

Reservations review procedure

PROCEDURE VALIDATION

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1	Organization Department		Procedure	February 2016
	HQ Operations			
	Internal Audit			

UPDATED VERSION

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2	Organization Department		Procedure	October 2018

SUMMARY

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1 OBJECTIVE AND SCOPE

The purpose of this procedure is to guarantee the correct performance and review of room reservations (individual and groups) in TMS for Hotels, to ensure the quality of the information contained in each one.

The application of this procedure will guarantee a high standard of invoicing, which will in turn make it easier to streamline collections.

*****This report only shows reservations of rooms individual (both individual and groups). All Meeting Rooms reservations and Food & Beverage services must be done checking the Booking File in TMS4M.**

The Reservation Review process is mandatory for every hotels. Until the full adoption of this procedure, will be mandatory the signature of the hard copy of the report. Also the physical copy must be stored 30 days for auditing purposes.

This procedure applies to all the hotels in all the Business Units.

2 RESPONSIBLE

This procedure affects the following users, with the scope indicated:

- **Manager**, who are responsible for the proper implementation and application of the reservations review process and –in the final instance– for correct invoicing in the hotel.
- **Head of the reception and reservations teams** charged with the task of registering the reservations in the system, and responsible for the accuracy of all the information contained in them.
- **CRO** or any other Central Services Department that registers reservations for the hotels.
- **Reservation Review Supervisors** designated by the hotel manager

3 REGISTERING RESERVATIONS

The following aspects must be reviewed when registering a reservation, regardless of who does so:

- The **Main Client**: this intermediary determines the prices, rates, commissions etc. to be applied to the reservation, and collects most of the statistics in the system; it is therefore essential for this person to be correctly identified. We will always designate anyone who contacts us to make the reservation as a Main Client.
Remember there are generic clients for whom different contracts are designated (*Direct Guest - 1000/ Employees & Family - 1001/Travel Agent – 1002/ NH Rewards – 1003*) in order to make the reservation correctly. The sole aim of these generic business clients is to identify the rate to be applied –not the invoicing–, and it is therefore essential to review and confirm the invoicing details.
- **Reservation header**: date of arrival and departure, number of nights, type of room, board arrangements, and the number and type of person/s*
*Note: The name of the group must also be indicated.
- **General information**:
 - **Voucher number**: it is obligatory to note the voucher number to ensure correct invoicing with intermediaries. Moreover is mandatory to include the voucher number in House Use reservation, in order to ease the proper invoice accounting.
 - **Guest name**: to streamline the check-in process, the ID client code should be identified whenever possible. In the case of reservations for NHRewards/Employees it is obligatory to include information on the ID client code (create or update the CRM profile).
For group reservations, the client name and code must be noted in each individual reservation, after their breakdown.
 - **Observations field**: the client's personal data should always be avoided. This field will be used to note relevant information on the reservation, and any notification the CRO may wish to make to the hotel where the reservation is being made.
- **Invoicing data**: other intermediaries in the reservation (Receptive, Tax and Paying Clients, responsible company), the associated contract or rate (with its corresponding cancellation expenses), and the credit card details used to guarantee the reservation, if

this is required in the corresponding procedures. The method of payment must also be reviewed (credit or direct payment) by checking the heading of the reservation folios.

*Note: **Manual pricing should be used only in exceptional circumstances**: in case of using manual price, ensure all the information related to statistics and commissions (type and percentage) is properly informed in the reservation. See Document: [Commissions Management in TMS4H](#)

In the case any incidents are detected with the contracts and/or price codes, contact with CDM department through NH Service Desk and create a ticket Jira with the subcategory "Rate Loading" in order to resolve them. See the document [Jira User Guide for CDM Request](#).

If the contracts and/or price codes are not changed, it will be necessary to use manual prices.

- **Statistics:** the segmentation fields (segment and subsegment) are determined by the contract and rate selected. If this needs to be noted manually, see the document [Market segmation Segment and Subsegment](#) The ID is obligatory and should always be filled in (see the document [Channel ID](#)).
- **Advance payment:** this is particularly important when partial or total payments must be received in advance, either due to current procedures, or when the conditions for certain rates so require. See the documents for more information, [Prepayment Guarantee Management](#), [Website Prepayment Reservations Management](#)
- **Loaned objects and preferences:** it is very important to fill in these fields in the case of **reservations with extra beds or cots** in order to maintain control over the inventory and make this type of reservations –received via any channel– more agile, in addition to any other reference or comment made by the client.

For group reservations, these details must be noted in each individual reservation, after their breakdown.

- **Packages:** in the case of hotels offering holiday or spa packages.
- **Prices and commissions:** it is essential to note correctly any conditions or discounts that may be applicable. The information on commissions is related to the information contained in the tab "invoicing data" (see document: [TMS4H Commissions and Discounts Price Codes vs manual prices](#)). Moreover, the charges commissionable should be informed in the proper tab.

In the case any incidents are detected with the contracts and/or price codes, contact with CDM department through NH Service Desk and create a ticket Jira with the subcategory "Commissions" in order to resolve them. See the document [Jira User Guide for CDM Request](#).

If the contracts and/or price codes are not changed, it will be necessary to use manual prices.

- The **commissionable charges** on which to apply these commission or discount percentages must also be correctly noted.

4 RESERVATIONS REVIEW

The purpose of the reservations review is to check that the data in all the reservations are correct (whatever the channel of entry of the reservation), and where necessary to modify them.

It is recommended that any changes should be made **before the client arrives** to avoid entering erroneous outputs and invoicing in the accounts. For this purpose a **reservations review circuit** is established to diagnose possible errors and explain any inconsistencies that may be detected in the process of managing and claiming credits.

4.1 Period for the reservations review

The reservations review process must always be done **before the client's arrival**, and at the latest, the day before; several days can be grouped together if required due to occupation or the shift schedule.

4.2 Reservation Review

Responsibles

The General Manager will designate a person to supervise the review of the arrivals reservations, seeking to choose employees with the most time availability, and who have been duly trained in this task and can access all the necessary documentation (for example, the night shift in reception).

Two different supervisors may be designated: one in charge of individual reservations and another for group reservations, if this is advisable according to the type of hotel. Provisions must be made for procedures in the case of holidays, leaves and similar by the supervisors.

Tasks to be carried out

This supervisor will review all the reservations using the transaction: **ZTMS_COM_CHECK – Check Reservations Report**, selecting either individual and/or group reservations depending on the case.

The list can be browsed from the “reservation” field and allows the data entered in the reservation to be compared with the corresponding support documentation in order to correct or add any data that may be required, making a note of this in the printed copy of the list.

In the case any incidents are detected with the contracts and/or price codes, the CDM department must be notified so it can resolve them. Process your CDM Requests through NH Service Desk. See [JIRA User Guide for CDM Request | NH Organization Portal](#) for more information.

If the contracts and/or price codes are not changed, it will be necessary to use manual prices.

It is advisable to note down any comments or incidents detected on the printed list so they can be corrected in the following shifts before the client's arrival and –as a last resort– before departure.

The list must be signed (in the space provided on the last page of the document entitled “Reviewer Signature”) and submitted to the corresponding Reservations Supervisor (normally the Head of Reservations or Events in the hotel, depending on the type of reservation).

4.3 Review by hotel manager

The hotel manager or the deputy general manager will review the report, in at least its most important aspects, and will sign it in agreement (“OK Management”).

5 RESERVATIONS REVIEW LIST

The transaction to be used for this process is: **ZTMS_COM_CHECK – Check Reservations Report.**

Enter the **arrival date** of the day to be reviewed.

The user has the option of selecting the reservations by their number in the system, or only those made by one or various business clients (although all the reservations must be reviewed).

By default, only confirmed reservations will be selected (03), but this selection criterion can be changed to include other statuses.

Finally, select the **type of reservations to be included (individual and/or group)**.

The option “Only group reservations” will show a list of only the individual reservations belonging to each group. However these will not appear if “Only individual reservations” is selected.

If you select “Show deposits” all the information related to requested and received deposits will be shown behind each reservation.

The list shows the following information, as indicated previously in the system, for each reservation arriving on the selected day, ordered alphabetically by guest name:

Reservatio	GR	Group res.	Pax	Room	RN	R Nr	Check out	Room type	Credit	Voucher	CRM	Guest	Client	Payer	Holder	CRS			
0058956757		00000000000	2	1	2		07.10.2018	SUPDBL		1350694797		Claire Fulton	BOOKING.COM B.V.						
17		18			19		20	21	22	23		24	25	26	27	28	29		
Date		Meal plan			Price		Manual	C/E	%C1i	%CRS		Com. amou	Financial	Tax inc	Currency	Rate	Contract	Loan	Loan
05.10.2018		RO			147,00		C		18,70	0,00		27,49	147,00	161,70	EUR	SD1_7-14D	BOOKING		
06.10.2018		RO			140,91		C		18,70	0,00		26,35	140,91	155,00	EUR	SD1_7-14D	BOOKING		
TOTAL													53,84	287,91	316,70				
Deposits:		30					31		32			33		34					
Request date		30.09.2018			Deposit requested		316,70	EUR	Due date	04.10.2018		Amount recieved	316,70	Recieved date	30.09.2018				
Observations:	35	Revise observaciones en categoria TMS4C. / Please review comments on TMS4C category.																	

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Signed
OK Reception/Reservations
OK Manager

- Individual reservation number
- Whether it is a group (GR) or individual reservation (blank)
- Group reservation number, if applicable
- Number of persons (Pax)
- Number of Rooms, it will be just more than one in case of group reservation pending breakdown
- Number of Room Nights detail
- Check out date
- Room type
- Credit indicator
- Voucher number
- NH CRM Customer Number
- Guest name
- Main client
- Payer Number
- Fiscal Customer Name
- CRS Name
- Room Night detail, one line by production date
- Meal Plan
- Daily Room Price
- Marked with X if it's a manual Price.
- (D) Discount or (C) Commissions model assigned to the Commercial Customer.
- Commission rate (%) applicable according to commercial customer contract,
- Commission rate (%) applicable to CRS % applicable(% Cli)
- Monetary amount of the total commission and/or discount for the business client and the CRS (Imp com)
- Base amount without tax; that is, gross minus discounts (financial)
- The total amounts of the reservation for the total commission and/or discount, taxable base or financial revenue, and the price with tax.
- Currency
- Rate details
- Contract details
- Deposit requested date
- Deposit requested amount
- Deposit reception due date
- Deposit collected amount.
- Deposit collection date
- Observations: relevant information to detect any customer requirement and basic billing instructions

36. Finally, the list indicates the date and time of printing and provides three spaces for the reservation reviewers to sign.

6 RELATED DOCUMENTS

[TMS4H Commissions and Discounts Price Codes vs manual prices](#)

[Market segmentation Segment and Subsegment](#)

[Channel ID](#)

[Jira User Guide for CDM Request](#)

[Prepayment Guarantee Management](#)

[Website Prepayment Reservations Management](#)