

# Hotel Treats Vouchers

## Front & Back Office process

December 2023

**MINOR**  
HOTELS

  
**ANANTARA**  
HOTELS • RESORTS • SPAS

**AVANI**  
Hotels & Resorts

  
*elewana*  
— COLLECTION —

  
**OAKS**  
HOTELS • RESORTS • SUITES

**nh**  
HOTELS

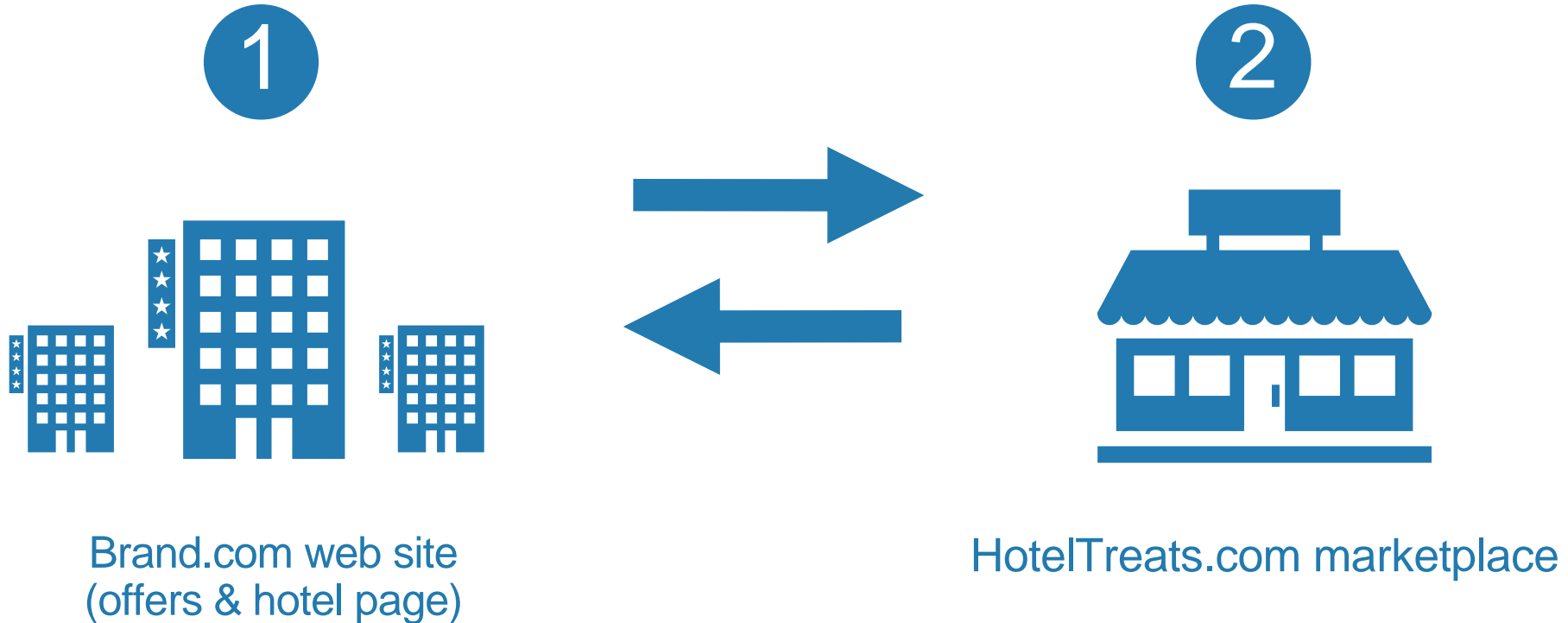
  
**NH COLLECTION**  
HOTELS

**nhow**  
HOTELS

**TIVOLI**  
HOTELS & RESORTS

## General information

- Our packages will have visibility in two different channels whit different conditions.



- On the first day of each month **Hotel Treats will send you by email a report listing all vouchers sold in the previous month.**
  - **Including all sold vouchers in our web site: we will create a prepayment in TMS for these amounts.**
  - **And all redeemed vouchers of the Hoteltreats.com marketplace: service will be already provided and pending to be invoiced in TMS.**
- Please check the manual [\*How to use the Back-End of Your Online Webshop - Hotel Treats .\*](#)

# Prepayment registration in TMS

- On a monthly basis you will receive a (OtC) Prepayments URN with the total amount of the Hotel Treats vouchers sold the previous month.
- You can use the [Template Prepayments Hotel Treats](#) to control all these vouchers, balance the received bank transfer and inform back the SSC all invoices created in TMS to close the URN.
- The total amount of the received bank transfer must match with the sum of the deposits created in TMS.
- The sold vouchers will be sent by Hotel Treats, but they can be always checked using the Hotel Treats website. [See slides – How to download reports.](#)

URN	Document Type	Company Code	Reception Date	Document Amount	Workflow Reason
7700605531	(OtC) Prepayments	ES10	07/02/2023	-8.925,00	00023/000 LIQ. OP. N 000431; LIQ. OP. N 000431791280001MANGOPAY G LUORDEN PAGO RECIB



You will receive a (OtC) Prepayments URN with the total amount of the Hotel Treats vouchers sold the previous month.  
Create one Day Guest Billing for each voucher using PID 1100031035 HOTEL TREATS LTD (TMSforHotels > BILLING > Billing> /CCSHT/FC\_FMAN - Day-guest billing).  
Arrival date: the day you are creating the DGB. Departure date: expiration date of the Hotel Treats voucher.  
The Hotel Treats voucher number must be registered in the TMS Voucher field.  
Use the field Remarks to include the voucher description.  
You must create a prepayment with invoice per each voucher and taking into account the different VAT % based on the services included. In Italy, prepayments without Invoice (Caparra) are allowed.  
If you have all the mandatory customer information, create the PID to invoice the prepayment. If not, you can use the generic customer 1000 or the corresponding CDP depending on the tax requirements of your country.  
You cannot issue any invoice (prepayment, deposit or final invoice) to Hotel Treats.

#	TMS DGB	TMS INVOICE NUMBER LOW VAT	TMS INVOICE AMOUNT LOW VAT	TMS INVOICE NUMBER MEDIUM VAT	TMS INVOICE AMOUNT MEDIUM VAT	TMS INVOICE NUMBER HIGH VAT	TMS INVOICE AMOUNT HIGH VAT	TMS INVOICE NUMBER 0% VAT	TMS INVOICE AMOUNT 0% VAT	VOUCHER AMOUNT	HOTEL TREATS VOUCHER NUMBER	VOUCHER EXPIRY DATE	VOUCHER DESCRIPTION
1	112672122			S046000977	140,00					140,00	192984-345227-870	01/01/2024	SPICE SPOON COOKING MASTER CLASS FOR ONE
2	112672190			S046000978	200,00					200,00	193398-345909-371	01/01/2024	BREAKFAST & SPA CIRCUIT FOR TWO
3	112672231			S046000979	135,00					135,00	193532-346179-382	01/01/2024	GOURMET TASTING MENU WITH SOMMELIERS WINE SELECTION FOR ONE
4	112672308			S046000980	120,00					120,00	193808-346656-587	01/01/2024	ACCESO A SPA ILIMITADO PARA DOS
5	112672314			S046000981	120,00					120,00	193826-346688-828	01/01/2024	ACCESO A SPA ILIMITADO PARA DOS
6	112672398			EV11036251	420,00					420,00	194512-347954-435	01/01/2024	GOLF LUNCH Y SPA WITH SPORT MASSAGE FOR TWO
7	112672399			S046000982	120,00					120,00	194568-348060-806	01/01/2024	ACCESO A SPA ILIMITADO PARA DOS
47													
48													
49													
50													
TOTAL PREPAYMENTS TMS										8.925,00	8.925,00	TOTAL VOUCHERS	

# Prepayment registration in TMS

- Create one Day Guest Billing for each voucher using PID 1100031035 HOTEL TREATS LTD (*TMSforHotels > BILLING > Billing> /CCSHT/FC\_FMAN - Day-guest billing*).

#	TMS DGB	TMS INVOICE NUMBER LOW VAT	TMS INVOICE AMOUNT LOW VAT	TMS INVOICE NUMBER MEDIUM VAT	TMS INVOICE AMOUNT MEDIUM VAT	TMS INVOICE NUMBER HIGH VAT	TMS INVOICE AMOUNT HIGH VAT	TMS INVOICE NUMBER 0% VAT	TMS INVOICE AMOUNT 0% VAT	VOUCHER AMOUNT	HOTEL TREATS VOUCHER NUMBER	VOUCHER EXPIRY DATE	VOUCHER DESCRIPTION
1	112672122			S046000977	140,00					140,00	192984-345227-870	01/01/2024	SPICE SPOON COOKING MASTER CLASS FOR ONE

**ESMA.VILPA. Modify items of all folios**

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

Reservation: 109293479   Status: Check in   Arrival: 01.06.2023   Departur: 01.01.2024

Main Client: HOTEL TREATS LTD   Voucher: 192984-345227-870

FOLIOS: F1 0,00 EUR   DIRECT, GUEST-000001000   0,00

(tax ind.) F3 0,00 EUR   Main Guest   0,00

Status   Revenue date   Folio Concept ID   Description   Quantity   Price   Disc. (net)   Amount   Tax incl.   Service date   Sourc...   Guest Name   CRS Percen   Client %   Commi.Am.   CRS Commssion amount/A

Remarks: SPICE SPOON COOKING MASTER CLASS FOR ONE

- You must create a prepayment with invoice per each voucher and taking into account the different VAT % based on the services included. In Italy, prepayments without Invoice (Caparra) are allowed.
- If you have all the mandatory customer information, create the PID to invoice the prepayment. If not, you can use the generic customer 1000 or the corresponding CPD depending on the tax requirements of your country.
  - The customer's information is available in the Hotel Treats website. [See slides – How to download reports.](#)
- You cannot issue any invoice (prepayment, deposit or final invoice) to Hotel Treats.

# Invoicing provided services in TMS

- Once the customer comes to the hotel, we must verify the validity of the voucher and redeem it using the Hotel Treats website.
- In TMS the services must be charged to the corresponding DGB (from SPA, from a F&B POS, directly in FO TMS) and billed. The total amount of the final invoice will be zero because the prepayment will be applied.
- You cannot issue any invoice (prepayment, deposit or final invoice) to Hotel Treats.

ESMA.VILPA. Process folio 1

Folio 1

Folio 2

Folio 3

Folio 4

All folios

Current date

Charges until today

Cancelled Revenue

Reservation

117650031

Status

Check out

Arrival

08.06.2023

Departur

29.06.2023

Main Client

HOTEL TREATS LTD

Voucher

225786-408400-213

FOLIOS:

F1

270,00

EUR

DIRECT, GUEST-0000001000

0,00

(tax ind.)

0,00

Main Guest

0,00

Status	Revenue date	Folio	Concept ID	Description	Quantity	Price	Disc. (net)	Amount	Tax ind.	Service date	Source Room	G
	21.06.2023	1	PPWI	Nº Factura S046001142	1	245,45	0,00	245,45		21.06.2023		
	21.06.2023	1	PPWI	S046001142	1-	245,45	0,00	245,45-		21.06.2023		
	29.06.2023	1	RT5B	Restaurante Bebida	1	49,09	0,00	49,09		29.06.2023		H
	29.06.2023	1	RT5F	Restaurante Comida	1	196,36	0,00	196,36		29.06.2023		H

Datos fiscales

Datos postales

Num. Factura

Fecha

Nombre

Fecha IN

Fecha OUT

Página

EV11041759

29.06.2023

08.06.2023

01.06.2024

1/1

Fecha	Cant.	Servicio	%IVA	Base	Cuota	Total	Saldo
29.06.2023	1	Restaurante Comida	10%	196.36	19.64	216.00	216.00
29.06.2023	1	Restaurante Bebida	10%	49.09	4.91	54.00	270.00
21.06.2023	1	Prepago S046001142	10%	-245.45	-24.55	-270.00	0.00

	%IVA	Base	Cuota	Total
IVA	10%	245.45	24.55	270.00
Prepago	10%	-245.45	-24.55	-270.00
Total		0.00	0.00	0.00 EUR

Forma de pago

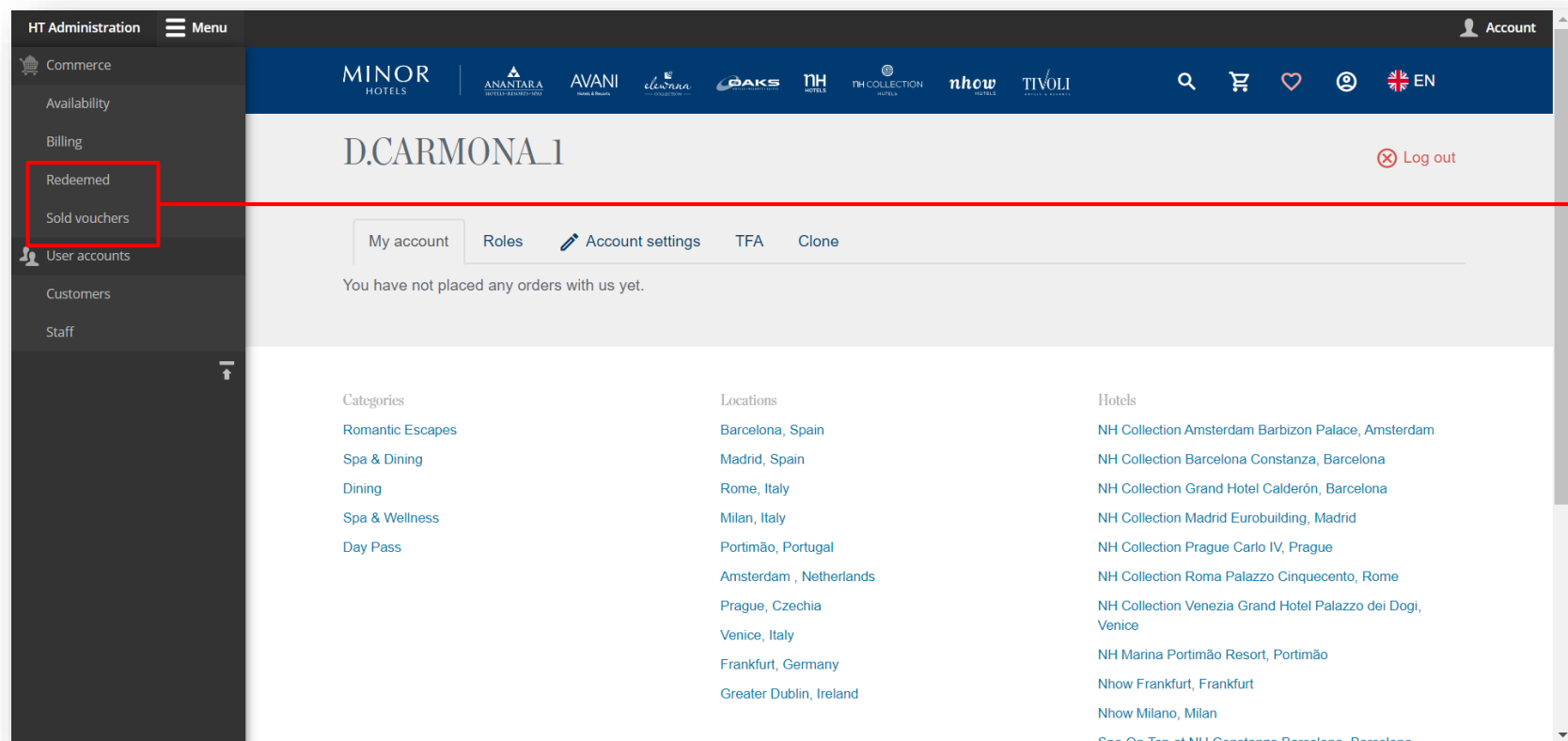
## Special cases

<p><b>Vouchers sold in Hoteltreats.com Marketplace</b></p>	<ul style="list-style-type: none"> <li>When the vouchers were sold in the Hoteltreats.com Marketplace, we only will receive the money the month after the redemption date.</li> <li>In these cases, you must verify and redeem the voucher in Hotel Treats website and charge the provided services in a DGB. The following month, when you will receive the URN with payment information, you can close the invoice using TRANSFER payment method.</li> </ul>
<p><b>Voucher redeemed before payment</b></p>	<ul style="list-style-type: none"> <li>If the voucher is sold in our website but the customer wants to redeem it during the month and before receive the money.</li> <li>You must verify and redeem the voucher in Hotel Treats website and charge the provided services in a DGB. The following month, when you will receive the URN with payment information, you can close the invoice using TRANSFER payment method.</li> </ul>
<p><b>Accommodation reservations</b></p>	<ul style="list-style-type: none"> <li>In case the voucher is linked to an accommodation reservation, you must use this reservation to charge the provided services and register the (pre)payment.</li> </ul>
<p><b>Expired vouchers</b></p>	<ul style="list-style-type: none"> <li>Expired vouchers with prepayment received should be invoiced using the corresponding services codes. You can check using the TMS report /CCSHT/NA_024_R - Management Report.</li> </ul>

# Vendor commission invoice

- On a monthly basis Hotel Treats sends the commission invoice to the SSC to be posted and paid.
- The vendor is 72593 HOTEL TREATS LTD and the payment term, PA00 (already approved by the BU Financial Directors).
- The invoice is posted in the GL account 62910006 F&B COMMISSIONS AND OTHERS (ceco OP).
  - We will pay combination between fixed and variable fees: 50€ fixed/month + 7% of commission (for each voucher sold). Those packages sold via the Hotel treats.com marketplace will have a 15% of commission.
- The invoice is posted blocked for payment, so the Hotel Manager must release it for payment as soon as possible because it must be paid during the month.
- The monthly commission invoices can always be checked using the Hotel Treats website. [See slides – How to download reports](#).

# How to download reports from Hotel Treats website



Once you are logged, you can check and download the information about “redeemed vouchers”, “sold vouchers”, data of the customers



# How to download reports from Hotel Treats website

Account

Sold vouchers

Home » Administration » Commerce

Voucher number

Order number

External reference

Payment ID (i.e. Gift Card number)

Product name

Customer's email

Hotel's country

Properties

Discounted

Redeem status

Ordered on

to

Redeemed on

to

Filter

Action

-- Select act... --

Apply to selected items

<input type="checkbox"/>	Voucher/Card number	Order number	External reference	Type	Product name	Booking slot	Original price	Final price	Seller amount	Discounted	Billing information	Order information
<input type="checkbox"/>	304753-583702-810	304753 bank card			Spa Day with Massage for two at Hotel NH Collection Prague Carlo IV		€220	€220	€204.6	No	Tereza simikova Denmark	
					Spa with 30-min Bark						simikova.tereza@gmail.com	

Customer's data needed for invoicing is available in the "Sold vouchers" section

Apply the filters you need (dates, voucher ID, customer's email, etc.)


Apply to selected items

Displaying 1 - 30 of 30

Export as XLSX


Scroll down and click on "Export as XSLX", and an Excel file will be downloaded

# Available documents




### BUSINESS PROCESSES

FIND ALL DOCUMENTS YOU NEED FOR YOUR DAILY WORK



### KNOWLEDGE PILLS & VIDEOS

SHARING KNOWLEDGE THROUGH INTERACTIVE LEARNING



### LATEST SYSTEM UPDATES

## KNOWLEDGE BROWSER

Title

"Hotel Treats"

Language

All

Tags

Hotel Treats


Area + Sub-Area + Document Type

- ANY -

Apply


Reset

Title	Tags	Area	Language
Template Prepayments Hotel Treats	Hotel Treats	> SALES_DISTRIBUTION > MARKETING STRATEGY > TEMPLATE	English
How to use the Back-End of Your Online Webshop - Hotel Treats	Hotel Treats	> SALES_DISTRIBUTION > MARKETING STRATEGY > MANUAL & GUIDE	English
Hotel Treats Vouchers_Front and Back Office process	Hotel Treats	> SALES_DISTRIBUTION > MARKETING STRATEGY > PROCESS	English




### FRONT OFFICE BASICS

QUICK GUIDES, CHECKLISTS, INFOGRAPHICS...



### BRING VALUE TO YOUR WORK

OUR NEWSLETTER



### ABOUT US

ALL ABOUT US - WHO WE ARE

MINOR  
HOTELS

ANANTARA  
HOTELS · RESORTS · SPAS

AVANI  
Hotels & Resorts

elewana  
— COLLECTION —

DAKS  
HOTELS · RESORTS · SUITES

nh  
HOTELS

nh COLLECTION  
HOTELS

nhow  
HOTELS

TIVOLI  
HOTELS & RESORTS

| 10

# THANKS!

## MINOR HOTELS

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