1	14,91	14,91	0,00	<input checked="" type="checkbox"/>	EUR	14,91	14,91	0,00	EUR	23.05.2022
		23.05.2022	2MINB	Minibar Beverage		1	5,50	5,50	0,00	<input checked="" type="checkbox"/>	EUR	5,50	5,50	0,00	EUR	23.05.2022

Client's balance : 111 Amount Billed 0,00 Currency EUR

Maximum Discovery \$ to redeem 0 Amount Pending 568,46 ☐ Tax included

Total due 568,46

2) In the case of having a reservation with several rooms, there will be a **maximum of 2 eligible rooms per person** for accrual process (the 2 rooms with highest net eligible amount). There is **no limit for redemption** process.

3) DISCOVERY Members will get D\$ if they are informed in the Main Guest field of the reservation as 1st occupant.

4) If the guest pays, for example, 50% of her/his eligible stay with D\$ and the rest with cash, this member will earn points only for the amount paid with cash (not those paid by D\$).

To know if a client is going to earn D\$ for their stay, the first step is to check is if the stay is eligible or not.

To find out if a reservation is eligible to earn/redeem DISCOVERY \$, there is a **MANDATORY CONDITION: ELIGIBLE STAY + ELIGIBLE CONCEPTS** (for members to earn and redeem D\$ in their invoice, both the **reservation** and the **concepts** in the folio must be eligible).

Summary of Eligible Stay + Eligible Concepts:

RESERVATION ELIGIBILITY (main cases): Main client, Segment, Subsegment and Rates

- BAR + Public rates
- Negotiated corporate rates
- Business Groups
- Meeting & Conference } (Paid by member)
- Leisure Groups
- Friends & Family rates
- Employee rates: Fix & Dynamic

- OTAs (except HRS)
- Airline employee rates / Crew rates
- Travel agent rates
- Tour series rates, charters
- Complimentary

SPEND ELIGIBILITY (main cases): Concepts / Payment methods

- Room: room & meal plan, upselling, early check-in, late check-out, extra bed/cot
- Non room (eligible outlets): parking, laundry, minibar, room service
- F&B (non-outsourced): restaurants, cafes, bars, packages - except Banquet, catering, events, Nightclubs
- Golf & Spa: fees
- Live Local

- City taxes, tips, commissions, discounts, deposits, no show, cancellation fees
- F&B Banqueting (banquet, catering, nightclub)
- Audiovisual and Function Room Rent
- Outsourced services, transfers
- Golf & Spa: membership, coaching, training fees, retail product
- Payment methods: gift cards, vouchers, invitation, D\$ Redeemed

All eligibility criteria are available in the [“DISCOVERY Eligibility Logic D\\$ Earning and Redemption”](#) document that we have already mentioned, which will be automatically displayed in the “REDEEM” button in the folios of the reservation.

	Main Client	Rate Segment	Hotel Services
ELIGIBLE	GHA WEB Companies (ID: 2XXXXXXX) Only HRS OTA Other eligible external channels (check in OTAs & Wholesalers list sheet)	TRANSIENT DISCOUNTED TRANSIENT FIT & TTOO TRANSIENT CORPORATE CONTRACTED TRANSIENT PROGRAMS (only Employee Rates) LEISURE GROUP BGR*** MECO***	Non Room, parking, laundry (in Eligible Outlets) Room package (BB), Breakfast, Minibar, Room Service Food & Beverage (“F&B”) - except Banquet, catering, events, Nightclubs Live Local Spa - except retail products, Membership fees Golf & Sports - except retail products, Membership fees, training fees
NON ELIGIBLE	OTAs Bed Banks and other intermediaries Tourseries or charters	TRANSIENT PROGRAMS (except Employee Rates) COMPLIMENTARY OTHERS CREW	Taxes, tips and fees Gift Cards and vouchers or DISCOVERY Dollar Redeemed Complimentary Other Hotel Services



*** BGR, MECO only eligible if is paid by customer. Companies OR travel agencies not eligible
 - OTAs are excluded except for 1st stay, as a welcome gift, if there is enrollment
 - For Opagues rates, the client will not see an exact % of their D\$ value according to their tier. But the clients will has a surprise % for theirs reservation

Earning Rules	A stay in the hotel is mandatory and applies to main guest Public Rates: % (by TIER) of net revenue spend in the folio No Public Rates Minimum 5D\$ per reservation Long stay up to 30 nights
Redemption Rules	Minimum 10D\$ per reservation Taxes, tips are excluded D\$1= USD1 (rounded down without decimals)

►	Description	0 Summary	Eligibility Rules	Segment-Subsegment List	Excluded OTA's List	Concepts List	Non-eligible Concepts	Excluded Payment Methods List	Hotels
---	-------------	-----------	--------------------------	-------------------------	---------------------	---------------	-----------------------	-------------------------------	--------

All bookings made through main client of: MINOR / NH Direct Channels, GHA WEB, companies (ID: 2XXXXXXX) and other eligible external channels (check in OTAs & Wholesalers list sheet) will be eligible reservations.

In case of OTAs, only those reservations with HRS as Main Client will be eligible. Rest of them made through the other OTAs will be excluded from the program unless it is the member's first booking after the enrolment as then it will be always eligible.

All reservations coming from any of these agencies will be non eligible reservations by default.
 The rest of agencies not mentioned below will be eligible.

OTA's & Wholesalers - NON ELIGIBLE "X"	
Code	Main Client Name
1100005252	AGODA
1019386086	AGODA
1100019586	AIRBNB
1100035532	AIRBNB UK LIMITED
1022809907	ALKATRAZ EVASIONI BY TRADEVENT TO S
1003796930	AMEROPA REISEN GMBH
2200768322	ARISTOEVASION LDA
1013655649	ATRAPALO
2200672626	AU DELA EVASION
1000211361	BOOKING.COM B.V.
1016890085	BORDEAUX EVASION VOYAGES
2200461402	BOXER EVASION LOISIRS
1000078333	BRAVOFLY RUMBO GROUP - RED UNIVERSA
1026546561	BYHOURS TRAVEL SL
2200093662	CAISSA TOURISTIC
2200244674	CAISSA TOURISTIC (GROUP) AG
1003633012	CAISSA TOURISTIC (GROUP) AG
2200128208	CFL EVASION
1018039227	CFL EVASION SA
1016621304	CHEAPTICKETS BUSINESS
1000063305	CLUB C E EVASION S.L.
1022193537	CLUB EVASIONS

OTA's & Wholesalers Non eligible - NON CREATED IN TMS	
-	Travelcube Pacific Pty, Ltd
-	Fliggy
-	Meituan
-	Rakuten
-	Traveloka
-	Makemytrip/Goibibo
-	Zhiketong
-	Travel Rooms
-	Tiket.com
-	Goibibo (MakemyTrip)
-	Hotelscombined
-	asia-hotels.com - ORBITZ GROUP
-	Trip - ORBITZ GROUP
-	Mogul Ski
-	Bonotel
-	away.com
-	Advantos Brazil Operadora de Turismo Ltda
-	Hua Min
-	Shenzhen JL
-	Dida travel
-	Hong kong Jielv
-	CN Booking
-	HK Convergent

►	Description	0 Summary	Eligibility Rules	Segment-Subsegment List	Excluded OTA's List	Concepts
---	-------------	-----------	-------------------	-------------------------	----------------------------	----------

If needed, you can check the sheet "Segment-Subsegment List", filter the corresponding segment and subsegment code of the reservation to know if the reservation is eligible or not.

All outlets outsourced (non-NH property) will be non-eligible outlets by default so they will not allow redemption or accrual of DISCOVERY \$.

In order to check if a reservation will allow the accrual and redemption with Discovery \$, please, filter the corresponding segment and subsegment in this table.

"√" ELIGIBLE BOOKING: Allow the redemption or accrual of Discovery \$ for the room concepts and extras.

"X" NON ELIGIBLE BOOKING: Not allow the redemption or accrual of Discovery \$ neither for room concepts nor extras.

SEGMENT AND SUBSEGMENT					
Reservations through an eligible OTA					
▼ Segment ▼	Segment Description	▼ Subsegment ▼	▼ Subsegment Description ▼	▼ Eligibility ▼	GHA MARKET CODE ▼
BUGR	BUSINESS GROUPS	BGRRO	ROOM ONLY	✓ / X	ADH / SNR
BUGR	BUSINESS GROUPS	CONV	CITY WIDE CONVENTION (ROOM ONLY)	✓ / X	CEX / SNR
BUGR	BUSINESS GROUPS	CTRO	CONTRACTED GROUPS ROOM ONLY	✓ / X	GPR / SNR
BUGR	BUSINESS GROUPS	SPORT	SPORT GROUPS	X	SNR
COMP	COMPLIMENTARY	COMP	COMPLIMENTARY	X	COM
COMP	COMPLIMENTARY	HOUS	HOUSE USE	X	HSE
CORP	TRANSIENT CORPORATE CONTRACTED	CONS	CONSORTIA	✓	CTA
CORP	TRANSIENT CORPORATE CONTRACTED	CORP	CORPORATE LRA & NON LRA	✓	CCR
CORP	TRANSIENT CORPORATE CONTRACTED	DNCO	DYNAMIC CORPORATE	✓	TRA
CORP	TRANSIENT CORPORATE CONTRACTED	GOVE	PUBLIC GOVERNMENT RATE	✓	GVT
CORP	TRANSIENT CORPORATE CONTRACTED	PROM	CORPORATE PROMOTIONS	✓	CPR
CREW	CREW	CREW	CREW	X	AIC
CREW	CREW	EXEC	EXECUTIVE AIRLINES	X	AIC

▶

Description

0 Summary

Eligibility Rules

Segment-Subsegment List

Excluded OTA's List

Concepts List

Concept&Acc

If the reservation is an eligible booking (Main Client + Segment), check if the concepts are also an eligible spend or not by filtering in the sheet "Concepts List".

After verifying the eligibility in the Segment-Subsegment sheet, filter here which concepts are eligible or non-eligible in order to know if the redemption or accrual of Discovery \$ are allowed.

Bear in mind that all concepts invoiced through an outlet outsourced (non eligible outlet) will not allow redemption or accrual of Discovery \$.

"√" ELIGIBLE SPEND: Allow the redemption or accrual of Discovery \$ neither for room concepts nor extras.

"X" NON ELIGIBLE SPEND: Not allow the redemption or accrual of Discovery \$ for room concepts and extras.

CONCEPTS					
Code	Description	From Eligible Outlet		From Non Eligible Outlet	
		Eligibility	Mapping Stay Record	Eligibility	Mapping Stay Record
2PAX	Room discount 2nd pax	√	Room Revenue	-	-
3PAX	Room discount 3rd pax	√	Room Revenue	-	-
4PAX	Room discount 4th pax	√	Room Revenue	-	-
5PAX	Room discount 5th pax	√	Room Revenue	-	-
6PAX	Room discount 6th pax	√	Room Revenue	-	-
7PAX	Room Discount 7 Pax	√	Room Revenue	-	-
AI	All Inclusive	√	Room Revenue	-	-
ALIB	All Inclusive Beverage	√	F&B Revenue	X	Non eligible F&B Revenue
ALIF	All Inclusive Food	√	F&B Revenue	X	Non eligible F&B Revenue
AUDV	Audiovisual Services	X	Non eligible Miscellaneous Revenue	X	Non eligible Miscellaneous Revenue
<div> Description 0 Summary Eligibility Rules Segment-Subsegment List Excluded OTA's List Concepts List Concept&Account List Eligib ... </div>					

In the sheet "Payment Method List ", you can consult all payment methods excluded.

All reservations fully paid with a non-eligible payment method (e.g., GIFT CARD, INVITATION...) do not allow the redemption or accrual of DISCOVERY Dollars by default. If it is a partial payment, it will be considered as non-eligible the corresponding amount.

Bear in mind that all concepts invoiced through an outlet outsourced (non-eligible outlet) will not allow redemption or accrual of DISCOVERY \$.

To request a modification on the parametrization for the hotel outlet, please open a JIRA ticket.

All reservations fully paid with a non-eligible payment method will be non eligible by default.
If it is a partial payment, it will be considered as non-eligible the corresponding amount.

PAYMENT METHODS	
Payment Method Description	Eligibility
GIFT VOUCHER (REDEEM)	X
GIFT VOUCHER (REDEEM)	X
IIBB RIO NEGRO	X
INVIT	X
INVITACIÓN	X
INVITACIÓN COMERCIAL	X
INVITATION	X
LOCAL EXPERIENCES GH	X
NH GIFT CARD	X
ONLINE VOUCHER (NET AFF.)	X
PURO BEACH PAYMENT	X
RETENCION 20% SOBRE IVA	X
RETENCION DE IVA	X
RETENCIÓN GANANCIAS CLIENTES OUTPUT	X
RETENCIÓN IIBB CABA OUTPUT	X
RETENCIÓN IIBB CORDILLERA OUTPUT	X
RETENCIÓN IIBB MENDOZA OUTPUT	X
RETENCIÓN IIBB PBA OUTPUT	X
RETENCION ISLR	X
RETENCIÓN IVA CLIENTES OUTPUT	X

[Description](#) |
 [Summary](#) |
 [Excluded OTA's & Wholesalers](#) |
 [Segment-Subsegment List](#) |
 [Concepts List](#) |
 [Excluded Payment Methods List](#)

6.2. Redemption process

This eligibility is automatically informed in the TMS reservation through the **"REDEEM"** button in the folios.

As you can see the screenshot below, the accommodation concepts are eligible, but the city taxes are not.

ESBA.DIAGO. Process folio 1

Folio 1 | Folio 2 | Folio 3 | Folio 4 | All folios | Current date | Charges until today | Cancelled Revenue

Reservation: 85663076 | Status: Confirmed | Arrival: 18.05.2022 | Departure: 19.05.2022 | Upgrade: Room 105 | Main Client: PLATINUM 1, TEST | Main Guest: PLATINUM 1, TEST | Type: STDDBL | Standard Double | GST: AD 1 | JU 0 | CH 0 | BB 0

FOLIOS: F1 575,37 EUR | F3 0,00 EUR | PLATINUM 1, TEST-0062857379 | PLATINUM 1, TEST-0062857379

Loyalty reservation billing data

Payment with points | Cancel redemption

Reservation	Room	Main Cust.	Main Custom.	Folio holder	Arrival date	Depart. date
ESBA.DIAGO NH Diagonal Center ***	105			PLATINUM 1, TEST	18.05.2022	19.05.2022

Reservation state: Confirmed

Redeemable	Status	Date	Folio	Concept	Description	Qty	Price	Amount	Discount	Tax inc	Curr.	HR price	RC amount	HR discount	HR ...	Service date
	OK	18.05.2022	188	ROOM	Room	1	560,49	560,49	0,00	✓	EUR	560,49	560,49	0,00	EUR	18.05.2022
	OK	18.05.2022	188	Bed & Breakfast	Bed & Breakfast	1	14,16	14,16	0,00	✓	EUR	14,16	14,16	0,00	EUR	18.05.2022
	OK	18.05.2022	1TTAX	Turistic Tax	Turistic Tax	1	0,72	0,72	0,00	✓	EUR	0,72	0,72	0,00	EUR	18.05.2022

Client's balance: 248 Amount Billed 0,00 Currency: EUR
Maximum Discovery \$ to redeem: 248 Amount Pending 575,37 Tax included 523,06 Total due 523,06

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax	Remarks
Amount Billed	0,00	0,00	0,00	0,00	0,00	0,00	
Amount Pending	0,00	0,00	523,06	575,37	523,06	575,37	
Pending Reservati	0,00	0,00	523,06	575,37	523,06	575,37	

MYGHA REDEEM

Once we know that the reservation is eligible and that the client is identified in the reservation, we will carry out the redemption process of D\$ at check-out:

1. Check that all concepts have correctly been charged in the Folio.
2. Select the folio where the eligible items that the customer wants to redeem with their D\$ are (net eligible amount).
3. Check the D\$ that the client has in his/her profile by clicking on the **REDEEM** button:

ESBA.DIAGO. Process folio 1

Folio 1 | Folio 2 | Folio 3 | Folio 4 | All folios | Current date | Charges until today | Cancelled Revenue

Reservation: 85683076 | Status: Confirmed | Arrival: 18.05.2022 | Departure: 19.05.2022

Main Client: PLATINUM 1, TEST | Voucher: | Upgrade: Room 105

Main guest: PLATINUM 1, TEST | Type: STDOBL | Standard Double | GST: AD 1 JU 0 CH 0 BB 0

FOLIOS: F1 575,37 EUR | F3 0,00 EUR | PLATINUM 1, TEST-0062857379

Loyalty reservation billing data

Payment with points | Cancel redemption

Redeemable	Status	Date	Folio	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
18.05.2022	18.05.2022	18.05.2022	18.05.2022	18.05.2022	18.05.2022	1	12,87	0,00	0,00	EUR	12,87	0,00	EUR	18.05.2022	18.05.2022	
18.05.2022	18.05.2022	18.05.2022	18.05.2022	18.05.2022	18.05.2022	1	509,54	0,00	0,00	EUR	509,54	0,00	EUR	18.05.2022	18.05.2022	
18.05.2022	18.05.2022	18.05.2022	18.05.2022	18.05.2022	18.05.2022	1	0,65	0,00	0,00	EUR	0,65	0,00	EUR	18.05.2022	18.05.2022	

Client's balance : 248 Amount Billed 0,00 Currency EUR

Maximum Discovery \$ to redeem 248 Amount Pending 523,06 Tax included 523,06

Amount Billed | Credit no tax. | Credit with tax. | Cash no tax. | Cash with tax. | Total no tax. | Total with tax. | Remarks

Amount Pending | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |

Pending Reservat | 0,00 | 0,00 | 523,06 | 575,37 | 523,06 | 575,37 |

MYGHA REDEEM

The system will verify that the client has more than 10D\$ and that he/she can pay part of the bill with D\$, we will press the **"Payment with points"** button and the maximum of D\$ that can be used for this stay will appear filled by default.

You must confirm with the client the D\$ he/she wants to use, fill manually the number of D\$ to redeem and click on the green check button to finish the process.

Loyalty reservation billing data

Payment with points | Cancel redemption

ESBA.DIAGO NH Diagonal Center ***

Reservation: 85682568 | Room: 111 | Main Cust.: GUEST, DIRECT-0000001000 | Arrival date: 13.05.2022

Main Customer: PLATINUM 1, TEST | Type: STDOBL | Departure date: 14.05.2022

Reservation state: Folio holder: PAX AD 1 JU 0 CH 0 BB 0

Redeemable	Status	Date	Folio	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
13.05.2022	13.05.2022	13.05.2022	13.05.2022	13.05.2022	13.05.2022	1	55,00	55,00	0,00	EUR	55,00	55,00	0,00	EUR	13.05.2022	
13.05.2022	13.05.2022	13.05.2022	13.05.2022	13.05.2022	13.05.2022	1	0,72	0,72	0,00	EUR	0,72	0,72	0,00	EUR	13.05.2022	

Introduce amount charge

Discovery \$ EUR

Client's balance : 49 Amount Billed 0,00 Currency EUR

Maximum Discovery \$ to redeem 49 Amount Pending 50,65 Tax included 50,65

Minimum Discovery \$ to redeem 10 8,43

Exchange rate: 1,19

49 D\$ 41,30 EUR

Client's balance : 49 Amount Billed 0,00 Currency EUR

Maximum Discovery \$ to redeem 49 Amount Pending 50,65 Tax included 50,65

Total due 50,65

When a discount is applied, it will appear in the RESERVATION STATE (Loyalty reservation billing data), and you must click the back button to return to the FOLIOS and continue with the normal billing process.

The program automatically calculates the redemption of D\$ from the lowest to the highest VAT %.

The currency exchange rate will be calculated daily according to GHA currency exchange sent daily to TMS (except weekends).

Loyalty reservation billing data

Payment with points Cancel redemption

ESBA.DIAGO NH Diagonal Center ***

Reservation 85684427 Room 111 Main Cust. GUEST, DIRECT-0000001000 Arrival date 23.05.2022

Type STDBL Main Custom. PLATINUM 1, TEST Depart. date 24.05.2022

Reservation state Folo holder PAX AD 2 JU 0 CH 0 BB 0

Redeemable	Status	Date	Folo	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
		23.05.2022		1ROOM	Room	1	590,00	590,00	0,00		EUR	590,00	590,00	0,00		23.05.2022
		23.05.2022		1BB	Bed & Breakfast	1	14,91	14,91	0,00		EUR	14,91	14,91	0,00		23.05.2022
		23.05.2022		1BB	Bed & Breakfast	1	14,91	14,91	0,00		EUR	14,91	14,91	0,00		23.05.2022
		23.05.2022		1TTAX	Turistic Tax	1	0,72	0,72	0,00		EUR	0,72	0,72	0,00		23.05.2022
		23.05.2022		1TTAX	Turistic Tax	1	0,72	0,72	0,00		EUR	0,72	0,72	0,00		23.05.2022
		23.05.2022		1GHADSC	Discovery Discount..	1-	8,43	8,43-	0,00		EUR	8,43	8,43-	0,00		23.05.2022

Client's balance : 101 Amount Billed 0,00

Maximum Discovery \$ to redeem 101 Amount Pending 557,10

Total due 557,10

FOLIOS: F1 612,81 EUR PLATINUM 1, TEST-0062857379 F2

(tax incl.) F3 0,00 EUR PLATINUM 1, TEST-0062857379 F4

Arrangement code

Ep	Status	Invoice number	Reissue date	Folo	Concept identifier	Quantity	Description	Price	Disc. (net)	Amount	Tax
			23.05.2022	1	BB	1	Alojamiento y desa.	13,55	0,00	13,55	
			23.05.2022	1	BB	1	Alojamiento y desa.	13,55	0,00	13,55	
			23.05.2022	1	GHADSC	1-	Discovery Discount..	7,66	0,00	7,66-	
			23.05.2022	1	ROOM	1	Habitación	536,36	0,00	536,36	
			23.05.2022	1	TTAX	1	Tasa turística	0,65	0,00	0,65	
			23.05.2022	1	TTAX	1	Tasa turística	0,65	0,00	0,65	
										557,10	
										557,10	

Here is an example of how the discount appears on the invoice with a PARTIAL REDEMPTION:

Datos fiscales

AF827H727
TEST PLATINUM 1
NO EXISTE
00000
TEST PLATINUM - Afganistán
Party 62857379
Reserva 0085684427
Prog. Fidelización: 8470371002 GHA DISCOVERY
Factura proforma

Datos postales

TEST PLATINUM 1
NO EXISTE
00000
TEST PLATINUM - Afganistán

N° Proforma	Fecha	Habitación	PAX	Nombre	Fecha IN	Fecha OUT	Página
1034000098	23.05.2022	111	2	PLATINUM 1, TEST	23.05.2022	24.05.2022	1/1

Fecha	Cant.	Servicio	%IVA	Base	Cuota	Total	Saldo
23.05.2022	1	Alojamiento y desayuno Standard Double	10%	563,46	56,35	619,81	619,81
23.05.2022	2	Tasa turística	10%	1,30	0,13	1,43	621,24
23.05.2022	1	Parking	10%	10,00	1,00	11,00	632,24
23.05.2022	1	Discovery Discount	10%	-7,66	-0,77	-8,43	623,81
24.05.2022		Spa	10%21%	32,72	5,08	37,80	661,61

	%IVA	Base	Cuota	Total
IVA	10%	583,46	58,35	641,81
IVA	21%	16,36	3,44	19,80
Total		599,82	61,79	661,61 EUR

Remind that in the case of a TOTAL REDEMPTION there will always be some amount since VAT, CTAX and/or TIPS always must be paid by the guest, cannot be redeemed.

6.3. Redemption in multicurrency scenario

For those hotels with a multicurrency scenario, they can find 2 scenarios:

First one, when the reservation was commercialized in USD, the window will display one column for USD and another one for D\$.

Loyalty reservation billing data

Payment with points | Cancel redemption

MXSLSNLPT NH San Luis Potosi *****

Reservation 85672003 Room 0203 Main Cust. VIAJES EL CORTE INGLES SA-100006154 Arrival date 27.12.2021

Type STDBL Main Custom. PLATINUM 1, TEST Depart. date 29.12.2021

Reservation state Folio holder PAX AD 1 JU 0 CH 0 BB 0

Redeemable	Status	Date	Folio	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
		27.12.2021	2ROOM	HABITACIÓN		1	174,00	174,00	22,50	✓	USD	174,00	174,00	22,50	USD	27.12.2021
		27.12.2021	2BB	ALOJAMIENTO Y DESAY.		1	8,00	8,00	1,04	✓	USD	8,00	8,00	1,04	USD	27.12.2021
		27.12.2021	2TTAX	CITY TAX 3%		1	4,50	4,50	0,00	✓	USD	4,50	4,50	0,00	USD	27.12.2021
		28.12.2021	2ROOM	HABITACIÓN		1	174,00	174,00	22,50	✓	USD	174,00	174,00	22,50	USD	28.12.2021
		28.12.2021	2BB	ALOJAMIENTO Y DESAY.		1	8,00	8,00	1,04	✓	USD	8,00	8,00	1,04	USD	28.12.2021
		28.12.2021	2TTAX	CITY TAX 3%		1	4,50	4,50	0,00	✓	USD	4,50	4,50	0,00	USD	28.12.2021

Client's balance : 49 Amount Billed 0,00 Currency USD Exchange rate: 1,00

Maximum Discovery \$ to redeem 49 Amount Pending 322,80 Tax included

Minimum Discovery \$ to redeem 10 Total due 322,80

Introduce amount charge

Discovery \$ USD

Client's balance : 49 49,00

Maximum Discovery \$ to redeem 49 49,00

Minimum Discovery \$ to redeem 10 10,00

Exchange rate: 49 D \$ 49,00 USD

In this second case, the reservation was commercialized in MXN, so the window will display one column for MXN and another one for D\$.

The rest of the redemption process remains the same.

Loyalty reservation billing data

Payment with points | Cancel redemption

MXSLSNLPT NH San Luis Potosi *****

Reservation 85672228 Room 0201 Main Cust. 0000001003 Arrival date 27.12.2021

Type STDBL Main Custom. PLATINUM 1, TEST Depart. date 28.12.2021

Reservation state Folio holder PAX AD 1 JU 0 CH 0 BB 0

Redeemable	Status	Date	Folio	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
		27.12.2021	1ROOM	HABITACIÓN		1	1.431,50	1.431,50	0,00	✓	MXN	1.431,50	1.431,50	0,00	MXN	27.12.2021
		27.12.2021	1RO	SÓLO HABITACIÓN		1	0,00	0,00	0,00	✓	MXN	0,00	0,00	0,00	MXN	27.12.2021
		27.12.2021	1TTAX	CITY TAX 3%		1	37,02	37,02	0,00	✓	MXN	37,02	37,02	0,00	MXN	27.12.2021
		27.12.2021	1GHADSC	DISCOVERY DISCOUNT		1	199,34	199,34	0,00	✓	MXN	199,34	199,34	0,00	MXN	27.12.2021

Client's balance : 49 Amount Billed 0,00 Currency MXN Exchange rate: 0,05

Maximum Discovery \$ to redeem 49 Amount Pending 1.099,23 Tax included

Minimum Discovery \$ to redeem 10 Total due 1.099,23

Introduce amount charge

Discovery \$ MXN

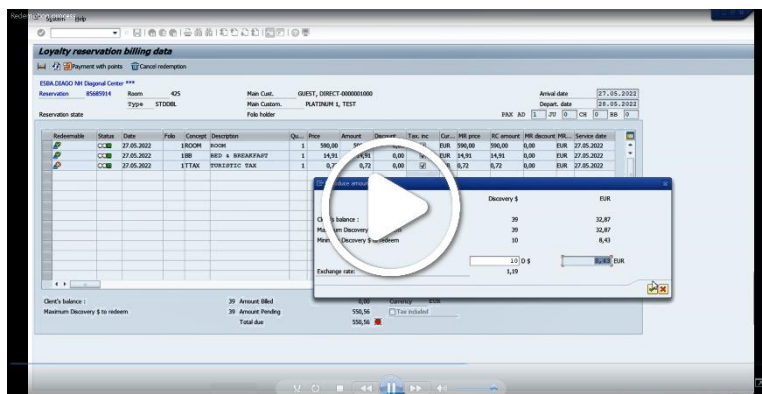
Client's balance : 49 976,78

Maximum Discovery \$ to redeem 49 976,78

Minimum Discovery \$ to redeem 10 199,34

Exchange rate: 49 D \$ 976,78 MXN

6.4. Redemption process video



6.5. Redemption cancelation

If the client changes his/her mind, and does not want to redeem the D\$, the process can be canceled the same day of the redemption, but once the Night Audit has been carried out, and even if the invoice was not issued yet, it is no longer possible from the Front Office. **For this reason, is very important to apply the redemption at check-out to avoid possible changes during the stay.**

To process the cancelation, in the folios, click again on the REDEEM button and all rows of the FOLIO charges appear.

Select the DISCOVERY Discount line and press the **CANCEL REDEMPTION** button above to cancel the redemption process. The row will disappear, then you can click on the back button to return to the FOLIO and continue with the normal billing process.

Loyalty reservation billing data

[Payment with points](#)
[Cancel redemption](#)

ESBA.DIAGO NH Diagonal Center ***
Reservation 85684427 Room 111 Main Cust. GUEST, DIRECT-000001000
Type STDDBL Main Custom. PLATINUM 1, TEST
Reservation state Folio holder

Arrival date 23.05.2022
Depart. date 24.05.2022
PAX AD 2 JU 0 CH 0 BB 0

Redeemable	Status	Date	Folio	Concept	Description	Qu...	Price	Amount	Discount	Tax. inc	Cur...	MR price	RC amount	MR discount	MR...	Service date
		23.05.2022	1	ROOM	Room	1	590,00	590,00	0,00	<input checked="" type="checkbox"/>	EUR	590,00	590,00	0,00	EUR	23.05.2022
		23.05.2022	1	BB	Bed & Breakfast	1	14,91	14,91	0,00	<input checked="" type="checkbox"/>	EUR	14,91	14,91	0,00	EUR	23.05.2022
		23.05.2022	1	BB	Bed & Breakfast	1	14,91	14,91	0,00	<input checked="" type="checkbox"/>	EUR	14,91	14,91	0,00	EUR	23.05.2022
		23.05.2022	1	TTAX	Turistic Tax	1	0,72	0,72	0,00	<input checked="" type="checkbox"/>	EUR	0,72	0,72	0,00	EUR	23.05.2022
		23.05.2022	1	TTAX	Turistic Tax	1	0,72	0,72	0,00	<input checked="" type="checkbox"/>	EUR	0,72	0,72	0,00	EUR	23.05.2022
		23.05.2022	1	GHADSC	Discovery Discount	1	8,43	8,43	0,00	<input checked="" type="checkbox"/>	EUR	8,43	8,43	0,00	EUR	23.05.2022

Client's balance : 101 Amount Billed 0,00 Currency EUR
Maximum Discovery \$ to redeem 101 Amount Pending 557,10 ☐ Tax included
Total due 557,10

The correct and only way to apply the DISCOVERY redemption is from the TMS folios (REDEEM button). Redemption of D\$ on the GHA DISCOVERY Dashboard is NOT ALLOWED under no circumstance (this will generate a discrepancy between TMS and GHA).

The screenshot shows the 'DISCOVERY DOLLARS REDEMPTION' dashboard. At the top right is the 'GHA DISCOVERY' logo. The main heading is 'DISCOVERY DOLLARS REDEMPTION'. Below it, 'DISCOVERY DOLLARS BALANCE' is shown as 'D\$64'. There are input fields for 'DISCOVERY MEMBER INFORMATION' including 'MEMBER LAST NAME: *', 'MEMBER EMAIL:', and 'REDEMPTION DETAILS' including 'HOTEL: *' (with 'NH Collection Madrid Abascal' selected), 'PMS RESERVATION NUMBER: *' (with 'Reservation Number' entered), and 'WINDOW NUMBER:' (with 'N/A' selected). A white modal box with a close button (X) in the top right corner is centered on the screen. The modal contains the text: 'To proceed with the D\$ Redemption, please use SAP TMS.' and an 'OK' button.

If you encounter any error during the redemption process in TMS or in case of a system downtime:

- Charge the guest 100% of the bill by credit card at Front Desk to guarantee the collection until the DISCOVERY Dashboard is up and running again.
- If needed, please move the reservation to a virtual room until you can complete the redemption process:
 - Delete the future price codes to avoid more revenue charges from the real check-out date.
 - Please DO NOT change or delete the original contract, rate or statistics: otherwise, the guest won't receive her/his D\$ after billing.
 - Just in case, change the meal plan to room only = RO to not impact F&B reports.
- Return the corresponding amount once you have been able to deduct their D\$.

7. Invoice correction after night audit

After the Night Audit it is not possible to cancel, move or split the GHA DISCOVERY discount charge.

If you need to modify an invoice after the Night Audit, you must consider the following:

- Modification affects eligible costs (endowment): open a JIRA ticket (SAP Business Suite → SAP TMS → Loyalty → Point Incidence – Basic Points) including the member's name, membership no., TMS reservation number and a copy of the invoice with the correct revenue so that the Customer Care team can proceed accordingly:
 - o Give more D\$.
 - o Discount D\$: they will not remove them from the client's balance, but they will correct it internally so that we do not pay them extra fees.
- Modification affects redemption: if the client requests to change the payment of a redemption, it will not be possible (this information will be included in the T&C of the program just in case of any complain).

If the redemption needs to be modified due to an error on our side, please open a JIRA to analyze the case (SAP Business Suite → SAP TMS → Loyalty → System Functionality – Others).

8. Downtime DISCOVERY system scenario

If a DISCOVERY member wishes to use their D\$ as partial payment of their bill at the time of a system outage, unfortunately the redemption process will not be possible. And, in that case, the receptionist can follow the next steps:

- Explain the guest that the D\$ redemption system is currently and temporarily not working.
- A pre-authorization or a prepayment will be necessary to guarantee the payment until the moment the DISCOVERY Dashboard is up and running.
- **Move the reservation to a virtual room to complete the process when GHA connection was available.**

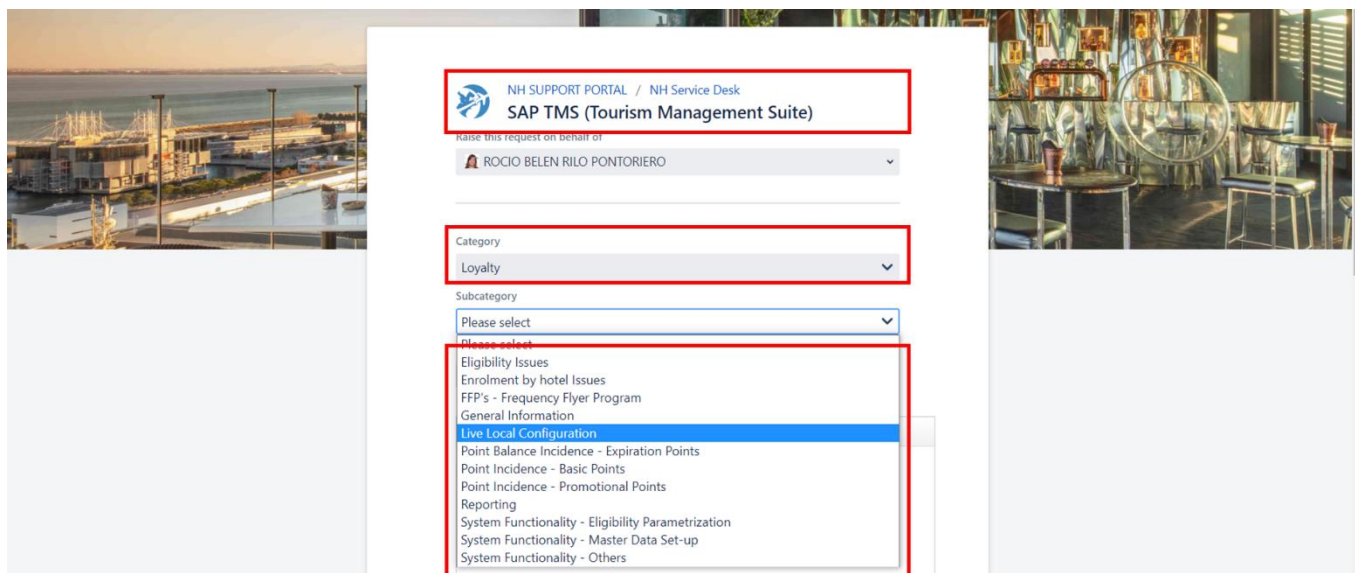
Once the redemption process can be completed, the corresponding amount will be returned to the guest.

- Bear in mind that there will always be an amount corresponding to fees (not eligible spend) that cannot be redeemed with D\$, so with this loyalty program there will always be a partial direct payment from the guest.
- This is feasible since downtime takes place only for a few hours, so the transaction will still be processed the same day, and therefore there should be no delays in guest credit card transactions (cash payment will be not allowed preferably to avoid subsequent bank transfers).

9. Support

If you have any question or doubt, please create a JIRA ticket in the NH Service Desk portal in the corresponding category. Find here the link to the manual including all the use cases: [JIRA DISCOVERY Structure](#)

For example, points incidences, enrolment process issues or live local doubts are included in the SAP TMS category (TMSforLoyalty category is no longer available).



NH SUPPORT PORTAL / NH Service Desk
SAP TMS (Tourism Management Suite)

Raise this request on behalf of
ROCIO BELEN RILO PONTORIERO

Category
Loyalty

Subcategory
Please select

- Eligibility Issues
- Enrolment by hotel Issues
- FFP's - Frequency Flyer Program
- General Information
- Live Local Configuration**
- Point Balance Incidence - Expiration Points
- Point Incidence - Basic Points
- Point Incidence - Promotional Points
- Reporting
- System Functionality - Eligibility Parametrization
- System Functionality - Master Data Set-up
- System Functionality - Others

R2

10. Claims

DISCOVERY members may open claims through their account on ghadiscovery.com or via GHA DISCOVERY mobile app if some error occurs during their stay. This could be due to the following possible scenarios among others:

- During reservation, check-in, stay and check-out, the DISCOVERY member has not been recognized and the membership profile was not linked to the reservation / main guest ID. In this case GHA DISCOVERY is not receiving the stay information.
- The stay of a member is non-eligible, while the member believes that the stay was eligible, and the tier nights should be credited. This may happen if the DISCOVERY member is not aware/informed about tier nights earning eligibility - qualifying rates.

If the member reports any of the incidents mentioned above at the front desk, the Front Office team should ask them to contact the NH DISCOVERY Customer Service via e-mail (nhdiscovery@nh-hotels.com) or we can report it through the NH Support Portal (JIRA).

The hotel must NOT contact the GHA DISCOVERY Customer Care directly, nor use the DISCOVERY Dashboard to open claims. If the Front Office team needs help with D\$ redemption, stays, duplicate cards, card synchronization or any other incident related to the program, they must create a JIRA ticket in the NH Support Portal.

The Hotel Champion of each hotel can view claims in mygha.com only to make sure that they are **not pending for more than 10 days** (unresolved claims beyond that period will be automatically credited regardless of eligible rates or ineligible rates). If they need to request any action on this, they must also ask for it via JIRA.

VIEW CLAIMS

FIND

×

SEARCH

MAKE A CLAIM

+

HOTEL NAME	CLAIM ID	DATE CREATED	STATUS	ARRIVAL DATE	DEPARTURE DATE	MEMBER NUMBER	RESERVATION ID	DAYS OLD	
JA Hatta Fort Hotel	814926	04-SEP-2020	UPDATE	04-AUG-2020	06-AUG-2020	8135305098	56007	9	▶
JA Manafaru	815139	11-SEP-2020	NEW	01-SEP-2020	02-SEP-2020	8564825121	16329929	2	▶
JA Palm Tree Court	815218	13-SEP-2020	NEW	30-JUL-2020	01-AUG-2020	8663077074	55999SC028207	0	▶

HOTEL NAME	CLAIM ID	DATE CREATED	STATUS	ARRIVAL DATE	DEPARTURE DATE	MEMBER NUMBER	RESERVATION ID	CLOSE DATE	
JA Palm Tree Court	815127	10-SEP-2020	RESOLVED	06-AUG-2020	08-AUG-2020	8990422089	2559612		▶
JA Palm Tree Court	815116	09-SEP-2020	RESOLVED	27-AUG-2020	29-AUG-2020	8190211296	2579476		▶