DWP/DFM NEW FO ESCALATION CREDIT CARD DISCREPANCIES PROCESS

FEBRUARY 2023

Summary

1. Roll out scheduled in batched during next months -> [DWP/DFM New FO Escalation Credit Card Discrepancies Timeline Feb23.xlsx](#)

2. New Work Queue to use

3. New WorkFlow Reasons (WFR) – based on different reasons because an item could be escalated as a discrepancy.

FOR YOUR REFERENCE WHEN NEEDED

4. Hotel response and action required - based on WFR, action could be different (see annex)

New Work Queue is "(RtR) Credit Card Open Items"
You are going to find the URN in "My Cases"

New WorkFlow Reasons (WFR) DISCREPANCIES ISSUES

- **Fields highlighted will be filled by SSC *see annex.**

- **WFR is going to be based on the discrepancy issue.**

- **Hotel Response or Classification List (Drop Down) New and mandatory field for HOTEL.**

- *The classification list drop down value of HOTEL will be restricted based on the selected WFR of SSC

New WorkFlow Reasons (WFR) - DISCREPANCIES ISSUES

Based on the above direct assignment of workflow reason the below options will be auto populated in Large Item Description field which can be viewed by the Hotel.
*It will determine the action from your side

1.	**2.**	**3.**	**4.**
(RtR) - Credit Card Discrepancy/// Unpaid invoice (NK)	**(RtR) - Credit Card Discrepancy/// Receipt no invoice (BK)**	**(RtR) - Credit Card Discrepancy/// Refund**	**(RtR) - Credit Card Discrepancy/// Adjustment**
The invoice has no payment yet until now. Please check if the invoice has been charged correctly.	Please check if this charge has been booked in TMS, if not check if the charge is correct, has been corrected or still needs to be corrected.	Please check if this is correct and has been processed in TMS.	A refund case from the past that has been reviewed now because we have received the charge again. Need to generate the invoice again in TMS.

Hotel response based on WFR

Hotel response dropdown will change depending on the workflow reasons with corresponding long item description provided by the SSC as shown below.

Under Line Information:

✓ Choose ID in the dropdown of Hotel Response according to the issue of open item raised then comment will be automatically populated accordingly based on the Handbook.

Ex:

ID # 1, comment will be "Find CC slip related to invoice. Check if the time and amount match the invoice"

*Comment should be the Actions to be taken by the Hotel.

ANNEX 1 : MEANING OF URN FIELDS

Header Information (FIELDS WITH * ARE MANDATORY)

- Document Type **
- Company Code **
- SAP Document Number (Text box)
- Document Date (Date)
- Receipt Date
- Document Number (SAP)

Additional Fields (FIELDS WITH * ARE MANDATORY)

- Business Unit **
- Business Area **
- Priority **
- Local Currency (Text box)
- Amount in Local Currency (Text box)
- Date from/Date to **
- Card Type (Drop Down)
- Invoice Number (Text box)
- Bank Details (Text box) New field
- Based on SAP Text
- Time of Charge (Text box) New field
- Large Item Description
- Direct POC/ACC assignment **
- Direct Assignment WFR **
- Hotel Response or Classification List (Drop Down)

A. (RtR) - Credit Card Discrepancy/// Unpaid invoice (NK)

ID-1 Invoice has been charged correctly

✓ Find CC slip related to invoice. Check if the time and amount match the invoice.

- **ID-2 Receipt is in the discrepancy sheet as well**
  ✓ Find the corresponding line with the matching receipt.

- **ID-3 Invoice is incorrect**

  1. Check if the invoice has been corrected already in the past. If not: Step 2.
  2. Cancel or correct the invoice in TMS

- **ID-4 Invoice amount was incorrect**

  1. Find the credit card slip of the related charge. Check if the time and date corresponds with the invoice.
  2. Make a correction in TMS for the difference between the actual charge and the original invoice.

ANNEX 2 : Hotel Response and Action Required by WFR

A. (RtR) - Credit Card Discrepancy/// Unpaid invoice (NK)

- **ID-1 Invoice has been charged correctly**
  - ✓ Find CC slip related to invoice. Check if the time and amount match the invoice.

- **ID-2 Receipt is in the discrepancy sheet as well**
  - ✓ Find the corresponding line with the matching receipt.

- **ID-3 Invoice is incorrect**

  1. Check if the invoice has been corrected already in the past. If not: Step 2.
  2. Cancel or correct the invoice in TMS

- **ID-4 Invoice amount was incorrect**

  1. Find the credit card slip of the related charge. Check if the time and date corresponds with the invoice.
  2. Make a correction in TMS for the difference between the actual charge and the original invoice.

ANNEX 2 : Hotel Response and Action Required by WFR

B. (RtR) - Credit Card Discrepancy/// Receipt no invoice (BK)

- **ID-1 Receipt is for F&B ticket**
  - ✓Check if the ticket number corresponds with the charge on time and amount.

- **ID-2 Charge has been booked in TMS in the past**
  - ✓Check if this invoice corresponds in amount

- **ID-3 Charge is correct but has not been booked in TMS yet**
  - 1. Check if the invoice has not been booked yet in TMS
  - 2. If not: Book still in TMS
  - 3. Check if the invoice amount is equal to the amount of the receipt

- **ID-4 Charge is incorrect, no original invoice. Refund has been requested in the past**
  - ✓Trace refund details in 3c portal

- **ID-5 Charge was incorrect, no original invoice. Refund needs to be requested**
  - 1.Check if refund has not been requested yet
  - 2.If not: Request the refund still in Adyen or 3C

ANNEX 2 : Hotel Response and Action Required by WFR

C. (RtR) - Credit Card Discrepancy/// Refund

- **ID-1 Refund correct; Correction/Cancellation invoice is already in TMS**
  - ✓ Check if the correction invoice has the same amount as the refund

- **ID-2 Refund correct; Original charge is booked in TMS. Correction/Cancellation is not booked in TMS yet.**
  - ✓ Check if the credit note has not been booked yet
  - ✓ If not: Book the cancellation/credit note in TMS
  - ✓ Check if the correction invoice has the same amount as the refund

- **ID-3 Refund correct; Original charge has not been booked in TMS**
  - ✓ Trace the details of the original charge in 3c portal

- **ID-4 Refund is incorrect**

  1. Check if credit note has been booked in TMS. If so: step 2/3/4
  2. Provide the SSC with the invoice number of the credit note only
  3. Book the invoice again in TMS and charge the credit card again
  4. Inform the guest about the mistake and credit card charge. If not: Step 5.
  5. Trace guest details and credit card details to be charged.
  6. Charge guest through 3c/adyen as manual charge. If charge succeeds step 7/8, If charge does not succeed: step 9/10
  7. Provide SSC the date of charge + screenshot of 3c of the charge
  8. Inform the guest about the charge
  9. Cancel the invoice in TMS
  10. Provide SSC the invoice of the cancellation invoice

ANNEX 2 : Hotel Response and Action Required by WFR

D. (RtR) - Credit Card Discrepancy/// Adjustment

- Receipt for a chargeback that has been debited in the past, but has been won in the final closing

- **ID-1 New invoice booking**

  1. Trace the invoice number of the original charge
  2. Book the revenue again and book the charge in TMS
  3. Check if the amount of the new invoice is equal to the adjustment amount

ANNEX 3
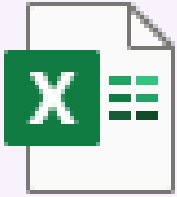
- **DWP (DFM) New FO Escalation Credit Card Discrepancies Handbook Feb23.xlsx**

- **25012023_English BUSE Calls.mp4**

- **25012023_Español BUSE Calls.mp4**

- **26012023_English BUNE Calls.mp4**

Thank You