



# InterCompany & InterCenter TMS Front Office

## BUSINESS PROCESSES – OPERATIONS

### OCTOBER 2025





# **InterCompany & InterCenter from a TMS reservation Process**

# InterCompany & InterCenter from a TMS reservation Process

SAP - TMS

TMS  
Reservation



TMS  
Invoice



SAP - ERP

Doc. FI  
AR



Clearing process



Doc. FI  
AP



IDOC

TMS validations



- ☐ “Source of Business” and “Travel Reason” mandatory fields validation.
- ☐ Validation of accepted values for each field.
- ☐ CeCo destination validation.
- ☐ Payment method validation, only credit invoices.
- ☐ No application of InterCenter VAT.
- ☐ Voucher field validation, filled manually.



# **Creation of a Reservation in TMS**

[illegible]

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



MINOR HOTELS | InterCompany & InterCenter TMS Front Office

# Creation of the Reservation for Internal Clients

Main Customer of the reservation

Voucher information

Contract & Rate to be applied

Statistics: Source or Business and Travel Reason

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			
Mandatory template?	Yes		If necessary, in those cases when is not mandatory to send this request, the hotel can use it to know the corresponding Main Client, Voucher & Statistical data (Source of Bussiness and Travel Reason)
TMS Customer Reservation and holder of the invoice	9900009039	Information needed to create and invoice the reservation in TMS	TMS Main Customer of the reservation and holder of the invoice/folio
TMS Voucher Data	ES01 CS CORPORATE		
Contact person	HOUSEUSE		<b>Information to be included by the hotel in Invoice Voucher field!!!</b>
Phone	Pilar Jarillo Caro		Contact person in TMS Reservation
E-mail	670096517		Contact phone in TMS reservation
Guest name	p.jarillo@minor-hotels.com		Contact email in TMS reservation
Booking Code (PID)	Pilar Jarillo Caro		Guest/s name/s of the reservation
Arrival date	16005791		PID of the guest of the reservation.
Deaprture date	30/10/2025		When applies, search and always select the already available Team Member PID !
Nr. of rooms	31/10/2025		Check-in date
Nr. of persons	1		Check-out date
Meal Plan (F&B services):	1		
Reason detail	BB-Bed&Breakfast		
Remarks	Reunión BP en RO		Remarks in TMS reservation
TMS Contract	- Include dinner in RO credit invoice		
TMS Rate Code	NH_HOTELS / NH_HOUSE		TMS Contract to be applied in reservation
TMS Price Code	NH_HOUSE_2		TMS Rate Code to be applied in reservation
Approved Rate & Price Code	Dynamic price		TMS Price Code to be applied in reservation
Source of Business TMS	IC- ORGANIZATION	OR	Price approved in case of OTHER INVITATIONS
Travel Reason TMS	IC- HOUSEUSE	HU	<b>Information to be included by the hotel in Statistics tab of TMS reservation!!!!</b>

# Creation of the Reservation for Internal Clients

**Create Reservation**

✓ Reservation models

ESMD.EMBAJ Avani Alonso Martinez \*\*\* 19.03.2025

Main client	9900009039	Branch Client	
CRS		Branch of CRS	
Company Resp. Reser.		Branch company	

Main Customer of the reservation

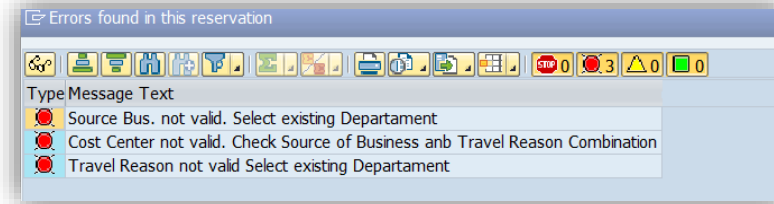
<input checked="" type="radio"/> Contract	NH_HOTELS	1	NH HOTEL GROUP - INTERNAL RATES
<input type="radio"/> Rate	NH_HOUSE_2		NH House Use CS/HQ/BU Euro 50 B&B
Allotment			
Expense code	CXL_BAR		From 01.04.2025 18:00h - 1d - 100,00%

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.

# Creation of the Reservation for Internal Clients

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

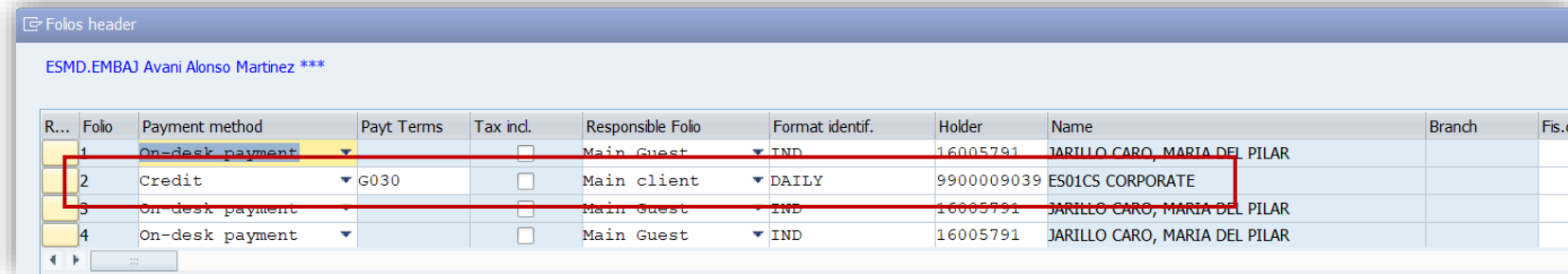


Statistic data are validated based on the Main Client of the reservation.

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

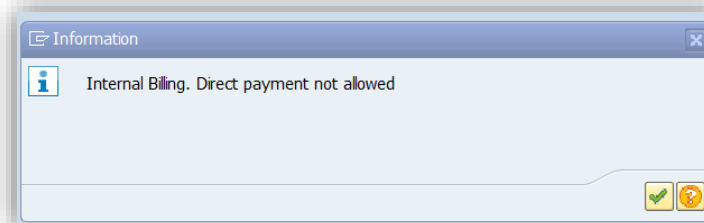
# Invoicing of Folios with Internal Client Holder

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.

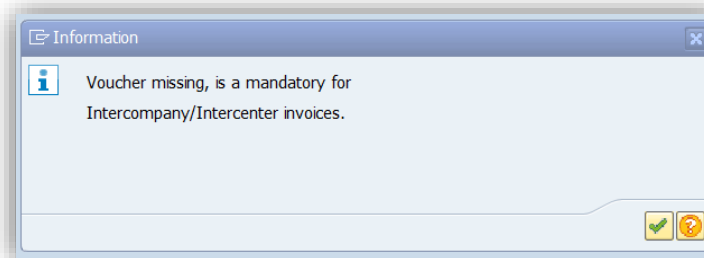


R...	Folio	Payment method	Payt Terms	Tax ind.	Responsible Folio	Format identif.	Holder	Name	Branch	Fis.c
1		On-desk payment		<input type="checkbox"/>	Main Guest	IND	16005791	JARILLO CARO, MARIA DEL PILAR		
2		Credit	G030	<input type="checkbox"/>	Main client	DAILY	9900009039	ES01CS CORPORATE		
3		On-desk payment		<input type="checkbox"/>	Main Guest	IND	16005791	JARILLO CARO, MARIA DEL PILAR		
4		On-desk payment		<input type="checkbox"/>	Main Guest	IND	16005791	JARILLO CARO, MARIA DEL PILAR		

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 G030.



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.



**ESMD.EMBAJ. Process folio 2**

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

Reservation: 137435937 Status: Confirmed Arrival: 01.04.2025 Departur: 03.04.2025 Upgrade: ☐  
Main Client: ES01CS CORPORATE Voucher: HOUSEUSE-ES019039OR Room:   
Main guest: JARILLO CARO, MARIA DEL PILAR Type: STDDBL Avani Room GST: AD 1 JU

FOLIOS: F1 0,00 EUR JARILLO CARO, MARIA DEL PILAR-00160... F2 115,50 EUR ES01CS CORPORATE-9900009039  
(tax incl.) F3 0,00 EUR JARILLO CARO, MARIA DEL PILAR-00160... F4 0,00 EUR JARILLO CARO, MARIA DEL PILAR-00160...

Status	Revenue date	Folio	Concept ID	Description	Quantity	Price	Disc. (net)	Amount *	Billing amount LC	Service date	Sourc...	Guest Name	Client %
00	02.04.2025	2	BB	Alojamiento y desayuno	1	5,45	0,00	5,45	6,00	02.04.2025		JARILLO CARO, MARIA DEL P...	0,00
00	02.04.2025	2	ROOM	Habitación	1	44,55	0,00	44,55	49,01	02.04.2025		JARILLO CARO, MARIA DEL P...	0,00
00	01.04.2025	2	BB	Alojamiento y desayuno	1	5,45	0,00	5,45	6,00	01.04.2025		JARILLO CARO, MARIA DEL P...	0,00
00	01.04.2025	2	ROOM	Habitación	1	44,55	0,00	44,55	49,01	01.04.2025		JARILLO CARO, MARIA DEL P...	0,00
00	19.03.2025	2	TTAX	Turistic Tax	1	5,00	0,00	5,00	5,50	01.04.2025		JARILLO CARO, MARIA DEL P...	0,00
									<b>115,52</b>				

Arrangement code

Status	Revenue date	Folio	Concept ID	Description	Quantity	Price	Disc. (net)	Amount *	Billing amount
00	02.04.2025	2	BB	Alojamiento y desayuno	1	5,45	0,00	5,45	6,00
00	02.04.2025	2	ROOM	Habitación	1	44,55	0,00	44,55	49,01
00	01.04.2025	2	BB	Alojamiento y desayuno	1	5,45	0,00	5,45	6,00
00	01.04.2025	2	ROOM	Habitación	1	44,55	0,00	44,55	49,01
00	19.03.2025	2	TIPS	Tips	1	2,00	0,00	2,00	2,00

Information: Internal billing, some concepts not allowed to be invoiced.

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

Datos fiscales

ESA58511882  
NH HOTELES ESPAÑA, S.A.  
CL ALFONSO GÓMEZ, 32  
28037  
MADRID - España

Party 9100070137

Reserva 0067189329      Bono GUESTSSV-ES109103SA

Datos postales

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

772. Folio: 184, Hoja: M-589881, Inscripción: 2

Cargo Interno

# InterCenter – Internal Charges

**Avani Alonso Martinez \*\*\***  
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 28010 - MADRID  
 España  
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 alonsomartinez@avani-hotels.com

**AVANI**  
 Hotels & Resorts

**Datos fiscales**  
 ESA58511882  
 NH HOTELES ESPAÑA, S.A.  
 CL ALFONSO GÓMEZ, 32  
 28037  
 MADRID - España  
 Party 9100070137  
 Reserva 0137435937 Bono HOUSEUSE-ES019103AD  
 Prog. Fidelizacón: 8346320674 MINOR\_DISCOVERY

**Datos postales**  
 ES10CS SPAIN MADRID  
 CL ALFONSO GÓMEZ, 30-32  
 28037  
 MADRID - España  
 DUPLICADO

**Cargo Interno**

Fecha	PAX	Nombre	Fecha IN	Fecha OUT	Página
INT0168135	1	MARIA DEL PILAR JARILLO CARO	01.04.2025	03.04.2025	1/1

Fecha	Cant.	Servicio	Base	Cuota	Total	Saldo
01.04.2025	1	Alojamiento y desayuno	50,00	0,00	50,00	50,00
02.04.2025	1	Alojamiento y desayuno	50,00	0,00	50,00	100,00

	Base	Cuota	Total
IVA	100,00	0,00	100,00
<b>Total</b>	100,00	0,00	100,00 EUR

**Forma de pago**  
 CREDITO

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!!!

All 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).

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**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.

We can also use the option Process > Statistics setup

**ESMD.ABASC. New day-guest invoice**

ESMD.ABASC NH Collection Abascal COLLECTION

Day-guest invoice

Client: 9900009039 ES01CS CORPORATE

Branch of main c.:

☐ Tax included ('X' = Yes)

Currency: EUR

Payment type: 2 Credit

Invoice format: DAILY

Statistics

Country: Spain

Region: 28

Market Segment:

Market subsegment:

Source of business:

Channel:

Travel Reason:

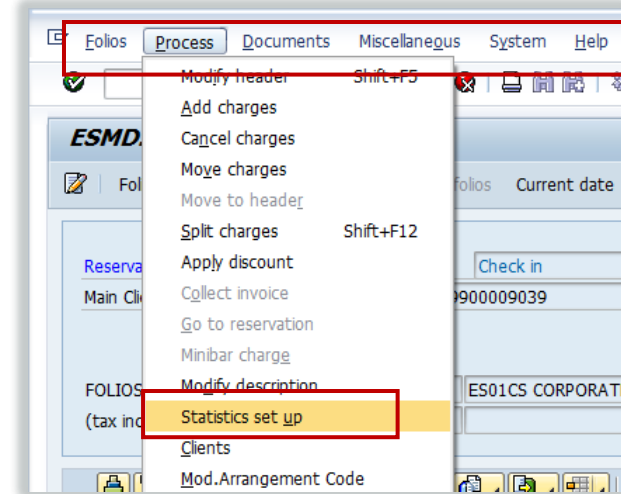
Client inform.

Receiver:



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.



**ESMD.ABASC. Statistic data setup**

Statistical data

Geographic area: Spain

Region: 28

Market segment:

Market subsegment:

Source of business:

Channel:

Travel reason:

# 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 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 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](#)
- [InterCompany Reservations Request](#)
- [FAM TRIP Reservation Process](#)
- [Hotels with a Heart protocol summary](#)
- [Influencers Creators Hosting Policy](#)
- [Media Hosting Policy](#)
- [University Rate](#)



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**Thank You**

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