

END OF DAY REPORTS DIGITALIZATION

PROCESS MANUAL

BUSINESS PROCESSES – OPERATIONS

MARCH 2025

MINOR
HOTELS


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The purpose of this solution

- Reduce Hotel manual tasks with no value added.
 - Sharp reduction of paper consumption.
 - Eliminate paper storage locations in the hotel.
 - Ensure and store the End Of Day (EOD) reports and its approval track (according Legal and Audit deadlines).
- ▲



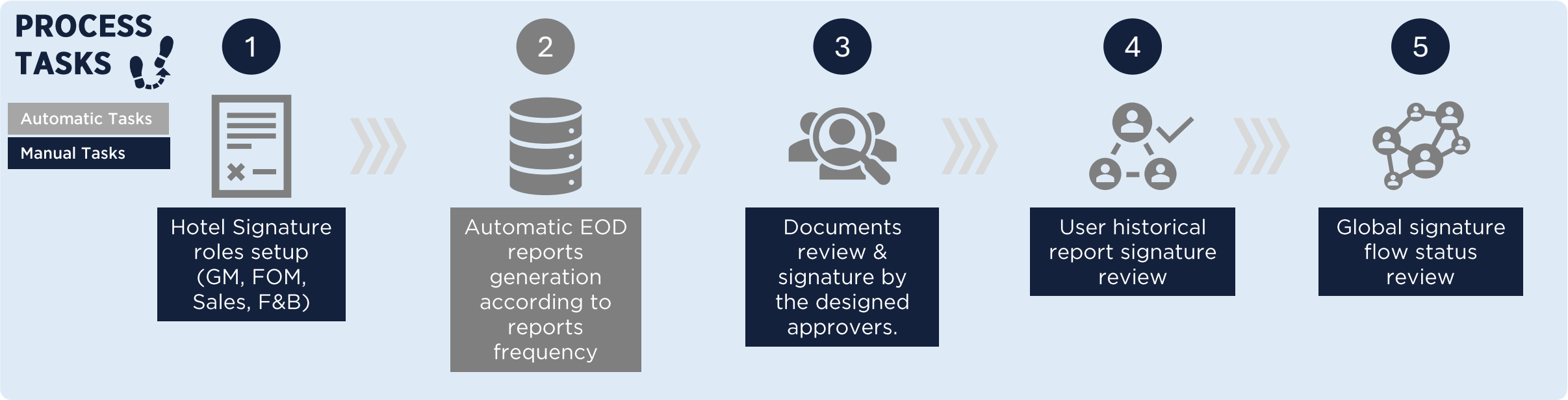
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1. End of Day Reports: Report Listing.

| REQUIRED ROLE SIGNATURES | | | | | | | | |
|--------------------------------------|----------------------|--------------|----|-----|-----|-------|-----------|---|
| Report name | Transaction | Layout | GM | FOM | F&B | SALES | Execution | Comments |
| TMS No show reservations | /CCSHT/RS03_IN | | X | X | | | Daily | Verify that "No show reservations" are properly invoiced (if applicable). |
| TMS Check Reservation Report | ZTMS_COM_CHECK | | | X | | | Daily | Guarantee the correct performance and review of room reservations (individual and rooms) in TMS for Hotels, to ensure the quality of information contained in each one. |
| TMS Day Production Report | /CCSHT/REVENUE_REP | | X | | | | Daily | The main use of this report is to check and verify whether all revenues have been booked on the correct revenue concept, to ensure a correct and trustworthy P&L. |
| TMS Verify production by segment | /CCSHT/ZFOR0017 | | X | | | | Daily | Check if all segments and sub segments are correct and aligned with the expected segmentation (Groups versus individual versus M&E, etc.). |
| TMS Management Report | /CCSHT/NA_024_R | | X | X | | X | Weekly | Check that once hotel services have been performed they are diligently invoiced and are sufficiently secured in order to guarantee their collection. Departures pending billing, outstanding by more than 7days. |
| POS Free articles | /CCSHT/POS_ALV_SALES | /FREE | X | | X | | Daily | Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified. |
| POS Discounts | /CCSHT/POS_ALV_SALES | /DISCOUNT | X | | X | | Daily | Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified. |
| POS Manual prices | /CCSHT/POS_ALV_SALES | /MANUAL PRI | X | | X | | Weekly | Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified. |
| POS Tickets canceled | /CCSHT/POS_ALV_SANU | /DEFAULT | X | | X | | Daily | Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified. |
| POS Positions deleted | /CCSHT/POS_ALV_SANU | /DEFAULT | X | | X | | Weekly | Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified. |
| TMS Free Rooms | /CCSHT/RMS_REPORTING | /COMPLEM_FRE | X | | | | Weekly | Verify that any free rooms/Price 0 are justified (keep the approved provision of services form as proof of back-up). |
| TMS Complimentary Rate | /CCSHT/RMS_REPORTING | /COMPLEM_RAT | X | | | | Weekly | Verify that any free rooms/Price 0 are justified (keep the approved provision of services form as proof of back-up). |
| TMS Cancelled fixed charges | /CCSHT/RS_ANUL_CFJ | /CXLFIX | X | X | | X | Weekly | Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management. |
| TMS Discounted charges | ZEY_R_CE_SI_01 | /DISCOUNT | X | X | | X | Daily | Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management. |
| TMS Negative charges | ZEY_R_CE_SI_01 | /MINUS_CHARG | X | X | | X | Daily | Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management. |
| TMS Free charges | ZEY_R_CE_SI_01 | /FREE_CHARGE | X | X | | | Daily | Verify that any free rooms/Price are justified. |
| TMS Cancelled charges | ZEY_R_FC_SI_07 | /CARGOS_ANUL | X | X | | X | Daily | Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management. |
| TMS POS TIPS report | ZEY_R_CE_SI_01 | /TIPS | X | X | X | X | Monthly | TIPSS settlement/reimbursement and distribution between team members. |
| TMS Upselling commissions | ZFC_UP_COM_E_H | | X | | | | Monthly | Verify the commissions generated as a result of upselling and paid to Front Desk team members. |
| TMS Miscellaneous charges & payments | /CCSHT/R_FC_SI_01 | /MISCELL PAY | X | | | | Monthly | Verify that all monthly miscellaneous payments are properly justified and they have the supporting documents. |
| MM List of inventory differences | MI24 | /DON'TMODIFY | X | | | | Monthly | Verify that all monthly stock consumptions in Hotel (before the inventory differences had been posted) are known and approved by Hotel Manager. |
| MM Breakages and losses | MB51 | /BREAK&LOSS | X | | | | Monthly | Verify that all breakages and losses in hotel's warehouse are known and approved by Hotel Manager. |

2. EOD Reports Digitalization Process Definitions – Tasks.



2. EOD Reports Digitalization Process Definitions – Signature.

| Id | Task | Owner | Tool |
|----|---|---------------------|------------------------------------|
| 1 | General Manager is the responsible to define the following signature responsible by hotel: (1) General Manager (GM), (2)Front Office Manager (FOM), (3) Sales Manager / Organizer, (4) Food & Beverage (F&B) Manager. | Hotel GM | SAP TMS> ZEY_EOD_USERS |
| 2 | Hotel General Manager (GM) and Front Office Manager (FO_MGR) are the minimum/mandatory roles to be defined by hotel. | Hotel GM | SAP TMS> ZEY_EOD_USERS |
| 3 | More than one employee can be defined by role, then the system will require signatures for both employees for the final report approval. | Hotel GM | SAP TMS> ZEY_EOD_USERS |
| 4 | The GM role, in the EOD signature setup, must match with role "HOTEL DIRECTOR" in the HR hierarchy. Any exception such as DEPUTY HOTEL DIRECTOR or OPERATIONS MANAGER, must be communicated by email for approval to: (1) Hotel Regional, (2) Finance Director. <u>Approval Email must be stored to support the change for auditors.</u> | Hotel GM | SAP TMS> ZEY_EOD_USERS |
| 5 | Sales Manager / Organizer and F&B Manager roles definition are not mandatory and depending on hotel staff structure. | Hotel GM | SAP TMS> ZEY_EOD_USERS |
| 6 | TMS Generic Users (starting by H____) can be defined under Sales Manager or F& Manager roles, but always flag YES in "Employee ID Flag". | Hotel GM | SAP TMS> ZEY_EOD_USERS |
| 7 | EOD Digital Reports are generated in the Dashboard for the first time, (1) once the GM defines the Hotel signature roles and (2) the defined approver access to the ZEY_EOD transaction. | N/A | SAP TMS> ZEY_EOD |
| 8 | EOD Digital Reports must be signed up to 10 days after its generation. In those special situation where the approver don't have access to the system in that period must add a delay explanation on report signature "Remarks" field. | EOD Reports Signers | SAP TMS> ZEY_EOD |
| 9 | Hotel General Manager must guarantee that the EOD are duly signed by all the signers and to maintain "up to date" the signature roles definition with the real hotel staff structure. | GM | (SAP TMS) ZEY_EOD ZEY_EOD_AUDIT |

3. Task 1: Hotel Signers Role Setup.

1

TMSforHotels Navigation path:

INFORMATION SYSTEMS

Management reports

Operational Management

/CCSHT/RC_HS - House Status

/CCSHT/RS_06_04 - Occupancy by room type

/CCSHT/RS_06_03 - Occupancy forecast

/CCSHT/NA_0012 - In-House VIPS

/CCSHT/POS_ALV_SALES - Sales

/CCSHT/POS_ALV_SANU - Tickets canceled and positions deleted

/CCSHT/POS_TICKETS - Tickets by employee

ZFC_UP_COM_E_H - Upselling comissions by hotel

ZEY_EOD - EOD Reports Dashboard

ZEY_EOD_AUDIT - EOD reports Audit

ZEY_EOD_USERS - EOD Users per Hotel



User table maintenance

Selection Parameters

Hotels

Hierarchy

Hotel

AT09.VIEAI

Type your hotel and push run button.



Each report approval role (see table in page 4) must be defined in this table by hotel.

- ✓ Hotel General Manager is responsible to define the assignment between Hotel approvers (SAP USER ID) and approval roles:
 - **GM:** Hotel General Manager
 - **SALE_MGR:** Sales Manager
 - **FO_MGR:** Front Office Manager
 - **F&B:** F&B Manager.
- ✓ If the approver doesn't have a personal SAP user assigned, a generic hotel user can be linked to the role, but always must be checked the "Employee ID Flag" option (4).
- ✓ When approving using a generic user, the system will require the TMS personal user for approval tracking purposes.

1

3

| Hotel | User Name | HIERARCHY ID | EID Flag |
|------------|--------------|--------------|----------|
| AT09.VIEAI | E00000227610 | FO_MGR | |
| AT09.VIEAI | E00000218173 | GM | |
| AT09.VIEAI | E00000031657 | SALE_MGR | |
| AT09.VIEAI | E00000031657 | GM | |
| AT09.VIEAI | HATVIEAIREC8 | F&B_MGR | X |

2

4

Save

Push add or delete rows buttons (1), if adding, register all the row fields (2) and push "Save" button (3).



More than 1 user can be assigned to the same signature role, but it implies that all the role signatures are mandatory for final approval.

3. Task 1: Hotel Signers Role Setup.



EOD – TIPS FOR HOTEL ROLES DEFINITION:

- ✓ Hotel General Manager (GM) and Front Office Manager (FO_MGR) are the minimum roles to be defined by hotel.
- ✓ User Id can only be assigned to one hotel role.
- ✓ More than 1 user can be assigned to the same signature role, but it implies that all the defined role signatures are mandatory for final approval.
- ✓ If you define a generic user as approver (H___), remember to always flag YES in “Employee ID” Flag”. Never inform “Employee ID” field for personal TMS Users (E___).
- ✓ Reports are generated in the Dashboard for the first time, once the approver access to the ZEY_EOD transaction.
- ✓ SALE_MGR and F&B roles approve Weekly and Monthly reports, so the reports are not generated until the first Monday after the EOD roles setup.

4. Task 2: Automatic EOD Reports Generation.

2



TMSforHotels Navigation path:

- INFORMATION SYSTEMS
 - Management reports
 - Operational Management
 - /CCSHT/RC_HS - House Status
 - /CCSHT/RS_06_04 - Occupancy by room type
 - /CCSHT/RS_06_03 - Occupancy forecast
 - /CCSHT/NA_0012 - In-House VIPs
 - /CCSHT/POS_ALV_SALES - Sales
 - /CCSHT/POS_ALV_SANU - Tickets canceled and position
 - /CCSHT/POS_TICKETS - Tickets by employee
 - ZFC_UP_COM_E_H - Upselling commissions by hotel
 - ZEY_EOD - EOD Reports Dashboard**

All the reports must be signed in a prudential time after its generation.

Delays in the signatures will be considered as a serious breach of Corporate Processes.

of Day Reports

| Layout | Description | Hotel | Issue Date | RE Frequency | Sign N | Sign | N Sign | P Status | Remark |
|-----------|--------------|---------------------------|------------|--------------|--------|------|--------|----------|--------|
| ALV_SA... | /MANUAL P... | POS_MANUAL PRICES | ESMD.NACI | 24.08.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 13.07.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 20.07.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 27.07.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 03.08.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 10.08.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 17.08.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACI | 24.08.2020 | D | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 13.07.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 20.07.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 27.07.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 03.08.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 10.08.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 17.08.2020 | W | | | | |
| ALV_SA... | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACI | 24.08.2020 | W | | | | |
| VUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACI | 11.07.2020 | D | | | | |
| VUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACI | 12.07.2020 | D | | | | |
| VUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACI | 13.07.2020 | D | | | | |
| VUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACI | 14.07.2020 | D | | | | |

End of Day reports will be automatically generated (after Night Audit) according to the frequency defined in the table below.

Each approver has access in TMSforHotels to the EOD Dashboard transaction for reviewing, signing and monitoring the generated reports.

| FREQUENCY | REPORT | TRANSACTION |
|-----------|--------------------------------------|----------------------|
| Daily | TMS_No show reservations | /CCSHT/RS03_IN |
| Daily | TMS_Check Reservation Report | ZTMS_COM_CHECK |
| Daily | TMS_Day production report | /CCSHT/REVENUE_REP |
| Daily | TMS_Verify production by segment | /CCSHT/ZFOR0017 |
| Weekly | TMS_Management Report | /CCSHT/NA_024_R |
| Daily | TMS_Canceled charges | ZEY_R_FC_SI_07 |
| Weekly | TMS_Canceled fixed charges | /CCSHT/RS_ANUL_CFJ |
| Daily | TMS_Discounted charges | ZEY_R_CE_SI_01 |
| Daily | TMS_Negative charges | ZEY_R_CE_SI_01 |
| Daily | POS_Tickets canceled | /CCSHT/POS_ALV_SANU |
| Weekly | POS_Positions deleted | /CCSHT/POS_ALV_SANU |
| Weekly | POS_Free articles | /CCSHT/POS_ALV_SALES |
| Daily | POS_Discounts | /CCSHT/POS_ALV_SALES |
| Weekly | POS_Manual prices | /CCSHT/POS_ALV_SALES |
| Daily | TMS_Free charges | ZEY_R_CE_SI_01 |
| Weekly | TMS_Complimentary / Free Rooms | /CCSHT/RMS_REPORTING |
| Monthly | TMS_POS_TIPS report | ZEY_R_CE_SI_01 |
| Monthly | TMS_Upselling commissions | ZFC_UP_COM_E_H |
| Monthly | TMS_Miscellaneous charges & payments | /CCSHT/R_FC_SI_01 |
| Monthly | MM_List of inventory differences | MI24 |
| Monthly | MM_Breakages and losses | MB51 |

5. Task 3: EOD Dashboard.

3



Each TMS/SAP user with an approval role assigned, will have access to the EOD Dashboard transaction.

This monitor will allow users the following actions:

- 1) **Collect all the EOD user reports pending to be signed.**
- 2) Signature flow details.
- 3) Signature execution.

TMSforHotels Navigation path:

| |
|--|
| INFORMATION SYSTEMS |
| Management reports |
| Operational Management |
| ZEY_EOD - EOD Reports Dashboard |

| Report ID | Layout | Description | Hotel | Issue Date | Frequency | Sign | N Sign | N Sign | P Sign | Status | Remark |
|----------------------|---------------|--------------------------------|------------|------------|-----------|------|--------|--------|--------|--------|--------|
| /CCSHT/NA_024_R | | TMS_MANAGEMENT REPORT | ESMD.NACIO | 27.07.2020 | W | | 3 | 3 | | | |
| /CCSHT/POS_ALV_SALES | /DISCOUNT | POS_DISCOUNTS | ESMD.NACIO | 27.07.2020 | D | | 2 | 2 | | | |
| /CCSHT/POS_ALV_SALES | /FREE | POS_FREE ARTICLES | ESMD.NACIO | 27.07.2020 | W | | 2 | 2 | | | |
| /CCSHT/POS_ALV_SALES | /MANUAL PRI | POS_MANUAL PRICES | ESMD.NACIO | 27.07.2020 | W | | 2 | 2 | | | |
| /CCSHT/POS_ALV_SANU | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACIO | 27.07.2020 | D | | 2 | 2 | | | |
| /CCSHT/POS_ALV_SANU | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACIO | 27.07.2020 | W | | 2 | 2 | | | |
| /CCSHT/REVENUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACIO | 27.07.2020 | D | | 1 | 1 | | | |
| /CCSHT/RMS_REPORTING | /COMPLET FREE | TMS_COMPLIMENTARY / FREE ROOMS | ESMD.NACIO | 27.07.2020 | W | | 1 | 1 | | | |

- Reports Dashboard transaction is showing **all the reports pending to be approved for the accessing user.**
- Reports already approved must be accessed by the Historical Data functionality (See slide 10).
- User can execute the report by double clicking **Report ID name (1)**. Execution parameters and layout are automatically assigned by default.
- Pay special attention to the “Issue Date” and “Frequency” as the execution report parameters are related to this date. **(2)**. It’s highly recommended to keep the reports signatures up to date.

5. Task 3: EOD Dashboard.



3 Each TMS/SAP user with an approval role assigned will have access to the EOD Dashboard transaction.

This monitor will allow users the following actions:

- 1) Collect all the EOD user reports pending to be signed.
- 2) **Signature flow details.**
- 3) Signature execution.

TMSforHotels Navigation path:

| |
|--|
| INFORMATION SYSTEMS |
| Management reports |
| Operational Management |
| ZEY_EOD - EOD Reports Dashboard |

| Report ID | Layout | Description | Hotel | Issue Date | Frequen... | Signatures | (1) N Sign | (2) N Sign P | (3) Status | (4) Remark |
|----------------------|--------------|-------------------------------|------------|------------|------------|------------|------------|--------------|------------|------------|
| MI24 | /INVENTARIOF | MM_LIST OF INVENTORY DIFFE... | ESMD.NACIO | 06.06.2020 | M | | 1 | 1 | | |
| /CCSHT/NA_024_R | | TMS_MANAGEMENT REPORT | ESMD.NACIO | 22.06.2020 | W | | 3 | 3 | | |
| /CCSHT/POS_ALV_SA... | /DISCOUNT | POS_DISCOUNTS | ESMD.NACIO | 22.06.2020 | D | | 2 | 2 | | |
| /CCSHT/ZFOR0017 | | TMS_VERIFY PRODUCTION BY S... | ESMD.NACIO | 25.06.2020 | D | | 1 | 1 | | |
| /CCSHT/ZFOR0017 | | TMS_VERIFY PRODUCTION BY S... | ESMD.NACIO | 26.06.2020 | D | | 1 | 1 | | |

Each EOD report will require the approval of 1, 2, 3 or 4 signers. So that in the EOD Dashboard exists some columns about the status:

- **N Sign (1):** Total number of approvers for this report.
- **N Sign P(ending) (2):** Number of signatures pending for final approval.
- **Status (3):** some signatures are still pending | report fully validated.
- **Remark (4):** Free user field to add any comment related to the signature or the reports content.

5. Task 3: EOD Dashboard.

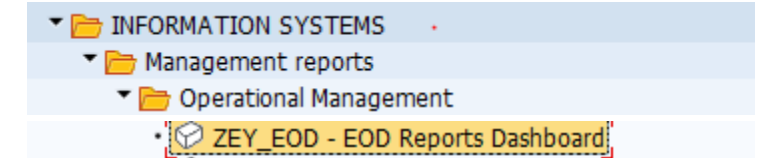


3 Each TMS/SAP user with an approval role assigned will have access to the EOD Dashboard transaction.

This monitor will allow users the following actions:

- 1) Collect all the EOD user reports pending to be signed.
- 2) Signature flow details.
- 3) **Signature execution.**

TMSforHotels Navigation path:



| Report ID | Layout | Description | Hotel | Issue Date | Frequen... | Signatures | N Sign | N Sign P | Status | Remark |
|----------------------|--------------|-------------------------------|------------|------------|------------|------------|--------|----------|--------|--------|
| MI24 | /INVENTARIOF | MM_LIST OF INVENTORY DIFFE... | ESMD.NACIO | 06.06.2020 | M | | 1 | 1 | | |
| /CCSHT/NA_024_R | | TMS_MANAGEMENT REPORT | ESMD.NACIO | 22.06.2020 | W | | 3 | 3 | | |
| /CCSHT/POS_ALV_SA... | /DISCOUNT | POS_DISCOUNTS | ESMD.NACIO | 22.06.2020 | W | | 2 | 2 | | |
| /CCSHT/ZFOR0017 | | TMS_VERIFY PRODUCTION BY S... | ESMD.NACIO | 25.06.2020 | D | | 1 | 1 | | |
| /CCSHT/ZFOR0017 | | TMS_VERIFY PRODUCTION BY S... | ESMD.NACIO | 26.06.2020 | D | | 1 | 1 | | |

You must first run the report in order to sign it (2)

- User can execute each report by double clicking the **Report ID name** (1).
- The system will raise an error if you try to sign a report that has not been executed before (2).
- Once the report data has been executed & verified, you can sign it by double clicking Signatures icon (3).
- Add any comment on “Remarks” field (5). These signature remarks will be accessible to the GM and Audit.
- After processing the signature Save the changes by clicking button (6).

Signed reports will not be shown next time you access to the EOD Dashboard. Will be accessible by Historic signature query.

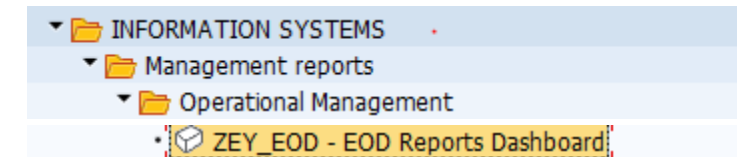
6. Task 4: User historical signatures review.

4

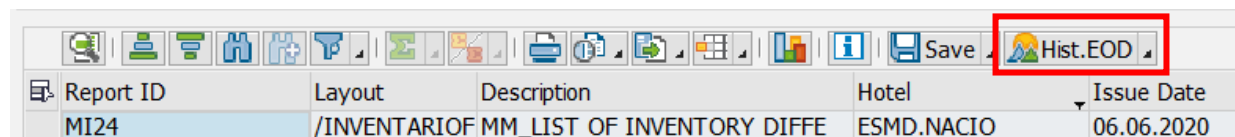


Once the approver has reviewed and approve the reports can query all the details using the **Historic query of document signatures functionality**.

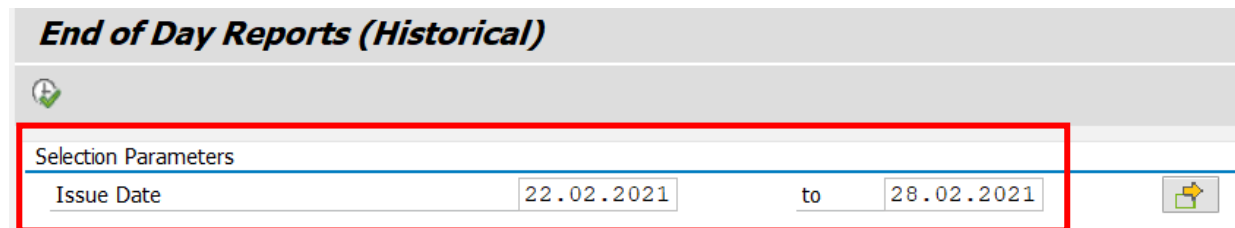
TMSforHotels Navigation path:




If you need to review any past personal signature just follow bellow instructions.



From EOD Dashboard form, push  **Hist.EOD** button.



Selection parameters screen will appear, just inform the reports Issue Date range to be queried and push run button. 


End of Day Reports (Historical)

| Report ID | Layout | Description | Hotel | Issue Date | Frequency | H ID | Sign | SAP | UN | N | Sign | Status | Remark |
|----------------------|-------------|---------------------------|------------|------------|-----------|------|------|-----|----|---|------|--------|---------------------|
| /CCSHT/POS_ALV_SALES | /MANUAL PRI | POS_MANUAL PRICES | ESMD.NACIO | 06.07.2020 | W | GM | | | | 2 | | | |
| /CCSHT/POS_ALV_SALES | /MANUAL PRI | POS_MANUAL PRICES | ESMD.NACIO | 13.07.2020 | W | GM | | | | 2 | | | |
| /CCSHT/POS_ALV_SANU | /DEFAULT | POS_TICKETS CANCELED | ESMD.NACIO | 06.07.2020 | D | GM | | | | 2 | | | |
| /CCSHT/POS_ALV_SANU | /DEFAULT | POS_POSITIONS DELETED | ESMD.NACIO | 06.07.2020 | W | GM | | | | 2 | | | |
| /CCSHT/REVENUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACIO | 01.07.2020 | D | GM | | | | 1 | | | DEDUCTION 9.769,08- |
| /CCSHT/REVENUE_REP | | TMS_DAY PRODUCTION REPORT | ESMD.NACIO | 02.07.2020 | D | GM | | | | 1 | | | |

All the reports signed by the user in the date range will be retrieved.

7. Task 5: Global Signature flow status review.

5



TMSforHotels Navigation path:

- ▼ INFORMATION SYSTEMS
 - ▼ Management reports
 - ▼ Operational Management
 - /CCSHT/RC_HS - House Status
 - /CCSHT/RS_06_04 - Occupancy by room type
 - /CCSHT/RS_06_03 - Occupancy forecast
 - /CCSHT/NA_0012 - In-House VIPS
 - /CCSHT/POS_ALV_SALES - Sales
 - /CCSHT/POS_ALV_SANU - Tickets canceled and positions deleted
 - /CCSHT/POS_TICKETS - Tickets by employee
 - ZFC_UP_COM_E_H - Upselling commissions by hotel
 - ZEY_EOD - EOD Reports Dashboard
 - **ZEY_EOD_AUDIT - EOD reports Audit**



End of Day Reports (Audit)

Selection Parameters

| | |
|-----------|---------------------------|
| Hotels | |
| Hierarchy | Hierarchy Hotel Selection |
| Hotel | ESMD.NACIO |

Date

to

Employee

to

Hierarchy Employee


to


Report

to

Signature Status

All ☐

Unsigned ☒ 







Signed ☐ 







EOD reports Audit transaction is available for 2 user roles:


1. Users with General Manager role assigned only for that hotel.
2. Audit department staff with all hotels access.

This transaction will allow to monitor the signature status by report, date, team member...

| Report ID | Layout | Description | Freq | Hotel | Issue Date | Sign | N Sign | N Sign P | Status |
|----------------------|-----------|-----------------------|------|------------|------------|---|--------|----------|---|
| ZEY_R_CE_SI_01 | /TIPS | TMS_POS_TIPS REPORT | M | ESMD.NACIO | 01.06.2020 |  | 4 | 2 |  |
| /CCSHT/NA_024_R | | TMS_MANAGEMENT REPORT | W | ESMD.NACIO | 22.06.2020 |  | 3 | 2 |  |
| /CCSHT/POS_ALV_SALES | /DISCOUNT | POS_DISCOUNTS | D | ESMD.NACIO | 22.06.2020 |  | 2 | 1 |  |
| /CCSHT/POS_ALV_SALES | | | | | | | | | |
| /CCSHT/POS_ALV_SALES | | | | | | | | | |
| /CCSHT/POS_ALV_SANU | | | | | | | | | |
| /CCSHT/POS_ALV_SANU | | | | | | | | | |

End of Day Reports (Signatures)

| Hotel name | Sap User ID | SAP User Name | H ID | ID Employee | Employee Signature Date | Status | Status Report Remark |
|-------------|--------------|----------------------|---------|-------------|-------------------------|--|--|
| NH Nacional | E00000076545 | ANTONIO LUNA | GM | | 00.07.2020 |  |  |
| NH Nacional | E00000103270 | NOELIA DAVILA ARANDA | F&B_MGR | | |  |  |

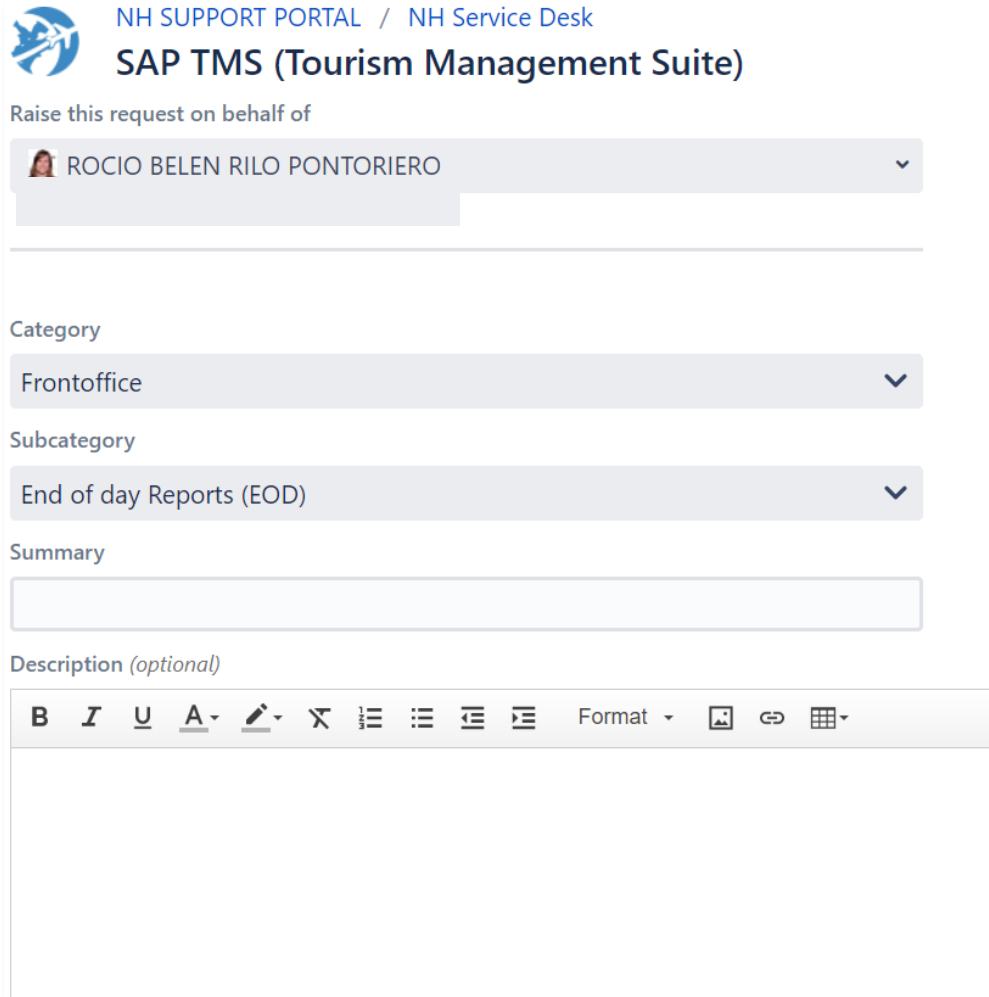
- Double clicking “Sign” icon  (1) “EOD Signatures” window will be raised.
- All individual signatures will be detailed (2) as well as the individual & global signature status (2).



All the reports must be signed in a prudential time after its generation. Delays in the signatures will be considered as a serious breach of Corporate Processes.

Complete the selection parameters and push 

8. EOD Incidences Management.



The screenshot shows the 'NH SUPPORT PORTAL / NH Service Desk' interface for 'SAP TMS (Tourism Management Suite)'. It includes a user selection dropdown for 'ROCIO BELEN RILO PONTORIERO', category and subcategory dropdowns set to 'Frontoffice' and 'End of day Reports (EOD)', a summary text box, and a rich text editor for the description with a toolbar containing bold, italic, underline, text color, background color, link, unlink, list, and table icons.

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

Raise this request on behalf of

ROCIO BELEN RILO PONTORIERO

Category

Frontoffice

Subcategory

End of day Reports (EOD)

Summary

Description (optional)

B I U A- [color] [background color] [link] [unlink] [list] [table] Format [image] [link icon] [table icon]

➤ Any incidence with the EOD solution?

Open a ticket in the Support Portal (JIRA Service Desk)

<https://nhservicedesk.nh-hotels.com/servicedesk/customer/portal/1>

CATEGORY: Frontoffice

SUBCATEGORY: End of Day Reports

And remember to include all the problem details:

- ☐ Hotel
- ☐ User
- ☐ Transaction / Report
- ☐ Error details
- ☐ Screenshots / Evidences
- ☐

➤ What should I do if, due to a technical incident, I cannot digitally sign the reports on time?

Until the incident is resolved, you can print, sign and file them so that they are available for further controls.

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Thank You

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