

InterCompany & InterCenter TMS Front Office Business processes – Operations MARCH 2025













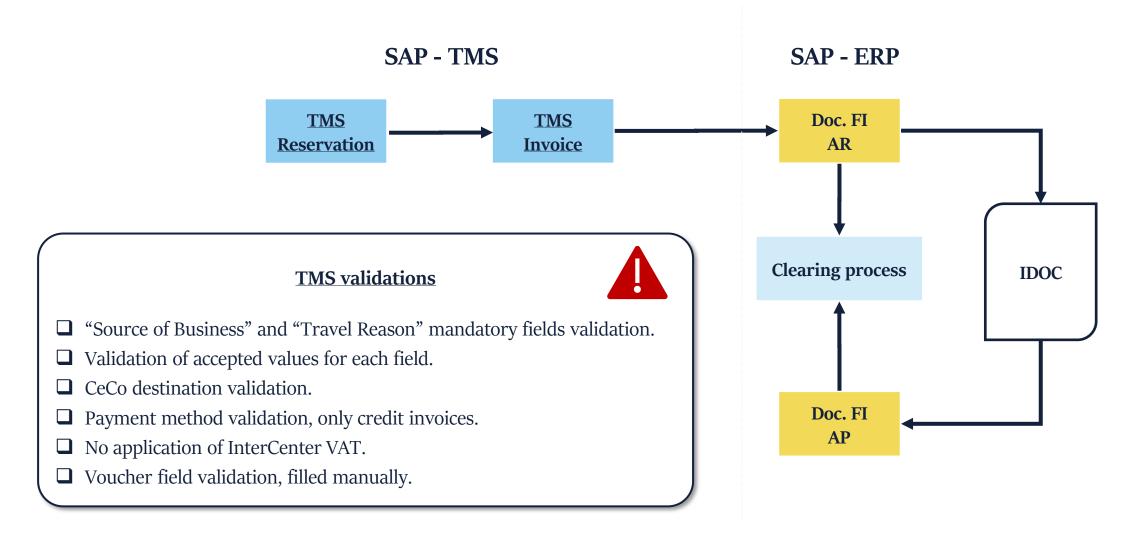






InterCompany & InterCenter from a TMS reservation Process

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Creation of a Reservation in TMS



Most of the reasons included in this policy require the previous approval with the template. This template provides all necessary information to create the TMS reservation correctly.

If the template is not correctly completed, please reject it and ask the requester to change it !!!



If necessary, in those cases where the template InterCompany Reservations Request is not mandatory, the hotel can use it to know the corresponding Main Client, Voucher & Statistical data (Source of Business and Travel Reason).

Send invoice?

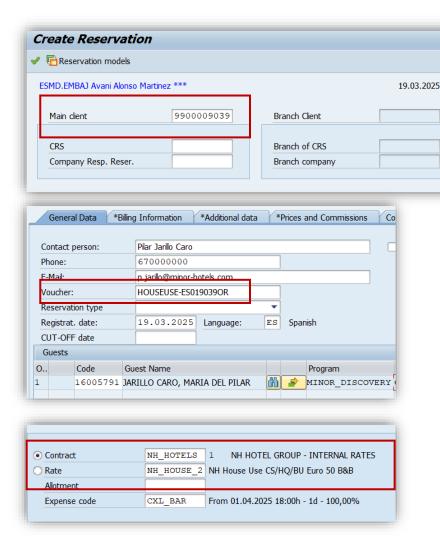
Main Customer of the reservation

Voucher information

2. INFORMATION FOR THE HOTEL - TMS RESERVATION & INVOICING *If necessary, in those cases when is not mandatory to send this request, the hotel can use it to know the correct information for TMS If necessary, in those cases when is not mandatory to send this request, the hotel can Mandatory template? Yes use it to know the corresponding Main Client, Voucher & Statistical data (Source of Bussiness and Travel Reason) Send paper invoice by email to: Do we need to send the paper invoice by email? Do not send TMS Customer Reservation and 9900009039 TMS Main Customer of the reservation and holder of the invoice/folio holder of the invoice ES01 CS CORPORATE TMS Voucher Data HOUSEUSE-ES019039OR Information to be included by the hotel in Invoice Voucher field!!! Pilar Jarillo Caro Contact person in TMS Reservation Contact person 670000000 Phone Contact phone in TMS reservation Contact email in TMS reservation E-mail p.jarillo@minor-hotels.com Pilar Jarillo Caro Guest/s name/s of the reservation Guest name PID of the guest of the reservation. Information Booking Code (PID) 16005791 When applies, search and always select the already available Team Member PID! needed to create Arrival date 01/04/2025 Check-in date and invoice the Deaprture date 03/04/2025 Check-out date reservation in Nr. of rooms TMS Nr. of persons Meal Plan (F&B services): BB-Bed&Breakfast Reason detail Meetings in Reg. Office Remarks in TMS reservation Remarks NH HOTELS / NH HOUSE TMS Contract to be applied in reservation TMS Contract TMS Rate Code NH HOUSE 2 TMS Rate Code to be applied in reservation TMS Price Code Dynamic price TMS Price Code to be applied in reservation Approved Rate & Price Code Price approved in case of OTHER INVITATIONS Source of Business TMS OR IC-ORGANIZATION Information to be included by the hotel in Statistics tab of TMS reservation!!!! IC HOUSEUSE Travel Reason TMS

Contract & Rate to be applied

Statistics: Source or Business and Travel Reason



Main Customer of the reservation

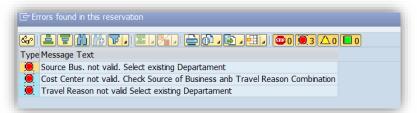
Voucher information

Contract & Rate to be applied

- Internal customer starting with 99* is always the Main Client of the reservation.
- The Main Client and the Holder of the folio to be invoiced must be the same in the TMS reservation because validations of statistic fields (Source of Business and Travel Reason) are based on the Main Client.
- Client IDs 91* and 2* IDs must not be used (although ID 91* will be automatically displayed and printed on the invoice, it is OK).
- The fields corresponding to the CRS, Company, Receiver, Holder and Payer clients must not be informed in these internal reservations.
- When applicable, search in CRM for the Client ID of the team member and always add them as the guest of the reservation.

If we save the reservation, an error message is displayed by TMS in order to fill in the new statistical fields.





And we have to fill the fields Source of Business (destination department or ceco) and Travel Reason (reason of the reservation request).

If the selected values are not correct, the system displays an error message to correct them. In case of doubt, please contact with the reservation requester.



Statistics: Source or Business and Travel Reason



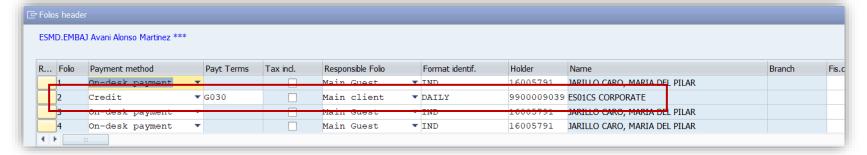
Statistic data are validated based on the Main Client of the reservation.

If you modify the Rate, statistical fields change automatically, so you have to ensure they are correct!!!!

Invoicing of Folios with Internal Client Holder

The system changes folio 2 to Credit payment method for the indicated internal client. The responsible for the rest of folios is the Guest, with

on-desk payment.



We can only issue invoices to other centers of MHE&A using Credit payment method. If we try to invoice a folio with on-desk payment, TMS displays a message in order to change it again in the header of the folios. Payment method for Internal Clients is Go3o.



If the Voucher field is not filled, an error message appears when we try to invoice the folio.



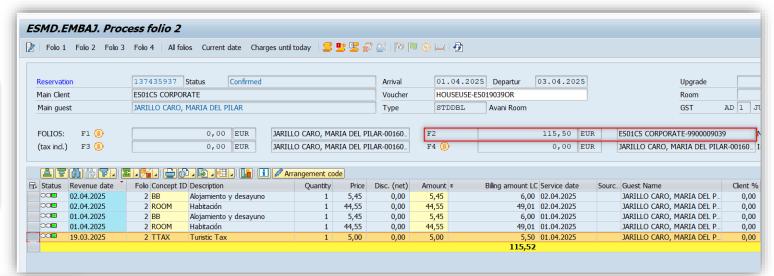


Invoicing in TMS

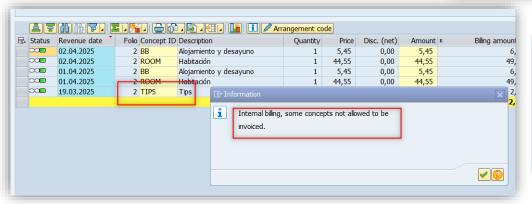
Invoicing of Folios with Internal Client Holder

Only allowed concepts based on the Travel Policy and the InterCompany Reservations Policy will be included in the credit invoice. Other services, must be invoiced to the team member or guest with on desk-payment.

CITY TAX has to be included in the credit invoice to the MHE&A center, whenever possible.







TIPS and PAID_OUTS cannot be invoiced to the MHE&A center. They only can be invoiced in the on-desk payment folio to the guest.

The hotel cannot self-invoice any amount (folios can only be closed with the hotel itself as an internal client if they have a zero amount).

Invoicing of Folios with Internal Client Holder

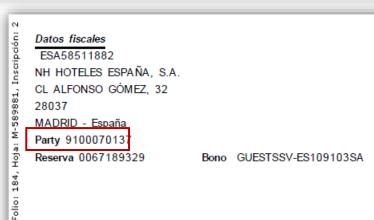


Please, bear in mind that the Party ID of the Internal Customer that appears in the printed copy of the invoice (or the Internal Charge document) is not the same as the reservation shows in TMS. In the invoice the number of the internal customer starts with 91*.

Datos fiscales ESA28027944 NH HOTEL GROUP, S.A CL SANTA ENGRACIA, 120 28003 MADRID - España Party 9100038784 Reserva 0067203082 Bono HOUSEUSE-ES019039OP Prog. Fidelizacion: 160729040300 NH EMPLOYEE

Datos postales
ES01CS CORPORATE
CL SANTA ENGRACIA, 120
28003
MADRID - España
DUPLICADO

Cargo Interno

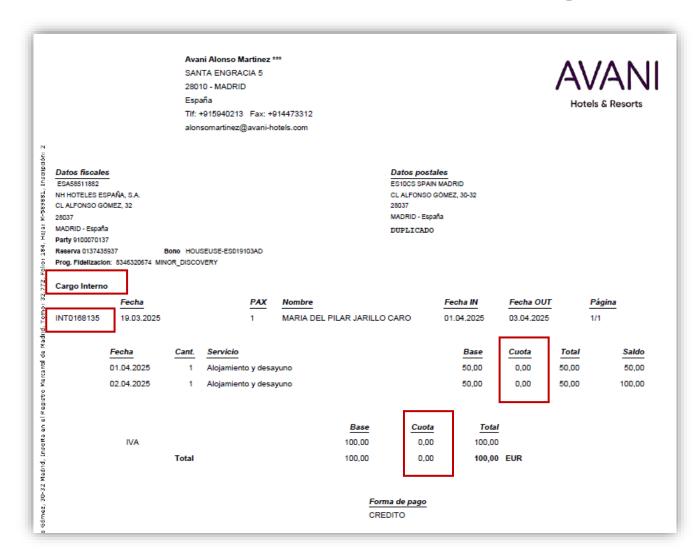


Datos postales

ES10CS SPAIN MADRID CL ALFONSO GÓMEZ, 30-32 28037 MADRID - España

DUPLICADO

InterCenter – Internal Charges



In case of the same legal entity (or centers belonging to the same VAT group in The Netherlands or Belgium,) TMS will not issue any invoice. There is a new type of document "Internal Charge" with a new range starting with INT and without any fiscal value.

TMS removes automatically the calculated VAT, both for a Price code or for a manual Price.

The tax classification of the folio to be invoiced should never be changed manually.



Nevertheless, Internal Charges can be managed as invoices at the Front Office and we can access, modify, reprint, etc.

In Argentina these Internal Charges will not be printed at the fiscal printer because it's only an internal document.





Invoice Delivery

Invoice Delivery



Important!!!

As a general rule, invoices and internal charges should not be sent because the AP posting of the expense in the destination center is automatic based on the information registered in the original TMS reservation (customer, travel reason and source of business).

Only for a few centers (hotels and central services) any AP movement is posted automatically, so issued invoices to these excluded centers and invoices issued from these excluded centers must be sent as usual (post, email) because the posting in the destination center will continue being manual based on the information registered in the TMS reservation (customer and voucher).

This information is available in the request template, based on the involved centers:

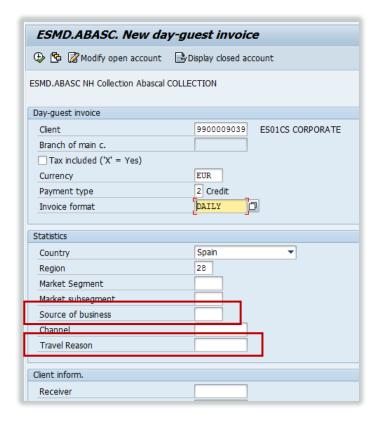




Other cases: DGB & MICE

Day Guest Billing

For Bar or Restaurant charges that we invoice on a regular basis, we will use the day-guest billing (/CCSHT/FC_FMAN- Day-Guest Billing) option. We have to inform the same data and TMS applies the same validations so we have always to complete statistical information: Source of Business and Travel Reason when we create the reservation.

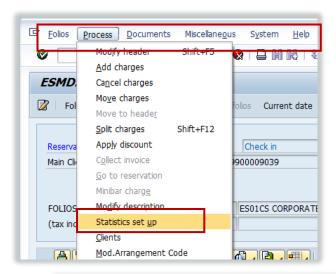


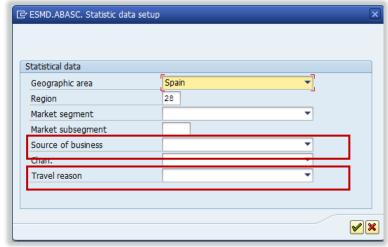


The Main Customer and the Holder of the folio to be invoiced must be the same in the TMS reservation.

Reminder! We only can issue credit invoices to other MHE&A centers, never on-desk payments.

We can also use the option Process > Statistics setup





Group & Events Reservations

For TMS4MEETINGS applies the same, the rules and validation already explained for individual reservations.

The Main Client and the Holder of the folio to be invoice have to be the same because validations of statistic fields are based on the Main Client.

The Voucher and Statistic fields Source of Business and Travel Reason have to be always informed.

In case of M&E, it is very likely that we have to issue different invoices to different centers:

- **If the reservation includes rooms**, we can inform in each individual reservation the different and proper Main Client, Holder, Voucher, Source of business and Travel reason to ensure the correct billing
- If the reservation only includes meeting rooms and F&B services, we have to move the charges to be billed to different centers to Day Guest Billing reservations with the correct Main Client, Holder Source of business and Travel reason.





Invoice Correction

Invoice Correction

Any error detected with InterCompany invoices must be informed by the Head of Department/Hotel to the hotel sender requesting its rectification. The administration department is not responsible of Interco invoices correction.

As a general rule, any service provided by a hotel will be invoiced to the department which has requested the reservation. The requestor must send the updated request template to the hotel, with all the information needed for billing.

After the check-out and invoicing, the only way to modify the Holder of the invoice, Voucher information and/or statistical relevant fields of the reservation (Source of business and Travel reason) is moving the charges to a Day Guest Billing with the new correct information.

If only the Voucher data and/or the Statistical Information are changed in the original reservation, no valid change will be made.



Related Documents

Related documents



- Intercompany TMS Key Rules
- Travel Policy
- InterCompany Reservations Policy
- <u>InterCompany Reservations Request</u>
- FAM TRIP Reservation Process
- Hotels with a Heart protocol summary
- Influencers Creators Hosting Policy
- Media Hosting Policy
- University Rate





Thank You