

Invoice correction procedure

PROCEDURE VALIDATION

Version	Corporate area		Approved by:	Approval date
1	Operations (Process Owner)		Operations Control Director Chief Operations Officer	July 2012
	Internal Audit		SVP Internal Audit	
	Resources		SVP Human Resources	
	Strategy & Development		Chief Commercial Officer	
	Finance		SVP Administration	
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	Organization Director			
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Always access the latest version of this document and all related materials in the **Business Processes** section of the **Digital Knowledge Workplace** ([Minor – Organization Portal](#)). Use your usual credentials (same as for Minor Hotels Intranet, Team Member / F&F Reservations, or MyApp).

OBJECTIVE AND SCOPE

The purpose of this document is to establish a standardized procedure for correcting invoices issued at any hotel, ensuring consistent handling and accurate resolution of all cases.

This procedure applies to invoices related to individual reservations, Meetings & Events (M&E) reservations and intercompany reservations.

It is mandatory for all hotels across Minor Hotels Europe & Americas (MHEA) to follow this process.

A visual overview of the procedure is available in the **Front Office Basics** section of the **Digital Knowledge Workplace**, presented in two clear and easy-to-understand diagrams.

SUMMARY

1. Basic rules for invoice correction
 - 1.1 Request requirements
 - 1.2 Valid reasons for invoice correction
 - 1.3 Handling requests based on timing
 - 1.4 Response and resolution guidelines
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2. Invoice correction for individual and M&E reservations
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4. Correction of InterCompany invoices/internal charges
5. Correction of prepayments
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1 BASIC RULES FOR INVOICE CORRECTION

1.1 Request requirements

All invoice correction requests must be submitted **in writing**. Verbal requests (e.g., by phone) are **not accepted**.

A **copy of the client's ID or passport** may be requested **only if no other method of identification is available**. This should not be the default option.

1.2 Valid reasons for invoice correction

- Incorrect fiscal data
- Incorrect rate
- Incorrect charges
- Incorrect commission (type and/or percentage)
- Guest complaints (approved by the Hotel General Manager)

1.3 Handling requests based on timing

➤ While the guest is still at the hotel:

- Review charges with the guest.
- Verify with relevant departments whether the error is on the hotel's side.
- If the hotel is at fault, correct the invoice immediately and apologize.
- If the guest is mistaken, explain the charges clearly and kindly.

➤ After departure:

- Requests may come directly from the client or via the **Administration Shared Services Centre (SSC)**.
- These may also arise during debt claim processes initiated by the Administration Department.

| Any deduction must be **exceptional and fully justified**, as it affects the hotel's revenue reporting.

1.4 Response and resolution guidelines

- Respond to invoice claims **within 5 days** whenever possible.
- Analyse the claim by comparing system data, the invoice, and supporting documents from Front Office files.
- **If the claim is not justified**, the **Front Office Manager** must contact the client or the Administration Department with all supporting documentation.
- **If the claim is justified**, proceed with the invoice correction.

RECOMMENDATIONS

Refer to the [Billing Quality Guidelines to Resolve a Discrepancy](#) document for further details.

After making a correction, perform a **pre-night audit in TMS** to ensure no issues (e.g., unpaid bills, unbilled manual invoices) will block the night audit process.

1.5 GDPR compliance in invoice requests

Can I send a copy of an invoice if requested by phone?

No. Phone requests are not secure and do not allow verification of the requester's identity.

Can I send a copy of an invoice if requested by email?

Yes, but only if the following information matches the data in TMS:

- Email address
- Full name and fiscal ID number
- Dates of stay

What if any of this information does not match?

The client must be directed to send their request to dataprotection@minor-hotels.com

What if the hotel is unsure about the legitimacy of the request?

Forward the request to dataprotection@minor-hotels.com for further evaluation.

Should we request a copy of the client's fiscal document (e.g., DNI) by email?

This should not be the primary method of verification. Requesting a copy of the ID is only acceptable **when no other method of identification is available.**

2 INVOICE CORRECTION FOR INDIVIDUAL AND M&E RESERVATIONS

Responsible parties: Hotel Management / Front Office Manager / Billing department

PROCESS TASKS

- 1. Invoice cancellation:** use transaction **/CCSHT/FC_FANUL_C_F** to cancel the original invoice. Search for the invoice to be corrected and clearly state the reason for cancellation (e.g., error in fiscal data, incorrect amount, incorrect commission). Avoid using punctuation such as periods or commas in the reason field.

Once cancelled, TMS will automatically generate a **negative invoice**, making the original charges available for correction.

For **Day-Guest Billing (DGB) reservations**, it may be necessary to first retrieve the Day-Guest account using transaction **/CCSHT/FC_NOALAJ_ANU** before issuing the corrected invoice.

- 2. Modify and rebill:** use transaction **/CCSHT/FC_MC_RESANU** to post and modify charges. This transaction allows you to:

- Cancel incorrect charges and add the correct ones.
- Update fiscal data if needed.
- Issue the corrected invoice.

For **Group/Day-Guest billing and older reservations**, use transaction **/CCSHT/FC_REFACTURAR** to bill the modified reservation.

- 3. Alternative billing transactions:** if it is **not possible to bill the corrected invoice** using the standard process, use one of the following transactions:

- **/CCSHT/FC_FNOR** – for general corrections
- **/CCSHT/FC_FNOR_RS_EV** – for corrections related to events and reservations

3 IMPACT OF COMMISSIONS AND DEDUCTIONS

Responsible parties: Hotel Management / Front Office Manager / Billing department


KEY TASKS

When correcting invoices that involve commissions or deductions, it is essential to ensure that the modified or added charges reflect the correct values. The system calculates these based on the **"Percentages by Manual Price"** field, so accuracy in setup is critical.

PROCESS TASKS

To ensure commissions or discounts are correctly applied during invoice correction, follow these steps:

1. **Cancel the original invoice** using transaction /CCSHT/FC_FANUL_C_F. This makes the original charges available for modification.
2. **Create a new Event or individual reservation** (with day use and price set to 0) containing the correct commission or discount information.
3. **Enter the appropriate statistical data** and the correct **voucher number** in the reservation.
4. **Check in the reservation to a Virtual Room.**
5. **Manually transfer the original charges** to the Virtual Room.
6. **Cancel the incorrect charges.**
7. **Post the correct charges manually.** Since the Virtual Room reservation includes the correct commission/discount setup, the system will automatically calculate the applicable values.

 *When adding charges, always use **production concepts** (e.g., ROOM instead of RO, BKFS instead of BB, MENF and MENB instead of GASTROEV) to ensure proper reporting.*
8. **Issue the corrected invoice.**
9. **Check out the Virtual Room** to complete the process.

Special note for M&E invoices

For clients included in the [MHEA-Onyx Commissions payment process MICE](#), it is necessary to create a new Event outside the original MB. In these cases, **commission differences must not be handled through invoice modification** as described above. Instead, any discrepancies must be managed through the **Commission Care Centre**.

4 CORRECTION OF INTERCOMPANY INVOICES/INTERNAL CHARGES

Responsible parties: Hotel Management / Front Office Manager / Billing department

When an error is identified in an intercompany invoice, it must be reported by the **Head of Department** or the **Hotel** to the issuing hotel, requesting its correction. The **Administration Department is not responsible** for correcting intercompany invoices.

As a general rule, any service provided by a hotel must be invoiced to the department that originally requested the reservation. The requesting department is responsible for sending the updated billing

template to the hotel, using the [InterCompany Reservations Request](#) form, ensuring all necessary billing information is included.

Most corrections to intercompany invoices are due to:

- **Incorrect invoice holder:** the main customer and the invoice holder must match (e.g., 99xxx codes).
- **Incorrect statistical data:** such as the **source of business** (destination department/CECO) or **travel reason**.

KEY TASKS

Once the guest has checked out and the invoice has been issued, the only way to modify the **invoice holder and/or statistical data** (source of business and/or travel reason) is by:

- **Transferring the charges to a Day Guest Billing reservation** that contains the correct information.
- Ensuring the new reservation reflects the accurate invoice holder and updated statistical fields before reissuing the invoice.

5 CORRECTION OF PREPAYMENTS

Responsible parties: Hotel Management / Front Office Manager / Billing department

Prepayments requested from customers generate invoices that may also require correction. The process depends on whether the reservation has already been billed or not.

PROCESS TASKS

If the reservation is not yet billed (future or non-checked-out reservations):

1. Cancel the prepayment invoice from the Deposits tab.
2. Once cancelled, the deposit is automatically removed from the reservation folios, and the Deposits tab becomes active again.
3. Reissue the prepayment invoice with the correct data.

If the reservation is already billed (checked-out reservations):

1. Use transaction /CCSHT/FC_FANUL_C_F to cancel the invoice that includes the applied prepayment.
2. Then, cancel the prepayment invoice itself.

Note: in hotels using a payment gateway, refer to the [Payment Gateway Manual](#) for specific instructions.

3. Re-invoice the folios with the correct data.

*Keep in mind that the **Deposits** tab is no longer active in billed reservations, except for Events, where it remains active until the billing deadline.*

Special transactions for cancelling deposits without invoice

(Only available where permitted):

- **ZEY_CANC_PPWO** – Cancel deposit without invoice (Day Guest Billing)
- **ZEY_TMS_PPWO_CLX** – Cancel deposit without invoice

6 LEGAL CONSIDERATIONS

Legal requirements for invoice and prepayment corrections vary by country. It is essential to follow local regulations to ensure compliance.

General rule: prepayments without invoices are only permitted in Italy, Mexico, and Colombia.

Italy

- **Fattura Fiscale** corrections must be made using a **Nota di Accredito**.
- **Ricevuta Fiscale** corrections require a **Lettera di Accredito**.

*Note: issuing a Lettera di Accredito does **not** allow recovery of the VAT paid when the Ricevuta Fiscale was originally issued.*

- Documents (both Ricevuta and Fattura) that are **older than one year** cannot be corrected in the system. In such cases, complete the "**Out of Terms**" template and send it to:

 accounts-receivable.it@nh-hotels.com

Mexico

- **Invoice cancellations without authorization from the Tax Administration Service (SAT) are generally prohibited.**
- However, since **November 1, 2018**, cancellations **without SAT authorization** are allowed **only if** one of the following conditions is met:
 - The invoice amount is **not greater than \$5,000 MXN (excluding VAT)**.
 - The invoice was issued to the **national general public**.
 - The invoice was issued to a client with a **foreign RFC (ID document)**.
 - The cancellation is made **within 3 days** of issuance, regardless of the amount.

*In all other cases, invoice cancellations **require client authorization** through their official **SAT tax mailbox**.*

7 MANDATORY DOCUMENT FILING AND RETENTION

Responsible parties: Front Office Department

All corrected invoices must be properly filed along with their supporting documentation, in compliance with the **tax and accounting regulations** applicable in each country. Proper retention ensures traceability, audit readiness, and legal compliance.